



# Tech Info Library

## Color OneScanner 600/27: Troubleshooting error messages (7/96)

Article Created: 1 July 1996

TOPIC -----

When I open the Apple Color OneScanner 600/27 Dispatcher software, and click SCAN, an error appears on my screen. The error message states "A scanner error occurred. Please ensure that the scanner is turned on and the carriage is unlocked, then try again. If the feeder is attached, clear the paper jam by following the instructions in the User's Guide." What steps should I follow to correct this problem?

DISCUSSION -----

Here are the steps you should follow to troubleshoot your scanner.

### Step 1

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Verify that the Scanner extension loads properly.

If an 'X' appears on the scanner icon during startup of your Macintosh, then the Scanner extension did not load properly. The Tech Info Library article titled "Color OneScanner 600/27: Scanner Driver isn't Initializing" provides information on troubleshooting this problem.

### Step 2

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Verify that the scanner is turned on and the SCSI connections are secure. You should power on the scanner before powering on your Macintosh computer.

### Step 3

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Verify the proper SCSI ID and termination.

The red ID numbers on the right side of the dial are to be used when termination is not provided externally--typically when the OneScanner is the only SCSI device. The Tech Info Library article "Apple Color OneScanner 600/27: Terminator isn't required" contains additional information on termination, and how to properly set it.

Note:

Sometimes it is difficult to determine visually which SCSI ID is selected. The Tech Info Library article titled "Color OneScanner 600/27: "SCSI Selector Has Wrong SCSI ID" contains additional information on how to determine the SCSI selection.

Step 4

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Verify that the carriage, which is locked during shipment, is unlocked.

The Tech Info Library article "Color OneScanner 600/27: Chattering Sound due to Lock", and page 11 of the Apple OneScanner 600/27 User's Guide contains instructions for unlocking the Scanner.

Step 5

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If you have a Feeder attached, check for paper jams. The Apple OneScanner 600/27 User's Guide contains instructions for doing this.

Step 6

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Verify the cable on the back of the sheet feeder is securely connected to the serial port (DIN-8 connector) on the OneScanner.

Step 7

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Try a different SCSI cable.

Having a faulty SCSI cable does not necessarily produce the same symptoms as having NO SCSI cable. So, the Scanner extension may load without having an 'X' on it when your Macintosh is starting up. When your SCSI cable is faulty, the software may load. However, when you do not have a SCSI cable attached, the Scanner Icon always has an 'X' through it at startup.

Step 8

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Use standard software troubleshooting procedures in case the error message is itself erroneous.

Standard Software Troubleshooting Procedures

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Step 1

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Scan with other applications (For example, TextBridge; Ofoto; or PhotoShop).

Step 2

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Disable all non-essential extensions except for system software and the Scanner extension

Step 3

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Reset the Parameter RAM (PRAM).

Step 4

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Remove and reinstall the Scanner software.

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Keywords: <None>

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19960703 06:40:03.00

Tech Info Library Article Number: 20121