Imagine Scanner Information

List of recommended scanners

- Updated 2018-03-03 Imagine_Recommended_Scanners_.pdf

Setting up new scanner machines

New scanner machines have to be setup as follows:

1. Log in as local admin **not** as a privileged user who belongs to the local admin group
2. Install Perceptive Content Client
3. Plug in scanner
4. Install ISIS driver based on the scanner model and OS installed on the machine
5. Install KOFAX VRS driver based on the scanner model and OS installed on the machine
    1. Copy this file to the workstation to which the scanner will be attached.
    2. Run it to unzip the installation files.
    3. Run the setup.exe file.
    4. Reboot.
    5. Register the product. Use any of the values as needed to complete the registration on your workstation
6. Test scanner connectivity and KOFAX VRS by opening either KOFAX VC Demo or KOFAX Test Console
    1. Make sure the scanner can actually scan documents to either of the two tools mentioned above
    2. Once this the scanner can scan documents, the Imagine team can take over to create capture profiles which, in the majority of cases, will be pushed centrally from the server

Why isn't my scanner working?

Check the power first. Power off your scanner, and then your computer. Power up your scanner, and then your computer. If the power cycles do not restore your ability to scan, call your technical support for hardware check.

Best practices for scanning performance

Below are best practices developed by Perceptive Software based on experience deploying and supporting CaptureNow in customer environments.

- Allocate at least 2 GB of RAM to the scanning computer. As images are scanned, they are stored in memory, written to the hard drive, and then uploaded to the server. The more memory available to the scanner, the fewer times it has to write those images to the file system.

- If business needs allow, scan in Black and White at 200 dpi. Higher resolution, grayscale and color increase the size of the stored image, which slows down the upload process. However, optimal patchcode recognition occurs at 240 dpi, and optimal OCR results occur at 300 dpi.

- Use a USB 2.0 connection to connect the scanner to the scanning station.

- Verify that the scanning computer is using the latest ISIS drivers for the scanner model.

- If a full antivirus scan is performed regularly on the ImageNow Server computer, exclude the **Scann ed** folder within the user's workpath on the scanning computer from real-time antivirus scanning. If this folder is not excluded, then each page will be examined by the antivirus software during scanning, which can slow down the scanning process.

- The work path for an ImageNow user can be found by clicking **Help**, then **About** from the ImageNow Client.

Why are my scanned images of poor quality?

There are several possible reasons.

1. First check the resolution settings on your scanner. The recommended resolution for scanning is 150 dpi and Fine for faxing.
2. The poor quality of the scan could also be due to the quality of the document you are scanning.
3. Finally, check to see if your scanner needs to be serviced. Contact your local IT support for an initial review.

What do I do when a scanner machine is being replaced?

As PCs are replaced by new ones, problems with the scanner, capture profiles, etc. can arise if the appropriate actions are not taken, especially when PCs connected to scanners are being replaced.

 (Please note that local IT admin should perform the steps in this section)

1. **Before removing the old machine, please make sure to:**

   1. Copy the indevice.xml or inscan.xml files from either C:\Documents and Settings\<<username>>\Application Data\ImageNow on XP, C: \Users\<<username>>\AppData\Roaming\ImageNow on Windows 7 for roaming profiles, or C:

\Users\<<username>>\AppData\Local\ImageNow on Windows 7 for local profiles(the local IT administrator knows the specific path) as they will be used after the new machine has been set up. Please see corresponding instructions:How to copy capture profiles.
2. Copy Kofax license number (if applicable).

2. **Once the new machine has been setup with the ImageNow client:**

   1. Install the corresponding scanner driver
   2. Install the corresponding Kofax VRS version
   3. Click on the installation file and "run as administrator".
   4. Apply Kofax license as needed - **Note**: If no Kofax license exists, please make sure to fill in the registration window that pops up after the installation and reboot. If this step is not performed, there will be a Kofax watermark on each scanned page.
   5. Test that the machine can connect with the scanner and actually scan pages (without using ImageNow).
   6. If the scanner successfully scans pages inform the Imagine team so that they can either create the capture profiles locally or push them from the server
   7. The user should log into ImageNow and proceed to use capture profiles. If there are problems, send an email to imaginehelp@lists.berkeley.edu.

Note: if after having copied *the indevice.xml* and *inscan.xml* files, and especially after the user has logged out of Windows and logged back in, the capture profiles "have disappeared", try changing the ownership of those files; that is, make sure the owner of those files is the actual user and not the local IT admin. For example, in the case below, Peter, the local IT admin, appropriately copied the files; however, every time the user, Cindy, logged out of Windows, those files were overwritten by default files causing the user to "lose" the capture profiles. In this case, all the capture profiles had to be recreated from scratch since we didn't know about the "ownership" issue.