



TECHNICAL BULLETIN #570

Product: 7700- and 8800-Series Microfiche and Microfilm Scanners
Date: 2/20/2018
Subject: 7700- and 8800-Series Controller PC's "Failed to Initialise" message
Part Number: 9090100

Windows 8.1 and Windows 10 operating systems have a setting titled FAST START. If FAST START is enabled, unfortunately PCI peripherals do not have their firmware/drivers loaded after a SHUTDOWN and START UP of a controller PC.

The 7700- and 8800-Series scanners – 7720, 7750, 8820 and 8850 Scanstations – can be controlled by either Windows 7, 8.1 or 10 PC's. Currently, 7750 and 8850 Scanstations leaving Crowley's production line are shipped with a Windows 10 controller PC.

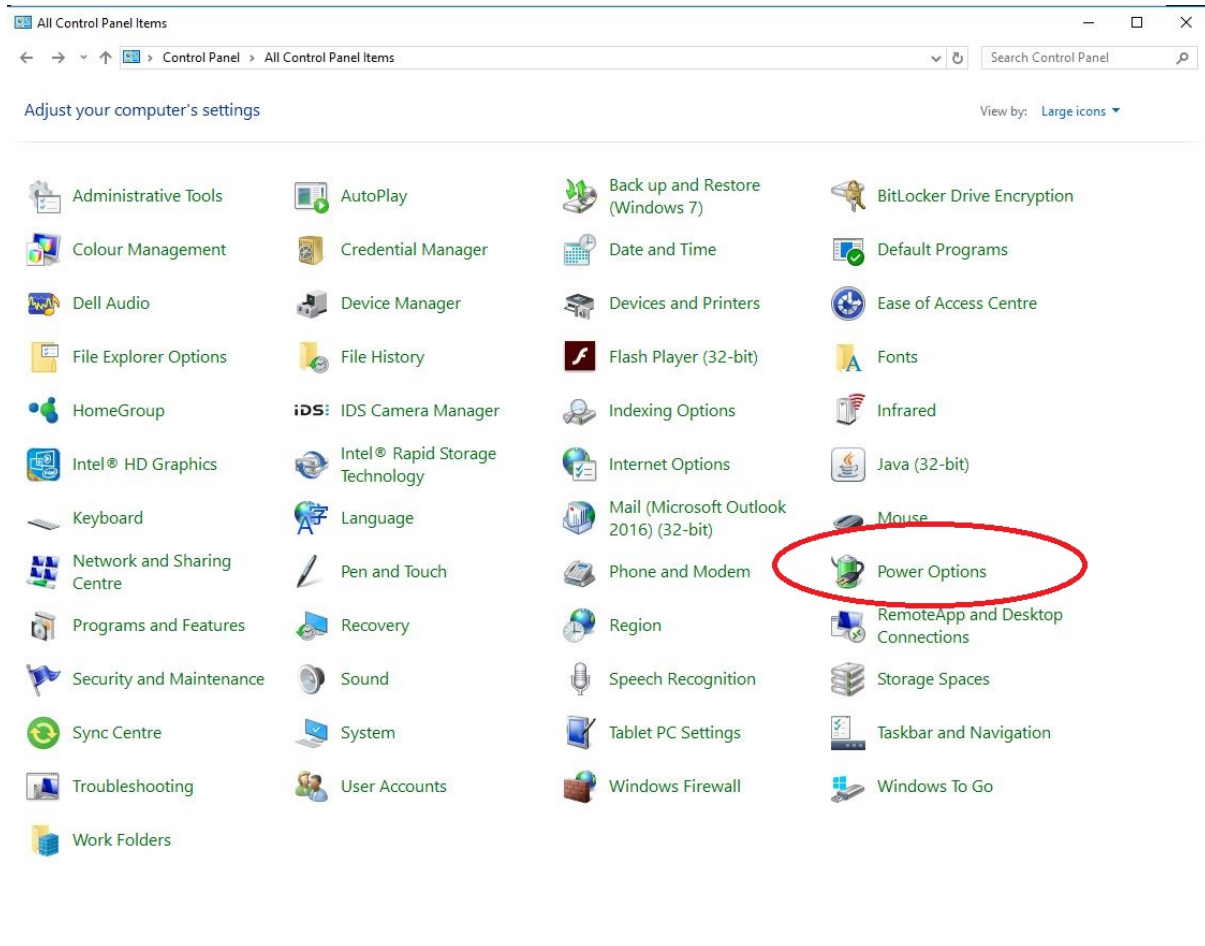
As default, all PC's previously shipped and currently shipped from Crowley, are sent with the FAST START setting to OFF, so that the DALSA frame grabber card that connects to the 7700- and 8800-Series scanners operates as expected.

It has been found that some Windows 8.1 and Windows 10 updates turn the FAST START setting ON. This will lead to the 7700-Series or 8800-Series Software showing a "failed to initialise" message on screen after a PC shut down and start up.

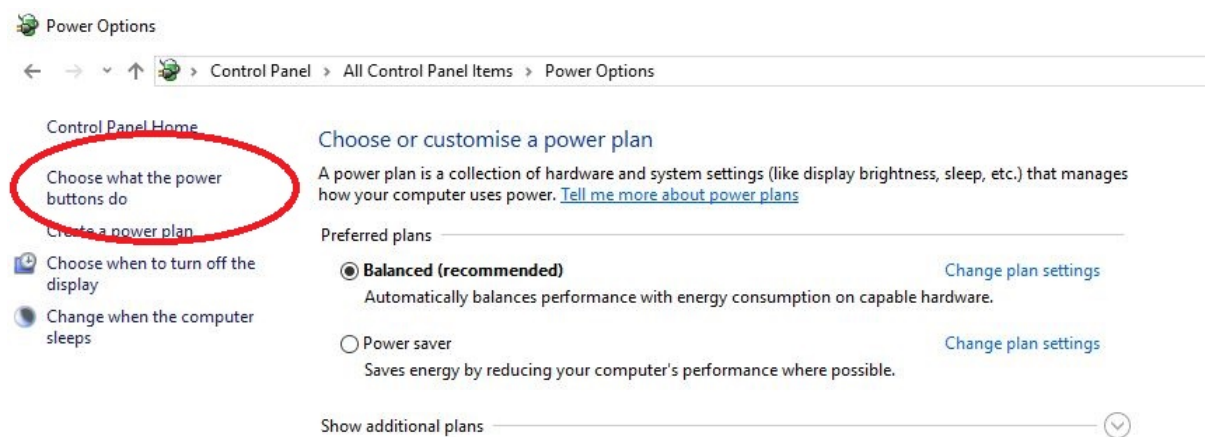
The following will show how to turn the FAST START setting to OFF. Please note that we do not know at the time of this Technical Bulletin as to whether future Microsoft updates will have the same effect.

How to stop the Dalsa Frame Grabber Card failing after a shut down on Windows 8.1 and 10 external controller PC's for the 77 and 88 Series

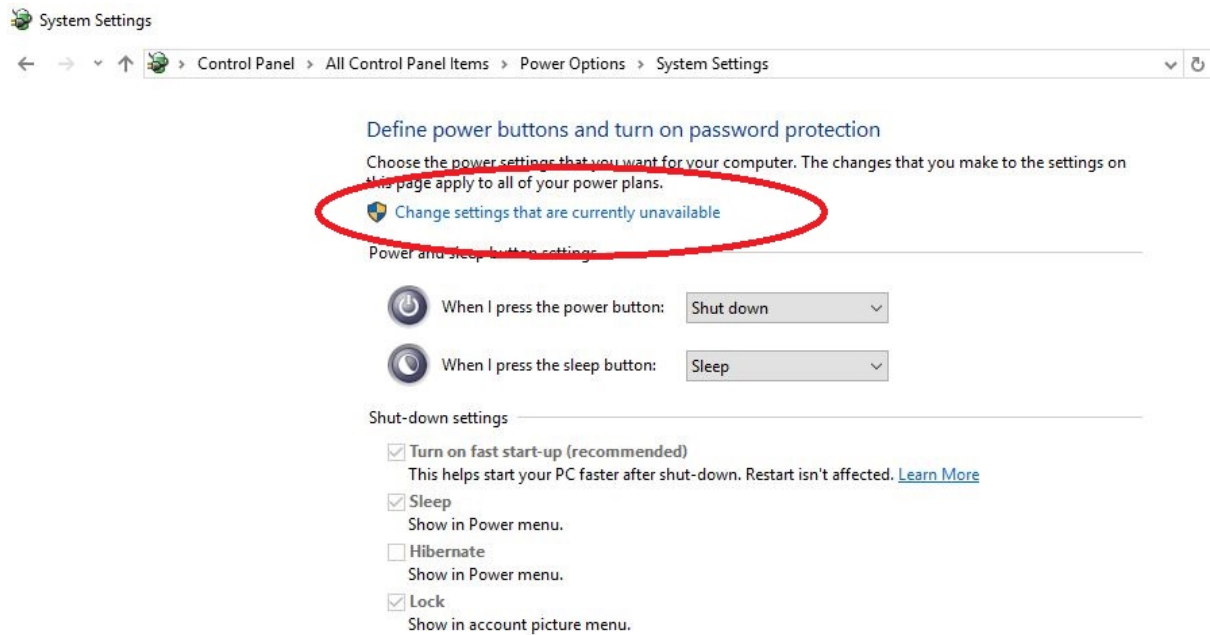
From Control Panel select "Power Options".



Now select "Choose what the power buttons do".



Then click on “Change settings that are currently unavailable”.



Now the “Turn on fast start-up (recommended)” box will become available.

Untick this function and click “save changes” at the bottom of the window.