



PolaColor Insight v 5.x SCSI Troubleshooting Guide for SprintScan 45 Ultra, 4000, and 120

Windows XP

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Purpose of This Guide

This guide is intended to help owners of Polaroid SprintScan scanners solve SCSI communication problems between scanners and computers running the Windows XP operating system.

The most common SCSI communication symptoms are error messages when you attempt to start the PolaColor Insight scanner software or failure of your computer to start ("boot up") normally after you install a SCSI adapter board.

How to Use This Guide

This guide contains solutions for the most common causes of SCSI communication problems. Refer to the troubleshooting table on [page 2](#) to find the solution to your problem.

Troubleshooting Table

Review possible causes associated with your problem and perform suggested solutions until the scanner operates properly.

If none of the solutions below solves your problem, see [Getting More Help on page 9](#).

<i>Problem</i>	<i>Possible cause</i>	<i>Solution</i>
"No Scanners Were Found" message appears when you try to start the PolaColor Insight scanner program	Scanner not turned on or computer turned on before scanner ready	Page 3
	SCSI address or termination set incorrectly	Page 3
	Cables defective or loose	Page 3
	SCSI adapter board not completely inserted in slot	Page 4
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	IRQ conflict or IRQ unavailable	Page 6
	Missing or incorrect miniport drivers	Page 7
	PolaColor Insight not reinstalled after Windows XP upgrade	Page 8
Your computer does not start ("boot up") normally after you install a SCSI adapter board in the computer	IRQ conflict or IRQ unavailable	Page 6

Possible Causes and Solutions

Scanner not turned on or computer turned on before scanner ready

Solution:

1. Turn the scanner off briefly, then turn it on.
2. Wait until both indicator lights are on and steady (not flashing).
Note: If the amber lamp continues to flash, it may indicate a scanner hardware failure. If this happens, see [Getting More Help on page 9](#).
3. Restart your computer.
4. Start the PolaColor Insight program.

If the program starts normally, the SCSI problem is resolved.

If an error message continues to appear, return to the troubleshooting table on [page 2](#) for more possible causes and solutions.

SCSI address or termination set incorrectly

Solution:

1. Verify that the scanner SCSI address switch and termination set according to your scanner instructions.

All SCSI devices on the SCSI chain must have a unique address switch setting, and SprintScan scanners must use an address from 1 to 6. The scanner (or any other SCSI device) must be terminated if it is the only SCSI device attached to your computer or if it is at the end of the chain of SCSI devices. If the scanner is not at the end of a chain of SCSI devices (that is, it has other SCSI devices connected to it), it must be unterminated.

2. If the scanner SCSI address switch and termination are set correctly, return to the troubleshooting table on [page 2](#) for more possible causes and solutions.

If the SCSI address switch or termination is set incorrectly, go to step 3.

3. Turn off the computer, then turn off the scanner.
4. Set the scanner SCSI address switch and termination correctly. Refer to the note following step 1 or to your scanner instructions.
5. Turn on the scanner, and then turn on the computer.
6. Start the PolaColor Insight program.

If the program starts normally, the SCSI problem is resolved.

If an error message continues to appear, return to the troubleshooting table on [page 2](#) for more possible causes and solutions.

Cables defective or loose

Solution:

1. Turn off the computer and the scanner.
2. Disconnect the SCSI cable and any adapters. Check them for bent or missing pins. Repair any bent pins and replace any defective cables or adapters.
3. Reconnect the cables, making sure the connections are secure.
4. Turn on the scanner, and then turn on the computer.
5. Start the PolaColor Insight program.

If the program starts normally, the SCSI problem is resolved.

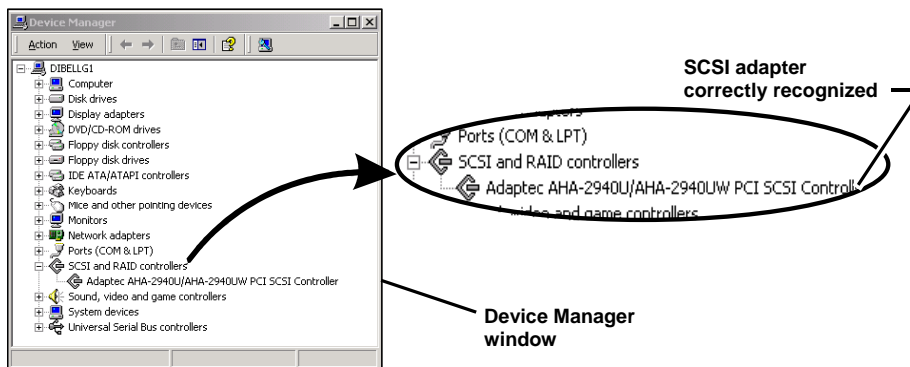
If an error message continues to appear, return to the troubleshooting table on [page 2](#) for more possible causes and solutions.

SCSI adapter board not completely inserted in slot

Solution:

1. Check the Device Manager to verify that your computer recognizes the SCSI adapter board:
 - a. Click the Windows **Start** button.
 - b. Right-click the **My Computer** icon on the Windows desktop, then click **Properties**.
 - c. Click the **Hardware** tab.
 - d. Click the **Device Manager** button.
 - e. Click the + symbol to the left of **SCSI and RAID controllers**.
 - f. If the name of your SCSI adapter board appears below **SCSI controllers** as shown below, and **without** a yellow exclamation point (!), it is inserted correctly. Click **OK**, discontinue this procedure, and return to the troubleshooting table on [page 2](#) for more possible causes and solutions.

If your SCSI adapter is not listed or is listed with a yellow exclamation point, continue to step 2 on the next page.



2. Shut down the computer and turn the scanner off.
3. Following the instructions that came with your computer, open the computer case.
4. Remove the screw securing the SCSI adapter board and remove the adapter board from its slot.
5. Carefully reinsert the SCSI adapter board and make sure it is fully seated in its slot. Reinstall and tighten the screw.
6. Reinstall the computer cover.
7. Turn on the scanner, then turn on the computer.
8. Repeat steps 1a-1e to see if your computer recognizes the SCSI adapter board correctly.
9. If your computer recognizes the adapter board, go to step 10.

If your computer still fails to recognize the adapter, go to *IRQ conflict or IRQ unavailable* on [page 6](#).

10. Start the PolaColor Insight program.

If the program starts normally, the SCSI problem is resolved.

If an error message continues to appear, skip to *Missing or incorrect miniport drivers* on [page 7](#).

SCSI adapter board not compatible with Windows XP

Solution:

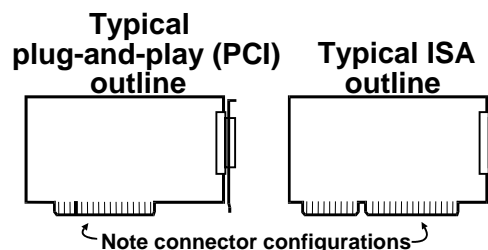
The Windows XP operating system does not support ISA SCSI adapter boards, even if your computer has slots for ISA boards. If you have an ISA SCSI adapter board, you must replace it with a PCI (plug-and-play) SCSI adapter board.

Identifying ISA SCSI adapters

Adaptec model AVA-1505 and model AVA-1502AE SCSI adapter boards are ISA type and are not compatible with Windows XP. If you have one of these boards, you must replace it with a PCI board.

If you do not know your adapter model or if you have a brand or model other than the Adaptec models listed above, you can identify the type by noting the outline of the adapter. The diagram below shows the differences between typical plug-and-play (PCI) adapters and ISA adapters.

If the board outline identifies it as an ISA board, you must replace it with a PCI board.



If you have a PCI adapter board and an error message appears when you try to start PolaColor Insight, go to *IRQ conflict or IRQ unavailable* on [page 6](#).

IRQ conflict or IRQ unavailable

Solution:

1. If you have not already done so, remove the SCSI adapter board from the computer:
 - a. Turn off the computer.
 - b. Following instructions that came with your computer, open the computer case.
 - c. Remove the screw securing the SCSI adapter in its slot, then remove the adapter from the computer.
2. Install the SCSI adapter in the lowest-numbered PCI slot:
 - a. Find the lowest-numbered PCI slot in your computer. If necessary, refer to your computer manual for the numbering of the PCI slots.
 - b. If the lowest-numbered PCI slot is occupied by a board, remove the board.
 - c. Install the SCSI adapter in the lowest-numbered PCI slot, then install and tighten the securing screw.
 - d. If you removed a board from the lowest-numbered slot, install that board in another PCI slot.
3. Restart your computer.
4. If the computer starts normally, go to step 5.

If the computer does not start normally, the SCSI adapter may be defective or you may need to disable another device on your system to make an IRQ available for the adapter. Discontinue this procedure and contact the adapter manufacturer for instructions.

5. Start the PolaColor Insight program.

If the program starts normally, the SCSI problem is resolved.

If an error message continues to appear, return to the troubleshooting table on [page 2](#) for more possible causes and solutions.

Missing or incorrect miniport drivers

Solution:

1. Verify that the correct miniport driver file for your SCSI adapter board is in the folder C:\SYSTEM32\DRIVERS. Refer to the following table to determine the miniport driver filename.

<i>Windows XP Miniport Drivers (partial listing)</i>			
<i>SCSI Host Adapter</i>	<i>Miniport Driver</i>	<i>SCSI Host Adapter</i>	<i>Miniport Driver</i>
Adaptec: AHA-2930U AHA-2940 AHA-2940W AHA-2940AU AHA-2940UW AHA-3940 AHA-3940W AHA-3940U AHA-3940UW AHA-3940AU AHA-3940AUW AVA-2906 APA-1480	AIC78xx.sys	Adaptec: 19160 29160 39160	Aipu160m.sys
		Adaptec: APA-1460	Sparrow.sys
		Advansys: 922 3922	W2kasc.sys
Adaptec: AHA-2940U2W	AIC78U2.sys		

2. If the correct miniport driver is present, return to the troubleshooting table on [page 2](#) for more possible causes and solutions.

If the correct miniport driver is missing from the folder C:\SYSTEM32\DRIVERS, continue to step 3.

3. Obtain latest miniport drivers for your SCSI adapter from the adapter manufacturer's Web site:

<i>Manufactur er</i>	<i>Web Address for Drivers</i>
Adaptec	http://www.adaptec.com/worldwide/support/suppyproduct.html?cat=/Technology/SCSI+Host+Adapters&fromPage=driverindex
Advansys	http://www.initio.com/support/index.htm *

* The driver listed for Windows 2000 will work with Windows XP.

4. Follow instructions on the Web site to find and download the correct driver installation file for your adapter model.
5. For Windows XP Professional only, log off by clicking **Start** and **Log Off USER**. Then log on as Administrator.
6. Follow instructions with the installation file to extract and install the miniport driver.

7. Restart your computer.
8. Start the PolaColor Insight program.

If the program starts normally, the SCSI problem is resolved.

If an error message continues to appear, return to the troubleshooting table on [page 2](#) for more possible causes and solutions.

PolaColor Insight not reinstalled after Windows XP upgrade

Solution:

1. If the scanner is connected to the computer, turn the scanner power switch to OFF.
2. For Windows XP Professional only, log off by clicking **Start** and **Log Off USER**. Then log on as Administrator.
3. Click the Windows **Start** button and select **Control Panel**.
4. Select **Add or Remove Programs**.
5. In the Add or Remove Programs Properties box, click **Polaroid PolaColor Insight** and then click the **Uninstall** button.
6. Follow instructions on the screen to uninstall the PolaColor Insight program.
7. Right-click the **My Computer** icon on the Windows desktop, then click **Properties**.
8. Click the **Device Manager** button.
9. Find the Unknown Device listing (shown with a "?") and click the + next to it.
10. Click the scanner name under Unknown Device, then select **Uninstall** from the Action menu.
11. Confirm that you want to remove the device and follow instructions on the screen to complete the removal.
12. Insert the PolaColor Insight CD in the CD drive and wait for the install program to start. (If it does not, select **Run** from the Windows Start menu, click **Browse**, select **SETUP.EXE** on the CD, and click **OK**.)
13. Follow instructions on the screen to reinstall the PolaColor Insight software.
14. Connect the scanner to the computer and turn the scanner power switch to ON.
15. Restart your computer.

If the program starts normally, the SCSI problem is resolved.

If an error message continues to appear, go to [Getting More Help on page 9](#).

Getting More Help

If the solutions in this guide do not solve your SCSI communication problem, contact Polaroid Technical Support.

Within the U.S., call **1-800-432-5355**. Outside the U.S., visit <http://www.polaroid.com>. Click **Customer Support** and **Worldwide Service Directory** to get technical support contact information for your location.