

TITLE: Unable to Scan with Omega 2.61

Category: OMEGA

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Summary: Unable to scan after installing OMEGA 2.61 due to duplicate files

ISSUE: A few OMEGA users have been unable to scan in Composer after installing OMEGA 2.61.

CAUSE: We have determined the cause to be duplicate files on the system.

SOLUTION: The solution is to delete the duplicate files from the C:\WINDOWS\SYSTEM32 folder using one of the methods listed below.

METHOD 1: NAVIGATE TO THE SYSTEM 32 FOLDER & DELETE DUPLICATE FILES

To navigate to the duplicate files:

- Go to the My Computer | Drive C | Windows | System32 folder
- Right click on the file twain_32.dll
- Click Delete
- Right click on the file twain.dll
- Click Delete
- Open a new Composer session
- Go to TOOLS | OPTIONS | IMAGE
- Choose the appropriate scanner in the Select Twain Device List
- Click the Apply and Okay buttons
- Go to FILE | ACQUIRE IMAGE
- You should now be able to complete a scan.

*NOTE: ONLY delete the files from the C:\WINDOWS\ SYSTEM32 folder.

METHOD 2: SEARCH FOR THE DUPLICATE FILES AND DELETE THEM

To search for duplicate files:

- Click the START button

- Click SEARCH (or FIND)
- Select ALL FILES AND FOLDERS
- Enter TWAIN*.*
- From the resulting SEARCH RESULTS
Delete ONLY the Twain files found in the C | Windows | System32 folder.
- Open a new Composer session
- Go to TOOLS | OPTIONS | IMAGE
- Choose the appropriate scanner in the Select Twain Device List
- Click the Apply and Okay buttons
- Go to FILE | ACQUIRE IMAGE
- You should now be able to complete a scan.

*NOTE: ONLY delete the files from the c:\Windows\SYSTEM32 folder