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Color OneScanner 600/27: Scanner Driver isn't Initializing (3/96)

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TOPIC -----

I have an Apple Color OneScanner 600/27, and when I try scanning with the Dispatcher software I get an error message. The error message reads "Unable to initialize the scanner driver. Either the scanner is not turned on, connected, or already in use by another application." What is wrong?

DISCUSSION -----

The most common cause is the Apple Color OneScanner was powered ON after the Macintosh computer. Always make sure you power on the scanner before you power on your Macintosh computer, so the scanner driver loads properly.

How To Determine The Scanner is Recognized

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Observe the extensions and control panels as the Macintosh starts up.

An icon which shows a side view of a scanner should appear. This is the Apple Color OneScanner 600/27 software driver loading.

If the scanner extension does not appear, reinstall the Color OneScanner software.

If the scanner extension appears with an 'X' through it, you need to check your SCSI connection. Check both the SCSI ID and SCSI cables. The Tech Info Library article titled "System 7.x: Troubleshooting Startup Problems" can help you further isolate SCSI related issues.

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