

Scanning Problems

First, an important point to understand: Enterprise Organizer Pro has no direct control over your scanner. Scanners are controlled completely by their TWAIN driver and Windows. Enterprise Organizer Pro only puts in "requests" to the driver through Windows and receives pages in return.

As a result, most scanning problems are actually driver problems, and the driver is the responsibility of your scanner manufacturer.

Enterprise Organizer Pro does have a few different ways it can try talking with the driver, and sometimes one method works better than the others. The instructions below will walk you through those settings. But if those settings don't work, you'll need to try the instructions in [Scanning Problems](#).

Quick Overview

Here are the basic steps for getting your driver to communicate with Enterprise Organizer Pro:

1. If your scanner shows up more than once in the scanner list, select the option that does not have "WIA-" in the name
2. Try changing the *Mode* and/or *Transfer* type (next to the scanner option on the scanning dialog)
3. Try scanning with the *Use Scanner Dialog* option turned on
4. Uninstall and update your drivers

We'll now go through each of those steps in more detail.

1. Select the Right Scanner

Click the button next to the *Scanner* option to see a list of every TWAIN scanner Windows recognizes on your computer. If your scanner is there more than once, select the one that *doesn't* have *WIA* in the name.

My Scanner isn't on the List!

The list shows every scanner Windows can see. If Windows can't see it, the scanner either doesn't have a TWAIN driver, or it isn't turned on or plugged in properly. If you're sure it's plugged in and turned on.

Tip:

If your scanner is a Fujitsu ScanSnap, skip to the topic [ScanSnap Scanner](#).

2. Change the Scanning Mode and Transfer Type

Next to the scanner field, you'll see options for the scan *Mode* and *Transfer* type. Do the following:

1. Set the *Mode* to "A"
2. Set the *Transfer* type to "Native"
3. Try a scan
4. If the scan fails, change the *Transfer* type to "Memory"
5. Try a scan
6. If the scan fails, change the *Transfer* type to "File"
7. Try a scan

If the scan fails at this point, change the *Mode* to "B" and start over, trying each of the transfer types. Proceed through all of the modes and transfer types until you find a combination that works.

Further explanation: The *Modes* are different ways of communicating with your scanner, and the *Transfer* types are different ways of getting an image back from the scanner. This might help you narrow in on which setting to change. For example, if you can't even get a scan to start, you probably need to change the *Mode*. If you get problems after a page has gone through the scanner, you probably need to change the *Transfer* type. But often you'll need to change both settings.

Tip:

If you get an error that the scanner is busy or in use, you'll need to reboot your computer and switch your scanner off then back on.

3. Show the Scanner Dialog

Some scanners have problems if you don't scan through their interface. This can include everything from crashes to blank or skipped pages to problems with resolution and paper size.

On Enterprise Organizer Pro's scan dialog, select the option called *Use Scanner Dialog* then click *Start Scan*. Your scanner's interface will pop up. Proceed with the scan. If it works, you will want to make this setting

permanent:

1. Go to *Settings > Scan*
2. Select *Use Scanner Dialog*
3. Click *Save* near the top of the dialog
4. Click *OK*

4. Get the Right Driver

Your scanner's drivers are the communication link between the scanner and Enterprise Organizer Pro. Enterprise Organizer Pro requires a TWAIN driver, which most scanners provide.

Here's how to install or update your driver:

1. Note the scanner manufacturer
2. Note the scanner model number (find it on the bottom or back of the scanner)
3. Go to the scanner maker's website
4. Look for a link that says *Downloads*, *Drivers*, or *Support*
5. There should be an option to look up a driver for your scanner
6. Download the TWAIN driver setup file for your version of Windows
7. Run the setup file
8. Follow the instructions in the setup

Select the Right Driver in Enterprise Organizer Pro

When you scan, you'll see a *Driver* option on the scan dialog. Click its button to see a list of scanners. Select your scanner on the list. If your scanner shows up more than once, first try the entry that does NOT have "WIA" in the name.

There's a Crash when I Scan

If you still get errors or crashes when you scan, see [Scanning Problems](#).

Common Problems & Solutions

Problem	Solution
Image is a negative	Use <i>Invert Pages</i>
Image is too light/dark	Adjust the brightness/contrast
Wrong page size	Choose the right <i>Page Size</i>
Image is crooked	Use <i>Deskew Pages</i>
Pages are blank	Show the scanner dialog and/or change the scan mode
Scan options are disabled	Turn off <i>Use Scanner Dialog</i>
The scanner isn't on the list	You need to install a TWAIN driver; see above
Error: <i>Device or Scanner Cannot be Found</i>	Check your scanner connections
TWAIN Manager error	Troubleshoot the TWAIN drivers
Other errors during the scan	Show the scanner dialog and/or change the scan mode

Invert Pages

If the image looks like a negative – white text on a black background – click the *Advanced* tab, then select the *Invert Pages* option. Click the *Save* button above to make this setting permanent.

Adjust the Brightness/Contrast

If the image is too light or too dark, select *Use Scanner Dialog* and *Start Scan*. This will pop up your scanner's interface. Here you can adjust the scanner's *Brightness* setting. You may also need to play with the *Black/White Threshold* (sometimes called *White Balance*) and *Contrast*.

Deskew Pages

If the image is crooked on the page, see if your scanner can automatically straighten the scans. Select *Use Scanner Dialog* and *Start Scan*. This will pop up your scanner's interface. Here you should look for an option called *Deskew* or *Straighten Pages*.

If your scanner can't straighten the scans automatically, Enterprise Organizer Pro can try to straighten them for you. Click the *Advanced* tab, then select the *Deskew Pages* option. Click the *Save* button above to make this setting permanent.

Change the Page Size

If the scanned page size doesn't match the original, set *Paper Size* to the size of the original. If this option is grayed out, you'll need to set the page size on your scanner's interface.

Tip:

Many scanners have automatic paper size detection. Select *Use Scanner Dialog* and *Start Scan*. This will pop up your scanner's interface. Here you should look for an option like *Automatic* in the paper size, or a setting called *End of Page Detection*, *Auto-Crop*, or something similar.

Error: *Device or Scanner Cannot be Found*

This error means that Windows can't find the scanner. A number of things can cause this.

First and foremost, make sure the scanner's connected to your computer properly and make sure it's turned on. Also try plugging the scanner into a different USB port and swapping USB cables. You'll be surprised how often cables and ports go bad.

You'll also get this error if Windows thinks the scanner is busy. In this case:

1. Shut off your scanner
2. Reboot your computer
3. When your computer's done rebooting, turn on your scanner

You should also make sure you've selected the right driver. When you scan, you'll see a *Scanner* option on the scan dialog. Click the button here to see a list of scanners. Select your scanner on the list. If your scanner shows up more than once, try every option, giving preference to entries that do NOT have "WIA" in the name.

If this is a wireless or network scanner, go into the scanner's setup utility and make sure it's configured correctly. Make sure you can scan successfully with the scanner maker's software before trying it in Enterprise Organizer Pro.

You can also try changing the Scan Mode and showing the scanner dialog. Finally, you might have to troubleshoot the scanner's drivers.

Online URL: <https://support.quikbox.com/article.php?id=244>