

HP Printers - USB Scanner Connection Error (Windows)

This document is for HP multifunction printers connected to a Windows computer with a USB cable.

When you try to scan, the computer or the scanner is not found or the scan fails. An error message displays:

- An error occurred communicating with the scanning device
- Computer not found
- Scanner not found

Step 1: Run the Print and Scan Doctor

Download and run [HP Print and Scan Doctor](#)  to automatically diagnose and resolve printer hardware and connection issues.

After the Print and Scan Doctor opens, click Fix Scanning to test your scanner, and then follow any instructions to resolve the issue.

Try to scan. If the error persists, continue to the next step.

Step 2: Uninstall and reinstall the printer software

Resolve scan connection issues by uninstalling the printer software before reinstalling the latest driver.

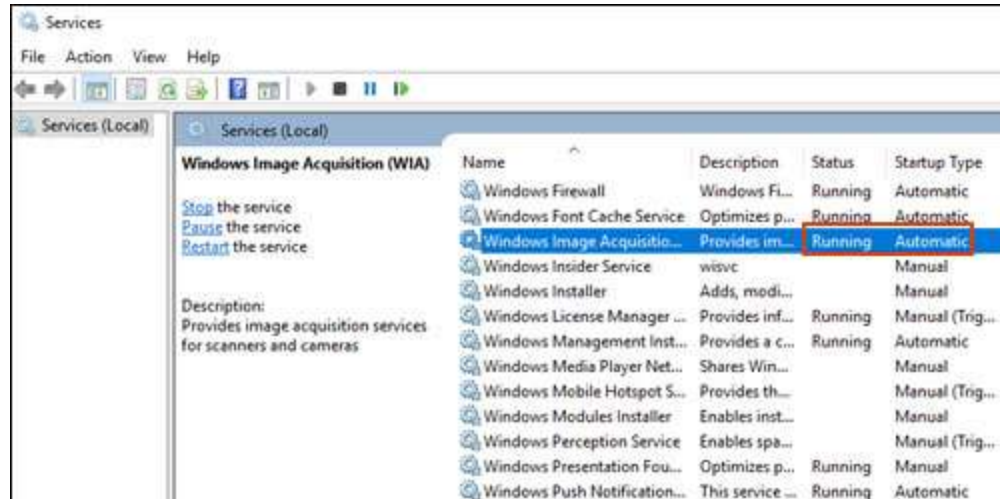
1. Disconnect the USB cable from the printer, if necessary.
2. In Windows, search for and open Control Panel.
3. Under Programs or Programs and Features, click Uninstall a program to open the list of installed programs.
4. Click the HP printer name to open the uninstall confirmation window, and then click Yes to complete the software removal.
5. Make sure the printer is turned on, cartridges are installed, and plain paper is loaded in the main tray.
6. Go to 123.hp.com. This guided service automatically locates the correct print driver or app for your computer operating system version.
7. Follow the instructions to download and install the driver or app. During the installation, select HP Smart or the full software option to get the most out of your HP printer, and then follow the steps to set up the printer connection.

Try to scan. If the error persists, continue to the next step.

Step 3: Check Windows Image Acquisition settings

Windows Image Acquisition (WIA) is a Windows service that helps communication between the computer and scanners. If WIA is not activated, scan jobs can fail.

1. In Windows, search for and open View local services.
2. In the Services window, scroll down the list and find Windows Image Acquisition (WIA).
3. Look at the Status and Startup Type values.
 - o If the status is Started or Running and the Startup Type is Automatic, WIA is running correctly. Skip to the next step.



- o If the status is Disabled or no status displays, right-click Windows Image Acquisition (WIA), click Properties, click the General tab, select Automatic from the Startup type dropdown menu, and then click Start.

If the Start button is grayed out, go back to the Services menu, make sure Remote Procedure Call, Shell Hardware Detection, RPC Endpoint Mapper, and DCOM Server Process Launcher are running and set as Automatic, and then start WIA.

4. Try to scan. If the error persists, continue to the next step.

Step 4: Troubleshoot the printer connection

At this point, the printer is probably not connected to your computer. Go to [Troubleshoot a USB Printer Connection](#) for more information

HP Printers - Print Jobs Stuck in Queue Troubleshooting

This document is for HP printers.

The printer cannot print from a computer because a print job is stuck in the print queue. This stuck print job cannot be cancelled or deleted and prevents further print jobs from printing. Clicking Cancel or the Delete Job button does nothing.

Step 8: Service the printer

Service or replace your HP product if you completed all preceding steps.

To see if your product is still under warranty, go to the warranty check website <http://www.support.hp.com/checkwarranty>. [Contact HP Support](#) to schedule a repair or replacement. If you are in Asia Pacific, [Contact HP Support](#) to find a local service center in your area.

After the printing system resets, add your printer back to the list and try to print. If the printer remains offline, continue to the next step.

Step 3: Troubleshoot the printer connection

Troubleshoot connection issues with network or USB-connected printers.

- [Troubleshoot a Wi-Fi Printer Connection](#)
- [Troubleshoot a USB Printer Connection](#)
- [Troubleshoot a Wired Network Printer Connection](#)