



# MES Scan OCR

## End User Documentation

Version 1.0.0 · Windows 10 / 11, 64-bit

Installation · configuration · watched folders · OCR workflow · Free & Premium · licensing ·  
troubleshooting · FAQ · support

Scan normally. Search everything.

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**New here?** Read sections 4 and 5: install, create the administrator, add one watched folder and scan a test page. It takes about five minutes.

# 1. Welcome to MES Scan OCR

MES Scan OCR automatically turns scanned PDF files into searchable, selectable documents. It is designed for offices and individuals who already scan from photocopiers, multifunction printers (MFPs) or document scanners into Windows or network folders.

The normal workflow does not change: scan the document, save the PDF to the configured **Incoming** folder, and let MES Scan OCR create the searchable copy automatically.

OCR is done by a **Windows service** that runs in the background. The **Manager** window is used for setup, monitoring, history, licensing and administration. It does not need to stay open for OCR to continue.

## How it works, in four steps

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1. Your scanner or copier saves a PDF into a folder on your PC or on a network share. This is the **Incoming** folder.
2. MES Scan OCR notices the new file and waits until the scanner has finished writing it.
3. It reads the text on every page (OCR), straightens crooked pages and corrects page rotation.
4. It saves a searchable copy in your **Searchable** folder, inside a folder named with the scan date, for example `Searchable\10-07-2026\Invoice-7782.pdf` .

## What MES Scan OCR does

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- Monitors configured local or network folders for new scanned PDFs.
- Waits until a scanner has finished writing a file before starting OCR.
- Adds a searchable, selectable text layer while keeping the scanned appearance of the page.
- Supports English and Arabic OCR, including documents that mix both languages.
- Handles page orientation (rotation) and skew (straightening) where needed.
- Creates output in a separate Searchable folder and organises results into daily date folders.
- Records completed, blocked and failed jobs so you can review them.
- Runs in the background and starts automatically with Windows, even when nobody is signed in.
- Never changes, moves or deletes your original scan.
- Private by design: OCR runs on your own computer and your documents are not uploaded for recognition.

## 2. Scanner and photocopier compatibility

MES Scan OCR works at the **PDF and folder level**. It does not need a special plug-in or driver for a particular copier. If your device can save a standard PDF into a folder that the Windows service can reach, it fits this workflow.

| Manufacturer   | Example product families and workflows                                                            |
|----------------|---------------------------------------------------------------------------------------------------|
| SHARP          | BP Series, MX Series and other scan-to-folder capable MFPs                                        |
| Konica Minolta | bizhub multifunction systems                                                                      |
| Ricoh          | IM, M and C Series scan-to-folder workflows                                                       |
| HP             | LaserJet Enterprise / MFP, OfficeJet business devices, ScanJet                                    |
| Kyocera        | TASKalfa and ECOSYS multifunction devices                                                         |
| Canon          | imageRUNNER ADVANCE / DX, imageCLASS and compatible scanners                                      |
| Xerox          | AltaLink, VersaLink, WorkCentre                                                                   |
| Brother        | MFC / DCP multifunction devices, ADS scanners                                                     |
| Epson          | WorkForce business devices, DS document scanners                                                  |
| Lexmark        | CX / MX multifunction printers                                                                    |
| Other brands   | Any device or software that saves standard PDF files to an accessible Windows or SMB / UNC folder |

**Compatibility note:** these examples describe standard PDF and folder workflows. MES Scan OCR does not claim official manufacturer certification for every individual model.

### What your device needs to offer

- A "Scan to folder", "Scan to SMB / network folder" or "Scan to PC" function.
- Output format **PDF** (not TIFF or JPEG). Single-page and multi-page PDFs both work.
- Permission to write to the Incoming folder you choose.

## 3. Before you install

| Item              | What you need                                                                                                                                                     |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operating system  | Windows 10 or Windows 11, 64-bit                                                                                                                                  |
| Permissions       | A Windows account that can approve the installer (administrator)                                                                                                  |
| Other software    | None. OCR components are included in the installer. You do not need Python, Tesseract or Ghostscript                                                              |
| Internet          | Needed once to install the Manager window component if Windows does not have it, to activate a license, and for periodic license checks. OCR itself works offline |
| Disk space        | Room for the program and for the searchable copies of your documents                                                                                              |
| Scanner or copier | Any device that can save PDF files into a folder ("Scan to folder", "Scan to SMB" or "Scan to PC")                                                                |
| Folders           | One <b>Incoming</b> folder and a different <b>Searchable</b> folder                                                                                               |

### Prepare your folders first

- Create two folders, for example `D:\Scans\Incoming` and `D:\Scans\Searchable`.
- They must be different folders. A folder cannot be watched twice, and a Searchable folder cannot also be another watched folder's Incoming folder.
- If your copier saves to a network share, note its full path in this form: `\\server\share\folder`. Do not use mapped drive letters such as `Z:` (see section 8).

## 4. Installation, step by step

1. **Download** the MES Scan OCR setup file (an `.exe`) from the product page on mes-dev.com.
2. **Run** the setup file. If Windows asks "Do you want to allow this app to make changes?", choose **Yes**. The installer needs this to add the background service.
3. Follow the installer pages and wait until it finishes. It installs the Manager window, the background OCR service and all OCR components. This can take a minute or two.
4. If Windows needs the web view component for the Manager window, the installer downloads it. Keep the internet connection on during setup.
5. When setup ends, the service **MESScanOCRService** is installed, set to start automatically with Windows, and started. The installer checks that it is running before it reports success.
6. Open **MES Scan OCR** from the Start menu if it does not open by itself.

### What the installer sets up for you

- The background service, which restarts itself if it ever stops unexpectedly.
- The Manager, which starts hidden in the system tray when you sign in to Windows. Click its tray icon to open it.
- Program data (settings, history, logs) in `C:\ProgramData\MES Scan OCR`.

**Check that it worked:** the Manager sign-in or setup screen appears and the sidebar shows **OCR Service - Online**.

### Self-contained installer

The installer carries every component OCR needs. You do not have to install Python, uv, OCRmyPDF, Tesseract, Ghostscript, Rust or Node.js yourself.

### Installation checklist

- Installer ran and you approved the Windows prompt.
- The service **MESScanOCRService** shows as **Running** in Windows Services.
- The Manager opens and the sidebar shows **OCR Service - Online**.
- You created the administrator account.
- You added your first watched folder and a test scan completed.

## 5. First launch and quick start

### Step 1 - Create the administrator (first time only)

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1. Open MES Scan OCR. The screen says **First-time setup - Create administrator**.
2. Type a username and a password (at least 8 characters), type the password again, then click **Create administrator**.
3. Keep these details safe. Every later start asks you to sign in with them.

The password is stored only as a protected hash on your PC. Nobody at MES-DEV can read it. If the Manager shows **OCR service is offline**, wait a few seconds: it retries by itself, and **Retry now** forces another attempt.

### Step 2 - Add your first watched folder

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1. In the left menu click **Watched Folders**, then **+ Add watched folder**.
2. **Display name**: any name you like, for example **Accounting scanner**.
3. **Incoming folder**: click **Browse** and choose the folder your scanner saves to.
4. **Searchable output folder**: click **Browse** and choose a different folder for the results.
5. **OCR languages**: leave **eng+ara** for English and Arabic. Use **eng** for English only or **ara** for Arabic only.
6. **File stability wait (seconds)**: leave the default. Raise it if your scanner writes large files slowly (see section 14).
7. Click **Save folder**. The folder shows **ENABLED**.

### Step 3 - Test it

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1. Scan one page to the Incoming folder, or copy any PDF into it.
2. Open **Dashboard**. Under **Recent activity** the file appears and its status changes from PROCESSING to COMPLETED.
3. Open the Searchable folder. Inside a folder named with today's date you find the searchable PDF with the same file name.
4. Open it and use Ctrl+F to search for a word on the page.

That is all. From now on every new scan is processed automatically.

### Changing the administrator password later

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Open **Settings > Administrator account**. Enter your current password, then the new password and its confirmation, and click **Update administrator**. After a successful change you sign in again with the new details. There is no shared default password in production.

## 6. Incoming and Searchable folders

For safety MES Scan OCR uses **separate** input and output locations.

| Folder     | Purpose                                                     |
|------------|-------------------------------------------------------------|
| Incoming   | Where the scanner or copier saves the original scanned PDF  |
| Searchable | Where MES Scan OCR creates the OCR-processed searchable PDF |

Do not use the same folder as both Incoming and Searchable. Keeping them apart protects your source scans and prevents processing loops. The Manager refuses an invalid combination.

### Local folder example

```
C:\Scans\Incoming
C:\Scans\Searchable
```

### Network (UNC) example

```
\\FILESERVER\Scans\Incoming
\\FILESERVER\Scans\Searchable
```

The Windows account that runs the service needs permission to **read** the Incoming share and **write** to the Searchable share.

### Daily output folders

Inside the Searchable folder, MES Scan OCR creates a daily subfolder so each scanning day stays organised. The folder name comes from the date the scan file was created.

```
Searchable\10-07-2026\Invoice-7782.pdf
```

| Format      | Example     |
|-------------|-------------|
| dd-MM-yyyy  | 10-07-2026  |
| MM-dd-yyyy  | 07-10-2026  |
| dd-MMM-yyyy | 10-Jul-2026 |
| yyyy-MM-dd  | 2026-07-10  |

Choose the format in **Settings > Output organization** and click **Save settings**. Changing it affects new folders only; existing date folders are not renamed.

### Folder rules the Manager enforces

- Full local or network paths only. No `...`, wildcards or special characters.
- Incoming and Searchable folders must be different.
- The same folder cannot be watched twice.
- A Searchable folder cannot be another watched folder's Incoming folder.

## 7. Using the Manager: every page explained

The left menu has five work pages, then **Settings** and **Help & Support**. The sidebar also shows whether the **OCR Service** is online. The Manager is only a control panel: OCR keeps running when the window is closed or locked.

### Dashboard

- **Service online / offline** badge, and a card showing the background service status.
- Four counters: **Completed**, **Watched folders**, **Processing** and **Needs attention**.
- **Recent activity**: the latest six documents with their status.
- The edition box: **Free workspace** with your daily and monthly usage, or **Premium workspace** when a license is active. Free users can also paste a license key here.

### Watched Folders

- Add, **Edit**, **Disable / Enable** and **Remove** folders. Each row shows the Incoming folder, the Searchable folder, the languages and the stability wait.
- **Disable** pauses a folder without deleting it. **Remove** only stops watching: no document is deleted.
- You can watch several folders at once, for example one per department or scanner.

### Processing Queue

Documents waiting for OCR or being processed now. It is empty when everything is done.

### History

Every completed document with the path of its searchable copy and the finish time.

### Failed Files

- Documents that need attention, each with a one-sentence reason.
- **View details** shows the technical text. Send a screenshot of it to support if needed.
- **Retry** puts the document back into processing. Your original file is never changed.

### Settings

- **License**: status, masked key, valid-until date, last check, **Re-check license**, **Deactivate on this PC**, and **Activate license** (section 12).
- **Output organization**: the date format of the daily folders. Choose one: `dd-MM-yyyy` (02-10-2026), `MM-dd-yyyy` (10-02-2026), `dd-MMM-yyyy` (02-Oct-2026) or `yyyy-MM-dd` (2026-10-02). A preview is shown. Click **Save settings**. Existing daily folders are not renamed.
- **Administrator account**: change the username or password. You must type the current password. After the change you sign in again.

### Help & Support

All contact channels, a **Copy support information** button, tips for writing a good request and a Buy / Renew link (section 18).

### Lock Manager and the tray icon

The **Lock Manager** button (top right) signs out of the Manager. Processing continues. The Manager starts hidden in the Windows system tray when you sign in; use the tray icon to open it again.

## 8. Scanner and copier setup

**Your scanner or copier must save PDF files.** Set its scan format to **PDF** (not TIFF or JPEG). Both single-page and multi-page PDFs work. Brands such as SHARP, Konica Minolta, Ricoh, HP, Kyocera, Canon and Xerox all offer "Scan to folder" or "Scan to SMB / network folder".

### Option A - Local folder on the PC running MES Scan OCR

1. Create a folder, for example `D:\Scans\Incoming`.
2. Share it on the network if the copier needs to send files to it (right-click the folder, Properties, Sharing), and give the copier's scan account permission to write.
3. In the copier's address book, add a destination that points to this share.
4. In MES Scan OCR, add the local path `D:\Scans\Incoming` as the Incoming folder.

### Option B - Folder on a server or NAS

1. The copier saves to `\\server\share\scans`.
2. In MES Scan OCR, choose the same **UNC path** as the Incoming folder (use Browse and open the share).
3. Choose a Searchable folder on the same server or on the PC.

**Important: use full network paths, not drive letters.** MES Scan OCR runs as a Windows service. A service does **not** see drive letters you mapped as a normal user (such as `Z:`). Always use the full path `\\server\share\folder`. The Windows account that runs the service must also have permission to read the Incoming folder and write the Searchable folder. If a network folder shows an "access denied" message, ask your IT administrator to grant that access.

### Where the results go

The searchable PDF keeps the original file name and is saved in a daily folder below the Searchable folder. The daily folder name comes from the date the scan file was created. Example:

`\\server\share\Searchable\02-10-2026\scan.pdf`.

The original file stays in the Incoming folder untouched. Archive or clean the Incoming folder yourself when you no longer need those originals.

## 9. Normal daily use

### Automatic workflow

1. Scan a document, or place a PDF, in the Incoming folder.
2. The service detects the file.
3. It waits until the file is stable and fully written (the **file stability wait**).
4. OCR starts automatically.
5. A searchable PDF is created in the Searchable folder, in that day's date folder.
6. The job appears in **History** (or in **Failed Files** if something went wrong).
7. The Manager can stay closed the whole time. The Windows service keeps working.

### Job statuses

| Status     | Meaning                                                                          |
|------------|----------------------------------------------------------------------------------|
| Processing | The file is being recognised now or is waiting its turn                          |
| Completed  | The searchable PDF was created                                                   |
| Blocked    | A Free limit was reached; the file is retried after the daily or monthly reset   |
| Failed     | A file, folder or access problem needs your attention; use Retry after fixing it |

### Searching the result

Open the processed PDF in any PDF reader and use its **Find** command (Ctrl+F). You can also select and copy the recognised text, and Windows Search can index it where supported by your PDF handler.

### Original appearance

The page looks the same as the scan. MES Scan OCR adds an invisible text layer on top of the picture, which is what makes searching and selecting possible.

### Good habits

- Check the Dashboard counters once a day: **Needs attention** should be 0.
- Archive old files from the Incoming folder from time to time. Originals are never deleted by the app.
- Keep the PC powered and not asleep if you want overnight scans processed.

## 10. English, Arabic and mixed documents

MES Scan OCR v1.0.0 supports **English** and **Arabic**. A document can contain English, Arabic or both.

| Setting in the folder          | Use it for                          |
|--------------------------------|-------------------------------------|
| <code>eng+ara</code> (default) | English, Arabic and mixed documents |
| <code>eng</code>               | English-only documents              |
| <code>ara</code>               | Arabic-only documents               |

Recognition quality depends on the quality of the scan. Clear text, a suitable resolution, good contrast, little blur and correct page orientation give the best results. Orientation (rotation) and deskew are corrected automatically where needed.

### Tips for better OCR

- Scan at a reasonable document resolution (300 DPI is a good balance for text). Avoid very low-resolution scans.
- Keep pages flat and aligned in the feeder or on the glass.
- Avoid shadows, fingers, folds or blurred text.
- Use grayscale or a clean colour scan when black-and-white mode makes thin characters disappear.
- Do not scan with a very high compression setting on the copier.
- If a source PDF is password-protected, remove the protection first using an authorised workflow.
- PDFs that already contain text keep that text; only image-only pages are processed.

### Which files are supported

The watched OCR workflow is for scanned **PDF** files. Word, Excel and image files are not processed by this workflow.

## 11. Free edition

The Free edition lets you try the real OCR workflow before upgrading.

| Limit       | Free edition                                              |
|-------------|-----------------------------------------------------------|
| Daily OCR   | 3 pages per day                                           |
| Monthly OCR | 20 pages per month                                        |
| PDF size    | Strictly less than 2 MB                                   |
| Features    | The same OCR engine, languages, daily folders and Manager |

Your live daily and monthly usage is always shown on the **Dashboard**.

- If the remaining quota is not enough for the **whole** PDF, the whole document is blocked. MES Scan OCR never OCRs only part of a document, and your source file stays untouched.
- A blocked file is reconsidered automatically after the daily or monthly reset, or as soon as Premium is activated.
- Free usage is counted by the licensing server, so restarting or reinstalling the application does not reset the allowance.
- The Free edition needs an internet connection to check the usage. OCR itself still runs on your PC.
- You can upgrade to Premium at any time without reinstalling.

## 12. Premium edition and your license

Premium is for regular automated OCR. It removes the Free processing caps (daily and monthly pages, and the 2 MB file-size limit) and is suited to offices with larger documents, several watched folders or network scanner workflows.

### License model

- Annual subscription.
- One Windows PC per license activation, machine-bound.
- Upgrading from Free to Premium does not need a reinstall.
- Premium status survives Manager restarts, service restarts and Windows reboots while the subscription is valid.
- License files cannot be copied to another PC to transfer the entitlement.

### Free and Premium side by side

|                                 | Free                           | Premium                   |
|---------------------------------|--------------------------------|---------------------------|
| Daily and monthly page limits   | 3 pages per day, 20 per month  | None                      |
| File size                       | PDF smaller than 2 MB          | No file-size limit        |
| Whole documents                 | Blocked if quota is not enough | Always processed          |
| Unattended 24/7 service         | Yes                            | Yes                       |
| English, Arabic and mixed OCR   | Yes                            | Yes                       |
| Local and network (UNC) folders | Yes                            | Yes                       |
| Moving to another PC            | Not needed                     | Deactivate, then activate |

### Activate your license

Premium is an annual subscription for one Windows PC. After you subscribe on mes-dev.com you receive the license key by email and on the thank-you page. You can also see it any time in your mes-dev.com account under **Dashboard > Licenses**.

1. Copy the license key.
2. In MES Scan OCR open **Settings > License**.
3. Paste the key into the license key box and click **Activate license**.
4. The badge turns to **Active**, and the box shows the masked key, **Valid until** date and **Last verified** time.

The key is bound to this PC. A message such as "The typed license key is invalid or already used" means the key was mistyped or is already active on another PC.

### Check, renew and keep it active

- **Re-check license** asks the server right now for the current status and end date. After you renew, click it to see the new date.
- The app also re-checks by itself at start and every 6 hours.
- If the PC is offline, Premium keeps working for up to **14 days** from the last successful check. Connect the PC to the internet at least once in that time.
- Your subscription renews each year until you cancel it in your mes-dev.com account. When it ends, or if it is cancelled or refunded, the app returns to the Free edition after the next check. No documents are touched.

- To renew an expired subscription use the **Renew subscription** button in Settings > License.

## Move Premium to another PC

1. On the old PC open **Settings > License** and click **Deactivate on this PC**, then **Yes, deactivate**.
2. Install MES Scan OCR on the new PC.
3. On the new PC paste the same key in **Settings > License** and click **Activate license**.

## License status messages

| Status                 | Meaning                                                                                  |
|------------------------|------------------------------------------------------------------------------------------|
| Active                 | Premium works normally                                                                   |
| Active - offline grace | The server could not be reached; Premium continues for up to 14 days from the last check |
| Needs verification     | No successful check for a while; connect to the internet and click Re-check license      |
| Expired                | The subscription period has ended; renew it                                              |
| Not active             | No valid license on this PC                                                              |
| Free edition           | No license; Free limits apply                                                            |

## 13. History and failed jobs

Use the Manager to review recent processing. Completed jobs confirm successful OCR. Blocked jobs usually mean a Free limit was reached. Failed jobs mean a file, folder or access problem.

### Where to look

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- **Dashboard > Recent activity:** the latest documents at a glance.
- **Processing Queue:** what is waiting or running now.
- **History:** completed documents and where their searchable copies were saved.
- **Failed Files:** documents that need attention, with a one-sentence reason and **View details** for the technical text.

### Retry

---

After you fix the cause (for example you restore a missing output folder), click **Retry**. The original file is never changed. MES Scan OCR is designed not to reprocess the same unresolved failure endlessly, so a failed file waits for your Retry.

# 14. Troubleshooting and recovery

## Nothing happens after I scan

1. Check the sidebar: **OCR Service** must say **Online**. If it is offline, restart the PC, or open Windows **Services**, find **MESScanOCRSERVICE** and click Start.
2. Open **Watched Folders**: the folder must show **ENABLED**.
3. Make sure the scanner saves a **PDF** into the exact Incoming folder shown in the Manager.
4. Wait a few seconds. The app waits until the file stops growing (the file stability wait).
5. Look at **Failed Files** and the Dashboard for a message about the file.

## Messages you may see

| Message or situation                               | What it means and what to do                                                                                                        |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Password-protected PDF                             | The scan is locked. Remove the password in a PDF tool, then click Retry                                                             |
| Damaged or unreadable PDF                          | The file is incomplete or corrupt. Scan it again                                                                                    |
| Disk is full                                       | Free up space on the Searchable folder's drive, then Retry                                                                          |
| Access denied                                      | The Windows service account cannot read the Incoming or write the Searchable folder. Ask your administrator for permission          |
| Path too long                                      | Use shorter folder or file names                                                                                                    |
| File or folder not found                           | The folder was moved, renamed or the network share is offline. Fix it, then Retry                                                   |
| Timeout                                            | A very large or complex file took too long (limit: 10 minutes plus 2 minutes per page, up to 4 hours). Split the document and Retry |
| Free edition accepts PDF files smaller than 2 MB   | Reduce the file size, or activate Premium                                                                                           |
| Free limit reached                                 | The file is processed automatically after the daily or monthly reset, or after Premium is activated                                 |
| Free quota service unavailable                     | The PC could not reach the licensing server. Check the internet connection; it retries                                              |
| Incoming equals Searchable, or a folder used twice | Choose different folders (section 6)                                                                                                |

## A file is processed half-written or too early

If the scanner writes large files slowly, open **Watched Folders > Edit** and raise **File stability wait**, for example to 10 or 20 seconds.

## Network folder works for me but not for the service

The service does not see mapped drive letters. Use the `\\server\share` path and give the service account access (section 8).

## The Manager says the service is offline

It retries automatically. If it stays offline, restart Windows. If that does not help, send your support information (section 18).

- **Retry** is always safe: your original scan is never modified or deleted.
- A failed, stopped or empty OCR run never leaves a half-finished file in the Searchable folder.
- If the PC restarts or loses power during OCR, the interrupted file is marked as failed. Click **Retry** to process it again.
- Technical details are also written to the log folder `C:\ProgramData\MES Scan OCR\logs`.

Still stuck? See section 18 and include a screenshot of the message.

## More problems and what to do

| Problem                             | What to do                                                                                                                                   |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Manager says OCR service is offline | Check that <b>MESScanOCRService</b> is Running in Windows Services. Restart it if necessary, then reopen the Manager or click Retry now      |
| PDF stays in Incoming               | Check service status, folder settings, permissions, file stability, Free quota and the History / Failed Files pages                          |
| No searchable output                | Check Failed Files, that the output folder exists, write permissions and free disk space                                                     |
| Search does not find expected text  | Check scan quality, resolution, language, orientation, and that you opened the Searchable copy, not the original image-only PDF              |
| Wrong output date format            | Open Settings > Output organization and check the format. New folders use the updated format                                                 |
| Premium activation rejected         | Confirm the key is correct and not active on another PC. Deactivate the old PC or contact support                                            |
| OCR is slow                         | Large page counts and high-resolution scans need more CPU time. Make sure the CPU and disk are not overloaded and let the current job finish |

## Windows service check

Open **Windows PowerShell as Administrator** and run:

```
Get-Service MESScanOCRService
```

The normal state is **Running**. If the service stops again and again, collect the error details and contact MES-DEV support.

## Network share guidance

- Prefer UNC paths such as `\\SERVER\Share\Incoming`.
- Confirm the machine can reach the server.
- Confirm the Windows service identity has share and NTFS permissions.
- Confirm the output share allows file creation.
- If the share was temporarily unavailable, restore it and retry the affected jobs.

## 15. Safety and privacy

- OCR processing is designed to take place on your Windows PC. Your documents are not sent to an online OCR service.
- Incoming and Searchable folders are kept separate, so source scans are protected.
- A failed run preserves the source and never leaves a half-finished file in the Searchable folder.
- The Manager is protected by an administrator account. Passwords are stored only as salted hashes, never as readable text.
- Premium licensing is bound to the PC.
- The local Manager and service connection is for this computer only (127.0.0.1).
- The internet is used for licensing, Free usage checks, entitlement checks and support or update links. These checks contain no documents.

When you contact support about confidential documents, do not send the private document unless you are authorised and it is necessary. Prefer a screenshot of the error or a sanitised sample.

# 16. Updating, uninstalling and reinstalling

## Update to a newer version

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1. Download the newer setup file from mes-dev.com.
2. Run it and approve the Windows prompt. It replaces the program and restarts the background service.
3. Open the Manager and sign in as before.

Your watched folders, history, settings, administrator account and license are kept. Your scanned documents are never touched.

## Uninstall

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1. Open Windows **Settings > Apps > Installed apps**.
2. Find **MES Scan OCR** and choose **Uninstall**. The service is stopped and removed.
3. Your scanned and searchable PDFs stay where they are.

Product data may be kept depending on the release's uninstall policy, so that your configuration and license identity can survive a reinstall.

## Retiring or replacing a PC

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If you are permanently retiring a computer, first open **Settings > License** and click **Deactivate on this PC**. Then install MES Scan OCR on the new PC and activate the same key there. If the old PC is no longer available, contact MES-DEV support for activation assistance.

## Good to know

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- Do not run two copies of the service on the same PC.
- Keep the PC powered and not asleep if you want scans processed overnight.

# 17. Frequently asked questions

## General

**What is MES Scan OCR?** A Windows OCR automation application that monitors scanner folders and creates searchable, selectable PDFs from scanned PDFs.

**Do I need a special scanner?** No. The workflow is based on standard PDF files and accessible folders, not a special scanner driver.

**Which copier brands can I use?** Any device that can save PDF scans to a folder, including SHARP, Konica Minolta, Ricoh, HP, Kyocera, Canon, Xerox, Brother, Epson and Lexmark.

**Does every model have official certification?** No. Compatibility is based on standard PDF and folder output. The brand and model examples are not a claim of official certification for every individual device.

**Can I keep using my existing scan button?** Usually yes. Set the copier to save to the Incoming folder and MES Scan OCR handles the PDF afterwards.

**Does the Manager need to stay open?** No. The Windows service does the work, and it starts again after every reboot.

**Does it work when nobody is signed in to Windows?** Yes. The service runs as soon as Windows starts.

**Does it support Arabic?** Yes. Arabic and English are supported, including mixed documents.

**Does it change the look of my document?** No. The scanned page looks the same; an invisible text layer is added for searching and selecting.

**Can it process Word or Excel files?** No. The watched workflow is for scanned PDF files.

## Folders and files

**Does it change or delete my original scans?** No. The original stays in the Incoming folder exactly as it was.

**Can I use network folders?** Yes, when the Windows service has permission to reach the UNC / SMB share.

**Why should I use UNC paths instead of a mapped drive?** Windows services do not inherit the drive letters you mapped when you signed in. UNC paths are reliable for service-based processing.

**Can I watch more than one folder?** Yes. Add as many watched folders as you need, for example one per scanner or department.

**Can I choose a different file name or folder name?** The searchable copy keeps the original file name. The daily folder date format can be chosen in Settings.

**What if a PDF already contains text?** Pages that already have text are left as they are; only image-only pages are processed.

**What happens to a blocked or failed original?** It stays untouched, so a failure never becomes document loss.

## Free and Premium

**What are the Free limits?** 3 pages per day, 20 pages per month, and PDFs smaller than 2 MB.

**Will it process part of a PDF when the quota runs out?** No. If the quota is not enough for the whole PDF, the whole document is blocked and retried after the reset.

**What does Premium include?** Premium removes the Free caps and is designed for regular automated use, several watched folders and network scanning.

**Is Premium lifetime?** No. Premium is an annual subscription for one Windows PC.

**Can I use one Premium key on two PCs?** Not at the same time. The license is for one Windows PC.

**How do I move Premium to a new PC?** Deactivate it on the old PC and activate it on the new one. If the old PC is not available, contact support.

**Can I copy the license files to another PC?** No. Premium is machine-bound.

**What happens if my license expires?** The app returns to the Free edition after the next check. Your documents and settings are kept. Renew to get Premium back.

**What if the internet is down for a while?** OCR keeps working because it runs locally. An activated Premium PC keeps Premium for up to 14 days after its last successful check. Connect it to the internet at least once in that time.

## Problems

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**Why did a password-protected PDF fail?** OCR tools cannot rewrite an encrypted PDF without access. Remove the protection with an authorised workflow and click Retry.

**Why is OCR slower on some files?** Time depends on page count, image resolution, CPU speed and document complexity.

**How can I improve recognition quality?** Use clear scans, enough resolution, good contrast, correct orientation, and avoid blur and shadows.

**I forgot my administrator password. What can I do?** Contact support (section 18). The password cannot be read back, and we will guide you.

**Does MES Scan OCR upload my scans to an OCR website?** No. OCR runs on your PC. Online services are used only for licensing and usage checks.

**Where are the logs and settings stored?** In `C:\ProgramData\MES Scan OCR` (logs in the `logs` subfolder).

**Can MES-DEV customise the application for my business?** Yes. MES-DEV offers custom development and business or team solutions. Describe your workflow through the contact form.

## 18. Support, contact and customization

MES-DEV support is here to help. Most tickets are answered within 24 hours, and the support channels are open 24/7 (response timing may vary).

| Channel                      | Details                         |
|------------------------------|---------------------------------|
| Email                        | contact@mes-dev.com             |
| Support Center and live chat | mes-dev.com/support             |
| Support ticket               | mes-dev.com/support/tickets/new |
| Contact form                 | mes-dev.com/contact             |
| Website                      | mes-dev.com                     |

In the app, open **Help & Support** in the left menu. It has buttons for each channel, an email with the key details already filled in, and **Copy support information**.

### What to include in your request

1. The product name, **MES Scan OCR**, and the version (1.0.0).
2. Your Windows version.
3. Whether the problem is with a **local folder** or a **network (UNC) folder**.
4. A screenshot of the message. In Failed Files, **View details** shows the technical text.
5. The steps you took just before the problem.
6. The result of **Copy support information** from the Help & Support page. It contains no documents and no license key.

Please do not send confidential scans. Use a sample file or a screenshot instead.

### License and account questions

For questions about your key, your subscription, renewal or invoices, sign in to your account on mes-dev.com, or contact us with the email address you used for the order.

### Custom workflows and business requests

Need a special scanner workflow, extra automation, an integration, a custom version, team licensing or reseller terms? Describe what you need through the contact form at mes-dev.com/contact or by email at contact@mes-dev.com.

Thank you for choosing MES Scan OCR. **Scan normally. Search everything.**

## 19. Quick reference

| Task                          | Where / what                                                                               |
|-------------------------------|--------------------------------------------------------------------------------------------|
| Check the service             | Windows Services, or <code>Get-Service MESScan0CRService</code>                            |
| Configure folders             | Manager > Watched Folders                                                                  |
| Change the date format        | Manager > Settings > Output organization                                                   |
| Change the admin password     | Manager > Settings > Administrator account                                                 |
| Review failures               | Manager > Failed Files, and History                                                        |
| Check or activate the license | Manager > Settings > License                                                               |
| Move Premium                  | Deactivate on the old PC, then activate on the new PC                                      |
| Get help                      | Manager > Help & Support, or <a href="https://mes-dev.com/support">mes-dev.com/support</a> |
| Contact                       | <a href="mailto:contact@mes-dev.com">contact@mes-dev.com</a>                               |

## Glossary

| Term              | Meaning                                                                                  |
|-------------------|------------------------------------------------------------------------------------------|
| OCR               | Optical character recognition: reading the text in a picture of a page                   |
| Searchable PDF    | A PDF that looks like the scan but has an invisible text layer you can search and select |
| Incoming folder   | The folder watched for new scans                                                         |
| Searchable folder | The folder where finished searchable PDFs are saved                                      |
| UNC path          | A full network path such as <code>\\server\share\folder</code>                           |
| Windows service   | A program that runs in the background from Windows start-up, with no window              |
| Manager           | The MES Scan OCR window used to set up and monitor everything                            |
| Deskew            | Straightening a page that was scanned at a slight angle                                  |

**MES Scan OCR - Scan normally. Search everything.**