

Windows 7 has released an updated that has broken scan to folder. The best way to fix scanning at this time is to delete this update. Hopefully Microsoft will release a new version of this patch that will work at a later date. Below are instructions on how to delete the update that is causing the issue. If you have IT help, it is best to let them do this. Please understand that if you choose to do this it is at your own risk.

1. Click on the start button.
2. Click on Control Panel
3. Choose Programs and Features
4. On the top left, choose “View installed updates” (this page can take several minutes to load)
5. On the top right, use the search box to search for KB4480970 or KB4480960
6. Right click on that update and choose uninstall
7. Restart the computer once it asks and then test scanning once the computer completely reboots. This can take several minutes.