



# Tech Info Library

## Dispatcher Software: Virtual Memory Issue (3/97)

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Security: Everyone

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TOPIC -----

I have an Apple Color OneScanner attached to my Macintosh computer. I am encountering problems when using the Dispatcher software that came with the scanner. If virtual memory is turned on, Dispatcher will crash with a type 1 error as soon as I begin a prescan. If I turn virtual memory off, everything works OK. How can I use Dispatcher with virtual memory turned on?

DISCUSSION -----

The behavior you describe may also occur with HyperScan and Ofoto scanner software. Further, the behavior is not limited to the Apple Color OneScanner; it may occur with other Apple scanners as well. In all cases, the solution is the same.

There is a new version of the Scanner extension that addresses this issue. Its name is Dispatcher-Ofoto Drvr 4.2, and it has been posted to Apple Software Update locations. With the new extension, you will be able to use Dispatcher without having to turn off virtual memory.

The new extension may be used with the following scanner software:

- Dispatcher software version 2.0 (or newer)
- HyperScan
- Ofoto 2.0.1 (or newer).

These articles can help you locate the Scanner extension mentioned in this article:

- "Where To Find Apple Software Updates" - Lists online services for free Apple software updates.

- "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

This article was published in the 24 March 1997 "Information Alley."

Article Change History:

24 Mar 1997 - Add Information Alley statement.

19 Mar 1997 - Added HyperScan, Ofoto and other scanners to discussion.

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