EPSON
Knowledge Base

Why on windows 98 I get an error "cannot access the scanner because another application is using it or the scanner is not ready"?

Instructions

1. Upgrade the scanner driver->
a. Remove Epson Twain 5 from Add/Remove Programs in Windows Control Panel.
b. Please download the driver. You can find the latest scanner driver for Windows 98/Me/2000/XP at the URL: Click the following link http://www.epson-europe.com/
c. Unplug the Usb cable from the scanner.
d. Install the downloaded driver and then reboot the pc.
e. Plug the Usb cable from the scanner. A new hardware will be found and copy the related files automatically.
f. Go to Start>Settings>Control Panel>System. In Device Manager, you should get an enable icon of Epson scanner under the list Imaging Device.

2. Test the new scanner driver. ->
a. On the task bar, click on the Start button in the lower left hand corner
b. Point to Programs, and click Accessories.
c. Click Imaging to launch Kodak Imaging as an Image editing software came with Microsoft Windows 98.
d. Select EPSON TWAIN 5 of Select Scanner item from the pull-down list of file.
e. Scan the images of Scan New item from the pull-down list of file.

3. If both step1 and 2 are ok, please start to use Smart Panel and select Epson Twain 5 in Device in Smart Panel interface.

4. Click any applets on Smart Panel main screen and then try to scan an image.

If the error message still exists, please confirm that scanner can work in other programs.

If the scanner does not work, please contact Epson support center to get more information about the scanner driver installation.