Mariner Software

My scanner shows up, but doesn't scan. What do I do?

Jim Henson - 2018-12-17 - Scanners

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There are many potential causes for this, depending on the scanner. Some of the suggestions below may help. It might help to know if your scanner is using a TWAIN driver or an Image Capture driver. In Paperless, in the preferences, Use Image Capture is selected or Use TWAIN? Are any other scan softwares running that could be using the connection (only one app can be connected to a scanner at once)?

For conclusive proof, look on your system here: Image Capture drivers (apps) are here: /Library/Image Capture/Devices/

For Image Capture based scanners

• Try scanning using the Image Capture application found in /Applications

For ScanSnap scanners

• Make sure the cover is open and the unit is on and connected

• Make sure that the Scan Snap Manager or Home is installed and/or running (Paperless will launch it if it isn't)