

The following is a technical bulletin with updated information on the specifications and/or operation of the C-400 aperture card scanner. If you have questions regarding the information within, please email your Crowley representative or eusupport@thecrowleycompany.com (UK and Europe) or support@thecrowleycompany.com (all other locations).

FIRMWARE COMPATIBILITY

Product:	C-400
Current Serial Number Set:	0797xxx
Software Version:	4.1.0
Firmware Version:	1.3a
FPGA:	N/A
PC (Recommended):	i7 Processor, 8GB, USB3, Windows 7, 8.1 and 10 all 64 Bit only.
PC Configuration (Required):	The C-400 is connected to an external controller PC via a USB2 connector cable. If a USB3 port has to be used on the external controller PC, please ensure its USB3 drivers are up to date.

Date: 01/03/2018

Subject: C-400 Software Release 4.1.0

Part Number: 7960554

The Crowley Company has issued a new production version of the C Series SCANCARD software at Release 4.1.0. This Technical Bulletin describes the new features in the C Series SCANCARD software since the last production release 4.0.0. This release supports the C Drive X and C-400 Scanstations. This new version works with Windows 7 (32 & 64 bit) & Windows 8 and 10 Professional (64 bit only).

A NEW FEATURES IN THIS RELEASE

- A.1 The C-400 is now enabled to create 100-600 dpi images.
- A.2 Logging data now gets saved with Job Setups.

B CHANGES AND CORRECTIONS TO THE PROGRAM OPERATION

- B.1 Corrected: Memory leak within Windows with Hollerith Naming and Sizing. Previously with Hollerith Naming and Sizing used in batch scanning, the memory usage would keep increasing throughout the scanning process, eventually causing the application to stop.
- B.2 Corrected: Reject File Counter removed from status information window. C-Series scanners do not have a reject hopper and therefore are not capable of recording a reject count.
- B.3 Corrected: Full processing together with a post process of Framing.
- B.4 Corrected: The saving of CAL files no longer crash the C-Series Software.
- B.5 Corrected: Full processing together with an imaging change and then a reprocessing of the image no longer causes a shift in the image on screen for certain drawing sizes.
- B.6 Corrected: The scan of every card will reset the timeout clock. Previously, if batch scanning was performed and the timeout period of 60 minutes was reached without the scanner being interrupted, the scanner and software would need to be reset to allow scanning to continue.
- B.7 Corrected: Smart Naming together with a Log File set now records the file name correctly.
- B.8 Corrected: If attempting to save to a network drive, one with a particularly long path name, then the software would previously crash.

C PLANNED FEATURES NOT YET IMPLEMENTED

C.1 None.

D KNOWN DEFICIENCIES AND ERRORS

D.1 With reference to B1, when scanning in bitonal mode it is not possible to use the grayscale template.

D.2 The update of USB3 drivers would be required to expect a C-Series scanner to be fully operational if connecting to a USB3 port rather than a USB2 port as is the connection from the scanner. Scenarios such as freezing during the batch scanning of cards, may be seen, if using a USB3 port rather than a USB2 port, which is not updated.

E COMPATIBILITY WITH HARDWARE AND FIRMWARE

E.1 This software interfaces with firmware revision 1.3a. The firmware revision can be read in the Help About menu.

E.2 This software release is compatible with the C-400 Scanstation (serial number 0797001 onwards) and C-Drive X Scanstation (serial number 0795001 onwards). This software release is not backwards compatible with earlier C-Series scanners.

E.3 In order to run correctly, this software requires the installation of a compatible Rockey USB dongle (supplied with the scanner). Failure to install the correct USB dongle will prevent the scanner from operating. The software for the Rockey USB dongle should be installed before the Rockey USB dongle is used on the C Series controller PC. Its installation software is within the C Series software.

F COMPATIBILITY WITH DOCUMENTATION

F.1 This release is supported by Issue 2.0 of the C-Drive X and C-400 User Guide.