

MODEL: Network ScanGear (All Versions)

SUBJECT: Systems Information.

Details:

A problem exists when using Network ScanGear to scan multiple pages into Microsoft Photo Editor v3.0 (bundled with Microsoft Office 97).

If "Use Feeder" (to enable multiple page scanning) is selected from the Photo Editor Twain Auto-Feeder Control pop-up window, a Dr. Watson error is generated in "photoed.exe" and Photo Editor closes.

No problem occurs if "Single Image" is selected from the Photo Editor Twain Auto-Feeder Control pop-up window, but this means it is not possible to select the 2-sided option in Network ScanGear and the iR device will only scan a single page at a time.

Canon Inc. report that this problem is due to an issue with Microsoft Photo Editor v3.0 and cannot be resolved by modifying Network ScanGear.

Microsoft Photo Editor v3.01 (bundled with Microsoft Office 2000) has been tested and found to function normally.