

Troubleshooting Initial SCSI Attached Scanner Problems

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The following steps should help walk you through the initial problems of getting the scanner working on a PC using the Digital Check ScanDemo program. Go through the steps in sequence. Some steps may call for the use of the Maintenance Program. If you do not have the program, contact Arlan Converse at 847-446-2285.

This is primarily targeted for Windows 2000 and Windows XP operating systems. Have the SCSI cable connected on both ends to the PC and scanner, power on the scanner and then boot the PC. Launch the ScanDemo program and wait about 15 to 20 seconds for the demo window to open. If the window fails to open the connection will time out. The typical failure is a -125 Error.

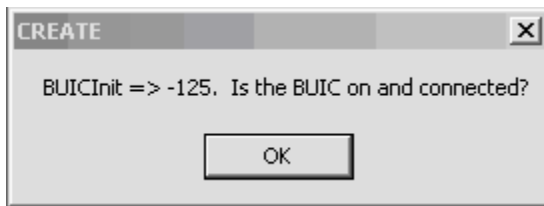


Figure 1

1. Make sure that the scanner has the green power lamp on the front panel lit and that it was powered on before booting the PC.
2. Go into the Device Manager and look for the scanner under Imaging Devices. Look that the SCSI controller is installed and appears to be functioning OK.
3. Have you loaded the ASPI files? This was available from the Adaptec web site. If it cannot be found, contact Digital Check to get a copy of ASPI 4.71.
4. Running the latest ASPI package:
 - For W2000, run aspiinst.exe.
 - For XP read the Readme file and use the Install.bat plus parameter. (Usually XP32, so the command to run is install.bat XP32)
 - Reboot the PC after running the ASPI installation.
5. Remove the SCSI cable and very carefully check for bent or pushed in pins.
6. Check the Buicscan.ini file in the ScanDemo directory. Look at the parameter for Adapters =, (it's near the end of the file). The value may need to be bumped up to 6 or 8. This checks through all adapters including USB on the PC. You may have to search for all instances of the Buicscan.ini and change them all to be sure one isn't overriding the other.
7. Check the level of the ScanDemo program you're using. If in doubt that it may not be current, download the one from the Digital Check web site for your family of scanners. Run the newer program and, if it fails, see if the error code changes.
8. If it still does not work, get a copy of the Maintenance Program by contacting Digital Check or ICT. Load it into its own directory and launch the Ts4demo.exe file. The screen that comes up should look like Figure 2 or figure 3 and list the correct SCSI adapter that the scanner is connected to.

9. If you get a screen like Figure 2 or like the screen in Figure 3 that is not showing the correct SCSI adapter, this indicates that the programs are going after the wrong SCSI adapter. This could be caused because their parameter files (Buicscan.ini or Ts4interface.ini) were modified pointing to the wrong adapter or the PC cannot find the correct adapter due to a hardware problem.

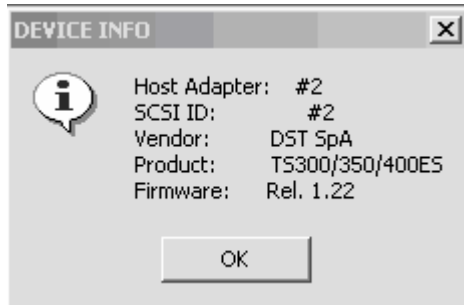


Figure 2

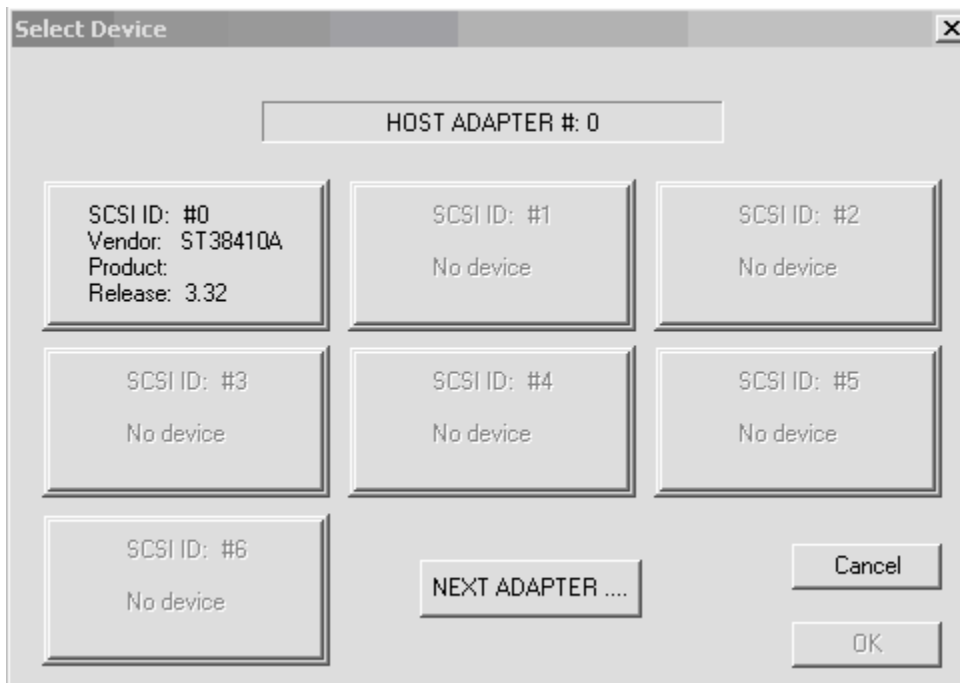


Figure 3

10. At this point, you need to try a different SCSI cable, SCSI card and then try the connection on a different PC. If you have a second scanner, swap out the current one and see if that 2nd scanner will work or if you get a different error condition.
11. If it is still failing to connect, contact Arlan Converse or Dustin Ward at 847-446-2285 or our plant at 909-945-5106 and provide the error information and the steps you have tried.