

Distribution Date	April 16, 2026
To	PPOC.All ; Committee.Imaging.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	Updated Scanner Compatibility Requirements

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|--|--|
| <input type="checkbox"/> General
<input type="checkbox"/> Policy
<input type="checkbox"/> CW
<input type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> OCAT
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Fiscal
<input checked="" type="checkbox"/> GA/GR
<input type="checkbox"/> Help Desk
<input type="checkbox"/> Imaging
<input type="checkbox"/> Security
<input type="checkbox"/> Task Management
<input checked="" type="checkbox"/> Technical
<input type="checkbox"/> Training |
|--|--|

Description	<p>Purpose</p> <p>The purpose of this CIT is to notify CalSAWS counties of the updated requirements for scanner compatibility with the CalSAWS Upgraded Imaging Solution. This CIT also includes newly recommended scanner models and software versions.</p> <p>Background</p> <p>Currently, the CalSAWS Imaging Solution uses Hyland's Perceptive Content 7 for the software used to capture and store images. The Imaging Solution will upgrade this software to Hyland's newest version called Perceptive Content Titan. This is tentatively scheduled for May 2027.</p> <p>There are minimum requirements for scanners to be compatible with the CalSAWS Imaging Solution upgrade to Hyland Titan. Scanners must:</p> <ul style="list-style-type: none"> Be Windows 11 compatible Use ISIS or Twain drivers
-------------	---

Scanners that use proprietary drivers, such as Lexmark, are not compatible with the Imaging Solution. Other specifications should be considered based on the County's specific needs such as:

- Capacity, or how many pages a feeder can hold?
- The pages per minute (PPM), or how many pages can be scanned at once?
- Physical size and scanner footprint.
- An automatic document feeder (ADF) is usually recommended over a flatbed, so users do not have to scan one page at a time.

Industry standards recommend hardware, including scanners, are refreshed every five (5) years. Any scanner that no longer receives driver updates from the manufacture is a security risk and must be replaced with a manufacture supported model.

Additional Information

New scanners cannot be purchased through CalSAWS. Counties must follow their existing purchase process if new scanners are needed.

It is advisable to check yearly that the drivers for any scanner model are up to date.

Updates to the recommended scanner models will be provided after thorough testing with Titan. This is expected to be completed by October 2026.

All CalSAWS hardware specifications can be found in the attachment below.

Attached is the list of known compatible desktop scanners. This is not an exhaustive list of compatible scanners. Scanners that meet the minimum requirements will continue to work with the Imaging Solution. Counties that use APIs to send documents from specialty scanners (i.e. OPEX) to the Imaging Solution will continue to utilize their existing set-up.

County Actions

By May 2027, Counties must replace scanners that do not meet the minimum requirements or no longer receive security updates.

Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.

Primary Project Contact	Rhiannon Chin ChinR@CalSAWS.org
Backup Project Contact	Darcy Alexander Alexanderd@CalSAWS.org
Attachments	CIT 0069-26 Toolkit Compatible Scanners.xlsx CIT 0069-26 CalSAWS Hardware Specification and Recommendations.pdf
Communication Portal Link	 OR

You may also retrieve the CIT document and attachments by following these steps:

1. Hover over the Communications & Resources tab at the top of the page.
2. Click on the "CalSAWS Information Transmittal (CIT)" folder.
3. Click on the "2026" folder.
4. Click on the appropriate CIT # folder.