

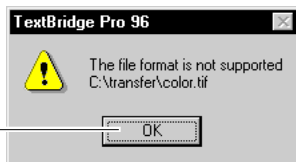
## TROUBLESHOOTING AND ERROR CORRECTION

TextBridge Pro is designed to be easy to install and use, and, under typical circumstances, you should rarely experience problems.

However, should you encounter a problem during installation or use of TextBridge Pro, first consult this appendix to try to resolve the problem yourself.

TextBridge Pro error messages appear in a standard Windows error dialog box, as shown in Figure A-1.

Click OK, then correct  
error condition



**Figure A-1.** *Error message example*

For information to resolve an error condition, refer to the appropriate section in this appendix. This appendix is organized in three sections:

- u What to do if you encounter a problem
- u Troubleshooting common problems
- u Correcting general error conditions

## WHAT TO DO IF YOU ENCOUNTER A PROBLEM

If you are a new or inexperienced user, and you encounter a problem, first refer to “Troubleshooting Common Problems,” the next section in this appendix. That section suggests solutions to common problems found by TextBridge Pro users.

If you are a more experienced TextBridge Pro user and you encounter an error, refer to the “Correcting Error Conditions” section to locate the error, and follow the recommended solution.

When you get an error message, write down the text of the message.

Also, note the sequence of steps you took to generate the message. This information can be useful later if you cannot solve the problem and must call Xerox Customer Support.

If you get an error message that you cannot locate in this appendix, and/or you cannot resolve a problem on your own, contact Xerox Customer Support in the United States. From the United States, Canada, or the Pacific Rim, call:

- % 508-977-0764 (voice)
- 508-977-2434 (fax)
- 508-531-0675 (electronic registration fax number)

From Europe and the Middle East, call your authorized Xerox reseller, or contact Xerox in England at:

- % 44-(0)1734-668421 (voice)
- 44-(0)1734-261913 (fax)

If you should need to call Xerox Customer Support, be ready to provide:

- u your software registration number (the serial number)
- u a list of the steps that led up to the problem
- u a verbatim description of the error message

## TROUBLESHOOTING COMMON PROBLEMS

This section describes typical problems with TextBridge Pro, and provides suggestions to resolve them. It also discusses other issues. Specifically, this section is organized into four topics:

- u ISIS scanner problems
- u TWAIN scanner notes and troubleshooting
- u Virtual memory problems
- u Other problems

### ISIS scanner problems

TextBridge Pro provides a number of ISIS scanner drivers developed by Pixel Translations, Inc. and other sources.

Following are some common error messages relating to ISIS scanner setup and use, and suggestions to correct the error conditions:

#### **Can't open system-level scanner driver; check installation**

In TextBridge Pro Setup, after selecting the scanner driver, you run the Test command to test the scanner, and this message appears.

Assuming you have correctly installed the scanner interface card and connected and powered on the scanner, do the following: Load the scanner **system-level driver** (.sys file) file onto your PC, reference the complete file pathname in a device statement in your config.sys file, then restart your PC.

The system-level driver, and instructions to install it, should be provided by the interface card or scanner manufacturer.

**Unable to read from scanner device. Please check cables and connections.**

This error can be caused by not having your scanner hardware powered on or properly installed and connected. Or it could indicate a hardware failure somewhere in the path. Double-check your hardware installation.

If your hardware appears to be functioning correctly, this error can also be caused by having selected the wrong ISIS driver in the scanner installation section of TextBridge Pro setup. Repeat the scanner installation procedure in the setup program.

Another possibility is that the ISIS driver file has somehow gotten lost or corrupted. Reinstall TextBridge Pro software, and select the correct ISIS driver again.

**ISIS error *or* Cannot write to device USCAN.XXX**

In Setup, when you test the scanner, one of these messages can appear.

If you have an Envision scanner, install the ISIS driver provided by Envision Systems, Inc.

From Setup, choose ISIS from the Select Scanner/Source dialog, then click Continue. Insert the Envision diskette into the disk drive, and from the ISIS Scanner Selection dialog, click the Add button. In the next dialog, type the directory path:

```
drive:\txbridge\6100
```

Then click OK. In the ISIS Add Scanner dialog, select the ISIS driver for your scanner, then click OK.

If you encounter one of these errors with another scanner, the TextBridge Pro ISIS driver could be outdated.

Call the scanner manufacturer to see if an updated ISIS driver is available.

If not, call Xerox Customer Support.

Also, these errors can be generated by an address conflict with another device.

Try changing the memory address of your scanner card according to manufacturer instructions.

Finally, these error messages can be generated by an extended memory manager, such as EMM386, that allocates your scanner card memory address to another device.

In that case, you need to exclude your scanner card's memory address in the EMM386 statement in your `config.sys` file.

## TWAIN scanner notes and troubleshooting

TWAIN is an emerging industry standard for the development of scanner and other image-capture device drivers. As such, the quality of TWAIN scanner drivers and their compatibility with TextBridge Pro can vary significantly.

TextBridge Pro generally works well with **fully-TWAIN compliant** scanners and other image-capture devices. TextBridge Pro can work less well with TWAIN scanners whose drivers omit certain necessary features.

At minimum, for your TWAIN scanner to work with TextBridge Pro, it must have the following software:

- u **TWAIN source manager** (TWAIN.DLL)—This software manages the communication between your scanner's TWAIN source driver and TextBridge Pro. It is typically provided by your scanner manufacturer and must be loaded into the Windows directory, typically `C:\WINDOWS`.
- u **TWAIN source driver**—This is the actual scanner driver. It is provided by your scanner manufacturer and typically is loaded in `C:\WINDOWS\TWAIN`, or a subdirectory of this directory path. It is the TWAIN source driver that enables TextBridge Pro and your scanner to communicate. Consequently, it is important that you **check with your scanner manufacturer to make sure you have the most up-to-date TWAIN source driver for your scanner**.

This section describes some of the problems that you can encounter with a TWAIN scanner while installing it or using it with TextBridge Pro. It also provides TWAIN scanner notes to enable you to optimize your scanner's performance with TextBridge Pro.

## Problems setting up the scanner

The TextBridge Pro setup program links your scanner's TWAIN source driver with TextBridge Pro.

If your scanner's TWAIN software or hardware is not properly installed, you can encounter one of the following problems:

**There was an error selecting a scanner driver. Check to make sure you have properly installed all the required files.**

This message is generated when TextBridge Pro (or setup) cannot find one of the following:

- u the TWAIN source manager (TWAIN.DLL) in the Windows directory
- u at least one TWAIN source driver in C:\WINDOWS\TWAIN

Check to see that a file named TWAIN.DLL resides in the C:\WINDOWS directory. Also check to see that there is a C:\WINDOWS\TWAIN subdirectory, and that it contains a subdirectory or file.

If neither of these conditions is true, repeat all TWAIN installation steps described in your scanner documentation. Verify the existence of the TWAIN files, as above. **Restart your PC and Windows.** Then try running TextBridge Pro Setup again.

If you still encounter problems, call Xerox Customer Support.

### **Scanner not ready *or* Scanner initialization fails**

To detect a TWAIN scanner, TextBridge Pro simply looks for the presence of certain TWAIN files; it does not check the hardware interface.

If you get one of the error messages above, or a similar message, it means that there is some problem with the hardware installation of your TWAIN scanner.

If you get this problem, carefully re-install and test your TWAIN device according to manufacturer's instructions.

### **TWAIN native user interface**

When you install TextBridge Pro software, default settings are placed in the Windows 95 system registry. To review the registry settings, follow the steps below.

---

<b>Note</b>	If you are running Windows NT, use <code>regedt32.exe</code> to edit the registry settings.
-------------	---

---

- 1. Exit TextBridge Pro and Instant Access OCR.**
- 2. Click the Start button on the Windows taskbar, then click Run.**
- 3. Type `regedit`, then click OK.**

This displays the Registry Editor. You can display the registry settings for TextBridge Pro by opening a series of folders.

- 4. Double-click the `HKEY_CURRENT_USER` folder.**
- 5. Double-click the Software folder, double-click the Xerox folder, double-click the TextBridge folder, double-click the 96 folder, then double-click the TextBridge folder.**

This displays the TextBridge Pro registry settings for the current user.

6. **To change a setting, such as `TwainUi`, double-click the setting's icon. This brings up a dialog, such as the **Edit DWORD Value** dialog. Enter a new value for the Value data, then click OK.**

An item in the registry can control whether the TWAIN source driver's native user interface appears after each page is scanned:

`TwainUi`

The valid settings for this entry are '0x00000001 (1)' for on, and '0x00000000 (0)' for off. By default, this entry is set to **on**:

`TwainUi            0x00000001 (1)`

This means that the native UI will appear when your TWAIN scanner is accessed from TextBridge Pro. Thus, you will have to specify device settings and start image acquisition from this interface. If the device has an automatic document feeder, TextBridge Pro will process all the pages in the ADF.

When all pages are processed, the TextBridge Pro Add More Pages dialog will be displayed, and you can continue or end the process from this point.

If the device does not have an ADF, the Add More Pages dialog reappears after each page is scanned and processed. Note that TextBridge Pro's scanner settings will **not** have any effect in this mode.

Fully TWAIN-compliant source drivers, however, can work very well in TextBridge Pro **without** using the native UI:

`TwainUi            0x00000000 (0)`

In this case, TextBridge Pro will control your TWAIN scanner directly, much like an ISIS scanner.



You can specify scanner settings from the Preferences dialog, and if your scanner has a document feeder (ADF), TextBridge Pro will process all pages in the ADF before displaying the Add More Pages dialog.

If your scanner does not have an ADF, the Use Automatic Document Feeder option in the scanner settings portion of the Preferences dialog will be dimmed or hidden, and the Add More Pages dialog will appear after each page is processed.

For TWAIN source drivers that are not fully compliant, one of two things can occur if `TwainUi` is set to 0.

- u The TWAIN scanner will not work correctly with TextBridge Pro. This will be evident if, in the Scanner portion of the Preferences dialog, settings such as resolution or page size have no options available. If this is the case, exit TextBridge Pro, change the registry editor setting for `TwainUi` to 1, close the Registry Editor, then restart TextBridge Pro, and try again.
- u The native UI will always appear, no matter what, and you will still have to run your scanner from this user interface.

## Adjusting the brightness range for TWAIN devices

When the `TwainUi` entry is set to 0 in the registry editor (see above), TextBridge Pro maps the Normal, Lighter, and Darker settings in its Scanner Settings dialog with the scanner brightness range for your TWAIN device.

Because the TWAIN standard allows for any brightness range from -1000 to +1000, TWAIN source drivers often differ from one another in the actual ranges they support. For example, one scanner might support a range of zero to 10, while another supports a range of -100 to +100, and a third supports a range of 0 to 0. These are all “valid” ranges under the TWAIN standard.

TextBridge Pro polls the TWAIN source driver to find out the range for your scanner. It then maps Normal to the middle of the range, Darker to one-third of the way beneath the middle, and Lighter to one-third of the way above the middle. So, for example, if the scanner had a brightness range of zero to 10, TextBridge Pro would build the following map to its settings:

Normal=5  
Darker=3  
Lighter=7

In some cases, it is possible that the built-in map for the Normal, Lighter, and Darker settings does not provide adequate gradations of brightness among the settings. If this is the case for your scanner, you can edit the registry settings to override the built-in map.

To create new settings:

1. **Follow steps 1 through 5 in the previous section, “TWAIN native user interface,” to review the appropriate registry settings in the HKEY\_CURRENT\_USER folder.**
2. **Select New from the Edit menu, then choose DWORD Value. Type NORMAL, and press Enter.**

Next, double-click the icon for the NORMAL setting in the right panel. The Edit DWORD Value dialog displays. Type in a value, such as 5, and click OK.

3. **Select New from the Edit menu, then choose DWORD Value. Type DARKER, and press Enter.**

Next, double-click the icon for the DARKER setting in the right panel. Type in a value, such as 3, and click OK.

4. **Select New from the Edit menu, then choose DWORD Value. Type LIGHTER, and press Enter.**

Next, double-click the icon for the LIGHTER setting in the right panel. Type in a value, such as 7, and click OK.

You can experiment with different values to see which ones actually work with your scanner. For example, suppose you set brightness to Normal in the Scanner Settings dialog, yet the image always appears too dark when you zoom in on it in the Preview window. You can adjust this value in the registry. The values you enter for registry settings will be **offsets** to the values of TextBridge Pro's built-in map.

Exit TextBridge Pro, and follow the steps above to edit the appropriate registry settings. If, as in the example above, Normal is too dark, lighten it by setting NORMAL to 5, for example. Exit the Registry Editor, then start TextBridge Pro. Turn Preview on. Scan a page at the Normal brightness setting and zoom in on it in Preview. Repeat the process until you have established a reasonable brightness offset for the Normal setting. Then repeat the process for the Lighter and Darker settings.

## Inverted page images

Some TWAIN source drivers automatically reverse the pixels (picture elements) of the scanned images before TextBridge Pro receives them. The page images, in this case, come into TextBridge Pro with white characters on a black background.

When TextBridge Pro receives an inverted page image, it can often recognize that it is inverted, and reverse it automatically before attempting OCR. However, in some cases, an inverted page image will confuse TextBridge Pro, and either generate an error message, or cause very slow processing and useless output.

One way to tell if your TWAIN source driver causes this condition is to turn Preview on in TextBridge Pro and view the image before OCR. If it is white type on a black background, then your TWAIN device is providing inverted images to TextBridge Pro.

To fix this, follow the steps below.

---

**Note** If you are running Windows NT, use `regedt32.exe` to edit the registry settings.

---

1. **Exit TextBridge Pro and Instant Access OCR.**
2. **Click the Start button on the taskbar, then click Run.**
3. **Type `regedit`, then click OK.**

This displays the Registry Editor. You can display the registry settings for TextBridge Pro by opening a series of folders.

4. **Double-click the `HKEY_CURRENT_USER` folder.**
5. **Double-click the Software folder, double-click the Xerox folder, double-click the TextBridge folder, double-click the 96 folder, then double-click the TextBridge folder.**

This displays the TextBridge Pro registry settings for the current user.

6. **Scroll down to the `Invert` setting, and double-click the setting's icon. This displays the Edit DWORD Value dialog. Enter `1` for the Value data, then click OK.**

Close the Registry Editor, then restart TextBridge Pro. Turn Preview on, and scan a page from your TWAIN device. The image should now come into the Preview window with black type on a white background. You will now be able to process pages automatically without worrying about inversion.

## Out of memory errors

TextBridge Pro requires as a minimum configuration a PC with eight megabytes (8Mb) of memory (RAM) and 8Mb of virtual memory. Even with this configuration, however, it is possible to get “out of memory” errors when you run your TWAIN scanner from TextBridge Pro.

Typically, this will happen only if you have one or two other large programs, such as a word processor or imaging program, running in Windows.

If this happens, you can switch to the other program(s) and exit them. Then try running your TWAIN scanner with TextBridge Pro again.

If you need to keep other programs running during TextBridge Pro operation, there is one other method you can try to minimize memory errors.

By default, TextBridge Pro interfaces with your TWAIN source driver in **native memory** mode. In this mode, the TWAIN source driver allocates enough memory to store the entire page image before it passes it to TextBridge Pro, sometimes as much as a full megabyte of memory.

To minimize the amount of memory your TWAIN source driver uses, you can instruct TextBridge Pro to communicate with your TWAIN source driver in **buffered memory** mode.

If the TWAIN source driver correctly supports buffered memory mode, it uses no more than 64 kilobytes (Kb) of memory at a time, passing the scanned image to TextBridge Pro in segments.

TextBridge Pro then copies these segments into the memory it has set aside to store the page image it is about to recognize.

Ideally, buffered memory mode reduces the total amount of memory the TWAIN source driver and TextBridge Pro use to manage the scanned image.

Some TWAIN source drivers do not properly support buffered memory mode, however, and have problems delivering a clean image to TextBridge Pro. In such cases, the image tends to be severely slanted or otherwise garbled, and TextBridge Pro cannot perform legible OCR on it.

If you encounter this problem, you must have TextBridge Pro use **native memory mode**.

In native memory mode, the TWAIN source driver allocates enough memory to store the entire page image before it passes it to TextBridge Pro.

To specify the buffered memory mode:

---

**Note** If you are running Windows NT, use `regedt32.exe` to edit the registry settings.

---

1. **Exit TextBridge Pro and Instant Access OCR.**
2. **Click the Start button on the taskbar, then click Run.**
3. **Type `regedit`, then click OK.**

This displays the Registry Editor. You can display the registry settings for TextBridge Pro by opening a series of folders.

4. **Double-click the `HKEY_CURRENT_USER` folder.**
5. **Double-click the Software folder, double-click the Xerox folder, double-click the TextBridge folder, double-click the 96 folder, then double-click the TextBridge folder.**

This displays the TextBridge Pro registry settings for the current user.

6. **Scroll down to the `Memory` setting, and double-click the setting's icon. This displays the Edit String dialog. Enter `MEMORY` for the Value data, then click OK.**

Close the Registry Editor, then restart TextBridge Pro. Try scanning with your TWAIN scanner.

## Resolutions over 900 dpi

If from a TWAIN device you scan an image at greater than 900 dots per inch, or lower than 72 dpi, TextBridge Pro generates the following error from the main application:

Resolution of image is outside of supported range

For best OCR results, you should always scan at 300 to 400 dots per inch.

## Color or grayscale images

TWAIN scanners often default to color or grayscale scanning. However, TextBridge Pro can process binary (black and white) images only. If you accidentally send a color or grayscale image to TextBridge Pro, it can generate one of the following errors:

The file format is not supported

Invalid image format

If you get this type of error, make sure you have the black and white setting on in your TWAIN source driver.

## TWAIN source driver errors

The TWAIN standard is still emerging. Developers of TWAIN source drivers fine-tune them so that the scanners work with a particular application. Typically, the scanner, source driver, and application are sold as a bundle, and they all work fine together.

However, if you get an error from the TWAIN source driver while using your device with TextBridge Pro, it could be that **the source driver is not fully-TWAIN compliant**.

Contact the manufacturer to see if an updated TWAIN source driver is available for your device. If not, call Xerox Customer Support.

## Virtual memory problems

Some problems in using TextBridge Pro are related to not allocating enough virtual memory in Windows.

Because TextBridge Pro must process large image files during OCR, the program requires a minimum of eight megabytes (8Mb), and preferably 12 to 16Mb, of virtual memory, especially on PCs that only have 8Mb of RAM (random access memory).

---

**Note** It is preferable to use **permanent** virtual memory with TextBridge Pro. Permanent virtual memory is a contiguous block of swap space on your hard drive that cannot be used to store files. It cannot be located on a compressed drive. It is acceptable to run TextBridge Pro using **temporary** (non-contiguous) virtual memory. However, the problem with temporary virtual memory is that the disk space it uses can also be used to store files. If you fill up your disk with files, there will not be adequate virtual memory for programs that require it.

---

Following are a few examples of problems that can be related to virtual memory:

- u error message “General protection fault”
- u error message “Not enough memory”
- u error message “Scanner failure”
- u TextBridge Pro hangs while acquiring the image, or at some other stage of processing (for example, conversion)
- u the scanner stops during a scan

If you have installed TextBridge Pro and experience problems while using it, check and, if necessary, change your virtual memory setting in Windows. Use the following procedure:

1. **Click the Start button on the Windows taskbar.**
2. **Point to Settings, then click Control Panel.**
3. **Double-click the System icon, then click the Performance tab.**
4. **Click the Virtual Memory button to display the current settings. Make sure “Let Windows manage my virtual memory settings (recommended)” is checked.**
5. **Click OK, then click OK or the Exit button. If necessary, restart your computer.**



- + If there is not enough contiguous space to create a large enough permanent swap file (8–16Mb), you will need to defragment your disk. Use a utility such as Norton Utilities' SpeedDisk or Microsoft Disk Defragmenter to perform this operation.

With the appropriate virtual memory set up on your Windows-based PC, you should be able to use TextBridge Pro successfully.

If you still encounter any of the problems listed above, or problems that you cannot otherwise resolve, contact Xerox Customer Support.

## CORRECTING GENERAL ERROR CONDITIONS

Occasionally, during TextBridge Pro operation, you can receive an error message. TextBridge Pro error messages are designed to be self-explanatory. Usually, you can simply correct the situation and proceed.

However, if you require more detail about how to correct an error condition, consult this section. Each error message is listed here, in alphabetical order, along with a description of the cause and a recommended course of action.

---

**Note** If you encounter an error message not described in this section, and you cannot resolve the problem on your own, contact Xerox Customer Support.

---

### **Bad format for specified training data!**

You have attempted to load a training (.trn) file, using the Load Training Data command, and something is wrong with the file. Try loading another training data file.

**Bad format for specified user dictionary!**

You have attempted to load a user dictionary (.txt) file, using the Load User Dictionary command, and something is wrong with the file. Try loading a different user dictionary file.

**Cannot find file *filename* (or one of its components). Check to ensure the path and filename are correct and that all required libraries are available.**

You are trying to launch TextBridge Pro, or open one of the files in its program group, and the program or file represented by *filename* cannot be found.

Re-install TextBridge Pro from the original CD. Refer to Chapter 2 of this manual for information.

**Cannot find this file. Please verify that the correct path and filename are given.**

This indicates that a file that appears in the Open dialog box was recently deleted, while the Open dialog file listing itself was not updated. This could happen if, for example, the file you were trying to access was on a network and another network user deleted or moved it.

Try clicking GO! again to access the Open dialog. The file should no longer be listed. If it is listed, and you select it again, and you still get this message, your disk may be corrupted, or you may have network problems.

**Cannot open Help file.**

The help file named Tb96 has been removed from the TextBridge Pro BIN directory or is damaged.

Re-install TextBridge Pro from the original CD.

### **Could not orient text**

You have set the Orientation setting to Auto, and TextBridge Pro is unable to orient the page.

The page may have a halftone in the upper left corner, may be inverted (white type on black background), or may be blank.

Set Orientation to Portrait, and turn Preview on to view the page image before processing.

If the page has a halftone in the upper left corner, is inverted, or has rotated text, you can try using the manual rotation tools in Preview to orient the page, then try processing it.

### **Failed to initialize the ICR Server.**

You have started TextBridge Pro, and the recognition server, named `ICRSRV32.EXE`, in the TextBridge Pro `BIN` directory, could not be started. It may be corrupted or missing.

Exit TextBridge Pro. Exit all your open applications. Exit Windows: click Start on the Windows taskbar, click Shut Down, and choose Restart the computer? If the error persists, re-install TextBridge Pro from the original CD. Refer to Chapter 2 of this manual for information.

### **Failed to load OLE 2**

You have started TextBridge Pro, a Microsoft OLE (Object Linking and Embedding) 2 compliant application, and one of the OLE 2 files is corrupted or missing. TextBridge Pro provides these files as a standard part of the product, and installs them in the correct location when you install the application.

Re-install TextBridge Pro from the original CD. Refer to Chapter 2 of this manual for information.

### **Image files may be overwritten! Do you wish to continue?**

You are using the Save Page Image – Defer OCR feature, and in the Save Page Image As dialog, you have typed a base name that can cause existing TIFF files in the current directory to be overwritten.

For example, suppose the current directory holds the following files:

```
guide0001.tif  
guide0002.tif
```

If, in the Save Page Image As dialog, you type “guide” as the base name for the new image files to be created, you will get this message.

If you do not want the image files to be overwritten, click No, start the process over again, and type a different base name in the Save Page Image As dialog. Or, if you do want to use the same base name, switch to a different directory.

### **Input of color/grayscale images is not supported**

You are trying to paste a color or grayscale image from the clipboard into TextBridge Pro.

TextBridge Pro can process only binary (black and white) images.

### **Invalid input format**

You have directed TextBridge Pro to open a file that has a valid image format extension, but does not appear to contain valid image information; for example, a file with the .TIFF extension not being a valid TIFF file. Although TIFF is an industry-standard, some applications write non-standard variations of the TIFF format. TextBridge Pro can read the following TIFF variations:

TIFF Uncompressed (Intel header)  
TIFF CCITT-3 (Intel header)  
TIFF CCITT-4 (Intel header)  
TIFF Uncompressed (Motorola header)  
TIFF CCITT-3 (Motorola header)  
TIFF CCITT-4 (Motorola header)  
TIFF (Intel FAXability header)

TextBridge Pro can also read PCX, DCX, and BMP (Windows bitmap) files in binary (black and white) format.

### **Language not loaded/installed**

In Preferences, you have selected a recognition language that is not loaded on your system. For example, the file could have been deleted after TextBridge Pro was started. Thus, it would appear in the Language list box in the Job Preferences dialog, but would not actually be available for TextBridge Pro to load.

Re-install TextBridge Pro from the original CD, selecting all languages that you intend to use. Refer to Chapter 2 of this manual for information.

**Not enough disk space on *drivename* to continue the operation. Switch (Alt+Tab) out of TextBridge to delete unnecessary files. Switch back to TextBridge, and click Retry to continue, or click Cancel to end the operation.**

You are using the Save Page Image – Defer OCR feature, and have specified a disk drive to which files are to be written, and the disk is out of space.

Start Windows Explorer or a DOS prompt, and clean up the disk to make room for the TIFF files to be saved.

Then switch back to TextBridge Pro, and click Retry.

If you cannot clean up room on the drive, click Cancel instead, restart the process, and choose a different drive with adequate space.

**Not enough memory to start ICR engine.**

TextBridge Pro requires that your PC be configured with at least 8Mb of RAM and a minimum of 8Mb of virtual memory.

Check to see that your PC meets these requirements.

**Resolution of image is outside of supported range!**

TextBridge Pro can process images that are 72 to 900 dots per inch. If you scan a page, or queue up an image file, at a resolution outside this range, you will get this error.

For best OCR results, provide TextBridge Pro with images only in the 200 to 400 dots per inch range.

**Scanner not operational**

A number of conditions can cause this problem.

Make sure you have followed the manufacturer's recommended instructions for installing the scanner on your PC, including installing the system-level driver.

Make sure you have followed all the scanner installation steps described in Chapter 2 of this manual.

If you still get this message, your scanner may be powered off. Turn it on and try again.

This can also happen if TextBridge Pro is running and your scanner is powered off and back on, or otherwise loses power for a brief moment. Try exiting from TextBridge Pro and starting it again.

Otherwise, your scanner may be improperly connected. Power down your PC, check all connections. Then try again.

**Server canceled processing on its own initiative; page may be too complex for selected mode.**

You are trying to process a complex page with halftones, or which is improperly oriented, without having specified the correct preferences for TextBridge Pro to operate.

Specify Auto for page orientation, and One Column with Photos (or Auto), and try again.

If you still encounter problems with a particular document, contact Xerox Customer Support.

**The file format is not supported**

You have queued up an image file that contains color or grayscale information.

TextBridge Pro can process only binary (black and white) images.

**TextBridge is already running. Only one copy of TextBridge can run at a time.**

This message is generated when you already have the TextBridge Pro main application running, and you try to start TextBridge OCR (Instant Access OCR) from within another application.

If you want to run Instant Access OCR, close the TextBridge Pro main application first.

**Too many different image resolutions; unable to continue processing this document.**

TextBridge Pro is capable of processing on-line or scanned images with resolutions ranging from 72 to 900 dots per inch. TextBridge Pro can even process multiple images with different resolutions.

However, if you get this message, TextBridge Pro has reached its limit as to the number of different resolutions it can process.

If TextBridge Pro is processing from the Open dialog, it will ask if you want to process remaining files in the queue. If you click Yes, TextBridge Pro will skip the page at which the error was originated, and continue with the next page. If you click No, TextBridge Pro will end the job.

In general, it is best to process images of the same resolution during a job. However, if for example, you have several intermixed normal and fine mode fax images, TextBridge Pro should be able to process them as a batch.