

TB #588: Windows Update on the 7700- and 8800- Series Scanners

The following is a technical bulletin with updated information on the specifications and/or operation of the Wicks and Wilson 7700-Series microfiche scanners and the Wicks and Wilson 8800-Series microfilm scanners.

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).

Date: December 1, 2020

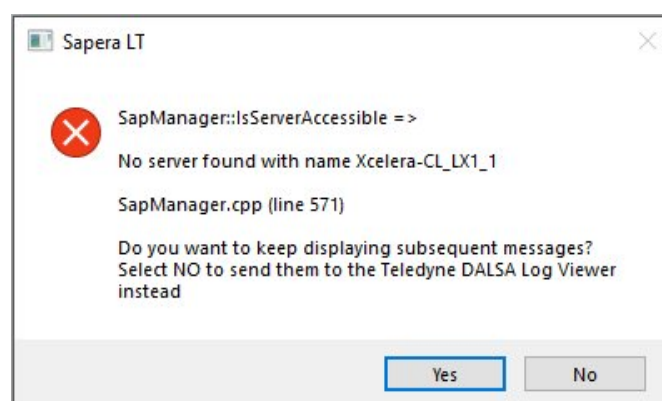
Subject: Windows Update on PCs controlling 7700- and 8800-Series Scanstation Scanners

The Issue: Windows 10 performs regular updates on PCs which results in its version number being updated. Major PC brands are now linking with Microsoft to push out their own updates to PC chipsets, drivers etc. through the Windows update. As a result, the Windows updates for versions 2004 onward have been seen to reset the PC's BIOS parameters.

All PCs shipped from Wicks and Wilson with their 7700- or 8800-Series scanner will have their BIOS settings set to C-State Control Disabled and Intel® Speed Step Off. However, a future update of Windows may well reset these parameters.

If these BIOS settings have been set by Windows update to their alternative option, this may result in one of two symptoms showing with the 7700- or 8800-Series Scanstation scanners.

- 1) **No live display.** The scanner will appear to be scanning its respective fiche or film but will not have a live display of the fiche or film being placed through the scanner.
- 2) **No server found.** In this instance, the following message will appear when scanning commences:



The above message shows that the frame grabber card is not able to perform its task of capturing the video output of the scanner.

The Solution: The C-State Control and Intel® Speed Step settings within the BIOS of a PC must be reset. These are typically found within the "Performance" tab of BIOS.

To correct either or both of the issues noted above, the settings should be as follows:

- C-State Control Disabled
- Intel® Speed Step Off

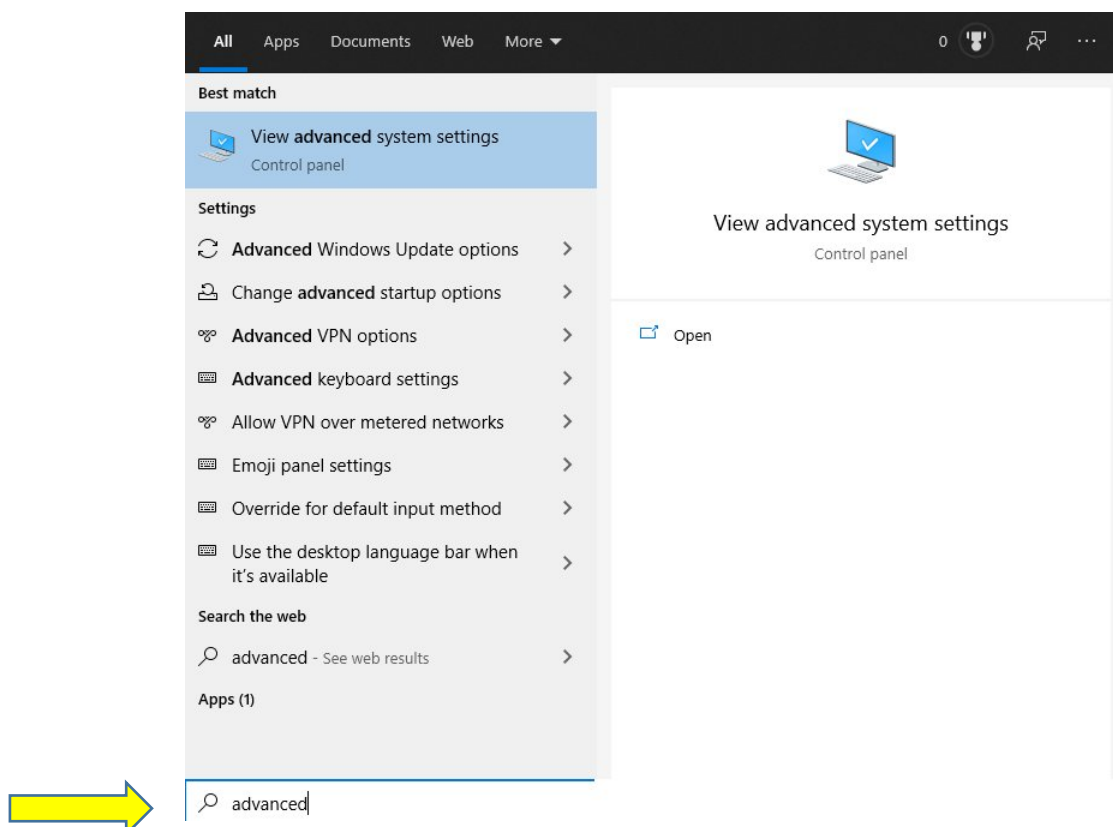
NOTE: Administrator privileges will be required

Disabling Future Automatic Driver and BIOS updates performed by Windows Update

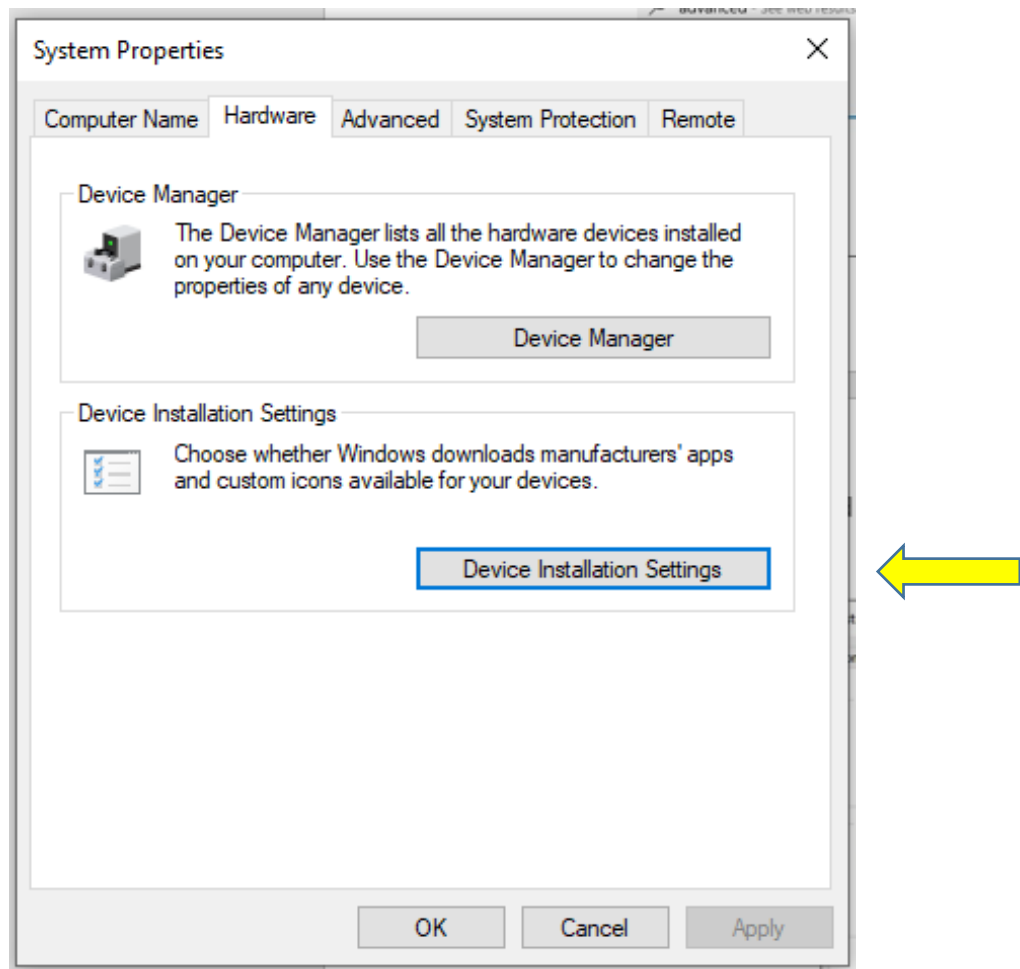
Windows updates can reset preconfigured settings within the BIOS and override current installed drivers. This is particularly a problem with PCs controlling the 7700- and 8800-Series scanners because of the graphics and frame grabber cards necessary for the scanning operation.

To turn off Driver and BIOS updates, please follow these guidelines:

1. Place your cursor in the area next to the Start button of Windows where the magnifying glass shows. Type the word "advanced" and click "View advanced system settings."



2. Select the **Hardware** tab and then **Device Installation Settings**



3. There are two options for Device Installations; select **No**. This will stop driver and BIOS updates from being installed by Windows updates. **Save the changes and exit.**

