

# Adobe® Customer Support

## Scanning Errors in Photoshop 4.0 in Windows 95/NT Troubleshooting Guide

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### Issue

When you attempt to scan into Adobe Photoshop 4.0 using TWAIN (Twain, Twain32, or Twain\_32) in Windows NT or Windows 95, Photoshop returns an error.

### Symptom

One of the following errors occurs:

“Could not complete your request because there is no scanner installed.”

“Could not complete your request because of a problem with the scanner.”

“Could not initialize TWAIN. Make sure that the Twain.dll file is installed in the Windows directory.”

### Solutions

Do one or more of the following:

A. Scan using Twain\_32:

1. Choose File > Import > Select Twain\_32 Source.
2. Select your scanner.
3. Choose File > Import > Twain\_32.

B. Recreate Photoshop's preferences files:

1. Quit Photoshop.
2. Delete or rename the Photos40.psp and Ccolorsd files, which are located in the Photoshp\Prefs directory.
3. Restart Photoshop.

C. Restart Windows, then launch only Photoshop (i.e., ensure that no other applications are running).

B. Launch the scanning application that came with your scanner (e.g., HP Deskscan), or another application that supports TWAIN, and rescan your image to make sure the scanner works with other applications. When the scanner does not work with other applications, contact the scanner manufacturer.

C. Make sure you have a Data Source (\*.ds) file in one or more of the Twain directories (i.e., Twain\_32, Twain32, Twain). The Twain directories are located in the Windows directory. The Data Source file is the file that Twain looks for to drive the scanner. This file is provided by the scanner manufacturer. If you have more than one Data Source file in your Twain directory, rename whichever Data Source file is older. For more information on these files, contact the scanner manufacturer.

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- D. Decrease the amount of memory allocated to Photoshop.
1. Launch Photoshop.
  2. Choose File > Preferences > Memory & Image Cache.
  3. In the Physical Memory Usage section, reduce the percentage of RAM used by Photoshop to 50%.
  4. Click OK.
  5. Relaunch Photoshop.
- E. Verify that the Win.ini file is pointing to the correct Data Source file:
1. Make a backup copy of the Win.ini file located in the Windows directory.
  2. Open the Win.ini file in a text editor that can save in text-only format (e.g., Windows Notepad, Write).
  3. Go to the [TWAIN] section, and locate the "Default Source=" line. This should point to the most recent Data Source file (e.g., Default Source=C:\Win95\Twain\_32\HPds23.ds).
  4. When this line does not point to the most recent Data Source file, change the path to reflect the most recent Data Source file. For more information on the file name and location of your scanner's Data Source file, contact the scanner manufacturer.
  5. Save the Win.ini file in text-only format, then restart Windows.
- F. Completely deinstall the scanner software, including the Twain directories and Twain\*.dll files (i.e., Twain\_32.dll, Twain32.dll Twain.dll) located in the Windows directory. Restart Windows, then reinstall the scanner software. Check your scanner documentation or contact the scanner manufacturer for information on deinstalling and reinstalling scanner software.
- G. When running Windows 95, deinstall scanner-hardware-related software (SCSI Controller, scanner drivers), restart Windows, then reinstall the scanner-hardware-related software (SCSI Controller, scanner drivers) through the Add New Hardware Control Panel:
1. Select Start > Settings > Control Panels > Add New Hardware.
  2. Follow the Windows 95 Wizard instructions.
- H. When running Windows 95, make sure Windows 95 detects your hardware properly:
1. Choose Start > Settings > Control Panels > System, then select the Device Manger tab.
  2. Click the plus (+) sign next to each of the scanner component categories (e.g., SCSI controllers, HP ScanJet, Scanner).
  3. Select each scanner component (e.g., HP ScanJet IIC) and click the Properties button.
  4. Check the Device Status field for the text, "Device is operating properly." If you see a different message, contact the scanner manufacturer.
  5. Repeat for related hardware (e.g., SCSI controller, scanner).
- I. Make sure the scanner is turned on and connected to the port where your scanner card is installed.

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- J. Make sure the scanner cables are seated properly and not kinked, bent, or damaged.
  - K. Make sure your scanner and scanner card are compatible, and that the drivers for both are Windows 95 or Windows NT compatible. Some cards and scanners conflict, causing errors. Windows works best with drivers specific to your version of Windows. Check your scanner and card documentation, or contact your scanner or card manufacturer for information on compatibility between scanners and scanner cards and Windows version specific drivers.
  - M. Contact your scanner manufacturer for an updated or 32-bit Data Source (\*.ds) file. For Windows NT, all Twain components must be 32-bit, including a 32-bit Data Source file. Check your scanner documentation or contact your scanner manufacturer to see if your current Data Source file is 32-bit.
  - N. Move the contents of any subdirectories within the Twain directories to the root level of the Twain directory (e.g., move the contents of C:\Windows\Twain\_32\ScanDir to C:\Windows\Twain\_32).
  - O. Remove Photoshop. Restart Windows, then reinstall Photoshop.
  - P. When running Windows 95, scan with a 16-bit application that supports your 16-bit plug-in or Twain module.

#### **Additional Information**

Twain\_32 is the easiest, most reliable, and most current Twain protocol. It can read both 16-bit and 32-bit Data Source files on any version of Windows. When you are not sure which Twain protocol to choose, use Twain\_32.

Twain is developed by the Twain Consortium, a group of companies that collaborate to develop a standardized protocol designed to drive hardware (e.g., scanners). When you scan in Photoshop, Photoshop calls the Data Source Manager (Twain\*.dll) file, which in turn calls the Data Source (\*.ds) file to drive the scanner. When one or more Twain-related components (hardware or software) is missing, damaged, or improperly installed, scanning with Twain is not successful. Ensuring each component is properly installed and configured enables successful scanning with Twain.

Twain is an open architecture. Photoshop is only one element in Twain's chain of communication. If the scanner does not work in any application, including any applications designed specifically for the scanner, the scanner manufacturer may be able to help isolate the issue and solution. 16-bit applications use fewer files and do not require 32-bit components. When other 32-bit applications can communicate via Twain, Photoshop can also.

In Windows 95, the Add New Hardware and Add/Remove Programs Control Panels are more efficient ways of setting up scanners and related software than other methods of installation. Use them whenever possible. If 16-bit files work fine, but 32-bit files do not, try reinstalling the scanner using these options.

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Photoshop uses the percentage of RAM allocated in the Memory & Image Cache dialog box. When you reduce the amount of RAM allocated to Photoshop, you free more memory for other applications (e.g., scanner software).

The Data Source Manager (Twain\*.dll) file cannot call a Data Source (\*.ds) file that is located in a subdirectory of the Twain\* directories. Moving the contents of Twain subdirectories (e.g., C:\Windows\Twain\_32\ScanDir) to the Twain directories (C:\Windows\Twain\_32) makes them visible to the Data Source Manager (Twain\*.dll) file.

16-bit applications (e.g., Photoshop 2.x, Photostyler, Corel Draw 5.0, HP Deskscan 2.2 and earlier) work with 16-bit Data Source files in Windows 95.

In Windows NT, all Twain components must be 32-bit. Use Twain\_32 or Twain32, and a 32-bit Data Source file from your scanner manufacturer.

