

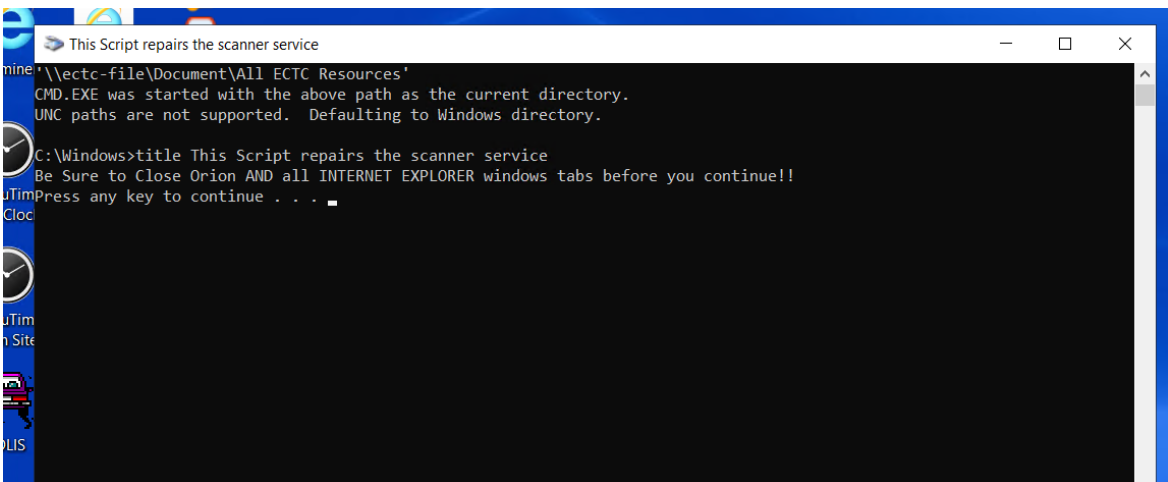
## Fix Scanner utility

If you have any issues scanning documents inside Orion, try the 'Fix Scanner' utility. Follow the below steps. If you skip a step, it will not work.

- 1) *Close all windows in Internet Explorer*
- 2) *Close all instances of Orion*
- 3) *Double click the 'Fix Scanner' icon on your desktop:*



- 4) *You will see the below screen. Press enter to continue and run the fix:*



There will be a delay, then the screen will go away.

- 5) *Launch Orion and try again.*