

Scanning Equipment, Hardware and Software

Issues, Problems, and Solutions

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Introduction

- New Equipment: Blessing or Curse?
- Overview of some of the problems and issues that we've encountered in PA DEP.
- How we are dealing with some of the problems to get the job done.
- Suggestions to help others.

New Equipment: Blessing or Curse?

- It's great to get the new equipment, but it takes time and patience to get it operational.
- Process is not always a smooth one.
- New equipment and software can have a significant learning curve.

Example Problem 1

- The scanning workstation had problems with RAID configuration.
- Through multiple contacts with Dell Gold Support, it was found that there were hard drive problems.
- While replacing components, it was found that the cooling fan was never connected to the power from the factory.

Example Problem 1 (Continued)

- Three motherboards and one hard drive later, the machine is now working properly.
- The key to solving these problems was to actively work with customer support and document all problems that were encountered.
- Gold Technical Support option from Dell was probably worth its weight in gold.

Example Problem 2

- The new scanner grabs maps too forcefully.
- This can be a problem, especially for older, brittle, and more fragile maps.
- We changed to feed setting on the scanner from automatic feed to the slowest setting on manual feed.

Example Problem 2 (Continued)

- Solution: Set the map in between two sheets of clear acetate or Mylar.
- We are currently using this method and it is working well.
- Not only does this protect the edges of the map, it also protects the surfaces of the map and keeps dust and dirt out of the scanner.

Example Problem 3

- After receiving our new HP plotter almost two weeks late, we discovered that it was damaged.
- Even though there was little evidence of damage to the outside of the container, it was obvious when the container was opened.

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Example Problem 3 (Continued)

- Numerous contacts with the vendor were required to rectify the situation.
- Two visits from the vendor were required to assess the damage, replace the damaged parts, and test the unit thoroughly.
- The unit is currently operating without any problems and the incident has been noted in case future problems arise.

Ongoing Problems

- Another new workstation is having performance problems and is displaying error messages.
- One of our new scanners is prompting us to run calibration and maintenance wizard several times a day.
- This same scanner is also displaying “heap overflow errors,” etc.
- Some good features in old scanning software are not included in the new scanning software.

Suggestions to help you

- Factor installation and training into the cost of equipment.
- “Gold Support” and service can prove to be invaluable.
- Know your service contract and warranty information.
- Document all problems and issues thoroughly.
- Try to fix it sooner rather than later.

Conclusion

- New equipment can be both a blessing and a curse.
- Try to be proactive and handle problems as they occur.
- Document all problems and issues thoroughly.
- Don't forget installation, training, service contract, and extended warranty when budgeting for new equipment.

Questions?

Thank You

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