

The following is a technical bulletin with updated information on the specifications and/or operation of the C-400. 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:	4.2.0
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, then please ensure its USB3 drivers are up to date.

Date: 10/03/2018

Subject: C-400 Software Release 4.2.0

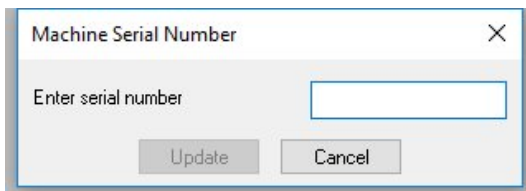
Part Number: 7960554

The Crowley Company has issued a new production version of the C Series SCANCARD software at Release 4.2.0. This Technical Bulletin describes the new features in the C Series SCANCARD software since the last production release 4.1.0. This release supports the C Drive X and C-400 Scanstations. This new version works with Windows 7 Professional (32 & 64 Bit) & Windows 8.1 and 10 Professional (64-bit only).

A NEW FEATURES IN THIS RELEASE

- A.1 600 dpi is now an option for the C-400 software. This can be purchased when upgrading to this version of software.
- A.2 With software version 4.2 and beyond, the C-400 scanner is now able to operate without a dongle.

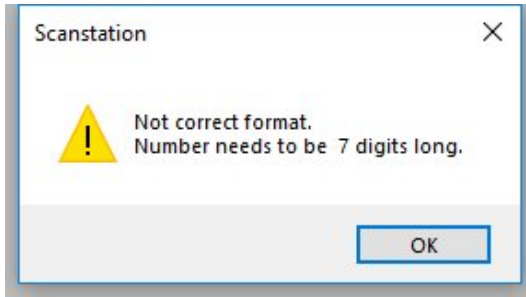
Install the 4.2 version of software in the normal manner. If you have a previous version of C-400, the 4.2 version will upgrade your previous version of software. Initialize the C-400 software in the normal manner.



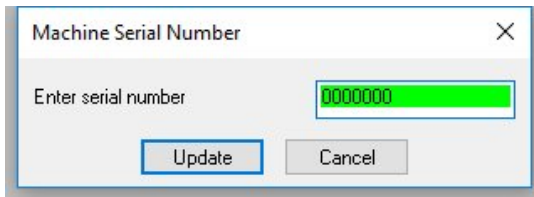
First time upon initialization, the software will show a **Machine Serial Number** message. At this point, please enter your C-400 serial number displayed at the rear of the scanner on the UL label (will begin with 0797).



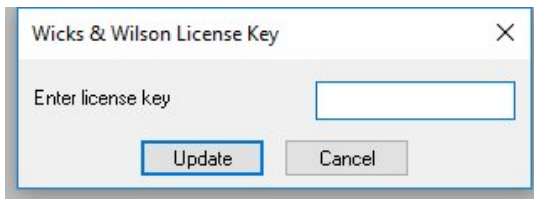
Here is an identical label showing the **Serial No.** that requires to be entered at this first time of initializing C-400 4.2 software.



If trying to cancel out from this screen or entering in the wrong format of serial number, this message will show.

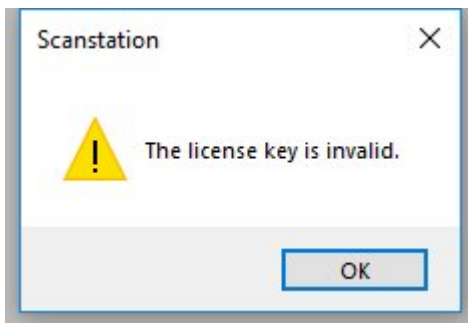


The **Machine Serial Number** message will turn green when seven digits have been entered, but please double check that your machine serial number is correct; it is essential for the license key. Click **Update** when happy to proceed.

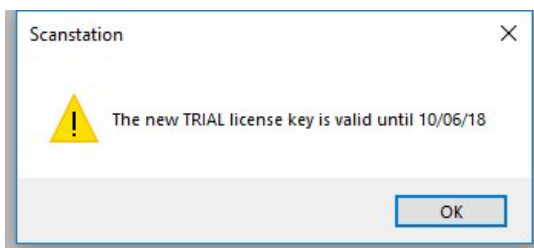


Having entered the machine serial number, the software will now request the **license key**. Please enter the 28 character license key you have received from Crowley for your 4.2 version of C-400 software. Click **Update** and a message will appear showing you have successfully entered the license key and when the license key is due to expire.

If you have installed the software for a one month trial, just click **Update** without entering any numbers and you will see the following messages.



The license key is invalid message will now appear. Simply click OK to this message.



Now a **TRIAL license key** will be generated. No option such as 600 dpi can be selected, but the software will operate fully for one month. Click **OK** to continue. Before your one month expiration, you will be expected to purchase a 4.2 license key to further proceed with this software.

B PLANNED FEATURES NOT YET IMPLEMENTED

B.1 None.

C KNOWN DEFICIENCIES AND ERRORS

C.1 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.

C.2 The setting of FULL PROCESSING or MAXIMUM drawing size cannot be achieved with dual save and 600 dpi scanning. FULL PROCESSING is used when Hollerith sizing and a MAXIMUM drawing size can be used from framing downwards from a large drawing size. This exceeds transfer limitations within a USB interface and memory mapping. If either bitonal or greyscale individually is set as an output file type, then the above can be carried out.

D COMPATIBILITY WITH HARDWARE AND FIRMWARE

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

D.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.

D.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.

E COMPATIBILITY WITH DOCUMENTATION

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