

Article Title: TWAIN – System Configuration Error

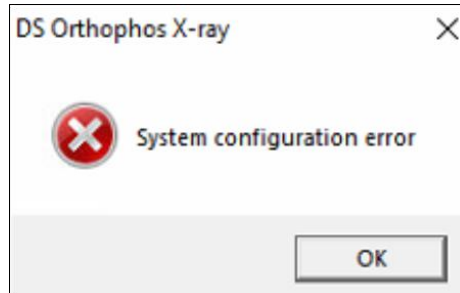
Date: 05/02/24

Software: 3rd Party Imaging Software

NON CONFIDENTIAL – INTERNAL AND EXTERNAL USE

Problem Description:

When acquiring a 2D Panoramic image in 3rd party Imaging Software, you see the following error message:



Details:

When capturing Panoramic images using TWAIN in 3rd Party Imaging software, there is a folder the scan appears in before being imported into the capturing software. At times, a previous image may not have removed properly during the import process and will cause the above error message when trying to start capture.

Solution Description:

To address this issue, the previous image must be removed.

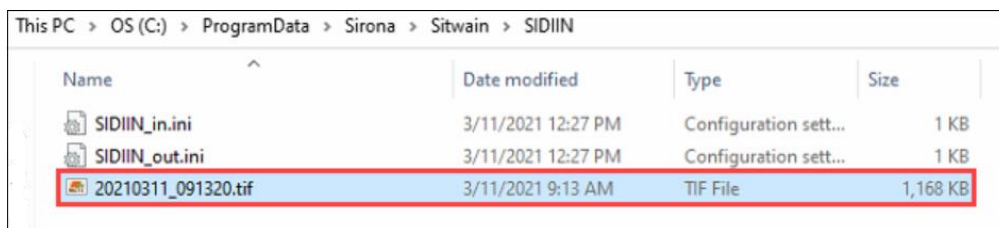
Dentsply Sirona Sitwain v1.3.0.2

Navigate to the following directory*:

C:\ProgramData\Sirona\Sitwain\SIDIIN

**ProgramData may be hidden, you will need to unhide folders or link the path in Run or File Explorer.*

The folder will look like this example, one or several images may be in this folder.



Earlier TWAIN versions, the stuck image will be in the following path:

C:\Users\AccountName\AppData\Roaming\Sirona\SIDIIN

Delete or Move the image / images out of this folder.

It is also recommended to create a shortcut to this folder on your Desktop, to easily address this issue going forward if it happens.

Start another exposure to verify the error has been cleared.