Error Handling

Reference Manual

For End user: TWAIN User's Guide

For Service personnel: Troubleshooting Manual & Maintenance Manual

(1) Display of Dialog

(See TWAIN User's Guide Section 2.4 / Troubleshooting Manual Sec.1)

When an error occurs, an error message will be displayed in the dialog box

(1) Recoverable Error --→ in the Recoverable Error Dialog box

(2) Unrecoverable Error --→ in the Unrecoverable Error Dialog box

There is another Dialog box when scanning is suspended. (Normal condition)

(2) Indication of LED

At System down, Unrecoverable error, Hung-up of the TWAIN driver

--→ Power Supply LED / Status LED: ON solidly

(3) Error Code for End User

An error code can be got from the error dialog shown above. Refer to the TWAIN User's Guide for trouble shooting with the error code.

(1) Caused by scanner? --→ Scanner Detailed Error Code (See Section 2.1)

(2) Caused by the host? --→ Error Code (Host) (See Section 2.2)

(3) Condition Code (See Section 2.3) --- This won't be used.

(4) Error Code and Detailed Trouble Shoot for Service Personnel

If you need to conduct detailed trouble shoot, the Troubleshooting Manual would help service personnel to know the meaning of error codes and to find out suspicious part.

(1) Caused by scanner? --→ Scanner Error Code List (See Section 2.1)

(2) Caused by the host? --→ Error Code (Host) (See Section 2.2)

(5) Corrective Action

When the parts are specified by the Troubleshooting Manual you will take a corrective action following the guidance described in the Maintenance Manual Section 4.

(6) Collection of Error Information

(See TWAIN User's Manual Appendix / Troubleshooting Manual Section 1.3)

When you encounter a fatal error, it is recommended to get memory dump and logging information. You may ask end users to get them before the data will be over-written.

(1) Memory dump from scanner

(2) Log Information of the TWAIN driver

(7) Measurement for Failure Analysis

The Troubleshooting Manual may suggest you to get more data by measuring some items for specifying suspicious parts. How to measure them are described in the Maintenance Manual Section 7.8.

(8) Hitachi Support

When you need assistance from Hitachi it is recommended to provide error information shown next.

Error Information Required by Hitachi

(TBD)