

An error message appears and the scanner does not scan

In a Windows XP Home Edition, XP Professional, or 2000 Professional environment using a USB 2.0 connection, the scanner may stop scanning and the message, "Scanner could not allocate required memory. Quit other application and try again" may appear.

In this case, follow the steps below to install a patch.

1. Make sure that the scanner is connected to your computer correctly and that the scanner is turned on. Make sure that any unnecessary applications are closed.
2. Insert the scanner software CD into the CD-ROM drive. If the installer starts automatically, click Exit.
3. **For Windows XP users:**
Click Start, click My Computer, then select EPSON. Select Open from the File menu.

For Windows 2000 users:

Double-click the My Computer icon, select EPSON, then select Open from the File menu.

4. Double-click esuf3ee.exe in the u2patch folder.
5. After the patch is installed, disconnect the USB cable from your computer and then reconnect it to the same port.

Note:

If you change USB ports, you will need to install the patch again.