

Customer Tips

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... for the user

WorkCentre/WorkCentre Pro 232/238/245/255/265/275 Default Scan File Compression and Older Applications

Purpose

The WorkCentre/WorkCentre Pro 232/238/245/255/265/275 is fully compatible with Scan to PC Desktop v.7/PaperPort v.10. The default compression (JBIG2) for these devices is not compatible with older applications such as Scan to PC Desktop v.6/PaperPort v.9 and some versions of Acrobat. This document provides options for you to work around the issue.

A PDF file with JBIG2 compression causes PaperPort v.9 or Acrobat Reader (v.7, v.4 and earlier), to freeze or the file to appear blank when opened. This same PDF opens properly in PaperPort v.10 and Acrobat Reader v.8. Files that have the TIFF format are not impacted.

Note: SMARTsend is not affected by this issue.

JBIG2 Background

JBIG2 encoding is the default compression algorithm on the Image Settings page of the WorkCentre/WorkCentre Pro 232/238/245/255/265/275 Web UI. PaperPort Scan to PC Desktop v.6 does not support JBIG2 encoding.

JBIG2 is a format for bi-level (black/white) image compression that offers significant advantages over other compression formats:

- Large increase in compression performance (typically 3-5 times smaller than Group 4/MMR, 2-4 times smaller than JBIG1).
- Special compression methods for text, halftones, and other binary image content.
- Multi-page document compression.
- Flexible format, designed to easily embed in other image file formats, such as TIFF.
- High-performance decompression: images can decompress in software at a rate over 250 million pixels/second.

This document applies to these Xerox products:

X	WC Pro 232/238/245/255/265/275
x	WC 232/238/245/255/265/275

Possible Solutions

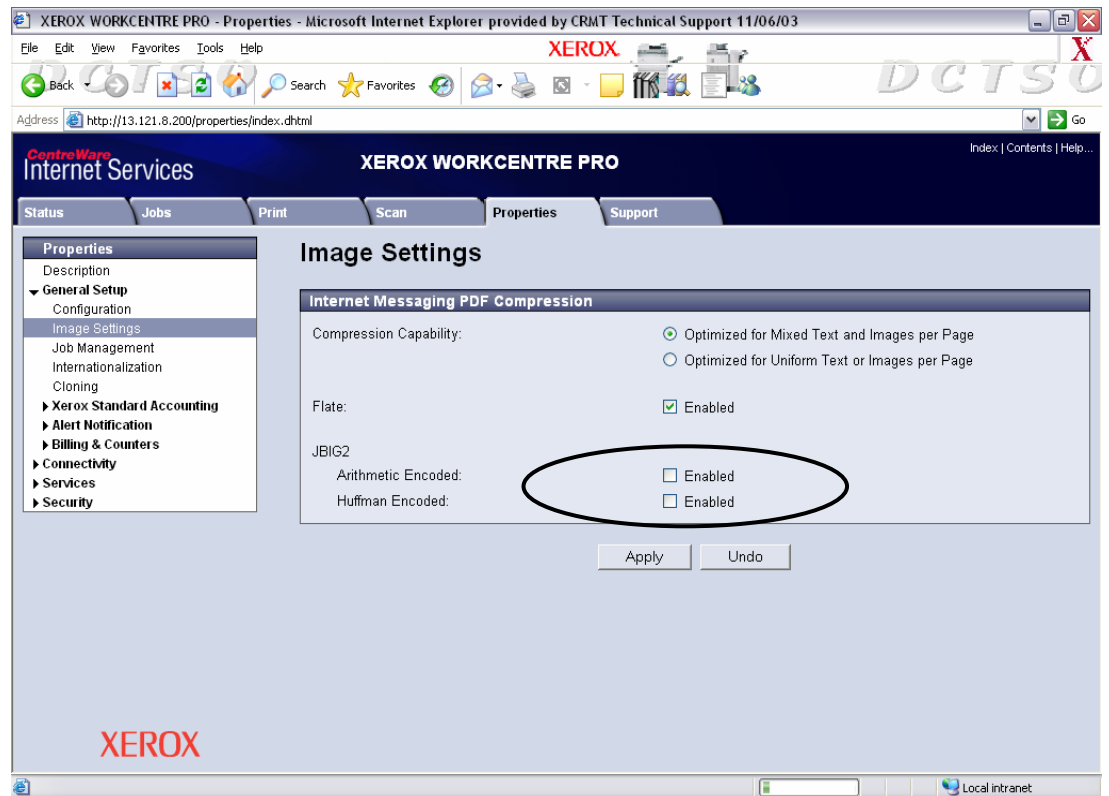
You have several options as a solution to this issue.

Modify Settings

Disable the JBIG2 feature on the Web UI so that PDF files are created without JBIG2 compression. Modify both email and scan to file settings.

Email

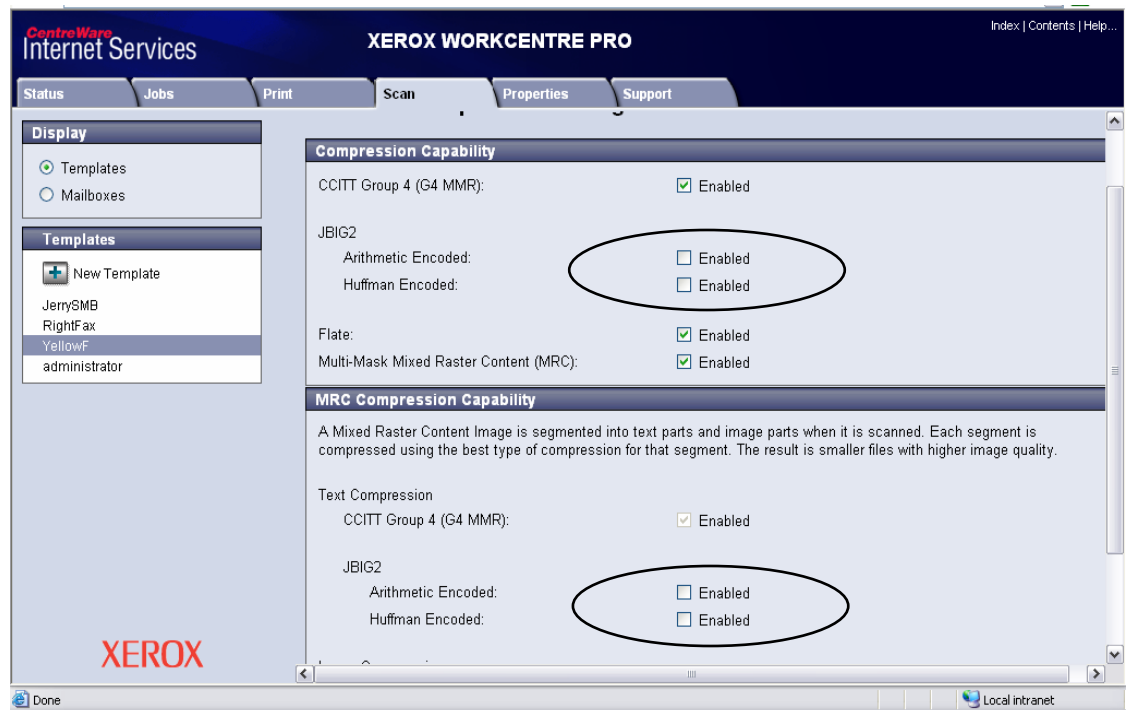
1. Enter the IP address of your Xerox WorkCentre Pro in a browser.
2. Select the **Properties** tab.
3. Expand **General Setup** and select **Image Settings**.
4. Uncheck both the **Enable** boxes in the JBIG2 section and click **Apply**.



Scan to File

Modify the scan templates accessible through the Web UI to disable the JBIG2 feature. You can also change the JBIG settings in the Default template so that new templates automatically disable the feature.

1. Enter the IP address of your Xerox WorkCentre Pro into a browser.
2. Select the **Scan** tab.
3. Select the template to modify.
4. Click **Edit** next to **Image Adjustment** near the bottom of the page.
5. Click **Edit** next to **Identify Compressions...** near the bottom of the page.
6. Uncheck all the **Enable** boxes in the JBIG2 section and click **Apply**.



7. Click **Apply**.

Use Tiff vs. PDF

When you create templates with CentreWare Internet Services for a WorkCentre Pro 232/238/245/255/265/275, select TIFF instead of PDF as the default.

Upgrade to Scan to PC Desktop v.7/PaperPort 10 Software

Upgrade to Scan to PC Desktop Version 7.0/PaperPort 10 (or later version). This software version supports the JBIG2 compression.

To upgrade:

1. Navigate to the following URL and complete the SSFT XBP Price Quote Request Form.
<http://xrxmulti.scansoft.com/>
2. When the form is complete, click **Submit Information** at the bottom of the Web page.
A Nuance representative will contact you with a price quote within 24 hours.

Upgrade to Acrobat Reader 8 or greater

Upgrade to Adobe Acrobat Reader 8 (or greater). This software version supports the JBIG2 compression.

To upgrade:

1. Navigate to the following URL and download the latest version of Acrobat Reader.
<http://www.adobe.com/products/acrobat/readstep2.html>
2. Follow the installation instructions as instructed by Adobe.

Additional Information

Xerox Customer Support welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>.

Other Tips about Xerox multifunction devices are available at the following URL: <http://www.office.xerox.com/support/dctips/dctips.html>.

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