

## **A** **TROUBLESHOOTING AND ERROR CORRECTION**

TextBridge is designed to be easy to install and use, and, under typical circumstances, you should rarely experience problems.

However, should you encounter a problem during installation and/or use of TextBridge, first consult this appendix to try to resolve the problem yourself.

TextBridge error messages appear in a standard Windows error dialog box, as shown in Figure A-1.



**Figure A-1.** Error message example

For information to resolve an error condition, refer to the appropriate section in this appendix. This appendix is organized in three sections:

- What to do if you encounter a problem
- Troubleshooting common problems
- Correcting error conditions

## WHAT TO DO IF YOU ENCOUNTER A PROBLEM

If you are a new or inexperienced user, and you encounter a problem, first refer to “Troubleshooting Common Problems,” the next section in this appendix. That section suggests solutions to common problems found by TextBridge users.

If you are a more experienced TextBridge user and you encounter an error, refer to the “Correcting Error Conditions” section to locate the error, and follow the recommended solution.

When you get an error message, write down the text of the message, along with the error code number.

Also, note the sequence of steps you took to generate the message. This information can be useful later if you cannot solve the problem and must call your scanner manufacturer for support.

If you get an error message that you cannot locate in this appendix, and/or you cannot resolve a problem on your own, contact your scanner manufacturer.

If you should need to call, be ready to provide:

- your software registration number (the serial number on Disk 1 of the original TextBridge installation diskettes)
- a list of the steps that led up to the problem
- a verbatim description of the error message (and/or number)

## TROUBLESHOOTING COMMON PROBLEMS

This section describes typical problems with TextBridge, and provides suggestions to resolve them. It also discusses other issues. Specifically, this section is organized into four topics:

- ISIS scanner problems
- TWAIN scanner problems
- Virtual memory problems
- Other problems

### ISIS scanner problems

TextBridge provides a number of ISIS scanner drivers developed by Pixel Translations and other sources.

Following are some common error messages relating to ISIS scanner setup and use, and suggestions to correct the error conditions:

#### **Can't open system-level scanner driver; check installation**

In Scanner Setup, after using the Select Source command, you run the Acquire command to test the scanner, and this message appears.

Assuming you have correctly installed the scanner interface card and connected and powered on the scanner, do the following: Load the scanner **system-level driver** (.sys file) file onto your PC, reference the complete file pathname in a device statement in your `config.sys` file, then restart your PC.

The system-level driver, and instructions to install it, should be provided by the interface card or scanner manufacturer.

### **ISIS error or Cannot write to device USCAN.XXX**

In Scanner Setup, when you test the scanner with Acquire, one of these messages can appear.

If you have an Envision scanner, install the ISIS driver provided by Envision Systems, Inc.

Choose Select Source, insert the Envision diskette into the disk drive, and type the directory path:

*drive:\txbridge\6100*

In the Add dialog, select the ISIS driver and proceed accordingly.

If you encounter one of these errors with another scanner, the TextBridge ISIS driver could be outdated.

Call the scanner manufacturer to see if an updated ISIS driver is available.

If not, call Customer Support.

Also, these errors can be generated by an address conflict with another device.

Try changing the memory address of your scanner card according to manufacturer instructions.

Finally, these error messages can be generated by an extended memory manager, such as EMM386, that allocates your scanner card memory address to another device.

In that case, you need to exclude your scanner card's memory address in the EMM386 statement in your `config.sys` file.

## TWAIN scanner problems

TWAIN is an emerging industry standard for the development of scanner and other image-capture device drivers.

TextBridge supports **fully-TWAIN compliant** hand-held scanners and other devices.

For your TWAIN scanner to work with TextBridge, it must have the following software:

- **TWAIN source manager** (TWAIN.DLL)—This software manages the communication between your scanner's TWAIN source driver and TextBridge. It is provided by your scanner manufacturer and must be loaded into the Windows directory, typically C:\WINDOWS.
- **TWAIN source driver**—This is the actual scanner driver. It is provided by your scanner manufacturer and typically is loaded in C:\WINDOWS\TWAIN, or a subdirectory of this directory path.

This section describes some of the problems that you can encounter with a TWAIN scanner while using it with TextBridge, specifically:

- Problems with scanner setup
- Problems with buffered memory
- TWAIN errors

## Problems with Scanner Setup

The Scanner Setup program links your scanner's TWAIN source driver with TextBridge.

If your scanner's TWAIN software is not properly installed, you can encounter one of the following problems:

### Under the Type menu, TWAIN is dimmed

TextBridge cannot find the TWAIN source manager (TWAIN.DLL) in the Windows directory, or there is no TWAIN subdirectory in the Windows directory.

Check to see that a file named TWAIN.DLL resides in the C:\WINDOWS directory. Check also to see if there is a C:\WINDOWS\TWAIN subdirectory.

If either of these conditions is untrue, repeat all TWAIN installation steps described in your scanner documentation. Verify the existence of the TWAIN source manager and the TWAIN source subdirectory, as above. **Restart your PC.** Then try running Scanner Setup again.

If the TWAIN type is still dimmed in the Scanner Setup Type menu, call Customer Support.

### No TWAIN sources installed

Under the Type menu, you have selected TWAIN. When you run the Select Source command under the File menu, this message is displayed. This means that TextBridge cannot locate any TWAIN drivers in the C:\WINDOWS\TWAIN subdirectory.

Repeat all TWAIN scanner installation steps as instructed by your scanner documentation. **Restart your PC.** Then try running Scanner Setup again.

If you continue to get this message, call Customer Support.

### No TWAIN source selected

When you run the Acquire command under the File menu, this error message is displayed.

Run Select Source first, select a TWAIN source driver, then run the Acquire command again.

### Problems with buffered memory mode

To support TWAIN on 4Mb systems, TextBridge requests the TWAIN source driver to use **buffered memory** mode.

If the TWAIN source driver correctly supports buffered memory mode, it uses no more than 64 kilobytes (Kb) of memory at a time, passing the scanned image to TextBridge in segments.

TextBridge then copies these segments into the memory it has set aside to store the page image it is about to recognize.

Ideally, buffered memory mode reduces the total amount of memory the TWAIN source driver and TextBridge use to manage the scanned image.

Some TWAIN source drivers do not properly support buffered memory mode, and have problems delivering a clean image to TextBridge.

In such cases, the image tends to be severely slanted or otherwise garbled, and TextBridge cannot perform legible OCR on it.

If you encounter this problem, you can direct TextBridge to request **native memory mode**.

In native memory mode, the TWAIN source driver allocates enough memory to store the entire page image before it passes it to TextBridge.

To specify native memory mode:

**1. Edit the TextBridge initialization file:**

```
c:\windows\txbridge.ini
```

**2. At the bottom of the file, insert the following line exactly as shown.**

```
memory=native
```

**3. Save the changes to the file.**

**4. Quit TextBridge and start it again, then try scanning with your TWAIN scanner.**

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**Note** Native memory mode requires 1Mb of memory. If your PC is a 4Mb machine, you can encounter memory problems running in native memory mode. In this case, you should upgrade your PC to 8Mb of RAM.

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### TWAIN source driver errors

The TWAIN standard is in its infancy. Developers of TWAIN source drivers fine-tune them so that the scanners work with a particular application. Typically, the scanner, source driver, and application are sold as a bundle, and they all work fine together.

However, if you get an error from the TWAIN source driver while using your device with TextBridge, it could be that **the source driver is not fully-TWAIN compliant**.

Contact the manufacturer to see if an updated TWAIN source driver is available for your device. If not, call Customer Support.



## Virtual memory problems

Some problems in using TextBridge are related to not allocating enough virtual memory in Windows.

Because TextBridge must process large image files during OCR, the program requires a minimum of eight megabytes (8Mb), and preferably 12 to 16Mb, of **permanent** virtual memory, especially on PCs that only have 4Mb of RAM (random access memory).

Permanent virtual memory is a contiguous block of swap space on your hard drive. It cannot be located on a compressed drive.

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**Note** On systems with 8Mb of RAM, it is possible, although not recommended, to run TextBridge using **temporary** (non-contiguous) virtual memory.

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Following are a few examples of problems that can be related to virtual memory:

- error message “Invalid index for language”
  - + This error can also be caused for other reasons; see the section, “Other problems.”
- error message “General protection fault”
- TextBridge hangs while acquiring the image
- the scanner stops during a scan

If you have installed TextBridge and experience problems while using it, check and, if necessary, change your virtual memory setting in Windows. Use the following procedure:

1. **From the Program Manager, open the Main program group, and select Control Panel.**
2. **Double-click the 386 Enhanced icon.**
3. **Click the Virtual Memory button to display the current swap file size and type (permanent or temporary).**

If virtual memory is less than 8Mb (preferably 16Mb) in size, or is temporary, you may need to change it, as described in the next step.

4. **Change virtual memory.**
  - Click the Change button to display Maximum Size, Recommended Size (not in DOS 6.0), and New Size values.
  - If Type is not Permanent, specify Permanent. This is **required** on 4Mb systems, recommended on 8Mb systems.
  - Using the now-displayed Recommended Size value (not on DOS 6.0), enter this value as the New Size, or simply accept the New Size amount.
    - + If there is not enough contiguous space to create a large enough permanent swap file (8–16Mb), you will need to defragment your disk. Use a utility such as Norton Utilities' SpeedDisk to perform this operation.

With the appropriate virtual memory set up on your Windows-based PC, you should be able to use TextBridge successfully.

If you still encounter any of the problems listed above, or problems that you cannot otherwise resolve, contact TextBridge Customer Support.

## Other problems during TextBridge operation

Following are some other common problems that TextBridge users have encountered:

### Invalid index for language

If your PC has 4Mb of physical RAM (random access memory), and you get this message while using TextBridge, you are probably running DOS Version 6 with Memmaker, or have a number of devices being loaded into high memory.

If you are using Memmaker, you will have to undo it, as TextBridge requires the space in upper memory that Memmaker allocates to files. Close out of Windows, back up your `autoexec.bat` and `config.sys` files, then, at the DOS prompt, type:

```
Memmaker /undo
```

If you are not using Memmaker, and you get this error, it may be because you are using too many LH (load high) statements in your `autoexec.bat` file, or DH (device high) statements in your `config.sys` file.

Back up these files, then try reducing the number of LH and/or DH statements in these files. Restart your system and try using TextBridge again.

If you still get the error message while running TextBridge, it could be a problem with virtual memory. Refer to the previous section, "Virtual memory problems," for information.

### Errors 667, 673, 675, or 690

If when reading a TIFF file, you get any of these errors, the TIFF file cannot be processed. TextBridge can process **binary** (black and white) TIFF files of the following resolutions and formats:

<u>Resolutions</u>	<u>Formats</u>
100-by-200	TIFF Uncompressed (Intel header)
200-by-100	TIFF CCITT-3 (Intel header)
200-by-200	TIFF CCITT-4 (Intel header)
300-by-300	TIFF Uncompressed (Motorola header)
400-by-200	TIFF CCITT-3 (Motorola header)
400-by-400	TIFF CCITT-4 (Motorola header)
	TIFF (Intel FAXability header)

In addition, the TIFF image must contain black type on a white background. Some fax programs save images in reverse (white type on a black background). TextBridge cannot recognize such files. Try processing these files using the Preview option in TextBridge. If a page image appears in reverse, use the Invert command under the View menu to correct the image. Then try processing the page again.

## CORRECTING ERROR CONDITIONS

Occasionally, during TextBridge operation, you may receive an error message. TextBridge error messages are designed to be self-explanatory. Usually, you can simply correct the situation and proceed.

However, if you require more detail about how to correct an error condition, consult this section. Each error message is listed here, along with a description of the cause and a recommended course of action.

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<b>Note</b>	If you encounter an error message not described in this section, and you cannot resolve the problem on your own, contact Customer Support.
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**Canceling. Page too complex for selected mode.**

You are trying to process a complex page with halftones, or which is improperly oriented, without specifying the correct preferences for TextBridge to operate.

In Preferences, specify Auto Page Segmentation and/or Auto Page Orientation, and try again.

If you still encounter problems with a particular document, contact Customer Support.

**Cannot find file *filename* (or one of its components). Check to ensure the path and filename are correct and that all required libraries are available.**

You are trying to launch TextBridge, or open one of the files in its program group, and the program or file represented by *filename* cannot be found.

Re-install TextBridge from the original installation diskettes. Refer to Chapter 2 of this manual for information.

**Cannot find this file. Please verify that the correct path and filename are given.**

This indicates that a file that appears in the Open dialog box was recently deleted, while the Open dialog file listing itself was not updated. This could happen if, for example, the file you were trying to access was on a network and another network user deleted or moved it.

Try clicking GO! again to access the Open dialog. The file should no longer be listed. If it is listed, and you select it again, and you still get this message, your disk may be corrupted, or you may have network problems.

### **Can't Initialize Server.**

You have started TextBridge, and the recognition server, named `ICRSVR.EXE`, in the TextBridge `BIN` directory is corrupted or missing.

Re-install TextBridge from the original installation diskettes. Refer to Chapter 2 of this manual for information.

### **Cannot open Help file.**

The file named `TXBRIDGE.HLP` has been removed from the TextBridge `BIN` directory or is damaged.

Re-install TextBridge from the original installation diskettes.

### **File Error                      Cannot find *filename***

You are trying to launch TextBridge, or open one of the files in its program group, and the program or file represented by *filename* cannot be found.

Re-install TextBridge from the original installation diskettes. Refer to Chapter 2 of this manual for information.

### **Invalid input format**

You have directed TextBridge to open a file that has the `.TIF` extension but is not a valid TIFF file. Although TIFF is an industry-standard, some applications write non-standard variations of the TIFF format. TextBridge can read the following TIFF variations:

- TIFF Uncompressed (Intel header)
- TIFF CCITT-3 (Intel header)
- TIFF CCITT-4 (Intel header)
- TIFF Uncompressed (Motorola header)
- TIFF CCITT-3 (Motorola header)
- TIFF CCITT-4 (Motorola header)
- TIFF (Intel FAXability header)

### **Must select a different language**

In Preferences, you have selected a recognition language that is not loaded on your system.

Run the TextBridge SETUP program to re-install TextBridge, making sure to include all the recognition languages you intend to use. Refer to Chapter 2 of this manual for information.

If you did install the language pack, and experience this problem, the language pack file in the TextBridge BIN directory has been deleted inadvertently, renamed, or corrupted.

Re-install TextBridge from the original installation diskettes. Refer to Chapter 2 of this manual for information.

### **Parameter combination not supported**

This error is usually the result of trying to have TextBridge process a TIFF file that is inappropriate for OCR. For example, the TIFF file could be extremely low resolution (lower than 100-by-200 dpi), could be color or grayscale, or some combination of the two.

TextBridge can only process binary (black and white) TIFF images with resolutions greater than 100-by 200 dpi.

### **Scanner not operational**

A number of conditions can cause this problem.

Make sure you have followed the manufacturer's recommended instructions for installing the scanner on your PC, including installing the system-level driver.

Make sure you have followed all the scanner installation steps described in Chapter 2 of this manual.

If you still get this message, your scanner may be powered off. Turn it on and try again. This can also happen if TextBridge is running and your scanner is powered off and back on, or otherwise loses power for a brief moment. Try exiting from TextBridge and starting it again.

Otherwise, your scanner may be improperly connected. Power down your PC, check all connections. Then try again.

**Server not found or down.**

You have started up TextBridge, and the recognition server, named `ICRSVR.EXE`, in the TextBridge `BIN` directory is corrupted or missing.

Re-install TextBridge from the original installation diskettes. Refer to Chapter 2 of this manual for information.