

# Knowledge Base

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**Product :** DR 2080C

**Title :** How to install a DR 2080C scanner on an XP PC via a SCSI port.

**Question :**

How to install a DR 2050C/2080C scanner on an XP PC via a SCSI port.

**Answer :**

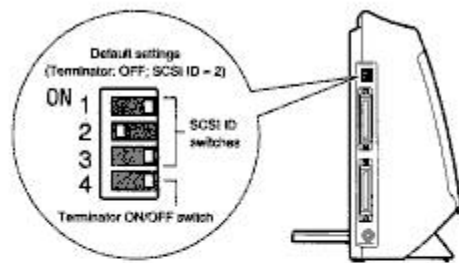
First install the Adaptec SCSI card that comes with the scanner or connect to an existing card. The SCSI card needs to be recognized in device manager before installing the scanner.

With the PC and scanner both turned off, connect the scanner to the PC a via the SCSI cable. Set up the SCSI ID and termination on the scanner.

**SCSI ID and Terminator Settings**

Use the DIP switches on the left side of the scanner to make the SCSI ID and terminator settings.

For the DIP switches, the rear position is the ON position, and the forward position is the OFF position.



**SCSI ID Settings**

Refer to the following table when setting the SCSI ID. If there are other SCSI devices connected to or inside the PC, make sure to set a unique ID for the scanner.

SCSI ID	SW1	SW2	SW3
0	OFF	OFF	OFF
1	ON	OFF	OFF
2	OFF	ON	OFF
3	ON	ON	OFF
4	OFF	OFF	ON
5	ON	OFF	ON
6	OFF	ON	ON
7	ON	ON	ON

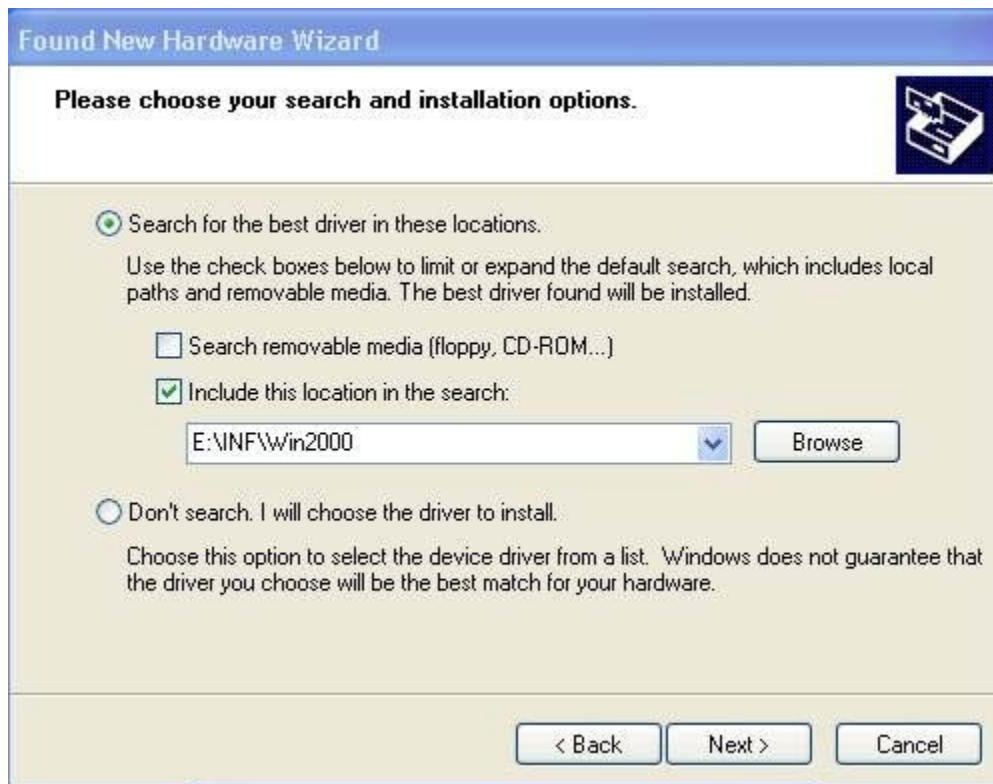
► **Notice**

When the scanner is shipped from the factory, the SCSI ID is set to "2". Although any value from 0 to 7 is valid as a SCSI ID, "7" is normally reserved for the SCSI host adapter, and should therefore not be used. In addition, "0" and "1" are normally used by internal SCSI hard disks that are used for system startup, so do not use these IDs either.

Power up the scanner first and then the PC. The found new hardware wizard should appear.



Select, Install from a list or specific location and then select next.



Browse to the CD ROM drive, select the INF folder, and then select the Win2000 folder. Select next. A warning message appears.



Select continue anyway. The driver will now be installed. Select finish.

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**Product :** DR 3060 / 3080C

**Title :**

What Version Driver Supports Patch Code Detection on The DR3060 / 3080C?

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**Question :**

What version driver supports patch code detection on the DR3060 / 3080C?

**Answer :**

ISIS / Twain version 1.6 supports patch codes for the DR3060/3080C.

The patch code sheets are available on the set-up cd that comes with the machine. Refer to attached Technical Publication **DR-3060/3080C-T007** for details on patch code operation.

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**Canon**  **support center**

February 19, 2003

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**Product :** DR 3020

**Title :** Which Operating Systems Can the DR3020 ISIS Driver Work With?

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**Question :**

Which operating systems (OS) can the DR3020 ISIS Driver work with?

**Answer :**

The DR3020 ISIS Driver Ver.1.29 is for Window 3.1x, 95, 98, Me, 2000, NT3.51, NT4.0

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**Product :** DR 3020

**Title :** Which Operating System Can the DR3020 Twain Driver Work With?

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**Question :**

Which Operating System (OS) Can the DR3020 Twain Driver Work With?

**Answer :**

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February 19, 2003

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**Product :**

DR 3020 / 3060 / 3080C / 5020 / 5080C / 4080 / 4580

MS 400 / 500 / 800

**Title :** Is There A Web-Site to Download Drivers for Image Filing and Scanner Products?

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**Question :**

Is there A web-site to download drivers for Image Filing and Scanner Products?

**Answer :**

There is a site open to the public to download drivers for Micrographic scanners and DR scanners. The site is [www.usa.canon.com](http://www.usa.canon.com)

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July 16, 2002

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**Model :** DR 3020

**Title :** Scanner not being seen by PC.

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**Problem :**

The computer does not acknowledge the presence of the DR3020.

**Solution :**

A faulty main motor may cause this problem. Check the operation of the main motor with the "Service Tool" and replace it if necessary.

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**Product :** DR Series

**Title :** ASPI layer is not up to date when installing a DR Scanner on a Windows 2000 PC.

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**Error :**

When installing the ISIS driver for a DR scanner on a Windows 2000 PC an error, ( ASPI layer is not up to date. ) displays on the screen.

**Workaround :**

The latest version ASPI layer can be downloaded from the Adaptec web site. [www.adaptec.com/worldwide/support/driverdetail.html?sess=no&cat=/Product/ASPI-4.70&filekey=aspi\\_v471.exe](http://www.adaptec.com/worldwide/support/driverdetail.html?sess=no&cat=/Product/ASPI-4.70&filekey=aspi_v471.exe) Version 4.71 is the latest available as of September 2002. This new version will update the ASPI layer for all versions of Windows.

To check what version of the ASPI layer is currently running on a PC use ( aspchk.exe ). This is a program that comes with the ver.4.71 down load.

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**Product :** DR 5020 / DR 5080C

**Title :** Imprinter counter setup for TWAIN

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**Question :**

What is the correct imprinter counter setup method for use with TWAIN applications?

**Answer :**

Unlike ISIS which uses the "[" and "]" brackets to enclose the counter information, the TWAIN driver needs to see "<" and ">" as well as an **upper case "C"** and the number of digits desired for the counter (if left with no digit designation the counter defaults to 9 digit counting).

Example: <C6>

This will enable a 6 digit counter for use with a TWAIN application.

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**Product :** DR 4080U

**Title :** Legal Size Scans are getting cut off using the Twain Driver.

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**Problem :**

Legal Size Scans are getting cut off using the Twain Driver. The Page Size Detect box in the Twain driver has been selected.

**Solution :**

The Page Size Detect option in the Twain driver is only for detecting the width of a document and not the length. Information about the Twain Driver can be found in the Operating Instruction Guide.

**Paper Size**

Allows you to select the size of the original. Changing the Paper Size setting re-initializes the size of the scanning area. You should always select the Paper Size before you adjust the size of the scanning area. The Paper Size selection is ignored if you switch on Detect Paper Size.

**Detect Paper Size**

When this box is checked, the scanner automatically detects the width of the originals. When this options is on, the Paper Size selection is ignored.

There are two modes for the Detect Page Size feature of the DR-4080U: A4 mode and LTR mode. When the Detect Page Size feature is enabled with the TWAIN driver, the following page sizes can be detected, depending on which mode is selected.

**Detect Page Size mode**

A4 mode

**Detected Paper Sizes**

A6, B6, A5, B5, A4, B4, 11 x 17 in., A3, (Letter and Legal size are detected as A4)

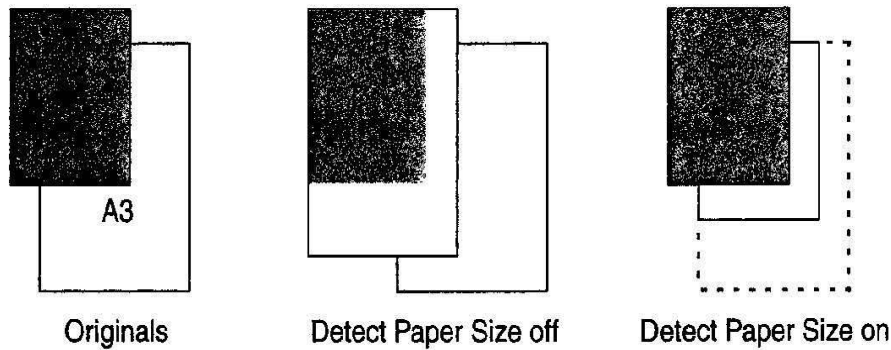
LTR mode

A6, B6, A5, B5, Letter, B4, 11 x 17 in. A3 (A4 and Legal size are detected as Letter)

To switch between the A4 and LTR modes, call for service.

When reading different size originals with this feature on, the scanner detects the width of the first original and continues to use that width for the originals that remain in the scanning job.

For example, if you select A3 from Paper Size and then load an A3 and A4 size original with the upper left corners aligned, the pages will be scanned as shown in the illustration.



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July 29, 2003

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**Product :**

DR 2080C / 3060 / 3080

MS 300

**Title :** What File Formats are Supported by CapturePerfect 1.0 Software?

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**Question :**

What file formats are supported by CapturePerfect v1.0 software?

**Answer :**

CapturePerfect v1.0 supports the following file formats: TIFF, BMP, PDF, & JPEG.



August 20, 2003

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**Product :** Image Filing Systems and DR Scanners

**Title :** An Introduction to Bar Codes

**Question :**

Is there a document available for download that explains the different types of bar codes and how they are used in document imaging management?

**Answer :**

Please see attached .pdf document.



January 14, 2004

**Knowledge Base**

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**Product :** DR 5020 / 5080C

**Title :**

The Addon feature is not adding the specified characters and counters to the scanned document.

**Problem :**

The Addon feature is not adding the specified characters and counters to the scanned document. The Addon feature is enabled through the scanning utility and values are entered.

**Solution :**

A value set too low or too high may prevent the addon data from showing up on the scanned image. Check the **Horizontal** and **Vertical Offset** values in the Imprinter/Addon Settings screen.

Text:

Counter1

Increment Trigger:

Increment:

Reset Trigger:

Start Value:

Counter2

Horizontal Offset(mm):

Vertical Offset(mm):

Pages:

Addon Type:

OK

Cancel

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**Product :**

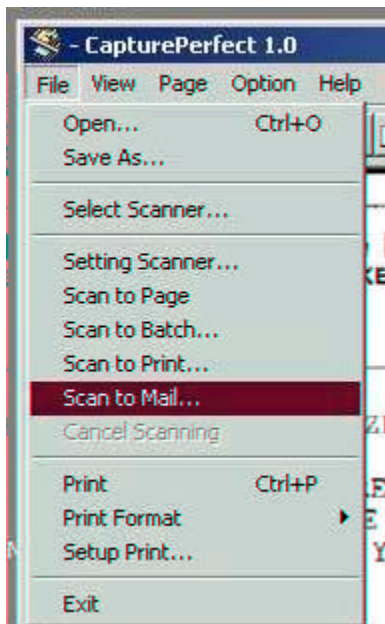
DR 2080C / 3060 / 3080C / 5020 / 6080 / 9080C

MS 300 / 350

**Title :** How do you set up 'Scan to Mail' using CapturePerfect v1.0 or v2.0?

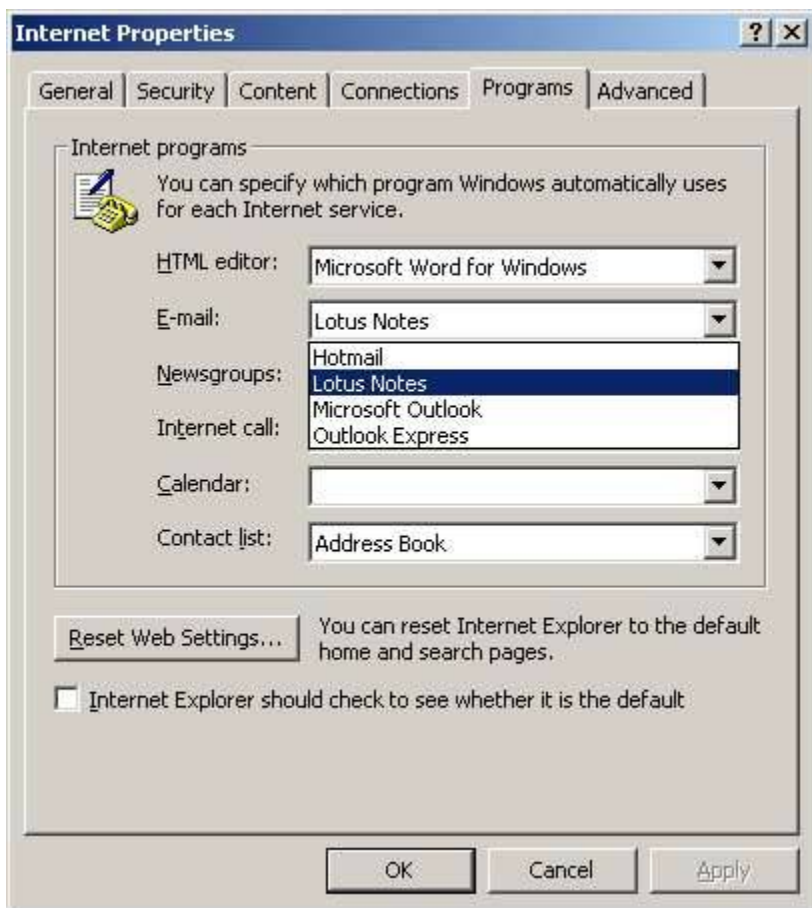
**Question :**

How do you set up the "Scan to Mail" option shown below, using CapturePerfect v1.0 or v2.0?



**Answer :**

Scan to Mail will only work if you set up a default e-mail program prior to executing the task. This can be done in the "Programs" tab of "Internet Properties", as shown below.





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**Product :** DR 6080 / 9080C

**Title :** Date/Time Problem with Imprinter/Addon Feature

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## **Problem :**

An intermittent problem may occur when printing the date using the imprinter/addon feature of the DR 6080 / 9080C. If a **time value** is included in a text string to be printed by the imprinter/addon, **in some cases the time will be shifted by one hour.**

When first scanning a batch (document) with a time value to be printed using the imprinter/addon, the problem may occur under the following conditions:

1. After turning the DR 6080 / 9080C power on. **OR,**
2. After changing the date in the [Date and Time Properties] dialog box on the connected PC. (In this case, however, only when the date change transitions to or from Daylight Savings Time.)

The design specifications of the scanner stipulate the use of Standard Time when managing data. However, when the firmware initializes data management, the Daylight Savings Time setting is not disabled, so this phenomenon can occur.

Notably, as mentioned in the above conditions, this phenomenon occurs only the first time that a batch (document) is scanned, and does not occur with subsequent scanning. Also, it does not occur every time the above conditions are present.

## **Solution :**

### Countermeasure

1. For condition 1, when the phenomenon occurs during setup, print a blank page before proceeding with normal use.
2. For condition 2, avoid changing the date using the [Date and Time Properties] of the PC, or use the countermeasure described for condition 1.

### Permanent Solution

- Upgrade the firmware (update planned for release in August 2004).
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Canon USA, Inc. Systems & Technical Support Division

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April 23, 2004

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**Product :** DR 2080C / 3060 / 3080 / 4580U / 5020 / 5080C / 6080 / 9080C

**Title :** Scanner is Scanning Slowly with Windows XP.

---

## **Problem :**

When scanning to a PC with the Windows XP operating system, the speed is much slower and it pauses between scanned documents.

## **Solution :**

Turning on the "Scan Ahead" feature can increase the scanning speed. A customer with Windows XP will need the Administrator to log on and set the "Scan Ahead" feature in the driver settings. If there are multiple users on one PC, follow the steps below:

1. Log in as Administrator
2. Open the driver settings
3. Select "Scan Ahead" option and click "OK"

After changing the above option while logged in as Administrator, log in as the Local User and verify that

"Scan Ahead" is selected.

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Canon USA, Inc. Systems & Technical Support Division

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June 11, 2004

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**Product :** DR 7080C

**Title :** The Job Function Mode is not working.

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**Problem :**

The Job Function Mode is not working with Windows NT.

**Solution :**

The Job Function Mode with not work with Operating System Windows NT.

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Canon USA, Inc. Systems & Technical Support Division

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June 3, 2008

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**Product :** DR 4080U / 4580U

**Title :** Can the DR 4080U/4580U scanners work with Capture Perfect software?

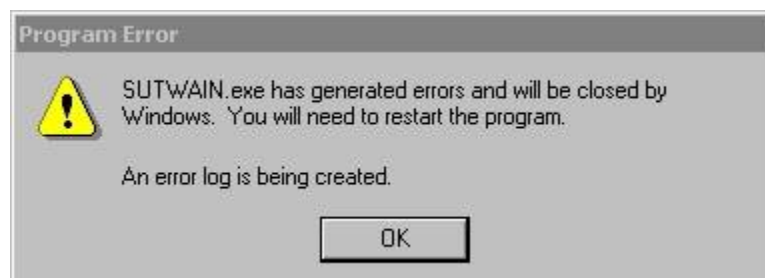
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**Question :**

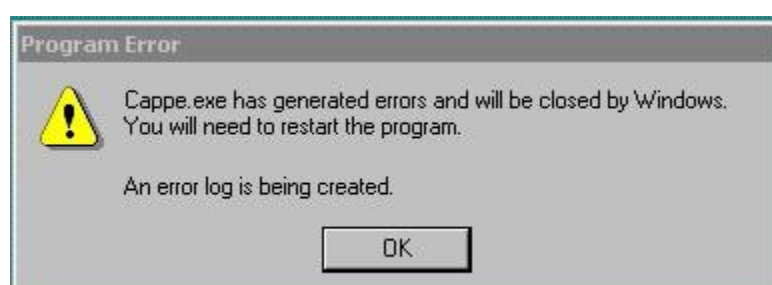
Can the DR 4080U/4580U scanners work with Capture Perfect software?

**Answer :**

No, the DR 4080U/4580U cannot scan using Capture Perfect 1.0 or 2.0 software. The Capture Perfect software does not support these two scanners. Both scanners are shipped with a software package, PixUtil 3.0 that works correctly with them. It is ISIS only software. Both scanners have a Twain driver but the scanners are not compatible with either version of Capture Perfect. Capture Perfect 1.0 gives an error Sutwain.exe has generated errors and will be closed by Windows.



Capture Perfect 2.0 gives an error Cappe.exe has generated errors and will be closed by Windows.



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**Product :** DR 6080 / 7580 / 9080C

**Title :** The DR 9080C gives an error, Scanner command invalid in this state, ISIS error (-4438) when connected by a SCSI port.

---

**Error :**

Scanner command invalid in this state, ISIS error (-4438) when connected by a SCSI port.

**Workaround :**

Installing the latest version of the ASPI layer has resolved this error. As of the writing of this article it is ASPI layer version 4.71a2. It can be downloaded for the Adaptec web site, click on the link to download the file.

[http://www.adaptec.com/en-US/speed/software\\_pc/aspi/aspi\\_471a2\\_exe.htm](http://www.adaptec.com/en-US/speed/software_pc/aspi/aspi_471a2_exe.htm)

There are several steps to update the ASPI layer.

1. First download the file from Adaptec website.
  2. Unzip the file to the PC where it is going to be installed.
  3. To install the ASPI layer double click on the aspiinst file.
  4. Reboot the computer and now the newer version ASPI layer is installed.
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**Product :** DR 6080 / DR 9080C

**Title :** What is the Barcode Module?

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**Question :**

Is the Barcode Module a circuit board installed into the DR 6080 or DR 9080C?

**Answer :**

**No.** The Barcode Module for this scanner series is a **software module that the customer can install on their personal computer or workstation PC.**

The Sales item number for the **Barcode Module CD** is 8927A003AA.

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**Product :** DR 6080 / 9080C

**Title :** Unable to Scan Single Pages.

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**Error :**

When scanning using VRS software by Kofax, single page scans produce an error. The error may contain a message stating, "Peripheral not ready". Multiple page scans can be completed with no error.

**Workaround :**

The VRS software version recommended for the DR6080/9080C is v3.10. Upgrading to this version will fix the problem.

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July 23, 2004

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**Product :** DR 6080 / 9080C

**Title :** How do you Install the Barcode Module?

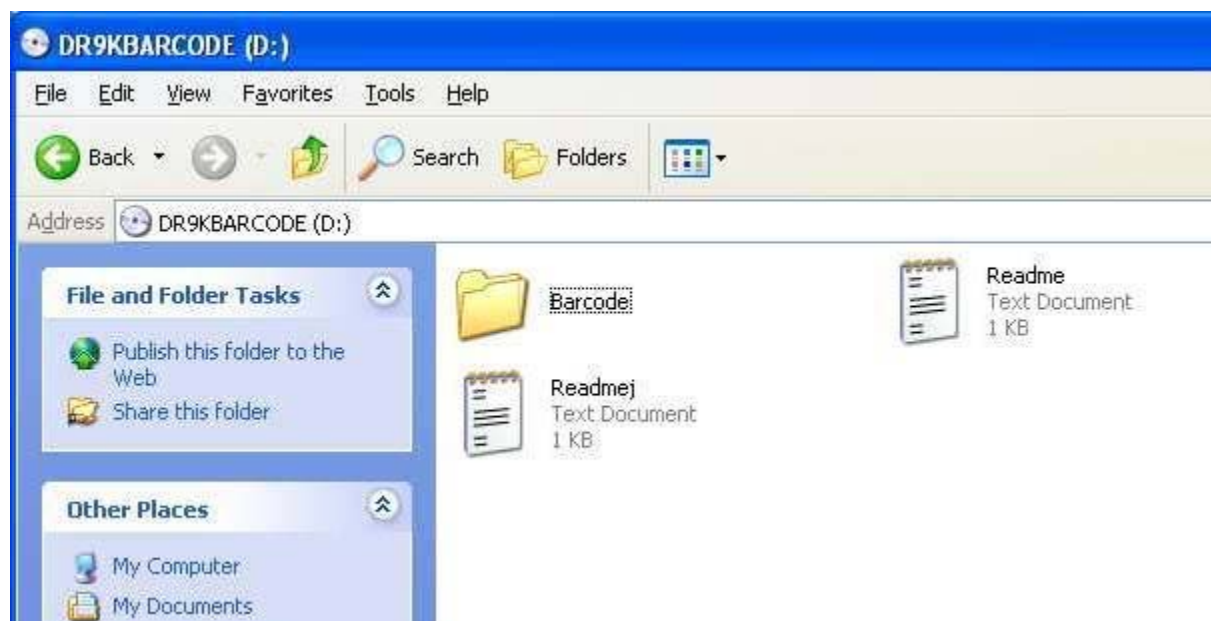
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**Question :**

How do you Install the Barcode Module?

**Answer :**

Insert the Barcode Module CD into the CD-ROM drive and open the Barcode folder.



Double click the Setup icon.



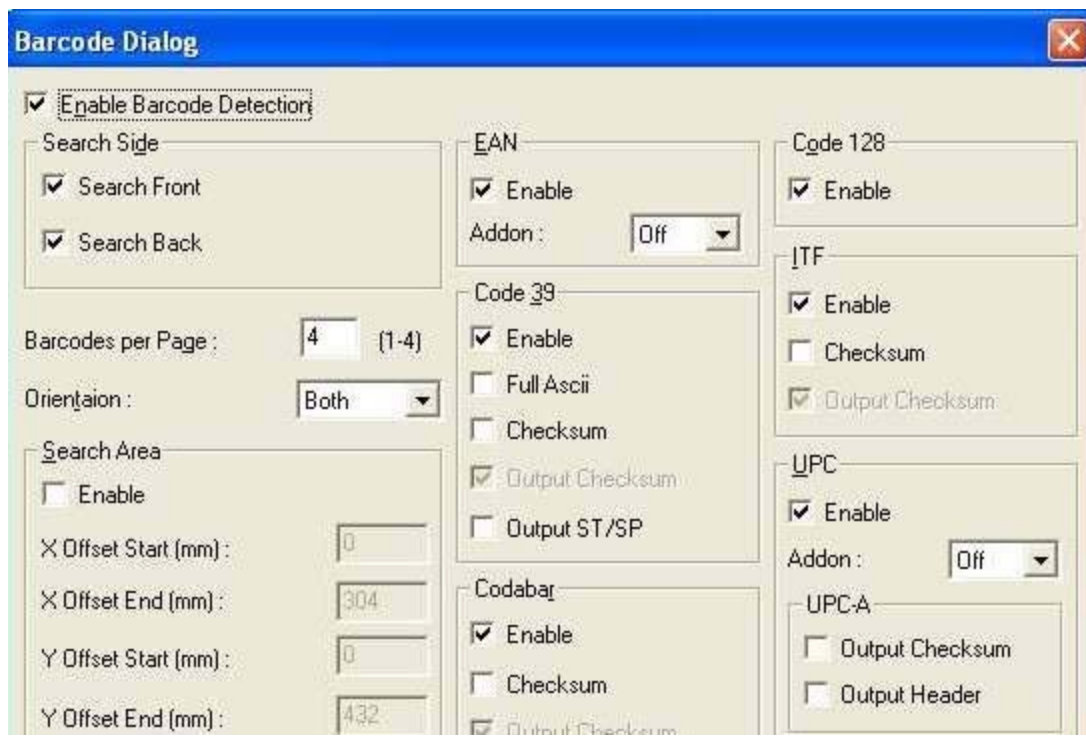
Select "Next"



Select "Finish"



Finally, verify that the Barcode settings are enabled.



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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830



August 16, 2004

## Knowledge Base

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**Product :** DR 7080C / 6080 / 9080C

**Title :** The Scanner seems to be running slow via USB.

---

**Problem :**

The Scanner seems to be running slow via USB.

**Solution :**

Check that the USB driver is 2.0. You can check the USB driver in Device Manager of the PC. To update the USB driver to 2.0 you will have to go to the manufacture of the PC's ( or usb cards ) web-site.

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Canon USA, Inc. Systems & Technical Support Division



September 2, 2004

## Knowledge Base

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**Product :** DR 4580U / 4080U

**Title :** When using Detect Paper Size feature in the driver with Mix Originals the Legal Size Paper gets Cut Off at 11 Inches.

---

**Problem :**

When using Detect Paper Size feature in the driver with mix originals the Legal Size Paper gets cut off at 11 Inches.

**Solution :**

The Detect Paper Size feature in the driver is using Width not Length to determine the size.

## Knowledge Base

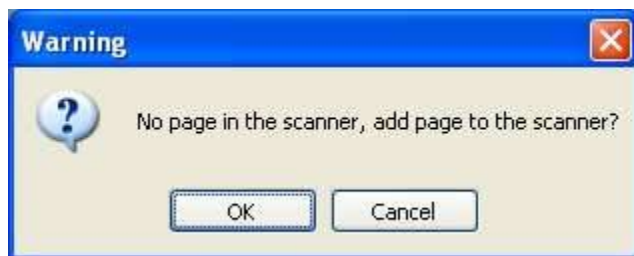
THIS IS NOT AN OFFICIAL TECHNICAL PUBLICATION. THIS KNOWLEDGEBASE ENTRY IS THE PROPERTY OF CANON U.S.A. AND IS CONFIDENTIAL INFORMATION TO BE RETAINED FOR REFERENCE PURPOSES BY THE AUTHORIZED DEALER WITH WHOM SERVICE AGREEMENTS HAVE BEEN ENTERED INTO. USER AGREES TO INDEMNIFY CANON U.S.A. INC. AND TO HOLD IT HARMLESS AGAINST ANY CLAIM ARISING BY REASON OF THE POSSESSION OR USE THEREOF ITS UNAUTHORIZED USE IS PROHIBITED.

**Product :** DR 6080 / 9080C

**Title :** 'No page found in the scanner, add pages to the scanner?' is displayed on the Computer screen.

### Error :

When attempting to scan, the Document Tray does not lift and the following message is displayed on the computer screen:



Also, the machine will not work in "Count Only" mode either.

### Workaround :

This problem can be the result of a faulty Document Tray Home Position Sensor (PS1) or its actuator.

First, check the sensor with the service tool. The number "1" will be highlighted if the sensor is being actuated.



If the number "1" is not lit, check the PS1 actuator under the Document Tray Assembly or replace PS1 if necessary.

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**Product :** DR 2080C / 3060 / 3080C / 3080CII / 5020 / 6080 / 7080C / 9080C

**Title :** Error 'PAFCV2.DLL' is Displayed

**Error :**

A Capture Perfect 2.0 error is displayed, after trying to scan a batch to file while saving it as a .pdf. The error appears on the screen as shown below.

**Workaround :**

This error is caused by a missing or corrupt file within Capture Perfect. Reload the Capture Perfect software.

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Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

November 11, 2004

## Knowledge Base

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**Product :** DR 2080C, DR 3060 / 3080CII, DR 5020, DR 7080C, DR 6080 / 9080C, DR 5060F, MS 300 / 350, CR 180

**Title :** Scanner Compatibility with Windows XP Service Pack 2

---

**Question :**

Which scanners are compatible with Windows XP Service Pack 2?

**Answer :**

Below is a list of models that have been tested and found to operate in accordance with their specification when connected to Microsoft Windows XP SP2.

DR 2080C  
DR 3060/3080CII  
DR 5020  
DR 7080C  
DR 6080/9080C  
DR 5060F  
MS 300/350  
MS 800  
CR 180

**NOTES:**

The above models have been tested in a direct connection environment (The scanner is directly connected to the PC via SCSI or USB2).

In case of network configuration, where the scanned images are sent to other PCs running Windows XP SP2, there is a need to change the Firewall setting on the recipient PCs. Please refer to Microsoft for detailed information regarding how to change the Firewall settings.

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830

**Canon**  **support center**

April 8, 2005

## Knowledge Base

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**Product :** DR 5020 DR 5080C

**Title :** Where can the Scan Utility for the DR 5020/5080C scanners be downloaded?

---

**Question :**



Where can the Scan Utility for the DR 5020/5080C scanners be downloaded?

**Answer :**

The latest version of the Scan Utility 5000 is version 1.010. It is attached to this article and can be downloaded.

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830



April 15, 2005

## Knowledge Base

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**Product :** DR Scanner Series

**Title :** Scan Ahead selection

---

**Question :**

Where in the driver setting can "Scan Ahead" be selected?

**Answer :**

You have to check each specific scanning application to verify if it does support the "Scan Ahead" feature. With ISIS driver scanning applications like PixUtil, "Scan Ahead" is shown as a selectable option only when "Scan Batch to File" is selected.

With TWAIN driver scanning applications such as Capture Perfect, "Scan Ahead" is selected in "Scanning Option".

File > Scanner Setting ... > Scanning Option > Scan Ahead

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830



April 20, 2005

## Knowledge Base

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**Product :** DR 3060 / 3080 / 5020 / 5080C / 6080 / 9080C

**Title :** The Auto Size Detect Feature Does Not Work Correctly With Kodak Imaging.

---

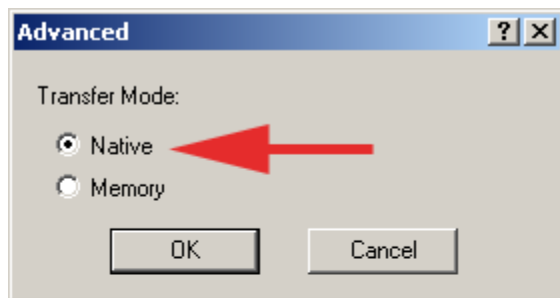
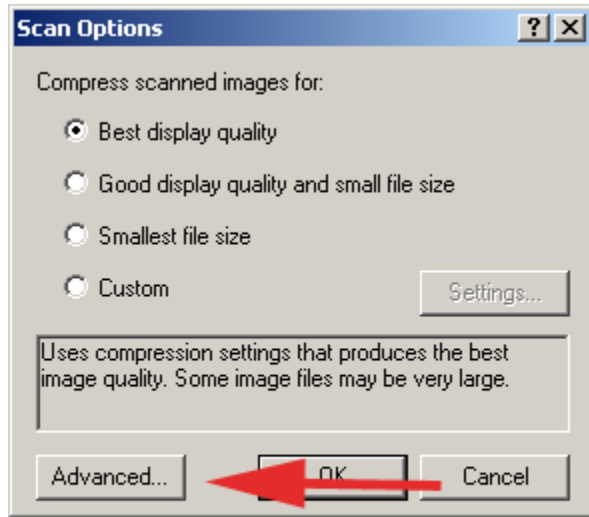
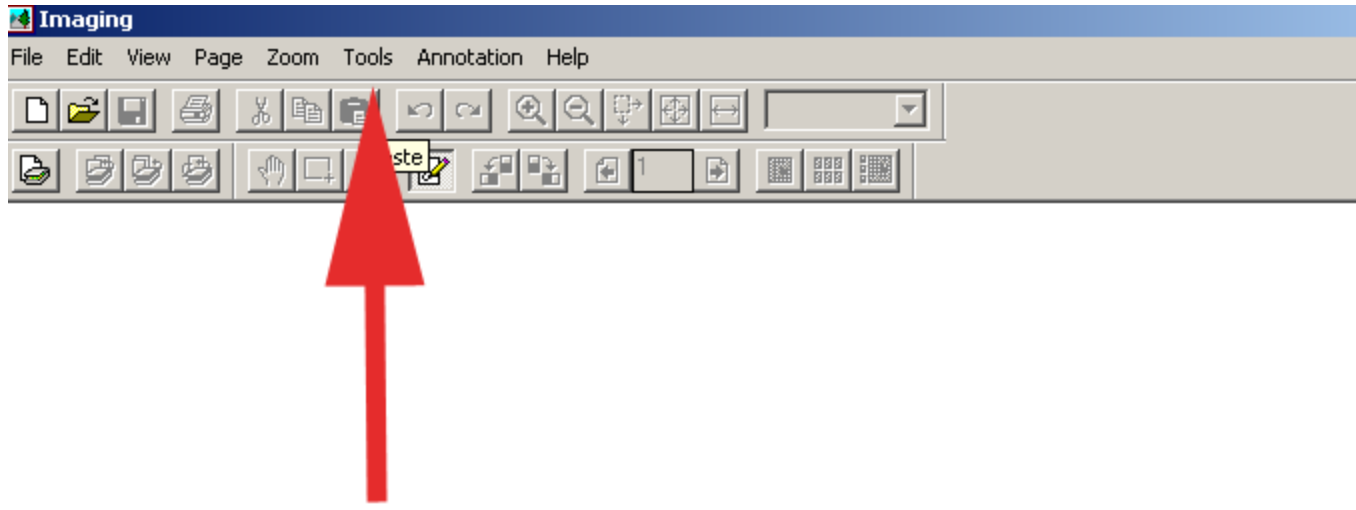
**Problem :**

The Auto Size Detect Feature Does Not Work Correctly With Kodak Imaging.

**Solution :**

To get the Auto-Size detect feature to work with Kodak Imaging you can try changing the Transfer mode to Native.

Note: Some functions may not operate in some applications.



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Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

July 6, 2005

## Knowledge Base

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**Product :** DR 2050C / 2080C / 2580C / 3080CII / 5010C / 7080C / 7580 / 9080C

**Title :** The warning message, 'Only the PDF file created by CapturePerfect can be opened.' is displayed.

---

**Problem :**

When trying to view a PDF file in CapturePerfect v.3.0, the warning message, "Only the PDF file created by CapturePerfect can be opened." is displayed.



**Solution :**

CapturePerfect will not allow the opening of PDF files created with another software program such as Adobe Acrobat. Other software can open PDF files created by CapturePerfect.

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Canon USA, Inc. Systems & Technical Support Division



June 03, 2005

## Knowledge Base

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**Product :**

DR 2050C / 2080C / 2580C / 3020 / 3060 / 3080C / 3080CII / 4080U / 4580U / 5010C / 5020 / 5060F / 5080C / 6080 / 7580 / 9080C

MS 300 / 350 / 400 / 500 / 800

**Title :** 'ASPI Error (-4561)'

---

**Error :**

The error message, "ASPI Error (-4561)", is displayed when trying to scan.

**Workaround :**

This error may be caused by an outdated ASPI layer when trying to scan via SCSI connection. Click on the following link to download and install the latest ASPI layer, v4.71.2. This file is for use with Windows 98, NT4.0, ME, 2000, and XP.

[http://www.adaptec.com/en-US/speed/software\\_pc/aspi/aspi\\_471a2\\_exe.htm](http://www.adaptec.com/en-US/speed/software_pc/aspi/aspi_471a2_exe.htm)

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830



July 14, 2005

## Knowledge Base

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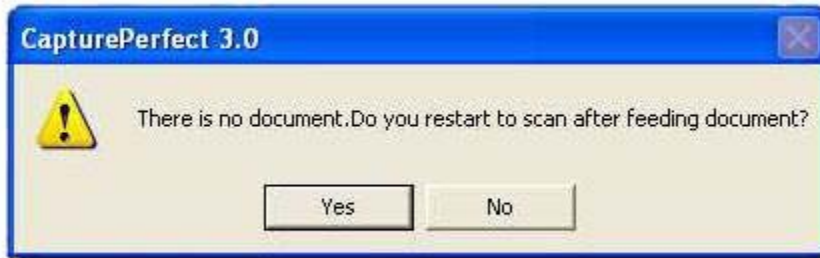
**Product :** DR 2050C / 2080C / 2580C / 3080CII / 5010C / 7080C / 7580C / 9080C

**Title :** Error Message 'There is no document. Do you restart to scan after feeding document?'

---

**Error :**

Using CapturePerfect 3.0, the error message, "There is no document. Do you restart to scan after feeding document?" is displayed. All pages of the job are fed through the scanner but no images are displayed.



**Workaround :**

This error may occur when using the "Skip Blank Page" feature in the scanner driver. When using this feature on documents with very little text or image, it may be necessary to lower the "Ratio of Black Pixels" setting in the driver.

---

Canon USA, Inc. Systems & Technical Support Division



June 24, 2005

**Knowledge Base**

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**Product :** DR 6080 DR 7580 DR 9080C

**Title :** The DR 6080/7580/9080C gives an error, File access error check write protect or disk full, when scanning PDF searchable images.

**Error :**

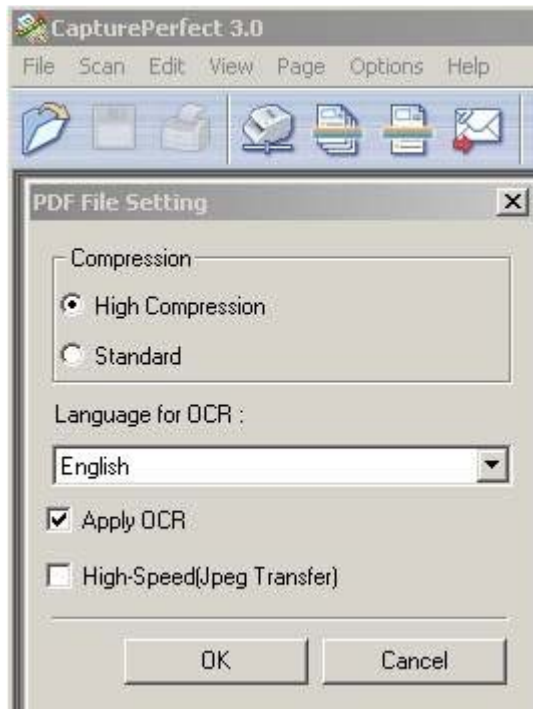
File access error, check write protect or disk full, when scanning PDF searchable images using Capture Perfect 2.3xx. The problem only occurs when certain images are scanned. If the apply OCR is not checked the same images are scanned correctly.



The error seems to be related to the user rights, permissions or free hard drive disk space but all have been checked and found to be correct.

**Workaround :**

The only solution found was to install Capture Perfect 3.0. After the 3.0 software was installed the same settings were configured and the system was able to scan all of the customer's documents.



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Canon USA, Inc. Systems & Technical Support Division



June 30, 2005

## Knowledge Base

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**Product :** DR 6080 / 9080C

**Title :** "No Page Found" Message

---

**Problem :**

When attempting to scan, the first page is fed into the scanner and is delivered to the Delivery Tray. Scanning stops, and a message of "No Page Found" is displayed on the workstation. A check of the sensors using the Quma tool, indicates an "on" state for PS4, the Document Sensor.

**Solution :**

In this instance, the problem was caused by a poor connection of the SCSI cable. Reseating the cable restored the scanner to full function.

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Canon USA, Inc. Systems & Technical Support Division



July 11, 2005

## Knowledge Base

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**Product :** DR 2050C / 2080C / 2580C / 3080CII / 5010C / 7080C / 7580 / 9080C

**Title :** Where can I Obtain a Copy of CapturePerfect 3.0?

---

**Question :**

Where can I Obtain a Copy of CapturePerfect 3.0?

**Answer :**

CapturePerfect 3.0 is now sales item. Sales item number is 8156A008AA

## Knowledge Base

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**Product :** DR 2050C / 2080C / 2580C / 3080CII / 5010C / 7080C / 7580 / 9080C

**Title :** Can I Update CapturePefect 2.xx to 3.0?

---

**Question :**

Can I Update CapturePefect 2.xx to 3.xx?

**Answer :**

You can not update 2.xx to 3.xx, CapturePerfect 3.xx is a sales item.Sales item number is 8156A008AA

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## Knowledge Base

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**Product :** DR 2050C / 2080C / 2580C / 3080CII / DR4010C / 5010C / 6080 / 7080C / 7580C / 9080C

**Title :** Error Message, 'Class installer has denied the request to install or upgrade this device'

---

**Error :**

The error message, "Class installer has denied the request to install or upgrade this device", is displayed when trying to load the .INF file during setup.

**Workaround :**

This error may be displayed in a Windows XP environment when trying to load the '.inf' file as a local user. When loading drivers or the '.inf' file, you need to log in as the Administrator. If the error continues to appear, try a different PC, there may be a problem with the registry preventing the loading of this file.

---

# Knowledge Base

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**Product :** DR 3060 / 3080C

**Title :** The DR3060/3080C Service Tool will not work with CapturePerfect.

---

**Question :**

The DR3060/3080C Service Tool will not work with CapturePerfect.

**Answer :**

In order to use the service tool for the DR3060/3080C you need to have the SU800 installed. The scanners are now being bundled with CapturePerfect software. Since the Service Tool will not work with CapturePerfect you will now need to download the Service Tool and the SU800 from e-Support.

*Please note: This Service Tool will not work with the DR3080CII.*

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830

**Canon e support center**

October 20, 2005

# Knowledge Base

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**Product :** DR 3020 / 4080U / 4580U / 5020 / 5080C  
MS 400 / 500 / 800  
DR 5060F

**Title :** 'Found New Hardware Wizard' on Windows XP

---

**Problem :**

The "Found New Hardware Wizard" is displayed after connecting a DR Scanner or Microfilm Scanner to a computer with Windows XP.

**Solution :**

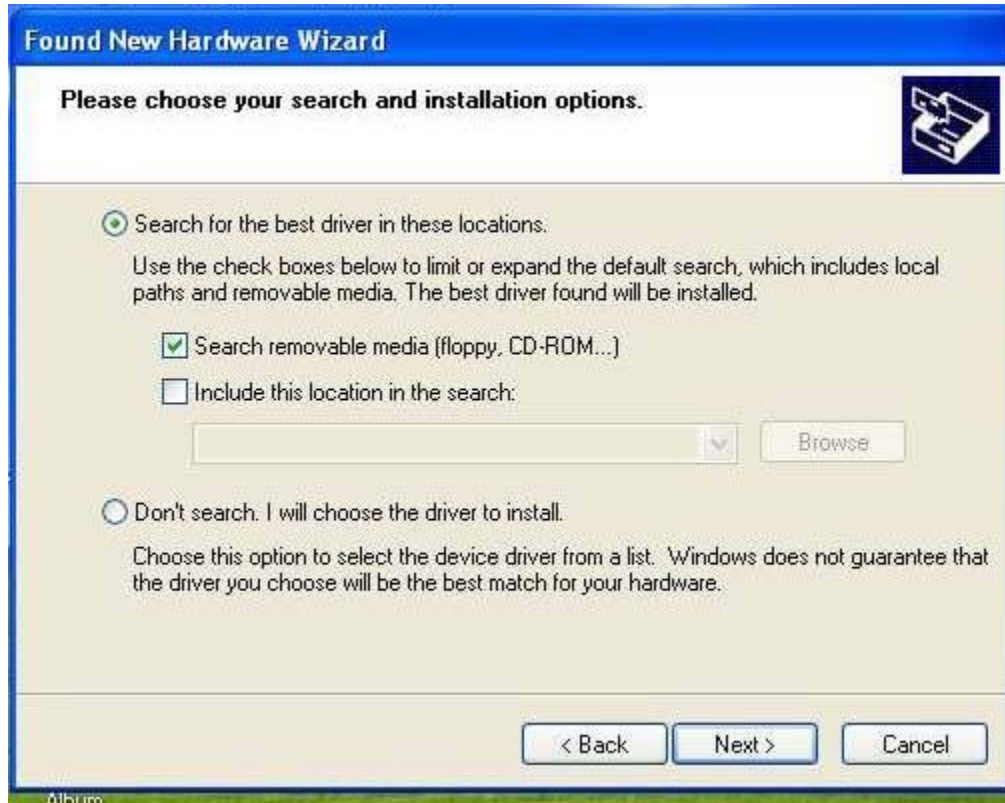
The "Found New Hardware Wizard" comes up because Windows is looking for an ".INF" file. This file is not available for some of the older equipment but the scanner will run normally without it. You can prevent the "Found New Hardware Wizard" from running each time the computer is turned on by following the steps below.

When the wizard comes up, select "Install from a list or specific location"



Next select "Search for the best driver in these locations" and check "Search removable media"

\*It is not necessary to have a disk installed at this point.



The wizard searches for a suitable file.



Finally, the "Cannot Install this Hardware" message comes up. Be sure to check the box for "Don't prompt me again to install this software" Hit the "Finish" button.



Canon USA, Inc. Systems & Technical Support Division



## Knowledge Base

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**Product :** DR 6080 / 7580 / 7080 / 3080CII / 3060 / 9080 / 5010

**Title :** When Printing from Acrobat the Image is Reduced and Produces a Boarder.

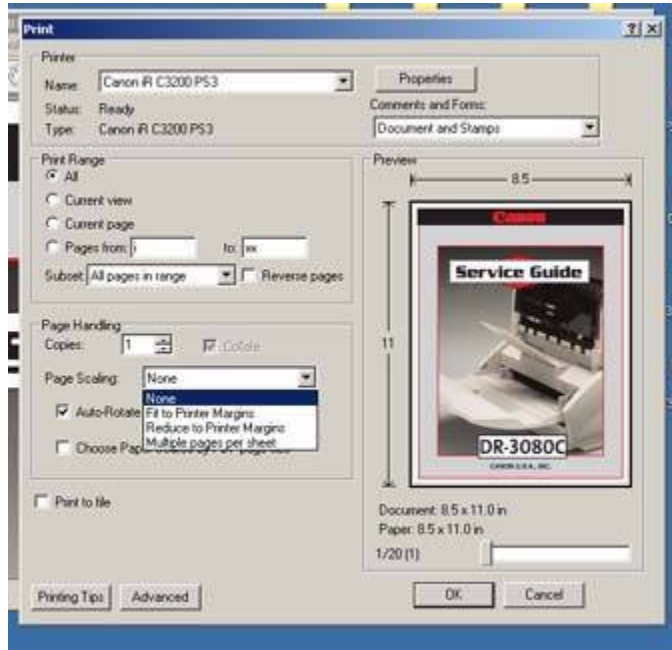
---

**Problem :**

When printing from Acrobat the image is reduced and produces a boarder.

**Solution :**

Check that the Page Scaling feature is set to "None".



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Canon USA, Inc. Systems & Technical Support Division

**Canon** support center

January 5, 2005

## Knowledge Base

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**Product :** DR 3060 / 3080c

**Title :** After replacing the CPU PCB, scanning applications close with no errors when attempting to scan or access the scanner settings.

---

**Problem :**

After replacing the CPU PCB, scanning applications close with no errors when attempting to scan or access the scanner settings.

**Solution :**

The dip switches on the CPU PCB may be set incorrectly.

**DR-3080C:** If replaced with MG1-3175-000, bit 2 should be set to on and all the other bits should be set to off.

**DR-3060:** Bits 1 and 2 should be on and all the other bits set to off.

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Canon USA, Inc. Systems & Technical Support Division

**Canon** support center

January 06, 2006

## Knowledge Base

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**Product :** DR6080C

**Title :** Can the ISIS/Twain driver for the DR7580/9080C version 1.3 be used with the DR6080?

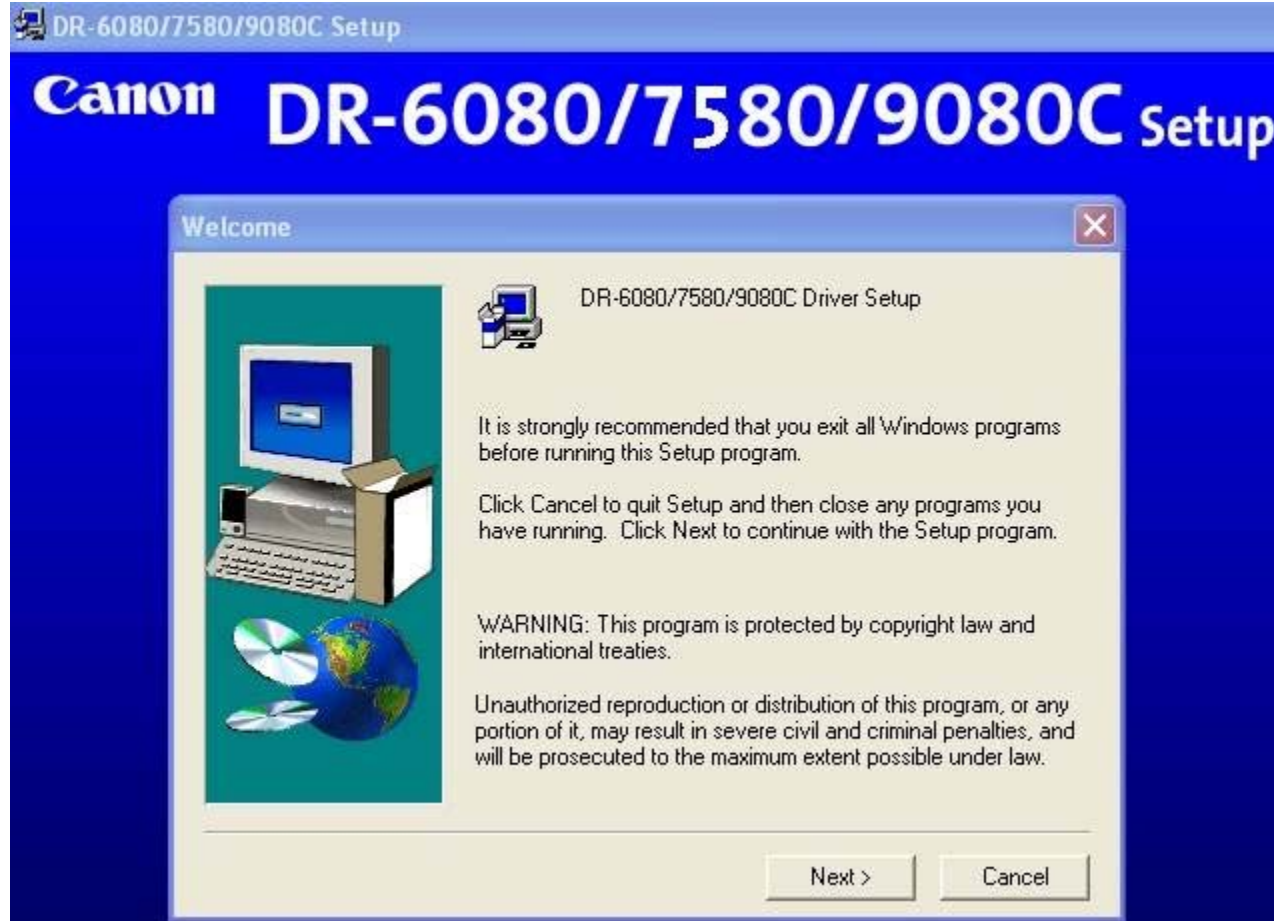
---

**Question :**

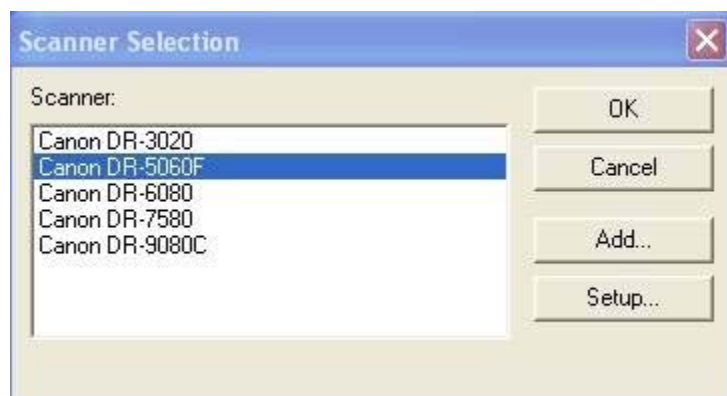
Can the ISIS/Twain driver for the DR7580/9080C version 1.3 be used with the DR6080?

**Answer :**

Yes, the ISIS/Twain driver version 1.3 supports the DR6080C. During the install process the DR6080 is listed as one of the scanners.



After the driver is installed the DR6080 scanner is listed as one of the available scanners.



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Canon USA, Inc. Systems & Technical Support Division



January 20, 2006

## Knowledge Base

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**Product :** DR2580C

**Title :** How can the user select Long Document Scanning on a DR2580C?

---

**Question :**

How can the user select Long Document Scanning on a DR2580C?

**Answer :**

In the original firmware on the DR2580C, version 1.12, the long document mode was a service mode setting. The customer could not select it. There is now new firmware, version 2.02 and an ISIS/Twain driver version 1.2 for this scanner. Capture Perfect has also been upgraded to version 3.0.20. Upgrade the three items listed above and now the customer can select the long document mode via a driver setting. These upgrades can be downloaded from the e-support site. To select the long document mode when using Windows 2000 select [Start], then [Settings] and then select [Control Panel]. Next select the [Scanners & Cameras] icon. In the

scanners and cameras dialog box select the Canon DR-2580 USB scanner and then select the [Properties] button and then the [Maintenance] tab. Next select the [Long Document Mode 1,000 mm] check button and then select [Apply].

To select the long document mode when using Windows XP select [Start], then [Control Panel]. When the control panel dialog box opens, at the top left of the screen select [Switch to Classic View]. This changes the screen and allows the icons to appear as they do in Windows 2000. If this is not an option, select [Printer and Other Hardware] and then select [Scanners & Cameras]. In the scanners and cameras dialog box select the Canon DR-2580 USB scanner and then select the [Properties] button and then the [Maintenance] tab. Next select the [Long Document Mode 1,000 mm] check button and then select [Apply].

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Canon USA, Inc. Systems & Technical Support Division



January 20, 2006

## Knowledge Base

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**Product :** DR2580C

**Title :** The 'Punch Hole Removal' option is not working correctly on the DR2580C.

### Error :

The "Punch Hole Removal" option is not working correctly on the DR2580C. The scanner is not removing the three hole punch marks completely.

### Workaround :

The firmware, ISIS/Twain driver and Capture Perfect 3.0 have been upgraded to resolve the problem. The firmware has been upgraded to version 2.02. The ISIS/Twain driver has been updated to version 1.2 and Capture Perfect has been upgraded to version 3.0.20. The new version files can be downloaded from the e-support download center.

---

Canon USA, Inc. Systems & Technical Support Division



February 3, 2006

## Knowledge Base

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**Product :** DR-2050C / 2580C / 2080C / 3080C II / 5010C / 6080 / 7080C / 7580 / 9080C

### Title :

'Digital Signature Not Found' message appears during scanner driver installation.

### Error :

"Digital Signature Not Found" message appears during scanner driver installation.



### Workaround :

This message appears during the driver installation because a Windows Digital Signature is not included as part of the driver. To install the scanner driver, click the "Continue Anyway" button. The DR-2050C / 2580C / 2080C / 3080CII / 5010C / 6080 / 7080C / 7580 / 9080C drivers are compatible with Microsoft Windows XP.

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Canon USA, Inc. Systems & Technical Support Division



February 09, 2006

## Knowledge Base

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**Product :** DR 2050C / 2580C / 3080CII / 5010C / 7080C / 7580 / 9080C

**Title :** Is there a Software Compatibility List for DR Scanners?

---

**Question :**

Is there a software compatibility list for DR Scanners?

**Answer :**

A DR Scanner compatibility listing is available online at the Canon USA web site. Click on the link below for the list.

<http://www.usa.canon.com/opd/controller?act=OPDAllianceAct&keycode=cprcapsolallDR>

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Canon USA, Inc. Systems & Technical Support Division



April 04, 2008

## Knowledge Base

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**Product :** DR 6080 / 7580 / 9080C

**Title :** 'Out of Memory' Message

---

**Question :**

What can cause an 'Out of Memory' error message?

**Answer :**

Within some scanning applications an 'Out of Memory' or 'Not Enough Memory' scanner error message may appear instead of the "REPLACE ROLLERS" message. This message is triggered by the scanner internal counter recognizing that 250,000 scans have occurred and the pickup, feed, and retard rollers should be replaced.

Replace the rollers if needed, then reset the counter via the PC within the Properties of the scanner, under the Counter tab. (Counter reset information is located in the User Instructions).

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830



March 16, 2006

# Knowledge Base

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**Product :** DR-7080C

**Title :** A "Scanner out of Memory" message appears when scanning documents larger than A3 in 24-bit Color or 256-level Gray.

---

**Error :**

A "Scanner out of Memory" message appears when scanning documents larger than A3 in 24-bit Color or 256-level Gray.



**Workaround :**

The long document mode used to scan documents larger than A3 does not support the 24-bit Color or the 256-level Gray scan mode. Documents larger than A3 can only be scanned using the Black and White scan mode.

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Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

March 21, 2006

# Knowledge Base

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**Product :**

DR-2050C / DR-2080C / DR-2580C / DR-6080 / DR-7580 / DR-9080C

**Title :** Can the DR-2050C / DR-2080C / DR-2580C / DR-6080 / DR-7580 / DR-9080C Service Tool be downloaded?

---

**Question :**

Can the DR-2050C / DR-2080C / DR-2580C / DR-6080 / DR-7580 / DR-9080C Service Tool be downloaded?

**Answer :**

**DR-2050C / DR-2080C**

The DR-2050C / DR-2080C service tool is part of the DR-2050C/2080C ISIS/Twain Driver version 2.2, which can be downloaded from the download center. If the driver is extracted to the default location of C:\DR2050C\Drivers, the service tool will be located in C:\DR2050C\Drivers\Driver\Tools\DR2KTOOL.exe. The password for the service tool is "pan".

**DR-2580C**

The DR-2580C service tool is part of the DR-2580C ISIS/Twain Driver version 1.1, which can be downloaded from the download center. If the driver is extracted to the default location of C:\DR2580C\Drivers, the service tool will be located in C:\DR2580C\Drivers\Driver\Tools\VBTool.exe. The password for the service tool is "market".

**DR-6080 / DR-7580 / DR-9080C**

The DR-6080 / DR-7580 / DR-9080C service tool is part of the DR-7580/9080C ISIS/Twain Driver version 1.3, which can be downloaded from the download center. If the driver is extracted to the default location of C:\DR7580\Drivers, the service tool will be located in C:\DR7580\Drivers\Driver\Tools\QumaTool.exe. The password for the service tool is "quma".

**DR-7080C**

The DR-7080C service tool is part of the DR7080C ISIS/Twain Driver Version 1.2, which can be

downloaded from the download center. If the driver is extracted to the default location of C:\DR\DR7080C, the service tool will be located in C:\DR\DR7080C\Driver\Tools\QPTool.exe. The password for the service tool is "qp".

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830

**Canon**  **support center**

March 31, 2006

## Knowledge Base

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**Product :** DR-6080 / DR-7580 / DR-9080C

**Title :** The Imprinter counter does not reset

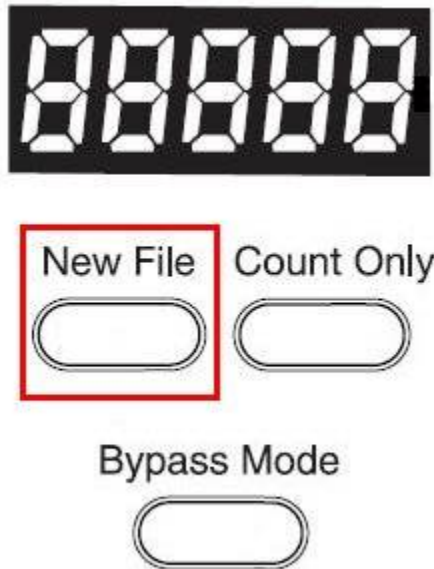
---

**Problem :**

The Imprinter counter does not reset when the reset trigger is set to "New File".

**Solution :**

In order for the Imprinter counter to reset, the scanner must be told that a New File is being started. This can be done by pressing the "New File" button, which is located on the scanner's front panel, before beginning a new file.



*Location of the "New File" button*

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Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

April 13, 2006

## Knowledge Base

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**Product :** All DR Series

**Title :** 16-bit MS-DOS Subsystem Error

---

**Error :**

When attempting to run the installer for the TWAIN / ISIS driver the following error appears:

16-bit MS-DOS Subsystem  
X:\Driver\Setup.exe  
C:\Windows\System32\Autoexec.nt The system file is not suitable for running MS-DOS and Microsoft Windows applications. Choose 'Close' to terminate the application.

**Workaround :**

The *Autoexec.nt* file has become corrupt preventing Windows from running 16-Bit applications. The *Autoexec.nt* file will need to be repair or restored before the TWAIN / ISIS driver can be installed.

---

# Knowledge Base

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**Product :** DR 2580C

**Title :** The Job Buttons Are Not Working

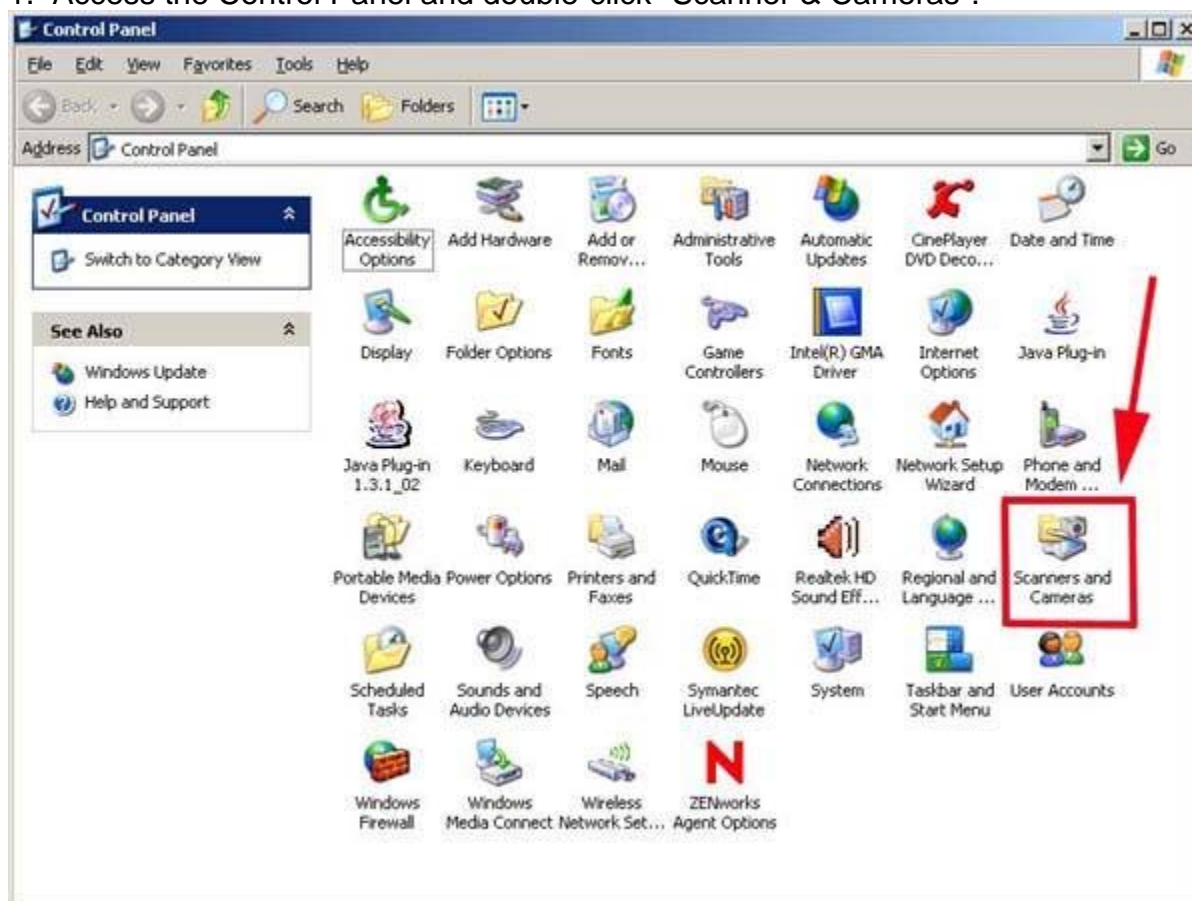
**Problem :**

The Job Buttons on the scanner do no initiate the function they are set for.

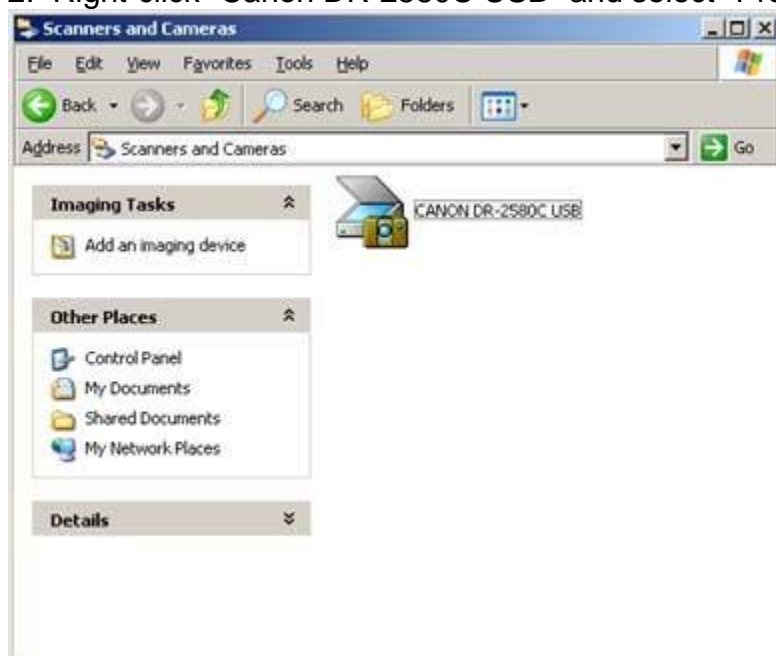
**Solution :**

A possible cause for the Job Buttons not working is an incorrect setup or conflict with another software. Follow the steps below.

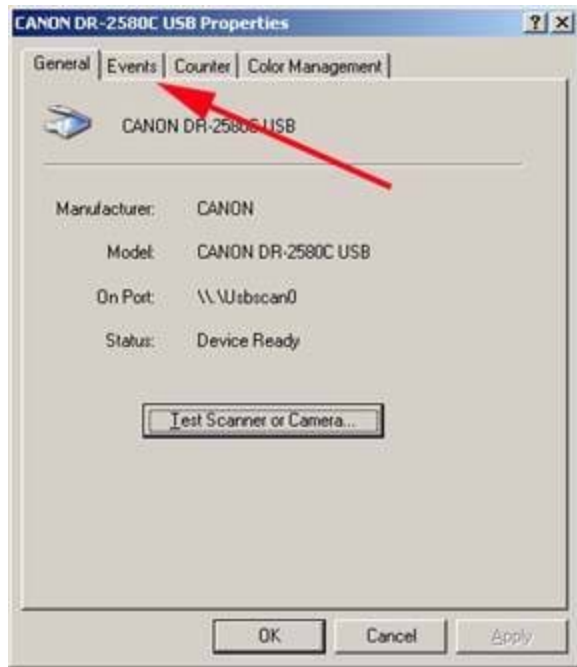
1. Access the Control Panel and double-click "Scanner & Cameras".



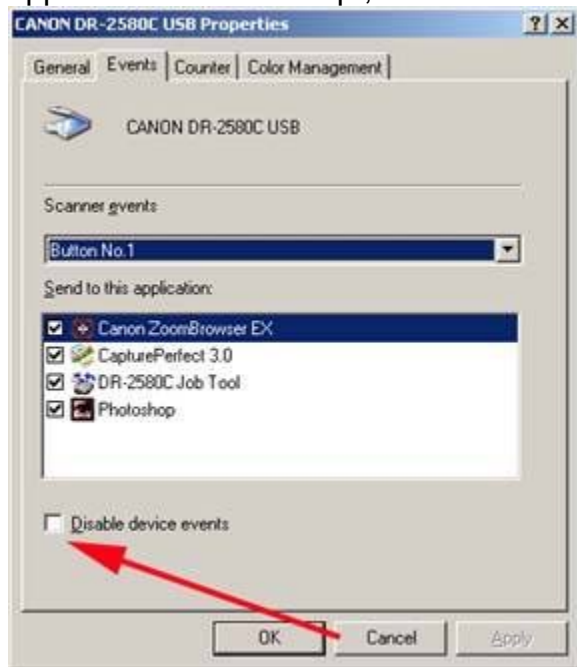
2. Right-click "Canon DR-2580C USB" and select "Properties"



3. Click on the "Events" tab.



4. Make sure the "Disable Device Events" is NOT checked. If the problem continues, uncheck all applications listed except, "DR-2580C Job Tool."



\*NOTE\* These screen shots are from a PC running the Windows XP operating system.

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Canon USA, Inc. Systems & Technical Support Division



August 4, 2006

## Knowledge Base

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**Product :** DR 2050

**Title :** The Brightness Control Can Not Be Changed When in Text Enhanced Mode.

**Problem :**

The Brightness Control can not be changed when in Text Enhanced Mode. The Brightness Control in the driver is grayed out.

**Solution :**

This is a specification of the DR2050.

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Canon USA, Inc. Systems & Technical Support Division



September 06, 2006



## Knowledge Base

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**Product :** DR-2580C / 5010C  
Adobe Acrobat Standard 7.0

**Title :** Unable to create multi page PDF files from originals that are 17 inches or longer in Adobe Acrobat Standard 7.0.

---

**Problem :**

Unable to create multi page PDF files from originals that are 17 inches or longer in Adobe Acrobat Standard 7.0.

**Solution :**

Unfortunately Adobe Acrobat Standard 7.0 does not support the creation of multi page PDF files with originals that are 17 inches or longer.

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Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

September 28, 2006

## Knowledge Base

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**Product :** DR 6080 / 7580 / 9080C

**Title :** 'Scanner Is Not Ready (Power May Have Been Cycled)'

---

**Problem :**

The message "Scanner Is Not Ready (Power May Have Been Cycled)" is displayed when attempting to open the scanner settings option in the software.

**Solution :**

The communication failure to the scanner was resolved by reloading the necessary .INF file.

---

Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

December 18, 2006

## Knowledge Base

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**Product :** DR Scanners

**Title :** 'Image Connector Error'

---

**Error :**

The error message, "Image Connector Error" is displayed.

**Workaround :**

This error can occur on a DR Scanner connected to an eCopy ScanStation. Test scan to a PC with Capture Perfect software, if the problem is not present, contact eCopy support.

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Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

January 15, 2007

## Knowledge Base

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**Product :** All Products

**Title :** Using the Knowledgebase Off-Line

---

**Question :**

Is there a way to download the Knowledgebase so it can be used without being connected to the internet?

**Answer :**

Introduced on 1/15/07 is a new TAB within the Knowledgebase area called 'OFFLINE". This area will enable any e-Support user to download available "KnowledgePAKS" for use on any Windows based PC\*. Once downloaded, the user simply clicks the .CHM file to enable full browsing or searching capability.

Updates to the Knowledge PAKs will be posted bi-monthly within the OFFLINE tab of the Knowledgebase section on e-Support. Each update will be a completely new self-contained Knowledge PAK that will supersede any previously released PAK. In addition to posting the revision date in the download matrix, each newly released PAK will also contain the publish date so you can ensure that you have the latest version. An e-Notify notification will be sent when updates to Knowledge PAKS are available.

\*Access to individual KnowledgePAKS are based on individual Dealer/Reseller authorizations.



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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830

**Canon**  **support center**

January 9, 2007

## Knowledge Base

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**Product :** DR 3020

**Title :** Are There XP Drivers for the DR3020?

---

**Question :**

Are there XP Drivers for the DR3020?

**Answer :**

No, the drivers available for the DR3020 are OS 3.1, 95, 98, ME, 2000, NT3.51, NT4.0. The driver for this scanner can be downloaded at the Canon USA web site.

## Knowledge Base

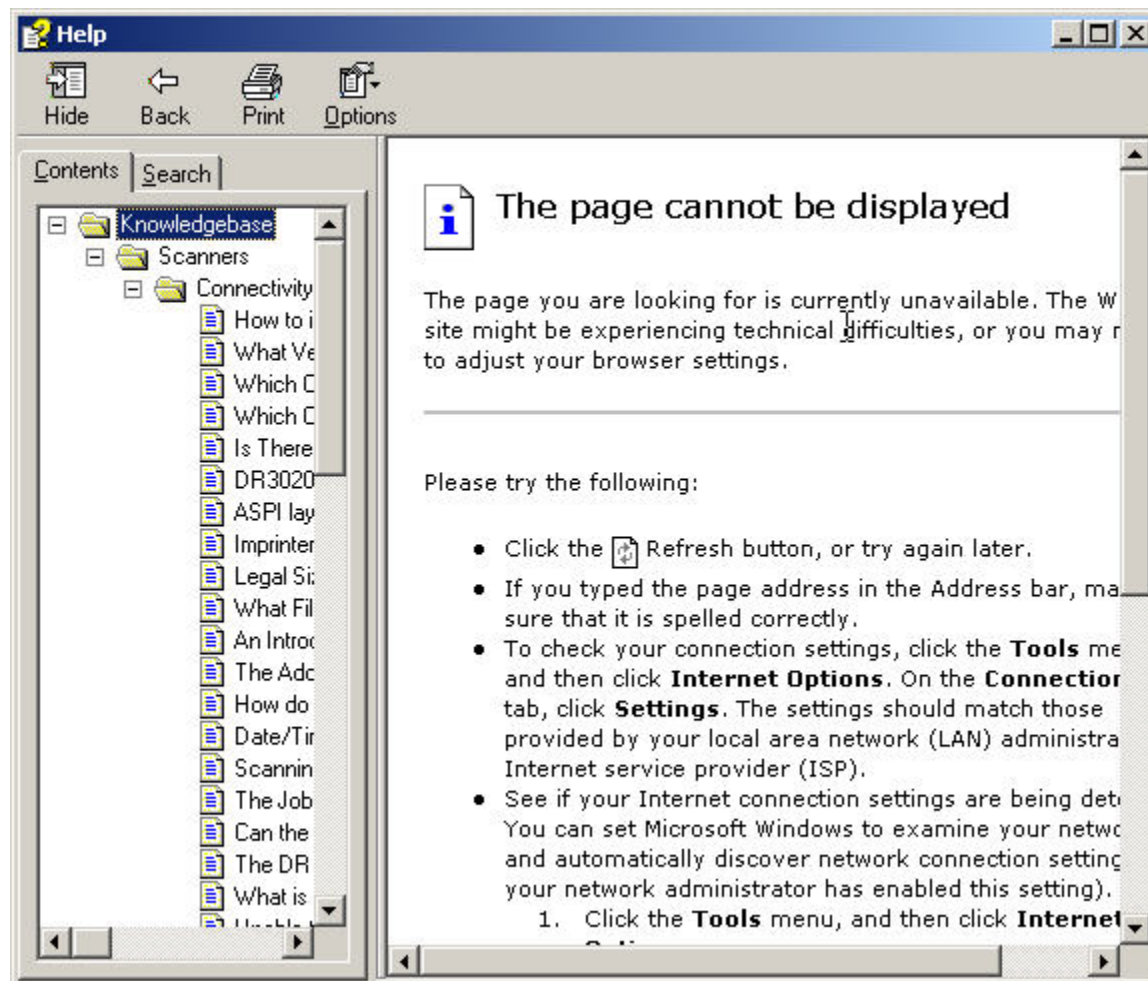
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**Product :** All

**Title :** 'The page cannot be displayed' Error from the Downloadable KnowledgePAK (Off-Line Knowledgebase CHM File)

**Error :**

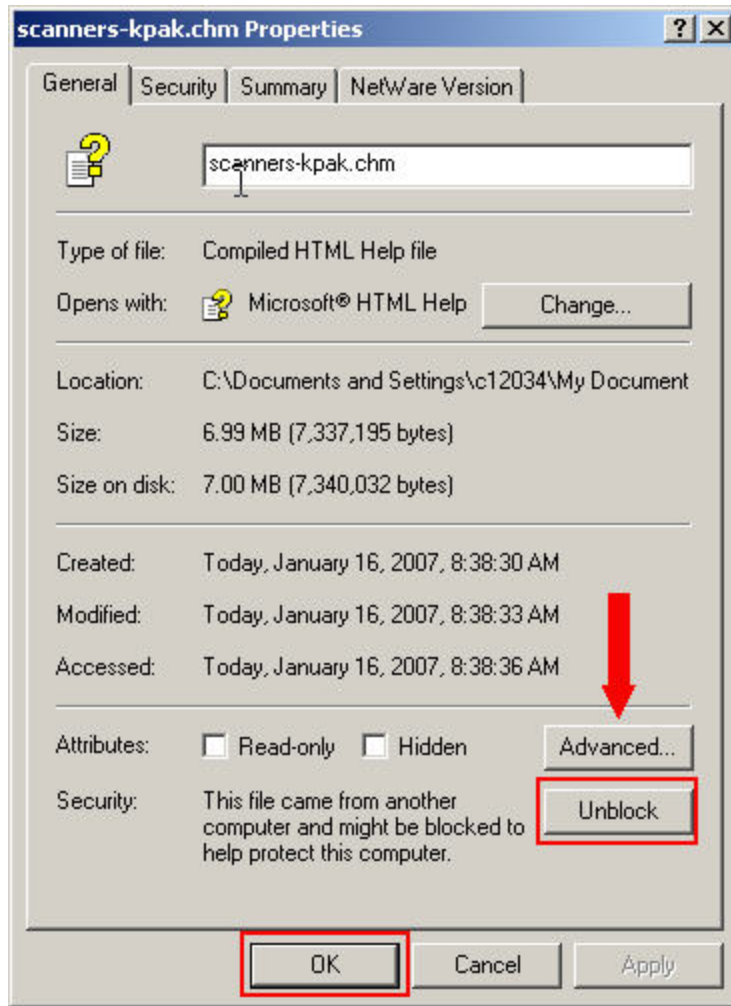
When I try to open the Downloadable KnowledgePAK, a 'The page cannot be displayed' error appears. I cannot view any Knowledgebase articles.



**Workaround :**

By default, Windows XP/ Server 2003 will block Compiled HTML Help (chm) files which come from other computers. To unblock it, perform the following steps:

1. Right-click on the Downloadable KnowledgePAK (chm) file, and select [Properties].
2. Click the [Unblock] button, and click [OK].



3. Try opening the chm file again.

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Canon USA, Inc. Systems & Technical Support Division

**Canon** support center

February 1, 2007

## Knowledge Base

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**Product :** All DR Series  
Capture Perfect 3.0

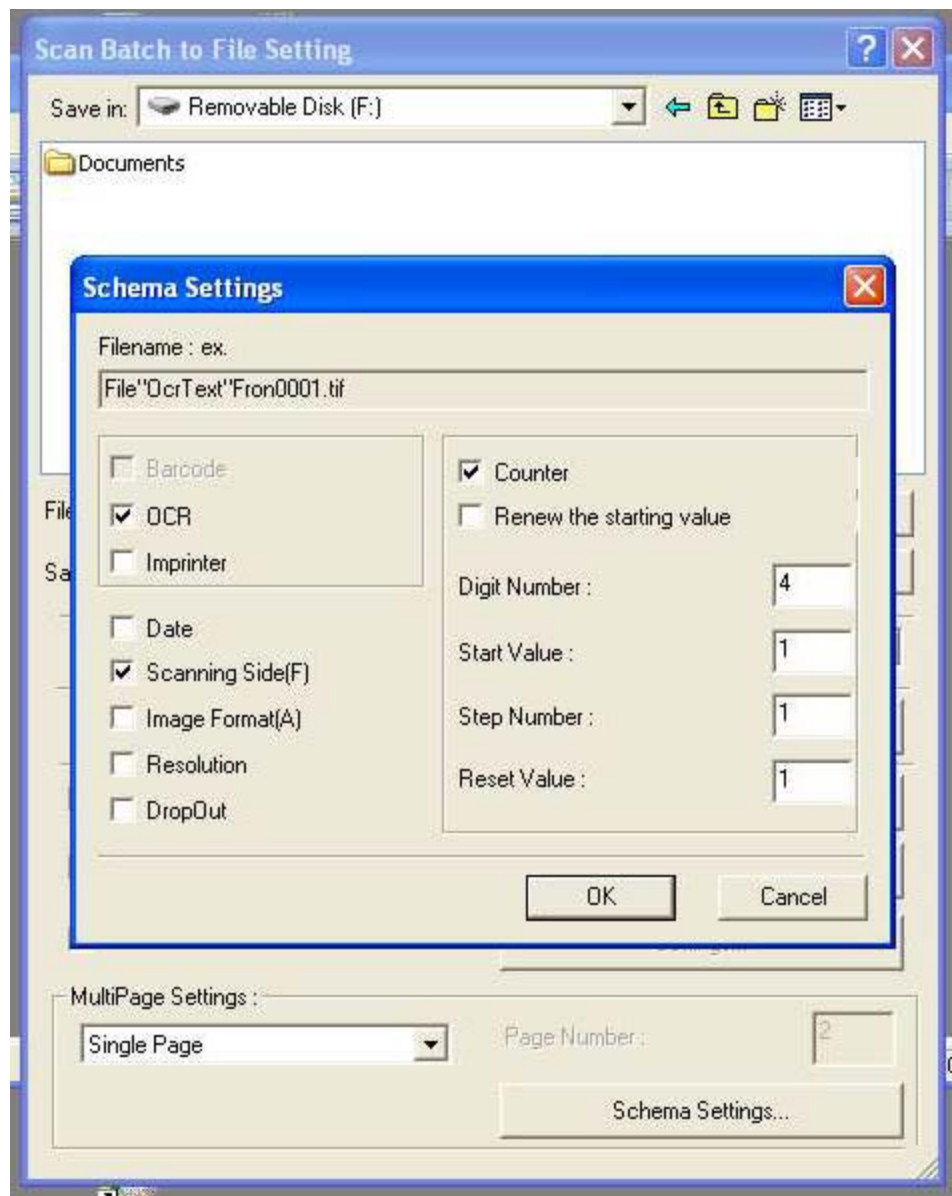
**Title :** How does the OCR feature in Capture Perfect 3.0 work?

---

**Question :**  
How does the OCR feature in Capture Perfect 3.0 work?

**Answer :**

The OCR feature in Capture Perfect 3.0 adds the first 64 recognized characters of the document into the file name of the created file. With this feature enabled Capture Perfect will name created files with the following schema: "**File Name**" "**The First 64 characters**" "**Schema Number**".**File Type**". To enable this feature check OCR in the Schemas Settings dialog of the Scan Batch to File Setting window.



**Important Note:** Capture Perfect 3.0 does not create an editable text file with the information it captures. To create an editable text file an OCR application that creates editable text files should be used.

Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830

**Canon** support center

February 07, 2007

## Knowledge Base

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**Product :** DR 2050C / 2080C / 2580C / 3080CII / 4010 / 5010C / 6080 / 7080C / 7580 / 9080C

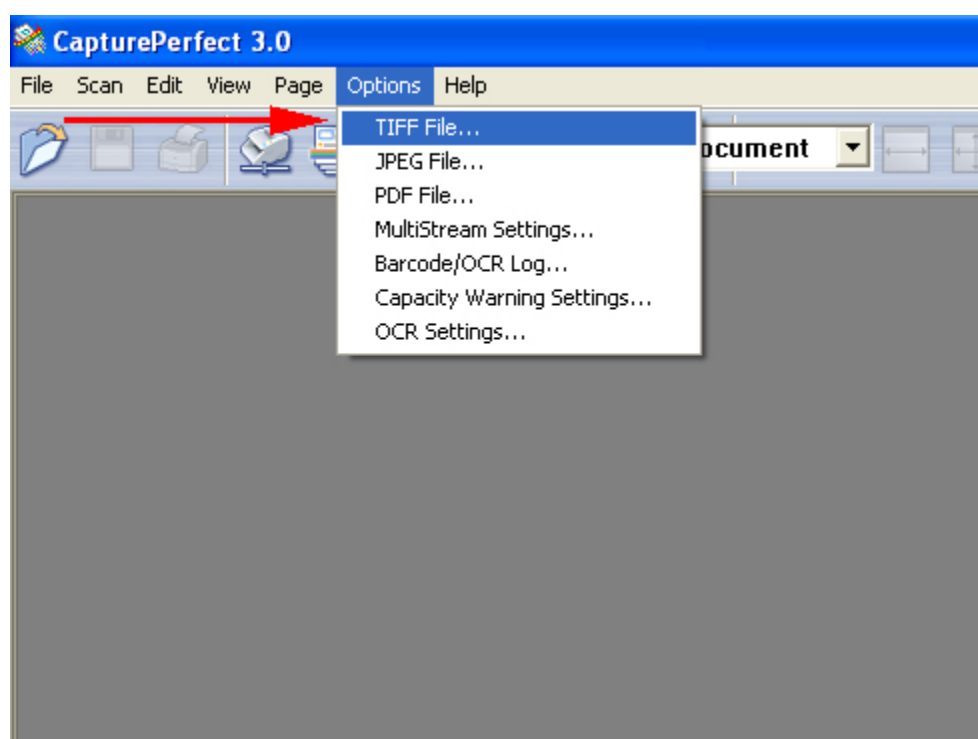
**Title :** The Scanned Documents are Completely Black

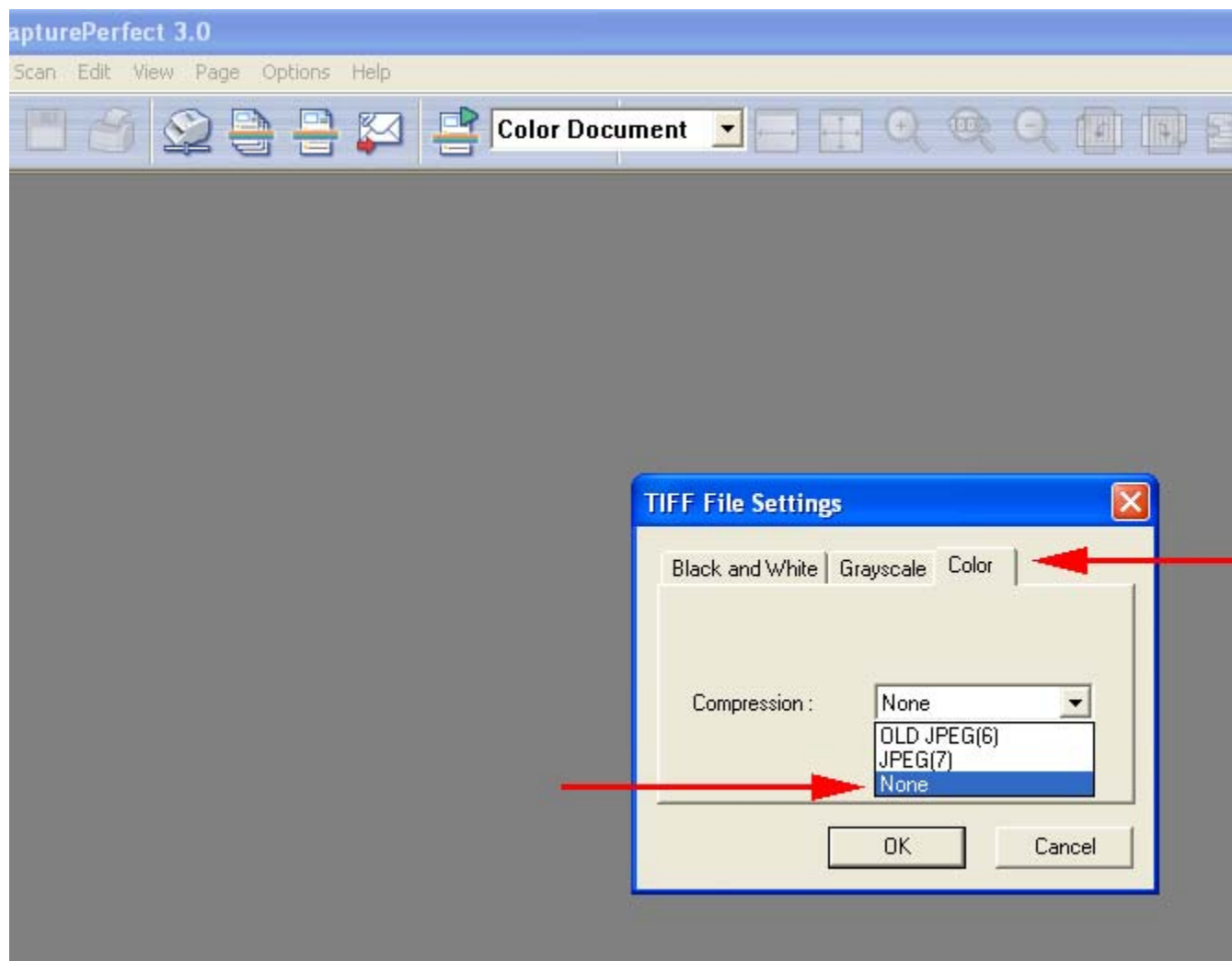
### **Problem :**

The documents that are scanned with Capture Perfect 3.0 as color .tiff images, are completely black when opened in programs other than Capture Perfect.

### **Solution :**

The solution in this case was to change the color compression format to "None".





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Canon USA, Inc. Systems & Technical Support Division

**Canon** support center

April 3, 2007

## Knowledge Base

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**Product :** All DR Scanner

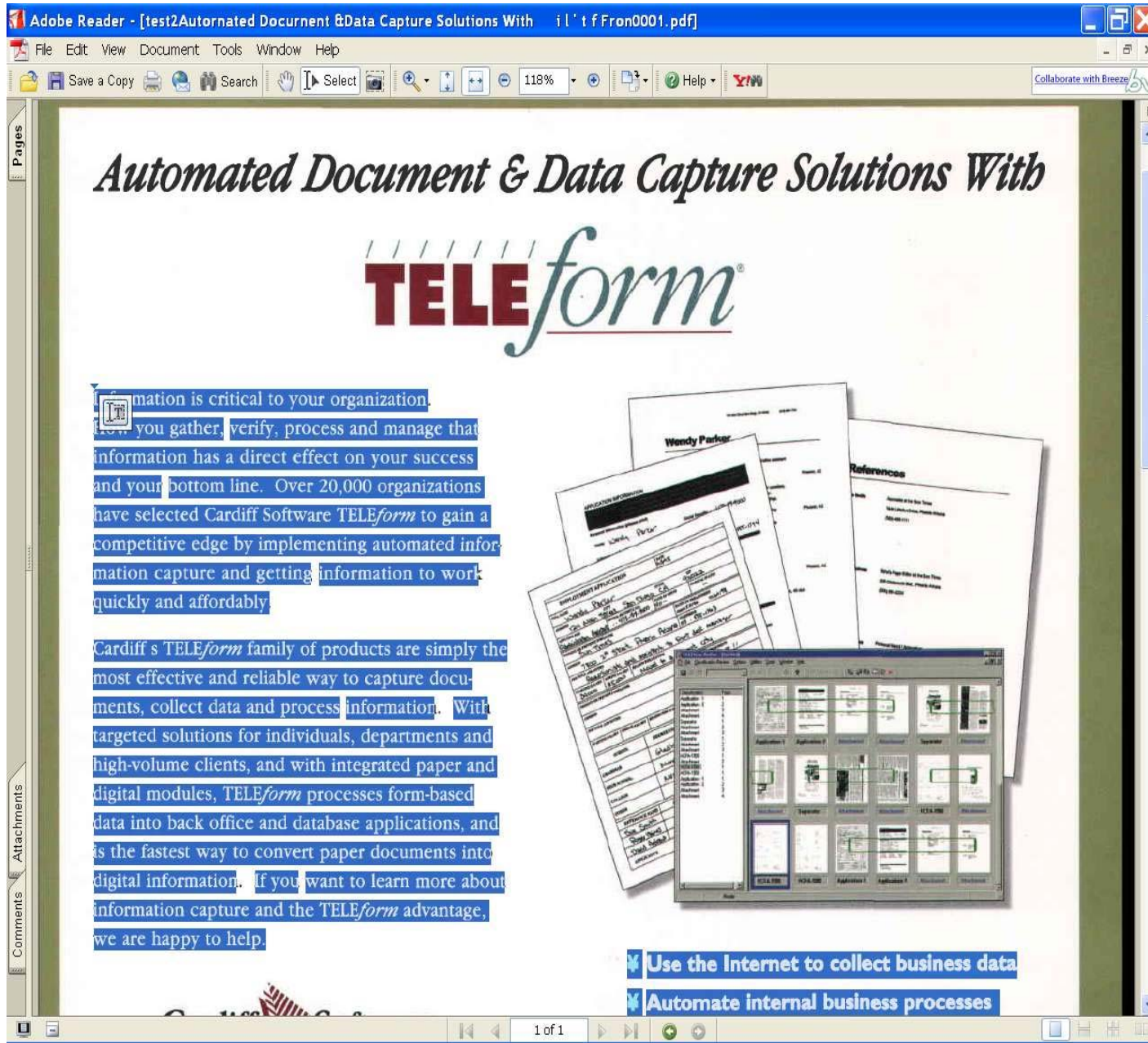
**Title :** Can You Check the OCR Feature if The Word Search is Not Working?

**Question :**

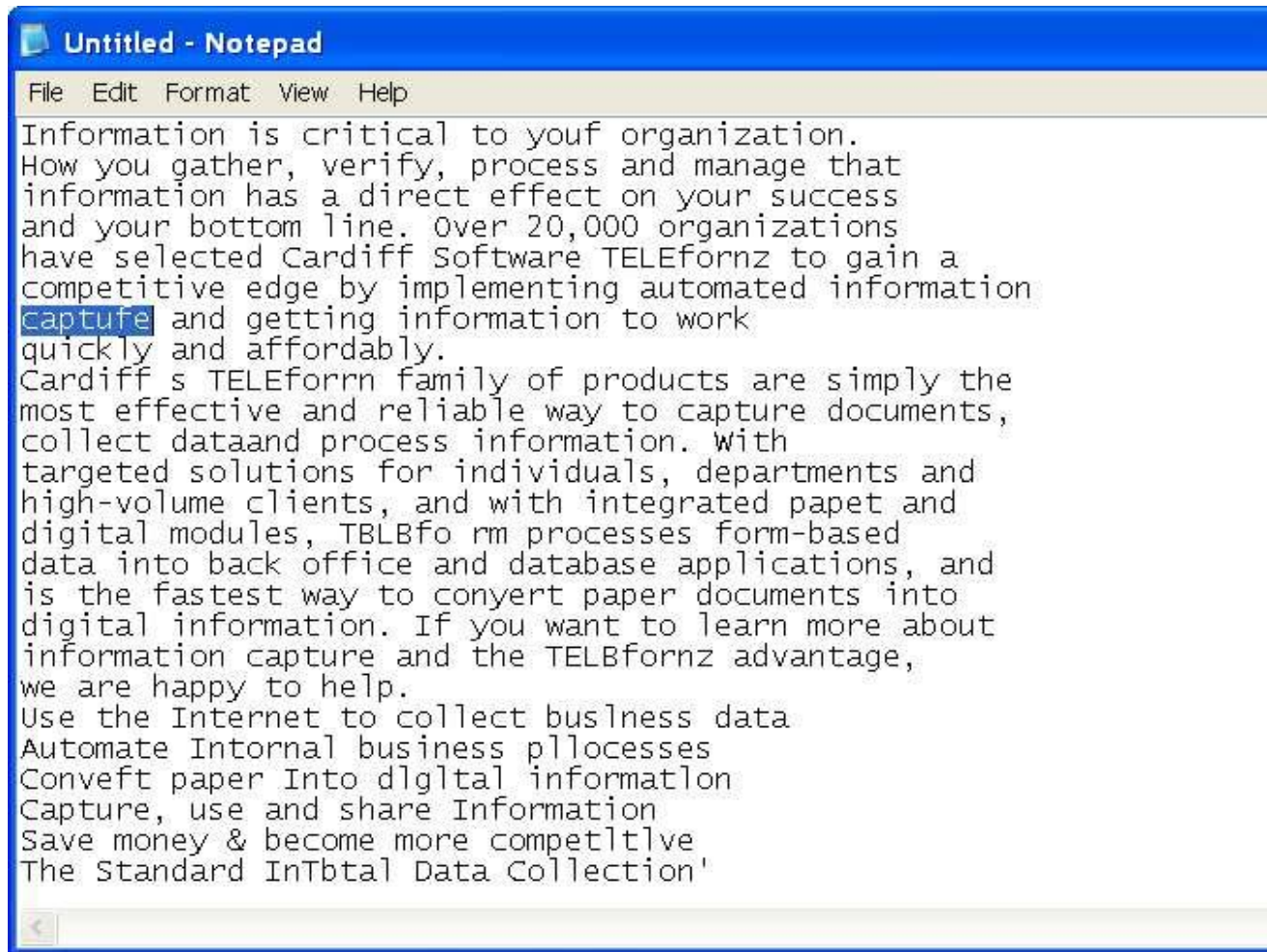
Can You Check the OCR Feature in CP 3.0 if The Word Search is Not Working?

**Answer :**

Yes, if you scan PDF and open it in adobe you can highlight (using the select feature)the document and then paste the document into notepad.



The Notepad will then display the words of the document how they were interpreted by the software. Below is the cut and paste version of how the software read the document, as you can see the work "capture" was not correctly read. If you did a word search on the work "capture" it would not show up.



Not all fonts will be read correctly. This is a limitation of the OCR function of CP 3.0

# Knowledge Base

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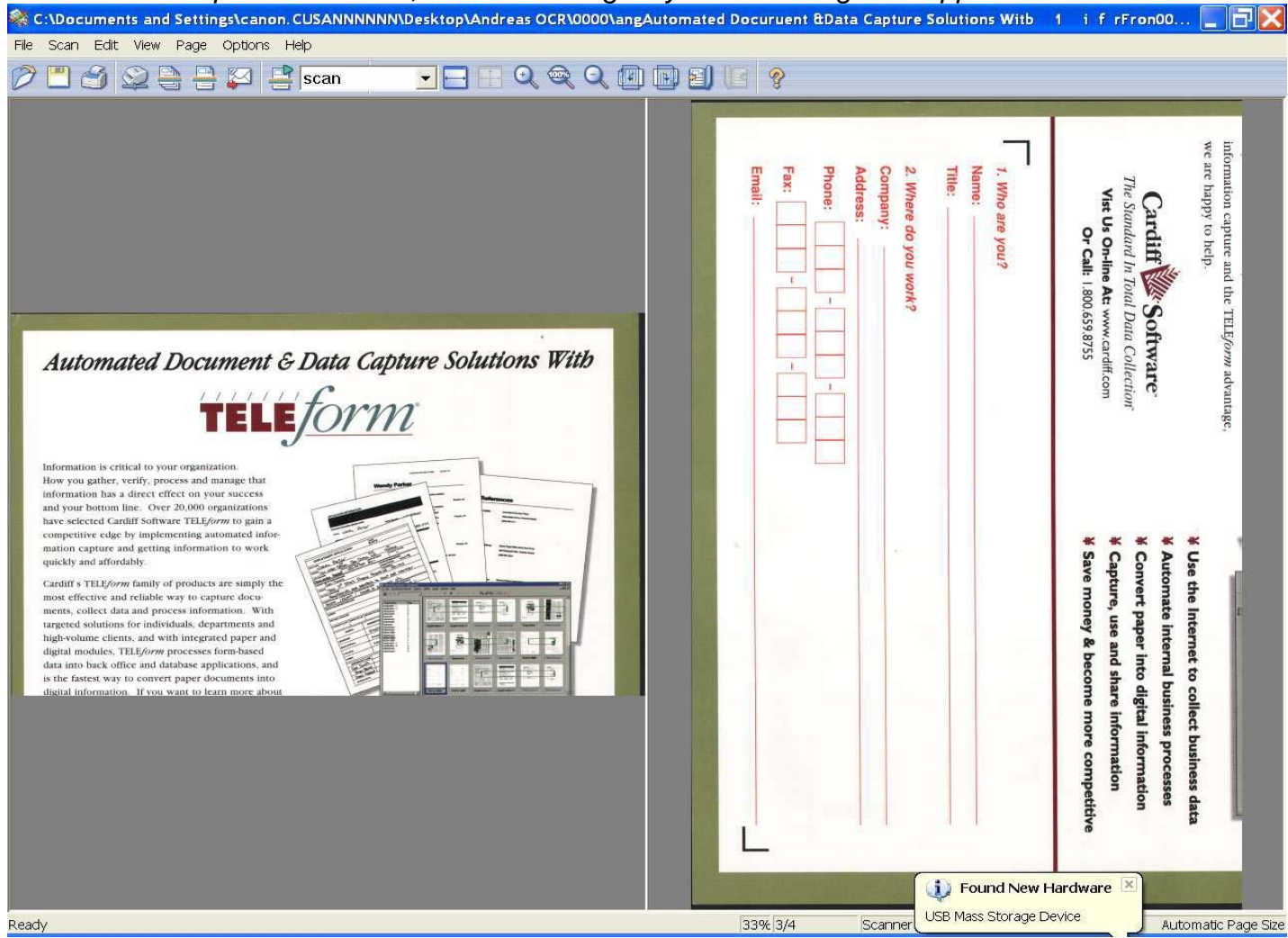
**Product :** DR 3080CII / 7080 / 9080 / 6080 / 7580

**Title :** When Scanning A Batch The Image Shows as Two Half Images The Computer Display.

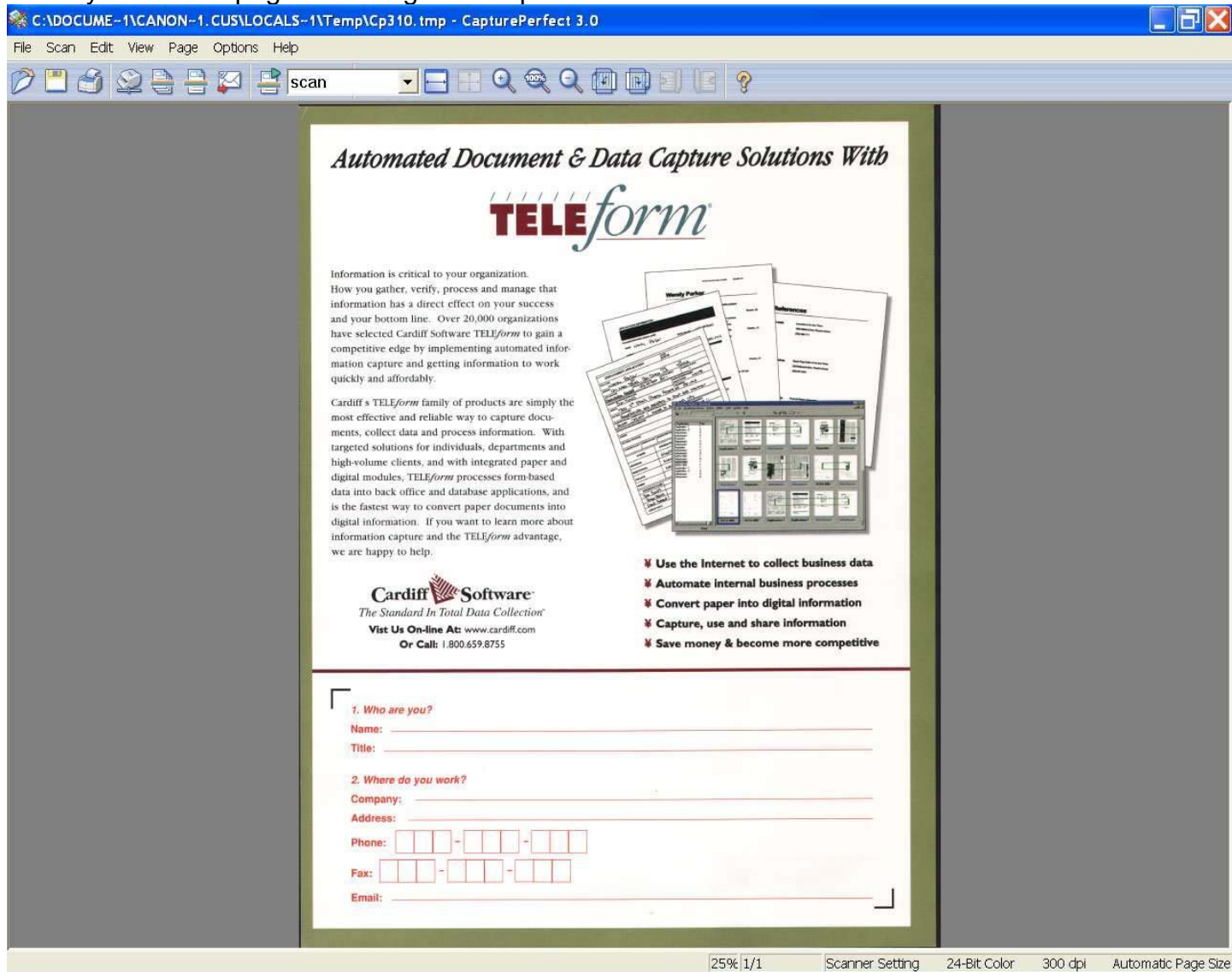
**Problem :**

When scanning a batch the image shows as two half images on the Computer Display. Looking as if the page was cut in half. .

*Note: This is a split screen view, when scanning only half the image will appear.*



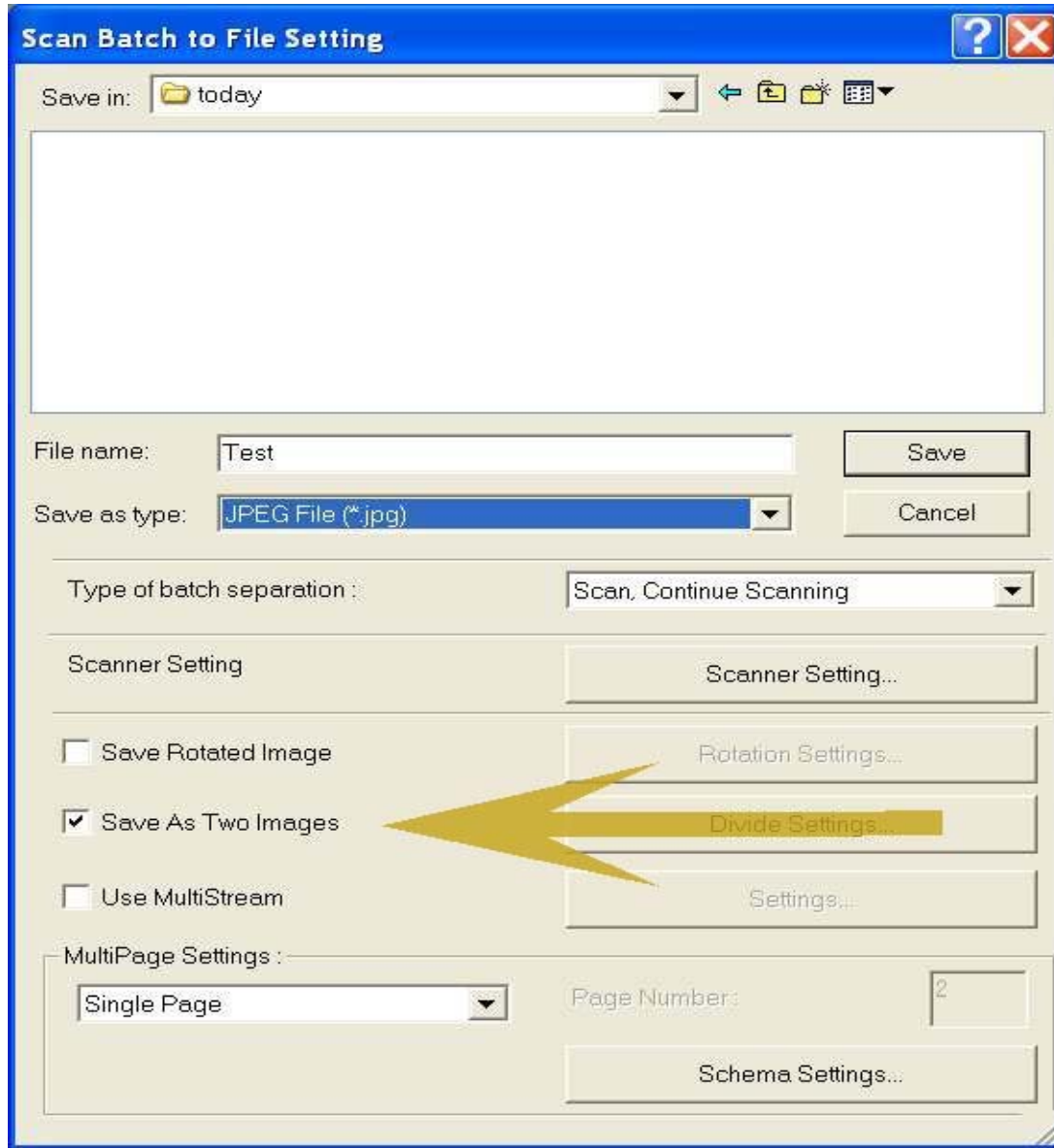
When you scan a "page" the image is complete.



**Solution :**



Check that the Driver Settings are correct. In this case the option of " Save as Two Images" was checked. Un-checking this radio box, this will allow a full image when scanning to a batch.



---

Canon USA, Inc. Systems & Technical Support Division

**Canon** support center

April 20, 2007

## Knowledge Base

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**Product :** DR 4010C

**Title :** Limitations of Multistream Function

---

**Question :**

When using the Multistream function of CapturePerfect, what limitations have been observed?

**Answer :**

**Moire Reduction** - when 300dpi or higher resolution is selected in the Multistream setting dialog of CapturePerfect, Moire Reduction function in the Driver Settings is invalid.

**Deskew** - When High Speed Text Enhancement mode is selected in the Multistream setting dialog of CapturePerfect, Deskew function in the Driver Settings is invalid.

**Prevent Bleed Through / Remove Background** function is invalid.

---

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1-800-528-2830

**Canon** support center

May 15, 2007

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**Product :** DR 2050C / 2050SP / 2580C / 4010C / 7080C

**Title :** Which DR Scanners Support Job Tool Functions?

---

**Question :**

Which DR Scanners support "Job Tool" functions?

**Answer :**

The DR2050C, DR2050SP, DR2580C, DR4010C, & DR7080C all support the use of Job Tool functions.

The "Job Function" makes it possible to perform scanning without starting a scanning application. The Job function lets you use the operation panel or job buttons to perform scanning and forward image files to destinations in accordance with the currently selected job. Images can be automatically scanned to a folder, to e-mail, or to a network printer.

For information on using the Job Tool, please refer to the respective user's instruction manual.

---

Canon USA, Inc. Systems & Technical Support Division

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June 25, 2007

# Knowledge Base

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**Product :** DR 7080C

**Title :** Unable to Read/Activate Separator Sheets.

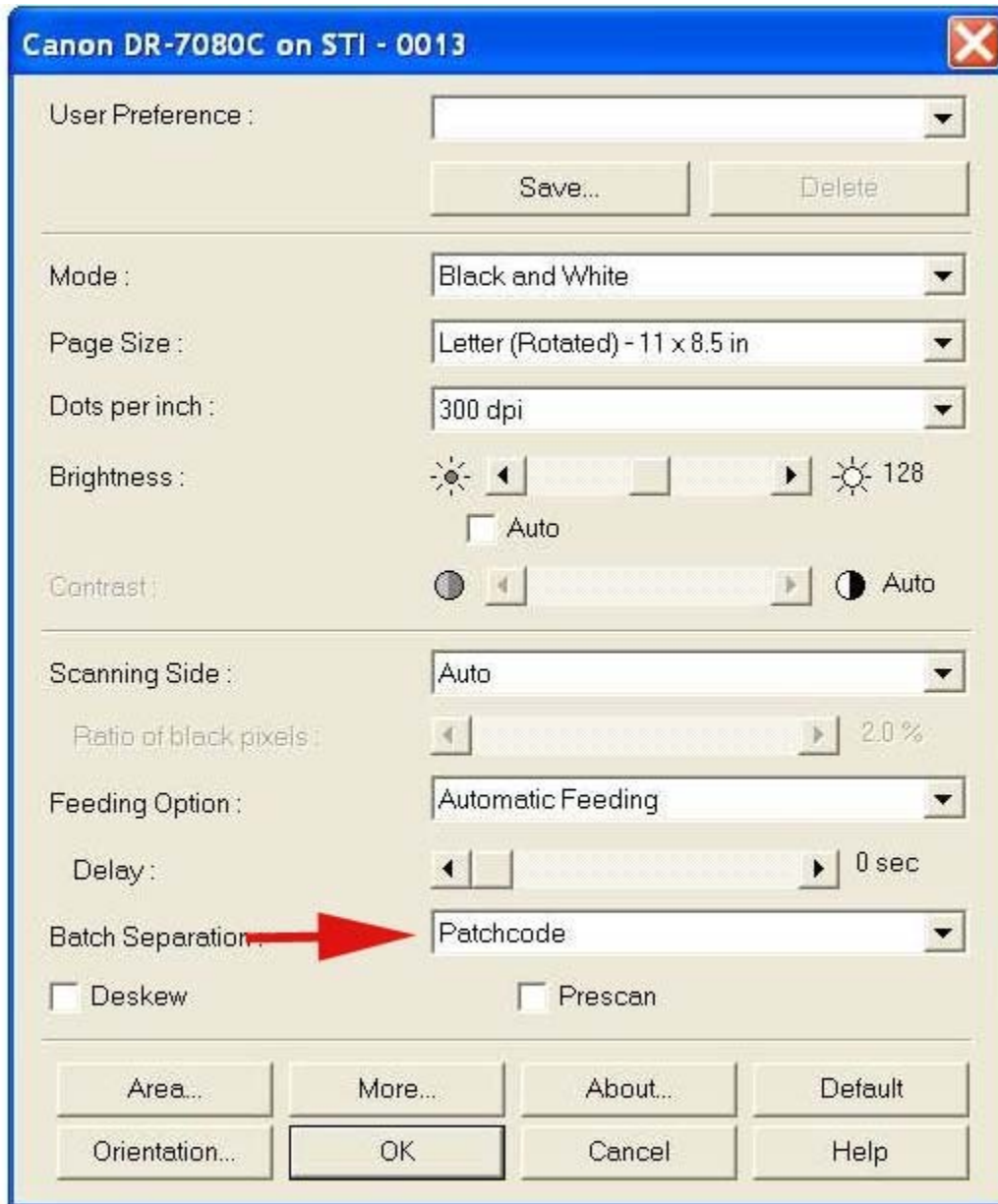
---

**Problem :**

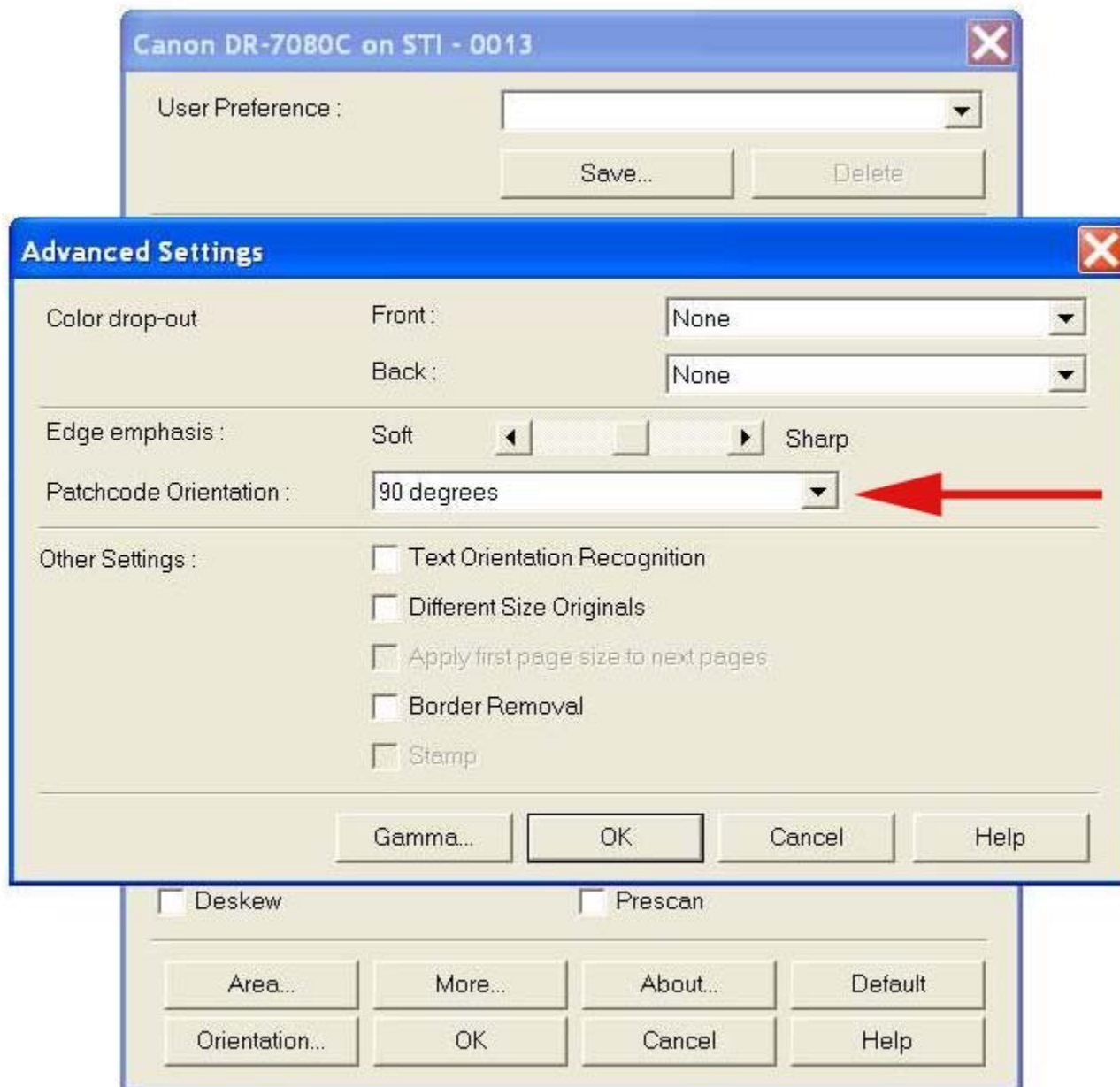
Using Capture Perfect 3.0 the Separator sheets do not separate the files.

**Solution :**

Check that the settings in the driver are set correctly.



Also check that the orientation is correct, this is found in the "MORE" settings.



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**Product :** All DR Series  
Capture Perfect

**Title :** Is the Full Version of Capture Perfect available for Download?

---

**Question :**

Is the Full Version of Capture Perfect available for download?

**Answer :**

Only updates for Capture Perfect are posted on E Support. The full version of Capture Perfect 3.0 can be purchased on a CD. The sales item number for Capture Perfect 3.0 is 8156A008AA.

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830

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July 10, 2007

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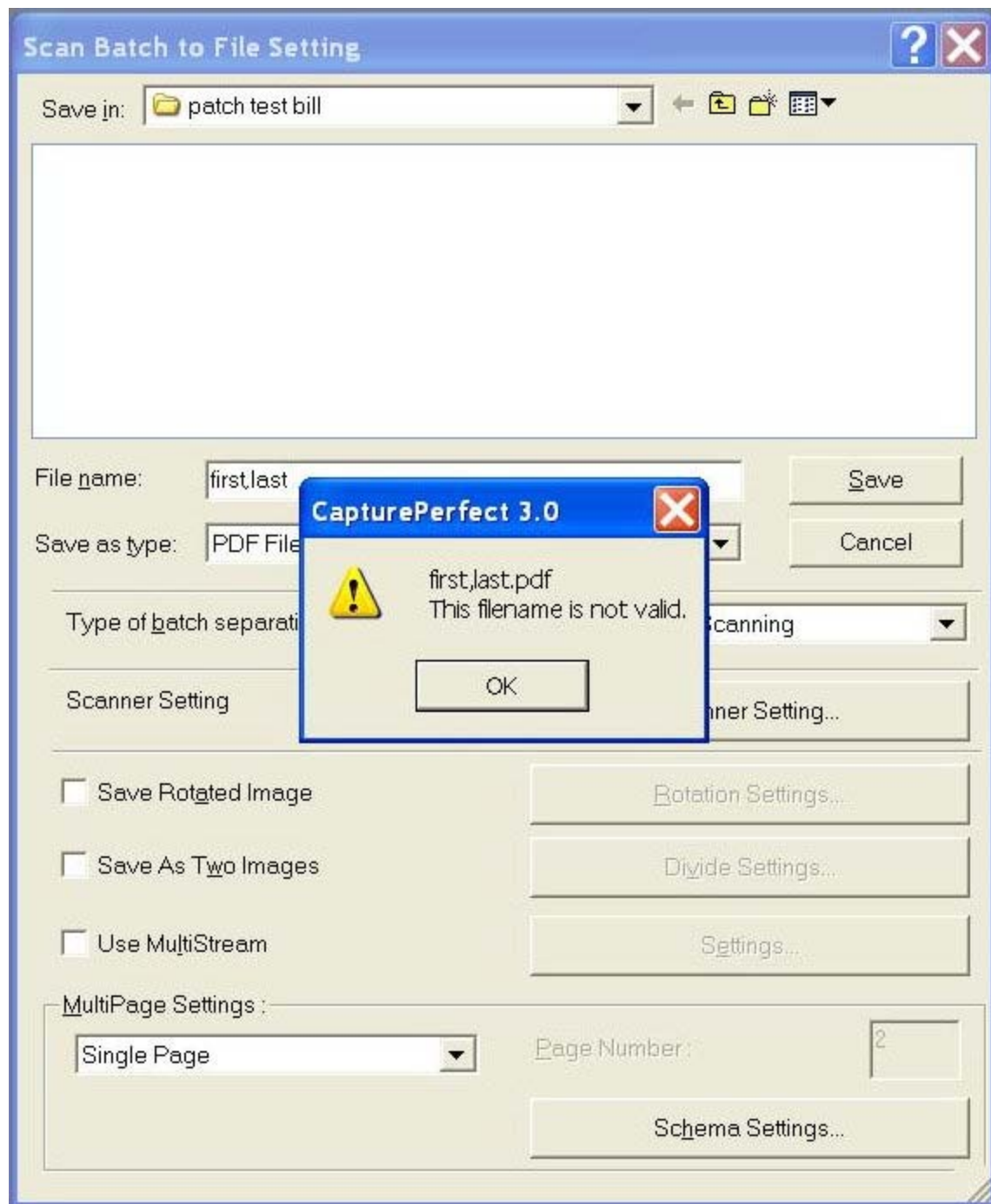
**Product :** All DR Series  
Capture Perfect

**Title :** "The File Name Is Not Valid" message appears when trying to save a file with a comma in the file name.

---

**Error :**

"The File Name Is Not Valid" message appears when trying to save a file with a comma in the file name.



**Workaround :**

Capture Perfect does not support the use of file names containing commas.

---

Canon USA, Inc. Systems & Technical Support Division



August 24, 2007

## Knowledge Base

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**Product :** All DR Scanners

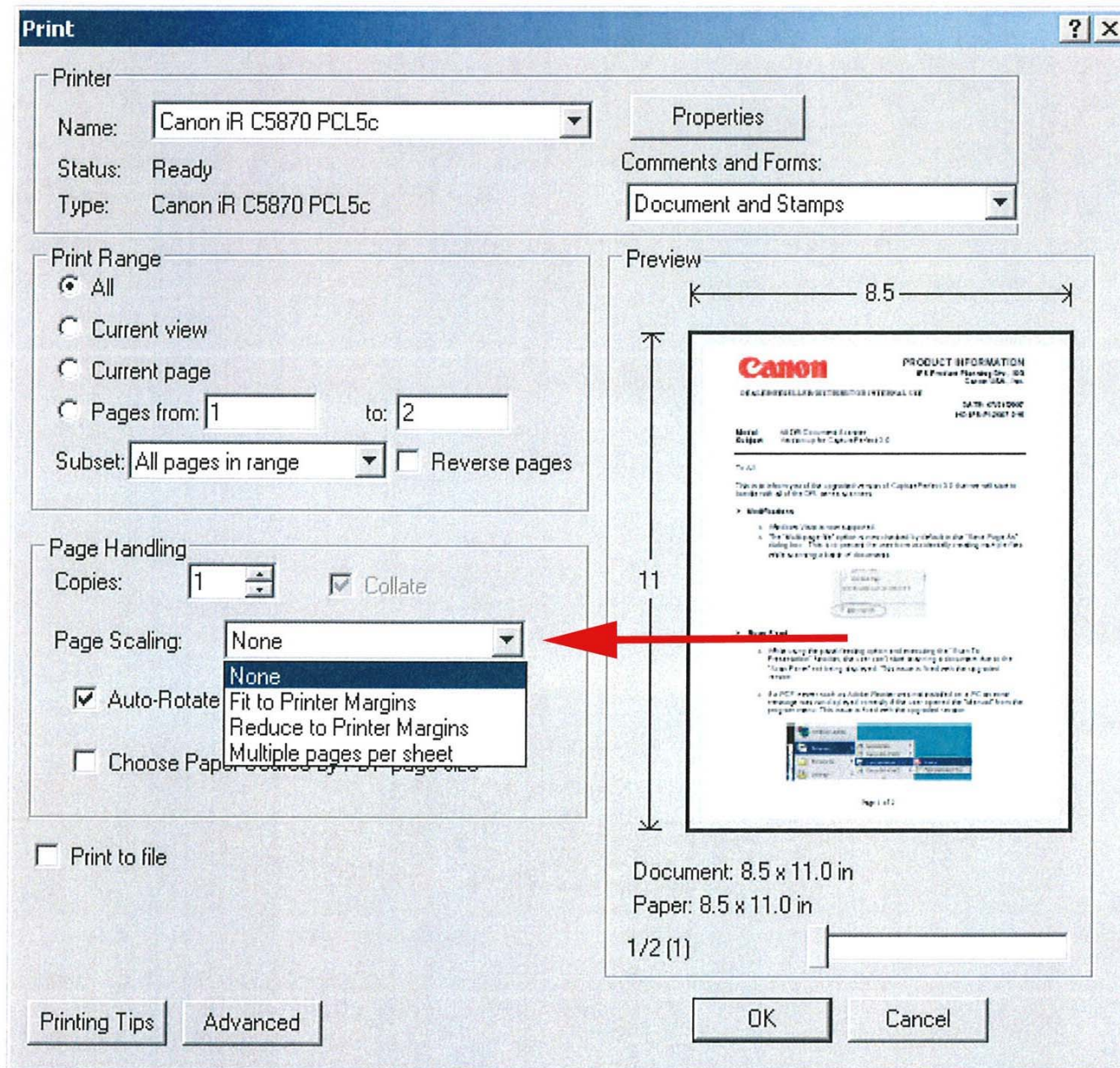
**Title :** When Printing PDF's the Image Has a Black Line at Either Lead or Trail Edge of Scan.

**Problem :**

When Printing PDF's the Image Has a Black Line at Either Lead or Trail Edge of Scan. The image scanned by the DR Scanner look good on the screen.

**Solution :**

When printing a PDF you will need to go into the print driver and select "none" for scaling.



Canon USA, Inc. Systems & Technical Support Division



January 17, 2008

## Knowledge Base

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### Product :

DR 3080CII / 7580 / 6080 / 9080C / 7080C / 5010C / 4010

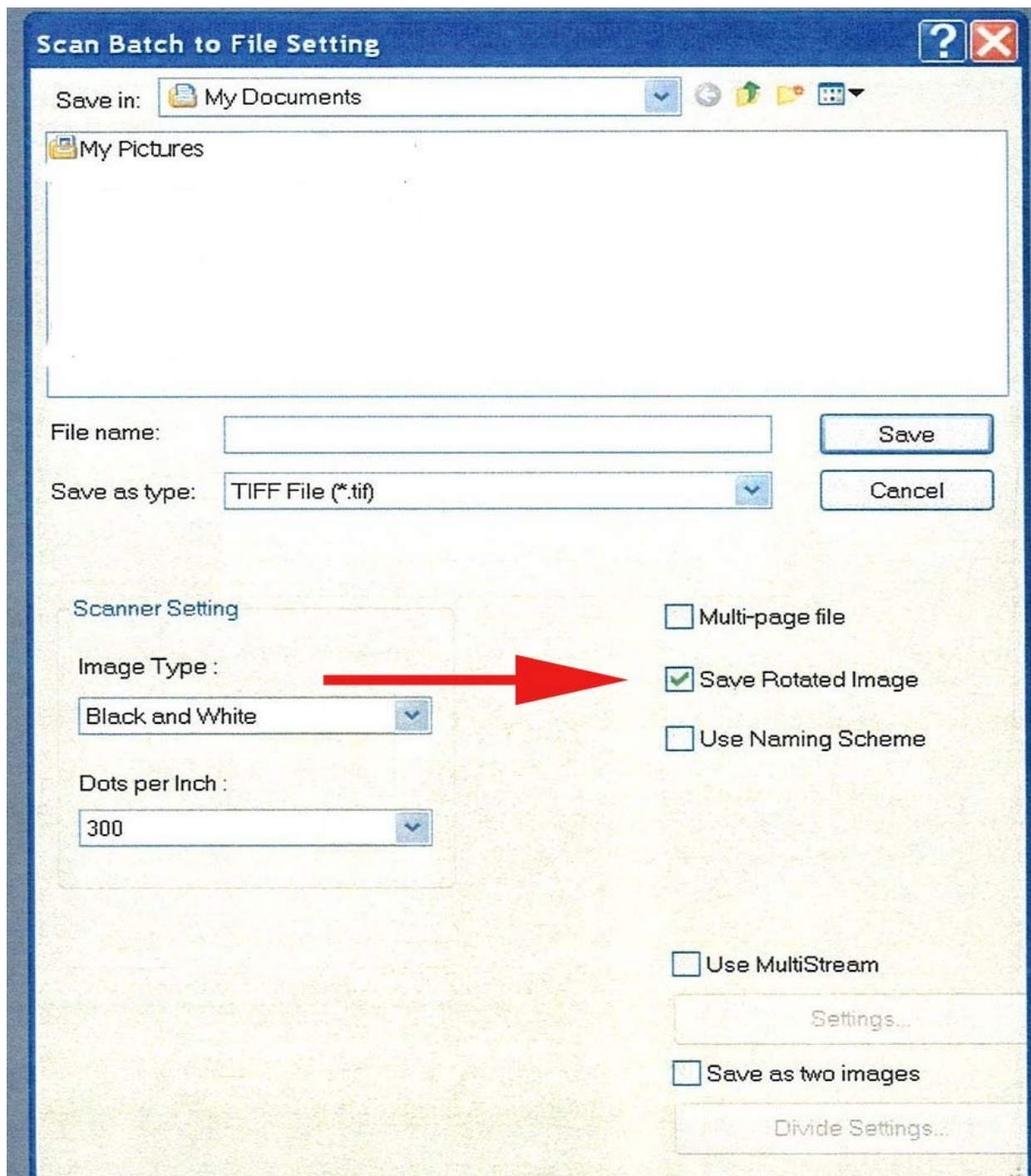
**Title :** When Scanning Batch to File the Images are Rotated.

### Problem :

When scanning **Batch to File** the images are rotated. When scanning just a page the image is not rotated.

### Solution :

Check that the box for Save Rotated Image is unchecked in the Scan Batch to File settings.



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Canon USA, Inc. Systems & Technical Support Division



July 21, 2008

## Knowledge Base

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**Product :** DR-X10C  
Capture Perfect 3.0  
Kofax CGA Interface Board

**Title :** What version of Capture Perfect is required for use with the Kofax CGA Interface Board?

---

**Question :**

What version of Capture Perfect is required for use with the Kofax CGA Interface Board?

**Answer :**

The Kofax CGA Interface Board requires Capture Perfect 3.0.52 or higher. If the Kofax CGA Interface Board is used with an older version of Capture Perfect 3.0, a communications error will occur when attempting to scan.

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830



October 8, 2008

# Knowledge Base

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**Product :** DR-Scanner Series

**Title :** Data transmission

## Question :

How is the data transferred between the Computer and the DR-Scanners?

## Answer :

When documents are scanned and the images are converted the data is transferred over an interface cable (data bus) to a connected PC. The transmission can be via SCSI-3 (Small Computer System Interface-3) or USB 2.0 (Universal Serial Bus)

SCSI-3 is a standard **parallel** interface supporting the data transfer rate of up to 20 MB/Sec. Even though there are 50 pins on the SCSI-3 connector, but only 18 pins carry the signals between the computer and the scanner. The unwanted pins are usually grounded.

Pin No.	Signal	Remarks
1-12	GND	(Ground)
13	OPEN	(No-connection)
14-25	GND	(Ground)
26	DB0*	(Data Bit 0)
27	DB1*	(Data Bit 1)
28	DB2*	(Data Bit 2)
29	DB3*	(Data Bit 3)
30	DB4*	(Data Bit 4)
31	DB5*	(Data Bit 5)
32	DB6*	(Data Bit 6)
33	DB7*	(Data Bit 7)
34	DBP*	(Odd Parity Data Bit)
35-37	GND	(Ground)
38	TERMPWR	(Termination Power)
39-40	GND	(Ground)
41	ATN*	(Attention)
42	GND	(Ground)
43	BSY*	(Busy)
44	ACK*	(Acknowledge)
45	RST*	(Reset)
46	MSG*	(Message)
47	SEL*	(Select)
48	C/D*	(Control/Data)
49	REQ*	(Request)
50	I/O*	(Input/Output)

The asterisk "\*" at the end of the signal name denotes the signal is low-active.

USB 2.0 is a standard **serial** interface. It is also referred to as differential interface and provides faster data transmission in comparison to the SCSI-3. The speed of the data transmission via USB 2.0 can be up to 480 MB/Sec. and uses only two signal lines for transmission as shown below.

Pin No.	Signal	Remarks
1	VBUS	Vcc (+5V)
2	DM	Differential signal(-)
3	DP	Differential signal(+)
4	GND	Ground

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October 8, 2008

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**Product :** DR-Scanner series

**Title :** Staple detection is not consistent

## Question :

Why does the DR-9080C scanner not detect the stapled documents consistently?

## Answer :

Detection of the stapled documents mechanism is provided by staple LEDs and staple photo-sensor, arranged on both sides of the document pick-up opening. Jumping up of the stapled documents during the initial feed will result in light from LEDs on one side being blocked to the photo-sensor on the other side and therefore documents will be judged to be stapled together, at this stage the feeding stops to



prevent documents from being torn apart.

Because the documents do not jump up when the staple is not positioned at the corner, or there are two or more staples, and if the documents are smaller than A5 then a user selectable setting can be utilized by the operator to change the level of the detection accuracy.

The DR-9080C is shipped with staple detection strength set to Middle (U06-1) however if need be the setting can be changed to weaker (U06-0) or Stronger (U06-2).

To change the setting:

- 1) With the scanner in standby mode press "NEW FILE" and the "Count Only" keys at the same time.
- 2) Press the "NEW FILE" key to browse in the user mode U01 through U10.
- 3) Press the "Count Only" key to change the state of the data in each user mode setting.
- 4) Press the "Stop" key to save the setting and return to standby mode.

Note: Prior to setting the U06 level to 0, 1 or 2 you must turn the staple detection feature on at user mode 5, (U05-1)

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January 6, 2008

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**Product :** DR X10C  
Kofax CGA Interface Board

**Title :** Are there any updates available for the Kofax VRS software included with the Kofax Interface CGA Board

---

**Question :**

Are there any updates available for the Kofax VRS software included with the Kofax Interface CGA Board?

**Answer :**

Updates for the Kofax VRS software are available from the Kofax website. Go to <http://www.kofax.com/vrs/download.asp> to download updates from the Kofax website.

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Canon USA, Inc. Systems & Technical Support Division

1-800-528-2830

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July 20, 2009

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**Product :** DR 2010C / 2510C / 2580C / 3010C / 3080CII / 4010 / 5010C / 6050 / 6080 / 7080C / 7090C / 7550C / 7580 / 9050C / 9080C/ X10C

**Title :**

Error Message: 'Device cannot be locked.' When Trying to Scan

---

**Error :**

When trying to scan or change the scanner settings, the error message, "Device cannot be locked", is displayed on the computer.



The device could not be locked. Check that another application isn't using the device.  
Canon DR-4010C Driver Version 1.4.10610.30001 (-4630)

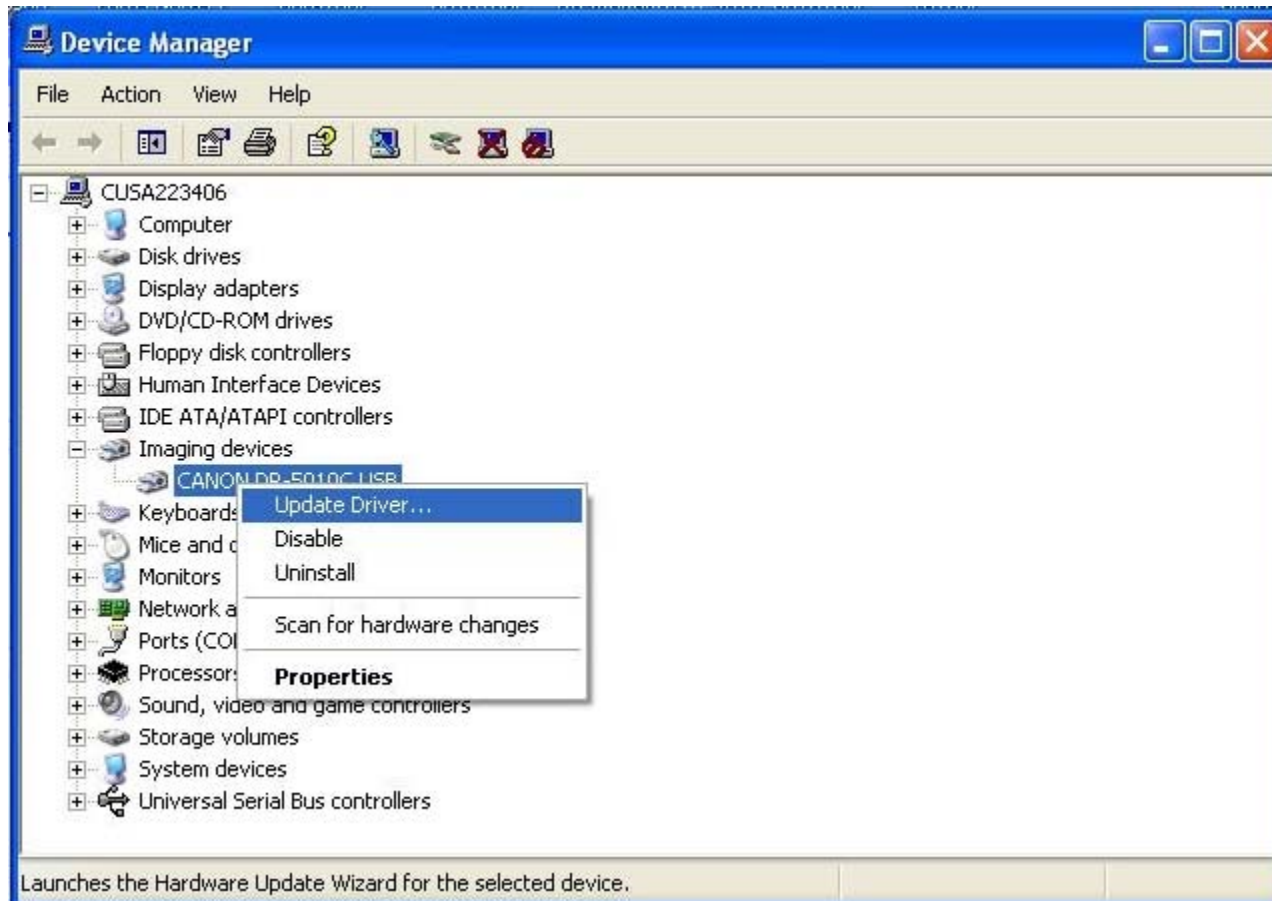
OK

**Workaround :**

This error may be caused by a communication interruption between the scanner and the PC.

First try rebooting the scanner and the PC.

If rebooting fails, enter Device Manager on the PC and reload the INF file.



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Canon USA, Inc. Systems & Technical Support Division



February 10, 2009

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**Product :** DR-Scanner series

**Title :** Pushing scan jobs to a shared folder

---

**Question :**

Can the DR-Scanners "Push Scan" jobs to a shared folder on the network?

**Answer :**

The DR-Scanners with Job function feature are capable of pushing a scan job to a shared folder. Scanning performed simply by using the operation panel. Some DR-Scanners like DR-4010C have 3 job buttons which a desired function like push scanning can be assigned to.

The imageFORMULA DR-X10C incorporates the Job Registration Tool. It is a utility that is included with the User's Software CD or it can be downloaded from [www.support.cusa.canon.com](http://www.support.cusa.canon.com). The job registration tool allows up to 99 different registered jobs.

Use the following steps to push scan a job from the imageFORMULA DR-X10C to a shared folder using the Capture Perfect 3.0:

- 1) Start Capture Perfect 3.0
- 2) From the [Select Scanner] screen select [DR-X10C]
- 3) Select the [Scanner Settings] and open the ISIS driver's setting dialog box
- 4) Set the scanning condition as desired
- 5) Select [Scan Batch to File] and specify the location, the file name and format
- 6) Click [Save].

Note: When utilizing the "Push Scan", the Barcode module and Patchcode decoder can be used as well.

---

Canon USA, Inc. Systems & Technical Support Division



March 11, 2009

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**Product :** DR 6080 / 7580 / 9080C

**Title :** Error Message: 'Image Viewer has encountered a problem and needs to be restarted.'

---

**Error :**

The error message, "Image Viewer has encountered a problem and needs to be restarted", is displayed when trying to scan. This error may appear with different scanning applications.

**Workaround :**

To resolve this issue, uninstall and re-install the ISIS / Twain driver while logged in as the Administrator.

\*Note\* The scanning software and INF file were reloaded prior to reloading the driver with no success.

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Canon USA, Inc. Systems & Technical Support Division

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April 06, 2009

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**Product :** DR 9080C / 6080 / 7580

**Title :** ISIS/TWAIN Driver Not Installing

---

**Problem :**

Typically, when a driver installation appears to finish successfully but doesn't actually install, the problem can be traced to users' rights. An administrator must install the driver(s). This is the normal scenario.

In this unusual case the tech had full admin rights and the driver installation finished with no errors, but the driver never installed. This was on a peer to peer network using SCSI to attach the scanner to the workstation pc.

**Solution :**

**Remove the network cable from the workstation pc.**

Reboot scanner.

Reboot pc.

Install ISIS/TWAIN drivers.

Test operation.

Reconnect network cable.

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Canon USA, Inc. Systems & Technical Support Division

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May 26, 2009

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**Product :** ScanFront 220/220P

**Title :** ScanFront 220/220P scanning mode limitation

---

**Question :**

What are the limitations when scanning with the ScanFront 220/220P?

**Answer :**

When selecting the "Black and White", "Error Diffusion", "Text enhance", "Gray" or "Color" scanning, depending on the selected mode, the file format available to save the desired document may be limited as shown below:

	<b>TIFF</b>	<b>JPEG</b>	<b>PDF</b>
<b>Black and White</b>	Available	Not available	Available
<b>Error Diffusion</b>	Available	Not available	Available
<b>Text enhance</b>	Available	Not available	Available
<b>Gray</b>	Not available	Available	Available
<b>Color</b>	Not available	Available	Available

**Note:** When "Color" scanning is selected on the ScanFront 220, the selectable resolutions are 100, 150, 200, and 300 dpi only.

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Canon USA, Inc. Systems & Technical Support Division



June 8, 2009

## Knowledge Base

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**Product :**

DR 1210 / 2050 / 3010C / 3080CII / 4010 / 5010C

**Title :** The Acrobat Version 9.0 Bundled on Disk Does Not Run Properly.

**Problem :**

The Acrobat Version 9.0 bundled on disk does not run properly.

**Solution :**

The new bundled Acrobat is on a DVD not a CD. Make sure your PC has the correct reader.

---

Canon USA, Inc. Systems & Technical Support Division



July 14, 2009

## Knowledge Base

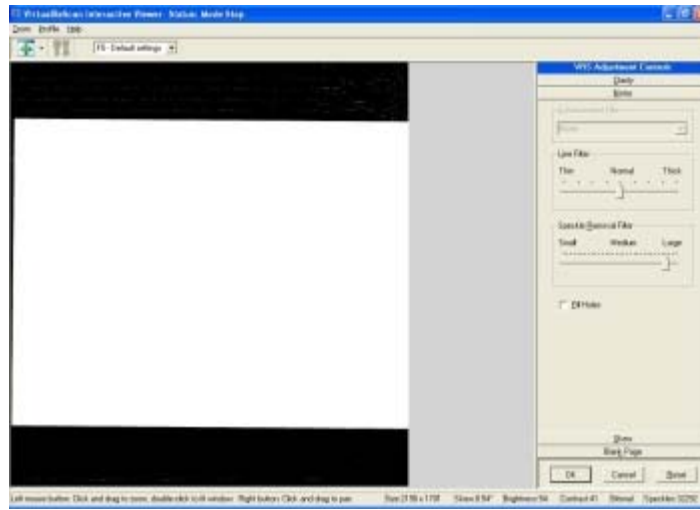
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**Product :** DR X10C  
Kofax CGA Card

**Title :** The Kofax VRS Interactive Viewer appears after each page is scanned

**Problem :**

The Kofax VRS Interactive Viewer appears after each page is scanned.



**Solution :**

The Kofax VRS Interactive Viewer will appear after each scanned page, if the QC Mode is set to “Every Page”.

To change the QC Mode:

- 1) Right click on the VirtualReScan Icon in the Notification Area.



- 2) Then go to the QC Mode menu and click on “On Errors”.

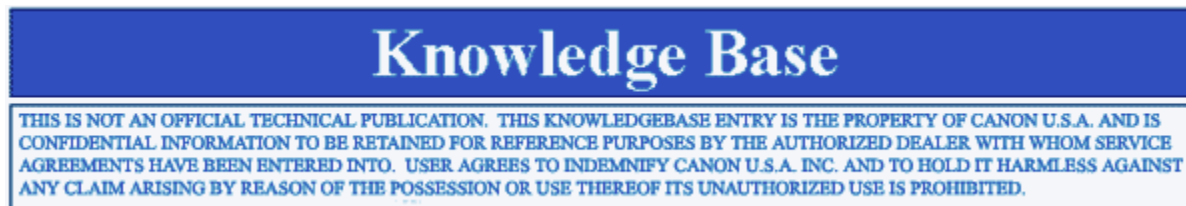



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Canon USA, Inc. Systems & Technical Support Division



October 8, 2009



**Product :** DR 2080

**Title :** Is There a Windows Vista Driver for the DR2080C?

---

**Question :**

Is there a Windows Vista driver for the DR2080C?

**Answer :**

The DR-2050C/2050SP ISIS/Twain Driver version 2.3 will work with the DR2080C.

The driver information will show as follows:



\*NOTE\* The driver is attached.

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Canon USA, Inc. Systems & Technical Support Division



November 6, 2009

## Knowledge Base

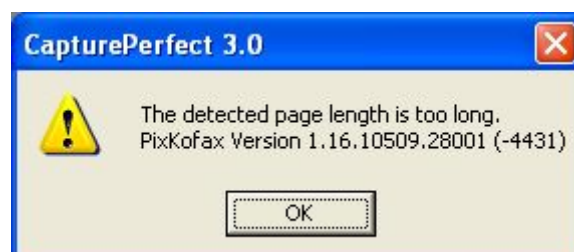
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**Product :** DR X10C  
Kofax VRS CGA Card

**Title :** The message "The detected page length is too long" occurs when scanning documents longer than 17" with the Kofax VRS driver into Capture Perfect 3.0

**Problem :**

The message "The detected page length is too long" occurs when scanning documents longer than 17" with the Kofax VRS driver into Capture Perfect 3.0.



**Solution :**

Scanning documents longer than 17" with the Kofax VRS driver is not supported by Capture Perfect 3.0. Capture Perfect 3.0 only supports scanning documents longer than 17" with the Canon ISIS Driver.

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Canon USA, Inc. Systems & Technical Support Division



November 25, 2009

## Knowledge Base

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**Product :** DR 4010C

**Title :** What is the correct version for the Bar Code Module for the DR4010C?

**Question :**

What is the correct version for the Bar Code Module for the DR4010C?

**Answer :**  
Item number 1922B001AA Version III

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Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

December 4, 2009

## Knowledge Base

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**Product :** DR X10C

**Title :** Unable to scan in Long Document Mode using CP 3.0 and VRS.

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**Problem :**

Unable to scan in Long Document Mode using CP 3.0 and VRS.

**Solution :**

Long Document Mode is not supported using VRS and CP 3.0.

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Canon USA, Inc. Systems & Technical Support Division

**Canon**  **support center**

January 6, 2010

## Knowledge Base

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**Product :** DR 2020

**Title :** The Job Function feature is not working.

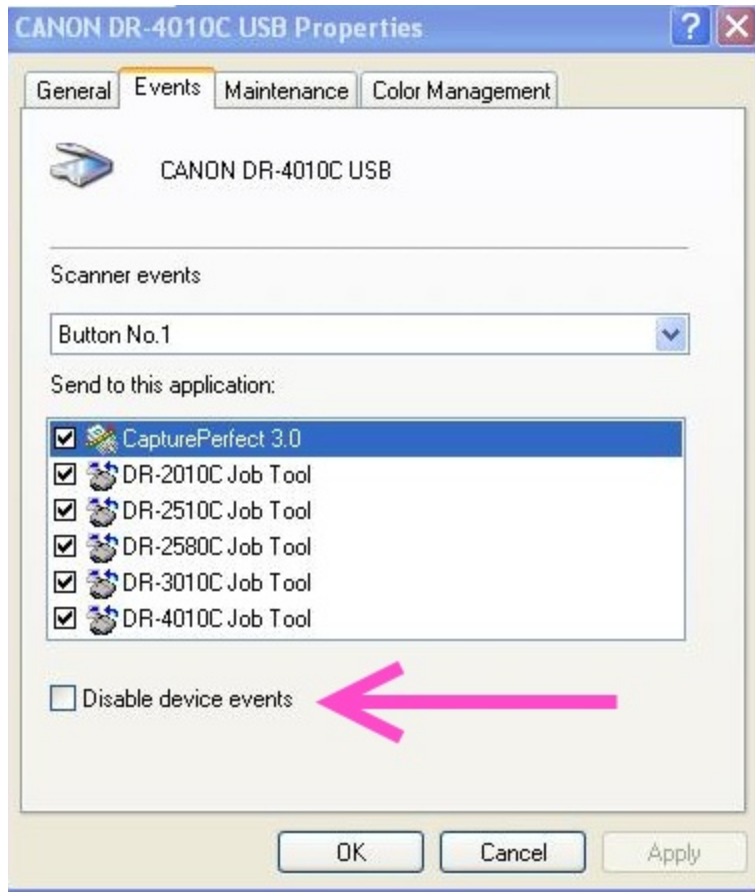
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**Problem :**

The Job Function feature is not working.

**Solution :**

Check to see if the "Disable Device Event" is checked. This can be found in Camera / Scanners > Events.



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Canon USA, Inc. Systems & Technical Support Division



January 22, 2010

## Knowledge Base

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**Product :** DR 6080 / 7580 / 9080C

**Title :** Can documents longer than 17" be scanned with Kofax VRS 4.1?

**Question :**

Can documents longer than 17" be scanned with Kofax VRS 4.1?

**Answer :**

Information on using the Long Document Mode with Kofax VRS 4.1 can be found in the following Knowledge Base Article on the Kofax website.

<http://knowledgebase.kofax.com/faqsearch/results.aspx?QAID=7265>

Long Document Mode also must be enabled on the scanner. To enable Long Document Mode change address U10 in User Mode to a 1.

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Canon USA, Inc. Systems & Technical Support Division