Epson Scan Utility not working | Epson Multi-function Devices

While attempting to scan on Epson printer/scanner devices, the Epson Scan utility and/or the Epson Scan Setup utility does not open. The application stays minimized to the Windows 7/8 task bar, and occasionally displays an error related to failure to connect. The problem persists, even after uninstalling and reinstalling software and drivers.

Help and Support

Help Desk

Homepage

Note: The print function frequently continues to work properly, even when scanning does not

Cause: Somehow the X or Y coordinate value becomes an incredibly large value and Windows is unable to place the window on the screen where it would be visible. Because the window has a fixed size, using the task manager to select the application and choosing Maximize will not make the screen visible.

Solution: Open regedit.exe and go to HKEY_CURRENT_USER\Software\EPSON\EPSON Scan\ES00BC select the "Environment" Key and delete it. This will cause the Epson Scan screen to open in the upper left corner of the screen the next time the program is launched.

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