

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2008-01/msg00480.html>

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 - *Date:* Thu, 17 Jan 2008 18:50:00 -0800
-

I am having the same problem with an XP SP2 Home Compaq notebook machine with an Epson CX8400 all in one. The machine will not scan but will print and copy on that machine. Works fine on another notebook – Dell with XP Pro SP2. I have uninstalled and reinstalled scrubbing the registry, using drivers with the machine and new drivers downloaded from the site at least 6 times. No luck. Still looking.

"spiralkk" wrote:

Hi:

I am reading your posts, hoping that you found a solution because I am having the same problem. My Epson scanner suddenly stopped working. I have tried uninstalling and reinstalling, running utilities, starting in safe mode, looking at the registry, etc. with no luck. I even called on my warranty and had another Epson printer sent to me. It has the same problem (error code 19) Have you found anything that works?

Thanks.
Katherien

"ozarkopa" wrote:

Hey Bob1,
Yes, been there, done that. They do have a similiar situation covered, but for the Mac.

"Bob I" wrote:

Have you been here?

http://www.epson.com/cgi-bin/Store/support/supDetail.jsp?BV_UseBVCookie=yes&infoTyp

ozarkopa wrote:

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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 1,
I'm not sure
what the
"tag line"

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

"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

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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

"Bob
I"
wrote:

Hi,

Are
you

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

just
prior
to
this
issue
cropping
up?

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

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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

I
have
never
asked
for
or
received
any
tech
support
from
Microsoft
for
this

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

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
looks
like
you
have
to
pay
for
email
support.

All
help
would
be
appreciated.

PS:
I
guess
I
posted
this

Re: Scanner problem, Epson Perfection 2480 Photo Scanner

in
the
wrong
forum
earlier.
Still
appreciated
any
help.

--
older
but
not
wiser