

My ability to acquire scan images into Affinity Photo on my MAC has stopped working. I have captured a bunch of screen shots shown below in an attempt to explain what I see. I don't know when this capability stopped.

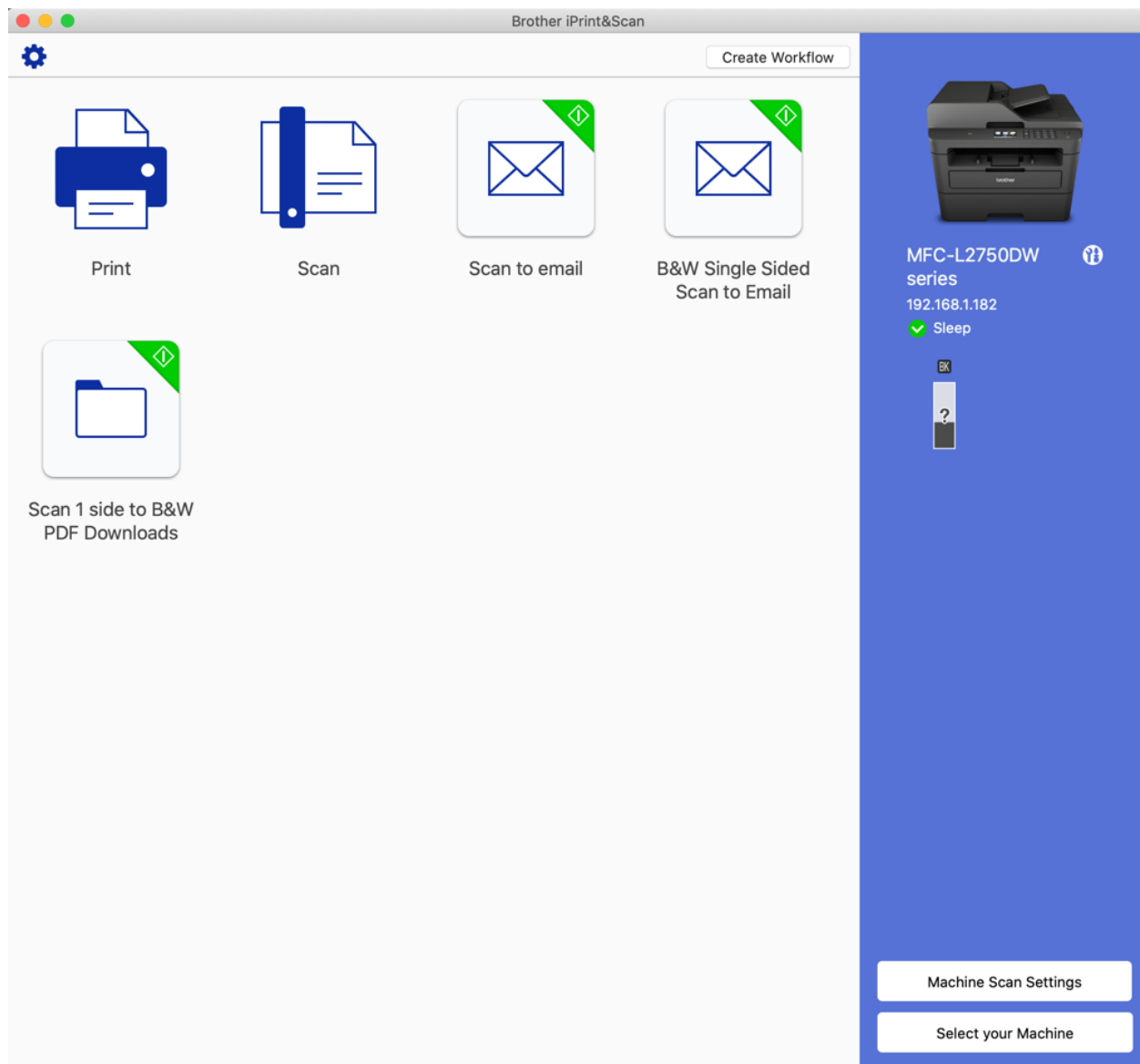
This is the version of MAC OS



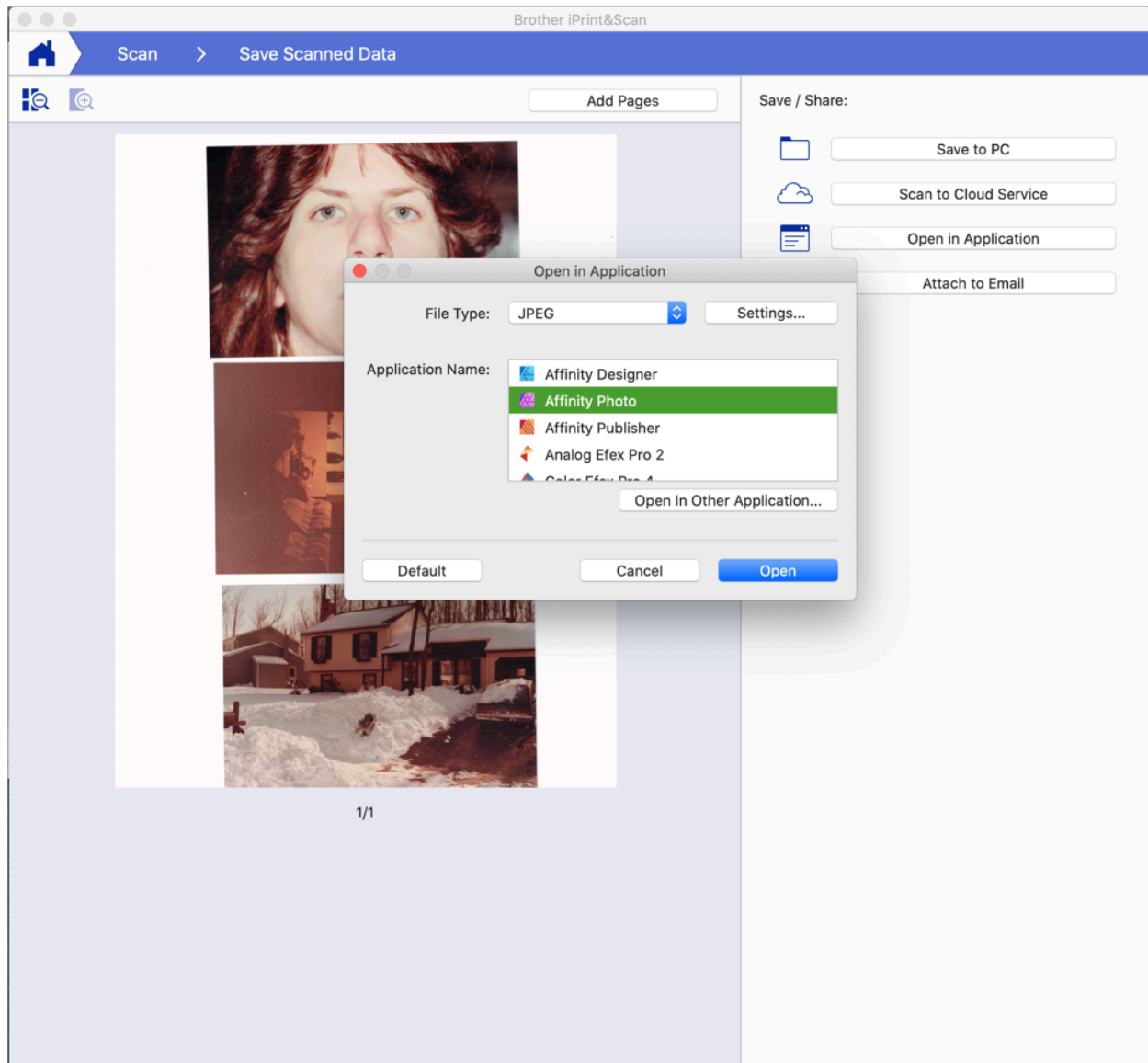
This is the version of Affinity Photo



Firstly, my Brother Printer/Scanner is MFC-L2750DW. My work around is painful. I use the Brother application to scan to a png using the scan icon in the following snapshot.

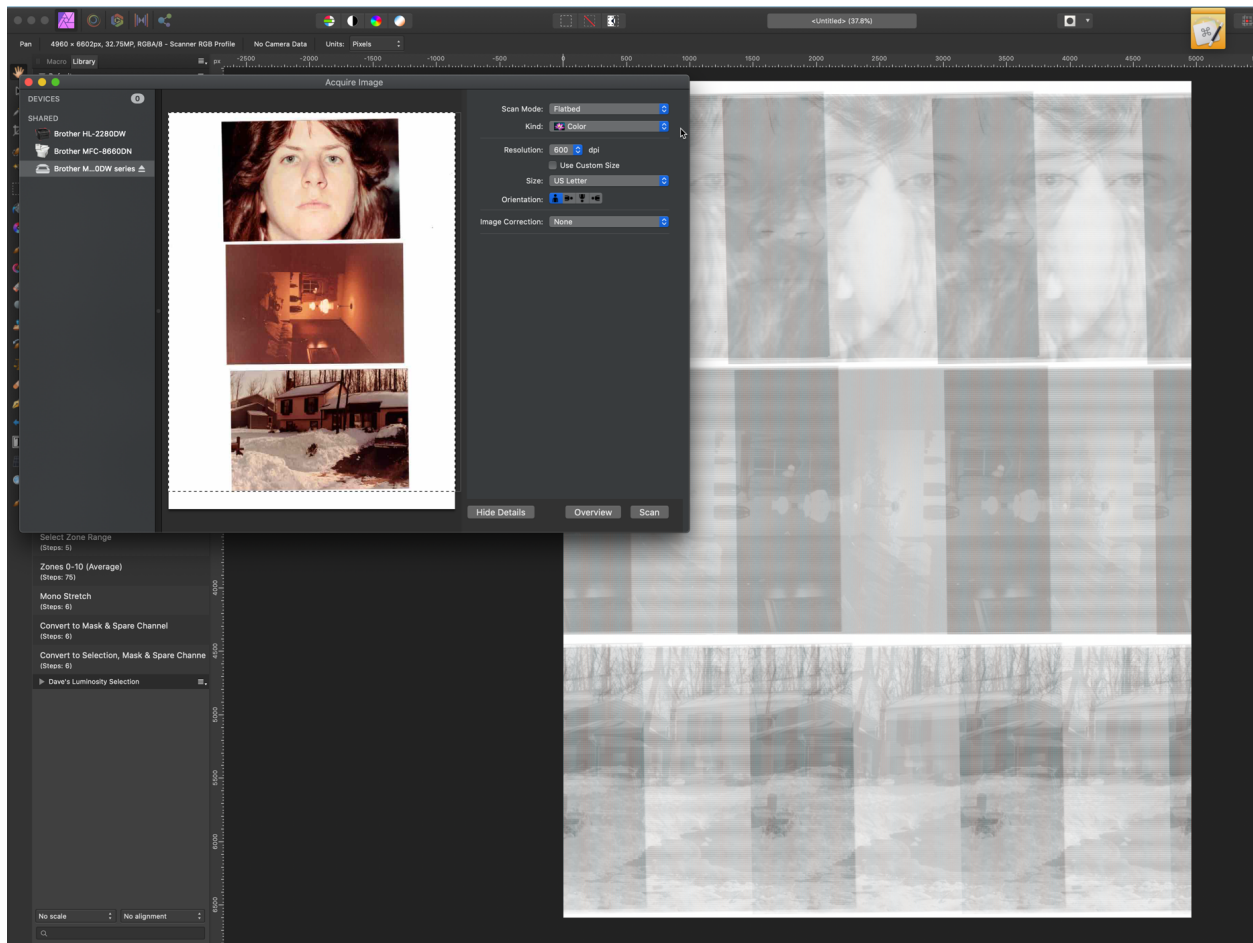


Then after successful scan, I choose open application, I pick affinity photo, and a new document is opened with the scan, as depicted below. This method works but is unacceptable given that the Affinity Photo Acquire feature used to work.



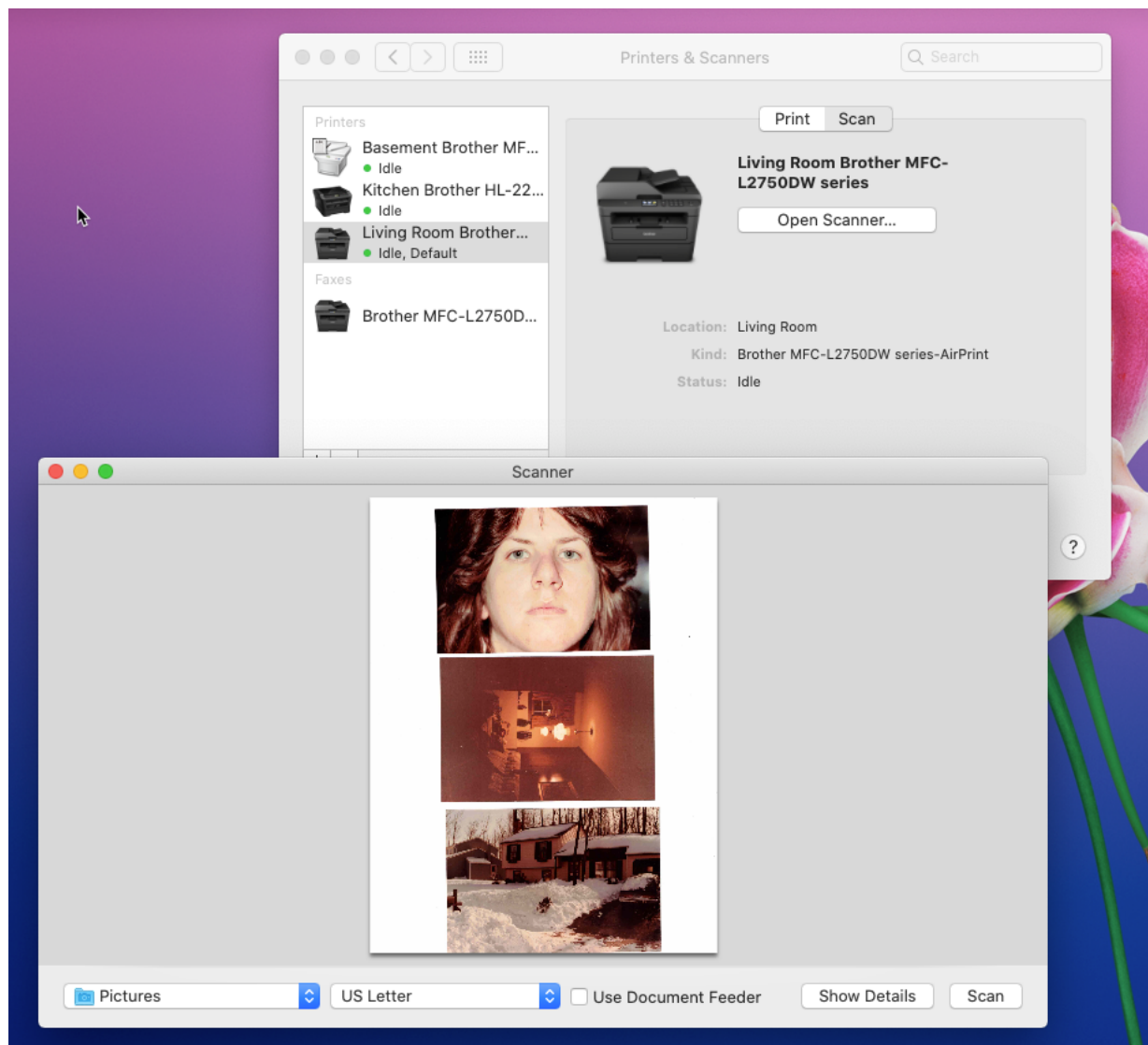
Acquiring directly from Affinity Photo should work and the fact that it doesn't suggests something else is broken.

When I scan directly from Affinity Photo the following is what I see.

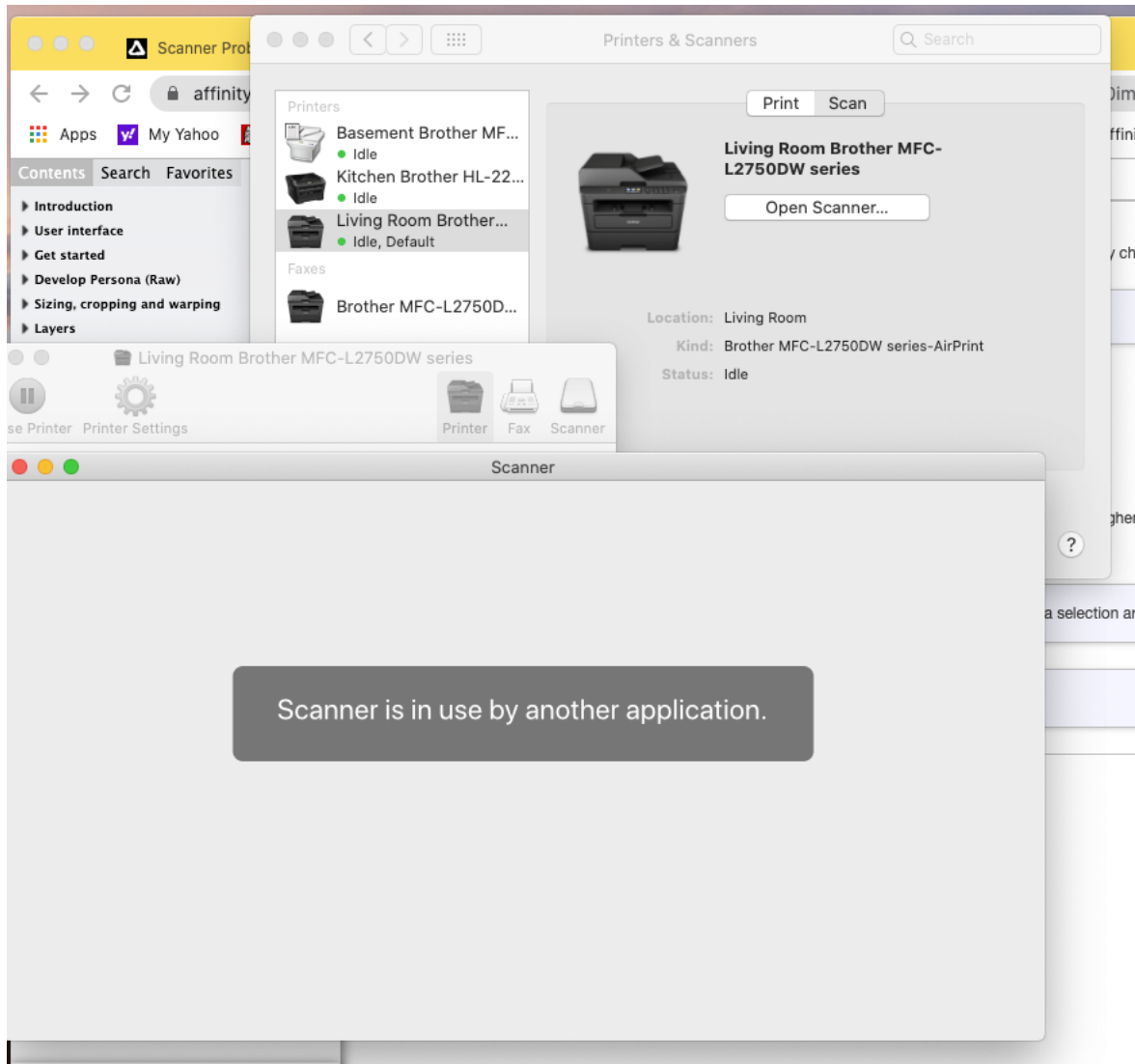


The imported picture from the scanner is obviously not correct. The inserted picture is what Affinity Photo displays in a pop up window, entitled “Acquire Image” and the background screen shot is what has been acquired after hitting the scan button on the pop up.

As an aside I can successfully scan the same image from the Brother using Apple System Preferences -> Printers & Scanners -> Scan, as depicted below.



However, and this is why I think the problem is on the Affinity end, if I try to acquire the image using Affinity Photo resulting in the distorted image shown above, and then I try to acquire the image using the Apple printer/scan app, I get the following



I then force quit Affinity photo, and the Apple application can scan successfully. This means to me that Affinity Photo is not releasing the scanner in addition to not processing the scanned image correctly.

If I had to pinpoint when I think the feature broke it was after one of the Catalina updates.