

Canon Color Network ScanGear 2 Version 2.23

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1. Features

Color Network ScanGear 2 is a scanner driver that allows computers on a network to use a Canon multifunctional device as a scanner. It is accessed from WIA (Windows Imaging Acquisition) or 32-bit TWAIN-compatible applications, and scanned images can be saved in those applications.

It consists of the following software.

Color Network ScanGear 2 Tool (hereinafter referred to as "ScanGear Tool")

This is software for specifying a scanner to be used.

Color Network ScanGear 2 driver (hereinafter referred to as "Network ScanGear driver")

This is a scanner driver that can be accessed from WIA 1.0, WIA 2.0, or 32-bit TWAIN-compatible applications. This enables the user to scan images and save the scanned images in those applications.

2. System Requirements

Color Network ScanGear 2 can be used in the following system environments:

Hardware

Computer

- Any computer that runs one of the supported operating system software
- Memory
 - Windows Server 2003/Server 2003 R2/Vista/Server 2008/Server 2008 R2: Minimum 512MB
 - Windows 7/8/8.1/10 (32bit): Minimum 1GB
 - Windows 7/8/8.1/10 (64bit)/Server 2012/Server 2012 R2: Minimum 2GB
- Hard disk space
 - When installing: About 100MB
 - When using the driver: About twice the amount of the scanned image size
- Monitor of resolution at least 1024 x 768, capable of displaying 256 colors or more recommended

Communication Interface

- A network host adapter providing TCP/IP or UDP/IP protocols over Ethernet or Token Ring

Scanner

- Canon Color imageRUNNER/iR C/imageRUNNER ADVANCE/imagePRESS/imageRUNNER/iR/MF series multifunctional device

Software

OS

Windows Vista (32bit/64bit)
Windows 7 (32bit/64bit)
Windows 8 (32bit/64bit)
Windows 8.1 (32bit/64bit)
Windows Server 2003/R2 (32bit/64bit)
Windows Server 2008 (32bit/64bit)
Windows Server 2008 R2 (64bit)
Windows Server 2012/R2 (64bit)
Windows 10 (32bit/64bit)

NOTE

The 64-bit version driver may not be included depending on the CD-ROM you are using.

Applications

32-bit TWAIN-compatible applications
WIA 1.0 or WIA 2.0-compliant applications

3. Some General Tips on Usage

Restrictions Regarding Installation

- When installing or uninstalling the Network ScanGear driver, it is necessary to log in as Administrator. Users other than Administrator cannot install or uninstall the driver.
- The Network ScanGear driver does not support multiple installations.
- Color Network ScanGear 2 is an updated version of WIA Network ScanGear 2. Therefore, the installation procedure is as follows.
 - If you are installing Color Network ScanGear 2 on a computer that has WIA Network ScanGear 2 installed, Color Network ScanGear 2 is installed as an update and WIA Network ScanGear 2 is deleted.
 - If you are installing WIA Network ScanGear 2 on a computer that has Color Network ScanGear 2 installed, WIA Network ScanGear 2 cannot be installed because downgrade installation is prohibited.

Restrictions Regarding Usage

- Depending on the application you are using, you may experience an out-of-memory error or similar error during scanning, or you may notice a reduction in scanning speed when you are scanning a large number of images or an especially large image. Also, the operation system may not operate correctly. In this case, follow these guidelines:
 - Ensure that you have sufficient storage space on your hard disk by deleting unneeded files, or by adding an additional hard disk to your system.
 - Scan the images at a lower resolution setting.
 - Add memory (RAM) to your system.
 - Set the virtual memory setting for the largest possible setting allowed by your system.
 - Divide originals into several sets and then scan them separately.
- Always close the Network ScanGear driver main window before you exit the parent application program.
- Depending on the application you are using, the Network ScanGear driver main window or dialog boxes may cover the messages displayed by the parent application program in the background, and it may appear that scanning or acquisition has been interrupted. In this case, click the parent application program window to bring the windows to the foreground.
- If the indicator in the dialog box displayed during scanning stays at 100% for about four minutes, check whether communications by UDP ports and the ScanGear Tool are allowed in Windows Firewall. They are usually registered automatically during installation.

UDP port

Name: Color Network ScanGear 2

Port number: 56338

ScanGear Tool

Name: Color Network ScanGear 2 Tool

Program: SGIRTool.exe

If the appropriate UDP port and ScanGear Tool has not been registered, it will have to be registered manually. The procedures vary according to the edition and system settings of the operating system you are using.

For Windows Vista:

(1)Open the [Windows Firewall] dialog box.

Click [Start]-[Control Panel]-[Windows Firewall]-[Allow a program through Windows Firewall].

(2)In the [Exceptions] sheet, configure the settings.

UDP port

Click [Add Port].

Configure the following settings in the [Add Port] dialog box, then click [OK].

- [Name]: Enter a name.
- [Port Number]: 56338
- Select [UDP].

ScanGear Tool

Click [Add Program], then add the ScanGear Tool. If the ScanGear Tool is not displayed in the list, click [Browse] to select the following file.

\\Windows\Canon\ScanGear\SGIRTool.exe

Click [Next].

(3)Click [OK] and close the [Windows Firewall] dialog box.

For Windows 7/8/8.1/10:

(1)Click [Start]-[Control Panel]-[System and Security]-[Windows Firewall]-[Advanced Settings].

For Windows 8/8.1: Display the charm bar to the right of the screen, and enter "firewall" in [Search]. Select [Settings], and click [Windows Firewall] - [Advanced Settings] in the displayed results for [Settings].

For Windows 10: Right-click the Windows icon, and then click [Control Panel] - [System and Security] - [Windows Firewall] - [Advanced Settings].

(2)Select [Inbound Rules] in the [Windows Firewall with Advanced Security] dialog box, click [New Rule].

UDP port

In [New Inbound Rule Wizard], select [Port], then click [Next].

Select [UDP], enter 56338 in [Specific local ports], then click [Next].

ScanGear Tool

In [New Inbound Rule Wizard], select [Programs], then click [Next].

Select [This program path], then select the ScanGear Tool in the following folder.

\\Windows\Canon\ScanGear\SGIRTool.exe

(3)Select [Allow the connection], then click [Next].

(4)Select only [Private], then click [Next].

(5)Enter a name in [Name], then click [Finish] to close [New Inbound Rule Wizard].

- If you are using Windows Server OS, Network ScanGear driver is not compatible with Windows Server Core.
- If you are using Network ScanGear driver with Windows Server OS, activate the Desktop Experience feature and start the WIA service.

The Windows Server 2008 is used for the example shown in the procedure below.

Setting Up Windows Desktop Experience

(1)Click [Start], and select [Administrative Tools] - [Server Manager].

[Server Manager] is displayed.

(2)Click [Features].

(3)Click [Add Features] in [Features].

(4) Select [Desktop Experience].

NOTE

If you are using Windows Server 2008 R2, and the message [Add features required for Desktop Experience?] is displayed, add the features according to the instructions.

(5) Click [Next].

(6) Click [Install].

(7) Restart according to the displayed instructions.

Starting WIA Services

(1) Click [Start], and select [Administrative Tools] - [Computer Management].

(2) Double-click [Services and Applications].

(3) Double-click [Services].

(4) Double-click [Windows Image Acquisition (WIA)].

(5) Change [Startup Type] in the [General] tab to [Automatic].

(6) Click [Apply].

(7) Click [OK].

- Depending on the printer model you are using, the scanned image may be larger than the page size you have specified, or may not match the page size you have specified, resulting in blank space on one or more edges.
- If you specify an original page size that is not supported in the device's designated region, the original will be scanned in a larger size or cropped.
- Depending on the printer model you are using, you may not be able to specify [Auto] for [Original Size]. In this case, specify the page size manually.
- If the actual original size and the original size specified in the Network ScanGear driver differ, an error may occur at the device.
- An error may occur in Microsoft Office 2003/2007, if you are executing scanning by selecting [Picture] - [From Scanner or Camera] from the [Insert] menu to open the [Insert Picture from Scanner or Camera] dialog box, and click the [Insert] button. If this happens, use the [Custom Insert] button instead of the [Insert] button.
- Depending on the application you are using, you may not be able to scan multiple pages from the document feeder. If this happens, scan each page separately.
- Depending on the application you are using, the driver may not be able to display error messages, and therefore may not be able to inform you of the cause of an error. If this happens, check the following points.
 - Is the scanner online?
 - If scanning from the feeder, is the original set in the feeder correctly?
 - If the department ID management function is enabled at the scanner, are the department ID and PIN set correctly in the ScanGear Tool? Also, is [Confirm Department ID/PIN When Scanning] deselected?
 - If the user authentication function is enabled at the scanner, are the user name and password set correctly in the ScanGear Tool? Also, is [Confirm Department ID/PIN When Scanning] deselected?
- Depending on the application you are using, if you specify [Auto (Color/B&W)] for [Color Mode] and scan a black and white original, the image may be displayed incorrectly.
- If you scan using Adobe Acrobat 7.0 or 8.0 with OCR set to on, the scanned image may not display correctly. If this happens, you may be able to avoid the problem by using one of the following methods.
 - Do not use OCR when scanning, and apply OCR to the scanned image after scanning.
 - When using OCR, change the optional settings.
 - Change the color mode when scanning.
 - Change the type of document setting when scanning.
- If you set Adobe Acrobat to optimize a scanned PDF, the scanned image may not be displayed correctly. If this happens, cancel the setting.
- If you use the Network ScanGear driver with the WIA-TWAIN compatibility mode of the operating system, the existing UI of the operating system is displayed and the procedure differs.
- Depending on the TWAIN-compatible application you are using, when you select the scanner driver, both the TWAIN-compatible driver and WIA-compatible driver in WIA-TWAIN compatibility mode may be displayed with the same name.

- Depending on the content of the original, the Network ScanGear driver may not be able to correctly determine the orientation of the original even if you set [Orig. Orientation] to [Auto].

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