

EPSON PRODUCT SUPPORT BULLETIN

Date:	2/2/2004	Originator:	JD
PSB #:	PSB.2004.02.008	Authorization:	Kas/DS
Reference:	TE03-379 Rev. A	Total Pages:	2
Product(s):	Perfection 1670/2400/3170/3200 Series Scanners & Stylus CX3200/5200/5400/6400/Stylus Photo RX500 All-in-One Products		
Subject:	Smart Panel Compatibility on Mac OS 10.3		

This bulletin was created to inform you of issues that can occur when using Smart Panel 3.0xA and 3.10A on Mac OS 10.3 or later. Smart Panel 3.0xA (3.0A/3.00A/3.01A) is bundled with all scanner products listed above except the Stylus CX6400 and Stylus Photo RX500. These two products come with Smart Panel 3.10A.

Description of Issue:

Certain tools on the Smart Panel user interface may not work properly. When launching and/or scanning from certain applets (programs) in Smart Panel, the program may experience unexpected behavior and/or generate an error message and fail. In some cases the applet cannot launch. The following functions and applets are affected:

- On the Smart Panel main user interface, the Target Applet (Scan button assignment) window (lower left) may not function or display.
- On the Smart Panel main user interface, the Active Device (model selection) window (lower right) may not function or display.
- On the Smart Panel main user interface, the Palette Interface selection tool (bottom center) may not function or display.
- Reprint Photos—Error during launch: Unexpected error 109
- Scan and Save—you are unable to select a file type in the File Format field in the Save File Assistant window.
- Copy (Center) utility--Error during launch: This application has unexpectedly quit.
- Copy to Fax (available on All-in-One products)--Error during launch: This application has unexpectedly quit.
- Edit Text—Epson Scan may hang when scanning from Full Auto Mode.
- View and Create (3.10A)—no known issues
- Scan to Application—Error during launch: Epson Scan cannot be started. Program may also hang when trying to open a scanned image in the View Images Assistant window

- Scan to Email-- Error during launch: Epson Scan cannot be started. Program may also hang when trying to open a scanned image in the View Images Assistant window
- Business Card (3.0xA)—Error when attempting to scan: The application has unexpectedly quit.
- Epson Photo Site--Error during launch: Epson Scan cannot be started. Program may also hang when trying to open a scanned image in the View Images Assistant window.

Resolution:

Epson has released patches that fix the issues listed above. The patch files are available for download from the Epson website.

Action:

Go to www.epson.com. Click on Drivers and Downloads. Select your product model. On the Downloads page select the patch files. Follow the on-screen prompts to install the files. The names of the patch files are as follows:

Copy (Center) utility patch for Smart Panel 3.0xA and 3.10A:

Download **epson11002.sea.hqx**

Business Card patch for Smart Panel 3.0xA:

Download **epson10974.sea.hqx**

Smart Panel 3.0xA patch:

Download **epson10972.sea.hqx**

Smart Panel 3.10A patch (for Stylus CX6400 and Photo RX500 only):

Download **epson10973.sea.hqx**

Important Note: The patches have been tested to work on Mac OS 10.3 and 10.3.1. Mac OS 10.3.2 was released after these patches were posted so they only support **OS 10.3 and 10.3.1**. If you continue to have functionality issues after installing the patches, make sure you have installed the latest Epson Scan Twain drivers. Check the Epson website for the most current versions.

EPSON PRODUCT SUPPORT BULLETIN

Date:	2/2/2004	Originator:	RY
PSB #:	PSB.2004.02.004	Authorization:	Kps/DS
Reference:	TE03-389 Rev. A	Total Pages:	2
Product(s):	Expression 1600/1680/1640XL Series Scanners; Perfection 610/640/1200/1240/1250/1260/1640/1650/1660/1670/2400/2450/3170/3200 Series Scanners; Stylus CX5200/CX3200/CX5400 All-in-One Products		
Subject:	EPSON Scan TWAIN Ver. 1.28 for Mac OS 10.2 to 10.3		

This bulletin was created to inform you of an updated Epson Scan Twain Driver (1.28A) for the following models: Perfection 610/640/1200/1240/1250/1260/1640/1650/1660/1670/2400/2450/3170/3200 series scanners, Stylus CX3200/CX5200/CX5400 multi-function devices, Expression 1600/1680/1640XL series scanners.

Reason:

The new Epson Scan driver improves functionality when scanning in Mac OS 10.3. See the next section for the list of changes included in the new driver.

Driver Improvements:

- Enables Epson Scan to start when the Scan button is pushed.
- Enables Epson Scan to start even if the volume name (Hard Disk) on the desktop is only 2 bytes (2 characters) in length.
- Eliminates the error "Epson scan cannot be started", which occurs when the USB cable is disconnected while Epson scan is loading.
- Corrects lock-up issues when using the Zoom tool in Epson Scan.
- Corrects functionality issues and mouse cursor lock-ups when using the Histogram Adjustment, Tone Correction and Image Adjustment tools or when clicking on each tool's Title bar.
- Prevents Epson Scan from unexpectedly quitting when scanning two or more times from PhotoShop with a Perfection 1250 scanner.
- Prevents Epson Scan from locking up when scanning from a Perfection 3200 scanner with a Firewire connection.
- Prevents Epson Scan from unexpectedly quitting when removing the Firewire cable from a Perfection 3200 scanner while Epson Scan is open.
- Prevents the Epson Scan Utility from freezing when using the Perfection 1250 or 1260 scanner.
- Enables Epson Scan to launch properly when scanning from an Expression 1680/ or 1640XL with a Firewire connection.

Limitations of new driver:

- This driver does not support “Fast User Switching” in OS 10.3. This feature must be turned off before using Epson Scan.
- You may receive an error “Epson Scan cannot be started” when trying to scan from a Perfection 2450 that is connected to a USB 2.0 supported port. To avoid this error, use a Firewire connection or a USB 1.1 only supported port.
- Not all the scanner models on this list support Color Restoration and Dust Removal so these settings may be unavailable in Epson Scan.
- If experiencing unstable operation when scanning from a Perfection 1250 or 1260 scanner, restart your system.
- If the computer goes into “sleep mode” and this setting was enabled in the Apple Menu and you try to switch to a different mode after doing a preview scan in Photoshop, the Epson Scan driver will freeze. This does not happen if the computer goes into “sleep mode” after screen saver has started. To avoid lock-ups, change the scanning mode before the computer goes into “sleep mode” or re-launch Epson Scan after the computer wakes up and then change modes.
- After scanning with the Perfection 1250, if you then close Epson Scan and disconnect the USB cable, a scanner model selection dialog box may appear on the screen. Click “No” and the box closes. You can scan normally afterwards.

Action:

The new driver is available on the Epson web site. Go to www.epson.com and click on Drivers & Downloads. Select your scanner model. On the Downloads page look for TWAIN Driver and Epson Scan Utility v.1.28A in the Macintosh section.

To Install Epson Scan 1.28A:

1. Launch the EPSON Scan Installer and follow the on screen instructions.
2. After the TWAIN has been installed, connect the USB or Firewire interface cable from the scanner to the computer.

To Uninstall Epson Scan 1.28A:

1. Disconnect the USB interface cable from the scanner.
2. Launch the EPSON Scan Installer.
3. Open the drop-down menu where you see “Easy Install” and select “Uninstall”.
4. Click the Uninstall button.

EPSON PRODUCT SUPPORT BULLETIN

Date:	05/01/2003	Originator:	JD
PSB #	PSB.2003.05.004	Authorization:	WPA
Reference:	TE02-629 Rev.A	Total Pages:	2
Product(s):	Perfection 1260/1660 Photo/2400 Photo/3200 Photo/Stylus CX3200/5200 Series		
Subject:	Smart Panel Installation on Windows XP with Service Pack 1		

This bulletin was created to inform you of an issue that can occur when installing Smart Panel 2.5A or 2.6A on a computer running Windows XP (Home or Professional) with Service Pack 1 **and** the Critical Updates. ESP 2.5A is bundled with the Perfection 1260/1660 and 2400 series scanners. ESP 2.6A is bundled with the Perfection 3200 series and Stylus CX3200/5200 all-in-one products.

Description:

If Service Pack 1 and the Critical Updates are already installed on your PC, once you begin the Smart Panel installation, the installer for each applet will return an error. Refer to the examples in red.

Launch Scan to PIM installer error -2147024891, can't install scan to PIM file
Launch Scan to Web installer error -2147024891, can't install scan to Web file
Launch Scan to Photo Print installer error -2147024891, can't install Photo Print file
Launch Scan to PIM installer error -2147024891, can't install scan to PIM file

During the installation the applet installer may also return additional error messages. See examples in red.

cannot launch d:\installers\epweb\american\setup.inx

cannot launch d:\installers\ecopy\american\disk1\setup.inx.

Solution:

1) Navigate to Add/Remove Programs in Control Panel. Remove Smart Panel and all of the following listed applications:

- a. Epson Twain 5
- b. Scan to Web
- c. PhotoPrint
- d. Epson Copy utility
- e. Arcsoft PhotoImpression

Note: If any of the programs cannot be removed properly, then skip to the next step.

2) Find and remove all Smart Panel and Twain related files or folders. They are located in the following folders:

- a. epfb5 (default folder) located in C:\Windows\twain_32
- b. epson (default folder) located in C:\Program Files*

***Note:** Open the Epson folder and remove only these folders: Convert, Copy Utility, Photo Print, ScanTo Web and Smart Panel.

3) Unplug the USB cable from the scanner and close all open programs, including virus protection, screen savers and any programs running in the background.

4) Download DelReg2.5.exe from the Newsoft web site to remove the Smart Panel Registry entries. Use this URL to find the DelReg download page:

<http://www.newsoftinc.com/download/patch/esp/American/DelReg2.5.exe>

5) Download and install a patch from Microsoft's web site. Use this URL to find the download page:

<http://www.microsoft.com/downloads>

In the Keywords field, enter Q329623 and click Go.

You will see the following download page:

Issue with DirectX May Cause DVD Players To Not Work

Do not be confused by the page title. This is the correct link and patch. Select the same language that you will use for installing Smart Panel and click Download. Open the patch file and follow the onscreen instructions to install the patch. Restart the computer.

6) Insert the product installation CD and reinstall all programs. Reconnect the scanner. You will now be able to successfully launch and use Smart Panel.

EPSON PRODUCT SUPPORT BULLETIN

Date:	05/08/2003	Originator:	TC
PSB #:	2003.05.003	Authorization:	Kps
Reference:	N/A	Total Pages:	1
Product(s):	Perfection 610/640/1240U/1640SU/1250/1650/1260/1660/2400/2450, Stylus CX3200 and Stylus CX5200		
Subject:	Epson TWAIN v. 5.75A for Apple Macintosh OS X 10.2 and Image Capture		

This bulletin was created to inform you of an issue that can occur when using the Epson TWAIN driver (v. 5.75A) in Apple's Image Capture utility on a Macintosh computer running OS X v.10.2 to v.10.2.4.

Reason:

After completing a scan with the Epson TWAIN driver, Image Capture may suddenly crash. The problem appears to be isolated to Image Capture and does NOT occur in Adobe Photoshop 7, Photoshop Elements 2.0 or other TWAIN-compliant applications.

Note: "Image Capture" and "Preview" are stand-alone application utilities built into OS X.

Steps to Reproduce:

1. Launch Image Capture. Open Preferences, Under "Scanner Preferences" check the box for "Use TWAIN software whenever possible".
2. Quit Image Capture to save the setting.
3. Re-launch Image Capture.
4. Click Scan.
5. Click Cancel in the Epson TWAIN Full-Auto mode window.
6. Click "Manual Mode" to change to the Epson TWAIN Manual mode user interface window.
7. Without making a selection in the preview window, click the "Scan" button in the TWAIN window, and wait for the scan to complete.

Note: After acquiring an image, Image Capture automatically opens the "Preview" application to view the image.

8. Notice that Image Capture crashes after sending the resulting scanned image to the "Preview" application.

Solution and Workarounds:

Choose from any of the solutions listed below.

1. In the Preferences settings for Image Capture, do NOT check the box for "Use TWAIN software whenever possible".
2. If using the Epson TWAIN in Manual mode, drag a selection box around the area you want to scan in the preview window before scanning.
3. Use Adobe Photoshop 7, Photoshop Elements 2.0 or other TWAIN-compliant applications instead of Image Capture.
4. Upgrade your MAC OS X to 10.2.5 or higher.

EPSON PRODUCT SUPPORT BULLETIN

Date:	04/01/2003	Originator:	TC
PSB #:	PSB.2003.04.003	Authorization:	Kps
Reference:	N/A	Total Pages:	2
Product(s):	All EPSON Scanners		
Subject:	Windows™ and Macintosh® Operating System requirements for USB 1.1/2.0 and IEEE-1394/FireWire® Interface connectivity		

This bulletin was created to inform customers of EPSON America's support policy regarding Windows™ and Macintosh® operating system requirements for USB 1.1/2.0 and IEEE-1394/FireWire® interface connectivity.

Reason:

Currently, there are many add-in USB 2.0 and IEEE-1394 connection host adapter products on the market that include drivers for Windows and Macintosh OS that did not originally support specific interfaces. Epson has released several scanner products with built-in USB 2.0 and/or IEEE-1394 (FireWire) ports. This document provides a guideline on EPSON America's support policy on the various operating systems and the interface connections they support. EPSON technical support representatives will only be able to support customers who have Epson products that are configured in accordance with the operating system requirements outlined here and in the product's documentation. Epson customers experiencing problems on an Epson product connected to an add-in USB 2.0 or IEEE-1394 interface that does not meet the minimum system requirements will be asked to contact the interface product vendor or computer manufacturer for technical support.

This document is not model specific. It does not include other important system requirements required to determine product compatibility on a user's computer. To determine product support compatibility, please refer to the specific scanner's minimum system requirements found on the outside of the product box, or visit Epson's web site at www.epson.com.

The guidelines below were compiled from Microsoft's and Apple's Support websites and their published system requirements for supported interface connectivity. For more information on Windows and Macintosh Interface support please refer to Microsoft's online Knowledge base at www.microsoft.com or Apple's web site at www.apple.com. For information on add-in 3rd party interface products please refer to the vendor's documentation or product support web site.

Windows

USB 1.1: Full version Microsoft Windows 98/98 Second Edition, Windows Me, Windows 2000 or Windows XP or Upgrade from a full version of Windows 98/98SE, Me, 2000

IEEE-1394 (FireWire): Full versions of Windows Me/2000/XP, or upgrade from a full version of Windows 98/98SE. Host computer must have an OHCI compliant IEEE-1394-1995 card or port installed.

USB 2.0 Hi-Speed: Full versions of Windows XP or upgrade from a full version of Windows 98/98SE, Me, 2000. Host computer must have an EHCI compliant USB 2.0 Hi-Speed card or port installed.

Windows 2000 did not support the USB 2.0 hardware specification at the time it was first released. Refer to Microsoft Knowledge Base Article - 319973 Universal Serial Bus 2.0 Support in Windows 2000 for more information.

Important Notes:

- 1.) Operating system must not be an upgrade from Windows 95.
- 2.) **For Windows 2000 or XP you must be logged in as an administrator or as a user with administrator rights before you can install and use EPSON software.**
- 3.) USB hubs must be self-powered and connected in a first-tier configuration for reliability

Macintosh OS

USB 1.1: Apple Macintosh computer (G3, G4, or iMac) with built-in USB port, running Mac® OS 8.5.1 to 9.2.2 with all USB extensions enabled. For OS X, you must have 10.1.3 or later.

FireWire (IEEE 1394): Power PC-equipped Macintosh or newer with Mac OS 8.6 to 9.2.2 with Apple's FireWire 2.1 (or later) software installed. For OS X, you must have 10.1.3 or later.

USB 2.0 Hi-Speed: Not supported

Important Notes:

- 1.) You cannot use a serial interface to connect the scanner.
- 2.) Interface adapter cables (i.e. SCSI to USB, or USB to Serial, etc) are not supported.
- 3.) USB hubs must be self-powered and connected in a first-tier configuration for reliability.
- 4.) FireWire port must be compliant with this specification: IEEE 1394-2000 compatible.

EPSON PRODUCT SUPPORT BULLETIN

Date:	04/1/2003	Originator:	TC
PSB #:	PSB.2003.04.001	Authorization:	Kps
Reference:	N/A	Total Pages:	2
Product(s):	Perfection 640U/1240U/1250/1640SU/1650/2450/1260/1660/2400/3200 Series Scanners and the Stylus CX 3200/5200 all-in-one series		
Subject:	Smart Panel Copy Utility may produce copies with a light gray/blue/pink background when printing to non-EPSON printers.		

Description of issue:

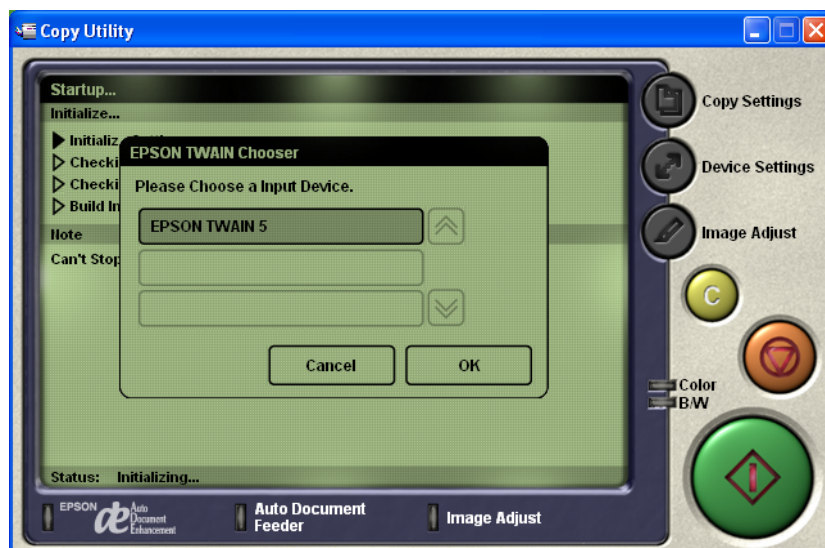
If you are using Copy from EPSON Smart Panel 2.5/2.6 or you installed the Copy utility 2.00A patch for Smart Panel 2.0A/1.0.xA, you may find that the program produces copies with a light gray/blue/pink background.

Reason:

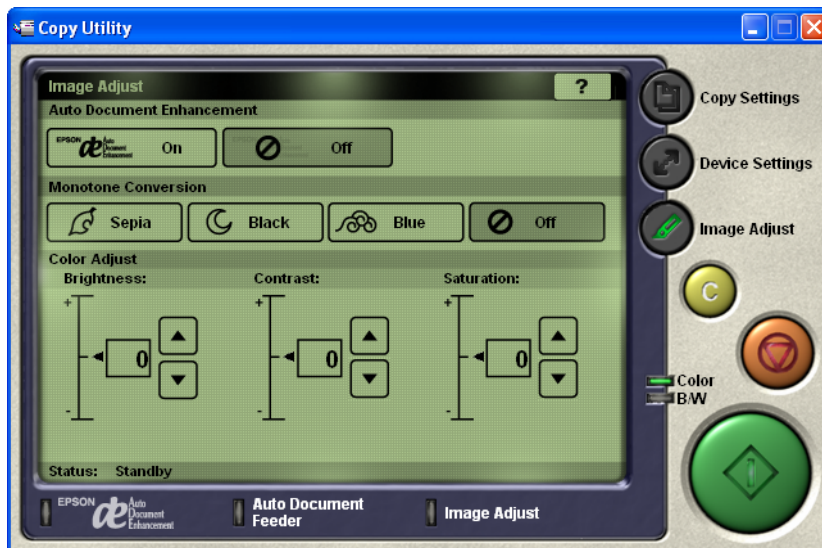
This is because when printing to non-EPSON printers with the Copy utility, the Automatic Document Enhancement feature is turned off by default.

Solution:

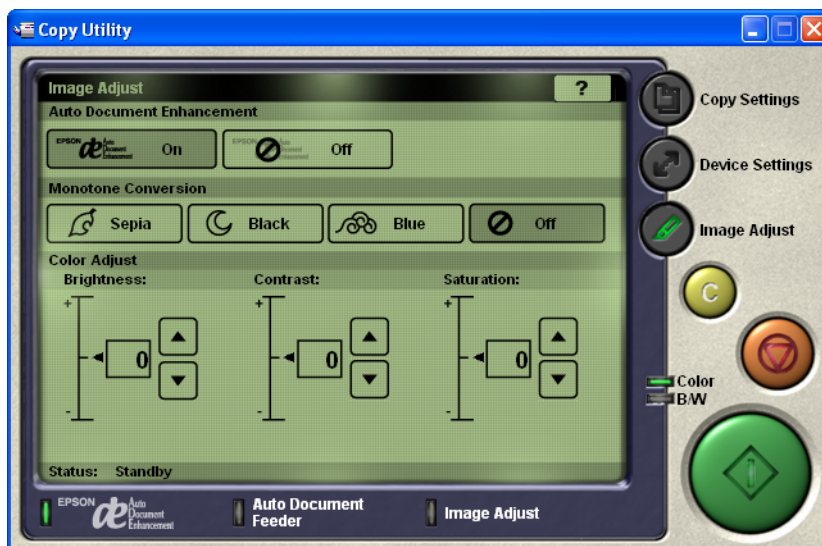
To remove the background, you must enable Automatic Document Enhancement. To turn on this feature, launch the Copy applet by double-clicking on its icon. Select Epson TWAIN 5 at the following window and click "OK".



Click on the “Image Adjust” button. You will notice the Auto Document Enhancement OFF button is selected (highlighted in dark gray).



Click the ON button. You will now notice that this button is selected (highlighted in dark gray).



Now click on the large green Copy button, your image will be scanned and printed. The copy of your document should look very close to the original with no background colors added.

Note: The Copy utility was designed to scan and print a copy of a Letter size (8.5" X 11") document. If your document is not a full letter-size piece of paper, then the portion of the scanner's document mat that is showing will be included as part of your copy. Some bright white papers can cause a noticeable contrast between the document and the document mat. As a result the Copy utility may recognize the exposed document mat as having a light blue color. In this case you may still see a light blue background on your printout where the document mat was showing.

EPSON PRODUCT SUPPORT BULLETIN

Date:	02/10/2003	Originator:	TC
PSB #:	PSB.2003.02.001	Authorization:	Kps
Reference:	N/A	Total Pages:	3
Product(s):	Perfection 1260/1660/2400/3200 Series, Stylus CX3200/5200		
Subject:	Scan to Email Supported Applications for EPSON Smart Panel v. 2.5A/2.6A		

Description of issue:

This bulletin was created to inform users of a typographical error in the table of supported e-mail applications in the Scan to E-mail utility for Epson's Smart Panel 2.5A and 2.6A. Smart Panel 2.5A supports the Perfection 1260/1660/2400/3200 series scanners. Smart Panel 2.6A supports the Stylus CX3200/5200. The table can be found by clicking the Help file (?) icon on Smart Panel's main user interface screen.

According to the Table of supported e-mail applications in the Scan to E-mail Help file – AOL appears to be a supported application. However, this program is NOT supported. Customers will find that they can't get AOL to register as a valid Scan to E-mail application.

Reason:

The listing for supported AOL versions under Windows and Mac OS 8.x, 9.x is incorrect. It currently reads "v" which indicates for AOL. It should be an "x", as it does NOT support AOL (see screen shot illustration on next page). The Scan to Email utility only supports MAPI compliant e-mail applications, AOL is a web based e-mail and is therefore not supported.

Note: In the following table, "v" = Version, and "x" = Not supported

Scan to E-mail Help - Microsoft Internet Explorer

File Edit View Favorites Tools Help

[EPSON Smart Panel](#)

[Introducing Scan to E-mail](#)

[Getting Started with Scan to E-mail](#)

[Personalizing your Settings](#)

- [Changing Application Properties](#)
- [Re-ordering the applications](#)
- [Registering a new application](#)
- [Unregistering an Application](#)
- [Refreshing the Application List](#)
- [Supporting file formats](#)

[Sample: Sending images by E-mail](#)

Scan to E-mail supports various file formats so you can convert images into different image file formats. For detailed information about supported file formats, please consult the "[Supported File Formats](#)" section.

✓ Scan to E-mail supports the following e-mail programs:

	Windows	Mac OS 8.x, 9.x	Mac OS X
Outlook Express	✓ (4-6)	✓ (4-5.x)	x
Outlook	✓ (98, 2000, 2002)	x	x
CC Mail	✓ (6-8)	x	x
Eudora	✓ (4-5)	✓ (5.1) (3.1, Eudora Mail Lite)	✓ (5.1)
Netscape Messenger	✓ (4.7)	x	x
AOL	✓	✓	x
Quick Mail	x	✓ (2-3.6)	x
Mail	x	x	✓ (1.x)
PowerMail	x	x	✓ (3.x)
Entourage	x	✓ (2001)	✓ (X)

My Computer

Below, is some additional information on AOL support, taken from NewSoft's Inc. Support web site, URL = <http://www.newsoftinc.com/>

Q: Can Scan to E-mail support AOL/MSN mail?

A: Smart Panel does not support web-based mail. You need to use a MAPI compliant e-mail programs to send a new e-mail in Scan to E-mail. (Please refer to the [supported e-mail programs <ESP25-Win-0027.htm>](#))

Q: Which E-mail program is supported with Scan to E-mail?

A: For Windows:

Outlook Express 4.5 / 5.0/6

MS Outlook 98 / 2000 / 2002

CC Mail 6.0 - 8.0

PostPet 2.0

Netscape Messenger 4.7

Note: Smart Panel supports MAPI compliant e-mail programs.

For Macintosh:

Outlook Express 4.5 / 5.0

Eudora Mail Lite 3.1

Eudora Mail 5.1

PowerMail 3.x

Quick Mail 2 - 3.6

PostPet 2.0