

# EPSON

## Knowledge Base

Article: KB020168

### **What should I do if I get an error of "there is no document to be scanned" on Windows?**

#### Instructions

**Note:** the problem may due to the twain driver didn't install properly.

1. You may install the old version twain driver.

Download the latest twain driver.

Please update the twain driver form EPSON Web site (<http://www.epson-europe.com>)

2. You may select a different driver.

Please select the proper twain 5 driver from Device on the main window of Smart Panel.

3. Please do a test to see if the scanner works itself.

a. Go from to Start>Programs>Accessories>Imaging.

b. Select twain 5 drivers from Select Scan of drop-down list of File.

c. Scan an image from Scan New of drop-down list of File

if the scan job can works, it means that the scanner can also works on Smart Panel.