

# Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2007-11/msg00034.html>

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- *From:* ozarkopa <[ozarkopa@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ozarkopa@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 2 Nov 2007 10:08:00 -0700
- 

Bob1,

Yes, been there, done that. They have a similiar situation covered, but it's for the

Mac operating system. I think I may try removing and reinstalling some of my less important programs (in case this mess is not confined to just the scanner)

and see what the results are. I still haven't gotten a response from Epson to my email query. I can't figure out why the registry info is either incomplete or damaged.

"Bob I" wrote:

Have you been here?

[http://www.epson.com/cgi-bin/Store/support/supDetail.jsp?BV\\_UseBVCookie=yes&infoType=FAQs&oid=4](http://www.epson.com/cgi-bin/Store/support/supDetail.jsp?BV_UseBVCookie=yes&infoType=FAQs&oid=4)

ozarkopa wrote:

Bob 1,

thanks for your latest. Scanner works great on my wife's computer, where I have installed it for the present. I have sent email to Epson asking if they have something (uninstaller?) to remove all traces of Epson from the computer; no reply as of today. They kind of kicked me off after telling me the problem was software related, same kind of response from BestBuy where I bought the computer. I took out the 3 year extended warranty when I bought it. I usually am able to figure out most of these things given enough time, but this one has me stumped. I think I could add the information to the registry, or edit it, if I knew what the entries should be. I tried importing the files from the registry on my wife's computer, that didn't work. No big surprise since I know the configuration of her machine is not the same as mine.

Thanks again for your efforts

"Bob I" wrote:

Perfect! You got it removed. Comparing to the other machine is a good idea. I went nosing around at Epson but got called away before I located anything useful, If you are unsuccessful with your comparison, I will look again to see if they have some kind of uninstall tool.

ozarkopa wrote:

Bob I,  
I'm not sure what the "tag line" separator is. I hope I removed the right thing.  
Yes, in the device manager there is a yellow exclamation mark next to the scanner entry. I have gone into the registry and removed everything that says "Epson" (after uninstalling the program), emptied the Recycled folder, and then reinstalled the software. No change. I'm going to check the registry on my wife's computer and see what the entries are for Epson, then compare it with mine. Thanks again for your reply

"Bob I" wrote:

Please remove the tagline separator, as I have to edit as new to prevent losing previous quotes.  
As to the Scanner issue. Is there a "yellow exclamation mark" on it in Device manager? You may try UNinstalling again, and then look in the registry for Entries that are related to "Epson Perfection" and remove them.

Hi Bob 1,  
Thanks for your reply. I  
have always used the  
software buttons to perform  
a  
scan function, never a  
problem before this current  
one. Currently, the  
scanner  
Ready Lamp will blink  
brightly several times when  
power is applied, and then  
dim to the point it is barely  
visible. I have tried restoring  
to the last  
available  
restore point; no change in  
problem. what I haven't  
done that I just thought  
of is to start in the "last  
settings that worked  
properly" as a boot-up  
choice. I  
could probably use the  
Recover disks, but really  
don't want to do that  
except  
as a last resort. I can also  
install the scanner on my  
wife's computer,  
but it  
would be hard to find space  
to put it in her little  
computer cubby hole.

I've got to believe there is a  
simple solution to this if I  
could find it.

Also,  
the buttons on the scanner  
itself don't work either.

EVERY other function,  
program, internet etc. on the  
computer work perfectly.  
Thanks again.

--

older but not wiser

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"Bob I" wrote:

Hi,

Are you  
pressing a  
button on  
the scanner  
to initiate  
the scan or  
is it

from  
clicking on  
the scan  
new  
document  
button in  
the  
software. It  
sound

like the  
"uninstall  
info" that  
Epsons  
uninstaller  
provides is  
sort of  
sketchy.  
Have you  
tried a  
system  
restore to  
just prior to  
this issue  
cropping  
up?

(Also when  
posting, if  
you are  
going to use  
a tag line

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separator,  
don't  
top post as  
you will  
cause all  
previous  
quoted  
messages to  
be lost if  
someone  
replies)

ozarkopa  
wrote:

I  
have  
used  
this  
scanner  
for  
about  
2  
years  
with  
no  
problems.  
Suddenly,  
with  
no  
apparent  
reason,  
when  
I  
now  
try  
to  
start  
a  
scan,  
the  
following  
message  
pops  
up  
in  
the  
properties

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section  
for  
the  
scanner:  
"Windows  
cannot  
start  
this  
hardware  
device  
because  
its  
configuration  
information  
(in  
the  
registry)  
is  
incomplete  
or  
damaged.  
(Code  
19)  
Click  
Troubleshoot  
to  
start  
the  
troubleshooter  
for  
this  
device."

I  
installed  
the  
scanner  
on  
another  
XP  
system  
and  
it  
worked  
fine.

I  
talked  
to  
Epson  
tech

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support;  
no  
help  
there.  
They  
say  
to  
ask  
Microsoft.

I  
have  
never  
asked  
for  
or  
received  
any  
tech  
support  
from  
Microsoft  
for  
this  
computer  
since  
it  
was  
new,  
and  
I  
will  
not  
pay  
Microsoft  
for  
help  
on  
this  
issue.  
they  
used  
to  
give  
a  
couple  
of  
free  
calls;  
now  
it

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looks  
like  
you  
have  
to  
pay  
for  
email  
support.

All  
help  
would  
be  
appreciated.

PS:  
I  
guess  
I  
posted  
this  
in  
the  
wrong  
forum  
earlier.  
Still  
appreciated  
any  
help.

--  
older  
but  
not  
wiser

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