

The following was posted by "sukibarney" on a Usenet newsgroup in response to sukibarney's request for help in achieving a complete uninstall of the EpsonScan software. Epson Connection provided the following steps. You must follow them to the letter and in the order given. While the information is written for a 3170 user, it most likely will work with installations for other scanner models, too.

Please follow the steps below to do a clean installation of the Perfection 3170.

First thing we need to do is remove any files that have been installed and start with a fresh installation.

- 1) Click on START, SETTINGS and CONTROL PANEL.
- 2) Double click on the SYSTEM folder and select the Device Manager tab.
- 3) Remove the PERFECTION 3170 from under IMAGING DEVICE and/or UNKNOWN or OTHER DEVICES by clicking on it and clicking REMOVE.
- 4) Disconnect the USB cable and close all open windows.
- 5) Click on START, SETTINGS and CONTROL PANEL.
- 6) Double click on ADD/REMOVE PROGRAMS. Highlight EPSON SCAN and click on ADD/REMOVE.

Now we need to remove specific references to the product in the registry:

1. Click on START and then RUN.
2. In the Run window type in REGEDIT.
3. In the upper menu bar click on FILE, then EXPORT.
4. In the window that comes up, SAVE IN should be set to DESKTOP.
5. In the FILE NAME section at the bottom of the window type in REGBACKUP.
6. EXPORT RANGE should have a dot next to ALL.
7. Click on SAVE.
8. Look in the column on the left and Click on the "+" sign next to HKEY_CURRENT_USER
9. Click on the "+" sign next to SOFTWARE
10. Click on the "+" sign next to Epson
11. Look for a folder name EPSON SCAN. Right click on it and Delete it (if you don't see it, then don't worry about it).
12. If you see a reference to your Epson product model, right click and delete it.
13. Click on the "-" signs next to EPSON, SOFTWARE, HKEY_CURRENT_USER to close up this branch.
14. Click on the "+" sign next to HKEY_LOCAL_MACHINE
15. Click on the "+" sign next to SOFTWARE
16. Click on the "+" sign next to Epson
17. Look for a folder name EPSON SCAN, Right click on it and Delete it (if you don't see it, then don't worry about it).
18. If you see a reference to your Epson product model, right click and delete it.
19. Click on the "-" signs next to EPSON, SOFTWARE, HKEY_LOCAL_MACHINE to close up this branch.
20. Close the Registry Editor and restart your computer.

Reinstall

- 1) Insert the CD into the CD-ROM drive. If the CD doesn't start automatically, double-click MY COMPUTER, double-click the EPSON® CD-ROM icon then double-click the EPSON icon
- 2) You will be prompted to disable any anti-virus software before continuing with the installation. Click on CONTINUE to proceed with the install.
- 3) Click on AGREE at the license agreement.
- 4) At the software installation screen, select only EPSON SCAN and click INSTALL.
- 3) The installer will copy files to the system, click FINISH when prompted.
- 4) When installation is complete click EXIT to close the main menu and return to the desktop.
- 5) Connect the USB cable. Windows will tell you new hardware is found and complete the install.
- 6) Your scanner is now ready to use