

Mariner Software

Knowledgebase > Paperless for Mac OS > Scanners > Will my ScanSnap S1500 series scanner work with Paperless if I am running Catalina?

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Logan Ryan - 2019-10-21 - Scanners

The problem, unfortunately, is that Fujitsu ended life on that scanner some time back. Since you are running Catalina, they automatically try to update your scanner software from ScanSnap Manager (a 32bit app that isn't compatible with Catalina) to ScanSnap Home (a 64bit app that is), but only if you are using an actively supported/developed scanner. Owners of older, unsupported scanners, via Fujitsu, are being recommended to update their scanner to one that is supported (and thus uses their most current (and actively developed) software, ScanSnap Home. In essence, you are caught in no man's land with an unsupported scanner and the most current OS. Paperless 3 still should work with ScanSnap Manager and Mojave (although we are hearing of quirky issue being reported which makes sense since Fujitsu isn't working on SSM anymore) but won't with your older scanner and Catalina. The easy fix is to look at another ScanSnap scanner that is actively developed or even a different brand (though not the cheapest). The only other suggestion would be to downgrade to Mojave (pain in the butt), remove ScanSnap Home off your system, reinstall, ScanSnap Manager, and install Paperless 3. The way, Paperless sees no evidence of SSH and should connect with SSM from the Paperless Preferences.