

Title:	<b>Windows 10 Update Breaks Scanner</b>
Article ID:	<b>N/A</b>
Updated:	9/22/2016
Operating Systems:	Newly updated Windows 10
Scanner Models:	All

**Symptom:**

Windows 10 performs an update and the scanner does not work anymore.

**Purpose:**

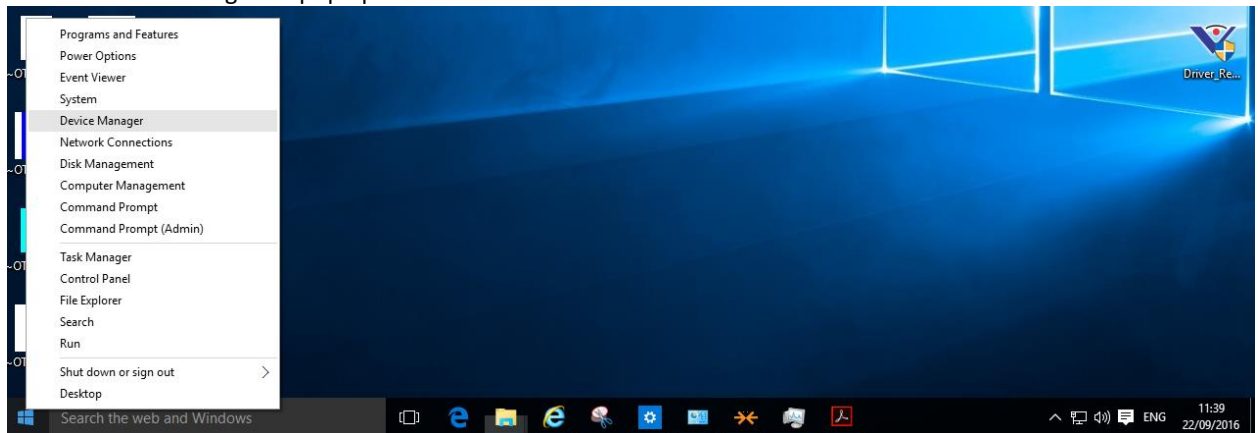
Use this guide to easily fix the issue.

**Before you Begin:**

Close all open scanning applications ie. PaperPort, EMRs, Adobe Photoshop.  
Make sure the scanner is plugged in and turned on otherwise this fix will not work.

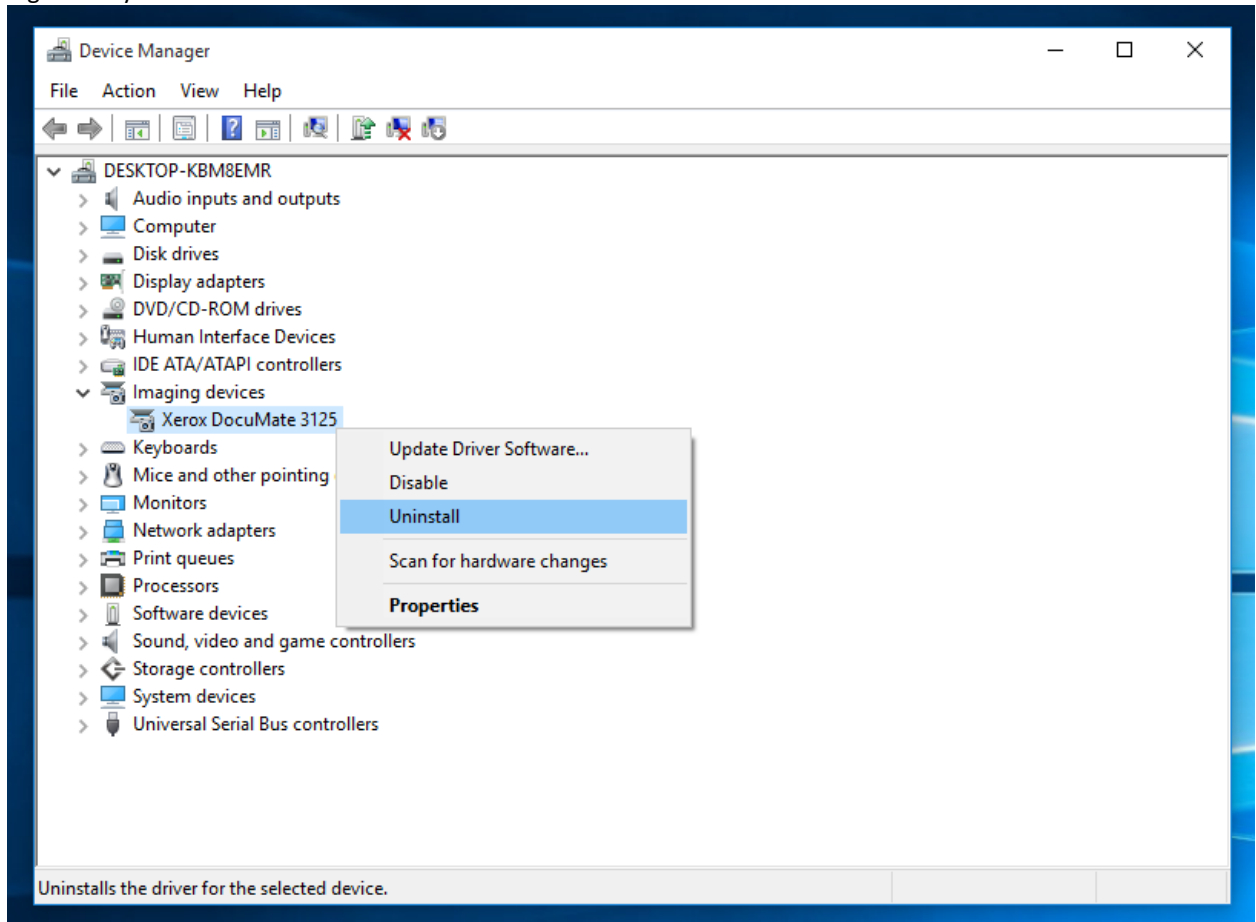
**Solution:**

1. Make sure scanner is powered on and plugged in.
2. Right click the start button
3. Select 'Device Manager' in pop up window.

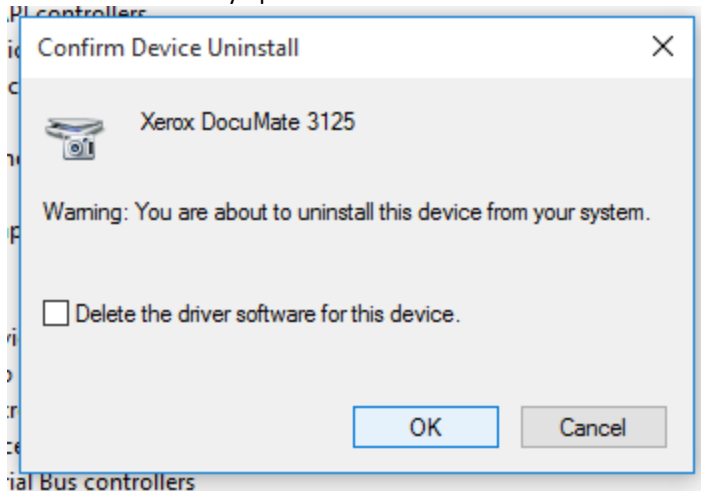


4. Look for 'Imaging Devices' in the new window.

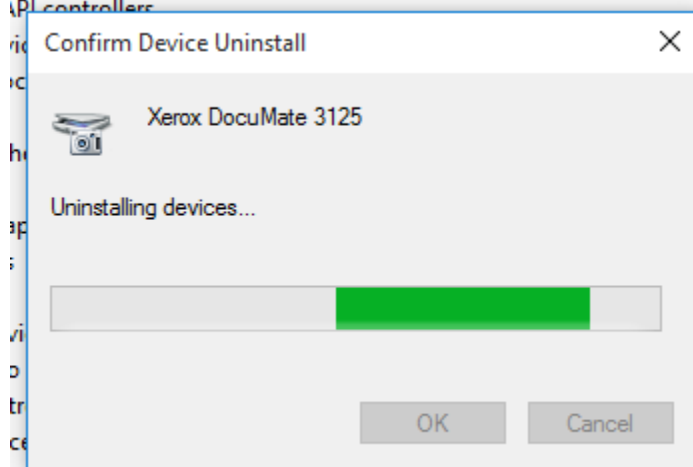
5. Right click your models scanner and choose 'Uninstall'



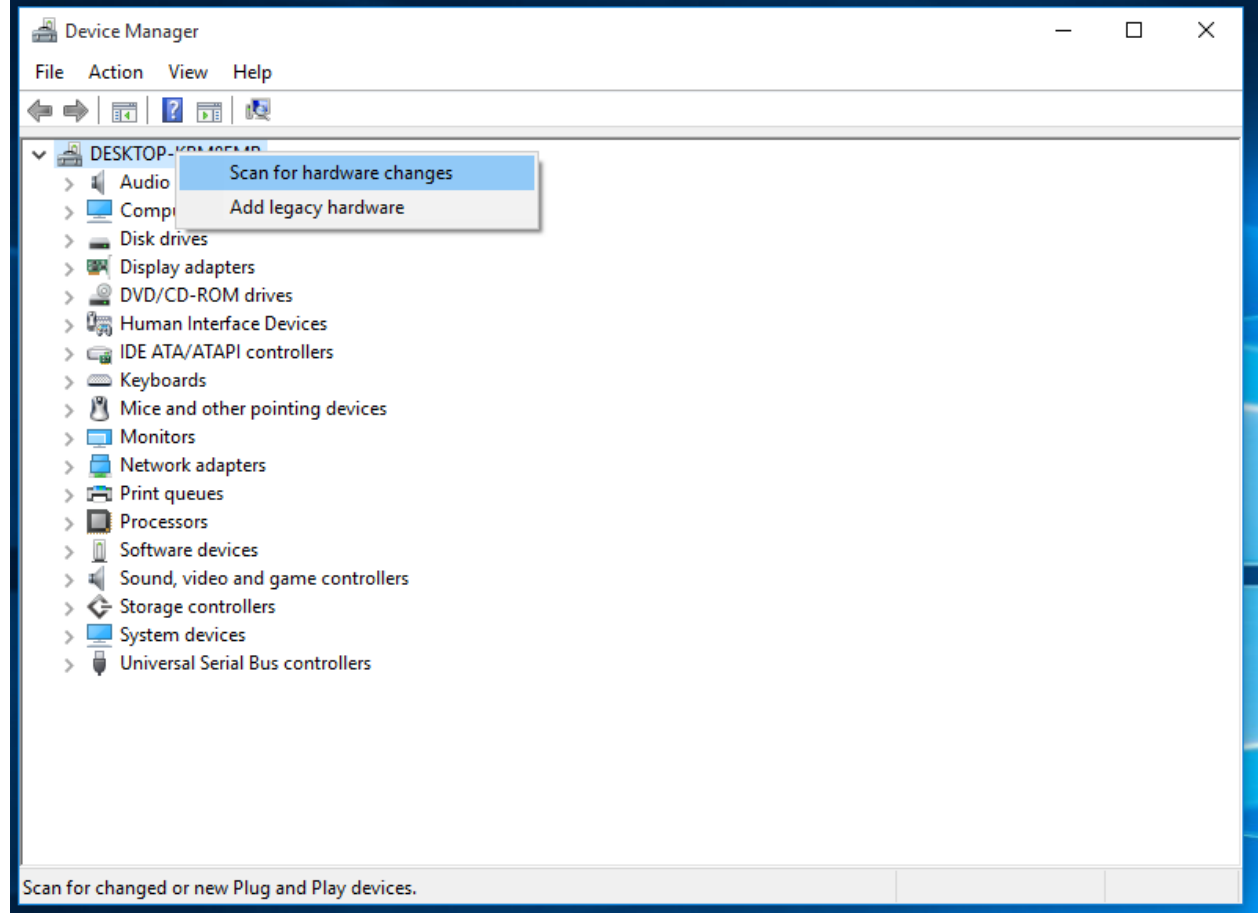
6. **\*Do not click the checkbox inside the newly opened window\***
7. Click Ok on the newly opened window.



- Let the progress bar continue until the window closes by its self.

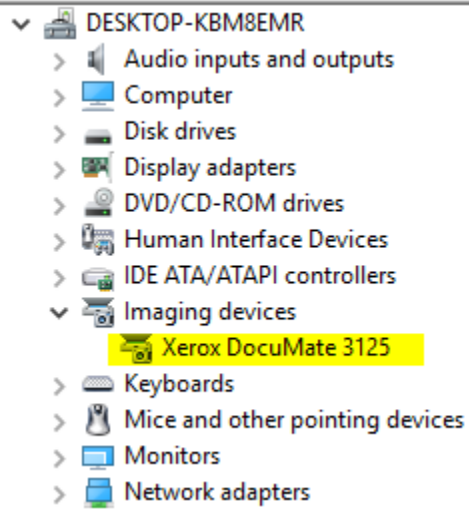


- Right click your computer at the top of the 'Device Manager' window.
- Click 'Scan for Hardware Changes'



- Windows will install the scanner in the background and there might not be any windows opening up during this process.

12. Once the process is finished, you will see the scanner automatically appear under 'Imaging Devices'.



13. Reboot computer if scanner does not work after this process.

14. If the scanner is still not working after the guide please uninstall the driver software and reinstall it.