

P3PC-3792-02ENZO

Troubleshooting

(installation)

The Fujitsu logo, consisting of the word "FUJITSU" in a bold, sans-serif font, with a stylized infinity symbol above the letter "I".

Introduction



Thank you for purchasing the color image scanner ScanSnap S1500/S1500M/S1300/S1100 (hereinafter referred to as "the ScanSnap").

This manual provides information about resolutions for troubles that you may have upon installing the software bundled with the ScanSnap, and how to install and uninstall the software.

We hope that this manual will provide you with useful information in order to utilize the ScanSnap.

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Manuals

Read the following manuals as needed when using the ScanSnap.

Manual	Description	Location
Safety Precautions	Read this manual before you start using the product because it contains important information about the safe use of the ScanSnap.	Included in the package.
ScanSnap S1500/ S1500M Getting Started (*1)	This manual explains about the ScanSnap package contents, software installation, connecting the ScanSnap, and checking the operation.	
ScanSnap S1300 Getting Started (*2)		
ScanSnap S1100 Getting Started (*3)		
ScanSnap S1500/ S1500M Operator's Guide (*1)	Read this manual for information about basic operations of the ScanSnap, software installation, the scanning methods, various settings, and handling of the ScanSnap.	Windows Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Operator's Guide].
ScanSnap S1300 Operator's Guide (*2)		Mac OS Select [Applications] from the sidebar in Finder, and double-click [ScanSnap] → [Manual] → [Operator's Guide].
ScanSnap S1100 Operator's Guide (*3)		
Troubleshooting (installation) (this manual)	Read this manual when you failed to install the software or when the ScanSnap does not operate normally after software installation. It explains about the resolutions for such troubles.	Windows <ul style="list-style-type: none"> ● Click [Manuals] → [Troubleshooting (installation)] in the [ScanSnap Setup] dialog box that appears when you insert the Setup DVD-ROM into the DVD-ROM drive. ● Select [Start] menu → [All Programs] → [ScanSnap Manager] → [Troubleshooting (installation)]. Mac OS <ul style="list-style-type: none"> ● Double-click the [Troubleshooting (installation)] icon in the [ScanSnap] window that appears when you insert the Setup DVD-ROM into the DVD-ROM drive. ● Select [Applications] from the sidebar in Finder, and double-click [ScanSnap] → [Manual] → [Troubleshooting (installation)].

*1 : Bundled with ScanSnap S1500 and S1500M

*2 : Bundled with ScanSnap S1300

*3 : Bundled with ScanSnap S1100

■ About This Manual

Structure of This Manual

This manual consists of the following:

Troubles and Resolutions in Windows

This chapter explains about the resolutions for when you failed to install the software bundled with the ScanSnap, or when the ScanSnap does not operate normally after software installation.

Troubles and Resolutions in Mac OS

This chapter explains about the resolutions for when you failed to install the software bundled with the ScanSnap.

Installing the Software



This chapter explains how to install the software bundled with the ScanSnap.

Uninstalling the Software

This chapter explains how to uninstall each software.

Symbols Used in This Manual

The following symbols are used in this manual.

Symbol	Description
	This symbol alerts operators to particularly important information. Be sure to read this information.
	This symbol alerts operators to helpful advice regarding operations.

Arrow Symbols in This Manual

Right-arrow symbols (→) are used to connect icons or menu options you should select in succession.

Example: Select [Start] menu → [Computer].

Screen Examples in This Manual

● Windows screen

Screenshots in this manual are used according to guidelines provided by Microsoft Corporation.

The screenshots used in this manual are of Windows Vista.

The actual windows and operations may differ depending on the operating system that you are using.

● Mac OS screen

The screenshots used in this manual are of Mac OS X v10.6.

The actual windows and operations may differ depending on the Mac OS that you are using.

The screen examples in this manual are subject to change without notice in the interest of product development.

If the actual screen differs from the screen examples in this manual, operate by following the actual displayed screen.


Abbreviations Used in This Manual

The following abbreviations are used in this manual:

Windows 7	: Windows® 7 Starter operating system, English version Windows® 7 Home Premium operating system, English version Windows® 7 Professional operating system, English version Windows® 7 Enterprise operating system, English version Windows® 7 Ultimate operating system, English version
Windows Vista	: Windows Vista® Home Basic operating system, English version Windows Vista® Home Premium operating system, English version Windows Vista® Business operating system, English version Windows Vista® Enterprise operating system, English version Windows Vista® Ultimate operating system, English version
Windows XP	: Windows® XP Home Edition operating system, English version Windows® XP Professional operating system, English version
Windows 2000	: Windows® 2000 Professional operating system, English version
Internet Explorer	: Windows® Internet Explorer® Microsoft® Internet Explorer®
Windows	: Windows 7, Windows Vista, Windows XP or Windows 2000 operating system
Mac OS	: Mac OS X v10.7, Mac OS X v10.6, Mac OS X v10.5 or Mac OS X v10.4

Adobe Acrobat	: Adobe® Acrobat® All the descriptions in this manual assume the usage of Adobe Acrobat bundled with ScanSnap S1500/S1500M. Unless otherwise specified, the term Adobe Acrobat refers to the Adobe Acrobat bundled with ScanSnap S1500/S1500M. Note that Adobe Acrobat may be upgraded without notice. If the descriptions differ from the actual displayed screens, refer to Adobe Acrobat Help.
ABBYY FineReader for ScanSnap	: ABBYY FineReader for ScanSnap™ All the descriptions in this manual assume the usage of ABBYY FineReader for ScanSnap bundled with this product. Unless otherwise specified, the term ABBYY FineReader for ScanSnap refers to the ABBYY FineReader for ScanSnap bundled with this product. Note that ABBYY FineReader for ScanSnap may be upgraded without notice. If the descriptions differ from the actual displayed screens, refer to ABBYY FineReader for ScanSnap Help.
Cardiris	: Cardiris™ for ScanSnap
S1500	: Color image scanner ScanSnap S1500
S1500M	: Color image scanner ScanSnap S1500M
S1300	: Color image scanner ScanSnap S1300
S1100	: Color image scanner ScanSnap S1100
ScanSnap	: S1500, S1500M, S1300, S1100

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Troubles and Resolutions in Windows



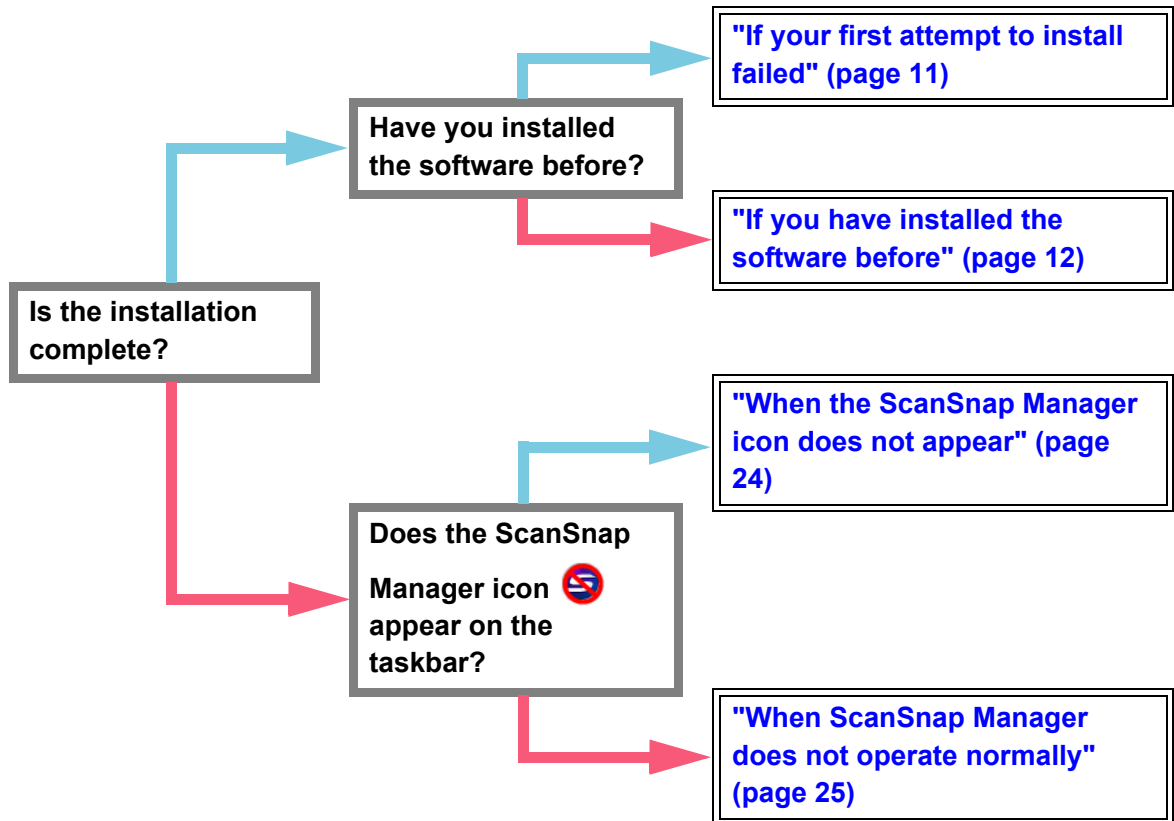
This chapter explains about the resolutions for troubles that you may have upon installing or uninstalling the bundled software in Windows.

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How to find your resolution

When you have trouble installing the software successfully or the ScanSnap does not operate normally after installation is complete, refer to the flow chart below for troubleshooting.

Yes 
No 



If your first attempt to install failed

This section explains how to troubleshoot when you failed to install the bundled software the first time.

If you have installed any software bundled with the ScanSnap (including models other than S1500/S1500M/S1300/S1100) before, refer to ["If you have installed the software before" \(page 12\)](#).

- 1. Restart the computer and log on as a user with Administrator privileges.**
- 2. Reinstall the software.**

For details, refer to ["Installing in Windows" \(page 36\)](#).

If you have installed the software before

This section explains how to troubleshoot when you failed to reinstall the software in a computer in which the software bundled with the ScanSnap (including models other than S1500/S1500M/S1300/S1100) has been installed before.

■ Uninstalling the software

Uninstall the software in the following procedure.

- 1. If the ScanSnap is connected to the computer, unplug the USB cable from the computer.**
- 2. Log on as a user with Administrator privileges.**
- 3. If an anti-virus software is running, disable the software temporarily.**

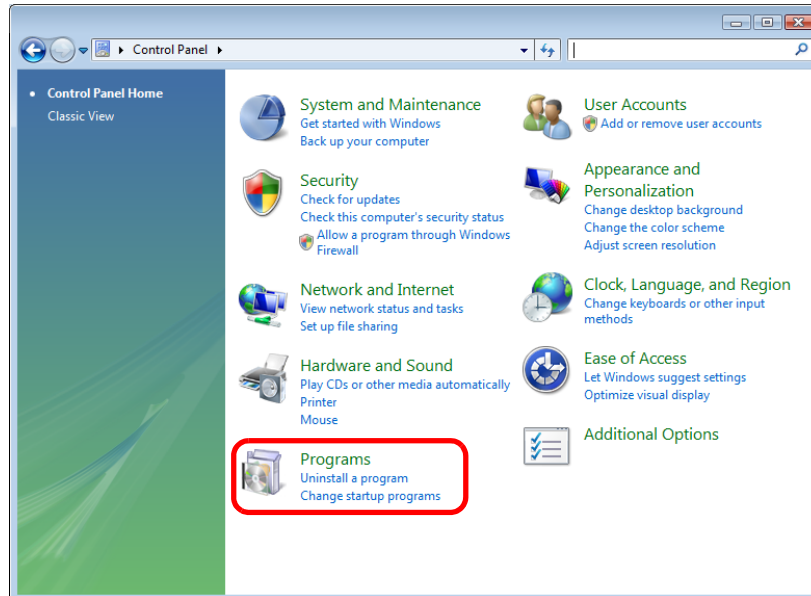


If you cannot disable the anti-virus software, check if the software is set to lock the application.

4. Uninstall the software.

● For Windows 7 / Windows Vista

1. Select [Start] menu → [Control Panel] → [Programs].



2. Select [Programs and Features].
⇒ A list of installed software is displayed.
3. Select a software to uninstall.
The following software must be uninstalled:
 - ScanSnap Manager
 - ScanSnap Organizer
 - CardMinder

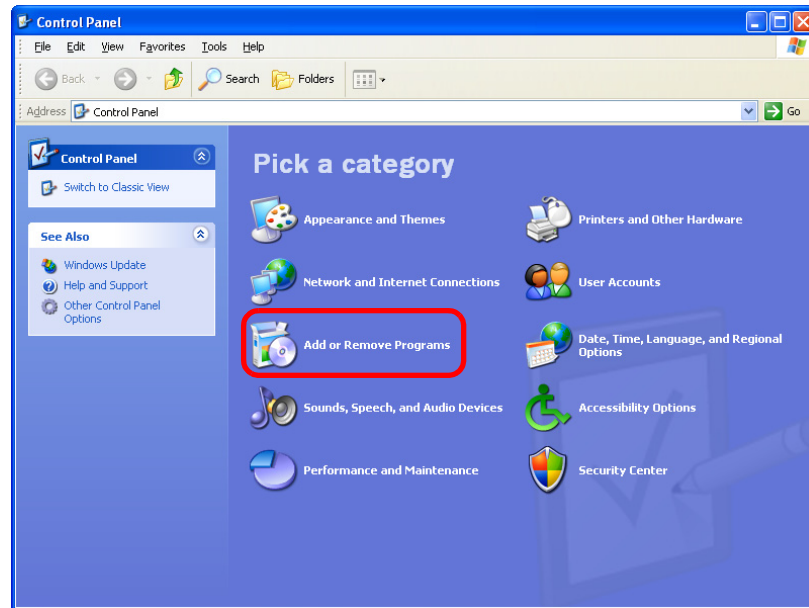


To uninstall more than one software, repeat steps 3. to 6. for each software.

4. Click the [Uninstall] button.
⇒ A confirmation message appears.
5. Click the [Yes] button.
⇒ The software is uninstalled.
6. Confirm that the software has been removed from the list in [Programs and Features].


● **For Windows XP**

1. Select [start] menu → [Control Panel] → [Add or Remove Programs].



⇒ A list of installed software is displayed.

2. Select a software to uninstall.
The following software must be uninstalled:
 - ScanSnap Manager
 - ScanSnap Organizer
 - CardMinder

 To uninstall more than one software, repeat steps 2. to 5. for each software.

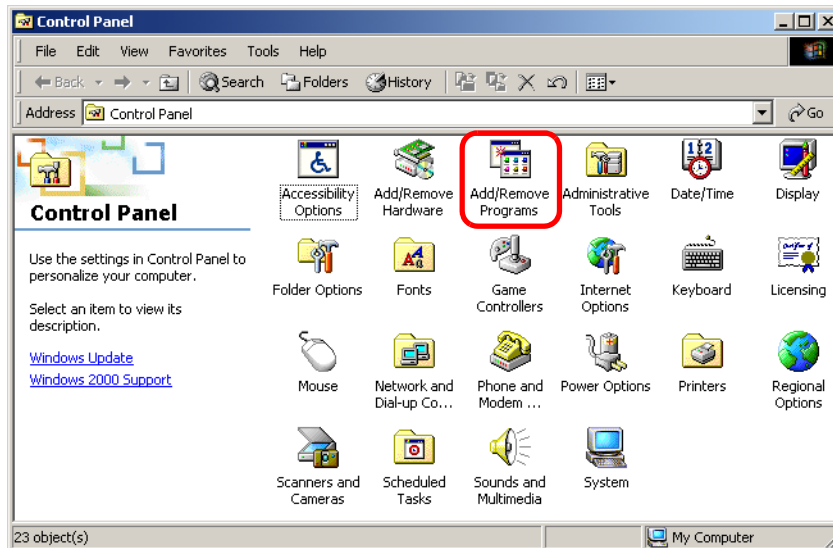
3. Click the [Remove] button.
⇒ A confirmation message appears.
4. Click the [Yes] button.
⇒ The software is uninstalled.
5. Confirm that the software has been removed from the list in [Add or Remove Programs].

● For Windows 2000



For S1100, Windows 2000 is not supported.

1. Select [Start] menu → [Settings] → [Control Panel] → [Add/Remove Programs].



⇒ A list of installed software is displayed.

2. Select a software to uninstall.

The following software must be uninstalled:

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder



To uninstall more than one software, repeat steps 2. to 5. for each software.

3. Click the [Remove] button.
⇒ A confirmation message appears.
4. Click the [Yes] button.
⇒ The software is uninstalled.
5. Confirm that the software has been removed from the list in [Add/Remove Programs].

- If the software no longer exists in the list, it indicates that uninstallation was successful. Proceed to "[Installing the software from the \[ScanSnap Setup\] dialog box](#)" (page 20).
- If the software still remains in the list, proceed to the next topic "[Removing the installation information](#)" (page 16).

■ Removing the installation information

If the name of the software that you tried to uninstall still remains in the list in [Programs and Features] of the Control Panel, or if the software cannot be uninstalled for some reason, you need to remove the installation information.

Remove the installation information in the following procedure.



If you cannot successfully remove the installation information, contact your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider.

1. Log on as a user with Administrator privileges.

2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.

3. Click the [Close] button to close the [ScanSnap Setup] dialog box.

4. Start up the tool for removing the installation information.

● **For Windows 7 / Windows Vista**

1. From Windows Explorer, open the [Tool] folder in the Setup DVD-ROM.
2. Right-click "SSClean.exe" and select [Run as administrator] from the displayed menu.
⇒ The [User Account Control] dialog box appears.
3. Click the [Continue] button ([Yes] button in Windows 7).
⇒ The [Remove Installation Information] dialog box appears.

● **For Windows XP / Windows 2000**



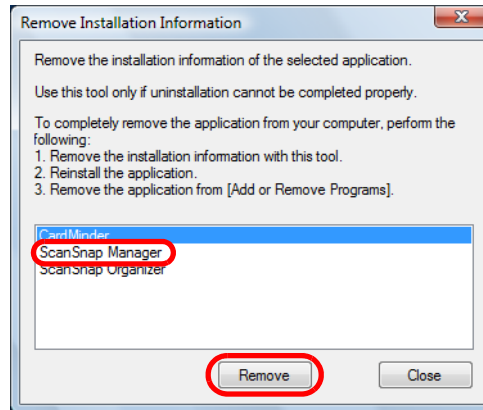
For S1100, Windows 2000 is not supported.

1. From Windows Explorer, open the [Tool] folder in the Setup DVD-ROM and double-click "SSClean.exe".
⇒ The [Remove Installation Information] dialog box appears.

5. Select the software from which you want to remove the installation information.

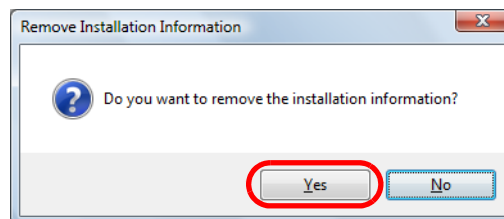
● ScanSnap Manager

1. Select [ScanSnap Manager] and click the [Remove] button.



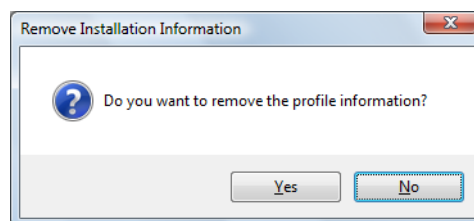
⇒ A confirmation message appears.

2. Click the [Yes] button.



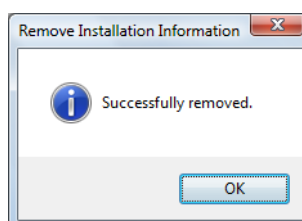
⇒ A message appears to check whether or not to remove the profile information.

3. Click the [Yes] button to remove and the [No] button to keep the profile information.



If the problem persists when you kept the profile information then reinstalled the software, try again after removing the profile information.

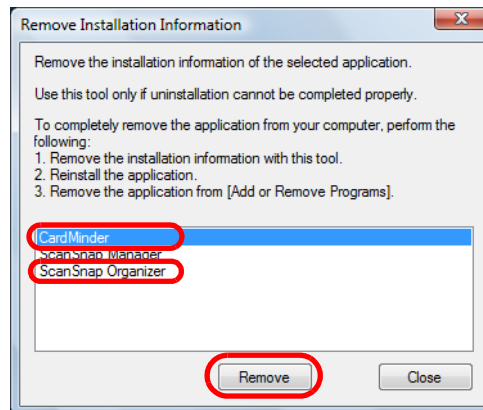
⇒ The installation information is removed, and the following message appears.



4. Click the [OK] button to close the [Remove Installation Information] dialog box.

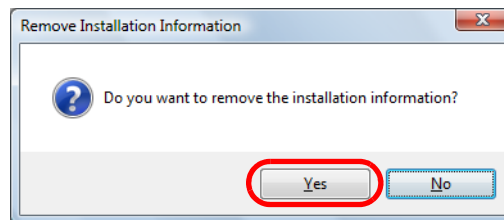
● **ScanSnap Organizer/CardMinder**

1. Select [ScanSnap Organizer] or [CardMinder], and click the [Remove] button.

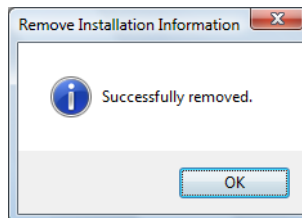


⇒ A confirmation message appears.

2. Click the [Yes] button.



⇒ The installation information is removed, and the following message appears.



3. Click the [OK] button to close the [Remove Installation Information] dialog box.

6. By repeating step 5., remove the installation information of all the software listed in the [Remove Installation Information] dialog box.

7. Click the [Close] button to close the [Remove Installation Information] dialog box.

8. Confirm that the installation folder no longer exists.

If the [ScanSnap] folder remains in the following location, rename the folder (e.g. [-ScanSnap]). This folder can later be deleted once the installation is successfully completed.

Path: *Drive name* (e.g. "C"):\Program Files\PFU

After completing the procedure, proceed to the next topic "[Installing the software from the \[ScanSnap Setup\] dialog box](#)" (page 20).

■ Installing the software from the [ScanSnap Setup] dialog box

Once you have uninstalled the software or removed the installation information, install the software from the [ScanSnap Setup] dialog box.

Install the software in the following procedure.

- 1. Restart your computer.**
- 2. Log on as a user with Administrator privileges.**
- 3. If an anti-virus software is running, disable the software temporarily.**



If you cannot disable the anti-virus software, check if the software is set to lock the application.

- 4. Insert the Setup DVD-ROM into the DVD-ROM drive.**

⇒ The [ScanSnap Setup] dialog box appears.



If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the Setup DVD-ROM via Windows Explorer.

5. Click the [Install Products] button.



Example: [ScanSnap Setup] dialog box for S1500

⇒ The [Install Products] dialog box appears.

6. Click the [ScanSnap] button.



Example: [Install Products] dialog box for S1500

⇒ The [ScanSnap] dialog box appears, displaying the [Welcome to the InstallShield Wizard for ScanSnap] screen. Follow the instructions on the screen to continue with the installation.

If you did not perform the procedure in ["Removing the installation information"](#) and then failed to install the software, perform the following procedures again:

- ["Uninstalling the software" \(page 12\)](#)
- ["Removing the installation information" \(page 16\)](#)
- ["Installing the software from the \[ScanSnap Setup\] dialog box" \(page 20\)](#)

If you still could not reinstall the software after performing the above procedures, proceed to ["Installing one software at a time" \(page 23\)](#).

■ Installing one software at a time

Install the software one by one in the following procedure.

- 1. Restart your computer.**
- 2. Log on as a user with Administrator privileges.**
- 3. If an anti-virus software is running, disable the software temporarily.**



If you cannot disable the anti-virus software, check if the software is set to lock the application.

- 4. Insert the Setup DVD-ROM into the DVD-ROM drive.**

⇒ The [ScanSnap Setup] dialog box appears.

- 5. Click the [Close] button to close the [ScanSnap Setup] dialog box.**

- 6. Install the software.**

Open the Setup DVD-ROM from Windows Explorer, and run the "setup.exe" of each software.

- ScanSnap Manager
DVD-ROM drive:\Software\ScanSnap\setup.exe
- ScanSnap Organizer
DVD-ROM drive:\Software\Organizer\setup.exe
- CardMinder
DVD-ROM drive:\Software\Card\setup.exe


⇒ The setup dialog box appears.

Follow the instructions on the screen to continue with the installation.



If you cannot proceed further because a message appears to indicate that the software is already installed, start over again from the procedure in "[Uninstalling the software](#)" (page 12).

- 7. Restart your computer.**

When the ScanSnap Manager icon does not appear

This section explains how to troubleshoot when the ScanSnap Manager icon  does not appear on the taskbar even though you installed the software and connected the ScanSnap to the computer.




In Windows 7, check if the ScanSnap Manager icon  is displayed in the menu that appears when you click  on the taskbar.

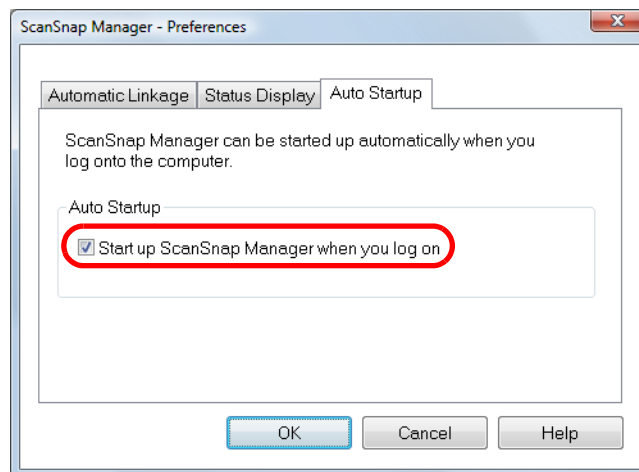
■ Displaying the ScanSnap Manager icon

1. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Manager].




If ScanSnap Manager starts up, you can then configure the setting to automatically start ScanSnap Manager from the next time you log on. Perform the following procedure.

1. Right-click the ScanSnap Manager icon  on the taskbar, and then select [Help] → [Preferences] from the menu that appears.
⇒ The [ScanSnap Manager - Preferences] dialog box appears.
2. Select the [Start up ScanSnap Manager when you log on] check box in the [Auto Startup] tab.





If the problem persists, refer to the next topic ["When ScanSnap Manager does not operate normally" \(page 25\)](#).

When ScanSnap Manager does not operate normally

If the ScanSnap Manager icon is displayed as  even though you installed the software and connected the ScanSnap to the computer, perform the following procedures.




In Windows 7, the ScanSnap Manager icon  is displayed in the menu which appears when you click  on the taskbar.

■ Removing unnecessary icons from the taskbar

1. Check the software icons on the taskbar, and exit the software that you are not using.

⇒ The icon is removed from the taskbar.

2. Right-click the ScanSnap Manager icon  on the taskbar, and select [Exit].

3. Start up ScanSnap Manager again by selecting [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Manager].

If the problem persists, refer to the next topic "[Checking the connection between the ScanSnap and the computer](#)" (page 25).

■ Checking the connection between the ScanSnap and the computer

1. Unplug the USB cable from the computer and the ScanSnap, then plug it back in.

Make sure to leave at least five seconds between unplugging and plugging the cable.

If you are using a USB hub, connect the USB cable to the computer directly.

If the problem persists, refer to the next topic "[Checking if ScanSnap Manager is operating normally](#)" (page 26).

■ Checking if ScanSnap Manager is operating normally

1. Turn the ScanSnap off then back on.

⇒ Make sure to leave at least five seconds between turning the power ON/OFF.

If the problem persists, proceed to [2](#).

2. If you are using a USB hub, connect the ScanSnap to the computer directly.

If the problem persists, proceed to [3](#).

3. If an anti-virus software is running, disable the software temporarily.



If you cannot disable the anti-virus software, check if the software is set to lock the application.

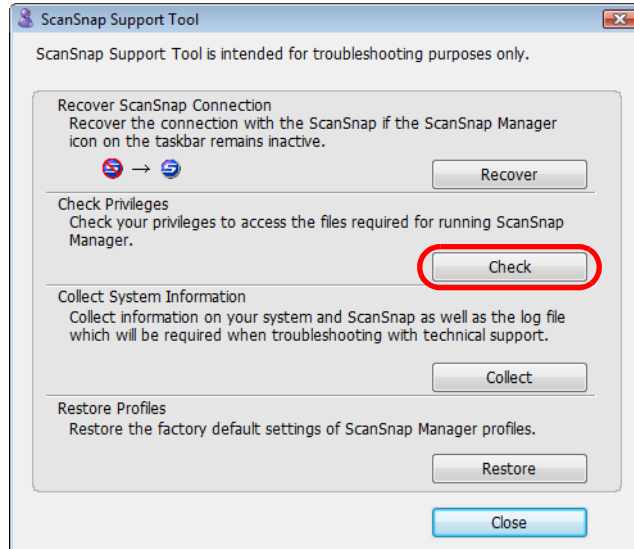
If the problem persists, proceed to [4](#).

4. If there is more than one USB port on the computer, connect the USB cable to a different USB port.

If the problem persists, proceed to [5](#).

5. Check the privileges to access the installation files.

1. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Support Tool].
⇒ The [ScanSnap Support Tool] dialog box appears.
2. Click the [Check] button, and proceed by following the instructions displayed on the screen.



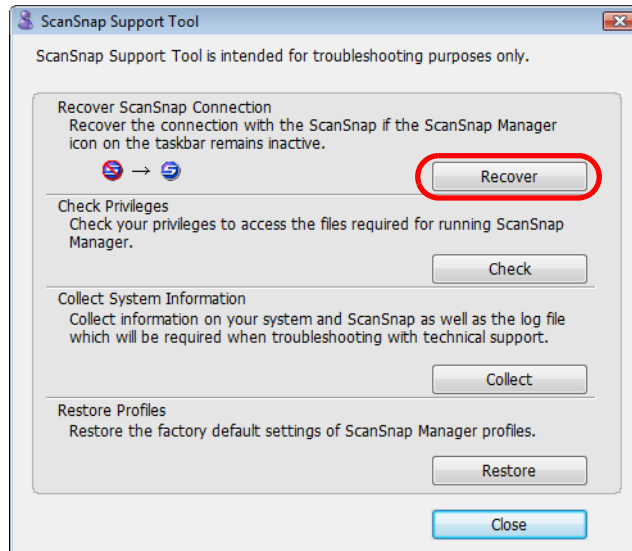
- ⇒ If the message "The recommended privileges have been applied." appears, turn the ScanSnap off then back on. Make sure to leave at least five seconds between turning the power ON/OFF.

If the message "Failed to change the privileges. Uninstall ScanSnap Manager then install it again." appears or the problem still persists, proceed to step 6.

6. Close the ADF paper chute (cover), and restart your computer.

7. Recover the connection with the ScanSnap.

1. Select [Start] menu → [All Programs] → [ScanSnap Manager] → [ScanSnap Support Tool].
⇒ The [ScanSnap Support Tool] dialog box appears.
2. Click the [Recover] button, and proceed by following the instructions displayed on the screen.



If the problem persists, refer to the next topic ["Removing the ScanSnap's connection information"](#) (page 29).

■ Removing the ScanSnap's connection information

The ScanSnap might have been connected to the computer before you installed the software. In that case, you need to remove the connection information of the ScanSnap. Remove the ScanSnap's connection information in the following procedure.

1. Connect the ScanSnap to the computer, and open the ADF paper chute (cover).

2. Open Device Manager.

- For Windows 7
Select [Start] menu → [Control Panel] → [Hardware and Sound] → [Device Manager].
- For Windows Vista
Select [Start] menu → [Control Panel] → [System and Maintenance] → [Device Manager].
- For Windows XP
Select [start] menu → [Control Panel] → [Performance and Maintenance] → [System] → [Hardware] tab → [Device Manager] button.
- For Windows 2000



For S1100, Windows 2000 is not supported.

Select [start] menu → [Setting] → [Control Panel] → [System] → [Hardware] tab → [Device Manager] button.

3. Select [Imaging devices] and right-click on [ScanSnap XXXX] (or [Imaging devices] → [Other devices] → [ScanSnap XXXX]), and then select [Uninstall] from the displayed menu.

"XXXX" indicates the ScanSnap model that is connected.

4. If other USB ports have also been used to connect the ScanSnap, perform steps 1. to 3. for all of them.


5. Close the ADF paper chute (cover) to turn off the ScanSnap.

6. Unplug the USB cable from your computer.

7. Restart your computer.

8. Connect the USB cable to the computer.

9. Turn the ScanSnap on.

⇒ The ScanSnap Manager icon appears on the taskbar. Make sure that the displayed icon is .

If the problem persists, refer to ["If you have installed the software before"](#) (page 12). If the problem still persists, perform the procedures described in ["When ScanSnap Manager does not operate normally"](#) once again.

If the above procedures do not solve the problem, please attach the data of your system information to an email and send it to your FUJITSU scanner dealer or an authorized FUJITSU scanner service provider. For details about how to collect system information, refer to "Troubleshooting" in ScanSnap Manager Help.

When you cannot uninstall the software

This section explains how to troubleshoot when you cannot uninstall ScanSnap Manager, ScanSnap Organizer or CardMinder.

1. Restart the computer and log on as a user with Administrator privileges.

2. Remove the installation information.

For details, refer to ["Removing the installation information" \(page 16\)](#).

3. Install the software.

For details, refer to ["ScanSnap software" \(page 39\)](#).

4. Uninstall the software.

For details, refer to ["Uninstalling in Windows" \(page 63\)](#).

Troubles and Resolutions in Mac OS



This chapter explains about the resolutions for troubles that you may have upon installing the bundled software in Mac OS.

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If you have installed the software before

This section explains how to troubleshoot when you failed to reinstall the software in a computer in which the software bundled with the ScanSnap (including models other than S1500/S1500M/S1300/S1100) has been installed before.

1. Uninstall the software.

For details, refer to ["Uninstalling in Mac OS" \(page 65\)](#).

2. Install the software.

For details, refer to ["Installing in Mac OS" \(page 51\)](#).

If you failed to install Evernote for Mac

If you try to install "Evernote for Mac" that is bundled with the ScanSnap when Evernote for Mac is already installed in your computer, an error message may appear. In that case, perform the following procedure.

1. Exit Evernote if it is running.

Check the Dock and the right side of the menu bar, and confirm that Evernote is not running.

2. Install Evernote for Mac.

For details, refer to "[Evernote for Mac](#)" (page 57).

Installing the Software



This chapter explains how to install the software bundled with the ScanSnap.

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Installing in Windows

This section explains how to install the software in Windows.

■ System requirements

Operating system	Windows 7 (32 bit/64 bit)	Windows Vista (*1) (32 bit/64 bit)	Windows XP (*2) (32 bit)	Windows 2000 (*3)
CPU	Intel® Core™ 2 Duo 2.2 GHz or higher recommended (minimum: Intel® Pentium® 4 1.8 GHz)			
Memory	32 bit: 1 GB or more 64 bit: 2 GB or more	512 MB or more (1 GB or more recommended)		
Display resolution	800 × 600 pixels or higher (*4)			
Hard disk space	Disk space required to install the software bundled with the ScanSnap is as follows: <ul style="list-style-type: none"> ● ScanSnap Manager: 530 MB ● ScanSnap Organizer: 620 MB ● CardMinder: 280 MB ● ABBYY FineReader for ScanSnap: 600 MB ● Evernote for Windows: 150 MB ● Scan to Microsoft SharePoint: 40 MB ● Adobe Acrobat X Standard (*5): 1130 MB 			
USB port (*6)	USB2.0 / USB1.1			

*1 : Service Pack 1 or later required on S1100.

*2 : Service Pack 2 or later required on S1500/S1500M/S1300.
Service Pack 3 or later required on S1100.

*3 : Service Pack 4 or later required.
Windows 2000 is not supported on S1100.

Evernote for Windows and Adobe Acrobat X Standard are not supported.

*4 : When the font size is large, some screens may not be displayed properly.
In that case, use a smaller font size.

*5 : Bundled with S1500.

*6 : When using a USB 3.0 port, data is transferred at the same speed as USB 2.0.



- The following applications may be installed at the same time when ScanSnap Manager, ScanSnap Organizer or CardMinder is installed.

Windows Vista

- .NET Framework 3.5 SP1 (500 MB free disk space required)

Windows XP

- If Service Pack 3 or later is installed
 - .NET Framework 3.5 SP1 (500 MB free disk space required)
- If Service Pack 2 is installed
 - Windows Installer 3.1 (30 MB free disk space required)
 - .NET Framework 3.5 SP1 (500 MB free disk space required)
- The following application may be installed at the same time when Scan to Microsoft SharePoint is installed.

Windows XP

- If Service Pack 3 or later is installed
 - .NET Framework 2.0 (280 MB free disk space required)
- If Service Pack 2 is installed
 - Windows Installer 3.1 (30 MB free disk space required)
 - .NET Framework 2.0 (280 MB free disk space required)

Windows 2000

- Windows Installer 3.1 (30 MB free disk space required)
- .NET Framework 2.0 (280 MB free disk space required)



- Do not use the USB port on the keyboard or the monitor to connect the ScanSnap (it may not function properly).
- Make sure to use a powered hub equipped with an AC adapter if you are using a commercially available USB hub.
- If the USB port or the USB hub is USB 1.1, scanning speed will slow down.
- If the CPU or the memory do not meet the required specifications, scanning speed will slow down.
- The actual increase in used disk space after installation and the required disk space for installation may differ from each other depending on your Windows system disk management.
- A disk space approximately three times larger than the resulting scanned file size is required for scanning documents.
- If the characters are not displayed correctly when you use CardMinder, Scan to Mobile or Scan to Salesforce Chatter, perform the following:
 - Windows 2000 (*)
 - Select [Control Panel] → [Regional Options] → [General] tab → [Language settings for the system], and then select the [Western Europe and United States], [Simplified Chinese], [Traditional Chinese], and [Korean] check boxes.
 - Install the universal font (Arial Unicode MS) from the setup disk for Microsoft Office 2000 or later.
 - Windows XP
 - Select [Control Panel] → [Regional and Language Options] → [Languages] tab → [Install files for East Asian languages] check box.
 - Install the universal font (Arial Unicode MS) from the setup disk for Microsoft Office 2000 or later.
 - Windows Vista or Windows 7
 - Install the universal font (Arial Unicode MS) from the setup disk for Microsoft Office 2003 or later.

*: The following applications are not supported on Windows 2000:

- Scan to Mobile
- Scan to Salesforce Chatter

■ How to install the software

When you insert the Setup DVD-ROM into the DVD-ROM drive on your computer, the [ScanSnap Setup] dialog box appears.



Example: [ScanSnap Setup] dialog box for S1500

The functions of each button in the [ScanSnap Setup] dialog box are as follows.

Button	Function
Readme	Displays the [Readme] dialog box where you can refer to the Readme file of each software.
Install Products	Displays the [Install Products] dialog box from which you can install the following software: <ul style="list-style-type: none"> ● [ScanSnap] button <ul style="list-style-type: none"> - ScanSnap Manager - ScanSnap Organizer - CardMinder - ABBYY FineReader for ScanSnap ● [Evernote] button <ul style="list-style-type: none"> - Evernote for Windows ● [Scan to Microsoft SharePoint] button <ul style="list-style-type: none"> - Scan to Microsoft SharePoint
Manuals	Displays the [Manuals] dialog box where you can refer to the software manuals including this manual.
Browse DVD Contents	Opens Windows Explorer to display the files from the DVD-ROM.
Contact Us	Displays contact information for customer support.
Trial Software	Displays the [Trial Software] dialog box from which you can install the trial version software.

■ ScanSnap software

Install the following software:

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder
- ABBYY FineReader for ScanSnap

The procedure is as follows.

1. Turn on the computer and log on as a user with Administrator privileges.

2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.



If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the Setup DVD-ROM via Windows Explorer.

3. Click the [Install Products] button.



Example: [ScanSnap Setup] dialog box for S1500

⇒ The [Install Products] dialog box appears.

4. Click the [ScanSnap] button.



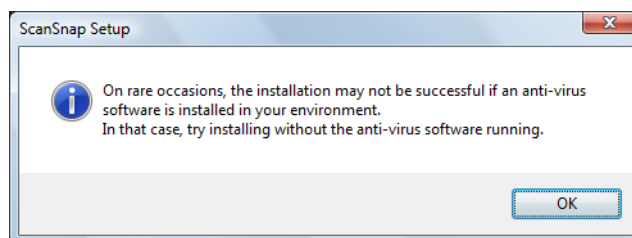
Example: [Install Products] dialog box for S1500

⇒ The [ScanSnap] dialog box appears, displaying the [Welcome to the InstallShield Wizard for ScanSnap] screen.

5. Click the [Next] button.

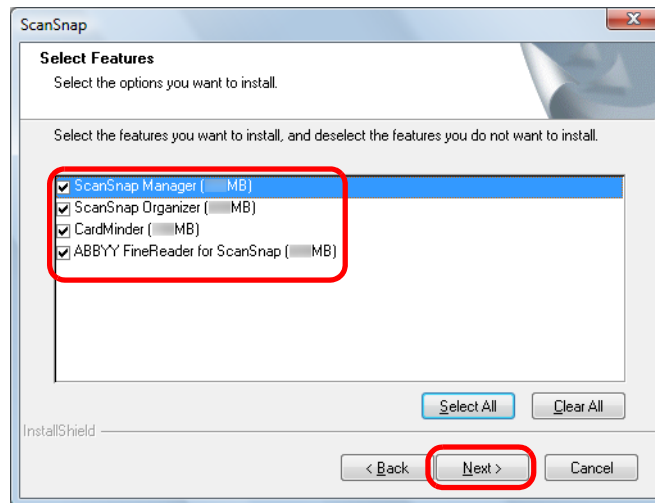
⇒ The [ScanSnap Setup] dialog box appears.

6. Read the message about anti-virus software, and click the [OK] button.



⇒ The [Select Features] screen appears.

7. Confirm the check boxes of the software that you want to install are selected, and click the [Next] button.



- The software will not be installed unless the check box is selected.
- Note that you must install ScanSnap Manager. Also, it is recommended to install all software in order to utilize the features of the ScanSnap.

⇒ The [Choose Destination Location] screen appears.

8. Confirm the destination folder, and then click the [Next] button.

⇒ A confirmation about accepting the license agreement appears.

9. Read the "END-USER LICENSE AGREEMENT", select [I accept the terms of the license agreement], and then click the [Next] button.



Depending on the number of the installed software, this step may be required more than once.

⇒ The [Start Copying Files] screen appears.

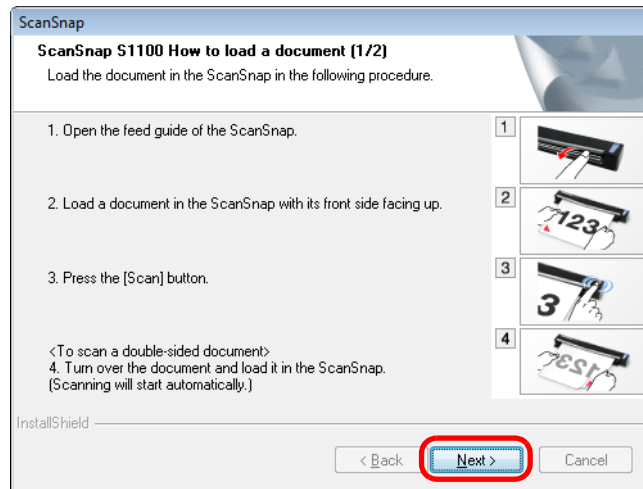
10. Confirm the settings, and then click the [Next] button.

⇒ Installation starts.

On S1500/S1500M/S1300, the "Install Complete" screen appears when the installation is complete. Go to step 13.

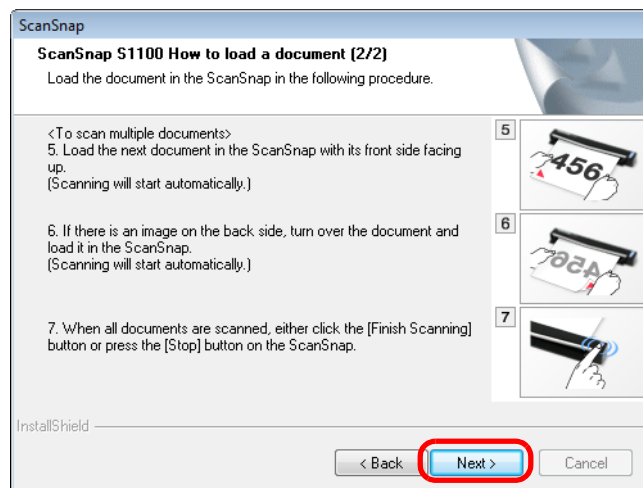
On S1100, the [ScanSnap S1100 How to load a document (1/2)] screen appears when the installation is complete. Go to step 11.

11. Read the instructions, and click the [Next] button.



⇒ The [ScanSnap S1100 How to load a document (2/2)] screen appears.

12. Read the instructions, and click the [Next] button.



⇒ The [InstallShield Wizard Complete] screen appears.

13. Click the [Finish] button.

14. Remove the Setup DVD-ROM from the DVD-ROM drive.



If the installation is not successfully completed, refer to ["Troubles and Resolutions in Windows"](#) (page 9).

■ Evernote for Windows

The procedure is as follows.

- 1. Turn on the computer and log on as a user with Administrator privileges.**
- 2. Insert the Setup DVD-ROM into the DVD-ROM drive.**

⇒ The [ScanSnap Setup] dialog box appears.



If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the Setup DVD-ROM via Windows Explorer.

- 3. Click the [Install Products] button.**



Example: [ScanSnap Setup] dialog box for S1500

⇒ The [Install Products] dialog box appears.

4. Click the [Evernote] button.

Example: [Install Products] dialog box for S1500

⇒ Installation starts.

- 5. Follow the instructions on the screen to complete the installation.**
- 6. Click the [Finish] button when the installation complete notification is displayed.**
- 7. Remove the Setup DVD-ROM from the DVD-ROM drive.**

■ Scan to Microsoft SharePoint

The procedure is as follows.



For details about system requirements and notes on installation, refer to "Readme" of Scan to Microsoft SharePoint. Click the [Scan to Microsoft SharePoint] button in the [Readme] dialog box to open the Readme file.

1. Turn on the computer and log on as a user with Administrator privileges.

2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.



If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the Setup DVD-ROM via Windows Explorer.

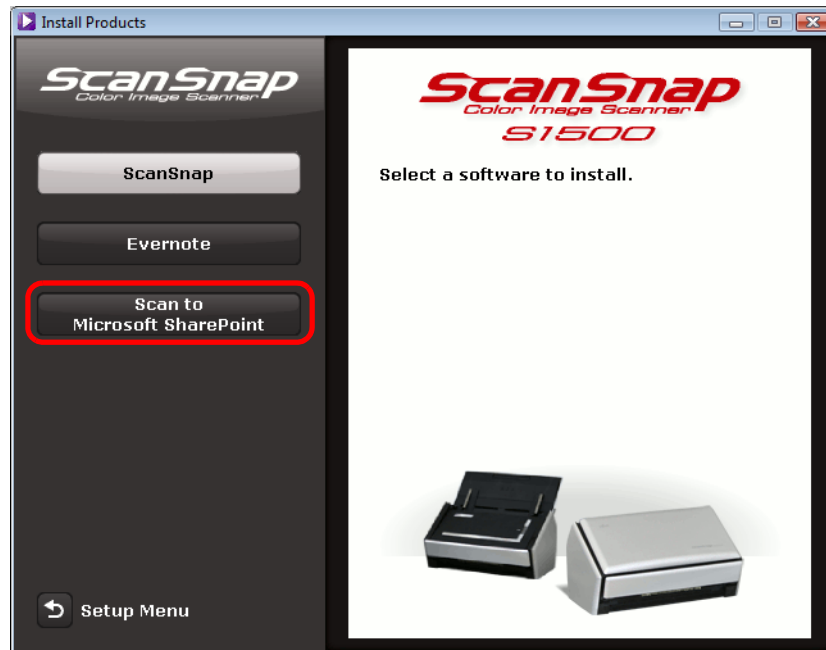
3. Click the [Install Products] button.



Example: [ScanSnap Setup] dialog box for S1500

⇒ The [Install Products] dialog box appears.

4. Click the [Scan to Microsoft SharePoint] button.



Example: [Install Products] dialog box for S1500

⇒ Installation starts.

5. Follow the instructions on the screen to complete the installation.

6. Click the [Close] button when the installation complete notification is displayed.

7. Remove the Setup DVD-ROM from the DVD-ROM drive.



For details about how to use Scan to Microsoft SharePoint, refer to the Scan to Microsoft SharePoint User Guide. Click the [Scan to Microsoft SharePoint] button in the [Manuals] dialog box to open the Scan to Microsoft SharePoint User Guide.

■ Trial software

The procedure is as follows.



For details about system requirements and installation, refer to "Readme" of the trial version software. Click on the name of the software in the [Trial Software] dialog box, then click the [Readme] button to open the Readme file.

1. Turn on the computer and log on as a user with Administrator privileges.

2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap Setup] dialog box appears.



If the [ScanSnap Setup] dialog box does not appear, double-click "ScanSnap.exe" in the Setup DVD-ROM via Windows Explorer.

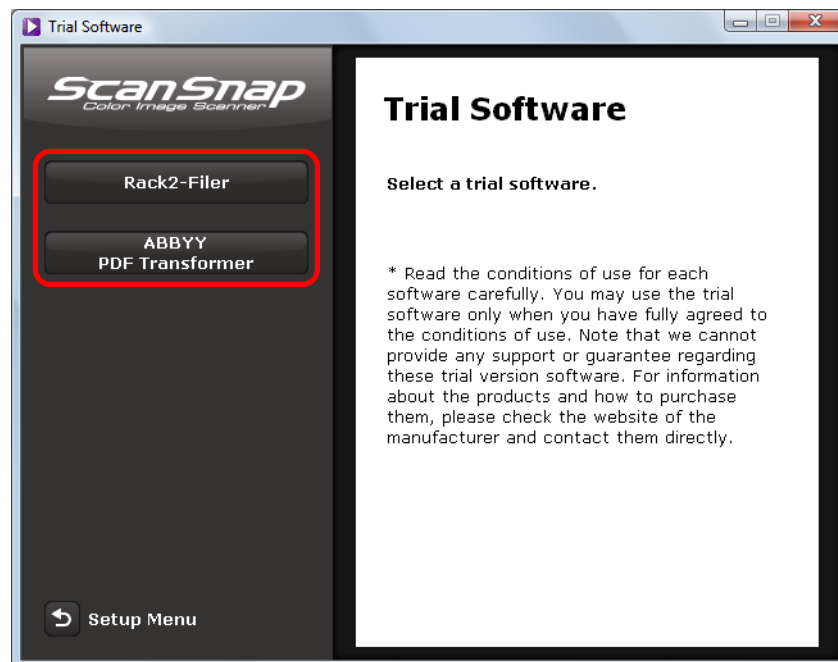
3. Click the [Trial Software] button.



Example: [ScanSnap Setup] dialog box for S1500

⇒ The [Trial Software] dialog box appears.

4. Click the button of the trial software you want to install.



⇒ The setup dialog box of the trial software appears (e.g. [Rack2-Filer Setup]).

5. Click the [Install Product] button.

⇒ Installation starts.

6. Follow the instructions on the screen to complete the installation.

7. Click the [Finish] button when the installation complete notification is displayed.

8. Remove the Setup DVD-ROM from the DVD-ROM drive.



For details about how to use trial versions of the software, refer to the software manual. Click the [Manuals] button in the setup dialog box of the trial software to open the manual.

■ Adobe Acrobat

Install Adobe Acrobat in the following procedure.



- Adobe Acrobat DVD-ROM for Windows is bundled with S1500.
- Adobe Acrobat can be used in the following operating systems:
 - Windows 7
 - Windows Vista (Service Pack 2 or later required)
 - Windows XP (Service Pack 3 or later required)

Additional requirements are as follows:

- Internet Explorer 7.0 or later / Firefox 3.5 or later
- A display resolution of 1024 x 576 pixels or higher



Adobe Acrobat can display the scanned image through linkage with ScanSnap Manager. If the latest version of Adobe Acrobat is already installed on your computer, you do not need to install it again.

1. Insert the Adobe Acrobat DVD-ROM into the DVD-ROM drive.

⇒ The [AutoPlay] dialog box appears.

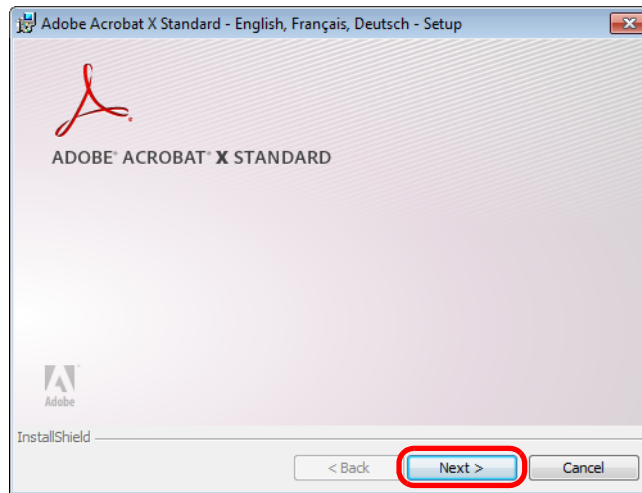
2. Click on [Run AutoPlay.exe].

⇒ The [Setup] dialog box appears.

3. Click the [English / Français / Deutsch] button for [Select the Language].



⇒ The [Adobe Acrobat X Standard - English, Français, Deutsch - Setup] dialog box appears.

4. Click the [Next] button.**5. Follow the instructions on the screen to complete the installation.**

- For details about the installation of Adobe Acrobat, refer to "Readme" included on the Adobe Acrobat DVD-ROM.
To open Readme, open the file below via Windows Explorer.
DVD-ROM drive: \ReadMe.htm
- For details about how to use Adobe Acrobat, refer to the Adobe Acrobat Help.

6. When the installation is complete, remove the Adobe Acrobat DVD-ROM from the DVD-ROM drive.

Installing in Mac OS

This section explains how to install the software in Mac OS.

■ System requirements

Operating system (*1)	Mac OS X v10.7	Mac OS X v10.6	Mac OS X v10.5	Mac OS X v10.4 (*2)
CPU	Intel® Core™ 2 Duo 2.4 GHz or higher recommended (minimum: Intel® Core™ Duo 1.83 GHz or PowerPC G5 1.6 GHz)			
Memory	2 GB or more	1 GB or more	512 MB or more (1 GB or more recommended)	
Display resolution	1024 × 768 pixels or higher			
Hard disk space	Disk space required to install the software bundled with the ScanSnap is as follows: <ul style="list-style-type: none"> ● ScanSnap Manager: 800 MB ● ABBYY FineReader for ScanSnap: 570 MB ● Cardiris: 130 MB ● Evernote for Mac: 55 MB ● Adobe Acrobat 9 Pro (*3): 1540 MB 			
USB port (*4)	USB2.0 / USB1.1			

*1 : It is recommended to apply the latest updates to the Mac OS.

*2 : Evernote for Mac is not supported for versions earlier than Mac OS X v10.5.8.

*3 : Bundled with S1500M.

When using Mac OS X v10.7, you need to use an Adobe Acrobat version which supports Mac OS X v10.7.

For information about the Adobe Acrobat versions officially supported on Mac OS X v10.7, visit the website of Adobe Systems Incorporated.

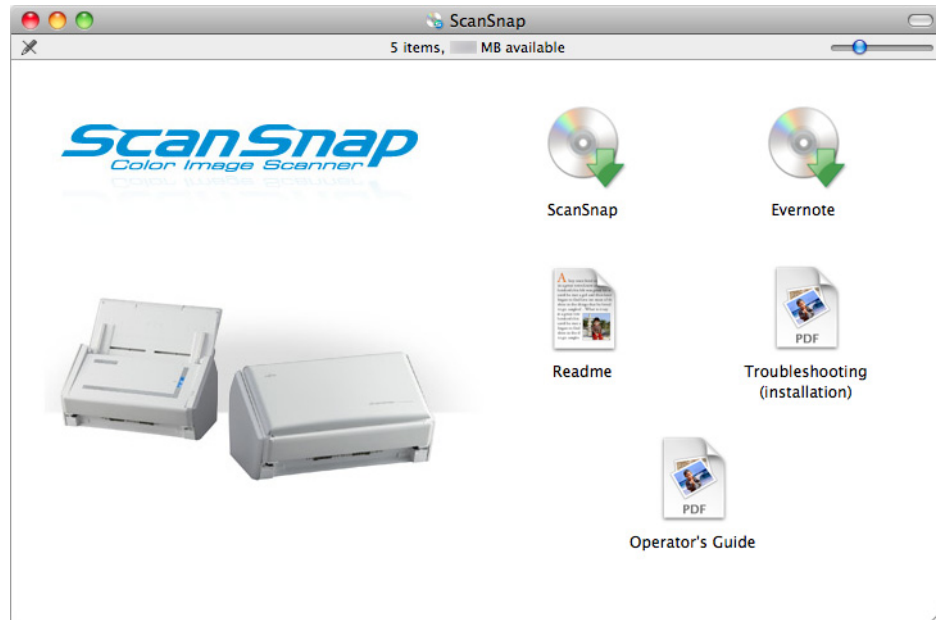
*4 : When using a USB 3.0 port, data is transferred at the same speed as USB 2.0.



- Do not use the USB port on the keyboard or the monitor to connect the ScanSnap (it may not function properly).
- Make sure to use a powered hub equipped with an AC adapter if you are using a commercially available USB hub.
- If the USB port or the USB hub is USB 1.1, scanning speed will slow down.
- If the CPU or the memory do not meet the required specifications, scanning speed will slow down.
- A disk space approximately three times larger than the resulting scanned file size is required when scanning documents.

■ How to install the software

When you insert the Setup DVD-ROM into the DVD-ROM drive on your computer, the [ScanSnap] window appears.



Example: [ScanSnap] window for S1500M

The functions of each icon in the [ScanSnap] window are as follows.

Icon	Function
ScanSnap	Installs the following software: <ul style="list-style-type: none"> ● ScanSnap Manager ● ABBYY FineReader for ScanSnap ● Cardiris
Evernote	Installs Evernote for Mac.
Readme	Displays the Readme file.
Troubleshooting (installation)	Displays this manual.
Operator's Guide	Displays the Operator's Guide.

■ ScanSnap software

Install the following software:

- ScanSnap Manager
- ABBYY FineReader for ScanSnap
- Cardiris

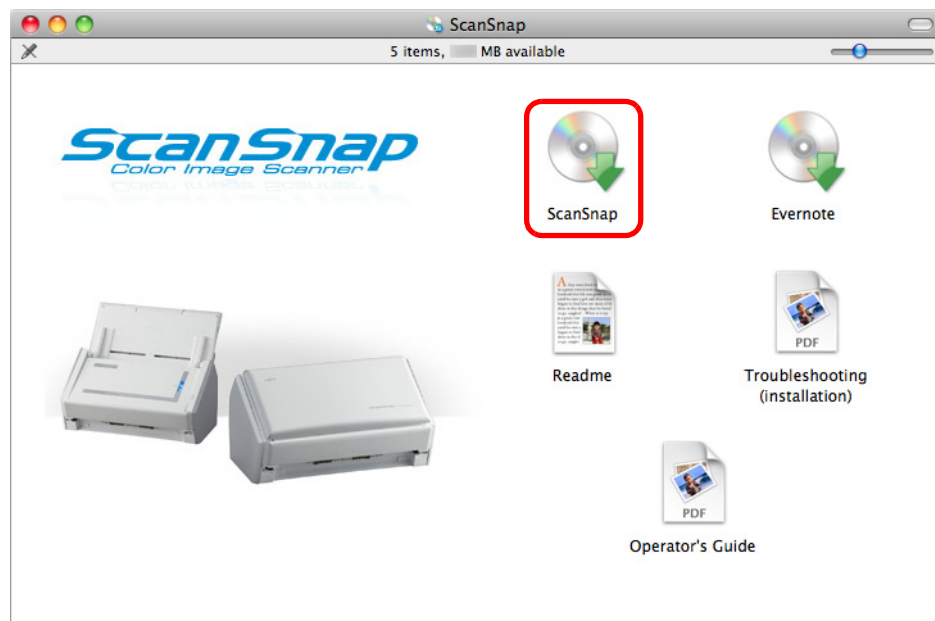
The procedure is as follows.

1. Turn on the computer and log in as a user with Administrator privileges.

2. Insert the Setup DVD-ROM into the DVD-ROM drive.

⇒ The [ScanSnap] window appears.

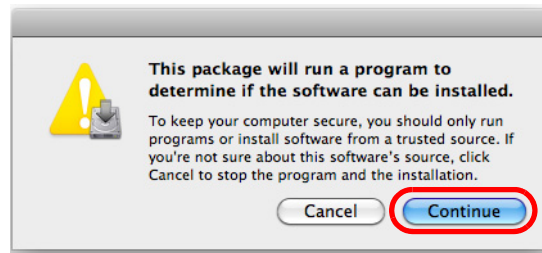
3. Double-click the [ScanSnap] icon.



Example: [ScanSnap] window for S1500M

⇒ A confirmation message appears.

4. Click the [Continue] button.



⇒ The [Install ScanSnap] window appears, displaying the [Welcome to the ScanSnap Installer] screen.

5. Click the [Continue] button.

⇒ The [Important Information] screen appears.

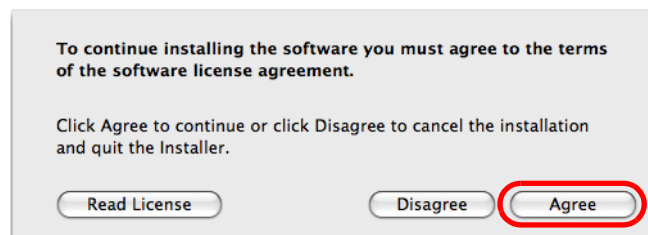
6. Read [Important Information], and then click the [Continue] button.

⇒ The [Software License Agreement] screen appears.

7. Read the "END-USER LICENSE AGREEMENT", and click the [Continue] button.

⇒ A confirmation message appears.

8. To accept the license agreement, click the [Agree] button.

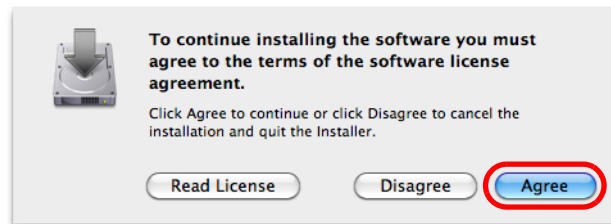


⇒ The [Cardiris License] screen appears.

9. Scroll down and read the "I.R.I.S. License Agreement" to the end, and then click the [Continue] button.

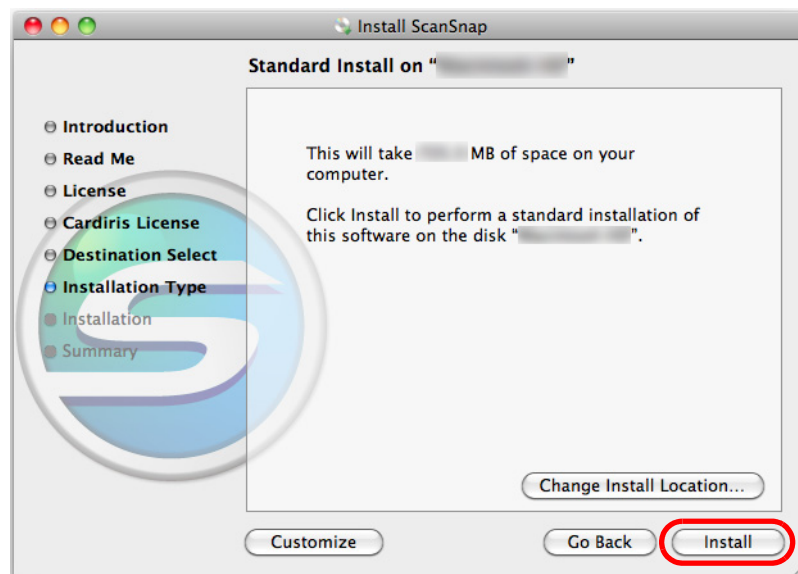
⇒ A confirmation message appears.

10. To accept the license agreement, click the [Agree] button.



⇒ The [Standard Install on "disk name"] screen appears.

11. Click the [Install] button.



- To install only ScanSnap Manager, clear the [ABBYY FineReader for ScanSnap] and [Cardiris] checkboxes in the [Custom Install on "disk name"] screen which is displayed by clicking the [Customize] button.
- ABBYY FineReader for ScanSnap or Cardiris cannot be installed on its own.

⇒ An authentication window appears.

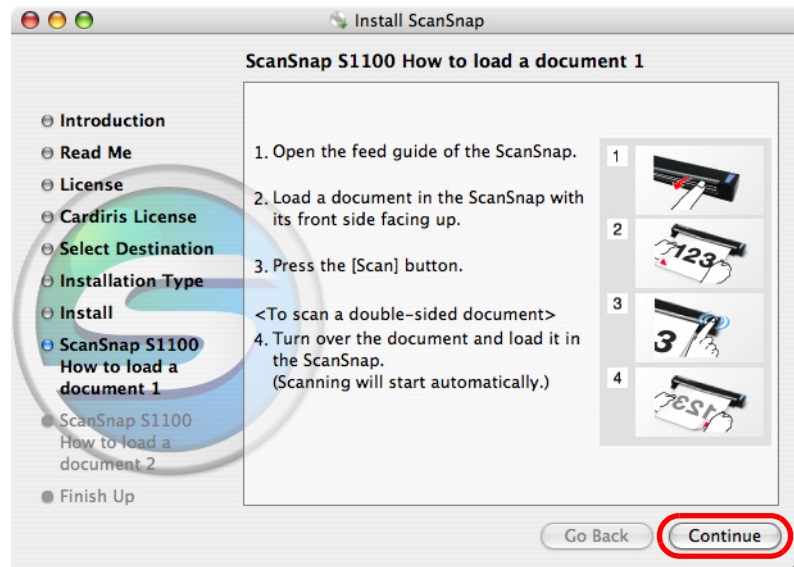
12. Enter the user name and password for a user with Administrator privileges, and click the [OK] button.

⇒ Installation starts.

On S1500/S1500M/S1300, the [The installation was completed successfully.] screen appears when the installation is complete. Go to step 15.

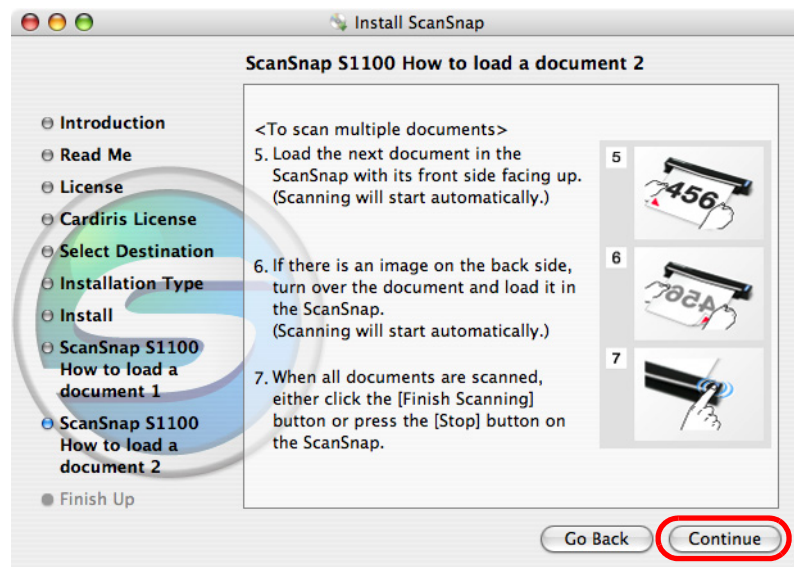
On S1100, the [ScanSnap S1100 How to load a document 1] screen appears. Go to step 13.

13. Read the instructions, and click the [Continue] button.



⇒ The [ScanSnap S1100 how to load a document 2] screen appears.

14. Read the instructions, and click the [Continue] button.



⇒ The message "The installation was successful" appears on the screen.

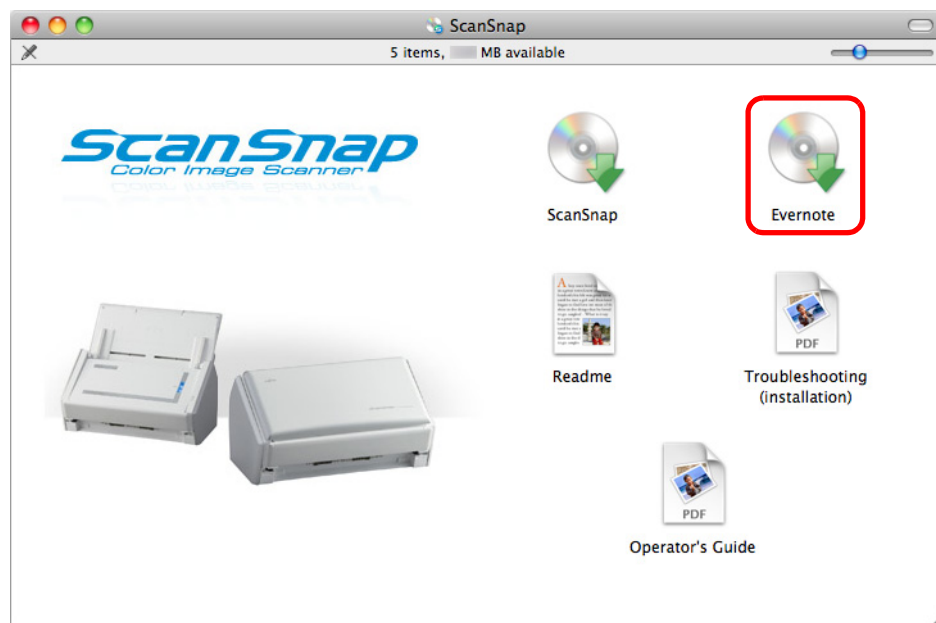
15. Click the [Close] button.

16. Remove the Setup DVD-ROM from the DVD-ROM drive.

■ Evernote for Mac

The procedure is as follows.

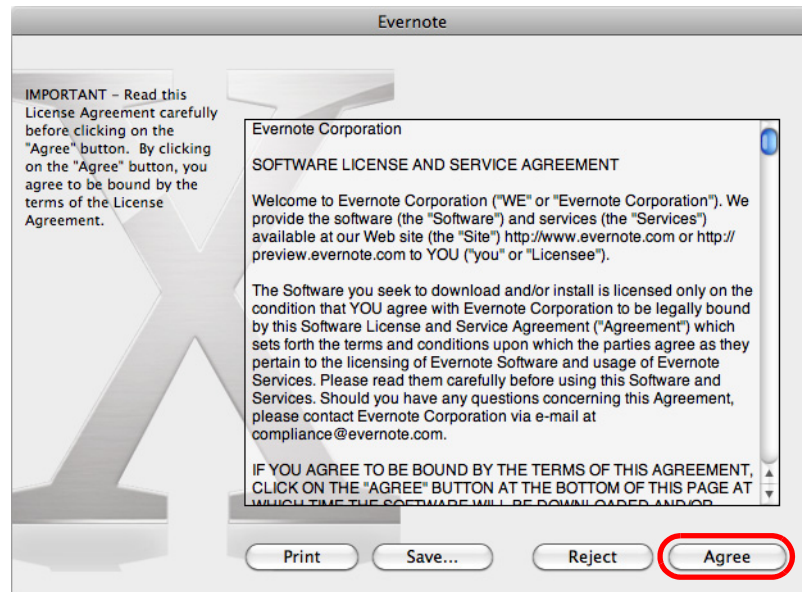
- 1. Turn on the computer and log in as a user with Administrator privileges.**
- 2. Insert the Setup DVD-ROM into the DVD-ROM drive.**
⇒ The [ScanSnap] window appears.
- 3. Double-click the [Evernote] icon.**



Example: [ScanSnap] window for S1500M

⇒ A confirmation message appears.

4. To accept the license agreement, click the [Agree] button.



⇒ A window to start installing Evernote for Mac appears.

5. Drag the [Evernote] icon onto the [Applications] icon.



⇒ Evernote for Mac is copied into the [Applications] folder.

6. When the copying is finished, drag the Evernote icon on the desktop into the Trash.

7. Remove the Setup DVD-ROM from the DVD-ROM drive.



If the installation is not successfully completed, refer to "[Troubles and Resolutions in Mac OS](#)" (page 32).

8. Prepare for the linkage with Evernote.

Start up Evernote and create a new Notebook.

■ Adobe Acrobat

Install Adobe Acrobat in the following procedure.



- Adobe Acrobat DVD-ROM for Mac OS is bundled with S1500M.
- Adobe Acrobat can be used in the following operating systems:
 - Mac OS X v10.6 (Adobe Acrobat 9.1 or later required.)
 - Mac OS X v10.5
 - Mac OS X v10.4.11

Additional requirements are as follows:

- Safari 3.0.4 or later
- A display resolution of 1024 × 768 pixels or higher



Adobe Acrobat can display the scanned image through linkage with ScanSnap Manager. If the latest version of Adobe Acrobat is already installed on your computer, you do not need to install it again.

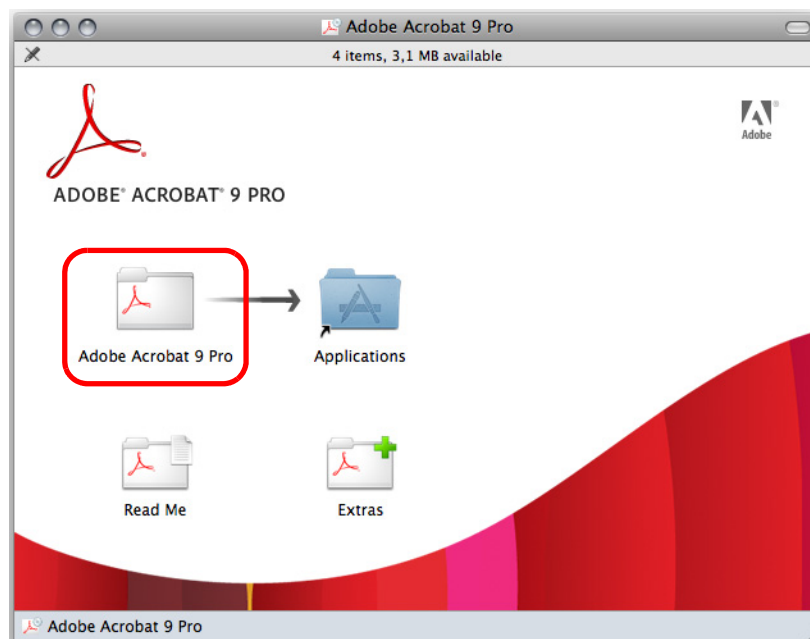
1. Insert the Adobe Acrobat DVD-ROM into the DVD-ROM drive.

⇒ The DVD-ROM is detected automatically and [Adobe Acrobat 9 Pro] window appears.



- To remove the DVD-ROM, press the [△] button or the [F12] key on the keyboard.
- If the [Adobe Acrobat 9 Pro] window does not appear when you insert the Adobe Acrobat DVD-ROM into the DVD-ROM drive, double-click the [Adobe Acrobat 9 Pro] icon on the desktop.

2. Drag the [Adobe Acrobat 9 Pro] icon onto the [Applications] icon.



⇒ [Adobe Acrobat 9 Pro] is copied into the [Applications] folder.

3. When the copying is finished, install Adobe Acrobat in the following procedure.

1. Double-click the [Applications] icon.
2. Open the [Adobe Acrobat 9 Pro] in the [Applications] folder.
3. Double-click the [Adobe Acrobat Pro] icon and follow the instructions on the screen to continue with the installation.



- For details about the installation of Adobe Acrobat, click [Read Me] on the [Adobe Acrobat 9 Pro] dialog box in step 2. and read the installation instructions.
- For details about how to use Adobe Acrobat, refer to the Adobe Acrobat Help.

4. When the installation is complete, remove the Adobe Acrobat DVD-ROM from the DVD-ROM drive.

Uninstalling the Software



This chapter explains how to uninstall the software bundled with the ScanSnap.
For details about installation, refer to ["Installing the Software" \(page 35\)](#).

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Uninstalling in Windows

This section explains how to uninstall the following software:

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder
- ABBYY FineReader for ScanSnap
- Evernote for Windows
- Scan to Microsoft SharePoint

The procedure is as follows.

1. Turn on the computer and log on as a user with Administrator privileges.

2. Exit all running software.

3. Select [Start] menu → [Control Panel] → [Programs] → [Programs and Features].

⇒ The [Uninstall or change a program] dialog box appears with a list of currently installed software.

4. Select the software to uninstall.

- To uninstall ScanSnap Manager
Select **[ScanSnap Manager]**.
- To uninstall ScanSnap Organizer
Select **[ScanSnap Organizer]**.
- To uninstall CardMinder
Select **[CardMinder]**.
- To uninstall ABBYY FineReader for ScanSnap
Select **[ABBYY FineReader for ScanSnap(TM) 4.1]**.
- To uninstall Evernote for Windows
Select **[Evernote]**.
- To uninstall Scan to Microsoft SharePoint
Select **[Scan to Microsoft SharePoint]**.



To uninstall more than one software, repeat steps 4. to 6. for each software.

5. Click the [Uninstall] button.

⇒ A confirmation message appears.

6. Click the [Yes] button.

⇒ The software is uninstalled.



- Screen displays may vary slightly depending on the operating system that you are using. In that case, follow the instructions by the operating system.

Example:

- [Programs and Features]
In Windows XP: [Add or Remove Programs]
In Windows 2000: [Add/Remove Programs]
- [Uninstall] button
In Windows XP / Windows 2000: [Remove] button
- If you cannot successfully uninstall the following software, refer to "[When you cannot uninstall the software](#)" (page 31):
 - ScanSnap Manager
 - ScanSnap Organizer
 - CardMinder

Uninstalling in Mac OS

This section explains how to uninstall the following software:

- ScanSnap Manager
- ABBYY FineReader for ScanSnap
- Cardiris
- Evernote for Mac

■ ScanSnap Manager

- 1. Turn on the computer and log in as a user with Administrator privileges.**
- 2. From Finder, select [Applications] and double-click [ScanSnap] → [Sub] → [ScanSnap Uninstaller.app].**
 - ⇒ The [ScanSnap Uninstaller] window appears, displaying the [Welcome to ScanSnap Uninstaller] screen.
- 3. Click the [Continue] button.**
 - ⇒ The [Read Me] screen appears.
- 4. Read [Read Me], and then click the [Uninstall] button.**
 - ⇒ An authentication window appears.
- 5. Enter the user name and password for a user with Administrator privileges, and click the [OK] button.**
 - ⇒ Uninstallation starts. When the uninstallation is complete, the [Uninstall Succeeded] screen appears.

6. Click the [Close] button.



If ScanSnap Manager has been configured as a login item with a user account other than the current one, remove it in the following procedure:

1. Log in under the user account where ScanSnap Manager is set as a login item.
2. From the Apple (🍏) menu, select [System Preferences].
⇒ The [System Preferences] window appears.
3. Select [Accounts].
⇒ The [Accounts] window appears.
4. From [My Account], select the currently logged-in user.
5. Select the [Login Items].
⇒ A list of login items appears.
6. From this list, select [ScanSnap Manager].
7. Click the [-] button under the list.
⇒ ScanSnap Manager is removed from the list.
8. Close the [Accounts] list.

■ ABBYY FineReader for ScanSnap

1. Turn on the computer and log in as a user with Administrator privileges.
2. Exit ABBYY FineReader for ScanSnap if it is running (select [(Application name)] → [Quit FineReader for ScanSnap] from the menu bar).

One of the following application names is displayed on the menu bar:

- FineReader for ScanSnap
- Scan to Excel
- Scan to Searchable PDF
- Scan to Word

3. From Finder, select [Applications] → [ABBYY FineReader for ScanSnap], and drag the [ABBYY FineReader for ScanSnap] folder into the Trash.



For Mac OS X v10.5/Mac OS X v10.4, also perform the following.

From the sidebar in Finder, select the [volume name] → [Library] → [Receipts], and drag [ABBYY FineReader.pkg] into the Trash.

4. Empty the Trash.

⇒ The [ABBYY FineReader for ScanSnap] folder is deleted.

■ Cardiris

1. Turn on the computer and log in as a user with Administrator privileges.
2. Exit Cardiris if it is running (select [Cardiris for ScanSnap] → [Quit Cardiris for ScanSnap] from the menu bar).
3. From Finder, select [Applications] → [Cardiris for ScanSnap], and drag the [Cardiris for ScanSnap] folder into the Trash.




For Mac OS X v10.5/Mac OS X v10.4, also perform the following.
From the sidebar in Finder, select the [volume name] → [Library] → [Receipts], and drag [Cardiris.pkg] into the Trash.

4. Empty the Trash.

⇒ The [Cardiris for ScanSnap] folder is deleted.

■ Evernote for Mac

1. Turn on the computer and log in as a user with Administrator privileges.
2. Exit Evernote if it is running (select [Evernote] → [Quit Evernote] from the menu bar).

If the Evernote icon () is displayed on the right side of the menu bar, click the icon and select [Quit] from the menu that appears.
3. From Finder, select [Applications] → [Evernote], and drag the [Evernote] application into the Trash.

4. Empty the Trash.

⇒ The [Evernote] application is deleted.

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Troubleshooting
(installation)

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