



Frequently Asked Questions

PC Hardware and Software Requirements for the Operation of Scan2Net® Scanners

Abstract

Image Access scanners are designed to run as standalone devices as well as in a network environment. They can be operated either through their internal ScanWizard interface or through a scan application installed on a server or workstation.

Regardless of how the scanners are operated, a large amount of data may be generated, depending on the size and complexity of a scan, which is transferred to a local or network destination, uploaded to a remote server, sent by email, or sent to a remote printer.

The scanners perform this processing fast and smoothly, provided that other hardware and software components involved in this process do not slow down the workflow. Scan applications such as Batch Scan Wizard or BCS-2 have their own requirements regarding operating system, RAM, CPU.

This FAQ discusses the hard- and software requirements for scanner operation using a Scan2Net scanner's internal interface or the web based interface. External scan applications are not discussed here.

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1. Confidentiality

Status	Interested Party	Source	PDF
Public Information	Image Access Support	Yes	Yes
	Authorized Service Providers	No	Yes
	Image Access Customers	No	Yes

2. Revision History

Date	Rev.	Name	Description of Change	Reason of Change
10.01.2019	1.0	AMU, ERI	Initial Version	
07.11.2019	1.1	JKN	Updated Version	Content Correction

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4. Purpose

The purpose of this document is to provide an overview of the minimum hardware and software requirements on workstations that are used for the operation of Scan2Net[®], Bookeye[®] and WideTEK[®] scanners as well as OEM versions of these scanners, referred to as Scan2Net[®] scanners below.

5. Scope

The scope of this document includes all Scan2Net[®] scanners. The firmware versions covered by this document are 6.xx and higher. The Windows versions covered in the documentation are Windows 7 and higher.

6. Terms and Definitions

Term	Description, Meaning
Scan2Net [®]	Technology from Image Access implemented in many scanners. More at: www.imageaccess.de/?page=SoftwareScan2Net
Bookeye [®]	Book scanners. More at: www.imageaccess.de/?page=ScannersBookscanner
WideTEK [®]	Wide format scanner. More at: www.imageaccess.de/?page=ScannersWideformat

6.1. Introduction

The target audience for this FAQ document is person responsible for purchasing and using the computer, scanner and network equipment.

This document gives you a basic overview of the minimum hardware and software resources that are known to perform well with Scan2Net[®] scanners.

This FAQ does not cover issues of low performance caused by firewalls, anti-virus programs, wrong or missing access rights, outdated hardware or software versions or similar issues.
This FAQ does not cover issues that are caused by network problems such as addressing or routing conflicts.

7. Workstation, Hardware

7.1. CPU

Workstations in stock: Intel Core i3 or faster (3GHz)
 New acquisition: Intel Core i5 or faster (3.5 GHz or above)
 or
 AMD Ryzen (3 GHz or above)

7.2. RAM

All workstations: 16 GB

7.3. Hard Disk

Storage capacity: 1 TB or more

7.4. Network Interface

Network speed: Ethernet 1 Gbit

8. Workstation, Software

8.1. Operation System

Batch Scan Wizard is used: MS Windows 7(64bit), MS Windows 8.1 (64bit), Windows 10 (64Bit)
Batch Scan Wizard is not used: Linux, Mac OS X

8.2. Web Browser

Scan2Net[®] scanners can be setup and operated using nearly any modern web browser (64bit version recommended), for example Internet Explorer, Edge, Firefox, Safari, Chrome and others, so that you can use your favorite browser and its mobile version, too.

As of the release of this document, the latest versions of the web browsers mentioned above are:

Internet Explorer	11
Edge	44.17763.1.0
Firefox	64.0
Safari	5.1 (macOS versions only, Safari for Windows is a discontinued product)
Chrome	71.0.3578.98
Opera	57.0.3098.116

For best performance, please also consider the following:

- Install the latest official release of the web browser.
- Install browser updates on a regular basis or allow automatic updates.
- For the configuration and operation of the scanner, deactivate the browser cache to ensure that the web page is refreshed after every change.
- Add-ons and plug-ins can slow down the performance.

9. Known Issues

None

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