

# EPSON PRODUCT SUPPORT BULLETIN

---

<b>Date:</b>	2/2/2004	<b>Originator:</b>	JD
<b>PSB #:</b>	PSB.2004.02.008	<b>Authorization:</b>	Vas/DS
<b>Reference:</b>	TE03-379 Rev. A	<b>Total Pages:</b>	2
<b>Product(s):</b>	Perfection 1670/2400/3170/3200 Series Scanners & Stylus CX3200/5200/5400/6400/Stylus Photo RX500 All-in-One Products		
<b>Subject:</b>	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](http://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

---

<b>Date:</b>	2/2/2004	<b>Originator:</b>	RY
<b>PSB #:</b>	PSB.2004.02.004	<b>Authorization:</b>	Kps/DS
<b>Reference:</b>	TE03-389 Rev. A	<b>Total Pages:</b>	2
<b>Product(s):</b>	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		
<b>Subject:</b>	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](http://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.