

EPSON Product Support Bulletin

Date:	April 2, 2007	Originator:	VS
PSB #:	PSB.2007.04.001	Authorization:	<i>[Signature]</i>
Reference:	TI 06-0491 Rev.B	Total Pages:	2
Product(s):	Expression 10000XL/1640 XL/1680/1600/800/836 XL, Perfection 3490/3590/4490/V700/V750/V100/V350/1240U/1250/1260/1640/1650/1660/1670/2400/2480/2580/3170/3200/4180/4870/4990/640U/1200U/610, GT-2500/15000/30000 series scanners		
Subject:	Scanning Application Force Quits on Mac OS 10.4		

This bulletin was created to inform you of an error that may occur when opening a TWAIN-compliant scanning application on a Macintosh computer running OS 10.4.

Description of Problem:

When launching a Twain-compliant scanning application after deleting your Epson Scan driver with an Epson Scan uninstaller not compatible with your scanner model, the application will force quit during start-up. For example, using a Perfection 4490 driver uninstaller to delete a Perfection 3490 driver will cause your scanning application to suddenly close during start-up. This issue affects the following TWAIN-compliant applications:

EPSON Creativity Suite	When pressing the Scan button, the Scan Assistant force quits
Copy Utility	Force quits during start-up
Photo Impression	Force quits during start-up
Photoshop Elements	Force quits during start-up
Photoshop	Force quits during start-up
Photoshop CS2	Force quits during start-up

This issue can also occur under the following conditions:

- 1) Dragging the Epson Scan folder (located in the Applications folder) to the Trash can
- 2) Upgrading your scanner and using the Epson Scan driver from the new scanner to delete the driver from the older scanner, and then installing the new driver

Operating Systems Affected:

Mac OS 10.4 to 10.4.9

Affected Epson Scan Driver Versions:

2.70A or later

Correct Procedure for Deleting Epson Scan Driver:

- Use the driver specifically written for your scanner model to uninstall the Epson Scan driver.
- If you have more than one Epson scanner model on your computer, use the driver specifically written for each scanner to uninstall its respective device driver.
- If upgrading from a Power PC-based Epson Scan driver to a Universal Binary driver, first delete the Power PC driver using only the Power PC driver for your scanner model. Then install the Universal Binary driver.

If the above procedure does not resolve the problem, then manually verify that the Epson Scan files and folders, listed below, have been deleted.

- EPSON Scan (in Applications Folder)
- EPSON*****.ds (***** = scanner model)---located in the Library / Image Capture / TWAIN Data Sources folder

EPSON PRODUCT SUPPORT BULLETIN

Date:	6/18/2004	Originator:	TC
PSB #:	PSB.2004.07.002	Authorization:	Kps
Reference:	N/A	Total Pages:	1
Product(s):	Perfection 1670 and 3170 Series Scanners		
Subject:	Scanner communication error in Mac OS X version 10.3.x with Classic mode running.		

This bulletin was created to inform you of a potential scanner communication issue that can occur in Mac OS X version 10.3.X with Classic mode running.

Description of issue:

A customer has an Epson Perfection 1670 or 3170 connected to a computer running Mac OS X version 10.3.x. The customer also has an older scanning application that only runs in Classic. When Classic is running and the customer tries to use the scanner, a communication error occurs and the following dialog box appears:



Solution:

Per Epson Scan driver specification, the scanner should not be used when Classic is running. The only workaround is to stop or turn off Classic before scanning. The table below shows a Classic compatibility list for the Epson Perfection 1670 and 3170 series scanners.

Scanner Model	Epson Scan Version	MAC OS X 10.2.8 With Classic Running	MAC OS X 10.3.x With Classic Running
Perfection 1670	1.24A/1.28A	OK	Fails
Perfection 3170	1.24A/1.28A	OK	Fails

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:	02/2/2004	Originator:	TC/JD
PSB #:	PSB.2004.02.007	Authorization:	Kas/DS
Reference:	TE03-391 Rev. A & TE03-446 Rev. A	Total Pages:	1
Product(s):	Perfection 1670/2400/3170/3200 Series Scanners		
Subject:	Updated Epson Scan Driver Release (Ver. 1.25A) for Windows		

This bulletin was created to inform you of an updated version of Epson Scan Twain Driver (v.1.25A) and Utility for the following Epson Scanner models: Perfection 1670/2400/3170/3200 series scanners.

Description of Change:

This driver corrects the following issues for all the models listed above:

- Fixes compatibility issues when scanning from a third party program written in Delphi.
- The latest versions of the following ICC profiles are included in this driver revision.
 - EWAPPLE.ICM
 - EWCIE.ICM
 - EWPALSEC.ICM
 - EWSMPTE.ICM
 - EWSRGB.ICM
- Includes the latest DTR [Document Type Recognition] engine, v.3.66
- An error message is displayed when scanning from the Epson Scan stand-alone utility and PhotoShop in Windows 2000 and XP.
- Fixes “black image” output issue when scanning in Full Auto Mode with “Newspaper” selected.
- Improves sharpness when applying the marquee tool to cut an image in two.
- Applies correct values to a scanned image when using the Gray Balance Intensity tool in the Histogram Adjustment dialog.
- Allows Epson Scan to properly launch in Windows XP when this operating system is formatted in the NTFS file system.

Perfection 1670 Photo only:

Corrects an issue where one or more custom settings did not return to the default after using the Reset buttons.

Perfection 3170 Photo only:

Fixes cropping issues that may occur when using the Auto Marquee tool.


Supported OS

Windows98, Windows Me, Windows2000, Windows XP

Action:

Download the updated Epson Scan driver as needed to correct any of the issues indicated above. Go to www.epson.com and click on “Drivers and Downloads.” Select the model you are looking to update and click on Epson Scan version 1.25A (epson10966.exe).

EPSON PRODUCT SUPPORT BULLETIN

Date:	2/2/2004	Originator:	VS
PSB #:	PSB.2004.02.005	Authorization:	 /DS
Reference:	TE03-540 Rev. A	Total Pages:	1
Product(s):	Perfection 1670/1670Photo/3170Photo		
Subject:	Patch for Smart Panel's Business Card 4.1.0 for OS 10.3		

This bulletin was created to inform you of a patch for Business Card (Presto! BizCard v.4.1.0)) for Macintosh computers running OS 10.3 and 10.3.1. Business Card is an applet that is included with Smart Panel 3.0xA.

Reason:

The patch fixes certain functionality issues when using Business Card on Mac OS **10.3 and 10.3.1**. See the next section for a list of issues that are fixed when you install the patch.

Patch Improvements:

- Allows you to export scanned images to Outlook Express and a Palm Desktop.
- Allows you to make modifications to a scanned color image or multiple images.
- Allows you to select the language when installing a multi-language version of this software

Note: The patch supports Mac OS 10.3 and 10.3.1.

Action:

The patch file 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 Epson Smart Panel (Business Card) Patch v4.10.03.

Installation Instructions:

1. Download the epon10974.sea.hqx file. Double-click to extract the installation files.
2. Open the Epson 10974 folder.
3. Double-click the Business Card patch file icon. Follow the prompts to complete the installation.

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:	2/2/2004	Originator:	RY
PSB #:	PSB.2004.02.003	Authorization:	 /DS
Reference:	TE03-538 Rev. A	Total Pages:	1
Product(s):	Perfection 1670/2400/3170/3200 Series Scanners; Stylus CX6400/Stylus Photo RX500 All-in-One Products		
Subject:	Patch for Epson Smart Panel Ver. 3.0xA and 3.10A for Mac OS 10.3		

This bulletin was created to inform you of a patch for Smart Panel 3.0A/3.00A/3.01A and 3.10A for Mac OS 10.3 and 10.3.1.

Reason:

The patch fixes certain functionality issues when using Smart Panel on Mac OS **10.3 and 10.3.1**. See the next section for a list of issues that are fixed when you install the patch.

Patch Improvements:

- Restores functionality to the Target Applet and Active Device selection windows on Smart Panel's main user interface.
- Restores functionality to the View Images Assistant window when scanning from Smart Panel.
- Allows you to change the file format when using the Save File Assistant in Scan and Save.

Note: The patch supports Mac OS 10.3 and 10.3.1 only. The patch does not fix any issues that may occur when using Copy Center.

Action:

The patch files are available on the Epson web site. Go to www.epson.com and click on Drivers & Downloads. Select your scanner or multi-function device. On the Downloads page you will see one of the following files listed for your model:

Epson Smart Panel Patch v3.01P03A for Smart Panel v3.0xA

1. Download the epon10972.sea.hqx file. Double-click to extract the installation files.
2. Open the epon10972 folder.
3. Double-click the Epson Smart Panel patch file icon. Follow the prompts to complete the installation.

Epson Smart Panel Patch v3.10P01A for Smart Panel v3.10A

(Stylus CX6400/Stylus Photo RX500 models only)

1. Download the epon10973.sea.hqx file. Double-click to extract the installation files.
2. Open the epon10973 folder.
3. Double-click the Epson Smart Panel patch file icon. Follow the prompts to complete the installation.

EPSON Product Support Bulletin

Date:	2/2/2004	Originator:	VS
PSB #:	PSB.2004.02.001	Authorization:	Kps
Reference:	TE03-390 Rev. A	Total Pages:	1
Product(s):	Perfection 1670 Photo/2400 Photo/3170 Photo and 3200 Photo		
Subject:	EPSON Scan release v.1.28A for Macintosh		

This bulletin was created to inform you of a new Epson Scan Twain driver (v.1.28A) for Mac OS 8.6 to 9.2.2. See the Modifications section below for the list of changes included in this version.

Description of Change:

New driver release: v.1.28A

Reason:

To improve scanner driver functionality
See next section for specific changes.

Modifications:

- Prevents EPSON Scan from locking up when two or more marquees have been specified in the Preview window and the size of the marquee in the Zoom magnification window has been resized.
- In "Home Mode", with the resolution set to 600 DPI and the Target size at 240 x 320 (Screen), if the resolution is then changed to 300 (default: Printer), the pixel size of the final scanned image becomes 120 x 160.
- Fixes compatibility issues when scanning from a third party program written in Delphi.
- Updated to the latest ICC profile: EW-sRGB
- Updated with the latest DTR [Document Type Recognition] engine, v.3.66
- Fixes "black image" output issue when scanning in Full Auto Mode with "Newspaper" selected.
- Prevents EPSON Scan from unexpectedly quitting when scanning at high resolution.
- Fixes cropping issues that may occur when using the Auto Marquee tool on the Perfection 3170.

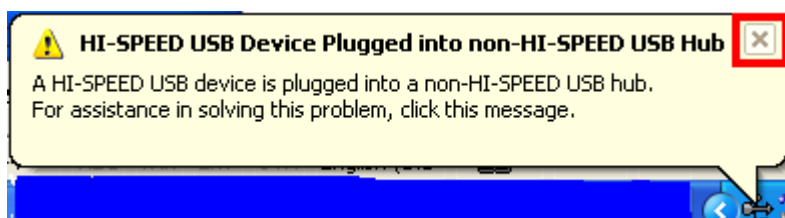
Action:

To download this driver, visit the Epson web site at www.Epson.com. Click Drivers and Downloads. Select your model. Search for Twain Driver and Epson Scan Utility v.1.28A. The filename is epson10967.sea.hqx. Follow the onscreen prompts to install the driver.

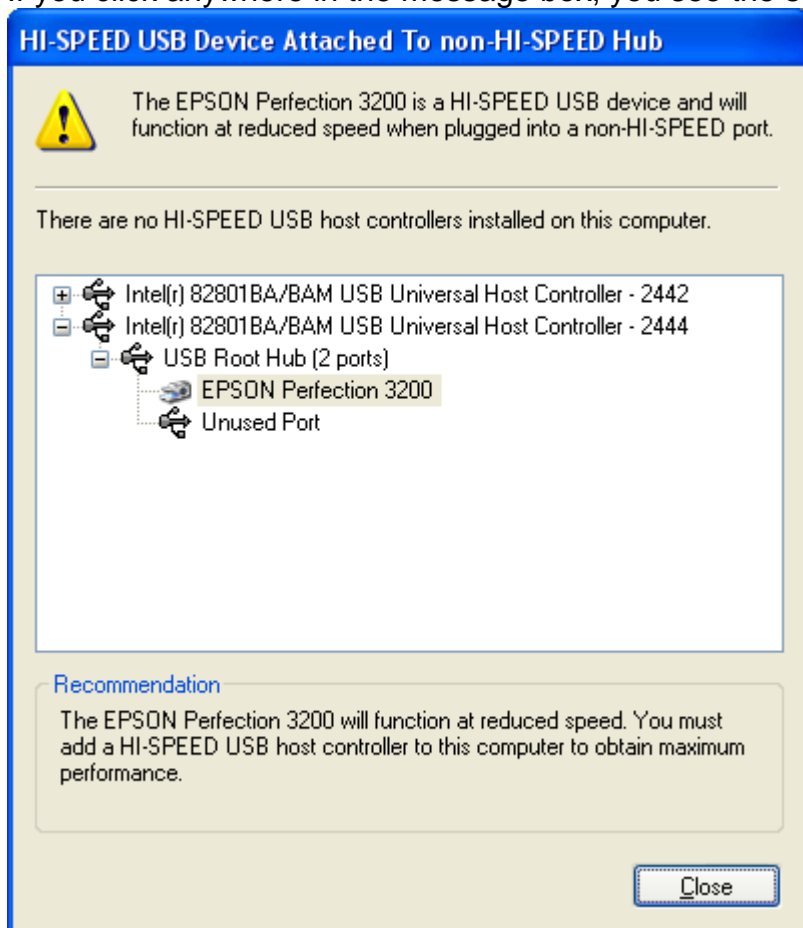
EPSON PRODUCT SUPPORT BULLETIN

Date:	1/17/2004	Originator:	TC
PSB #:	PSB.2003.02.002R1	Authorization:	<i>Kps</i>
Reference:	N/A	Total Pages:	1
Product(s):	Perfection 1660/2400/2450/3200/1670/3170/4870 Series Scanners		
Subject:	Windows XP warning message for HI-SPEED USB (USB 2.0) Devices		

This bulletin was created to inform you of a Windows XP warning message that comes up when an EPSON HI-SPEED USB (USB 2.0) scanner is connected to a non-HI-SPEED USB (USB 1.1) Port. The message is only an indication that Windows XP recognizes a USB 2.0 scanner connected to a USB 1.1 port. This warning message appears the first time the scanner is connected to the computer, and every time the scanner is powered on. It is NOT an error message. The message cannot be disabled, but you can close it by clicking on the "X" as shown in the red box below.



If you click anywhere in the message box, you see the screen below:



Click on the "Close" button to close the window.