

## Re: Unable to install scanner

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2005-10/msg00987.html>

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- *From:* "Cattlecall 13" <Me@xxxxxxxxxx>
  - *Date:* Mon, 24 Oct 2005 15:53:00 -0400
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Epson Tech Support finally got back to me with the below response. I did check my reg file and the Registry Key for scanners is NOT in my registry. Since the scanner is the only hardware that didn't install, this Registry Key MAY be the answer; however, I have no idea where to find a replacement key. None of my backups are old enough to predate the problem. If I find it, how do I get it into my registry to see if that solves the issue??

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Thank you for contacting the Epson Connection.

'An error occurred during the installation of the device. The required section was not found in the INF'

This error can happen during the installation of any hardware type. Completely removing and reinstalling the drivers or using the latest drivers does not correct the issue.

This error is a result of a missing Registry Key located in the following directory:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class The keys stored in this directory are used in conjunction all of the different hardware categories found that can possibly installed on a computer ranging from printers to scanners to CD-ROM drives, etc. These Registry Keys are System Keys and do not get added or deleted through the installation of any of our drivers. Instead our drivers require that keys be present in order to fully complete the installation and configuration the product on the system. These usually get deleted by accident as result of someone purposely going into the Registry in an attempt to troubleshoot their system.

For scanners the following Registry Key is missing:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{6BDD1FC6-810F-11D0-BEC7-08002BE

For printers the following Registry Key is likely missing:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E979-E325-11CE-BFC1-08002BE

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Other Registry Keys in the same directory can also be missing, resulting in the same error message. Regardless, this is a system issue. Please contact your computer vendor or Microsoft to get the missing Registry Key restored. The issue can most likely be resolved by copying the affected key from another computer and then merging it in the Registry of the affected computer

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"Quaoar" <quaoar@xxxxxxxxxxxxxxxx> wrote in message  
news:OAc3E0L2FHA.3124@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

> Cattlecall 13 wrote:

>> I had a multifunction machine (Epson stylus cx 5600) that crapped out  
>> – the printing function, not the scanner. I purchased a Brother  
>> multifunction machine but had considerable trouble installing the  
>> scanner driver. Tech assistance wasn't much help, so I returned the  
>> machine and got another Epson (6600) thinking that since the original  
>> scanner worked OK I wouldn't have any issues with the new one.  
>> Unfortunately, I'm having the same problem and I guess there's  
>> something with my XP setup that has changed since I installed the  
>> 5600 about a year ago. (I have installed SP2 and all the numerous  
>> updates). I'm assuming that something related to SP2??? is causing  
>> the problem. The printer itself has installed properly; it prints  
>> from various programs; copies; shows up in the printer folder, etc.  
>> It seems that the issue is related solely to the scanner.  
>> The scanner software appears to install properly. When I turn on the  
>> machine and connect the USB cable, the "Install new hardware wizard"  
>> comes up. When I select install automatically, the wizard searches  
>> for a while and then I get the following popup:

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>> -----

>> Found New Hardware Wizard

>> There was a problem installing the hardware:

>> Epson Stylus CX6600

>> An error occurred during installation of the driver

>> The required section was not found in the INF.

>> Click Finish to close this wizard

>> -----

>>

>> Any thoughts as to where I can start looking for the problem? Per tech  
>> support I downloaded most recent drivers and installed, but the above  
>> popup still came up. Every time I reboot the "install new hardware  
>> wizard" comes up and then I get the popup again.

>>

>> Any assistance would be greatly appreciated as this has been going on  
>> for a week now.

>>

>> Chuck

>

> Try this site: <http://www.coribright.com/windows/> You can also post to

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> microsoft.public.windowsxp.print\_fax where these types of multifunction  
> device problems are frequent.  
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• **References:**

◆ **Unable to install scanner**

◇ *From:* Cattlecall 13

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