

# EPSON

## Knowledge Base

Article: KB020131

**What should I do if I get an error message "SmaPanel.exe has generated errors and will be closed by windows" while launching Smart Panel version 2.0 on win 2000?**

### Instructions

Please download the latest twain driver for Windows 2000 from EPSPN web site, you can find the driver refer to the URL file: <http://www.epson-europe.com/>

After downloading the scanner driver, please follow the instructions step by step:

1. Remove the old version scanner driver from add/remove programs under control panel.
2. Disconnect the scanner from the pc.
3. Run this setup.exe file and the reboot your pc with the scanner attached and on. When Windows recognizes the scanner, select the directory containing the driver INF file. The folder may be the one you have save the scanner driver.
4. Do a test to check the successful installation of your twain 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.
  - d. Select EPSON TWAIN 5 of Select Scanner item from the drop-down list of file.
  - e. Scan the images of Scan New item from the drop-down list of file.If the scanner can work with no problem, then remove the Smart Panel and install it again with the complete instructions.

1. Uninstall Smart Panel -> Select Uninstall under Smart Panel folder to complete remove the software.
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 software.
3. Delete the specified folder of Epson from c:\program files\EPSON\ (if it exists)
4. Re-install Smart Panel. Note: You must install the Smart Panel with an administrative right login.

**Note:** Epson Smart Panel only runs on Windows 2000 Professional version under Administrator or Power User log in. A Normal user of Windows 2000 is not supported.