EPSON

Knowledge Base

Why while launching Smart Panel version 2.0 on windows I get an error "Please install support Twain driver"?

Instructions

1. Uninstall **Smart Panel** and **Epson Twain 5**-> select Uninstall under Smart Panel folder to complete remove the software.

Note: If there is other twain compliant driver or device, please remove them in advance for avoid any conflict issues.

2. Close all the running applications. This includes virus protection, screen savers, and other software that may be running in the background. This is to avoid the possible conflicts with other softwares. Please refer to each application for closing down.

3. Delete the specified folder of Epson and epfb5 from **c:\program files\EPSON**\ and **c:\windows\twain_32**

4. Re-install Smart Panel and Epson Twain 5. Please refer to the Smart Panel installation instructions and follow the screen steps carefully. Download the latest twain driver from Epson web site: http://www.epson-europe.com/

Please do a scanning test to check the successful installation of your twain driver before using Smart Panel.
1. On the task bar, click on the Start button in the lower left hand corner
2. Point to Programs, and click Accessories.
3. Click Imaging to launch Kodak Imaging as an Image editing software came with Microsoft Windows 98/ME/2000.
4. Select EPSON TWAIN 5 of Select Scanner item from the drop-down list of file.
5. Scan the images of Scan New item from the drop-down list of file.

If the test is ok, please try to use the Smart Panel and make sure if you can see Epson Twain 5 in the Device item on the Smart Panel main screen.

If the test is failed, you may need to contact Epson tech support for further assistance about the scanner driver issue see the following link http://www.epson-europe.com/