

Bowe Bell and Howell scanners and Microsoft Windows 7 support.

The Bowe Bell and Howell Copiscan, Spectrum and Spectrum XF Series Scanners are not supported by Kodak Service and Support under the Microsoft Windows 7 operating system.

There are several reasons that this operating system is not supported.

These scanners were developed by the Bowe Bell and Howell scanner division before that division was purchased by Kodak in late 2009. These scanners were all manufacturing discontinued at the time of purchase. Windows 7 was not available until after the discountenance of these scanners. These scanners were replaced by the Bowe Bell and Howell Ngenuity series which has been converted to the Kodak Ngenuity series with additional feature enhancements including support of Windows 7 32 and 64bit operating systems.

A technical reason that Kodak does not support these scanners under Windows 7 is the lack of support for a required SCSI interface layer called WinASPI. The WinASPI layer is a required component of the SCSI communications stack for all of the Bowe Bell and Howell Scanners that use SCSI as the hardware interface. The Kofax Adrenaline 850 and 1700 Image Processing Accelerators also use the SCSI interface protocol. To my knowledge all of the other popular document scanner venders (including Kodak) also used WinASPI as part of their solutions so this is not a unique Bowe Bell and Howell Scanner issue. The WinASPI layer was developed by Adaptec in the early 1990s and was included in older Windows releases but was removed by Microsoft in Windows 2000 and later versions. Adaptec continued to support this code through the Windows XP versions but abandoned support with Windows Vista.

In Kodak Service testing of similar Kodak SCSI scanners using the recommended Adaptec 29160 card on Windows 7 (32 bit) the operating

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system did not react as well during the installation as the older versions of Windows. Some customers have reported that they were able to get SCSI scanners such as the Kodak i800 Series Scanners to work under Windows 7 (32bit). We have therefore classified that operating system version has “Not Supported – Customer Validated”. A detailed definition of that classification can be found on our web site.

In Kodak Service testing, and in all the customer feedback we have collected, the Windows 7 (64bit) version does not work with the Kodak SCSI Scanners. We have not tested any of the older Bowe Bell and Howell scanner but we believe the results would be the same. We believe that there are limitations in the old WinASPI code that would need to be updated to support Windows 7 (64bit) and Adaptec has no plans to make these changes.

Customers may choose to attempt to configure their Windows 7 (32bit) systems to support the older Bowe Bell and Howell scanners and Kodak Service will continue to support the Scanner hardware only for those customers.

For full Windows 7 support Kodak recommends the Kodak i1860 or Kodak i5000 or Kodak Ngenuity scanners for high volume environments.

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