

# XEScan 1.0 to XEScan 1.1 Customer Upgrade Process



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# 1. Introduction

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**XEScan 1.0** is a monochrome Scan to File solution.

**XEScan 1.1** is a monochrome and color Scan to File solution.

**XEScan Reflection 1.1** includes all features of XEScan 1.1 and Scan to Print (Copy).

**XEScan Reflection Plus 1.1** includes Reflection 1.1, and File to Print (RIP) and archiving functionality in monochrome as well as color.

The available languages are English, German and French.

Please see Customer Release notes on the XEScan CD to see any changes that may affect you directly.

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## 2. Upgrade Procedure – XEScan Application

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### CAUTION

**When upgrading from XEScan 1.0 to XEScan 1.1, you will lose your Preset Keys, Saved Filters, User Accounts and your Accounting Logs. If you would like to keep these settings, you must manually document them so you can reset them in XEScan 1.1**

### CAUTION

**The XEScan 1.0 software must be removed before installing the latest version. Perform the following removal procedure to uninstall the software.**

Uninstall XEScan 1.0 by performing the following procedures:

1. Click **Start > Settings > Control Panel**. Double click on **Add/Remove Programs**.
2. On the Install/Uninstall tab, scroll down the list of programs to XES XEScan 1.0. Highlight it and click the **Add/Remove** button. Select **Yes** to confirm the file deletion.
3. After the removal of the program completes, highlight the Synergix Diagnostics program and click the **Add/Remove** button, select **Remove** radio button from the **Program Maintenance** dialog and click on **Next** to begin the removal.
4. After the removal of the program completes, click on **Finish**.
5. Highlight the ubCore program, and click the **Add/Remove button**. Select the **Remove** radio button and **Next** to confirm your choice.
6. Close the control panel. Right click on the Start button and select **Explore**.
7. Navigate to the folder /Program Files and delete the XESystems folder, and Diagnostics.
8. Close the Explorer, and empty the Recycle Bin.
9. Restart the system.

Install XEScan 1.1 by performing the following procedures:

1. Insert the CD-ROM into the PC CD-ROM Drive. The installation program automatically runs if Autorun is enabled. If it is not enabled, click the **Start** button. Then click **Run...** and **Browse** to the CD drive.
2. Select the SETUP.EXE file and click **Open**. Then click **OK**.
3. Click on the pull-down menu and select the desired language. Click **OK**.
4. The welcome screen displays. Click **Next**.
5. The license screen is displayed. Read it thoroughly. If you agree to the terms, click **Yes**. If you do not agree, click **No** and the installation terminates.
6. The application displays a screen offering the opportunity to change the folder where the XEScan application is installed. Choose the default by clicking **Next**.
7. The application displays a screen requesting the selection of the type of installation. Select **Typical**. Then click **Next**.
8. The Completion Status Bar screen appears and displays the status of the installation.
9. Follow the instructions on the screen to install the Hardlock driver software.
10. After the driver software is installed, a screen appears and displays that the Hardlock driver installation is finished. Select the **Finish** button to confirm.
11. The Diagnostics installation begins automatically. The Welcome Screen displays. Click **Next**.
12. Fill in the **User Name** and **Organization** fields. Leave the radio button checked for **Install this application for: Anyone who uses this computer (all users)**. Click on **Next**.
13. Leave the **Setup Type** selected as **Complete**. Click **Next**.
14. Confirm that you wish to install the Diagnostics by clicking **Install**.
15. The Completion Status Bar screen appears and displays the status of the installation.
16. A screen displays confirming the installation of the Diagnostics. Click on **Finish**.
17. The Completion screen displays. Click on **Finish**.
18. Install the Unibrain drivers (UbCore) by clicking on **Start > Programs > XES Programs > Install Unibrain Fireboard Drivers**. Choose the default options by clicking **Next**. Click on **Finish**.

#### CAUTION

If you are using a Win 98 OS, you must install the patch for the diagnostic utility located at the following URL: <http://downloads.xes.com/XEScan>. Click on "Diagnostic Upgrade – Service Pack 1" to download code to correct a bug with firmware and feature key upgrade process.

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## 3. Upgrade Procedure – Scanner Firmware

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Update the Scanner Firmware if you are currently below version 2.2.4. You can verify this by opening the Diagnostic Utility and clicking the Scanner tab under System Description. The scanner firmware version is the 2<sup>nd</sup> line item in the Scanner Tab.

This procedure updates the scanner firmware. New firmware is occasionally posted on the XES website (<http://www.XES.com>) to correct problems and improve performance of the scanner.

1. Power on the scanner and observe the LED display (on the back of the scanner) for the completion of the POST tests. After three minutes, a "P" will be displayed on the LED.
2. Power on the PC and observe the system for proper start up.

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**Note:** Verify that the LED on the rear of the scanner has a dot lit next to the displayed 'P' after Windows starts. The dot means the PC and scanner are communicating.

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3. Right mouse-click on the **Start** button and select Explorer to open the Desktop Explorer.
4. Browse to the downloaded firmware file.
5. Double-click on the firmware file.

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**Note:** If the Firmware Update screen displays, go to Step 12. If not, continue with the following steps.

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6. Double-click on **Synergix Diagnostics** icon on the PC desktop.
7. Click on the **Utilities** button at the bottom of the screen. Wait for the Utilities screen to appear.
8. Click the **Browse** button below the *Firmware Update* entry field.
9. Browse to the downloaded firmware file location on your hard drive.
10. Click **Open**.
11. Click the **Begin Firmware Update** button on the screen. Diagnostics displays the Firmware Update screen.
12. Click the **Start** button. The file downloads to the scanner.
13. When a new screen displays **Please, power scanner OFF to enable new firmware**, click **OK**.
14. Power off and power on the scanner.
15. Exit Explorer. Verify the update was successful through Diagnostics.

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## 4. Upgrade Procedure – Printer Firmware (Reflection and Reflection Plus)

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This procedure updates the printer firmware. New firmware is occasionally posted on the printer manufacturer's website to correct problems and improve performance of the printer.

- For XES printers (88xx and X2 models), check <http://www.xes.com>
- For HP printers, check <http://www.hp.com>

Follow the procedures in your printer manual to upgrade the IOT firmware if necessary.

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**NOTE:** If you are an X2 Customer with a SCSI connection, you need to upgrade your firmware with a downloadable tool that you retrieve from the XES web site as well as the upgrade file.

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1. Retrieve the Downloader tool and latest IOT code if different than current version.
2. Open the X2 Downloader.
3. Select the IOT firmware file (\*.ldf)
4. Select **Load** on the downloader and it will program the printer. The UI screen on the printer will display "programming". The printer will update the firmware automatically.
5. Select "**Quit**" on the downloader software, when the software says "Command Send Complete"
6. Power Off / Power On the printer.

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## 5. Perform a Test Scan

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To scan a document, perform the following steps:

1. Double mouse click on the **XEScan** icon. The Keycode Entry window appears.
2. Click the Scan Target button and load the Keycode Print into the scanner, printed side down and printed arrow toward the scanner. Alternatively, enter the Keycode printed on the Keycode Print into the dialog. Click OK.
3. The XEScan application starts.

*Note: If you click Cancel at the Keycode Entry Screen, the keycode may be entered later in the XEScan application by clicking on the Info pulldown menu. Select Keycode Entry. Click the Scan Target button and insert the Keycode Print into the scanner. Or enter the Keycode printed on the Keycode Print. Click OK.*

4. The Hardware Configuration window opens. Select the Synergix Scanner.
5. Insert the Keycode Print face down into the scanner.
6. Select **Preview**. The scanner transports the print and the page appears in the XEScan preview window. This verifies that the system operates correctly.
7. Go to the *Synergix XEScan Customer Training Guide* to learn more about scanning documents.

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## 6. Adding and Calibrating a Printer (Reflection and Reflection Plus)

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The XEScan Reflection and Reflection Plus software packages add Scan-to-Print functionality to the XEScan Solution system. In order to copy documents or print files, the target printer or printers must be installed in the XEScan software. The software package and number of licenses purchased by the customer determine the number of printers you can install. As a prerequisite to these steps, the target printer(s) must be installed and functioning. At least one calibration (media type/print mode) **must** be performed to successfully install the printer.

1. Double-click the **XEScan** icon to open the application.
2. Select **[File:Copy Mode]** to enter the Reflection copy interface screen.
3. Select **[Configuration:Hardware]** to enter the Hardware dialog screen.
4. Select the printer to be installed from the list of Available Printers on the left side column.
5. Click the arrow button between the columns to move the printer into the Installed Printers column.
6. The first screen is used to set the printer name and connection type. Ensure that you select the correct interface connection, or output folder. Click the **Next** button.
7. Place a checkmark next to all the media that you would like *available* for the printer. The media that is selected represents all the possible media that can be installed in the printer. Click the **Next** button.
8. Use the pull-down menus to enter the settings for the actual media installed in the printer. The settings must match the media installed media or printing may no take place, or the output will be unsatisfactory. Click the **Next** button.
9. Enter the settings that will serve as the default print job settings. Click the **Next** button.
10. Perform the media calibration for the most frequently used media and mode settings:
  - a. Place a checkmark next to the most frequently used media and mode settings. The media selected will most likely match the media loaded in the printer.
  - b. Click the **Print Target** button. When a target has finished printing, allow it to sit for **1 hour before scanning**.

- c. Click the **Scan Target** button. When prompted, insert the target into the scanner and click the **OK** button.
- d. When the target has been scanned and the calibration completed, repeat the above step for any other media targets.
- e. When the calibration phase is complete, click the **Finish** button. Click the **OK** button to close the Hardware dialog, or repeat steps 4-11 to install another printer.