

Fujitsu fi-5900 USB Driver Versions

Application Note

Date	June 18, 2010
Applies To	VirtualReScan (VRS) 4.1, 4.2, 4.5
Summary	This application note provides information regarding various issues surrounding the version of the USB driver used with VRS.
Revision	1.0

Fujitsu fi-5900 USB Driver Versions Overview

When a USB connection is used with the Fujitsu fi-5900 (CGA) scanner, one of two USB driver versions will be used. Depending on the version of VirtualReScan (VRS), the use of an incorrect driver version can cause two issues.

The first issue is the error "20125, Scanner not responding: check card, power, and cable". This error will occur when attempting to scan. The second issue is that the full functionality of the Fujitsu Software Operation Panel (SOP) will not be available when using the USB connection to the CGA board.

The issues and procedures discussed in this Application Note only apply if using a USB connection to the CGA board in the Fujitsu fi-5900 scanner. The use of a SCSI connection with this scanner will make the procedures discussed in the document invalid.

Throughout this document two different driver versions will be discussed, 1.0.0.2 and 1.0.0.4. Depending on where the driver version is seen inside Windows, these versions might also display as 1.00.00.02 and 1.00.00.04, respectively. The driver version 1.0.0.2 and 1.00.00.02 are the same as are 1.0.0.4 and 1.00.00.04.

Issues

This section discusses the symptoms of the issues seen when using an incorrect version of the USB driver.

20125 Scanner not responding: check card, power, and cable

This error will occur when the scan source is attempting to load. Clicking OK will close the error, however, the scanner will not be reserved and therefore scanning will not be possible.

The screenshot shown below is how the error appears when using VCDemo.



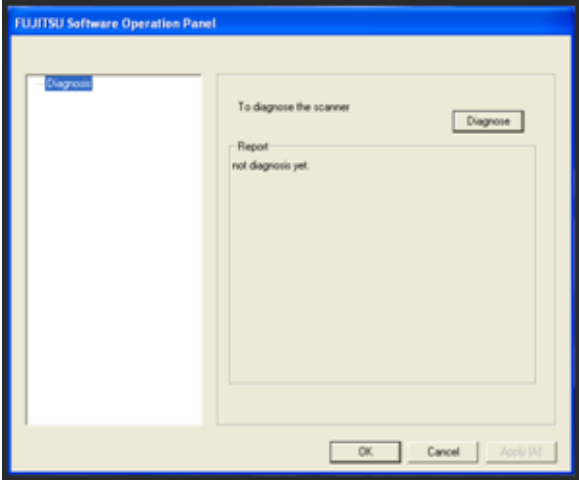
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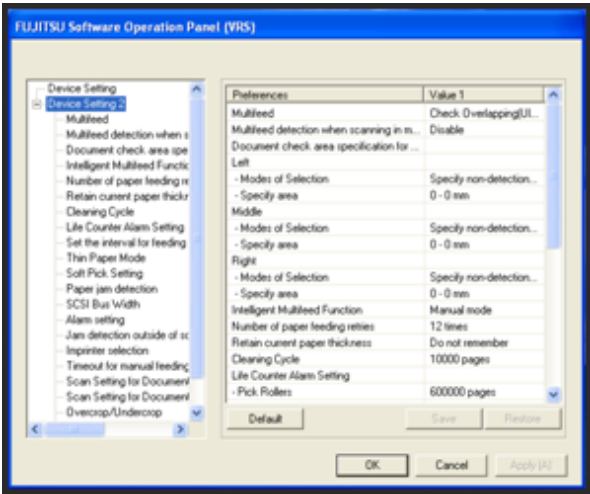
SOP

The SOP is a software utility offered by Fujitsu that allows for various functions and features of the scanner to be modified. The SOP is installed by default when installing the TWAIN driver for this scanner. If the correct version of the USB driver is not being used, the SOP functionality will not be available when connected to the CGA board via USB.

If the SOP is not displaying the various functions and features, it will appear as it does in the below screenshot.



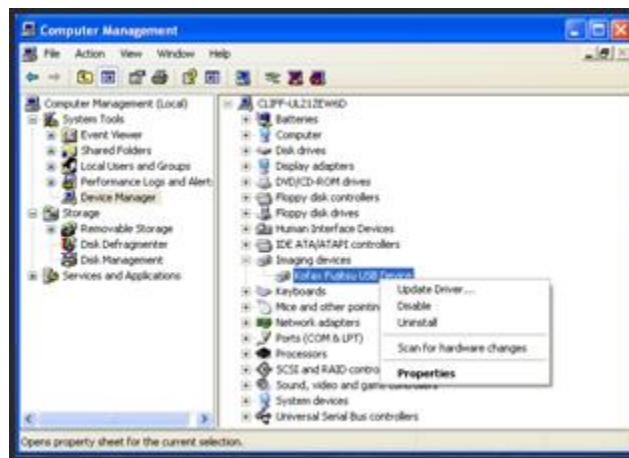
If the SOP is displaying the various features and functions of the scanner, it will appear as it does in the below screenshot.



Determining the USB driver version

It is necessary to determine the version of USB driver being used; this will help determine if the driver version is causing one of the above mentioned issues. To determine the USB driver version, follow these steps:

1. Close out of any scanning application.
2. Open the Device Manager.
3. Expand the Imaging devices category.
4. Right click the Kofax Fujitsu USB Device or Kofax CGA USB Device listing and select Properties.



5. Go to the Driver tab.
6. A Driver Version will be listed on the Driver tab. This is the USB driver version currently being used.



VRS versions and the corresponding USB driver versions

The remainder of this document will discuss the correct driver version for VRS 4.1, 4.2, and 4.5. Included for each version will be steps on how to move to the correct version of the driver.

VRS 4.1

This section will discuss the USB driver version required for the following versions of VRS:

- VRS 4.1 with no Service Pack
- VRS 4.1 Service Pack 1
- VRS 4.1 Service Pack 2

The correct driver version for VRS 4.1 is 1.0.0.2. The same driver version is used for the three versions of VRS 4.1 listed above. If the driver version 1.0.0.4 is being used instead, [both issues discussed earlier in the document](#) will occur. The below steps can be used to move back to version 1.0.0.2.

The correct driver for VRS 4.1 can be found in the installation media for VRS 4.1, either on a VRS 4.1 CD or download.

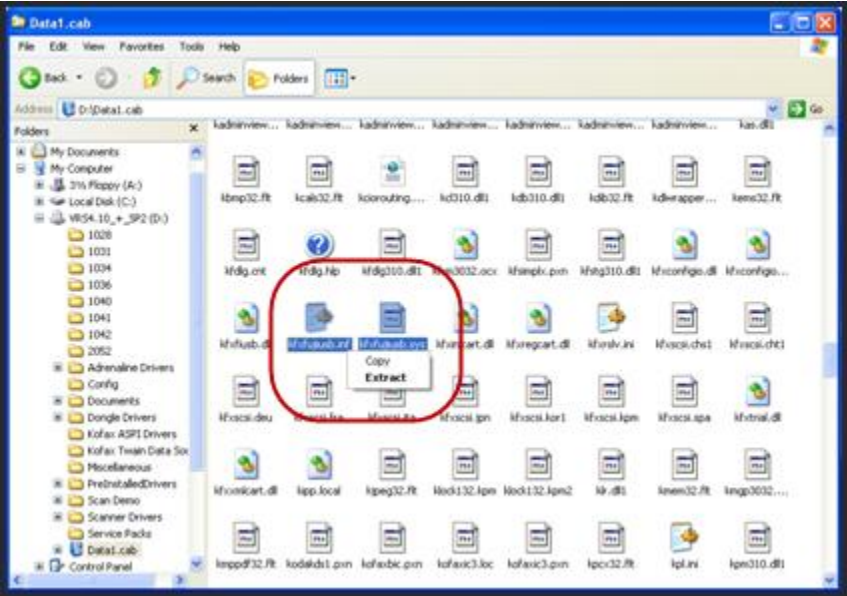
1. Close out of any scanning applications that may be open.
2. Explore the VRS 4.1 CD or extracted download.
3. Find the Data1.cab file inside the root directory of the CD or download.



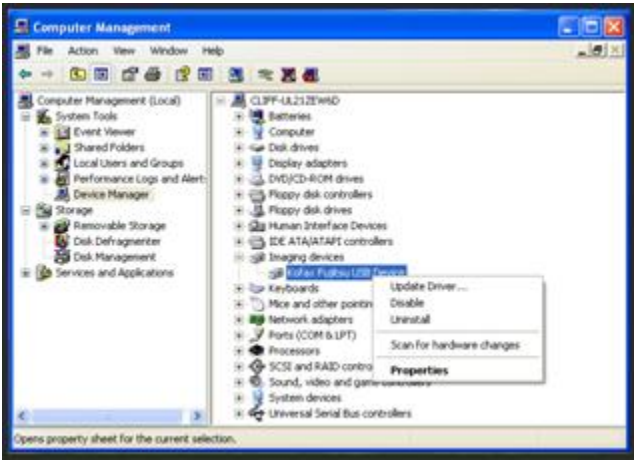
4. Double click the Data1.cab file to explore the contents.

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- 5. Find the two files: kxfujiusb.inf and kxfujiusb.sys.
- 6. Highlight both files, right click, and select Copy.



- 7. Paste the two files into a folder on the PC or on the Windows Desktop. This folder location will be used in an upcoming step.
- 8. Open the Device Manager.
- 9. Expand the Imaging devices category.
- 10. Right click on the Kofax Fujitsu USB Device listing and select Properties.



- 11. Go to the Driver tab.
- 12. Select Update Driver...

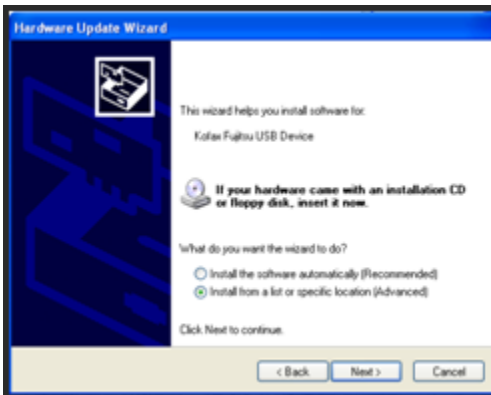
13. Follow the steps below based upon your operating system.

Windows XP

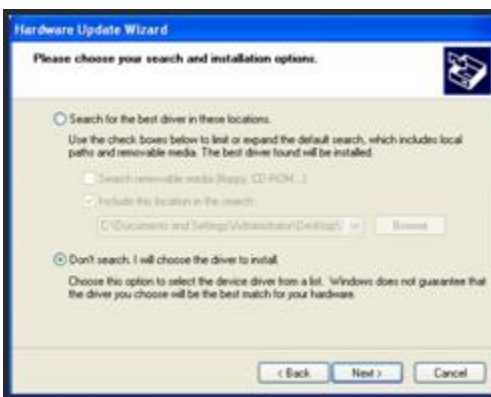
- a. If a dialog box appears asking to connect to Windows Update, select "No, not this time" and then click the Next button.



- b. Select the "Install from a list or specific location (Advanced)" option and click Next.

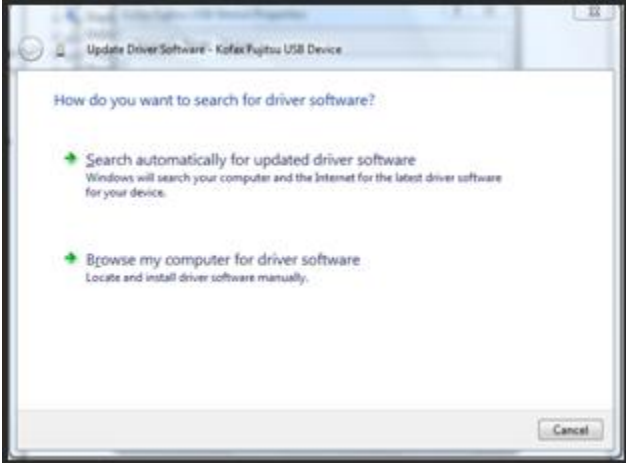


- c. Select the "Don't search. I will choose the driver to install" option and select Next.

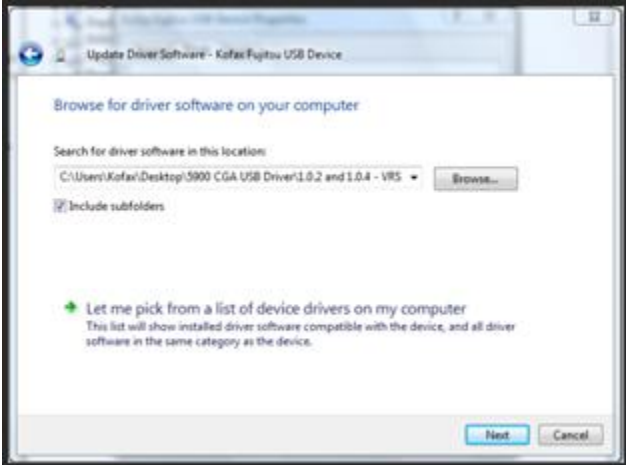


Windows Vista

- 1. Select the "Browse my computer for driver software" option.



- 2. Select the "Let me pick from a list of device drivers on my computer" option.

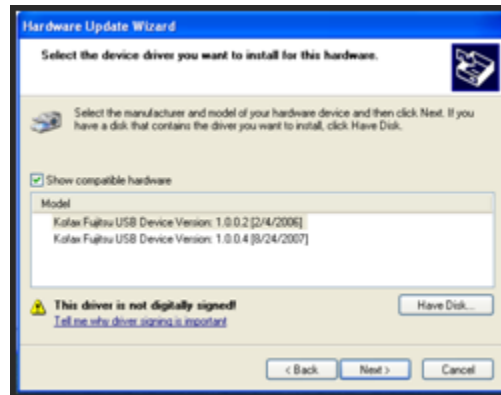


14. If a listing exists for "Kofax Fujitsu USB Device Version 1.0.0.2", follow the steps below.

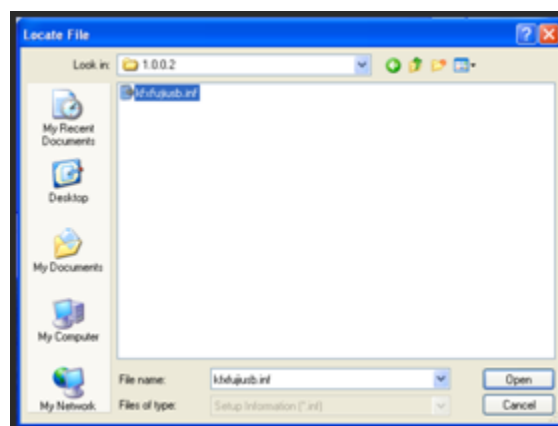
NOTE: If the listing does not appear, skip this step and continue with step 15.

- Highlight the "Kofax Fujitsu USB Device Version 1.0.0.2" listing and click Next.
- Click Finish (Windows XP) or Close (Windows Vista) when prompted.
- Do not proceed to step 15.
- Confirm the driver version installed is now 1.0.0.2 by following the steps outlined in the [Determining the USB driver version](#) section of this document.

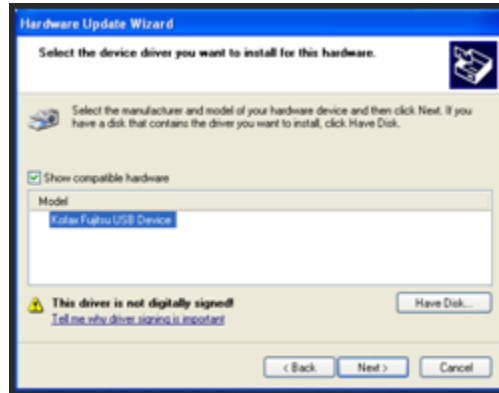
NOTE: No reboot of the PC is required and testing in a scanning application, such as VCDemo, can begin immediately.



- Click Have Disk...
- Click the Browse button and browse to the folder the two files were pasted into in step 7.
- Confirm that the kxfjusb.inf file is selected and click Open.



18. Click OK on the Install From Disk window.
19. Highlight the Kofax Fujitsu USB Device listing and click Next.



20. Click Finish (Windows XP) or Close (Windows Vista) when prompted.
21. Confirm the driver version installed is now 1.0.0.2 by following the steps outlined in the [Determining the USB driver version](#) section of this document.

NOTE: No reboot of the PC is required and testing in a scanning application, such as VCDemo, can begin immediately.

VRS 4.2 and VRS 4.5

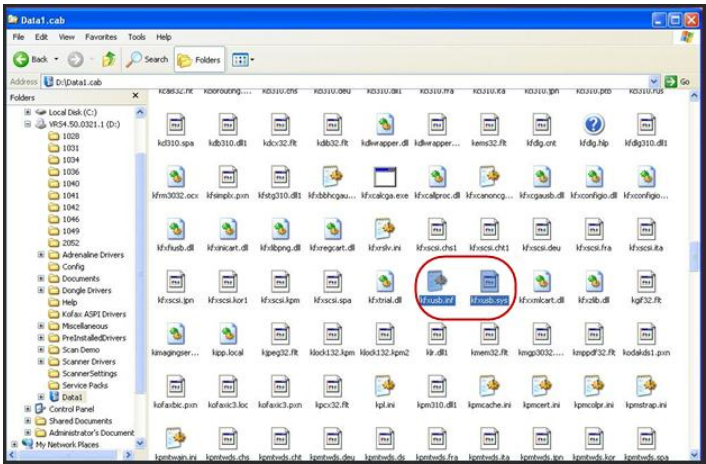
VRS 4.2 can function with either the 1.0.0.2 or 1.0.0.4 driver. However, if the 1.0.0.2 driver is being used, access to the SOP will not function. Due to this, it is recommended to use the 1.0.0.4 driver when using VRS 4.2.

The correct driver version for VRS 4.5 is 1.0.0.4. If the driver version 1.0.0.2 is being used instead, the [two issues as discussed earlier in this document](#) will occur. The below steps can be used to move to version 1.0.0.4.

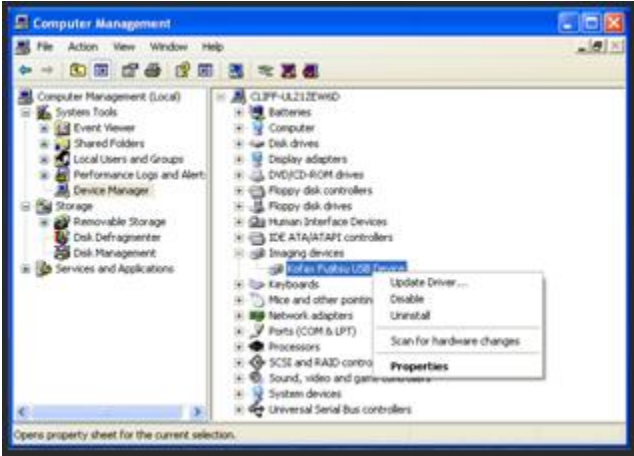
The driver version 1.0.0.4 can be found in the installation media for VRS 4.2 or 4.5, either on the VRS CD or download.

1. Close out of any scanning applications that may be open.
2. Explore the VRS 4.2 or 4.5 CD or extracted download.

VRS 4.5:



- 6. Paste the two copied files into a folder or on the Windows Desktop.
The location of these two files will be used in an upcoming step.
- 7. Open the Device Manager.
- 8. Expand the Imaging devices category.
- 9. Right click the Kofax CGA USB Device entry and select Properties.



- 10. Go to the Driver tab.
- 11. Select Update Driver...

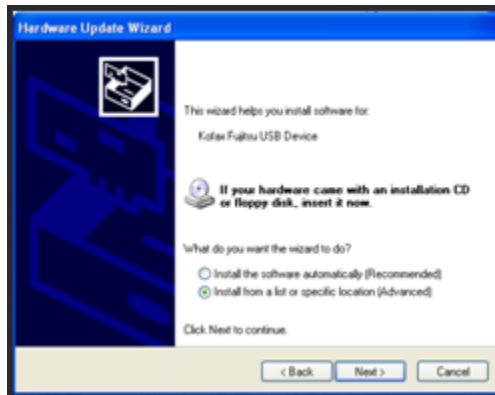
12. Do the following for:

Windows XP

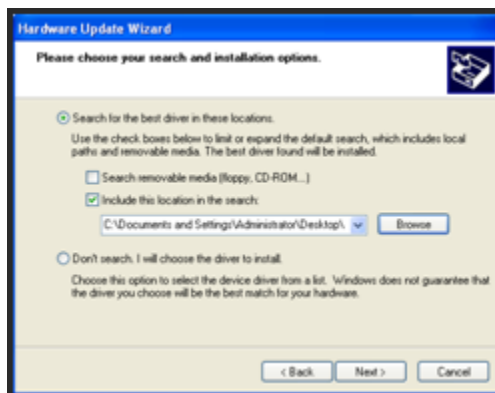
- a. If a dialog box appears asking to connect to Windows Update, select "No, not this time" and click the Next button.



- b. Select the "Install from a list or specific location (Advanced)" option and click Next.

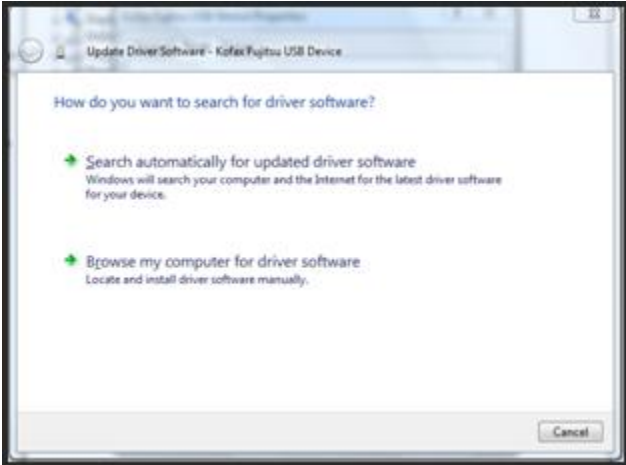


- c. Select the "Search for the best driver in these locations" option.
- d. Check the "Include this location in the search" checkbox and click Browse.
- e. Select the folder the two files were placed into in step 6 above, and click OK.

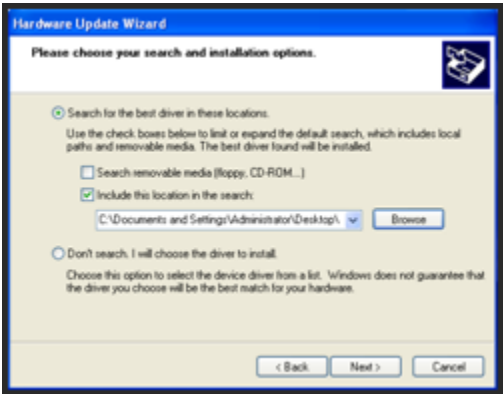


Windows Vista

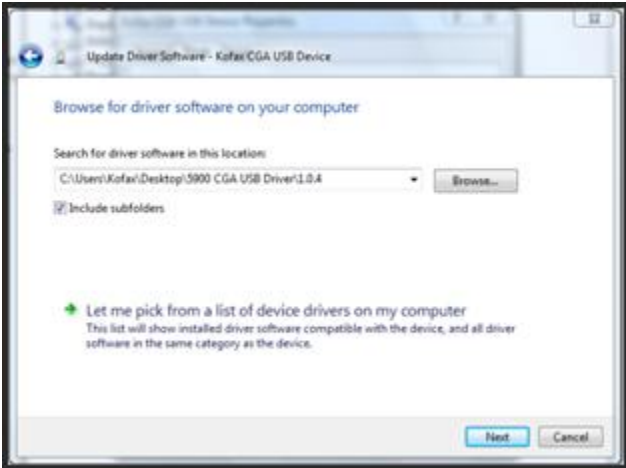
- a. Select the "Browse my computer for driver software" option.



- b. Click the Browse button and select the folder the two files were placed into in step 6 above, and click OK.



- 13. Click the Next button.



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- 14. Click Finish (Windows XP) or Close (Windows Vista) when prompted.
- 15. The Fujitsu fi-5900 scanner should now be listed in the Device Manager as Kofax Fujitsu USB Device. Confirm the driver version installed is now 1.0.0.4. by following the steps outlined in the Determining the USB driver version section of this document.

NOTE: No reboot of the PC is required and testing in a scanning application, such as VCDemo, can begin immediately.

Application Note Summary

The USB Driver version for the Fujitsu fi-5900 can introduce problems if the correct version is not being used. The following table displays the correct version of the driver for use with each version of VRS.

VRS Version	USB Driver Version
VRS 4.1, 4.1 Service Pack 1, 4.1 Service Pack 2	1.0.0.2
VRS 4.2	1.0.0.4
VRS 4.5	1.0.0.4

The correct version of the USB driver is included in the installation media for each version of VRS. The driver can be updated through a process involving the Device Manager.