



Tech Info Library

Apple OneScanner: Support Issues (9/94)

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TOPIC -----

This article gives information about some of the support issues for the Apple OneScanner.

DISCUSSION -----

Software

The Ofoto software requires LaserWriter drivers 6.0.1 or later. Gray scale images won't print properly with earlier drivers.

Ofoto also requires system software version 6.0.7 or later and 32-bit QuickDraw. It is fully compatible with System 7.

Lamp

You need to change the lamp after approximately 30,000 scans. The scanning software indicates when it's necessary to change the scanner lamp.

Macintosh Quadra and Power Macintosh

These computers use a faster SCSI chip, with reset interrupt timing 10 times shorter than previous Macintosh computers. Because of this timing difference, they develop SCSI gridlock and the scanning software indicates that the scanner isn't connected. This occurs only when the scanner is turned on before the Macintosh is turned on.

The solution is to reset the timing by turning the scanner off, then on again. When Ofoto doesn't recognize the scanner, it displays a note in the dialog box telling the user to cycle the scanner power and try again.

The next Apple OneScanner ROM revision (version 2.03) will fix this.

Note: If you are unsure which ROM revision your Apple OneScanner or any other SCSI device has, one easy and quick method to determine this is to connect the SCSI device to a Macintosh computer and launch a product called "SCSI Probe" 3.4 or later. SCSI Probe provides the SCSI ID, device type, vendor info, product name, and version information. In the case of the OneScanner the version

information field provides the ROM version number that can be used to identify whether a OneScanner could potentially exhibit the problem described in this article.

For more information search for the article titled, "OneScanner: Quadra Doesn't Recognize It At Startup".

These articles can help you locate the software mentioned here:

- "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.

Article Change History:

- 16 Sep 1994 - Review article, updated to include Power Macintosh and include information on finding software online.
- 18 Dec 1992 - Updated to include information on SCSI Probe and how to determine ROM revisions of SCSI devices.

Support Information Services
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