Title:	Windows 10 Update Breaks Scanner
Article ID:	N/A
Updated:	9/22/2016
Operating Systems:	Newly updated Windows 10
Scanner Models:	All

Symptom:

Windows 10 performs an update and the scanner does not work anymore.

Purpose:

Use this guide to easily fix the issue.

Before you Begin:

Close all open scanning applications ie. PaperPort, EMRs, Adobe Photoshop. Make sure the scanner is plugged in and turned on otherwise this fix will not work.

Solution:

- 1. Make sure scanner is powered on and plugged in.
- 2. Right click the start button
- 3. Select 'Device Manager' in pop up window.



4. Look for 'Imaging Devices' in the new window.

5. Right click your models scanner and choose 'Uninstall'

🚔 Device Manager		_	×
File Action View Help			
🗢 🔶 📧 🖾 🖉 🖬 👰	🖹 🙀 🖷		
 DESKTOP-KBM8EMR Audio inputs and outputs Computer Disk drives Display adapters DVD/CD-ROM drives Human Interface Devices IDE ATA/ATAPI controllers Imaging devices Xerox DocuMate 3125 Keyboards Mice and other pointing Monitors Network adapters Print queues Software devices Software devices Software devices System devices Universal Serial Bus control 	Update Driver Software Disable Uninstall Scan for hardware changes Properties ontrollers		
Uninstalls the driver for the selected d	evice.		

- 6. *Do not click the checkbox inside the newly opened window
- 7. Click Ok on the newly opened window.

ĸ	LCONTROLLER	_
ic	Confirm Device Uninstall	
C N	Xerox DocuMate 3125	
F	Warning: You are about to uninstall this device from your system.	
ń	Delete the driver software for this device.	
r 26	OK Cancel	
ia	I Bus controllers	

8. Let the progress bar continue until the window closes by its self.

(Pr controller			
ric Confirm Device U	Confirm Device Uninstall		
h Xerox Do	ocuMate 3125		
Uninstalling devices	S		
/i			
D			
tr	OK	Cancel	
C6	OR	Carloor	
rial Bus controllers			

- 9. Right click your computer at the top of the 'Device Manager' window.
- 10. Click 'Scan for Hardware Changes'

File Action View Help 	🚔 Device Manager	_	×
 DESKTOP-VICLATELIN Audio Comp Add legacy hardware Disk drives Mice and other pointing devices Disk drates Print queues Print queues Software devices Software devices Software devices Sorage controllers System devices Universal Serial Bus controllers 	File Action View Help		
 DESKTOP. University Audio Comp Add legacy hardware Add legacy hardware Disk drives Disk drives Disk drives DVD/CD-ROM drives DVD/CD-ROM drives DE ATA/ATAPI controllers Keyboards Mice and other pointing devices Monitors Network adapters Print queues Software devices Sound, video and game controllers Soura controllers System devices System devices System devices System devices Viniversal Serial Bus controllers 			
	 DESKTOP-VICATE NOT Add legacy hardware changes Audio Comp Add legacy hardware Disk drives Disk drives Disk drives DVD/CD-ROM drives DD ATA/ATAPI controllers Keyboards Mice and other pointing devices Monitors Network adapters Print queues Software devices Universal Serial Bus controllers 		
Scan for changed or new Plug and Play devices.	l Scan for changed or new Plug and Play devices.		

11. Windows will install the scanner in the background and there might not be any windows opening up during this process.

- 12. Once the process is finished, you will see the scanner automatically appear under 'Imaging Devices'.
 - ✓ ▲ DESKTOP-KBM8EMR
 - > 🛯 Audio inputs and outputs
 - > 💻 Computer
 - > 👝 Disk drives
 - > 🛒 Display adapters
 - > PVD/CD-ROM drives
 - > 🕼 Human Interface Devices
 - > 📾 IDE ATA/ATAPI controllers
 - 🗸 🔚 Imaging devices

\overline Xerox DocuMate 3125

- > C Keyboards
- > 👌 Mice and other pointing devices
- > 📃 Monitors
- > 📃 Network adapters
- 13. Reboot computer if scanner does not work after this process.
- 14. If the scanner is still not working after the guide please uninstall the driver software and reinstall it.