Windows 2000 Installation

This information is issued to provide greater detail and precautions that should be exercised when installing the fi-4110CU USB drivers on the Windows 2000 OS.

Several recent Windows 2000 installations have encountered a situation where the Mini USB driver is not loaded properly, and it results in the system not seeing the scanner and not allowing the mini driver to be reinstalled. It appears that the problem is the result of the incorrect driver being installed by the Windows Wizard. This can / will occur if the proper file is not specifically designated when installing the mini driver.

Initial installation of the drivers

Step 1 - Connect the scanner

Confirm that the power of PC and the image scanner device is turned off.

Connect the PC end of the USB cable to the PC.

Connect the scanner end of the USB cable to the scanner.

Plug in the power adapter for the scanner to the scanner and a compliant 110AC outlet. Power on the PC.

A message should display indicating a new device has been detected. Follow the instructions below to install the driver.

Step 2 - Installing the mini-driver

When operating system starts up, the message should display "image scanner is detected". The message" Starting the new hardware wizard" is displayed.

Insert the fi-4410CU Installation CD in your CD-ROM drive. If the CD auto-loads, close the Acrobat window.

Follow the instructions of the installation wizard to continue the installation. When it asks how you want to find the driver, select "Search...... (recommended)".

und New Hardware Wizard
Install Hardware Device Drivers A device driver is a software program that enables a hardware device to work with an operating system.
This wizard will complete the installation for this device:
A device driver is a software program that makes a bardware device work. Windows
A device driver is a software program that makes a hardware device work. Windows needs driver files for your new device. To locate driver files and complete the installation click Next.
What do you want the wizard to do?
Search for a suitable driver for my device (recommended)
 Display a list of the known drivers for this device so that I can choose a specific driver
<u> </u>

When asked to "Locate the Driver File", select the option "Specify Location" - do not let the Wizard look for files on the CD Drive.

Found New Hardware Wizard	
Locate Driver Files Where do you want Windows to search fo	r driver files?
Search for driver files for the following hard	ware device:
USB Device	
The wizard searches for suitable drivers in any of the following optional search locatio	its driver database on your computer and in ns that you specify.
To start the search, click Next. If you are s insert the floppy disk or CD before clicking	earching on a floppy disk or CD-ROM drive, Next.
Optional search locations:	
Floppy <u>d</u> isk drives	
CD-ROM drives	
Specify a location	
Microsoft Windows Update	
	< <u>B</u> ack <u>N</u> ext > Cancel

Then browse and specify the following directory: <u>For Windows2000®</u> [CDDRIVE:] ¥TwainDriver¥Win2K

ound Ne	w Hardware Wizard	ļ
	Insert the manufacturer's installation disk into the drive selected, and then click OK.	OK
		Cancel
	Copy manufacturer's files from:	
	D:\TwainDriver\Win2K	Browse

Windows will confirm the file selected - check and make sure it is the Win2K folder

nd New Har	dware Wizard	
	s Search Results ard has finished searching for driver files for your hardware device.	111
The wize	ard found a driver for the following device:	
P	USB Device	
Window	s found a driver for this device. To install the driver Windows found, click Next.	
2	d:\twaindriver\win2k\fjscmnt.inf	
	< <u>B</u> ack <u>Next</u> > Canc	el

Select next to complete the installation. The final window will indicate that the device is not functional. This appears because the scanner driver is not installed. Select finish and proceed with the scanner driver installation below



Step 3 - Installation of the scanner drivers

Re-insert the fi-4110CU Installation CD and it should auto-start. If the CD does not auto-start, open the CD with the Explorer and select *Start.pdf*.

Select the TWAIN or ISIS driver to start the driver installation. Follow the screen instructions.

During the installation the following screen may appear. It indicates the installer did not go through testing and certification by Microsoft. It will not effect the loading or operation of the driver. Select yes and proceed.



When the installation completes, restart the computer.

Problem:

Several recent Windows 2000 installations have encountered a situation where the Mini USB driver is not loaded properly, and results in the system not seeing the scanner in the Control Panel, or the applications not finding the scanner when you select device. Also, the Wizard will not allow the mini driver to be reinstalled. It appears that the problem is the result of the incorrect driver being installed by the Windows wizard. This can / will occur if the proper file is not specifically designated when installing the mini driver as detailed above.

Recovery:

The folder options for Windows need to be configured with these options.

- 1. Show hidden files and folders should be selected.
- 2. Hide file extensions for known file types should not be selected.

Folder Options
General View File Types Offline Files
Folder views
You can set all of your folders to the same view.
Like Current Folder Reset All Folders
Advanced settings:
 Files and Folders Display compressed files and folders with alternate color Display the full path in the address bar Display the full path in title bar Hidden files and folders Do not show hidden files and folders Show hidden files and folders
 Hide file extensions for known file types Hide protected operating system files (Recommended) Launch folder windows in a separate process Remember each folder's view settings Show My Documents on the Desktop
Show pop-up description for folder and desktop items
Restore <u>D</u> efaults
OK Cancel Apply

If you have the situation where the fi-4110CU does not show up in the Control Panel / Scanners and Cameras window after the mini drivers were installed. The wizard will not allow the mini driver to be reloaded. The following procedure will remove the offending driver and allow the correct driver to be installed:

Disconnect the scanner from the computer.

Go to Settings in the Start menu and open up the Control Panel.

Open the Scanners and Cameras folder

Look for the fi-4110CU scanner to be listed under "Devices".

Some incorrect installs have a USB device with an exclamation point on it in the Imaging Devices section. This will need to be removed.

	roperties	?
Devices		
4		
The following scanners or	cameras are installed :	
🤌 fi-4110CUd		
	Add	Bemove
	<u>A</u> dd	<u>R</u> emove
	<u>A</u> dd <u>I</u> roubleshoot	<u>R</u> emove <u>P</u> roperties

Highlight the fi-4110CU and then click on "Remove".

Close the Control Panel windows and open the Explorer.

Open the folder WINNT and locate the folder INF

Perform a search for files using the name OEM*.inf and search for text: fi-4 mouse click on the "inf" folder to open the search window}

fi-4110CU {right

The search will find a file named OEMxx.inf, where x is the number 0,1,2,3, etc.

💐 Search Results						
Eile Edit View Favorites Tools Help						<u>(1</u>)
] ← Back ▼ → ▼ 🖻 😡 Search 🔁 Folders ଔ	History 🛛 🔁 🍳	3 X ∽ ⊞•				
Address 🔕 Search Results						💌 लेउ०
Search ×			oem16.inf			
Ct New Ø			In Folder: <u>C:\W</u>		<u>NF</u>	
Search for Files and Folders	Search Result		Size: 56,967 by Type: Setup In Modified: 3/23/	formati		
Search for files or folders named:						
oem*.*	Name	In Folder	Relevance	Size	Туре	Modified
<u>C</u> ontaining text	🗒 oem 16.inf	C:\WINNT\INF		56 KB	Setup Informati	3/23/2001 2:13 PM
4110						
Look in:						
Search Now Stop Search						
<u>D</u> ate						
🗖 Туре						
□ Size						
☐ Advanced <u>O</u> ptions						
Indexing Service is currently disabled.						
Search for other items:						
Files or Folders						
Computers						
People						
Internet						
Type: Setup Information Size: 55.6 KB)
Type, semp intormation size, sslokb						//

Delete the OEMxx.inf file

Unplug the USB cable from the scanner and plug the cable back into the scanner. The detect new hardware wizard should launch.

Following the steps listed above in section 2, re-install the mini driver from the CD file:

D:¥¥Win2k¥Fjscmnt.inf

Complete the scanner driver installation if not done in section 3 above.

Restart the computer and use the Control Panel to verify the fi-4110CU is seen by the computer.