

# Mariner Software

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## Paperless stalls when analyzing a receipt. Why is this?

Jim Henson - 2024-04-25 - General Troubleshooting

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Paperless is performing OCR on the receipt and sometimes it can take a significant amount of time. The better the quality of the scan, the faster OCR will be performed. You can change some of your scanner settings and you may have better results. The OCR will eventually complete, but it may take a long time. You can disable OCR by simply unchecking the option in the Paperless preferences.