## **EPSON**

Knowledge Base

Article: KB020032

## When using Windows 2000 or XP, Why does my computer display: Please install supported twain driver?

This error can be displayed for a number of reasons, most commonly is that the scanner has not been detected or the drivers have not been successfully loaded.

## **Instructions**

Firstly we need to access **Device Manager**, Please **Right-click** on the **My Computer** icon on your desktop and select **Properties**. This will then display your system properties. Select the **Hardware** Tab and then click on **Device Manager**.

stem Prop	perties	?
General   N	etwork Identification Hardware User Profiles Advanced	
Hardwar	e Wizard	
	The Hardware wizard helps you install, uninstall, repair, unplug, eject, and configure your hardware.	
	Hardware Wizard	]
Device	Manager	
3	The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.	
	Driver Signing Device Manager	]
Hardwar	e Piolies	
N	Hardware profiles provide a way for you to set up and store different hardware configurations.	
	Hardware Profiles	1
L		
	OK Cancel App	9

To check that your Universal Serial bus controllers are working and installed correctly you need to click on the **+** sign next to the component. If the **Universal Serial Bus controllers** are not displayed or if they have question / exclamation marks next to them please call your computer vendor for further support.



Assuming that there are no issues with the USB controllers you need to examine device manager for the following criteria: **EPSON Scanner** or **Other Devices**.

Again looking at these criteria if there are question marks next to them the scanner it is not correctly installed, to resolve this please perform the following.

Highlight the EPSON Scanner or Other devices by clicking on it.

🗒 Device Manager 📃 🗌 🗵				
Action Yew + → 📾 🖬 😭 😫 😹 🗶				
B- A EEP. T015				
🛞 🭓 Batteries				
🕀 🛄 Computer				
🖲 🚍 Disk drives				
🔄 💻 Display adapters				
B DVD/CD-ROM drives DVD/CD-ROM d				
Floppy disk controllers				
Floppy disk drives				
B C ATA/ATAP1 controllers				
😑 🍓 Imaging devices				
EPSON Scanner				
Infrared devices				
🖲 🥸 Keyboards				
Mice and other pointing devices				
🖲 🚙 Modems				
😥 🖳 Monitors				
Image:				
🖲 🧠 PCMCIA adapters				
🛞 👮 Ports (COM & LPT)				
SCSI and RAID controllers				
Sound, video and game controllers				
🛞 🛄 System devices				
Universal Serial Bus controllers				

Then press delete on the keyboard and confirm by clicking **OK**.

Confirm Device Removal	<u>থ</u> ম
EPSON Scamer	
Warning: You are about to uninstall this dev	ice from your system.
OK	Cancel

Close all open windows. Next, uninstall the scanner.

On removal please restart your computer with the scanner switched off. Now reinstall the scanner.

If after reinstallation the scanner still doesn't work and you have no Universal Serial Bus issues (as described above) please call the Epson Scanner support desk for further support.