

## [SLE] 9.3 arrives in UK, scanner setup still broken

*Source:* <http://linux.derkeiler.com/Mailing-Lists/SuSE/2005-04/1812.html>

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*Date:* 04/19/05

To: [suse-linux-e@suse.com](mailto:suse-linux-e@suse.com)

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A very prompt job in getting 9.3 to me, kudos to SuSE and to <http://www.holbornbooks.co.uk>.

Very nice install, very quick, and as a first-time installer from DVD rather than CDs, that makes a huge difference and is much nicer.

Of course now there has to be some whining – this is a virgin install on a new HD, but once again (a la 9.1 & 9.2), scanner installation fails. Worse this time than before, in fact, because the install didn't see the scanner at all. With 9.2 it did see it, but didn't set it up so that you could actually scan anything.

So I went into Yast, and picked the scanner (exact model) from the list. I also noted that iscan is claimed to work 100% with it. So we shouldn't expect any probs acc. to Yast.

The scanner is an Epson Perfection 2450 Photo, and it's 100% working in itself. SuSE 8.2 and 9.0 set it up no problem, but then we started going backwards ...

I have tried a manual install, and re-read Johannes Meixner's article on the SDB without immediately seeing what to do.

Here's some outputs and things I tried:

Output of `/sbin/lsub:`

```
Bus 004 Device 001: ID 0000:0000
Bus 003 Device 001: ID 0000:0000
Bus 002 Device 001: ID 0000:0000
Bus 001 Device 002: ID 04b8:0112 Seiko Epson Corp. Perfection 2450
Bus 001 Device 001: ID 0000:0000
```

```
fergus@pc11:~> cat /etc/resmgr.conf
# This is the default set of devices people logged in on the desktop get
# access to:
class desktop
```

## SuSE: [SLE] 9.3 arrives in UK, scanner setup still broken

```
#
# Standard multimedia devices
add /dev/audio desktop
add /dev/mixer desktop
add /dev/dsp desktop
add /dev/dsp0 desktop
add /dev/dsp1 desktop
add /dev/dsp2 desktop
add /dev/dsp3 desktop
add /dev/sequencer desktop
add /dev/video desktop
#
# Modem device
add /dev/modem desktop
#
# CD-ROMs – giving permission to open the corresponding SCSI
# device is highly useful for CD writers such as cdrecord.
add /dev/cdrom desktop scsi paride
add /dev/cdrom1 desktop scsi paride
add /dev/cdrom2 desktop scsi paride
add /dev/cdrecorder desktop scsi
add /dev/cdrecorder2 desktop scsi
add /dev/dvdrrecorder desktop scsi
add /dev/dvdrrecorder2 desktop scsi
add /dev/dvdram desktop scsi
add /dev/dvdram2 desktop scsi
add /dev/dvd desktop scsi paride
add /dev/dvd1 desktop scsi paride
add /dev/dvd2 desktop scsi paride
add /dev/sr0 desktop scsi
add /dev/sr1 desktop scsi
add /dev/sr2 desktop scsi
add /dev/sr3 desktop scsi
#
# Dito for SCSI scanners, which all use /dev/scanner symlink.
add /dev/scanner desktop scsi
#
# make /dev/console accessible read-only
add /dev/console desktop read-only
#
# Allow access for pilot utils
add /dev/pilot desktop

#
# By default, grant access to all USB devices
# except for HID and hub devices
# NB: the exclude rules must come first, else they'll
# be useless.
exclude usb:class=3 desktop
exclude usb:class=9 desktop
add usb:any desktop
```

## SuSE: [SLE] 9.3 arrives in UK, scanner setup still broken

```
#
# This rule grants access to users logged in locally
#
allow desktop tty=/dev/tty[1-9]* || tty=tty[1-9]* || tty=:0

# For serial gphoto cameras.
# add /dev/ttyS0 desktop
# add /dev/ttyS1 desktop
#
# Sample rules, do not enable by default:
#
# This rule denies access to users uucp and news
#
# deny desktop user=uucp || user=news
#
# This rule gives access to all members of group wheel
#
# allow desktop group=wheel
#
# To make resmgr work with ssh, for instance, add the following
# line to /etc/pam.d/sshd:
# session optional pam_resmgr.so fake_ttyname
# When a user logs in, a resmgr session will be opened, and
# access will be granted automatically to all resource classes
# matched via access control statements in resmgr.conf.
```

Whether I run xsane as user or as root: alternately (i.e. instances 0, 2, 4) get the errors 'No devices available' and (instances 1,3,5) 'Failed to obtain value of option monitor-button: Error during device I/O'

With Iscan, which Yast claims fully supports the Perfection photo 2450, (and which does indeed display the correct model number when it does start) the error:

```
fergus@pc11:~> iscan
/home/fergus/.kde/share/config/gtkrc:37: error: unexpected identifier
`gtk-alternative-button-order', expected keyword - e.g. `style'
```

appears on instances 0, 2, 4 in the console, followed by 'couldn't send command to scanner, check the scanner's status' and Iscan doesn't start.

On instances 1, 3, 5, it starts after lengthy grinding but then freezes. 0 scanners were identified. If you were expecting something different, check that the scanner is plugged in, turned on and detected by the sane-find-scanner tool (if appropriate). Please read the documentation which came with this software (README, FAQ, manpages).

Scanimage vs sane-find-scanner:

scanimage seems to work on the one on, one off basis that most of these broken toys do, but sane-find-scanner seems always to know the scanner is there:

## SuSE: [SLE] 9.3 arrives in UK, scanner setup still broken

```
fergus@pc11:~> scanimage -L  
device `epkowa:libusb:004:002' is a Epson Perfection 2450 flatbed scanner
```

[try again immediately afterwards]

```
fergus@pc11:~> scanimage -L
```

No scanners were identified. If you were expecting something different, check that the scanner is plugged in, turned on and detected by the sane-find-scanner tool (if appropriate). Please read the documentation which came with this software (README, FAQ, manpages).

```
fergus@pc11:~> sane-find-scanner
```

```
# No SCSI scanners found. If you expected something different, make sure  
that
```

```
# you have loaded a SCSI driver for your SCSI adapter.
```

```
found USB scanner (vendor=0x04b8 [EPSON], product=0x0112 [EPSON Scanner]) at  
libusb:004:002
```

```
# Your USB scanner was (probably) detected. It may or may not be supported  
by
```

```
# SANE. Try scanimage -L and read the backend's manpage.
```

```
# Not checking for parallel port scanners.
```

```
# Most Scanners connected to the parallel port or other proprietary ports  
# can't be detected by this program.
```

```
# You may want to run this program as root to find all devices. Once you  
# found the scanner devices, be sure to adjust access permissions as  
# necessary.
```

```
fergus@pc11:~> sane-find-scanner
```

```
# No SCSI scanners found. If you expected something different, make sure  
that
```

```
# you have loaded a SCSI driver for your SCSI adapter.
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found USB scanner (vendor=0x04b8 [EPSON], product=0x0112 [EPSON Scanner]) at  
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# You may want to run this program as root to find all devices. Once you  
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[SLE] 9.3 arrives in UK, scanner setup still broken

## SuSE: [SLE] 9.3 arrives in UK, scanner setup still broken

```
# necessary.
fergus@pc11:~> sane-find-scanner

# No SCSI scanners found. If you expected something different, make sure
that
# you have loaded a SCSI driver for your SCSI adapter.

found USB scanner (vendor=0x04b8 [EPSON], product=0x0112 [EPSON Scanner]) at
libusb:004:002
# Your USB scanner was (probably) detected. It may or may not be
supportedpc11:/mnt/etc # more hotplug/usb/sane.usermap
desktopdev 0x0003 0x4b8 0x112 0x0000 0x0000 0x00 0x00 0x00 0x00 0x00 0x0
by
# SANE. Try scanimage -L and read the backend's manpage.

# Not checking for parallel port scanners.

# Most Scanners connected to the parallel port or other proprietary ports
# can't be detected by this program.

# You may want to run this program as root to find all devices. Once you
# found the scanner devices, be sure to adjust access permissions as
# necessary.
```

I remembered last time that adding this line  
to /etc/more/hotplug/usb/sane.usermap worked:

```
pc11:/mnt/etc # more hotplug/usb/sane.usermap
desktopdev 0x0003 0x4b8 0x112 0x0000 0x0000 0x00 0x00 0x00 0x00 0x00 0x0
```

But now it doesn't.

So in short I can't scan anything with any of the tools available, and can't  
work out why.

Anyone know how to get this pig working? Seems a shame we are no further on  
with this problem.

Cheers

Fergus

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Also check the archives at <http://lists.suse.com>

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Please read the FAQs: [suse-linux-e-faq@suse.com](mailto:suse-linux-e-faq@suse.com)