

Click to verify



Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our [Cookie Notice](#) and our [Privacy Policy](#). Blank Scans in NSU on Windows 11 Impact: Limited Impact - Some Neat Scan Utility Users Status: Under investigation Issue Description: This issue only occurs with the combination of Windows 11 with a Neat scanner and only when scanning with the Neat Scan Utility. Options: The Neat scanner will scan without issue using Microsoft Paint or NAPS2. Those scans can then be imported into your Neat account so long as they are saved as one of the following file types: .PDF, .JPG, .TIF, .PNG, and .BMP. Impact: Limited Impact - Some Neat Cloud Users Status: Resolvable Issue Description: After a recent app update, some Neat Cloud users may see the error message "API version \"x.x.xxx\" does not match the worker version \"x.x.xx\" when trying to view images. This issue is easily resolvable by clearing your browser's cache and then refreshing the Neat tab. For further details, see The API version does not match the Worker version. Impact: Limited Impact - Only experienced by a very small number of scan utility users Issue Description: Within seconds of launch, the Neat Scan Utility will open to a blank, white screen with no options available. Status: Under investigation - If you encounter this issue, first try reinstalling the Neat Scan Utility and from a new download. Simply install the new version on top of the old. Click your OS logo below to download and install the updated version. MacOS Download (Intel CPUs) Mac M1 (Apple Silicon) Download Still having issues with the Neat Scan Utility? Click here for previous workaround options. You can also contact our support team for further assistance. Impact: Limited Impact - Only experienced by some users Status: Under investigation Issue Description: Current Neat scan drivers cannot be installed in Ventura and the newly released Mac OS Sonoma. Users who already had the drivers installed and then updated to Ventura or Sonoma will also experience issues when trying to scan and will receive the message "waiting for scanner" but no scan actually occurs. Options: Alternative options include: Please Note: All Neat scanners are 5+ years out of warranty and even further from the date of manufacture. As a courtesy, Neat provided updated drivers for certain model Neat scanners on our website for years, however, due to reported complications with OS Ventura and Sonoma, we are currently investigating options for updated Mac drivers for Neat scanners. Impact: Limited Impact - Only some users will experience Status: Resolution progress Issue Description: Some customers may experience issues with items that appear to be stuck in processing. Please visit this Help Center article for more information on this issue and for steps on how to clear items that are stuck processing. Impact: Limited Impact - Neat scanner users on Windows 11. Status: Resolvable Issue Description: A few users reported getting an error that "Windows was unable to install your Neat scanner" when installing or updating the Neat driver. Windows 11. Some older versions of Windows may need a 32-bit driver to work, but newer Windows operating systems will only work with a 64-bit driver. If you have Windows 11, please install the 64-bit driver for your Neat scanner available in the Neat Downloads page. Impact: Limited Impact - Some Neat Cloud Users Status: Resolved - you may need to clear the cache on your browser to see your images again. Issue Description: Users on the most current versions of Chrome and Firefox may notice some items display a blank field instead of the item's image. This does not affect older versions of Chrome or Firefox. Using the Edge browser is recommended while this is being resolved. Downloading the item will also allow you to see the image. Update: The Edge browser was initially unaffected but after the latest Edge update it was affected. With the issue now resolved, you may need to clear the cache on your browser to see your images again. When scanning to Neat you may get the "Scanner not connected" message in the scan window. This indicates your scanner was not detected by the Neat Desktop Application. It should be noted that about 90% of scanner detection issues are related to missing or outdated drivers. You probably need to reinstall or update the scan driver for your specific scanner model to get it working in Neat. You may also need to move your scanner USB cable to another port directly on your computer or try a different USB cable altogether. Do not connect your scanner cable through a USB hub or a docking station but instead connect directly to your computer. Neat Scanners - Windows If you are using a Neat scanner you can download the latest drivers from: Neat Scanner Drivers Neat Scanners - Mac If you have a Neat scanner on Mac, follow the steps linked here to reinstall your Neat scan driver: 3rd Party Scanners For third-party scanners, check with your scanner manufacturer for the latest TWAIN-compatible drivers. With the exception of ScanSnap scanners working with ScanSnap Home software, your scanner MUST have a TWAIN driver in order to work directly with Neat. You can still scan to your computer and import images into Neat if you don't have a TWAIN scanner but will just not be able to scan directly into Neat. Plug the scanner directly into a port in the back of the computer and power it on. Avoid USB hubs or docking stations. Then hold the Windows Key on your keyboard and type 'device manager' in the search box. Select Device Manager from the results to open it. Expand Imaging Devices OR Other Devices (depending where your scanner appears). Look for your scanner model, RIGHT-click on it, and go to Update Driver Software. Select 'Browse' my computer for driver software. Select 'Let me pick from a list of device drivers on my computer'. Double - click on your particular 'Neat Scanner' in the 'Show compatible software' box. Then click "Next". Device manager will update the scanner driver and let you know when it is finished. If it requests that you restart your computer, then restart your computer. Launch Neat and try scanning once more. If you have reinstalled your third-party scanner driver in Windows and it still does not show up in Neat, try the following steps: Plug the scanner directly into a port in the back of the computer and power it on. Avoid USB hubs or docking stations. Then hold the Windows Key on your keyboard and type 'device manager' in the search box. Select Device Manager from the results to open it. Expand Imaging Devices OR Other Devices (depending on where your scanner appears). Look for your scanner model, RIGHT-click on it, and select Update Driver. Choose "Search automatically for updated driver software" and complete the steps to update the driver. Launch Neat and try scanning once more. The article even went some basic troubleshooting steps that you can do to fix most issues you might experience when using the Neat Web Application at app.neat.cc. These steps just help mostly if the problem you are having is a local issue within your PC. On an issue that requires additional help from the Neat support team. Clearing your browser's cache: Web pages that you've visited that you've either updated to Neat's website (app.neat.cc) such as images that are missing or not displayed including the API version or not match the Worker version error. Since Neat is a web based application, you can use it with many browsers like Edge, Firefox, and Safari. The recommended browser for using Neat is Chrome. These 4 simple and basic troubleshooting steps can be completed on all browser types. Web pages can be 'out-of-date'. When you click the 'Refresh' button you are telling your browser you want to see the most up-to-date version of the page you're viewing. General slowness and many errors that might occur in Neat can often be resolved by simply refreshing your web page. The following links will provide you with steps to ensure you are on the latest version of our recommended browsers: Update Chrome Update Edge Update Firefox Update Safari When you use a browser it saves some information from websites, like Neat, in its cache and cookies. Clearing them fixes certain problems, like loading or formatting issues on sites. Follow the steps in the links below or check out the below videos to learn how to clear your browser's cache. Chrome Edge Firefox Safari Using an incognito or private window makes it possible to log into your site like a "test" user, with none of your admin history remembered on the browser. This means that you can view and identify any technical issues that need to be resolved. Check out the below videos to learn how to test Neat in a incognito or private window. When scanning to Neat you may get the "Scanner not connected" message in the scan window. This indicates your scanner was not detected by the Neat Desktop Application. It should be noted that about 90% of scanner detection issues are related to missing or outdated drivers. You probably need to reinstall or update the scan driver for your specific scanner model to get it working in Neat. You may also need to move your scanner USB cable to another port directly on your computer or try a different USB cable altogether. Do not connect your scanner cable through a USB hub or a docking station but instead connect directly to your computer. Neat Scanners - Windows If you are using a Neat scanner you can download the latest drivers from: Neat Scanner Drivers Neat Scanners - Mac If you have a Neat scanner on Mac, follow the steps linked here to reinstall your Neat scan driver: 3rd Party Scanners For third-party scanners, check with your scanner manufacturer for the latest TWAIN-compatible drivers. With the exception of ScanSnap scanners working with ScanSnap Home software, your scanner MUST have a TWAIN driver in order to work directly with Neat. You can still scan to your computer and import images into Neat if you don't have a TWAIN scanner but will just not be able to scan directly into Neat. Plug the scanner directly into a port in the back of the computer and power it on. Avoid USB hubs or docking stations. Then hold the Windows Key on your keyboard and type 'device manager' in the search box. Select Device Manager from the results to open it. Expand Imaging Devices OR Other Devices (depending where your scanner appears). Look for your scanner model, RIGHT-click on it, and go to Update Driver Software. Select 'Browse' my computer for driver software. Select 'Let me pick from a list of device drivers on my computer'. Double - click on your particular 'Neat Scanner' in the 'Show compatible software' box. Then click "Next". Device manager will update the scanner driver and let you know when it is finished. If it requests that you restart your computer, then restart your computer. Launch Neat and try scanning once more. If you have reinstalled your third-party scanner driver in Windows and it still does not show up in Neat, try the following steps: Plug the scanner directly into a port in the back of the computer and power it on. Avoid USB hubs or docking stations. Then hold the Windows Key on your keyboard and type 'device manager' in the search box. Select Device Manager from the results to open it. Expand Imaging Devices OR Other Devices (depending on where your scanner appears). Look for your scanner model, RIGHT-click on it, and select Update Driver. Choose "Search automatically for updated driver software" and complete the steps to update the driver. Launch Neat and try scanning once more. Having an issue with drivers for Neat scanners? Don't worry. This post will walk you through and resolve your Neat scanner driver issues in no time! If you want to keep your Neat scanner in good condition, and have the best possible experience, you should consider updating drivers for Neat scanners. In addition, if your scanner is not working properly, updating the scanner driver can be an effective solution to fix the problem. How to download or update Neat scanner drivers Method 1: Download Neat scanner drivers manually You can download the driver for your Neat scanner manually from the Neat support center. Before starting, you should know clearly your scanner model number and your computer system type. You can see your scanner model number by checking the bottom of the scanner (or the package manual with your product). Then you can check your system type by pressing the Windows logo key and Pause (Break) at the same time. Go to Neat support page. Search for your scanner model number. Click Download Neat scanner drivers for Windows or Mac. Click the driver to download depending on your system type (in my case I click 64 bit Windows). Once downloaded, extract the downloaded file, and run the driver installer to install the driver in your computer. This method requires time and computer skills. If this solution doesn't work for you, don't worry. You have something else to try. Method 2: Update Neat scanner drivers automatically (Recommended) If you don't have time or patience, you can do it automatically with Driver Easy. Driver Easy will automatically recognize your system and find the correct drivers for it. You don't need to know exactly what system your computer is running, you don't need to risk downloading and installing the wrong driver, and you don't need to worry about making mistakes when installing. You can update your drivers automatically with either the FREE or the Pro version of Driver Easy. But with the Pro version, it takes just 2 clicks (and you will get full support and a 30-day money back guarantee). Download and install Driver Easy. Run Driver Easy and click the Scan Now button. Driver Easy will then scan your computer and detect any problem drivers. Click the Update button next to the flagged device to automatically download the correct version of the driver (you can do this with the FREE version). Then install the driver in your computer. Or click Update All to automatically download and install the correct version of all the drivers that are missing or out of date on your system (this requires the Pro version - you'll be prompted to upgrade when you click Update All). Restart your computer to take effect. Reddit and its partners use cookies and similar technologies to provide you with a better experience. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our [Cookie Notice](#) and our [Privacy Policy](#). Please note that the information provided on this page is related to products and/or services which are no longer supported and agent support is no longer available. This information is provided as a courtesy for users who may still need troubleshooting or FAQ information on end-of-life products. My LED screen won't turn on? If this is the first time using the NeatConnect scanner and you are not using it with a computer, please confirm that the cord is securely inserted into the scanner. Also verify the outlet you are plugging the scanner into has power and is working properly. My NeatConnect is plugged in but the screen is not on, what's going on? The NeatConnect has a brightness setting that may be turned all the way down making it hard to see the screen and look like its off. To resolve this try taking the scanner to a darker area to see the dimmed display. From there you can go to the Settings menu and scroll to the Display section to adjust the brightness. My NeatConnect won't pull paper through, how do I fix it? Confirm the paper is properly detected. You will see an orange triangle below the Scan button when the scanner detects the paper. My NeatConnect sounds like its scanning but does not pull the paper, or multiple pages are being pulled at one, what's the issue? Push the button on the right side to open the NeatConnect. Make sure the central roller has a metal clip touching it near the top. Also confirm there are two black rubber tabs pointing down and touching the rubber roller. Finally, try spinning the rubber roller down to make sure it is not stuck. >