

EPSON

Knowledge Base

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Why do I get an error of “Creativity_EMFC Application has encountered a problem and needs to close” on windows?

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 softwares 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 from c:\program files\EPSON\ (if it exists)
4. Re-install Smart Panel. Please refer to the Smart Panel installation instructions and follow the screen steps by step carefully.
5. You need to download the scanner driver for Windows XP from Epson download site.
(<http://www.epson-europe.com/>)

Please make sure the scanner can work with other applications.