

Re: Scanner not showing up in Control Panel/Scanners and Cameras

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-01/msg04246.htm

- *From:* "Wesley Vogel" <123WVogel955@xxxxxxxxxxxxx>
 - *Date:* Tue, 30 Jan 2007 13:13:17 -0700
-

Failed to uninstall the device The device may be required to boot up the computer

Ask for help here..

<http://www.microtek.com/>

Here are a few ideas.

Is the old scanner unplugged? Shut down and physically remove it.

Uninstall whatever software may be associated with your device microtek (your old scanner) in Add or Remove Programs.

There may be a related SERVICE to do with your old scanner, that may be what's causing the "The device may be required to boot up the computer" message. The service MAY be listed in Non-Plug and Play Drivers in Device manager.* Open services.msc and look around.

Disable and Stop the Windows Image Acquisition (WIA) service.

Boot into Safe Mode and try to uninstall your device microtek.

* For example, I have two services listed in the registry related to a cable modem...

HKEY_LOCAL_MACHINE\SYSTEM\ControlSet002\Services\brgwnd5
DCM-201 DOCSIS Cable Modem (NDIS)
System32\DRIVERS\brgwnd5.sys

HKEY_LOCAL_MACHINE\SYSTEM\ControlSet002\Services\brgwunic
DCM-201 DOCSIS Cable Modem (WDM)
System32\DRIVERS\brgwunic.sys

Those used to show up here...

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services
and in Non-Plug and Play Drivers in Device manager.

They do not show up any more because I uninstalled every thing related to

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that modem.

I just used ControlSet002 as an example. Do NOT mess with ControlSet001 or ControlSet002.

ControlSet001 may be the last control set you booted with, while ControlSet002 could be what is known as the last known good control set, or the control set that last successfully booted Windows NT. The CurrentControlSet subkey is really a pointer to one of the ControlSetXXX keys.

Hope this helps. Let us know.

Wes

MS-MVP Windows Shell/User

In news:9D1C8E03-57A8-40FD-9134-68CF52E8CED9@xxxxxxxxxxxxxx,

Rob <Rob@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> hunted and pecked:

Folowed your instructions however on viewing the devices (hidden) after selecting the command prompt I found a device microtek (my old scanner) which refused to uninstall. When I tried I got the message: "Failed to uninstall the device. The device may be required to boot up the computer" I still can not install my Canon 4400F scanner. I believe if I can remove all reference to "Microtek" i would be home free. Any suggestions?

"Wesley Vogel" wrote:

Code 39

Windows cannot load the device driver for this hardware. The driver may be corrupted or missing. (Code 39)

Recommended resolution

Reasons for this error include a driver that is not present; a binary file that is corrupted; a file I/O problem, or a driver that references an entry point in another binary file that could not be loaded.

Uninstall the driver, and then click Scan for hardware changes to reinstall or upgrade the driver.

On the General Properties tab of the device, click Troubleshoot to start the Troubleshooting Wizard.

from...

<http://support.microsoft.com/kb/310123>

Try this. Make sure that the device is not plugged in.

1. Click Start, point to All Programs, point to Accessories and then click Command Prompt.

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2. At a command prompt, type the following command , and then press ENTER:

```
set devmgr_show_nonpresent_devices=1
```

3. Type the following command a command prompt, and then press ENTER:

```
start devmgmt.msc
```

4. In Device Manager, click View and click Show hidden devices.

5. Locate the device that you want to uninstall, right click and select Uninstall

6. When you finish, close Device Manager.

7. Type exit at the command prompt.

Reboot.

Then reinstall your device.

Hope this helps. Let us know.

Wes

MS-MVP Windows Shell/User

In news:434E49B6-FDA5-4CB6-A5F0-13FC4459F53F@xxxxxxxxxxxxxx, RDRR <RDRR@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> hunted and pecked:

--- Windows cannot load the device driver for this hardware. The driver may be corrupted or missing. (Code 39).... is the message I receive while in Device Manager checking to see if my scanner or webcam is being loaded properly. When I plug either into a USB port either front or back 2.0 ports, it recognizes the device by name but then a second window appears stating that I may have problems using this device (this is shown in the task bar by the clock). I have ran both the scanner and the webcam on another computer and there were no issues. Neither device shows up in the Control Panel thus leaving me to beleive a thread or registry entry may be wrong or corrupted. The scanner and webcam do come up under Imaging Devices and not Other Devices

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while in Device

Manager. I have spoken with Canon, the scanner
manufacturer and they

advised that it may be a windows issue. Any ideas are most
welcomed

here as this is driving me nuts.

Randy D