

EPSON

Knowledge Base

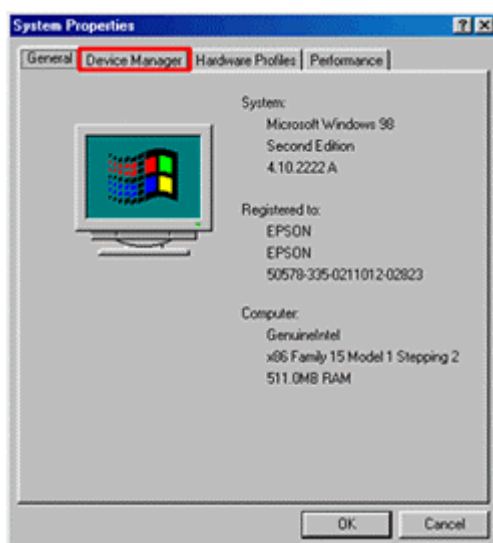
Article: KB020033

When using Windows 98 or ME, Why does my computer display: Please install supported twain driver?

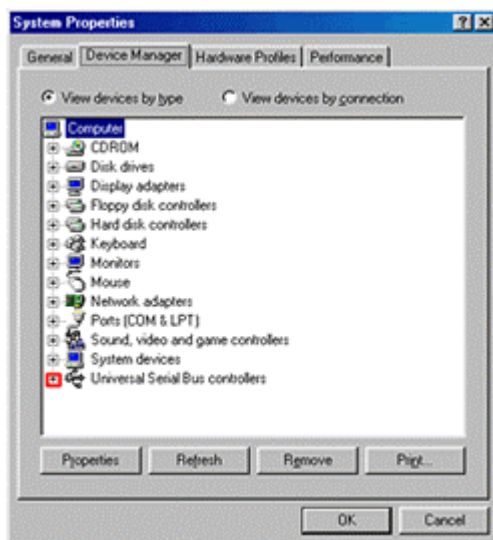
This error can be displayed for a number of reasons, most commonly is that the scanner has not been detected or the drivers have not been successfully loaded.

Instructions

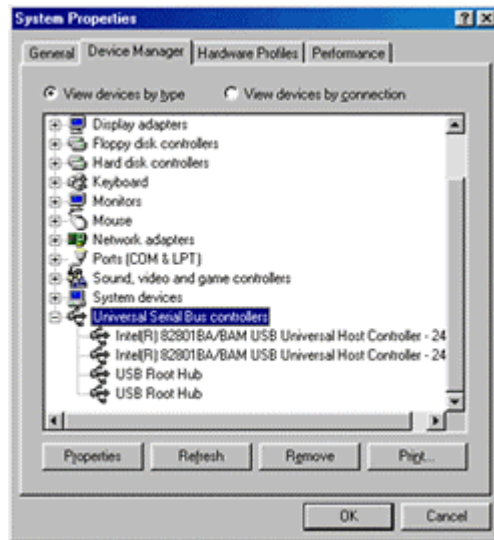
Firstly we need to access Device Manager, Please **Right-click** on the **My Computer** icon on your desktop and select **Properties**. This will then display your system properties.



Click on **Device Manager**.

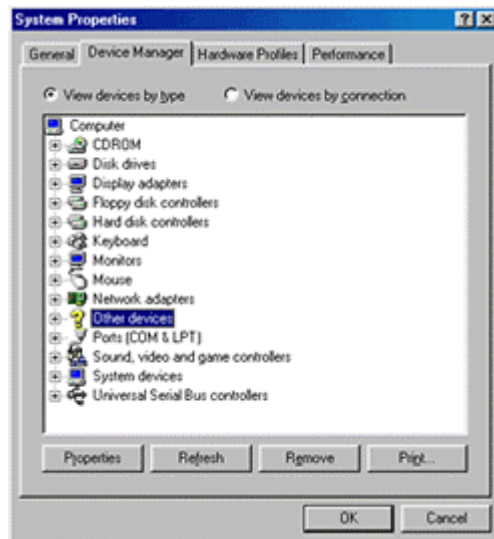


To check that your Universal Serial bus controllers are working correctly you need to click on the + sign next to the component.



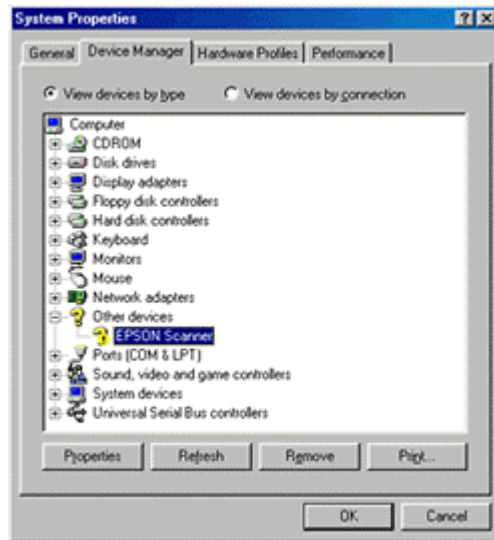
If the **Universal Serial Bus controllers** are not displayed or if they have question / exclamation marks next to them please call your computer vendor for further support.

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**.

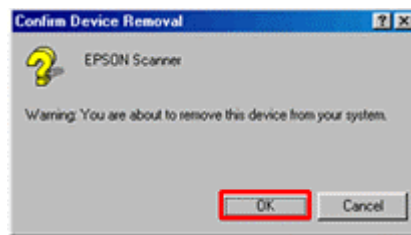


Again looking at these criteria if there are Question marks next to them the scanner it is not correctly installed, to resolve this please perform the following.

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



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



Close all open windows. Next, uninstall the scanner.

On removal please restart your computer with the scanner **switched off**. Reinstall the scanner.

If after reinstallation the scanner still doesn't work please call the EPSON Scanner support desk for further support.