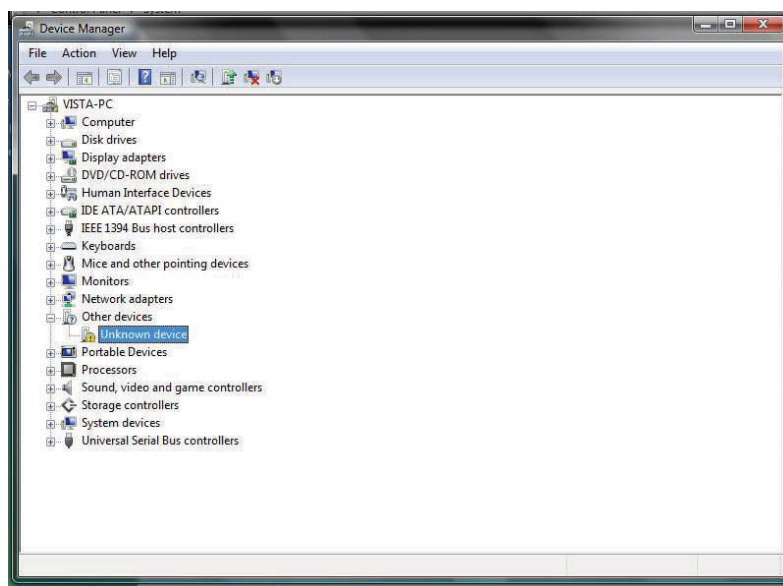


# Scanning Issue DCP/MFC's Windows Vista

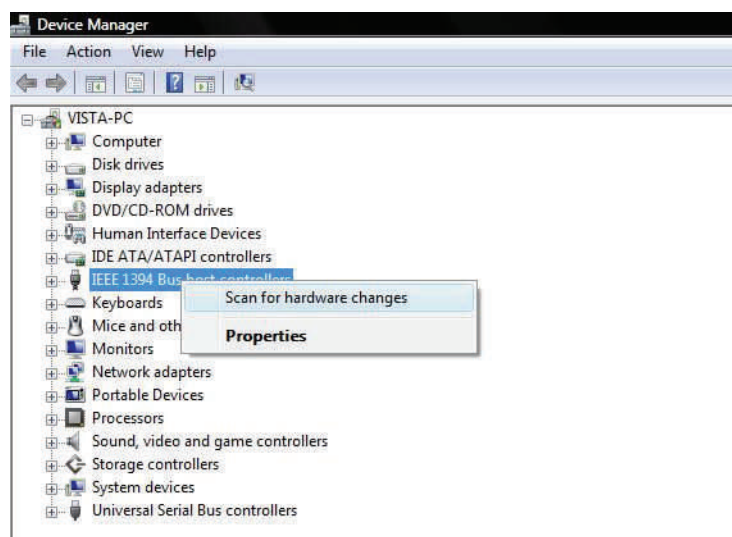
A DCP or MFC machine installed under Windows Vista will print but unable to scan as it shows no scanner installed.

This is an easy fix as the Printer works and assuming you installed the software for the printer and scanner driver, the PC has registered the scanner as an “Unknown Device”

Open the Device Manager for the PC and view installed devices and look for “Unknown Device”



“Right Click” on the “Unknown Device” and “Uninstall



Once it is removed, choose any device from the list and “Right Click” then choose “Scan for Changes” Let it find the scanner and install the device automatically. Now Close everything and try scanning again from an application