# FROZEN SESSIONS / FROZEN SCREENS DUE TO SCANNING

Scanning in documents and images to large files can easily result in a Frozen Screen during a session with a Hosted Application. In fact, a large scanned file can even lock up a workstation while the workstation is operating in "local" mode. And if it does not lock it up, it can cause it to slow way, way down.

So, how do I prevent a Frozen Screen or workstation lock up / slowdown due to large file scans? Simple, adjust your scanning DPI (Dots per Inch) to 150 DPI. Here's how to do that. Since there are many ways to adjust scanning DPI, the instructions and illustrations below are based on a scanner many of our clients use, the Fujitsu 6130.

The image below shows the standard setup screen for Twain Scanner Driver settings. The red arrow points to the "dpi" setting. Please use this and select no higher than 150 dpi.
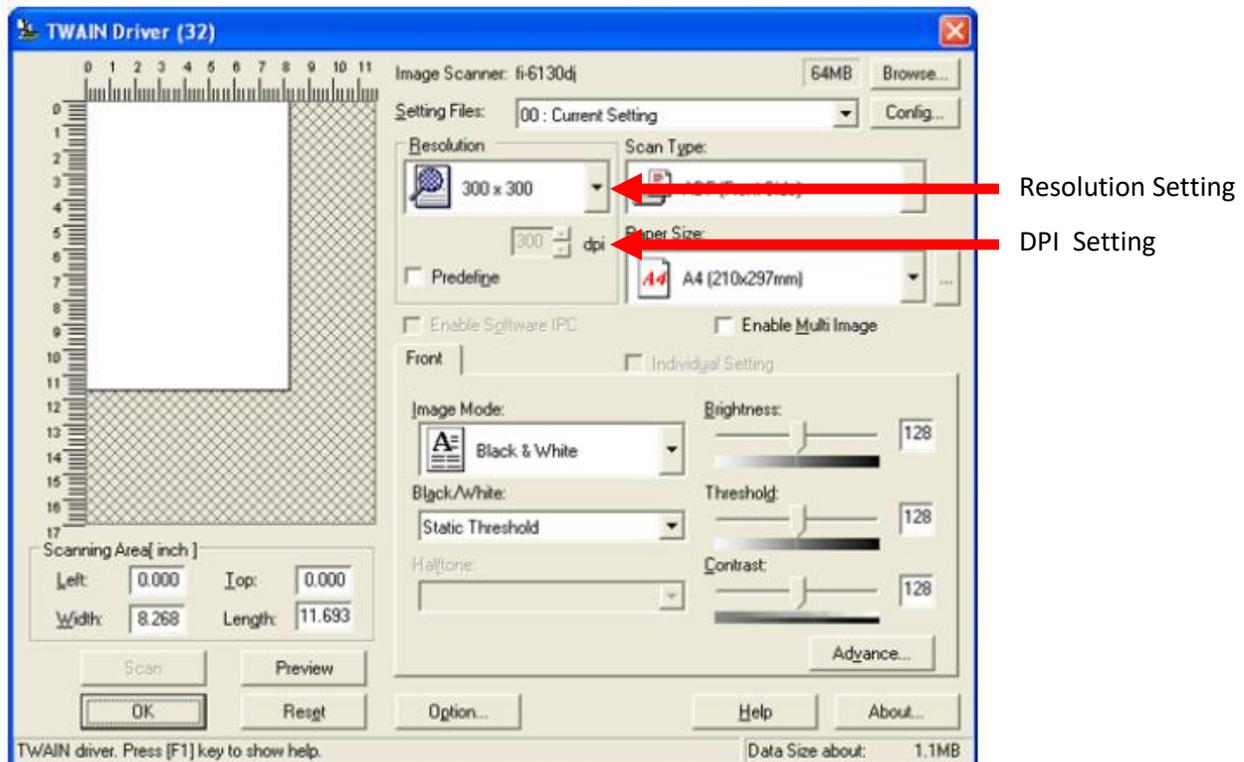
Below are examples of the file sizes created by increasing the DPI settings. As you can see, the files get really big based on DPI.

SCANNED FILE SIZE				
PAPER SIZE	DPI SETTING	FILE SIZE (Bytes)	FILE SIZE (MEGABYTES – MB)	FILE SIZE (MEGABITS - Mb)
8.5" x 11"	100	940,000	0.94	7.52
8.5" x 11"	150	2,100,000	2.10	16.80
8.5" x 11"	300	8,420,000	8.42	67.36
8.5" x 11"	450	18,930,000	18.93	151.44
8.5" x 11"	600	33,660,000	33.66	269.28

Your Internet connection is measured in Megabits per second. Since many Internet connections have as little as 20Mbps of bandwidth, a slight variation in DPI settings for scanned files sent over your Internet service can overwhelm the connection. A large "lump" of data (scanned file) on this connection can cause disruptions to hosted service connections. This results in "Screen Freezes". A Screen Freeze causes you work delays and we must reset your service so you have access again.

To avoid Frozen / Hung Sessions caused by large scanned files, please set your scanner to 150 DPI or less. Also, do not scan more than five pages of documents in a single scan process. Schedule large scanning tasks during periods of low Internet utilization.

For further information or for additional assistance, please contact your Solutions Team assigned Business Consultant or you may reach us at 877-226-9478 / info@mysolutionsteam.com or support@mysolutionsteam.com.

Thanks in advance for allowing us to help you.

The Solutions Team