

Xerox Scanning Update: What You Need To Know

Questions and Answers

There have been reports regarding errors with the scanning function of some of our office devices in which characters can potentially be substituted for others. This does not impact printing, copying and traditional fax functions.

Here are the two solutions:

- **Reset Scanning Defaults:** Default settings are recommended for scanning normal office documents. With default settings, it is unlikely that character substitution will occur. A guide demonstrating how to check the current device scan settings and how to return them to factory default is available (Appendix B).
- **Apply a Software Patch:** Xerox is developing a software patch that can be remotely downloaded to each device. The software patch will eliminate the possibility for character substitution in all modes. The patch will be available within a few weeks.

It is important to know that Xerox® devices shipped from the factory are set with the compression level and resolution settings that produce scanned files appropriate for viewing or printing - while maintaining a reasonable file size. Using these settings with normal office documents, it is unlikely that character substitution can occur.

We apologize for any confusion and inconvenience this may have caused our customers. We are working closely with our partners and customer service teams across the globe to proactively inform customers as well as help them resolve the issue.

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Q1: How prevalent is this problem?

A: Based on our experience, most customers scan normal office documents using factory default settings so it is unlikely that you would experience this issue. Normal office documents do not contain a combination of small fonts, are not hard to read, do not contain stray pixels and/or have not been scanned multiple times.

Q2: What device functions are affected?

A: Scanning to digital files is the only function affected. Printing, copying and traditional faxing are not affected.

Q3: What is JBIG2 and under what conditions does character substitution happen?

A: JBIG2 is a compression standard that may use pattern matching to create very small file sizes. When pattern matching is used with “stress documents,” documents that have a combination of small fonts, are hard to read, contain stray pixels and/or have been scanned multiple times, character substitution is possible.

The maximum compression mode creates exceptionally small file sizes. This is the most stressful setting where character substitution has the potential to occur. At factory defaults, it is unlikely that character substitution will occur in normal documents.

Q4: Is JBIG2 compression unique to Xerox?

A: The JBIG2 compression is an industry standard that is widely used for minimizing file sizes of PDFs, scans and other imaging applications.

Q5: What can I do today to minimize risk of this issue?

A: First, it is important to know that Xerox® devices shipped from the factory are set with “Quality/File Size” (compression level) and “Resolution” settings that produce scanned files appropriate for viewing or printing—while maintaining a reasonable file size.

Important: With these default settings character substitution is unlikely when scanning normal office documents.

Check your device(s) to ensure the factory default settings have not been changed (see Appendix B). Customers can easily return device settings to the original factory defaults. Only individuals with systems administrator rights can permanently change the factory default settings. A walkup user may change these settings for one particular job, but the user cannot change the settings that would impact other users.

Q6: How can Xerox ensure character substitution will not occur?

A: Xerox is developing a software patch that can be remotely downloaded to each device. The software patch will eliminate character substitution in all modes, regardless of original characteristics. The patch will be available within a few weeks.

Q7: When I use the default settings, will my file sizes be unmanageable?

A: The default settings use compression algorithms resulting in the expected file size required for most scan applications in the industry - keeping file sizes manageable.

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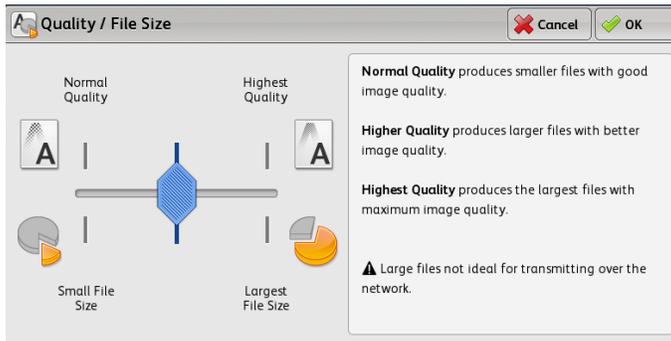
Q8: What are the correct default settings?

A: The two settings you need to ensure are set to factory defaults are:

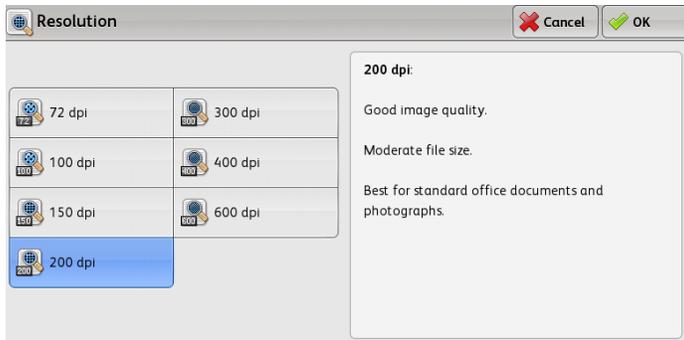
1. The “Quality/File Size” setting (this is the JBIG2 compression setting) should be set to the middle position —“Higher”.
2. The “Resolution” setting (this is the scan resolution) should be 200 dpi or higher.

These settings can be set remotely by a system administrator using CentreWare Internet Services. Some example screens:

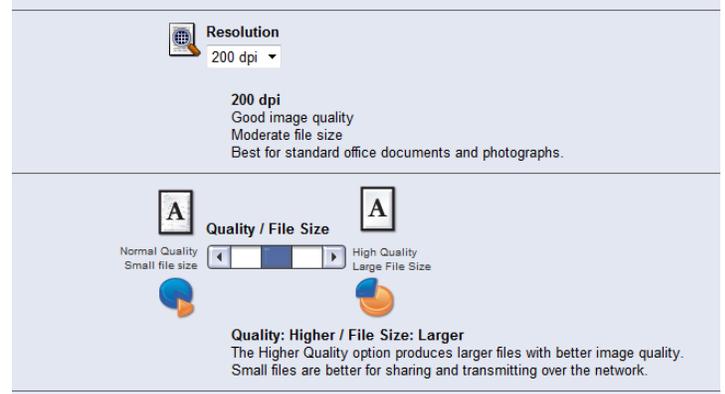
Device user interface screen for “Quality/File Size” at default:



Device user interface screen for “Resolution” at default:



CentreWare Internet Service systems administrator screen for “Resolution” and “Quality/File Size” at default:



Depending on the scan workflows you use, check the “Resolution” and “Quality/File Size” settings to ensure they are all set to factory defaults (see Appendix B):

- Scan to email
- Scan to USB
- Scan to Mailbox
- Workflow scanning/templates
- Internet Fax

Q9: How do I know if my Xerox® device utilizes this specific JBIG2 design?

A: Please refer to the full list of office devices in Appendix A. Instructions on resetting default settings for your device can be found in Appendix B.

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Appendix A

Impacted Office Product Families

ColorQube® 87XX / 89XX	WorkCentre 57XX	WorkCentre 76XX
ColorQube 92XX / 93XX	WorkCentre 58XX	WorkCentre 77XX
WorkCentre® 5030/5050	WorkCentre 6400®	WorkCentre 78XX
WorkCentre 51XX	WorkCentre 7220/7225	WorkCentrePro 2XX / BookMark 40/55
WorkCentre 56XX	WorkCentre 75XX	

If your office device does not appear on this list, it is not impacted by this scanning issue.