

When opening PDFs from the PFU Scan Snap home v3.5 scanning application, Power PDF is not showing the connectors

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Issue:

Power PDF Connectors are not loading if opening PDFs from PFU Scan Snap home scanning software application.

Opening power PDF on its own will work effectively and users of this scanning application reported the challenges

Solution:

Recently, a new PFU driver and software application release (new is 4.0, and the 3.5 is not available anymore) was released for this scanner, containing additional support and bug fixes.

Development has tested and saw that using new drivers and applications, they've stopped and the issue is not reproducible anymore (in our systems).

If faced with this, please use this link to download the latest driver from the PFU and retest the issue.

<https://www.pfu.ricoh.com/imaging/ssacc/en/sshoffline.html>

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45944>