

EPSON® Scan Server & EPSON TWAIN Pro Network

EPSON Scan Server & EPSON TWAIN Pro Network SCANNER UTILITY PROGRAMS

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User's Guide

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Introduction

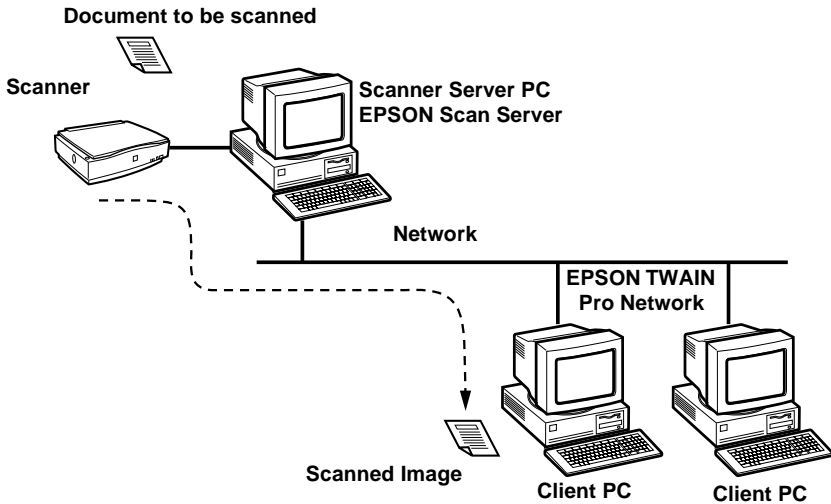
Features

EPSON TWAIN Pro Network and EPSON Scan Server software work together to directly control all of the features of your EPSON scanner in a networked environment. Through the use of these software packages, you can share one or more scanners among the users in a network and allow scanned images to be imported into any TWAIN-compliant application.

EPSON TWAIN Pro Network software controls the functions of your scanner just like EPSON TWAIN Pro software and can be used in a networked environment. On the other hand, EPSON TWAIN Pro software is designed to be used only in a stand-alone configuration in which only one PC is connected to an EPSON scanner.

EPSON Scan Server software is installed on a PC which is connected to an EPSON scanner (hereafter, the PC is called the scanner server PC), and makes the EPSON scanner shareable in the network. The scanner can be accessed from all client PCs which have EPSON TWAIN Pro Network software installed.

The illustration below shows a sample network configuration in which networked scanning is available. One of the clients can be connected to the scanner server PC and import a scanned image from the scanner. After disconnecting, another client can access the scanner server PC.



If there are multiple EPSON scanners and scanner server PCs in the network, you can select which scanner to be used in the EPSON TWAIN Pro Network Setup dialog box on the client. To share an EPSON scanner by clients in the network, only one EPSON scanner can be connected to one scanner server PC.

About This Guide

This *User's Guide* provides detailed instructions for installing and using EPSON TWAIN Pro Network and EPSON Scan Server software.

- ❑ Chapter 1 describes the procedure for initially setting up a computer to be a scanner server. Be sure to read this chapter first.
- ❑ Chapter 2 contains information about installing EPSON TWAIN Pro Network and EPSON Scan Server software.
- ❑ Chapter 3 provides basic information about networked scanning.
- ❑ Chapter 4 contains troubleshooting information.

Notes in this Guide contain important information and useful tips on operating your scanner or software.

This *User's Guide* assumes that you have a basic understanding of the Windows operating system.

In this guide, the word "Windows" generally includes Windows 95, 98, NT 3.51 and NT4.0 versions. Furthermore, screen displays of Windows 98 are used to represent displays of all versions of Windows unless the operating procedure differs between versions. When explanations cover specific versions of Windows, phrases such as "Windows 95" or "Windows NT4.0" will be used to identify the version.

References

There are other detailed user guides which contain useful information for scanning. Please refer to those manuals to achieve the best quality scanned images.

EPSON TWAIN Pro User's Guide

This guide has full instructions on the use of the scanner software (EPSON TWAIN Pro & EPSON TWAIN Pro Network). For detailed information on the settings used for scanning images (which can be set from the EPSON TWAIN Pro Network main dialog box), please refer to this manual.

User's Guide for your EPSON scanner

This guide has detailed information on how to make the best use of your particular EPSON scanner. Please refer to this guide for the configuration, maintenance and other important points of the scanner.

Setting up the Network

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System Requirements

Operating System:	Windows 98/95, or Windows NT 4.0/3.51
System Configuration:	Minimum two PCs in a network
Server/Client:	IBM PC/AT or compatible computer (Intel Pentium or faster processor is recommended)
Scanner:	EPSON GT-10000
Hardware Interface to scanner:	SCSI
Hardware Interface for networking:	10BASE-T/100BASE-TX, 10BASE-5, or 10BASE-2

Network Interface Card for Ethernet

Communication Protocol:	TCP/IP
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Setting up the Scanner Server PC

If the PC which you plan to use as a scanner server PC is already configured in a networked environment, you can skip this chapter and proceed to Chapter 2, "Installing the Software."

To allow networking, the scanner server PC and the client PCs in the network require a Network Interface Card and a Network Interface Card (NIC) driver. Install the Network Interface Card and Network Interface Card (NIC) driver to the scanner server and the clients. For installation procedures, refer to the corresponding manuals included with the card.

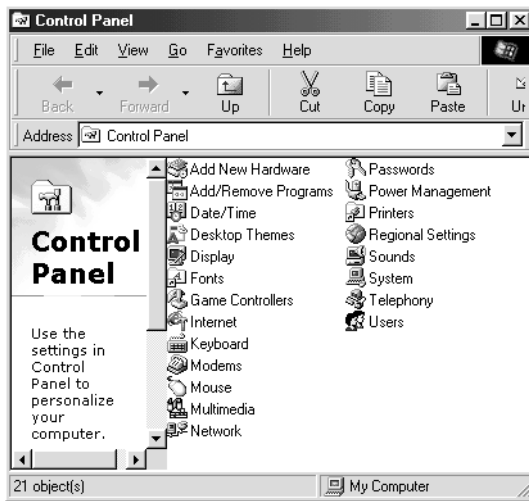
Installing the TCP/IP protocol (Windows 98, 95)

To install the TCP/IP protocol on the scanner server PC and client PCs in the network:

1. Click the **Start** button on the Windows taskbar and select **Settings->Control Panel**.

The Control Panel window appears.

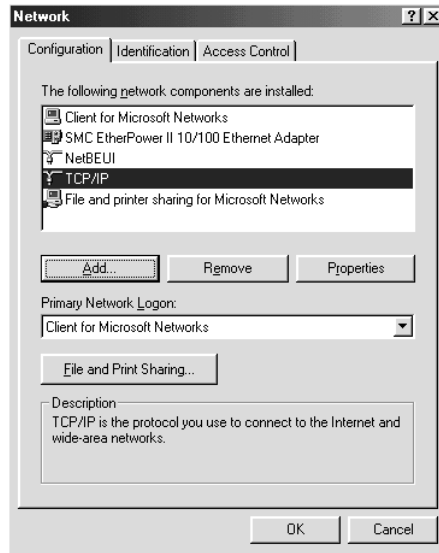
2. Double-click the **Network** icon in the Control Panel window.



The **Network** dialog box appears.

3. Click the **Configuration** tab to bring it to the top of the dialog box.

4. Check that TCP/IP protocol is included in the **The following network components are installed** list box.

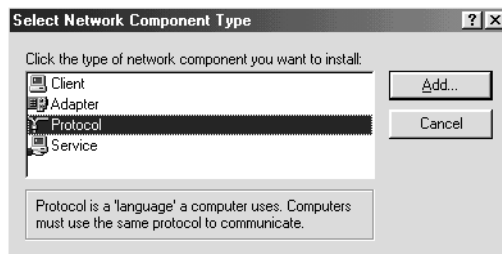


If the TCP/IP protocol appears in the list box, proceed to the following section "Setting IP Address." Otherwise, proceed to step 5.

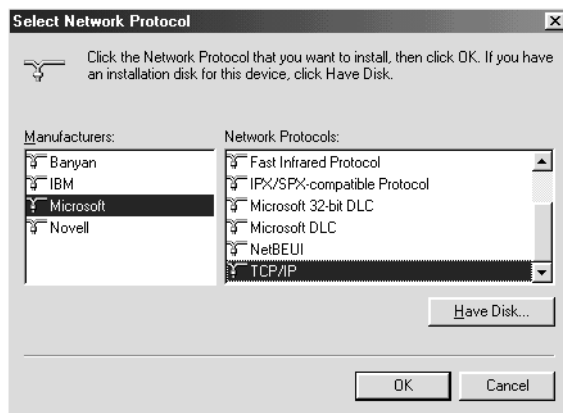
5. Click **Add**.

The **Select Network Component Type** dialog box appears.

6. Select **Protocol** from the list and click **Add**.



7. Select **Microsoft** from Manufacturers box and **TCP/IP** from Network Protocols, and click **OK**.



8. Follow the instructions displayed on the screen. After you finish this step, proceed to the section "Setting the scanner server PC's IP address" on page 1-13.

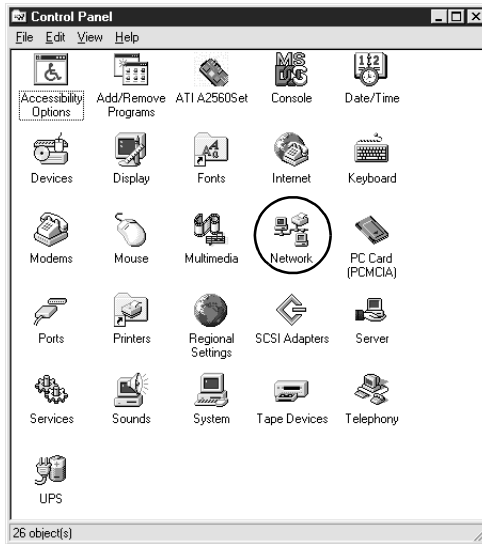
Installing the TCP/IP protocol (Windows NT 4.0)

To install the TCP/IP protocol on the scanner server PC and client PCs in the network:

1. Click the **Start** button on the Windows taskbar and select **Settings -> Control Panel**.

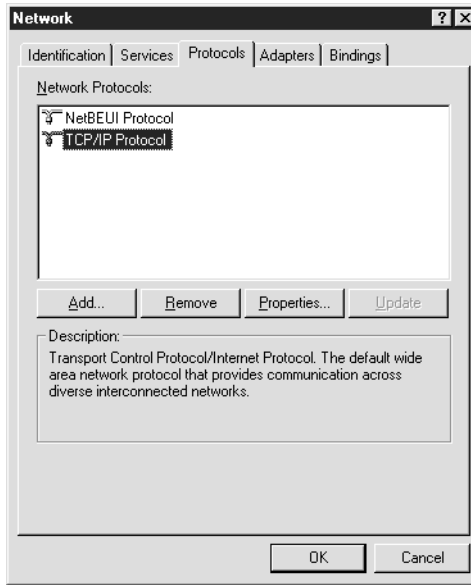
The Control Panel window appears.

2. Double-click the **Network** icon in the Control Panel window.



3. Click the **Protocols** tab to bring it to the top of the dialog box.

4. Check that TCP/IP protocol is included in the **Network Protocols:** list box.

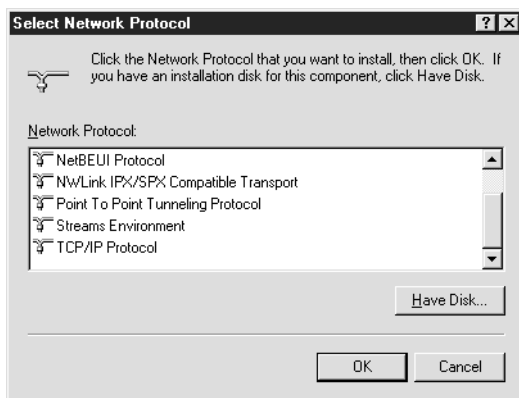


If TCP/IP already appears in the list box, proceed to the section "Setting the scanner server PC's IP address" on page 1-13. Otherwise, proceed to step 5.

5. Click **Add**.

The Select **Network Protocol** dialog box appears.

6. Select **TCP/IP Protocol** from the list and click **OK**.



7. Follow the instructions displayed on the screen. After you finish this step, proceed to the section "Setting the scanner server PC's IP address" on page 1-13.

Installing the TCP/IP protocol (Windows NT 3.51)

To install the TCP/IP protocol in the Windows NT 3.51 environment, follow the steps below.

Note:

You need the authority of a network administrator to install the TCP/IP protocol.

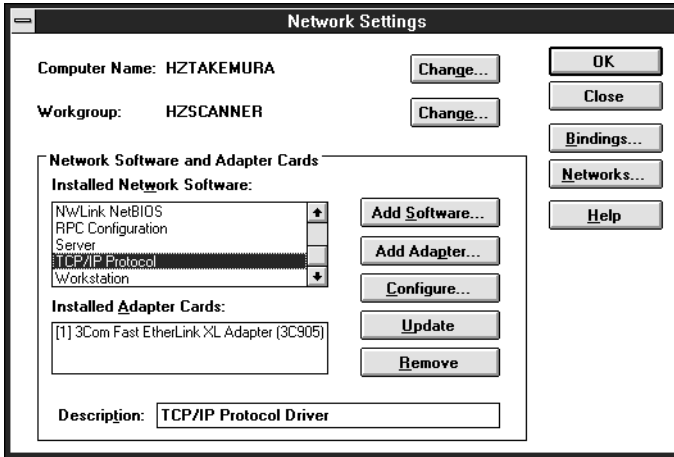
1. Double-click the **Control Panel** icon in the Main group window.

The Control Panel window appears.

2. Double-click the **Network** icon in the Control Panel window.

The **Network Setting** dialog box appears.

3. Check that TCP/IP Protocol is included in the Installed **Network Software**: list box.

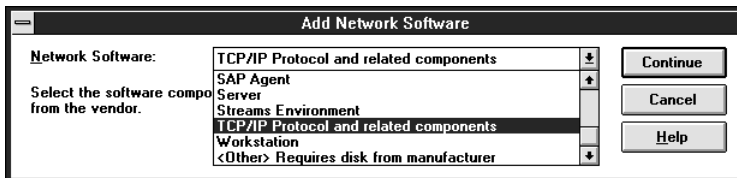


If TCP/IP already appears in the list box, proceed to the section "Assigning an IP address to a scanner server PC on Windows NT 3.51" on page 1-17. Otherwise, proceed to step 5.

4. Click **Add Software**.

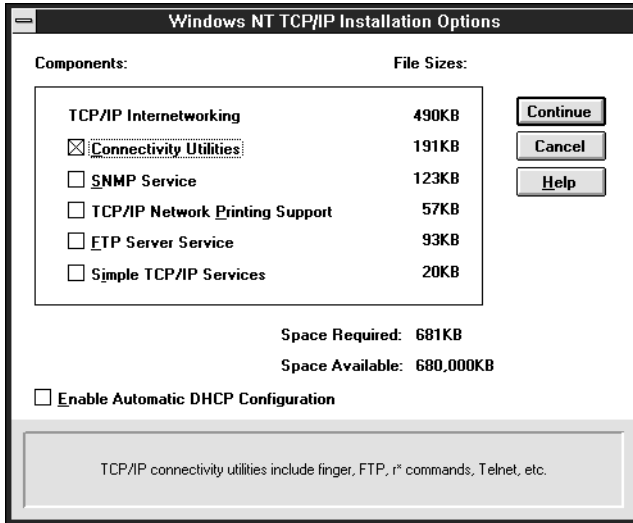
The **Add Network Software** dialog box appears.

5. Select **TCP/IP Protocol and related components** from the list and click **Continue**.



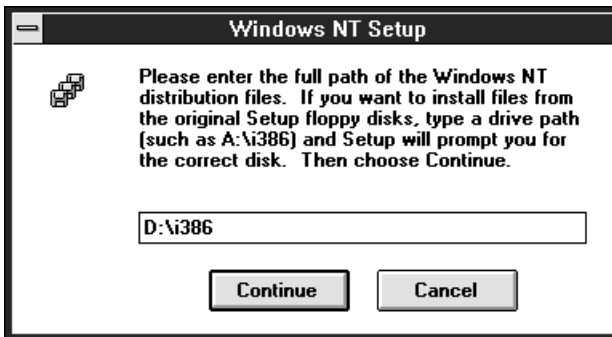
The **Windows NT TCP/IP Installation Options** dialog box appears.

6. Check **Connectivity Utilities** box and click **Continue**.

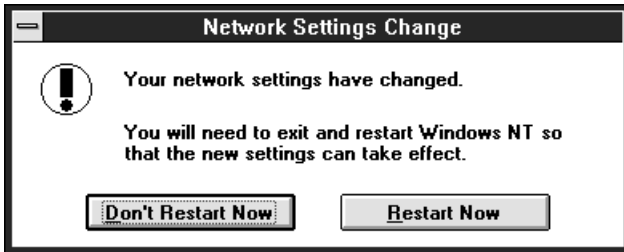


The **Windows NT Setup** dialog box appears.

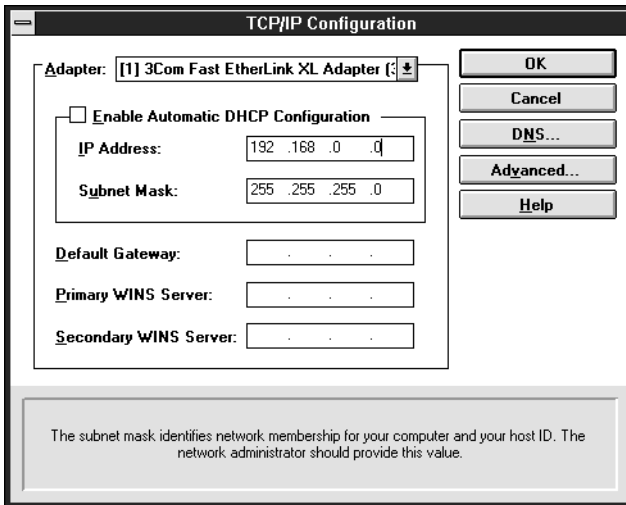
7. Follow the instructions displayed in the dialog box.



The installation of the TCP/IP protocol is finished and the **Network Setting Change** dialog box appears. Follow the instructions displayed in the dialog box.



During the installation, the **TCP/IP Configuration** dialog box appears. Proceed to the section "Assigning an IP address to a scanner server PC on Windows NT 3.51" on page 1-17.



Setting the scanner server PC's IP address

To use EPSON scanners in a network environment, you need to assign IP addresses to the scanner server and client computers.

If EPSON scanners are installed in an internal LAN (Local Area Network), that is, isolated from the Internet, the following IP addresses can be assigned to the scanner server.

Note:

If you use IP addresses from these ranges, you will not be able to connect this LAN to the Internet in the future, otherwise there will be IP address conflicts.

10.0.0.0 - 10.255.255.255

172.16.0.0 - 172.31.255.255

192.168.0.0 - 192.168.255.255

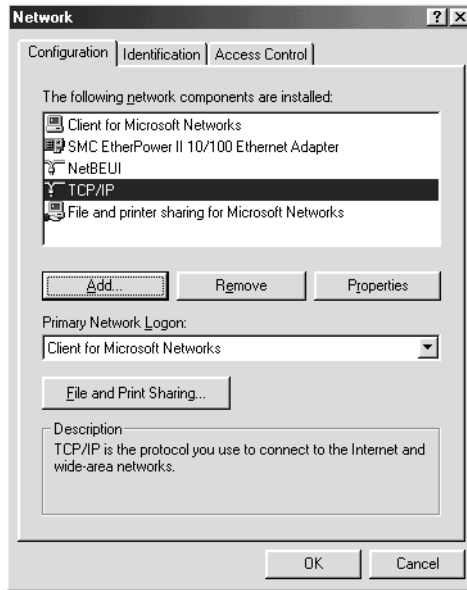
If you plan to use an scanner server PC in a network connected to the Internet, you should acquire a formal IP address for the scanner server PC from the Internet organization of your country.

Assigning an IP address to a scanner server PC on Windows 98/95

1. Open the **Network** dialog box. To do this, click the **Start** button on the Windows task bar, select **Setting->Control Panel** and double-click the **Network** in the Control Panel window.

The **Network** dialog box appears with **Configuration** tab on the top.

2. Select **TCP/IP** in the list box and click **Properties**.

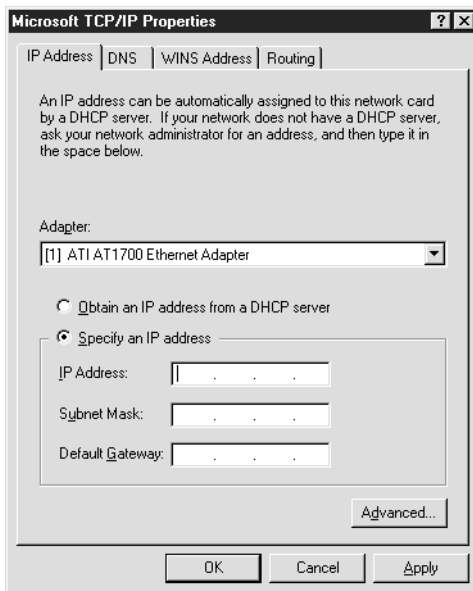


The **TCP/IP Properties** dialog box appears.

3. Click the **IP Address** tab.

The **IP Address** dialog box appears on the top.

4. If you are using a DHCP server in your network, you can assign an IP address to your scanner server PC automatically by selecting **Obtain an IP address automatically** button and clicking **OK**. To manually assign an IP address, select **Specify IP address** then enter the IP Address and Subnet Mask. Click **OK**.



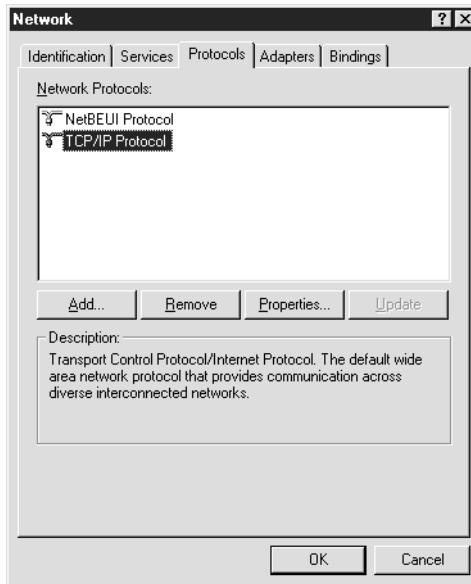
Assigning an IP address to a scanner server PC on Windows NT 4.0

1. Open the **Network** dialog box. To do this, click the **Start** button on the Windows taskbar, select **Settings -> Control Panel** and double-click the **Network** icon in the Control Panel window.

The **Network** dialog box appears with the **Identification** tab on the top.

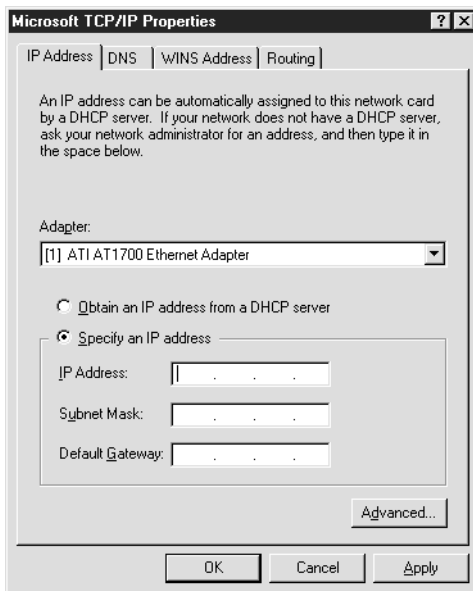
2. Click the **Protocols** tab.

3. Select **TCP/IP Protocol** in the list box and click **Properties....**



The Microsoft **TCP/IP Properties** dialog box appears.

4. If you are using a DHCP server in your network, you can assign an IP address to your scanner server PC by selecting **Obtain an IP address from DHCP server** and clicking **OK**. To manually assign an IP address, select **Specify an IP address** then enter the IP Address, Subnet Mask and Default Gateway. Click **OK**.

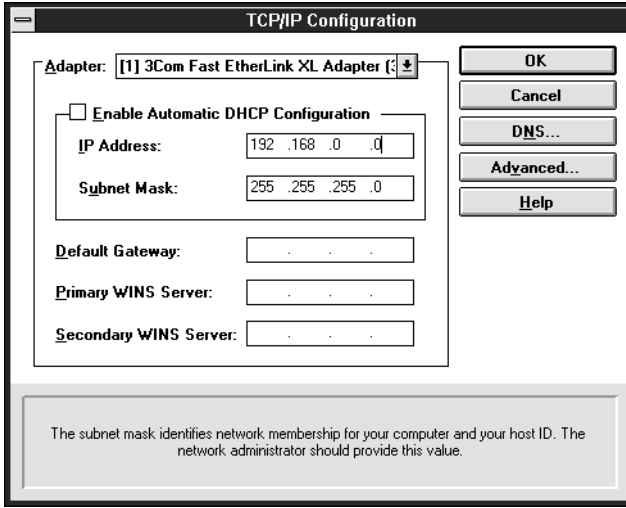


Assigning an IP address to a scanner server PC on Windows NT 3.51

During the installation of the TCP/IP protocol, the **TCP/IP Configuration** dialog box appears and you can set an IP address for your scanner server PC.

If you are using a DHCP server in your network, you can assign an IP address to your scanner server PC automatically by checking **Enable DHCP Automatic Configuration** box and clicking **OK**.

To manually assign an IP address, remove the check mark from the **Enable DHCP Automatic Configuration** box, and enter the IP address and Subnet mask. If necessary, enter an IP address into other boxes below, such as Default Gateway. Click **OK**.



To assign an IP address to your scanner server PC after TCP/IP installation:

1. Double-click the **Control Panel** icon in the Main group window, then double-click the **Network** icon in the Control Panel window.

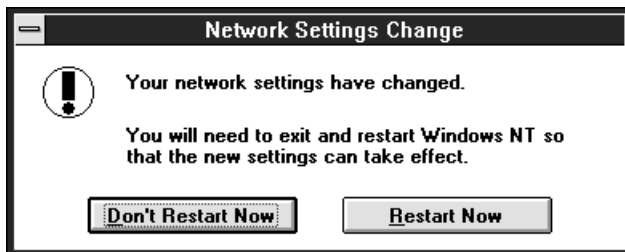
The **Network Setting** dialog box appears.

2. Select **TCP/IP Protocol** in the Installed Network Software list and click **Configure**.

The **TCP/IP Configuration** dialog box appears.

3. Assign an IP address to your scanner server and click **OK**.

Assigning an IP address is finished and the **Network Setting Change** dialog box appears. Follow the instructions displayed in the dialog box.



Connecting the scanner to the server

Connect the EPSON scanner to your scanner server. Refer to the User's Manual of your scanner for details.

Chapter 2

Installing the Software

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2

Software for Scanning over a Network

To use EPSON scanners in a networked environment and send scanned images to client machines, you need to install the following software:

- ❑ EPSON Scan Server on the PC connected to the EPSON scanner you want to use
- ❑ EPSON TWAIN Pro Network on network clients

Installing EPSON Scan Server

Before installing EPSON Scan Server, you need to do the following:

1. Connect your scanner to the scanner server.
2. Turn on the scanner, then the scanner server.
3. Insert the EPSON Scanner Software CD in the CD-ROM drive.

If Windows 98 or Windows 95 is used, it automatically detects the connected scanner and starts the New Hardware Found Wizard. The New Hardware Found Wizard automatically finds the location of the .inf(information) file in the CD and installs it. If it does not find the location of the .inf file, manually enter "**X:\EPSON\language\Win98**" or "**X:\EPSON\language\Win95**" as the location, where "**X**" is the drive letter of the CD-ROM drive and "language" is your language such as English or French.

If using Windows 95, the .inf file is installed. On Windows 98, EPSON TWAIN Pro is installed.

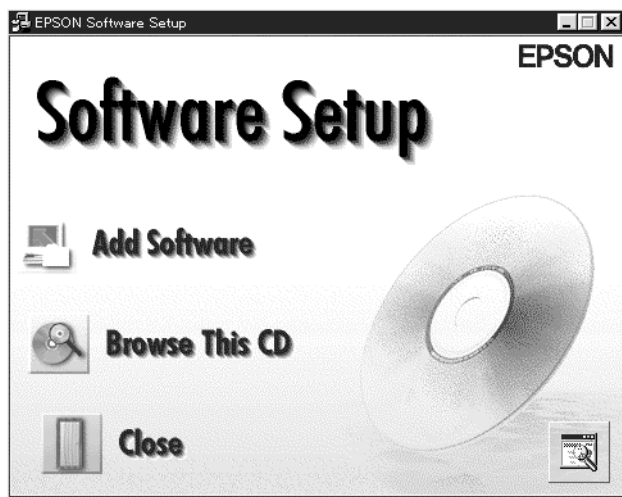
4. Start the Windows Explorer and double-click **Cdsetup.exe** in the CD-ROM drive.

5. Select the language that you want to use in the Select language dialog box and click **OK**.

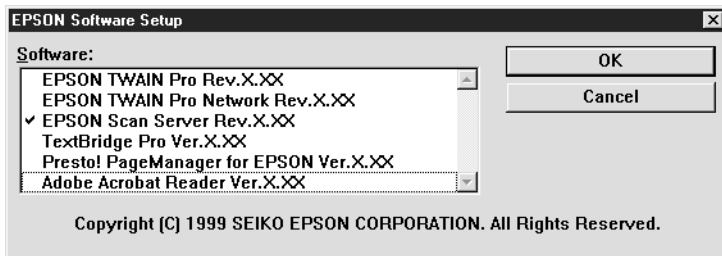
The **EPSON Software Setup** dialog box appears.

6. Click **Add Software** in the **EPSON Software Setup** dialog box.

2



7. Select **EPSON Scan Server** by checking to the left of the name in the **EPSON Software Setup** dialog box. At this point, you can select other software to be installed. Make sure to remove the check mark from software which is already installed on the scanner server PC.

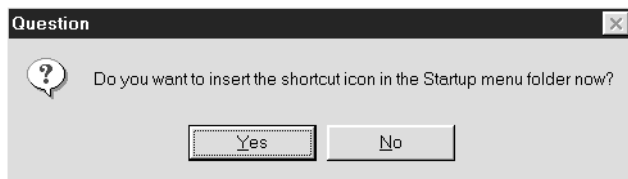


8. Click **OK** to start the installation of selected software.
The **Welcome** dialog box appears.
9. Click **Next>** to continue.



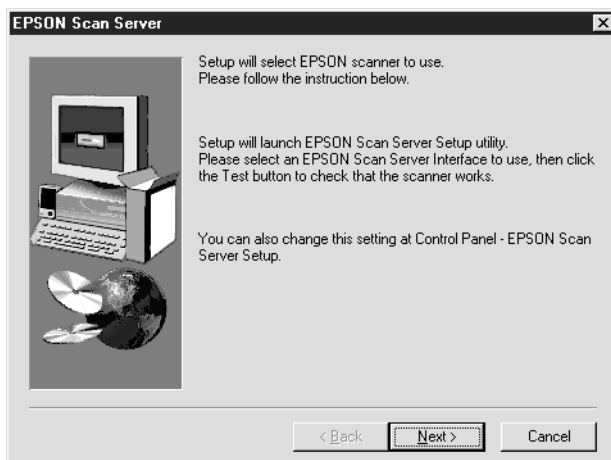
The **File Copy** Progress bar appears. After files are copied, the **Question** dialog box appears.

10. Click **Yes** or **No**.

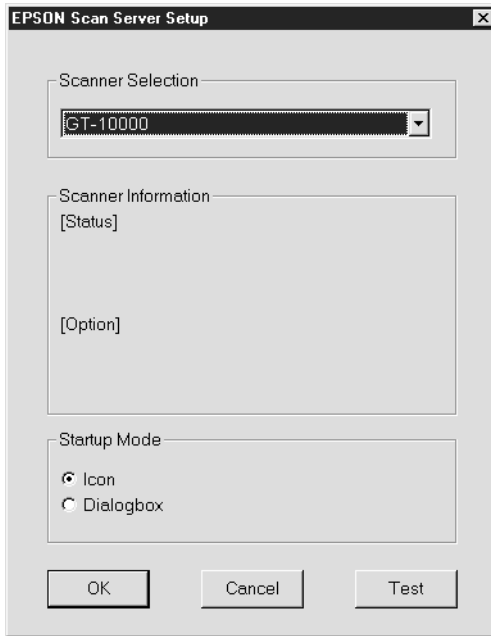


The **EPSON Scan Server** dialog box appears.

11. Click **Next>**.



The **EPSON Scan Server Setup** dialog box appears.

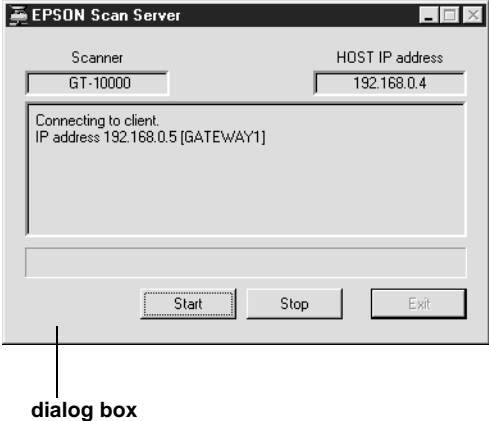
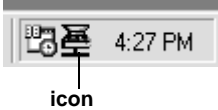


12. Select the scanner to be used from the **Scanner Selection** box.

Note:

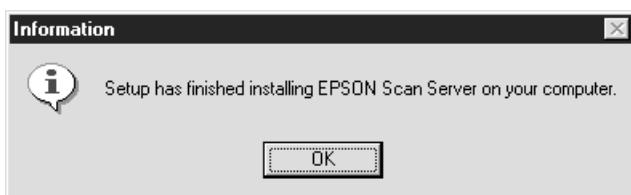
*If the EPSON TWAIN Pro software or device information file is not already installed on the scanner server PC using Windows 98 or 95, no available scanners will appear on the list at this point. In this case, skip selection of the scanner name and continue the installation. Then proceed with the installation of the EPSON TWAIN Pro software. After the installation, select **EPSON Scan Server Setup** from the Control Panel. Now the scanner name is on the list and can be selected.*

- 13. Select the desired Start up Mode between **Icon** or **Dialog box**. The **EPSON Scan Server** icon or dialog box appears on the screen after EPSON Scan Server launches depending on this selection. Click **OK**.

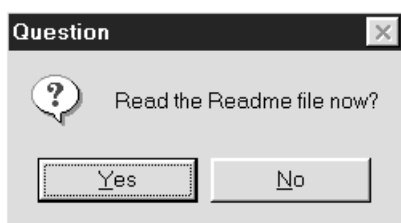


- 14. To test the status of the scanner, click **Test**.
After the test is completed, information about the scanner status is displayed below the [Status] heading.
- 15. After setting this dialog box, click **OK**.
The **Setup Complete** dialog box appears.

16. Click **OK**.



17. Click **Yes** or **No**.



Installation of EPSON Scan Server is complete.

Installing EPSON TWAIN Pro Network

1. Insert the EPSON Scanner Software CD in the CD-ROM drive.

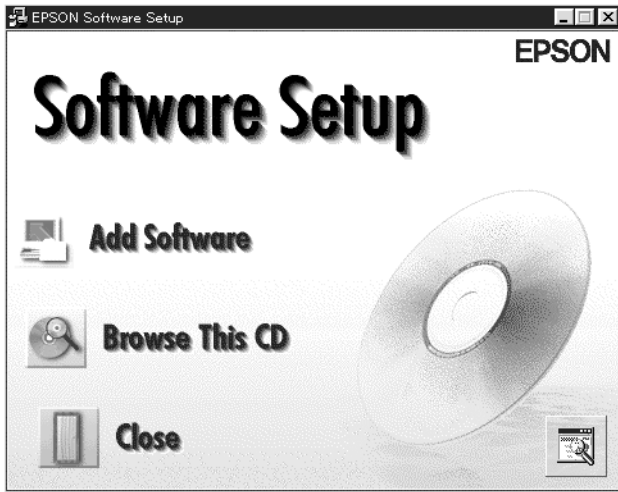
The installer automatically starts and the **Select language** dialog box appears. If the dialog box doesn't appear, start Windows Explorer and double-click **Cdsetup.exe** in the CD-ROM drive.

2. Select the language that you want to use in the **Select language** dialog box and click **OK**.

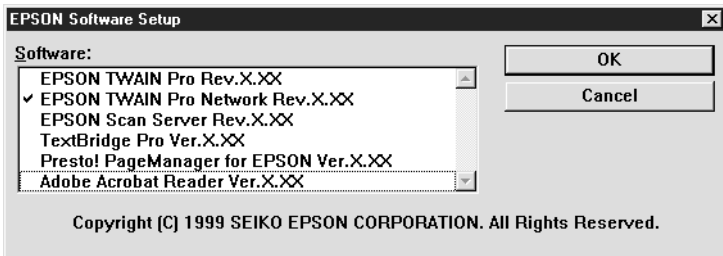


The **EPSON Software Setup** dialog box appears.

3. Click **Add Software** in the **EPSON Software Setup** dialog box.



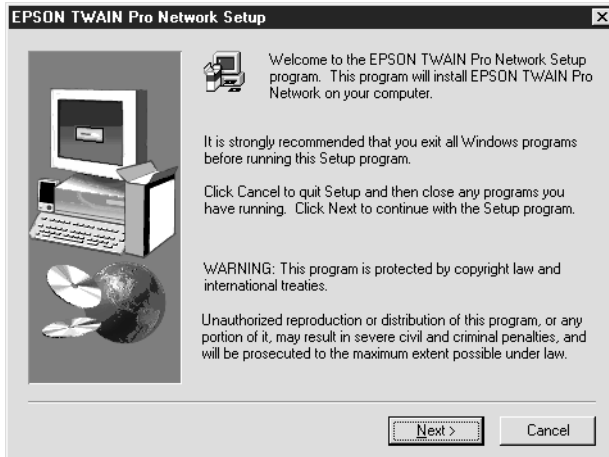
4. Select **EPSON TWAIN Pro Network** by checking at the left of the name in the **EPSON Software Setup** dialog box. At this point, you can select other software to be installed. Make sure to remove the check mark from software which is already installed on the scanner server.



5. Click **OK** to start the installation of selected software.

Page 1 of the **EPSON TWAIN Pro Network Setup** dialog box appears.

6. Click **Next>**.

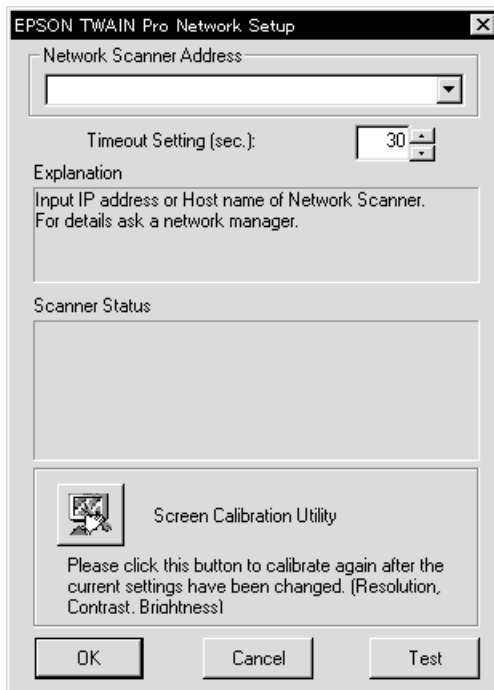


Page 2 of the **EPSON TWAIN Pro Network Setup** dialog box appears.

7. Click **Next**>.



The **EPSON TWAIN Pro Network Setup** dialog box appears.



8. Enter the IP address or Host name of the scanner server PC in the **Network Scanner Address** box.
9. Specify the Timeout Setting. Valid values range from 30 to 300 seconds.

For screen calibration, refer to the section "Calibrating Your Screen" described later in this chapter.

10. To test the status of the scanner, click **Test**.

After the test is complete, information about the scanner's status is displayed below the heading Scanner Status.

11. After setting this dialog box, click **OK**.

The **Screen Calibration** dialog box appears.

12. Click **Next**.



The **Screen Calibration** dialog box appears.

13. Move the slide bar right or left until the shades of gray of the two sets of horizontal stripes match and click **OK**. For details, refer to the next section "Calibrating Your Screen."

Page 3 of the **EPSON TWAIN Pro Network Setup** dialog box appears.

14. Click **OK**.



Installation of EPSON TWAIN Pro Network is complete.

Calibrating Your Screen

You need to calibrate your screen so that scanned images will be reproduced on the screen as closely as possible to the original.

2

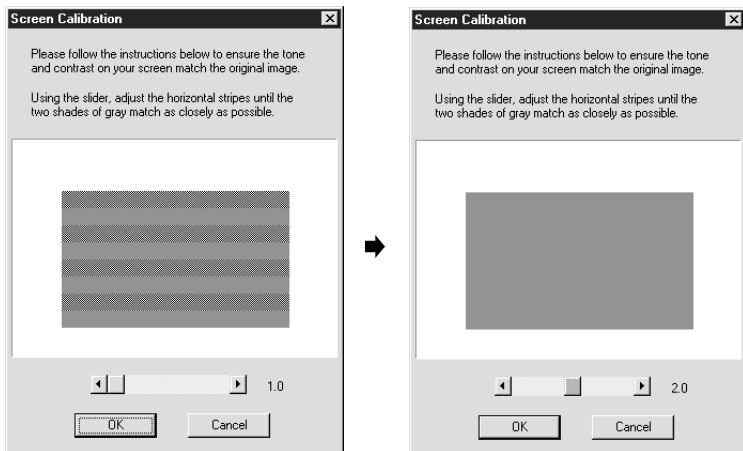
During the installation of EPSON TWAIN Pro Network software, the calibration utility automatically starts and you can calibrate your screen at that point.

To manually start the calibration utility, click **Start** on the Windows taskbar and select **Settings** -> **Control Panel**. Then double-click the **EPSON TWAIN Pro Network Setup** icon and click the Calibration Utility icon in the **EPSON TWAIN Pro Network Setup** dialog box.

The **Screen Calibration** dialog box appears.

To calibrate your screen follow the steps below:

1. Move the slider to the right or left until the shades of gray of the two sets of horizontal stripes match.



Note:

View the screen from a slight distance. The gray stripes will not blend together perfectly; the objective is to make adjustments until the different tones match as closely as possible.

2. Click **OK** to register the calibration setting.

You will not need to change the screen calibration again as long as you continue to use the same monitor.

Network Scanning Basics

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You need to perform the following procedures to use your EPSON scanner in a networked environment and to send scanned image to a client PC. Details are described below.

- ❑ Start the EPSON Scan Server software and specify which EPSON scanner is to be used from the scanner server.
- ❑ Specify the scanner server to be used by using the **EPSON TWAIN Pro Network Setup** dialog box on the client PC.
- ❑ Start the TWAIN-compliant application and open EPSON TWAIN Pro Network from the application on the client PC.

This chapter describes the above procedures in detail.

Starting EPSON Scan Server

1. Turn on the scanner to be used for networked scanning.
2. Turn on the scanner server.

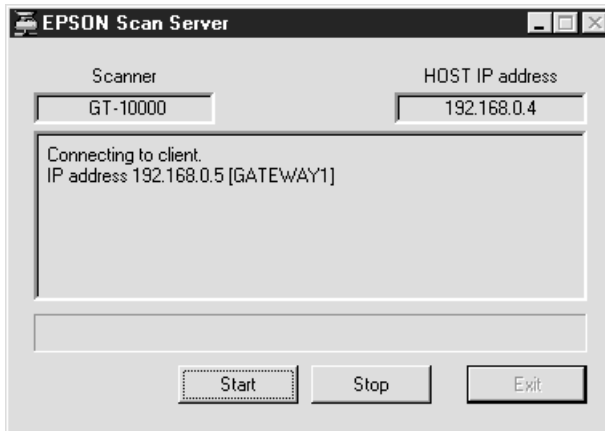
The **Enter Network Password** dialog box appears.

3. Enter your password for the network in the **Password** box and click **OK**.

Windows will automatically launch EPSON Scan Server and display the **EPSON Scan Server** dialog box or its icon on the Windows taskbar (if you have included the software in the **Start up** folder of Windows).

To manually start EPSON Scan Server from Windows 98, 95 or NT 4.0, click **Start** on the Windows taskbar and select **EPSON Scan Server -> EPSON Scan Server**.

On Windows NT 3.51, double-click the **EPSON Scan Server** icon in the **EPSON Scan Server** Group window.



Note:

To exit EPSON Scan Server, click **Exit** on the **EPSON Scan Server** dialog box. Make sure that no client is using the scanner before attempting to quit.

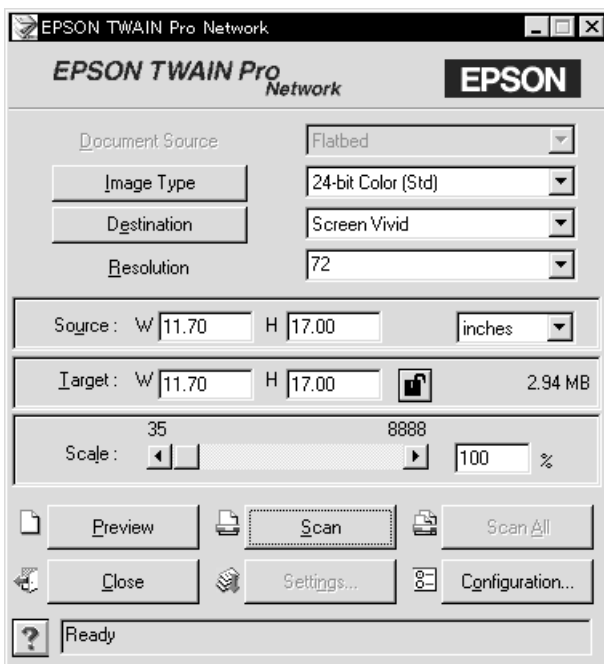
Starting EPSON TWAIN Pro Network

1. From the client PC, start the TWAIN-compliant application you want to use, such as Microsoft Imaging for Windows or Adobe Photoshop.

Refer to the User's manual of the application to check if the application supports TWAIN.

2. From the TWAIN-compliant application's menu, select **EPSON TWAIN Pro Network** as TWAIN data source and open EPSON TWAIN Pro Network using a command such as Acquire. The exact procedure depends on the application. Refer to the User's Guide or documentation included with the application.

The **EPSON TWAIN Pro Network** dialog box appears.



3. Select the appropriate scanning settings (Image Type or Resolution, etc.) for your purpose from this dialog box and click **OK**. For details on how to choose the correct settings, refer to Chapter 4, "Understanding EPSON TWAIN Pro Features" in the *EPSON TWAIN Pro User's Guide*.

Scanning an Image

To use networked scanning, it is required that all of the devices (the EPSON scanner, the scanner server, and the client) are powered on and that EPSON Scan Server, TWAIN-compliant application and EPSON TWAIN Pro Network are all started.

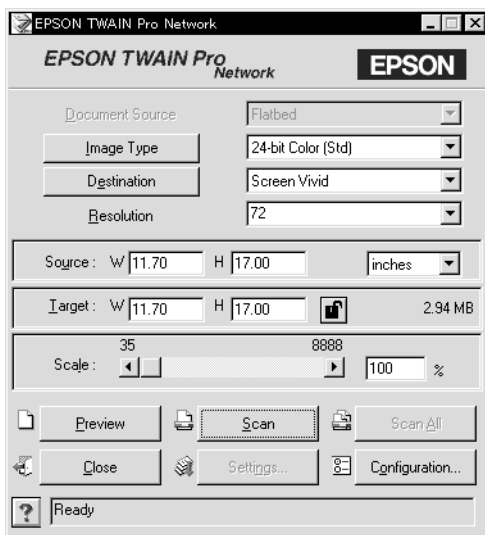
There are several ways to begin scanning a document. The basic method is to click the **Scan** button on the **TWAIN Pro Network** dialog box on the client. You can also start scanning by pushing the **Start** button on the EPSON scanner or by clicking the **Start** button on the **EPSON Scan Server** dialog box.

3

Using the EPSON TWAIN Pro Network dialog box on the client PC

1. Place the document on the document table, or a stack of documents in the Automatic Document Feeder.
2. Start EPSON TWAIN Pro Network from TWAIN-compliant application and choose the appropriate settings for your document in the **EPSON TWAIN Pro Network** dialog box on the client PC. If you use the Automatic Document Feeder, remember to select **ADF-Single-sided** or **ADF-Double-sided** as the Document Source. If necessary, click **Preview** and check the scanned image in the **Preview** window.

3. Click **Scan** or **Scan All** in the **EPSON TWAIN Pro Network** dialog box. **Scan All** is available only if you have drawn more than one marquee in the **Preview** window.



Scanning starts and the Progress bar indicates how much of the document has been scanned.

Note:

- ❑ To cancel scanning, click **Cancel** on the Progress bar.
- ❑ When you are using the Automatic Document Feeder, do not open it until scanning is completed.

After the scanning is finished, the scanned image is displayed in the application.

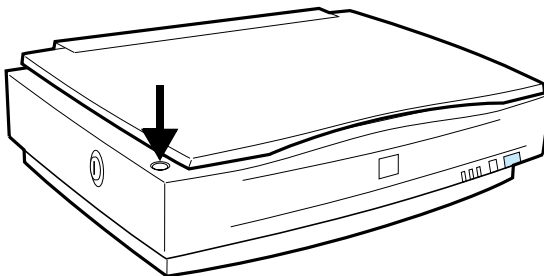
4. Remember to remove the document(s) from the scanner.

Using the Start button on the scanner (only for models with the Start button)

1. Start EPSON TWAIN Pro Network from a TWAIN-compliant application and choose appropriate settings for your document in the **EPSON TWAIN Pro Network dialog** box. If you use the Automatic Document Feeder, remember to select **ADF-Single-sided** or **ADF-Double-sided** as the Document Source.
2. Place the document on the document table, or a stack of documents in the Automatic Document Feeder.
3. Press the **Start** button on the scanner.

3

Press the Start button



Scanning starts and the Progress bar indicates how much of the document has been scanned.

Note:

- To cancel scanning, click **Stop** in the EPSON Scan Server dialog box on the server, or **Cancel** on the Progress bar from the client machine.*
- Clicking **Stop** in the EPSON Scan Server dialog box breaks the connection between the scanner server and the client and exits EPSON TWAIN Pro Network on the client. To start scanning again, you will have to restart EPSON TWAIN Pro Network on the client.*

- *When you are using the Automatic Document Feeder, do not open it until scanning is completed.*
4. After the scanning is finished, remember to remove the document(s) from the scanner.

When you return to the client PC, the scanned images will already be opened in the target application.

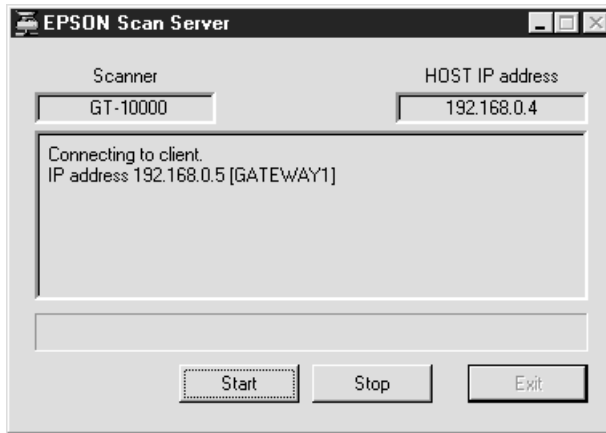
Note:

*When you are using EPSON Scanner Monitor (in Windows 95, Windows NT 3.51 or NT 4.0) or Scanner Events (in Windows 98), starting EPSON Scan Server disables those functions and pressing **Start** button of the EPSON scanner does not activate those functions. Exiting EPSON Scan Server makes the Scanner Monitor or the Scanner Events function available again.*

Using the Start button in the EPSON Scan Server dialog box

1. Start EPSON TWAIN Pro Network from a TWAIN-compliant application and choose appropriate settings for your document in the **EPSON TWAIN Pro Network** dialog box. If you use the Automatic Document Feeder, remember to select **ADF-Single-sided** or **ADF-Double-sided** as the Document Source.
2. Place the document on the document table, or a stack of documents in the Automatic Document Feeder.

- Click the **Start** button in the **EPSON Scan Server** dialog box.



3

Scanning starts and the Progress bar indicates how much of the document has been scanned.

Note:

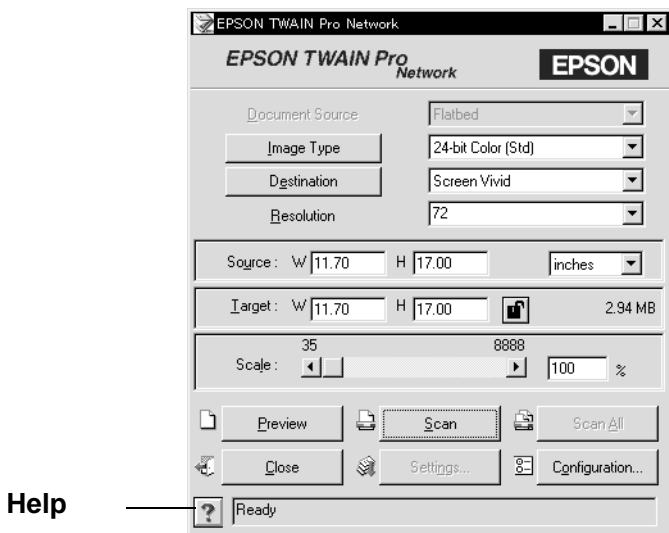
- To cancel scanning, click **Stop** in the **EPSON Scan Server** dialog box on the scanner server PC.
 - Clicking **Stop** in the **EPSON Scan Server** dialog box breaks the connection between the scanner server and the client, and exits **EPSON TWAIN Pro Network** on the client. To start scanning again, you will have to restart **EPSON TWAIN Pro Network** on the client.
 - When you are using the *Automatic Document Feeder*, do not open it until scanning is completed.
- After the scanning is finished, remember to remove the document(s) from the scanner.

When you return to the client PC, the scanned images will already be opened in the target application.

Getting Information From Online Help

Online Help is available from the **main** dialog box of EPSON TWAIN Pro Network. You can get information about the scanning procedure, how to choose settings, and other topics.

To display Online Help on the client machine, click **?** in the **EPSON TWAIN Pro Network** dialog box.



The Help for **EPSON TWAIN Pro Network** window appears.

From this window, you can find useful information by using the **Contents** button, keywords, or links.

Chapter 4

Troubleshooting

Problems and Solutions 4-2



Problems and Solutions

Most problems you will encounter while operating your scanner and software have simple solutions. Read the appropriate section to find the problem, then follow the recommended steps.

Refer also to the *EPSON TWAIN Pro User's Guide* for solutions to problems with the appearance of the scanned image.

Note:

Some EPSON TWAIN Pro Network settings may be unavailable, because they have been overridden by other settings or are not supported by your scanner.

If you cannot find the solution to your problem below, contact your dealer or a qualified customer support person for assistance.

You cannot install EPSON TWAIN Pro Network and/or EPSON Scan Server.

Cause	What to do
Incorrect system configuration	Check that both your computer and operating system match the system requirements on page 1-2. Make sure your computer has enough memory (RAM) to run the application.

The scanner does not appear in the Scanner Selection box in the EPSON Scan Server Setup dialog box.

Cause	What to do
Connection problem	Turn off the scanner and computer and check that they are connected properly.

Unavailable scanner	Make sure that a scanner supported by EPSON Scan Server and EPSON TWAIN Pro Network is connected to the scanner server PC.
SCSI ID number conflict	Change the scanner's SCSI ID number to one that is not being used by any other SCSI device.
Connection sequence problem	Check the connection sequence and make sure the scanner's terminator switch is set correctly. Refer to the <i>User's Guide</i> that came with your scanner for details.
(Only for Windows 98) EPSON TWAIN Pro is not installed on the scanner server	Install EPSON TWAIN Pro (Version 1.6* or later) on the scanner server (the PC which is connected to EPSON scanner).

You cannot start up EPSON Scan Server.

Cause	What to do
Scanner is off	Turn on the scanner and then your computer.
Connection problem	Turn off the scanner and computer and check that they are connected properly.
Cable problem	Make sure the interface cable meets the requirements of your interface board. See the documentation that came with the interface board.
Interface board problem	Make sure the interface board is installed correctly.

Unavailable scanner	Make sure that a scanner supported by EPSON Scan Server and EPSON TWAIN Pro Network is connected to the scanner server PC.
---------------------	--

(Only for Windows 98) EPSON TWAIN Pro is not installed on the scanner server	Install EPSON TWAIN Pro (version 1.6* or later) on the scanner server (the PC which is connected to EPSON scanner).
---	---

You cannot select optional equipment for your scanner.

Cause	What to do
Installation problem	Make sure the optional equipment is installed correctly. Refer to the documentation that came with the equipment for details.

You cannot scan from the Automatic Document Feeder.

Cause	What to do
The Document Source setting in EPSON TWAIN Pro Network is incorrect.	Make sure ADF-Single-sided or ADF-Double-sided is selected.
The Automatic Document Feeder is open.	Close the Automatic Document Feeder and try again. If the Automatic Document Feeder is opened while scanning, reload any document which has not yet been scanned and restart EPSON TWAIN Pro Network.
Paper is jammed.	Take the jammed paper out and reload the document, then restart EPSON TWAIN Pro Network.

EPSON TWAIN Pro Network dialog box does not appear on the client machine when you try to start EPSON TWAIN Pro Network from a TWAIN-compliant application.

Cause	What to do
Scanner and/or scanner server is off	Turn on the scanner then the scanner server.
Connection problem	Make sure that TCP/IP is selected as the networking protocol. Refer to "Installing the TCP/IP protocol" in Chapter 2 of this guide.
Network cable problem	Make sure that the cables which connect the EPSON scanner, the scanner server PC and the client PC meet system requirements and are properly connected.
Network interface card problem	Make sure the interface card is installed correctly.
IP address or host name for the scanner server PC is not entered in the EPSON TWAIN Pro Network Setup dialog box or incorrect IP address or host name is entered.	Enter correct IP address or host name in the EPSON TWAIN Pro Network Setup dialog box.

Network connection is terminated before the scanned image is transferred to the client machine.

Cause	What to do
Timed out	Check the time out setting and increase the value, if necessary. Refer to page 2-12 of this manual to change the time out setting.

Glossary

bit

Short for binary digit. The smallest unit of data in computer processing. A bit can represent two values: on and off, or 1 and 0.

bit/pixel

The unit that indicates the number of bits allocated for a pixel. The larger the bit value, the more detail of a pixel will be reproduced.

daisy chain

A SCSI bus arrangement that allows several devices to be connected simultaneously in a line to a single computer. See SCSI.

default

A set of values used when no other selections have been made. These are sometimes called factory defaults if the original values have not been changed since the scanner left the factory.

Default Gateway (Address)

The IP address of a special device used to route data from one part of a network using TCP/IP to another. See also IP address, TCP/IP, and Internet.

DHCP

Dynamic Host Configuration Protocol, A TCP/IP network protocol that enables hosts to obtain temporary IP addresses from one or more centrally administered servers.

DHCP server

Dynamic Host Configuration Protocol server, A computer which has been configured to respond to DHCP requests from other computers on the network.

document

The item, such as a sheet of paper or a book, that is placed on the document table for the scanner to read.

dpi

Short for dots per inch. A unit of measurement for resolution. The higher the value, the higher the resolution.

interface

A piece of hardware, a method, or a standard used for connection between or among computer devices.

Internet

A worldwide network of computers and communication devices, the largest of its kind, originally conceived as a research project of the US government. The Internet is composed of many different types of connections, including electrical and fiber optic cabling as well as wireless communications.

IP address

Internet Protocol address, A numeric address which uniquely identifies a computer connected to a network using TCP/IP, such as the Internet. See also Internet and TCP/IP.

Network Interface Card

A name for the adapter (printed circuit board), installed in a PC, that enables it to communicate over a LAN.

LAN

Short for Local Area Network, a computer network in which the attached devices are in close proximity (like in the same office or building).

port

An interface channel through which data is transmitted between devices.

scan

An operation performed by the sensor and the carriage. The image is divided into pixels by scanning.

scanning area

The physical size of the image that can be scanned by the scanner.

screen calibration

Adjustment of the monitor display to reproduce as closely as possible the original image data.

SCSI

Small Computer System Interface. This is one method used to connect your computer to peripherals such as scanners, hard disk drives, CD-ROM drives, and others.

SCSI ID

The numbers that all devices in a SCSI connection (see daisy chain) use to identify each other. If the same ID number is used by two devices in the same daisy chain, the devices cannot operate properly.

Subnet mask

A numeric designation, with the same format as an IP address, which determines how much of an IP address is used to partition a network using TCP/IP into smaller entities called subnets. See also IP address, TCP/IP, and Internet.

TCP/IP

A widely used family of protocols for communicating data between computers in a network.

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