

Can not find Extension Driver error

Several factors can cause this error

1. Scanner needs live port connection, no hubs, docking stations, keyboard or monitor connections
2. Scanner needs to be seen by the system in the Apple System Profiler

- **Locating the scanner in the Apple System Profiler**

Open the Mac HD then open the Applications folder, open the Utilities folder and look for System Profiler, double click on this and on the menu tree to the left (if you don't see this select Devices & Volumes) highlight the mode you are using for connection USB or Firewire (on some models) and in the expanded tree to the right look for Film scanner or an item that says **vendor specific**, if you do not see it then there is a bad connection, either the port is not reading the scanner or the scanner may have a mechanical problem.

- Try connecting the device using another cable
- Try another port on the system

Scanner shows up in Profiler but you still get error

NOTE: For systems with OS 9 Classic environments make sure this is not loading on system boot up; also it can not be running when you wish to use the scanner

1. Update scanner driver from: <http://www.scanace.com/en/download.php>
2. Turn off and disconnect the scanner
3. Once the file has saved double click the VISE installer file labeled Cyberview X (should be on the system Desktop)
4. It will state computer had old version driver would you like to remove it select YES, it will remove the old version, then proceed with installing the new version, prompting to connect the scanner etc. when complete it will ask you to restart do so.
5. Try Cyberview again (Mac HD-Applications-Cyberview X_(your version SF, MF or MS)) click on Cyberview X icon (looks like small strip of film) to activate the problem, it should read loading driver please wait...the driver should open to Cyberview X preview screen

If scanner still does not appear in the profiler after a different cable is tried contact Technical Support support@scanace.com

Provide the following
Description of the problem?

Please also identify if the green light is flashing or steady (Models: 3650u, 7250u, 3610AFL, 3650Pro3, 7250Pro3, PS3600, PS3650)

Registration info:

Name:

Phone:

Address:

(Sorry No PO Boxes)

City:

State:

Zip:

Email:

Operating System:

Product Name:

Place of Purchase:

Date of purchase:

Serial #:

(1/2 inch high barcode sticker on the back or the bottom of the unit)