Administrator's guide to ISIS Scanner driver issues in WebXtender

With a relatively open system such as Xtender, there are always going to be issues with newer software and older hardware being compatible. This document walks administrators through some steps that can be taken to alleviate some issues of ISIS drivers not appearing as a selectable item in the scanner selection area within WebXtender.

In order to get some of the ISIS drivers to become available for selection in the "select a scanner" option within Webxtender, the Xtender scanning component may need to be installed. Unfortunately the newer version (Application xtender scanning component version 5.4) of this software is not working well with some of the scanners we are attaching to Xtender. To remedy this problem, the 5.4 version can be uninstalled, and the old version (xtender scanning component version 5.25) can be installed.

Steps to complete this process are below.

1. First open the "Add/Remove Programs" option within the control panel.

2. Check to see if "ApplicationXtender Scanning Component" is installed. This is the new version of the software that has issues with some of our scanners (version 5.4).


3. If the above version is installed, the first step would be to uninstall it by clicking on the remove or uninstall buttons (depending on your version of Microsoft Windows). Accept the defaults for the uninstall process. Once the uninstall is complete, skip to step 5. If you did not have this software installed, move to Step 4.

4. If the above version of the software is not installed check to see if the older version of the software is installed. It will be listed under "Xtender solutions Scanning Component". See below illustration. This is the correct version to work with many ISIS scanner drivers.


5. If the "Xtender Solutions Scanning Component" is not installed please follow the directions in the rest of this document to install the software needed to recognize certain ISIS drivers within Webxtender.

6. The next step is to install the correct version of the scanning component. (XtenderSolutions Scanning Component) version 5.25 shown in step 4 above. This software can be acquired from https://hfrsxtendt.sdbor.edu/appxtender/xsscanningcomponent525.exe

7. Clicking on the above address will allow you to download and install the scanning component. Accept all defaults for the installation.

8. Once the software had been installed clear browser temporary internet files and cookies.

9. Restart the computer for the software changes to take effect.

10. After restarting the computer, open a browser and login to WebXtender and click on batch import as seen in the below image.
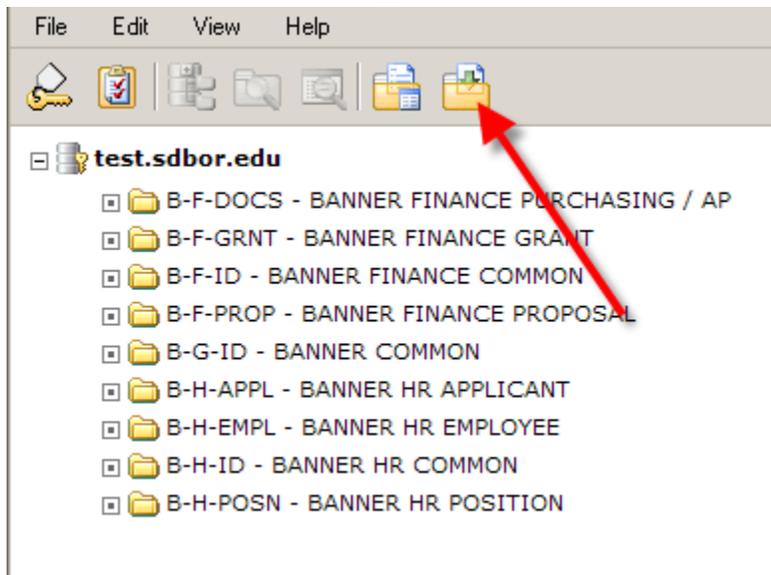

11. Choose an **application** and type in a **batch name**, then click the **next** button.
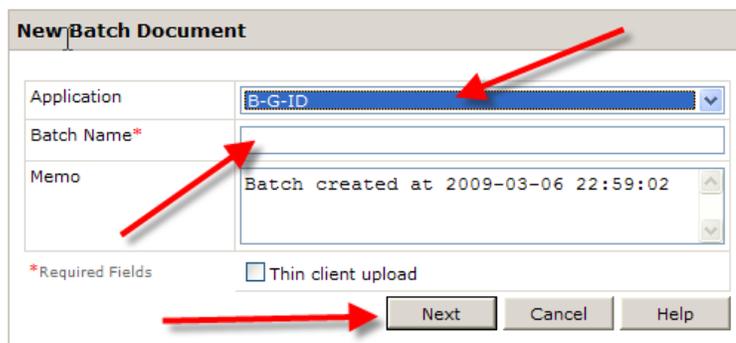
12. Once the batch window loads, click on the **"Scanner Setup"** icon as shown below and click on **"Select Scanner"**
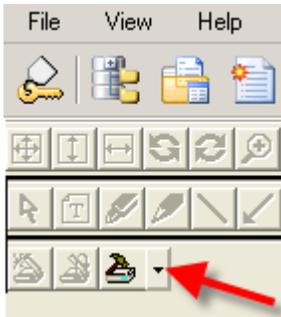
13. This step will look different depending on the scanner installed on the computer. This example uses a HP Scanjet 5590 utilizing an ISIS driver. Choose the ISIS scanner driver you wish to use and click the **"OK"** button.
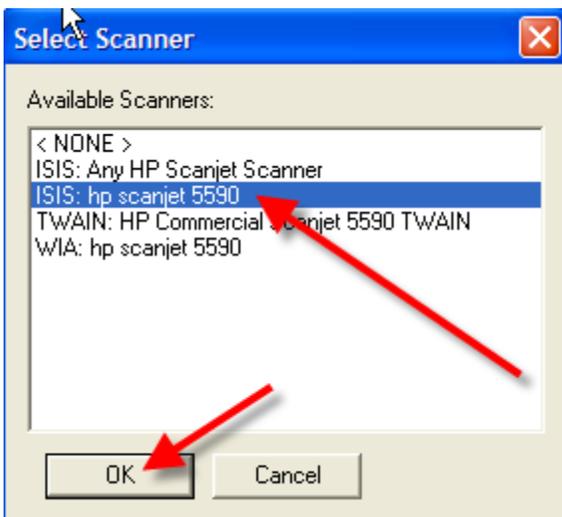
14. Next check to make sure the scanner settings are setup correctly by clicking on the **"Scanner Setup"** again and choosing **"Driver Configuration".** The driver should be configured for **200-300 DPI** (Dots per inch) and **Black and White** scanning as well as any other necessary features such as the auto feeder, contrast, etc. See example below.
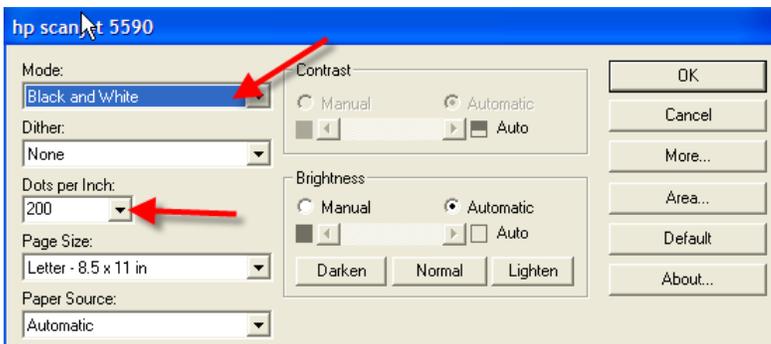
15. You can then test the scanner by clicking on the **"Scan"** button as shown below, before logging out of the system.