

# MAKING OLDER SCANNERS WORK IN "WINDOWS 8"

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# SUMMARY

Unlike previous versions of "Windows..", "Windows 8" has a preference for "Windows Image Acquisition" (WIA) drivers but "Windows Image Acquisition" sometimes causes older flatbed and sheet-fed scanners to fail. When this happens, you can turn off WIA drivers temporarily in order to get your older flatbed and sheet-fed scanners working again.

# Scanner Basics

When you start the scanning process from within "Windows 8" (and all versions of "Windows.." starting with "Windows ME"), you can use either a native scanner driver that has been provided by the scanner manufacturer or a "Windows Image Acquisition" (WIA) scanner driver (that is either provided by the scanner manufacturer or by Microsoft).

# Scanner Basics (continued)

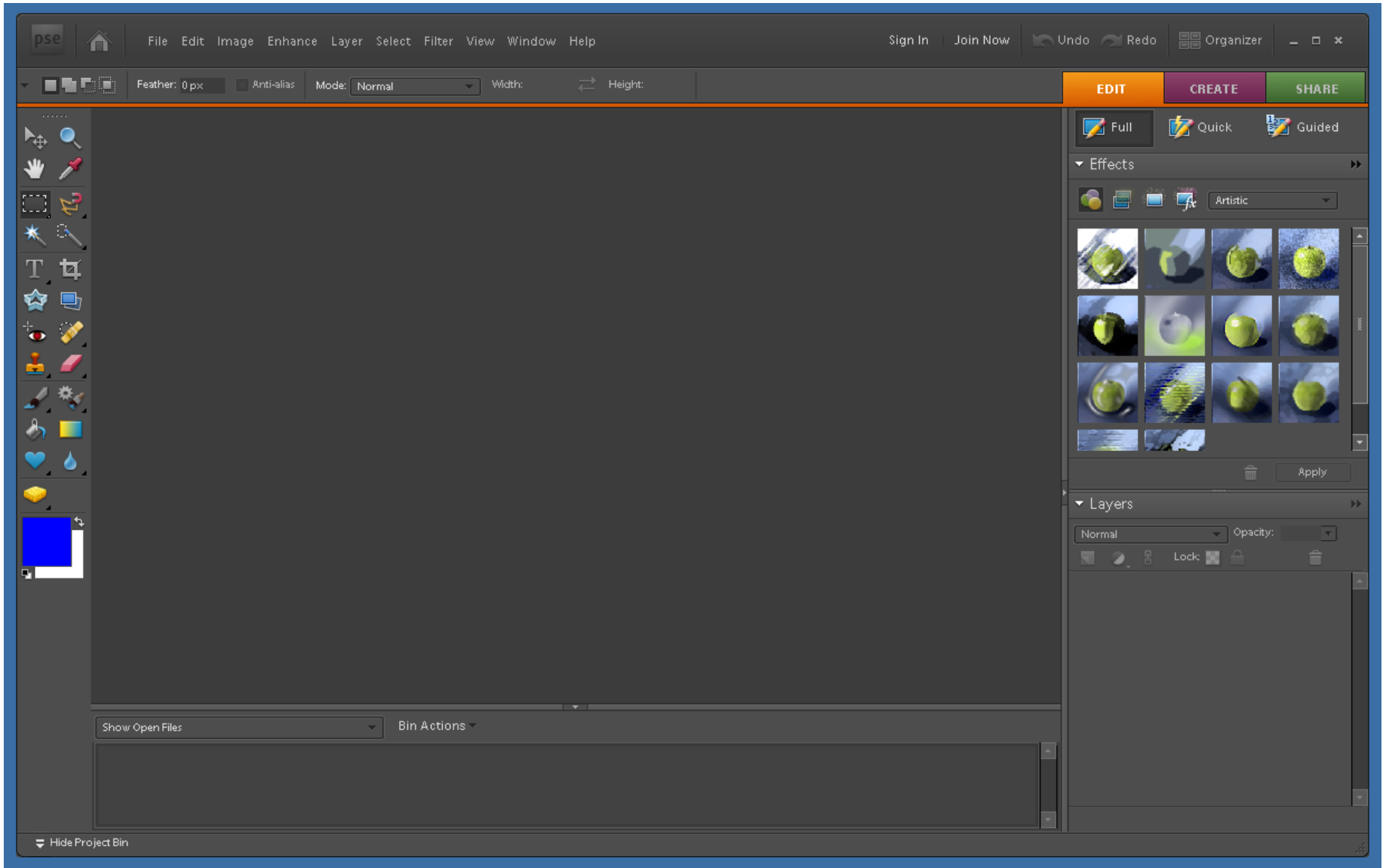
For example, if you have an Epson GT-1500 Workforce flatbed scanner and you:

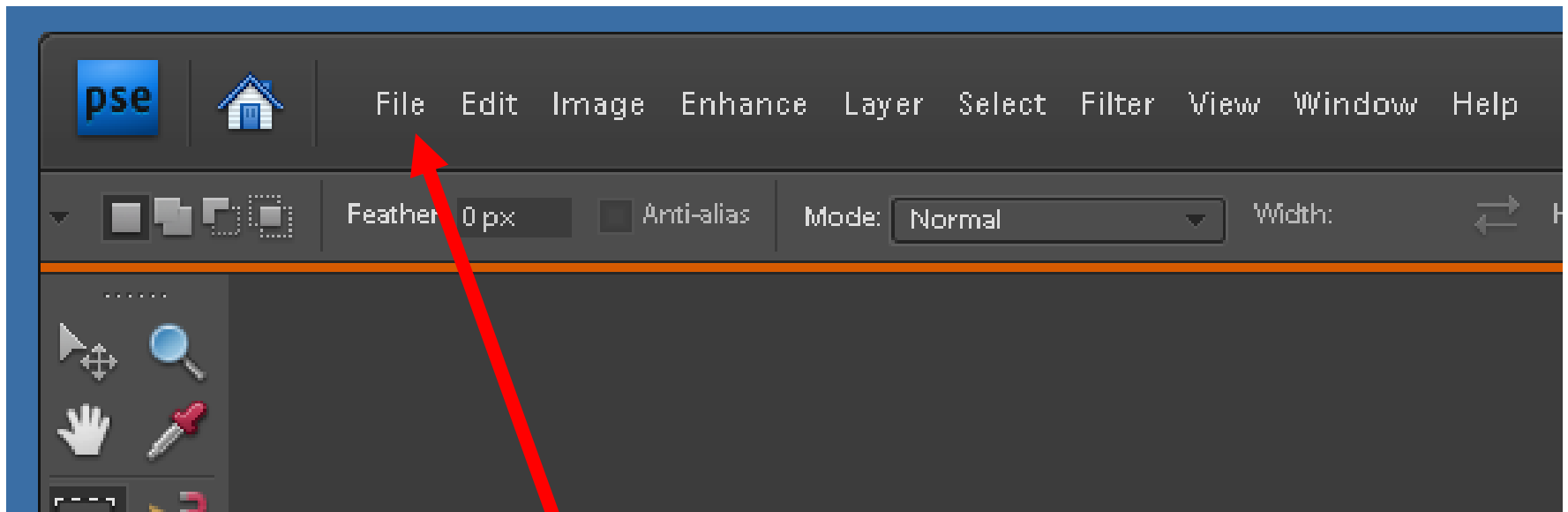
Start up "Adobe Photoshop Elements 7",

click on "File",

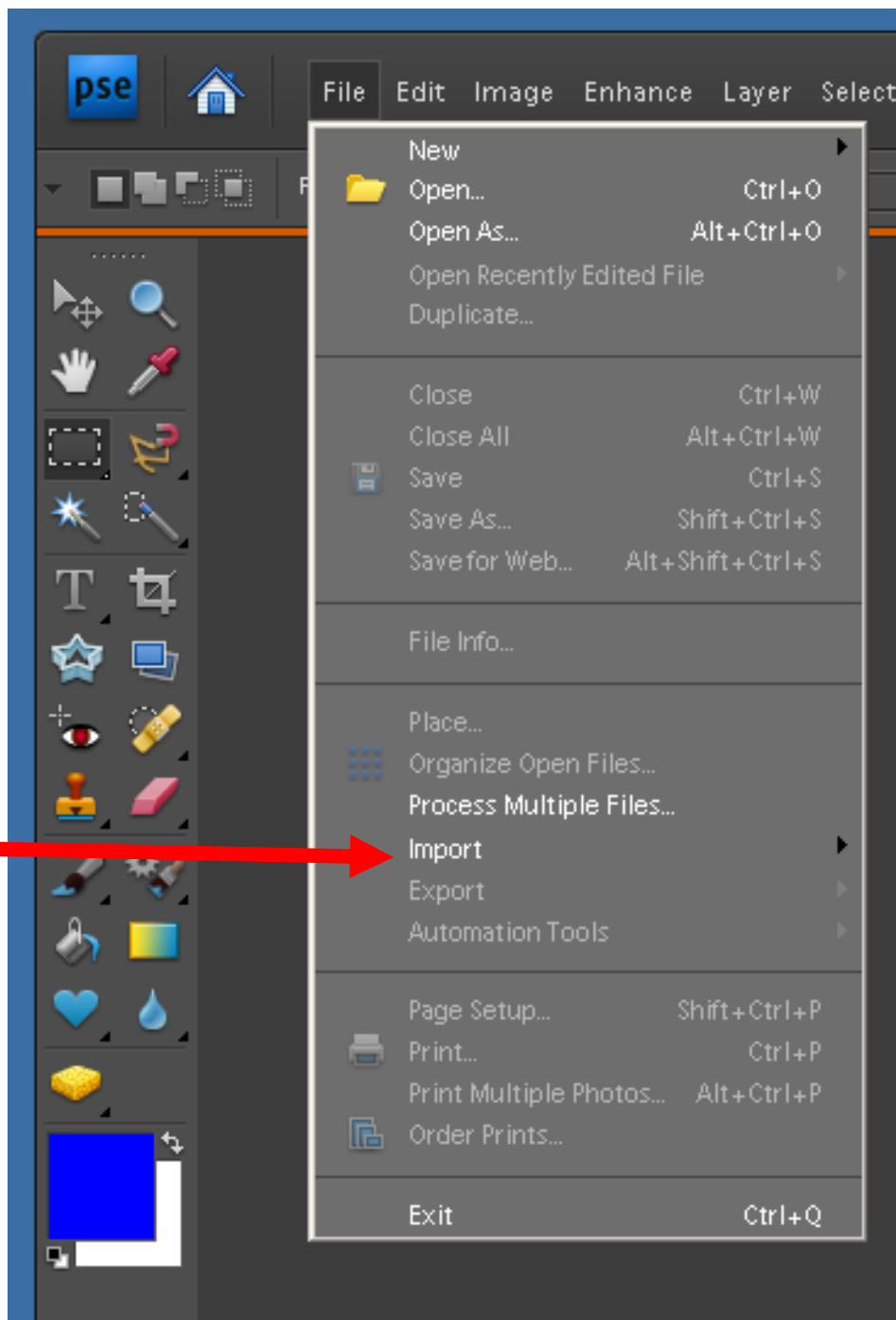
and then on "Import:

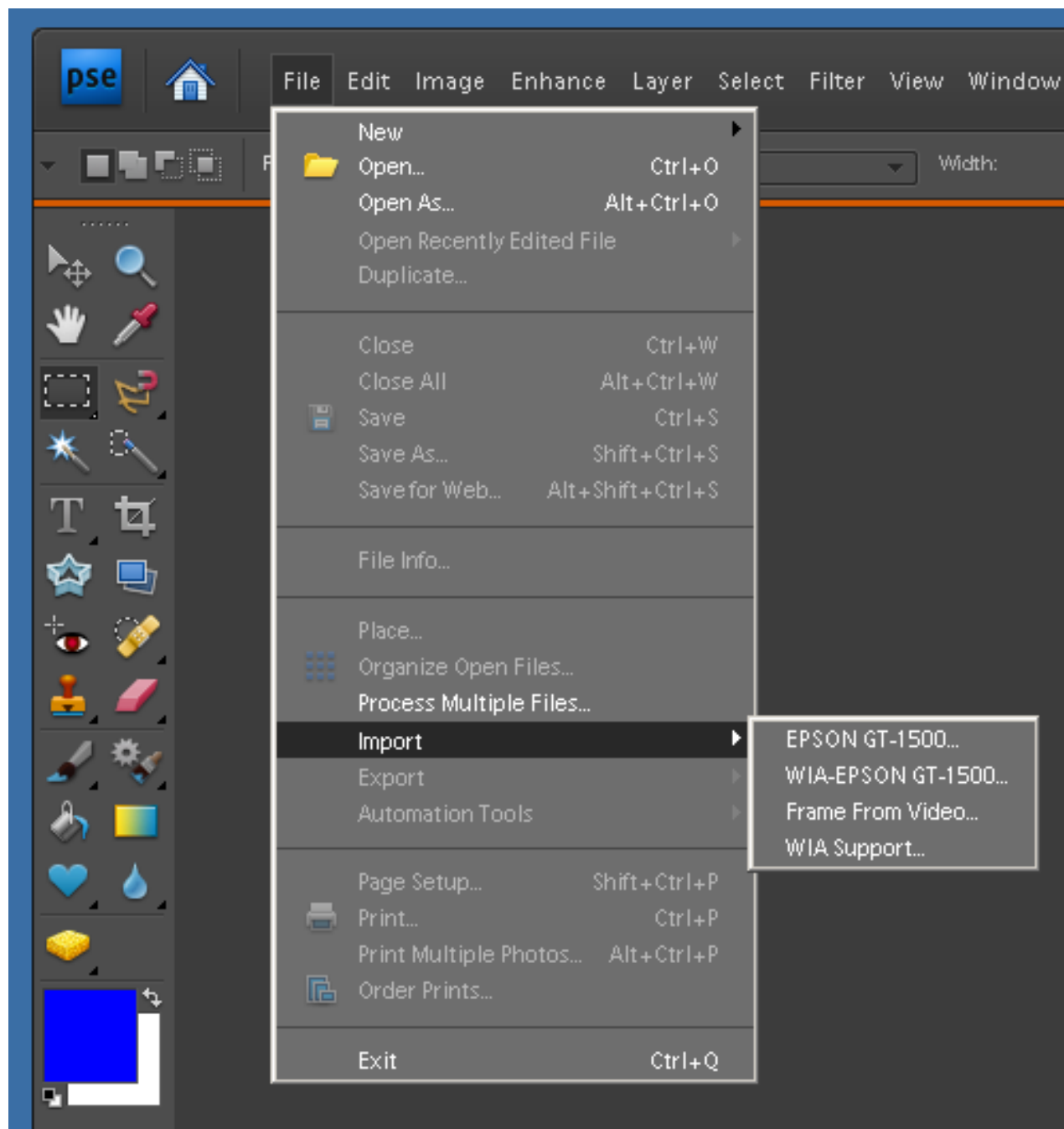












A screenshot of a software interface with a dark grey background. On the left, there is a vertical menu with several items. The top item is highlighted with a black bar and a white right-pointing arrow. Below it are two more items, each with a grey right-pointing arrow. At the bottom of the menu are two items labeled 'I+P'. A dropdown menu is open from the top item, containing four options: 'EPSON GT-1500...', 'WIA-EPSON GT-1500...', 'Frame From Video...', and 'WIA Support...'.

EPSON GT-1500...

WIA-EPSON GT-1500...

Frame From Video...

WIA Support...

I+P

I+P

## Scanner Basics (continued)

In this example, you have a choice between 3 drivers for operating your Epson scanner:

A "native driver" that is provided by Epson  
and

two "Windows Image Acquisition" drivers: one provided by Epson and a generic one provided by "Windows 8"



EPSON GT-1500...



WIA-EPSON GT-1500...



Frame From Video...

WIA Support...

I+P

I+P

## Scanner Basics (continued)

At this point, you sometimes will end up in a "Catch-22" situation:

If you select the "native driver" that is provided by Epson, the WIA driver that is provided by Microsoft will start up and fail, even though you did not select this driver.

## Scanner Basics (continued)

At this point, you will sometimes end up in a "Catch-22" situation (continued):

If you select the "native driver" that is provided by Epson, the "Windows Image Acquisition" driver that is provided by Microsoft will start up anyway and fail:

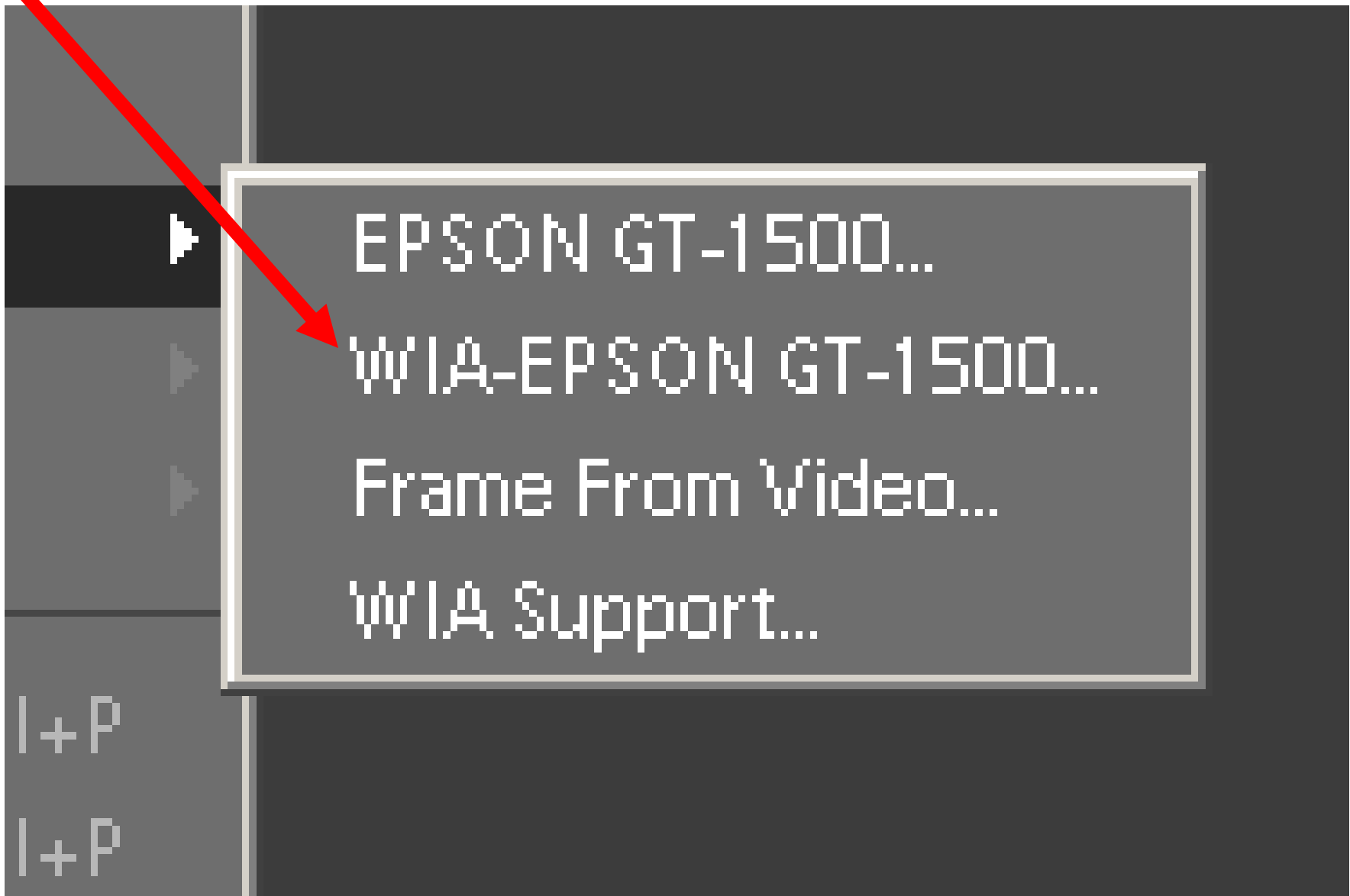




## Scanner Basics (continued)

At this point, you will sometimes end up in a "Catch-22" situation (continued):

If you select the "Windows Image Acquisition" driver that is provided by Epson, the "Windows Image Acquisition" driver that is provided by Microsoft will start up anyway and fail.



EPSON GT-1500...

WIA-EPSON GT-1500...

Frame From Video...

WIA Support...

I+P

I+P

## Scanner Basics (continued)

At this point, you will sometimes end up in a "Catch-22" situation (continued):

If you select the "Windows Image Acquisition" driver that is provided by Microsoft, it will start up and fail:

A screenshot of a printer driver menu. A red arrow points from the top-left corner to the 'WIA Support...' option. The menu is open, showing several options. The background is dark gray.

EPSON GT-1500...

WIA-EPSON GT-1500...

Frame From Video...

WIA Support...

I+P

I+P

# Big Steps to Get A Scanner Working in "Windows 8"

Big Step 100 (= Small Steps 101 to 118): Disable the "Windows Image Acquisition" (WIA) service.

Big Step 200: Test your scanner to see if it is now working. If it is not working, reinstall the scanner manufacturer's drivers and software for the scanner.

# Big Steps to Get A Scanner Working in "Windows 8" (continued)

Big Step 300 (= Small Steps 301 to 318): Re-enable and re-start the "Windows Image Acquisition (WIA) service.

Big Step 100: Disabling the WIA Service

Small Step 101: Power up your "Windows 8" computer.

Small Step 102: Press the Windows key and leave the Windows key held down.

Small Step 103: While leaving the Windows key held down, press the x key and hold both keys down for about a second.

Big Step 100: Disabling the WIA Service (continued)

Small Step 104: Release both keys.

Small Step 105: A "Power User's Menu" will be displayed in the lower left corner of the monitor screen:



A screenshot of a Windows Start menu. The menu is displayed against a blue background. It contains a list of system utilities and applications, each with a small icon to its left. The items are: Programs and Features, Power Options, Event Viewer, System, Device Manager, Disk Management, Computer Management, Command Prompt, Command Prompt (Admin), Task Manager, Control Panel, File Explorer, Search, Run, and Desktop. The 'Run' option is highlighted with a light blue background.

Programs and Features  
Power Options  
Event Viewer  
System  
Device Manager  
Disk Management  
Computer Management  
Command Prompt  
Command Prompt (Admin)  
Task Manager  
Control Panel  
File Explorer  
Search  
Run  
Desktop

Big Step 100: Disabling the WIA Service (continued)

**Small Step 106: Click on "Run":**

- Programs and Features
- Power Options
- Event Viewer
- System
- Device Manager
- Disk Management
- Computer Management
- Command Prompt
- Command Prompt (Admin)

---

- Task Manager
- Control Panel
- File Explorer
- Search
- Run

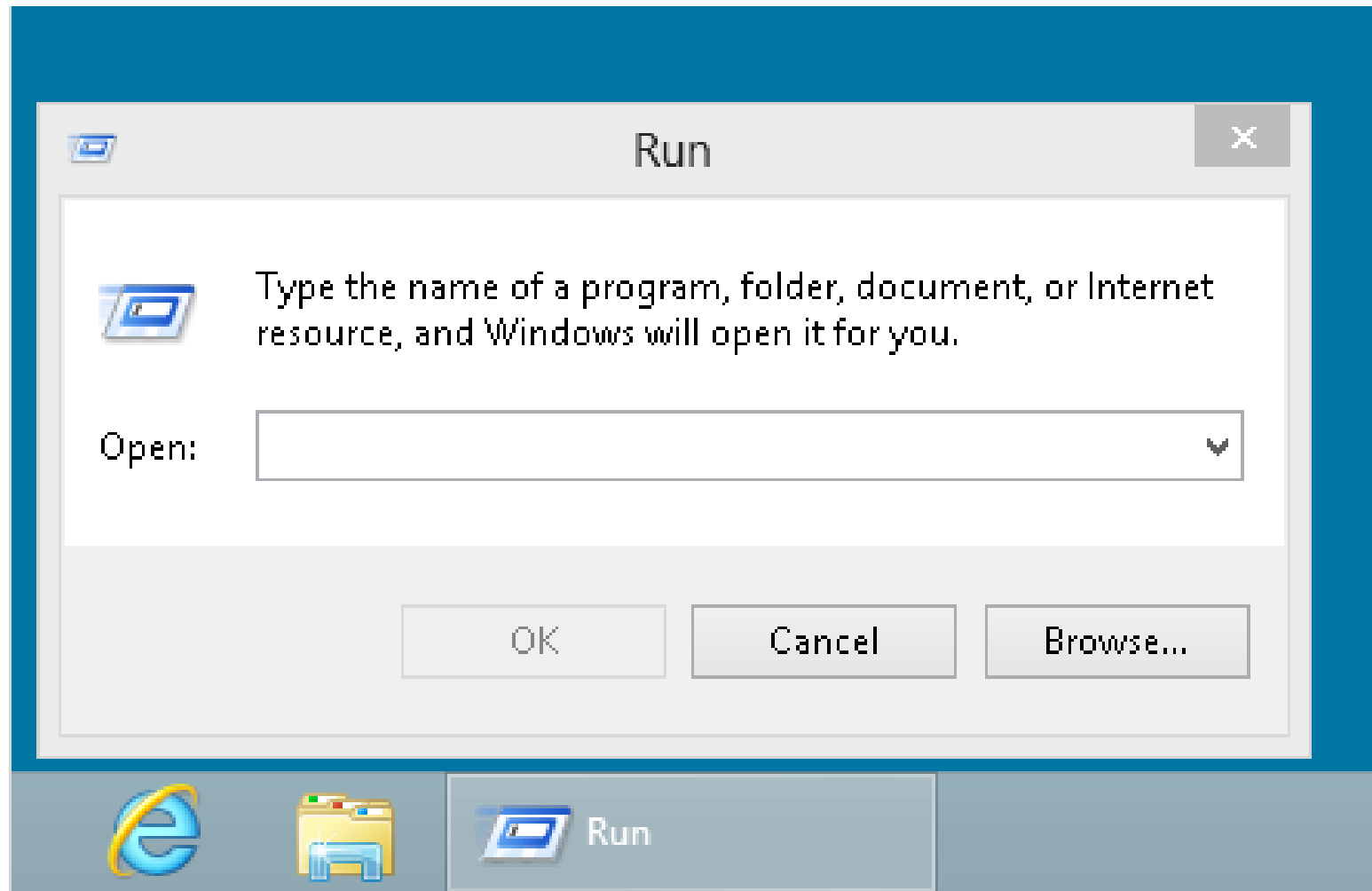
---

- Desktop



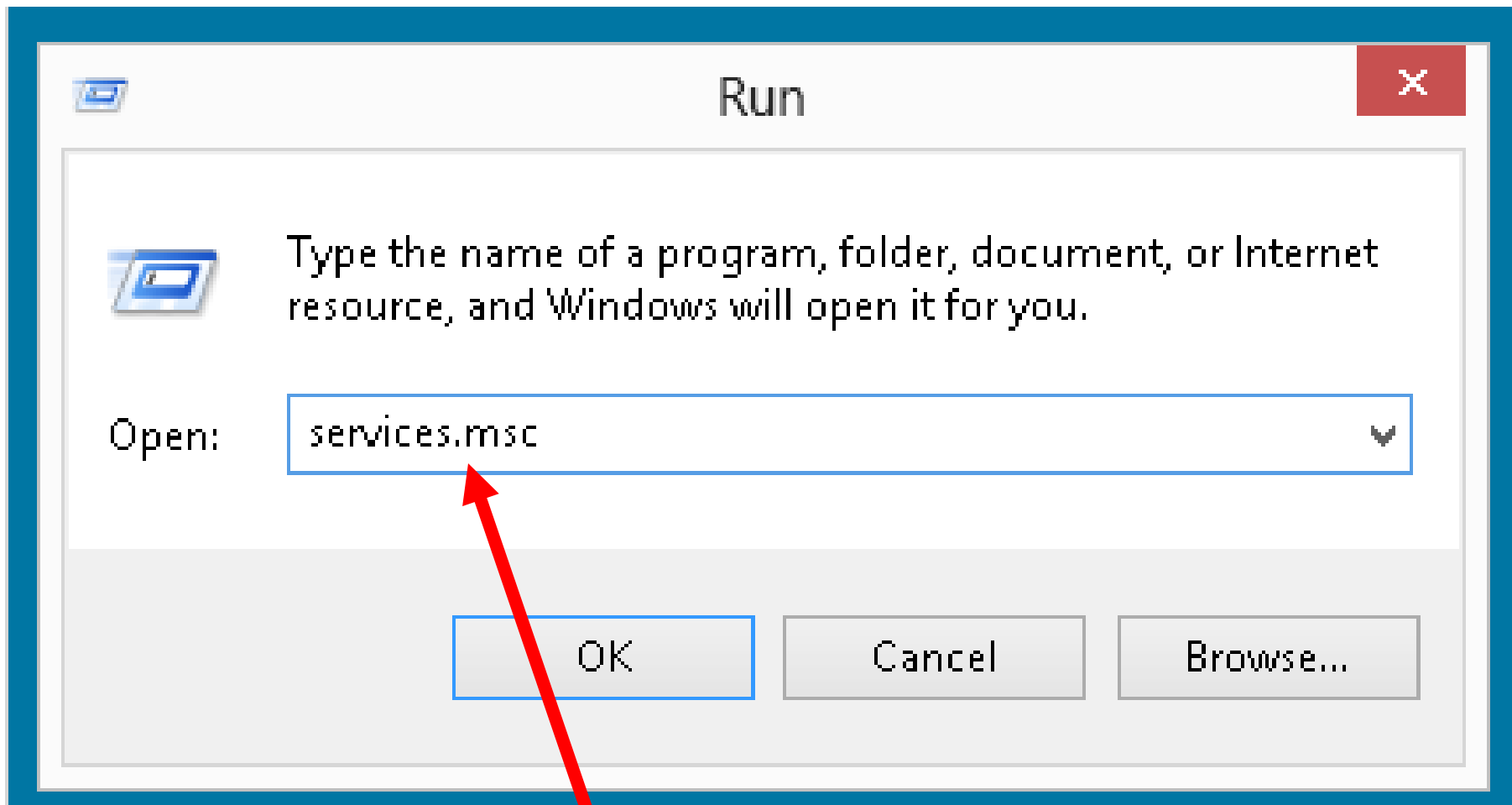
Big Step 100: Disabling the WIA Service (continued)

Small Step 107: A "Run" box will be displayed:



Big Step 100: Disabling the WIA Service (continued)

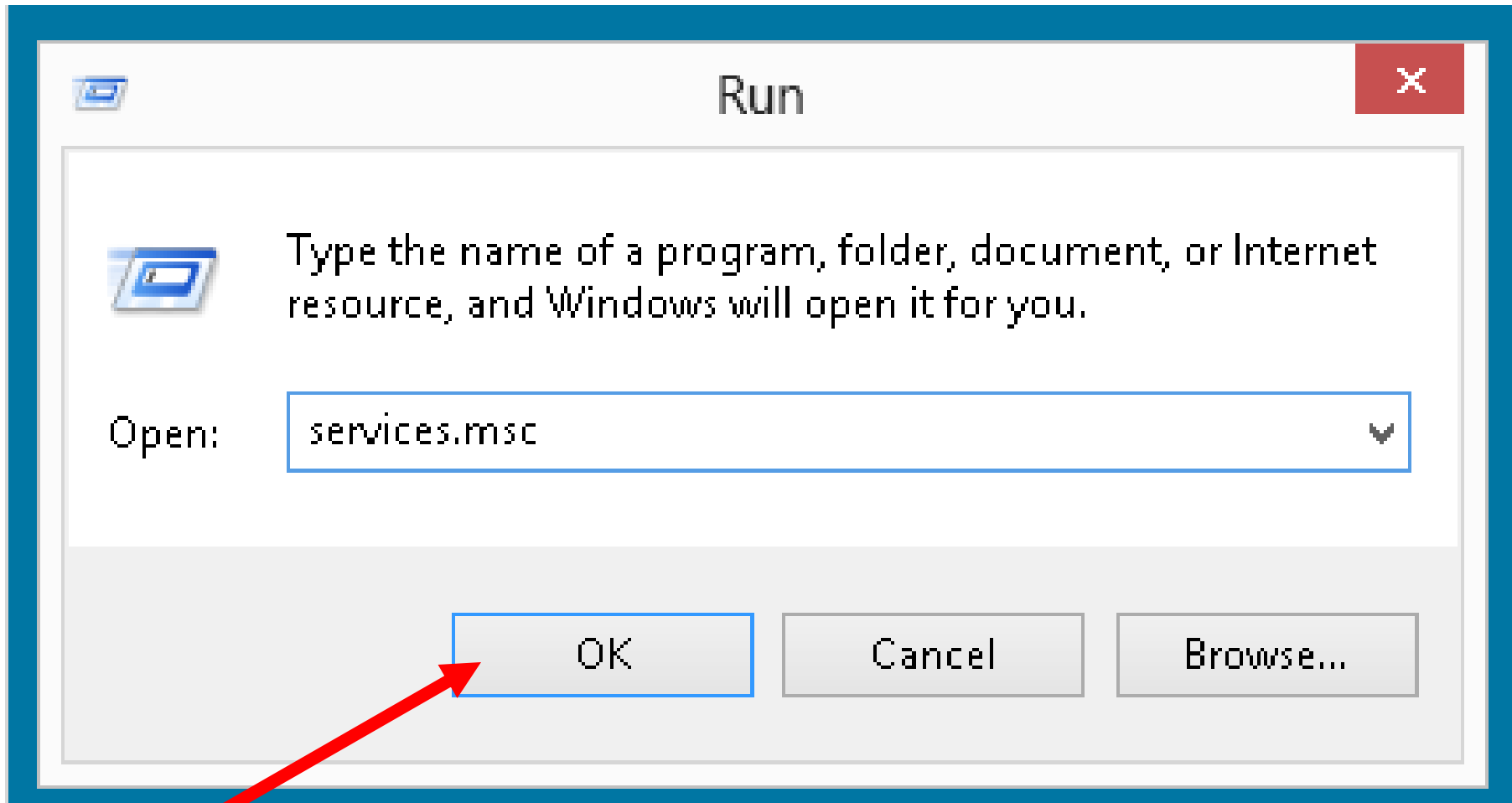
Small Step 108: Type in  
`services.msc`



Big Step 100: Disabling the WIA Service (continued)

**Small Step 109: Click on the "OK" button:**





Big Step 100: Disabling the WIA Service (continued)

Small Step 110: A "Services" window will be displayed:

# Services

File Action View Help



Services (Local)

Services (Local)

Select an item to view its description.

Name	Description	Status	Startup Type	Log
ActiveX Installer (AxInstSV)	Provides Us...		Manual	Loc
Application Experience	Processes a...	Running	Manual (Trig...	Loc
Application Identity	Determines ...		Manual (Trig...	Loc
Application Information	Facilitates t...	Running	Manual	Loc
Application Layer Gateway ...	Provides su...		Manual	Loc
Application Management	Processes in...		Manual	Loc
Background Intelligent Tran...	Transfers fil...	Running	Automatic (D...	Loc
Background Tasks Infrastru...	Windows in...	Running	Automatic	Loc
Base Filtering Engine	The Base Fil...	Running	Automatic	Loc
BitLocker Drive Encryption ...	BDESVC hos...		Manual (Trig...	Loc
Block Level Backup Engine ...	The WBENG...		Manual	Loc
Bluetooth Support Service	The Bluetoo...		Manual (Trig...	Loc
BranchCache	This service ...		Manual	Net
Certificate Propagation	Copies user ...		Manual	Loc
CNG Key Isolation	The CNG ke...		Manual (Trig...	Loc
COM+ Event System	Supports Sy...	Running	Automatic	Loc
COM+ System Application	Manages th...	Running	Manual	Loc
Computer Browser	Maintains a...	Running	Manual (Trig...	Loc
Credential Manager	Provides se...		Manual	Loc
Cryptographic Services	Provides thr...	Running	Automatic	Net

Extended Standard




Big Step 100: Disabling the WIA Service (continued)

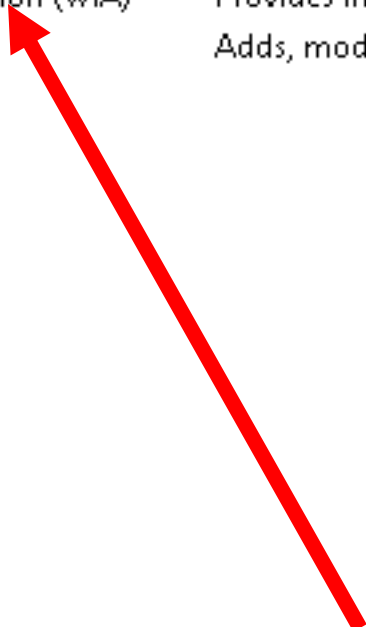
Small Step 111: Scroll downward and locate the "Windows Image Acquisition" service:

The screenshot shows the Windows Services console window titled "Services". The window has a menu bar with "File", "Action", "View", and "Help". Below the menu bar is a toolbar with navigation and control icons. The main area displays a list of services for "Services (Local)". The list is organized into columns: Name, Description, Status, Startup Type, and Log On As. A red arrow points to the "Log On As" column.

Name	Description	Status	Startup Type	Log On As
Windows Backup	Provides Windows Backup ...		Manual	Local System
Windows Biometric Service	The Windows biometric se...		Manual	Local System
Windows Color System	The WcsPlugInService serv...		Manual	Local Service
Windows Connect Now - Config Reg...	WCNCSVC hosts the Wind...		Manual	Local Service
Windows Connection Manager	Makes automatic connect/...	Running	Automatic (Trigger Start)	Local System
Windows Defender Service	Helps protect users from ...	Running	Automatic (Trigger Start)	Local System
Windows Driver Foundation - User-...	Creates and manages user...		Automatic (Trigger Start)	Local System
Windows Error Reporting Service	Allows errors to be reporte...		Manual (Trigger Start)	Local System
Windows Event Collector	This service manages persi...		Manual	Network Service
Windows Event Log	This service manages even...	Running	Automatic	Local Service
Windows Firewall	Windows Firewall helps pr...	Running	Automatic	Local Service
Windows Font Cache Service	Optimizes performance of ...	Running	Automatic	Local Service
Windows Image Acquisition (WIA)	Provides image acquisition...		Manual	Local Service
Windows Installer	Adds, modifies, and remov...	Running	Manual	Local System
Windows Management Instrumentat...	Provides a common interf...	Running	Automatic	Local System
Windows Media Center Receiver Serv...	Windows Media Center Ser...		Manual	Network Service
Windows Media Center Scheduler Se...	Starts and stops recording ...		Manual	Network Service
Windows Media Player Network Shar...	Shares Windows Media Pla...	Running	Automatic (Delayed Start)	Network Service
Windows Modules Installer	Enables installation, modifi...		Manual	Local System
Windows Presentation Foundation F...	Optimizes performance of ...		Manual	Local Service
Windows Remote Management (WS...	Windows Remote Manage...		Manual	Network Service
Windows Search	Provides content indexing,...	Running	Automatic (Delayed Start)	Local System
Windows Store Service (WSService)	Provides infrastructure sup...	Running	Manual (Trigger Start)	Local Service
Windows Time	Maintains date and time sy...		Manual (Trigger Start)	Local Service
Windows Update	Enables the detection, dow...	Running	Manual (Trigger Start)	Local System
WinHTTP Web Proxy Auto-Discovery...	WinHTTP implements the ...	Running	Manual	Local Service

At the bottom of the window, there are tabs for "Extended" and "Standard".
















 Windows Font Cache Service	Optimizes performance of ...	Running	Automatic	Local Service
 Windows Image Acquisition (WIA)	Provides image acquisition...		Manual	Local Service
 Windows Installer	Adds, modifies, and remov...	Running	Manual	Local System



Big Step 100: Disabling the WIA Service (continued)

Small Step 112: Use the RIGHT mouse button to click on "Windows Image Acquisition".

Small Step 113: A pop-up context menu will be displayed:

	Windows Font Cache Service	Optimizes j
	Windows Image Acquisition (WIA)	Provides im
	Windows In	Adds, mod
	Windows M	Provides a
	Windows M	Windows N
	Windows M	Starts and s
	Windows M	Shares Win
	Windows M	Enables ins
	Windows Pr	Optimizes j
	Windows Re	Windows R
	Windows Se	Provides cc
	Windows Sto	Provides in
	Windows Ti	Maintains c
	Windows Up	Enables the
	WinHTTP Web Proxy Auto-Discovery...	WinHTTP i

- Start
- Stop
- Pause
- Resume
- Restart
- All Tasks ▶
- Refresh
- Properties**
- Help



Big Step 100: Disabling the WIA Service (continued)

**Small Step 113: Click on "Properties"  
in the pop-up context menu:**

Windows Font Cache Service	Optimizes j
Windows Image Acquisition (WIA)	Provides im
Windows In	Adds, mod
Windows M	Provides a
Windows M	Windows N
Windows M	Starts and s
Windows M	Shares Win
Windows M	Enables ins
Windows Pr	Optimizes j
Windows Re	Windows R
Windows Se	Provides cc
Windows St	Provides in
Windows Ti	Maintains c
Windows Up	Enables the
WinHTTP Web Proxy Auto-Discovery...	WinHTTP i

- Start
- Stop
- Pause
- Resume
- Restart
- All Tasks ▶
- Refresh
- Properties**
- Help



Big Step 100: Disabling the WIA Service (continued)

Small Step 114: A "Windows Image Acquisition Properties" box will be displayed:

## Windows Image Acquisition (WIA) Properties (Local Co...



General Log On Recovery Dependencies

Service name: stisvc

Display name: Windows Image Acquisition (WIA)

Description: Provides image acquisition services for scanners and cameras

Path to executable:

C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type: Automatic (Delayed Start)

[Help me configure service startup options.](#)

Service status: Running

Start

Stop

Pause

Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK

Cancel

Apply

Big Step 100: Disabling the WIA Service (continued)

Small Step 115: Use the drop down list button at the right end of the "Startup type:" field to change the "Startup type" to "Disabled":

## Windows Image Acquisition (WIA) Properties (Local Co...



General Log On Recovery Dependencies

Service name: stisvc

Display name: Windows Image Acquisition (WIA)

Description: Provides image acquisition services for scanners and cameras

Path to executable:

C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type: Automatic (Delayed Start)

[Help me configure service startup options.](#)

Service status: Running

Start

Stop

Pause

Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK

Cancel

Apply



Startup type:

Automatic (Delayed Start) ▼

Automatic (Delayed Start)

Automatic

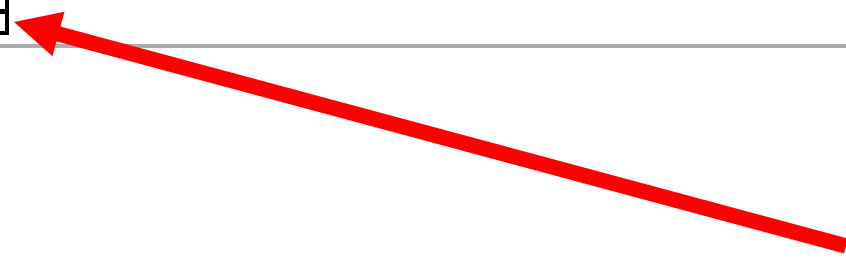
Manual

Disabled

Stopped

[Help me configure](#)

Service status:



Description:

and cameras

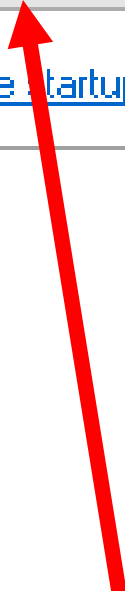
Path to executable:

C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type:

Disabled

[Help me configure service startup options.](#)





## Windows Image Acquisition (WIA) Properties (Local Co...



General Log On Recovery Dependencies

Service name: stisvc

Display name: Windows Image Acquisition (WIA)

Description: Provides image acquisition services for scanners and cameras

Path to executable:

C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type: Disabled

[Help me configure service startup options.](#)

Service status: Running

Start

Stop

Pause

Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK

Cancel

Apply

Big Step 100: Disabling the WIA Service (continued)

**Small Step 116: Click on the "Apply" button:**

## Windows Image Acquisition (WIA) Properties (Local Co...



General Log On Recovery Dependencies

Service name: stisvc

Display name: Windows Image Acquisition (WIA)

Description: Provides image acquisition services for scanners and cameras

Path to executable:

C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type: Disabled

[Help me configure service startup options.](#)

Service status: Running

Start

Stop

Pause

Resume

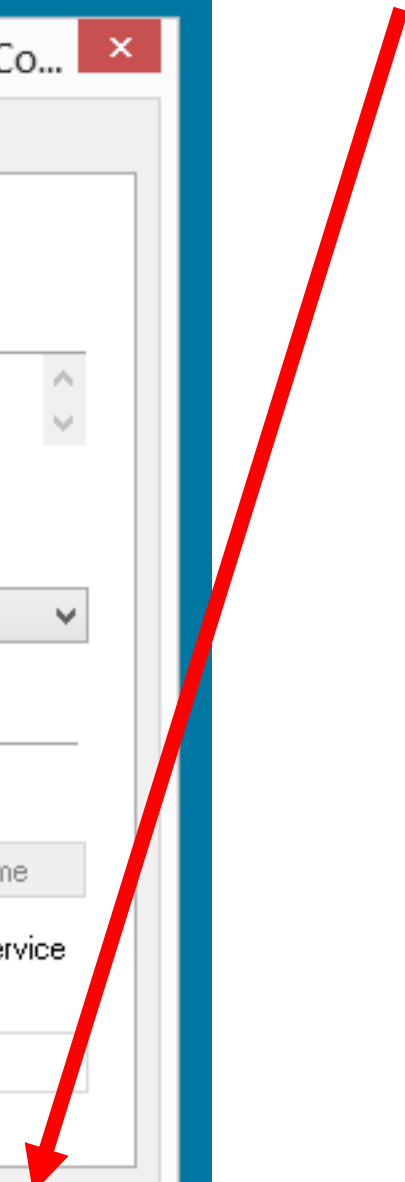
You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK

Cancel

Apply



Big Step 100: Disabling the WIA Service (continued)

Small Step 117: If the service is still shown as "Running", click on the "Stop" button to stop it:

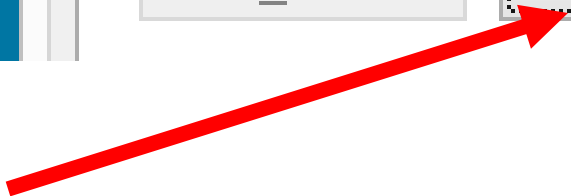
Service status: Running

Start

Stop

Pause

Resume



Service status: Stopped

Start

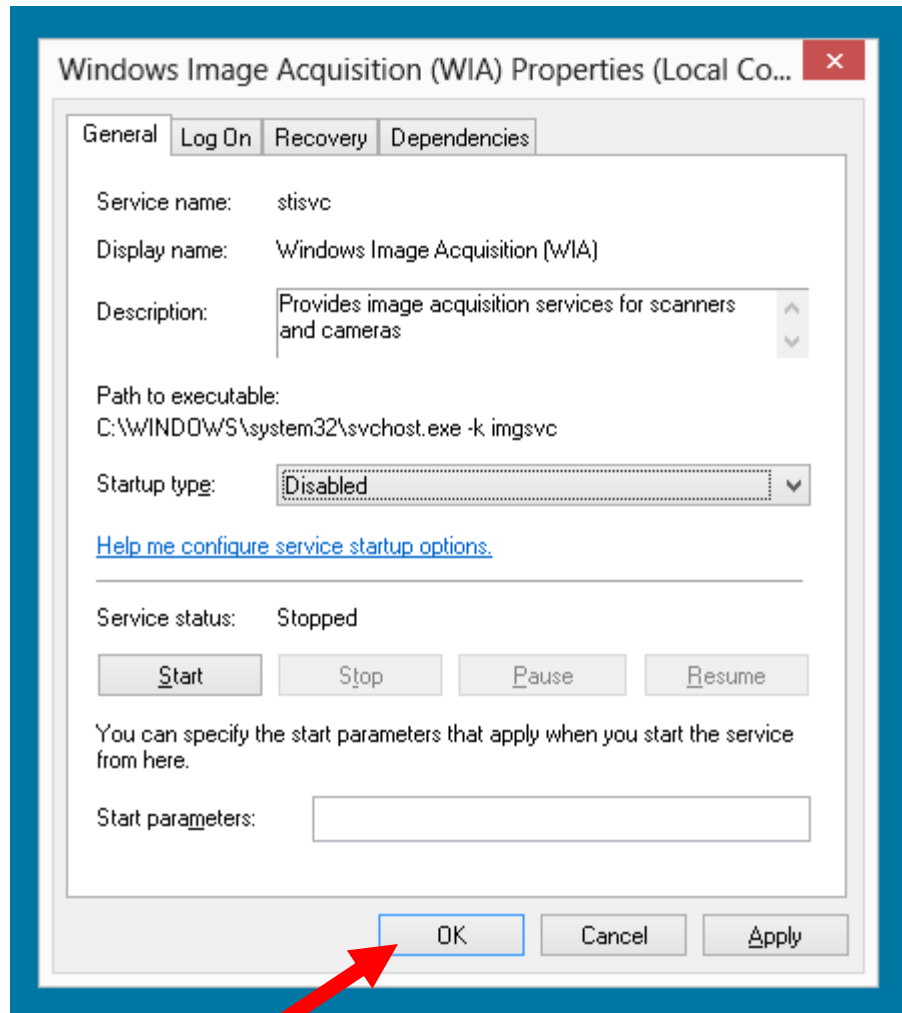
Stop

Pause

Resume

## Big Step 100: Disabling the WIA Service (continued)

**Small Step 118: Click on the "OK" button:**





# Big Step 200: Test the Scanner; Re-install Drivers and Software Per Mfr.'s Instructions, If Necessary

Test the scanner to see if it works now:

For example, if you have an Epson GT-1500 Workforce flatbed scanner and the "Adobe Photoshop Elements 7" program:

Start up "Adobe Photoshop Elements 7" and go to its "Edit" screen:

# ADOBE® PHOTOSHOP® ELEMENTS 7



## Photoshop.com Membership

Not a member? [Learn More](#)

**Join Now!**

Sign in with your Adobe ID

E-mail

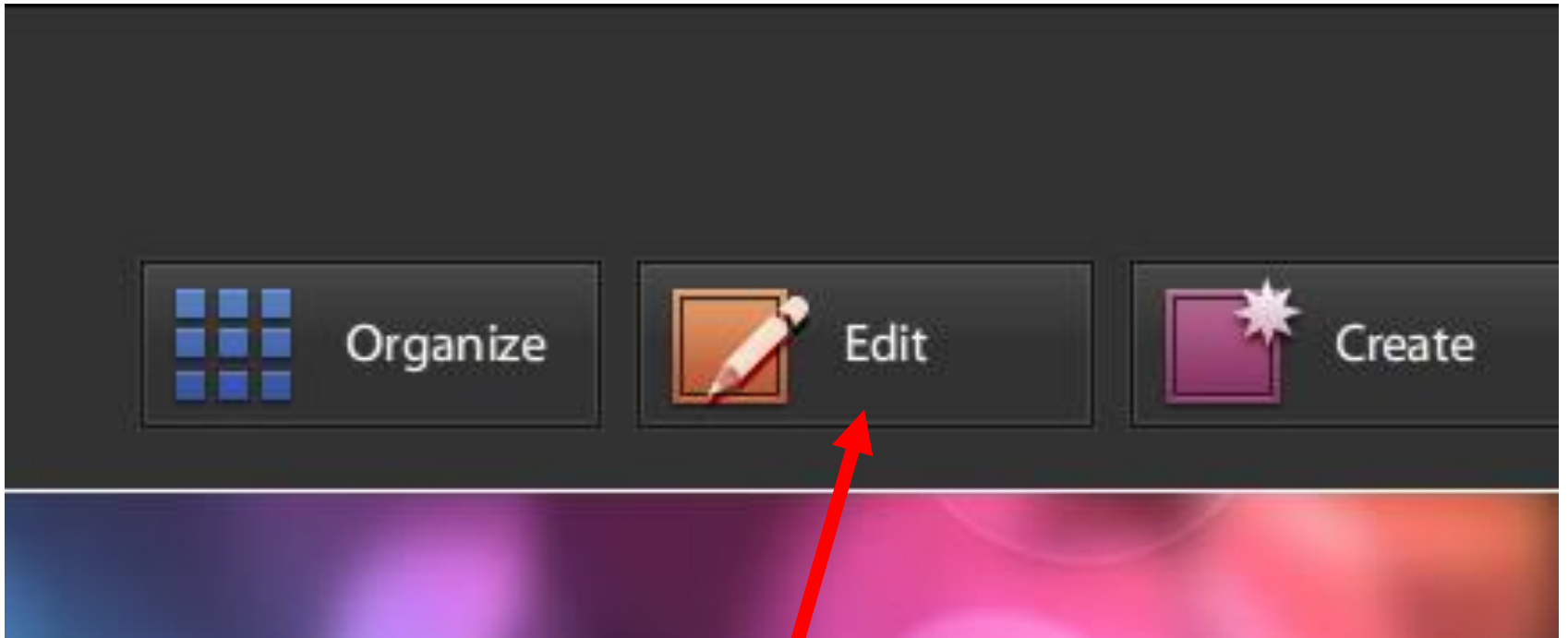
Password

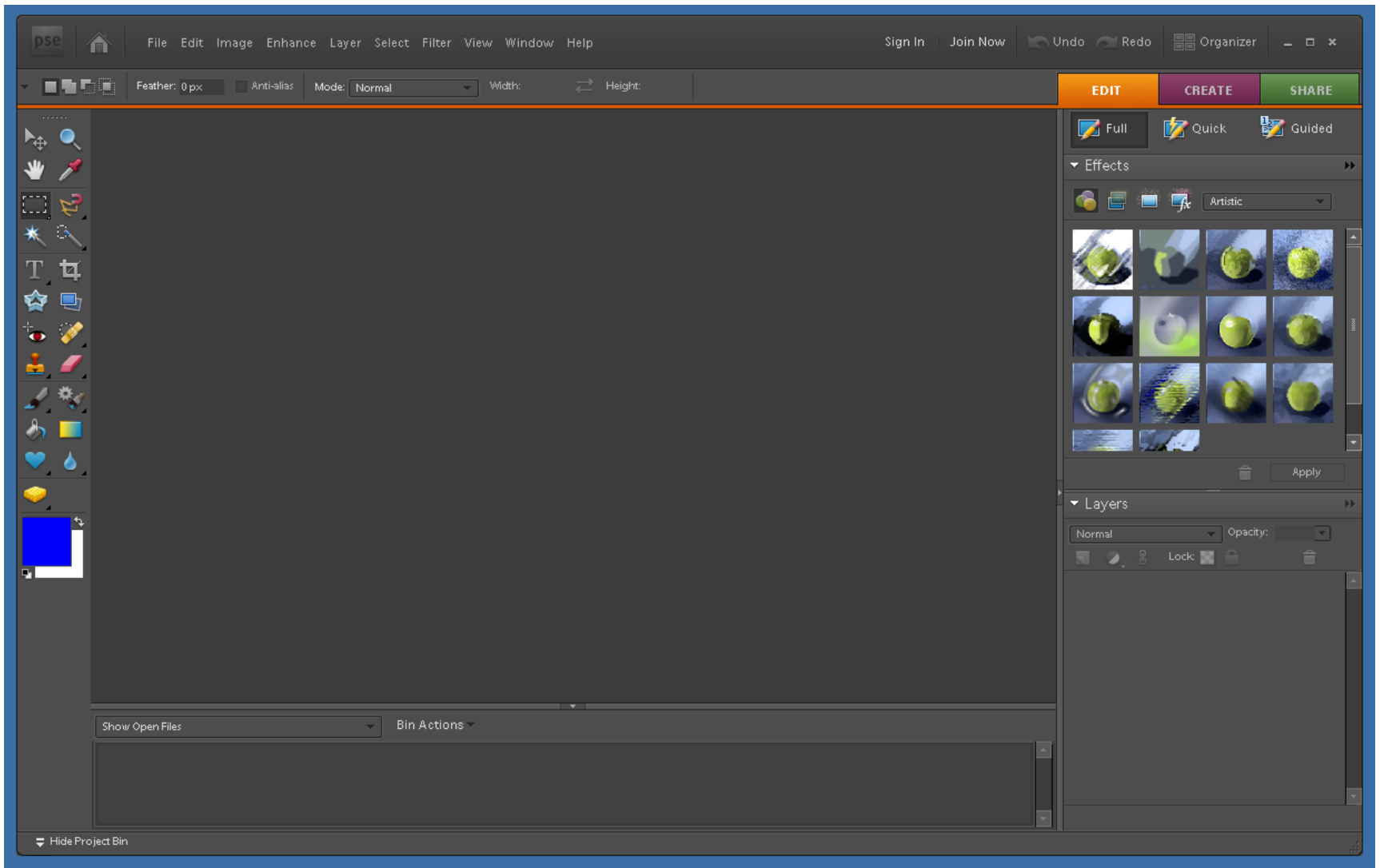
[Forgot Password?](#)

**Sign In**

[Privacy Policy](#)

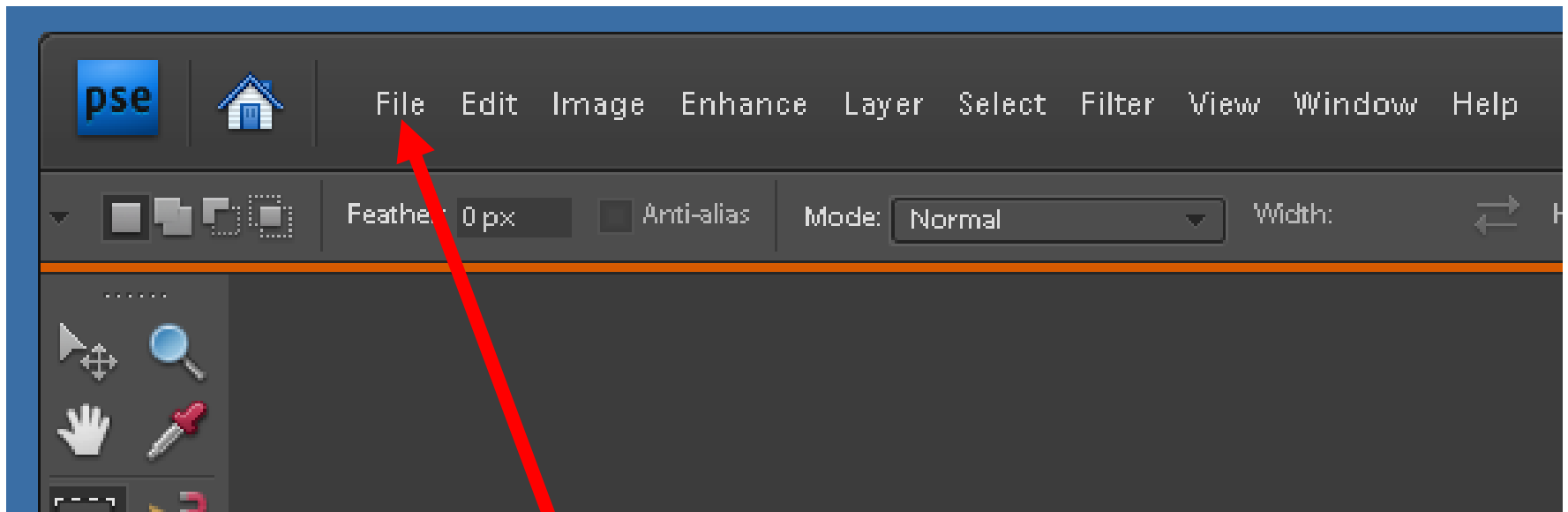
A large advertisement banner for Adobe Photoshop Elements 11. On the left is a product box showing a person with a camera. On the right, text reads: 'It's here! Adobe Photoshop Elements 11. Discover a more intuitive environment, new Guided Edits, and much more. [Learn More](#)'. Below this is a yellow button 'Upgrade now and save \$20' and a blue link 'Try now'. A red arrow points from the 'Edit' button in the top navigation bar to the advertisement. A play button icon is in the bottom right corner of the banner.





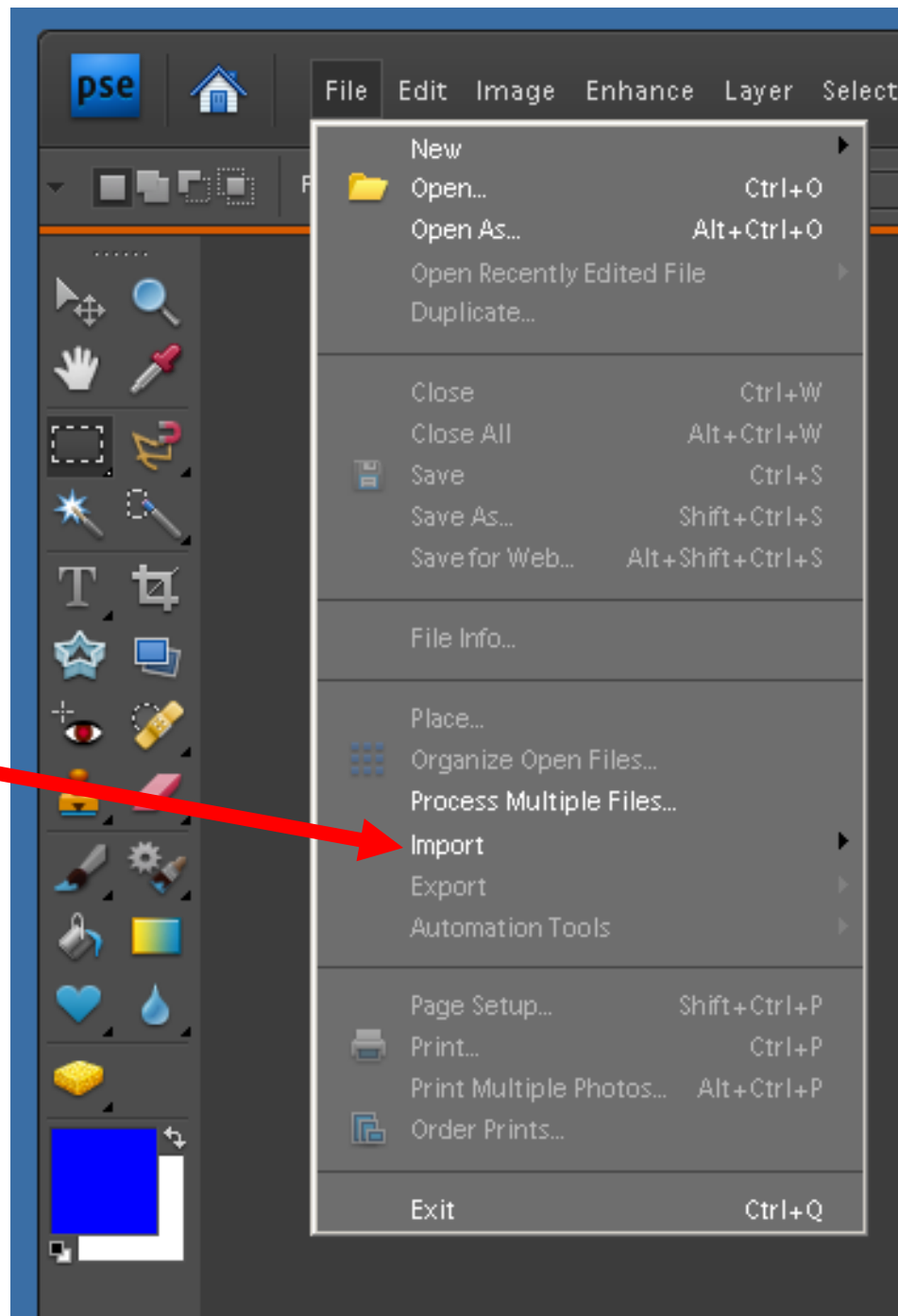
**Big Step 200: Test the Scanner; Re-install  
Drivers and Software Per Mfr.'s  
Instructions, If Necessary (continued)**

**Click on "File" in the Menu bar:**



Big Step 200: Test the Scanner; Re-install  
Drivers and Software Per Mfr.'s  
Instructions, If Necessary (continued)

Then click on "Import" in the pull-down  
menu:



New

Open... Ctrl+O

Open As... Alt+Ctrl+O

Open Recently Edited File

Duplicate...

Close Ctrl+W

Close All Alt+Ctrl+W

Save Ctrl+S

Save As... Shift+Ctrl+S

Save for Web... Alt+Shift+Ctrl+S

File Info...

Place...

Organize Open Files...

Process Multiple Files...

Import

Export

Automation Tools

Page Setup... Shift+Ctrl+P

Print... Ctrl+P

Print Multiple Photos... Alt+Ctrl+P

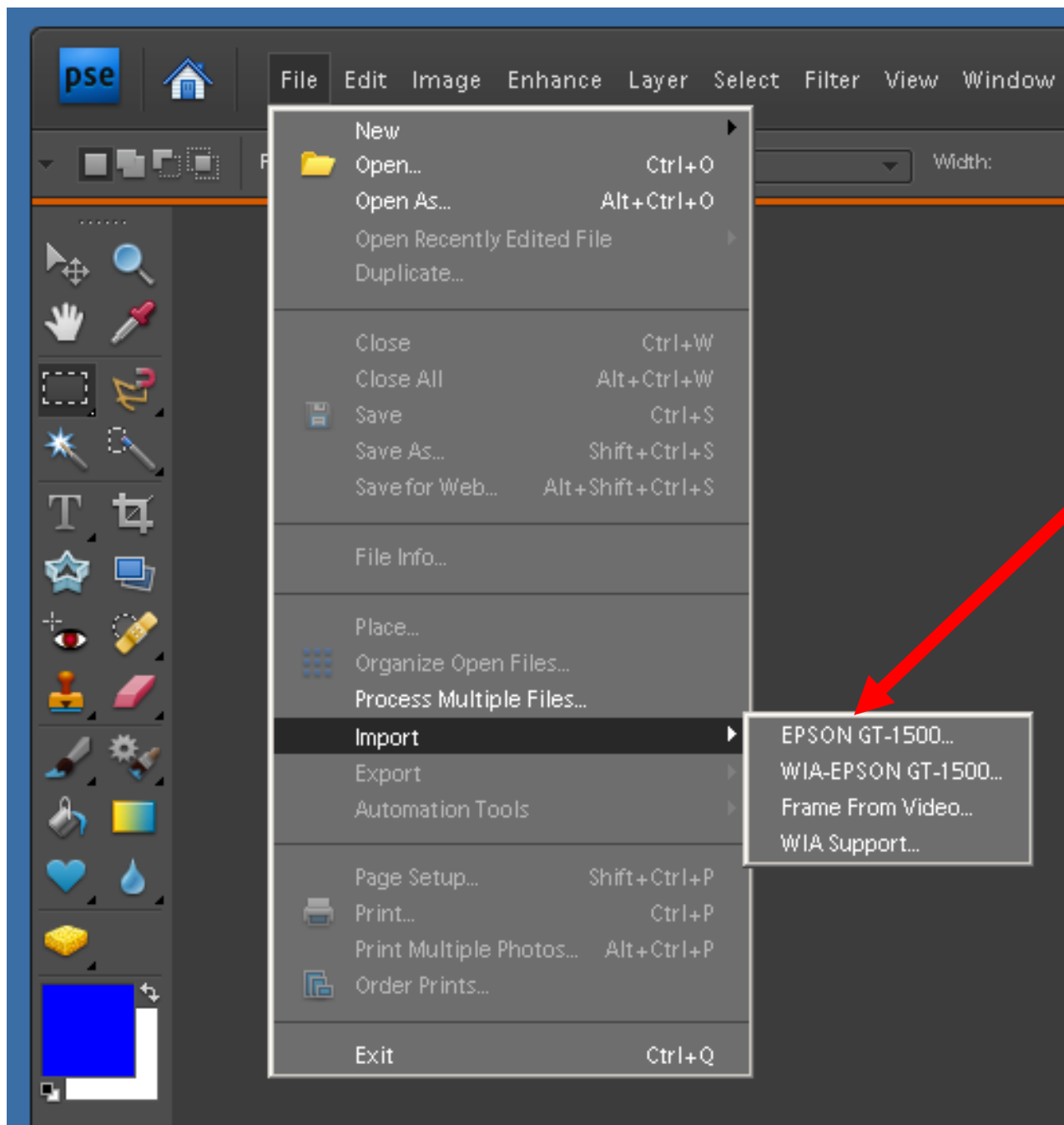
Order Prints...

Exit Ctrl+Q



Big Step 200: Test the Scanner; Re-install  
Drivers and Software Per Mfr.'s  
Instructions, If Necessary (continued)

Then click on the "native driver" that is  
supplied by "Epson":



A screenshot of a software application's menu. The menu is open, showing several options. A red arrow points to the first option, 'EPSON GT-1500...'. The menu items are: 'EPSON GT-1500...', 'WIA-EPSON GT-1500...', 'Frame From Video...', and 'WIA Support...'. The background is dark gray, and the menu has a light gray border. On the left side, there are some keyboard shortcuts: 'I+P' and 'I+P' are visible.

EPSON GT-1500...

WIA-EPSON GT-1500...

Frame From Video...

WIA Support...

I+P

I+P



EPSON Scan



EPSON Scan

Mode:

Office Mode

Image Type

Color

Grayscale

Black&White

Destination

Document Source:

Auto Detect

Size:

Letter(8.5 x 11 in.)

Orientation:



Resolution:

400

dpi

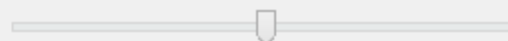
Image Option:

None

Speed priority scanning

Image Adjustments

Brightness:



0

Contrast:



0

Unsharp Mask

Descreening

Text Enhancement



Preview



Scan

Help

Configuration...

Close

**Big Step 200: Test the Scanner; Re-install Drivers and Software Per Mfr.'s Instructions, If Necessary (continued)**

**If the scanner works, go to "Step 301".**

**If the scanner does not work, follow the scanner manufacturer's instructions to install their drivers and software.**

Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service

Small Step 301: Use your scanner for a few days. During that time period, start the Windows "Control Panel" and run "Windows Update" a few times to make sure that you have the latest drivers and patches for your entire computer.

Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 302: Press the Windows key and leave the Windows key held down.**

**Small Step 303: While leaving the Windows key held down, press the x key and hold both keys down for about a second.**

Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 304: Release both keys.**

**Small Step 305: A "Power User's Menu" will be displayed in the lower left corner of the monitor screen:**



Programs and Features  
Power Options  
Event Viewer  
System  
Device Manager  
Disk Management  
Computer Management  
Command Prompt  
Command Prompt (Admin)

---

Task Manager  
Control Panel  
File Explorer  
Search  
Run

---

Desktop

Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 306: Click on "Run":**

- Programs and Features
- Power Options
- Event Viewer
- System
- Device Manager
- Disk Management
- Computer Management
- Command Prompt
- Command Prompt (Admin)

---

- Task Manager
- Control Panel
- File Explorer
- Search
- Run

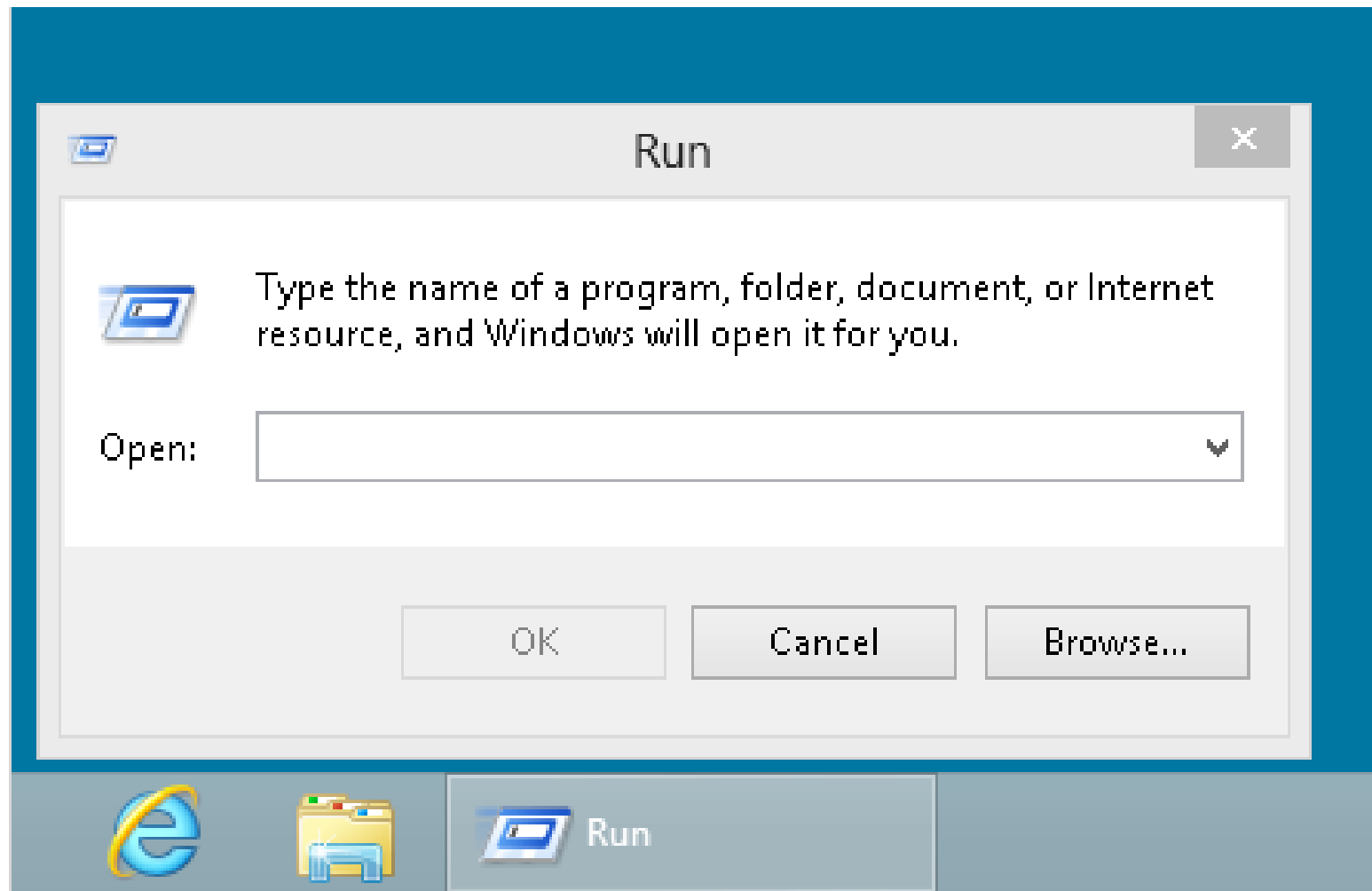
---

- Desktop



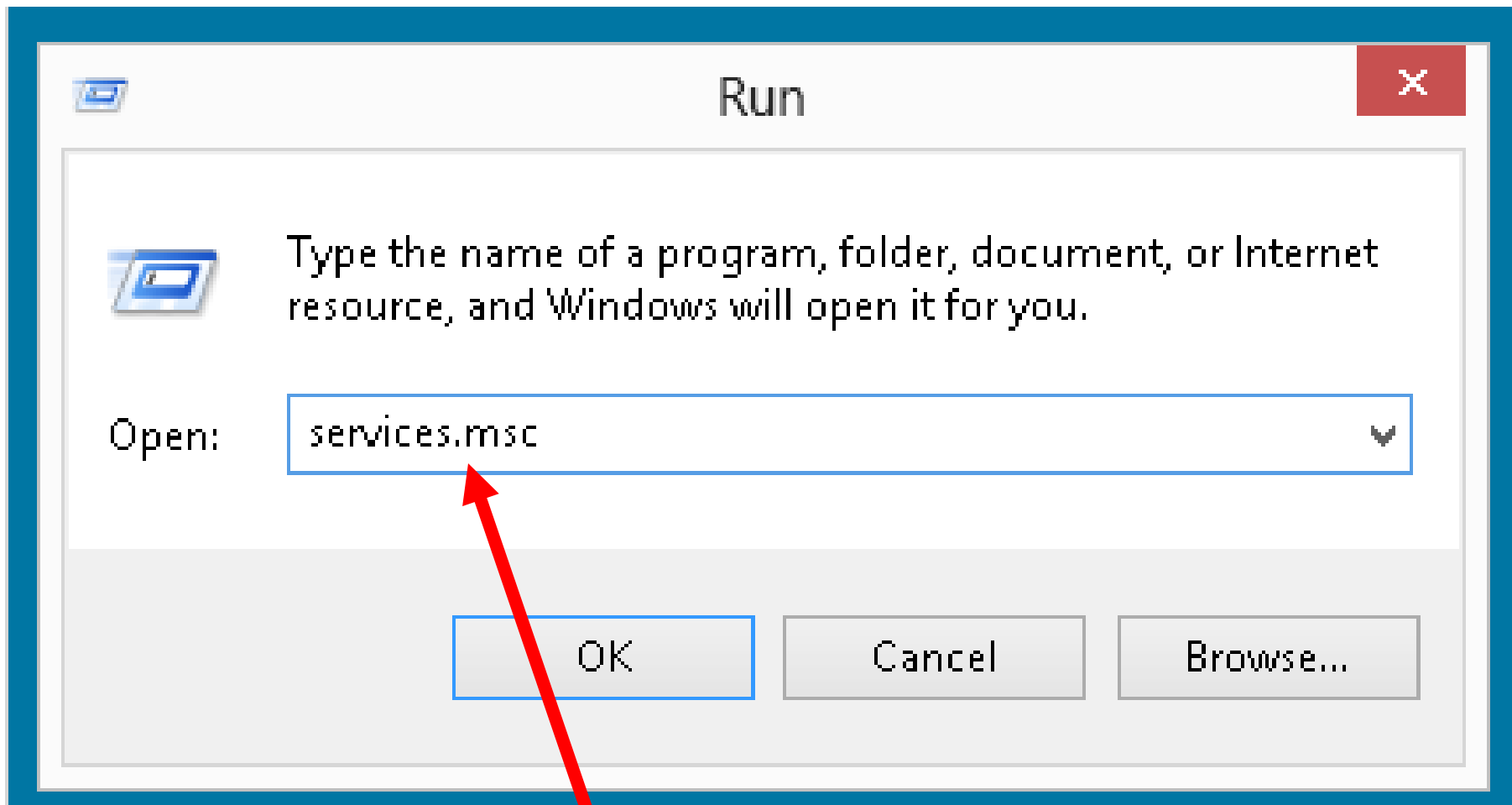
Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 307: A "Run" box will be displayed:**



Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

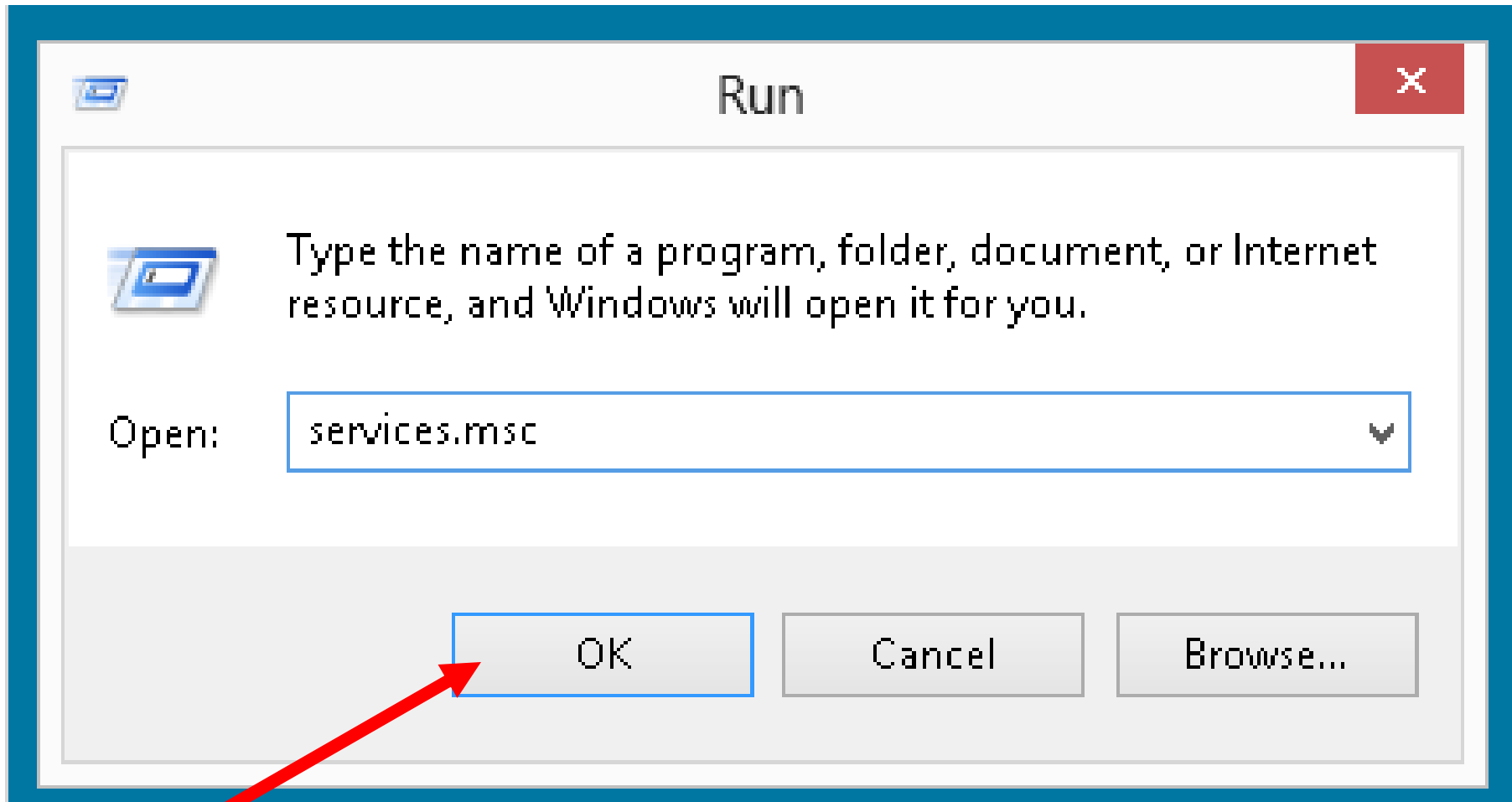
Small Step 308: Type in  
`services.msc`



Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 309: Click on the "OK" button:**





Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 310: A "Services" window will be displayed:**

# Services

File Action View Help



Services (Local)

Services (Local)

Select an item to view its description.

Name	Description	Status	Startup Type	Log
ActiveX Installer (AxInstSV)	Provides Us...		Manual	Loc
Application Experience	Processes a...	Running	Manual (Trig...	Loc
Application Identity	Determines ...		Manual (Trig...	Loc
Application Information	Facilitates t...	Running	Manual	Loc
Application Layer Gateway ...	Provides su...		Manual	Loc
Application Management	Processes in...		Manual	Loc
Background Intelligent Tran...	Transfers fil...	Running	Automatic (D...	Loc
Background Tasks Infrastru...	Windows in...	Running	Automatic	Loc
Base Filtering Engine	The Base Fil...	Running	Automatic	Loc
BitLocker Drive Encryption ...	BDESVC hos...		Manual (Trig...	Loc
Block Level Backup Engine ...	The WBENG...		Manual	Loc
Bluetooth Support Service	The Bluetoo...		Manual (Trig...	Loc
BranchCache	This service ...		Manual	Net
Certificate Propagation	Copies user ...		Manual	Loc
CNG Key Isolation	The CNG ke...		Manual (Trig...	Loc
COM+ Event System	Supports Sy...	Running	Automatic	Loc
COM+ System Application	Manages th...	Running	Manual	Loc
Computer Browser	Maintains a...	Running	Manual (Trig...	Loc
Credential Manager	Provides se...		Manual	Loc
Cryptographic Services	Provides thr...	Running	Automatic	Net

Extended Standard

Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 311: Scroll downward and locate the "Windows Image Acquisition" service:**

Services




File Action View Help

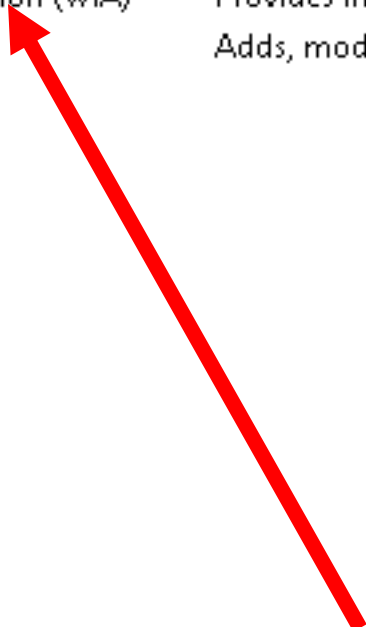
Services (Local)

Select an item to view its description.

Name	Description	Status	Startup Type	Log On As
Windows Backup	Provides Windows Backup ...		Manual	Local System
Windows Biometric Service	The Windows biometric se...		Manual	Local System
Windows Color System	The WcsPlugInService serv...		Manual	Local Service
Windows Connect Now - Config Reg...	WCNCSVC hosts the Wind...		Manual	Local Service
Windows Connection Manager	Makes automatic connect/...	Running	Automatic (Trigger Start)	Local System
Windows Defender Service	Helps protect users from ...	Running	Automatic (Trigger Start)	Local System
Windows Driver Foundation - User-...	Creates and manages user...		Manual (Trigger Start)	Local System
Windows Error Reporting Service	Allows errors to be reporte...		Manual (Trigger Start)	Local System
Windows Event Collector	This service manages persi...		Manual	Network Service
Windows Event Log	This service manages even...	Running	Automatic	Local Service
Windows Firewall	Windows Firewall helps pr...	Running	Automatic	Local Service
Windows Font Cache Service	Optimizes performance of ...	Running	Automatic	Local Service
Windows Image Acquisition (WIA)	Provides image acquisition...		Manual	Local Service
Windows Installer	Adds, modifies, and remov...	Running	Manual	Local System
Windows Management Instrumentat...	Provides a common interf...	Running	Automatic	Local System
Windows Media Center Receiver Serv...	Windows Media Center Ser...		Manual	Network Service
Windows Media Center Scheduler Se...	Starts and stops recording ...		Manual	Network Service
Windows Media Player Network Shar...	Shares Windows Media Pla...	Running	Automatic (Delayed Start)	Network Service
Windows Modules Installer	Enables installation, modifi...		Manual	Local System
Windows Presentation Foundation F...	Optimizes performance of ...		Manual	Local Service
Windows Remote Management (WS-...	Windows Remote Manage...		Manual	Network Service
Windows Search	Provides content indexing,...	Running	Automatic (Delayed Start)	Local System
Windows Store Service (WSService)	Provides infrastructure sup...	Running	Manual (Trigger Start)	Local Service
Windows Time	Maintains date and time sy...		Manual (Trigger Start)	Local Service
Windows Update	Enables the detection, dow...	Running	Manual (Trigger Start)	Local System
WinHTTP Web Proxy Auto-Discovery...	WinHTTP implements the ...	Running	Manual	Local Service

Extended Standard
















 Windows Font Cache Service	Optimizes performance of ...	Running	Automatic	Local Service
 Windows Image Acquisition (WIA)	Provides image acquisition...		Manual	Local Service
 Windows Installer	Adds, modifies, and remov...	Running	Manual	Local System



Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

Small Step 312: Use the RIGHT mouse button to click on "Windows Image Acquisition".

Small Step 313: A pop-up context menu will be displayed:
















	Windows Font Cache Service	Optimizes j
	Windows Image Acquisition (WIA)	Provides im
	Windows In	Adds, mod
	Windows M	Provides a
	Windows M	Windows N
	Windows M	Starts and s
	Windows M	Shares Win
	Windows M	Enables ins
	Windows Pr	Optimizes j
	Windows Re	Windows R
	Windows Se	Provides cc
	Windows Sto	Provides in
	Windows Ti	Maintains c
	Windows Up	Enables the
	WinHTTP Web Proxy Auto-Discovery...	WinHTTP i

- Start
- Stop
- Pause
- Resume
- Restart
- All Tasks ▶
- Refresh
- Properties**
- Help



Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 313: Click on "Properties"**  
in the pop-up context menu:

	Windows Font Cache Service	Optimizes j
	Windows Image Acquisition (WIA)	Provides im
	Windows In	Adds, mod
	Windows M	Provides a
	Windows M	Windows N
	Windows M	Starts and s
	Windows M	Shares Win
	Windows M	Enables ins
	Windows Pr	Optimizes j
	Windows Re	Windows R
	Windows Se	Provides cc
	Windows St	Provides in
	Windows Ti	Maintains c
	Windows Up	Enables the
	WinHTTP Web Proxy Auto-Discovery...	WinHTTP i

- Start
- Stop
- Pause
- Resume
- Restart
- All Tasks ▶
- Refresh
- Properties**
- Help



Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

Small Step 314: A "Windows Image Acquisition Properties" box will be displayed:

# Windows Image Acquisition (WIA) Properties (Local Co...



General Log On Recovery Dependencies

Service name: **stisvc**

Display name: Windows Image Acquisition (WIA)

Description: Provides image acquisition services for scanners and cameras

Path to executable:  
C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type: Disabled

[Help me configure service startup options.](#)

Service status: Stopped

Start

Stop

Pause

Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK

Cancel

Apply

Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 315:** Use the drop down list button at the right end of the "Startup type:" field to change the "Startup type" to "Automatic (Delayed Start)":

# Windows Image Acquisition (WIA) Properties (Local Co...



General Log On Recovery Dependencies

Service name: **stisvc**

Display name: Windows Image Acquisition (WIA)

Description: Provides image acquisition services for scanners and cameras

Path to executable:  
C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type: Disabled

[Help me configure service startup options.](#)

Service status: Stopped

Start

Stop

Pause

Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK

Cancel

Apply

# Windows Image Acquisition (WIA) Properties (Local Co...



General Log On Recovery Dependencies

Service name: stisvc

Display name: Windows Image Acquisition (WIA)

Description: Provides image acquisition services for scanners and cameras

Path to executable:  
C:\WINDOWS\system32\svchost.exe -k imgsvc

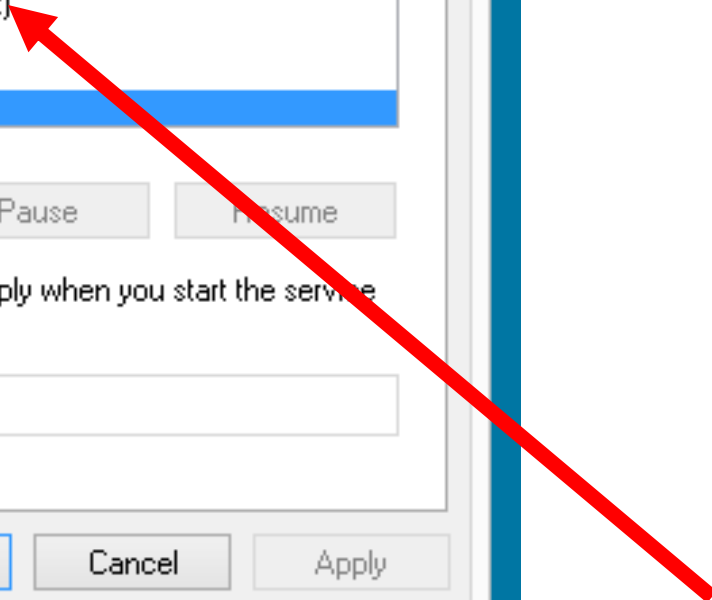
Startup type: Disabled  
[Help me configure](#)  
Automatic (Delayed Start)  
Automatic  
Manual  
Disabled  
Stopped

Start Stop Pause Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK Cancel Apply



Startup type:

Automatic (Delayed Start)





## Windows Image Acquisition (WIA) Properties (Local Co...



General Log On Recovery Dependencies

Service name: stisvc

Display name: Windows Image Acquisition (WIA)

Description: Provides image acquisition services for scanners and cameras

Path to executable:

C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type: Automatic (Delayed Start)

[Help me configure service startup options.](#)

Service status: Stopped

Start

Stop

Pause

Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

OK

Cancel

Apply

**Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)**

**Small Step 316: Click on the "Apply" button:**

# Windows Image Acquisition (WIA) Properties (Local Co...



- General
- Log On
- Recovery
- Dependencies

Service name: stisvc  
Display name: Windows Image Acquisition (WIA)  
Description: Provides image acquisition services for scanners and cameras

Path to executable:  
C:\WINDOWS\system32\svchost.exe -k imgsvc

Startup type: Automatic (Delayed Start)

[Help me configure service startup options.](#)

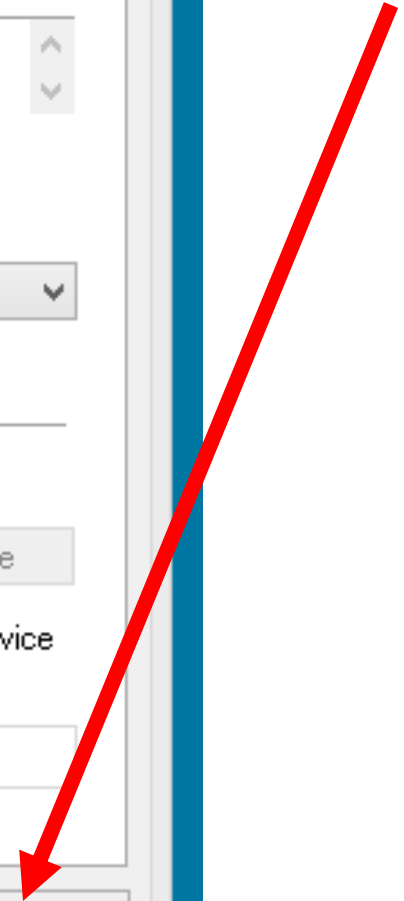
Service status: Stopped

- Start
- Stop
- Pause
- Resume

You can specify the start parameters that apply when you start the service from here.

Start parameters:

- OK
- Cancel
- Apply



Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

**Small Step 317: If the service is still shown as "Stopped", click on the "Start" button to start it:**

---

Service status:

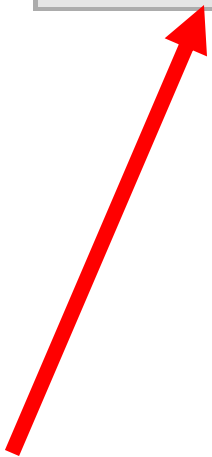
Stopped

Start

Stop

Pause

Resume



Service status: Stopped

Start

Stop

Pause

Resume

Big Step 300: Re-enable and Re-start the "Windows Image Acquisition" (WIA) Service (continued)

Small Step 318: Click on the "OK" button:

