

E1030 / E1035SF / E1040 Troubleshooting

What aspect of the E1030 / E1035SF / E1040 are you having problems with?

[- Hardware](#)

[- Installation](#)

[- Software](#)

Hardware Help Walkthrough

Are you able to turn your scanner on?

[Yes, my scanner can turn on](#)

[No, my scanner can not turn on](#)

Power Troubleshooting

- Check both ends of the connection between your power outlet and the scanner.
- Try plugging in another electrical device to the outlet your scanner is connected to verify the outlet has a working electrical connection.

[Still unable to fix the problem?](#)

Is your scanner able to connect to your PC and attempt to scan an image?

[Yes, my scanner can, or at least try to, scan an image](#)

[No, my scanner cannot connect to my PC / scan at all](#)

[No, my scanner is making abnormal / loud noises](#)

What is the behavior of your scanner?

[Pages are not being fed through the scanner](#)

Scanner Feeding Troubleshooting

See the suggestions below to try and fix your problem:

- Is the scanner powered on?
- Is the scanner driver installed?
- Is your scanner properly connected to your PC by the USB cable?
- Do consumables such as the feed module and/or separator need to be replaced? Open the scanner and check to see if the rollers are worn / dull.

If your consumables need to be replaced, you can purchase them by contacting your Kodak Alaris reseller - [See consumables catalog](#)

[Still unable to fix the problem?](#)

[Unable to connect to scanner?](#)

Click [here](#) to navigate to the connection help section.

[We are unable to diagnose your problem.](#)

Please refer to the [user guide](#) and call your [regional support number](#).

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Installation Help Walkthrough

Which part of the Setup Wizard is causing issue?

[- Failure to install drivers?](#)

[- Failure to connect to scanner?](#)

Driver Installation Troubleshooting

- Does your computer have enough storage for the drivers?
- If installing from the DVD, does your DVD have any scratches on it?
- If installing from the DVD, is it possible your DVD drive is damaged?
- Try installing the drivers from our website
- Do you have administrative permissions on your computer?
- If you have anti-virus software installed, it's possible it may be blocking the driver installation. In your anti-virus settings, make the following directories exempt:
 - - c:\programdata\kds_kodak

[Still unable to connect?](#)

Scanner USB Connection Troubleshooting

- Unplug and replug the USB cable from both the scanner and your PC
- Check for an error on the Scanner Control Panel
- Turn the scanner off and on
- Try the connection with a different USB cable
- Try a different USB port on your PC
- Check with your IT support to verify that your USB ports are enabled

[Still unable to connect?](#)

Uninstalling and Reinstalling your drivers

1. Turn off your scanner and remove the USB cable from your computer
2. Navigate to your computer's Control Panel
3. Under 'Programs', select 'Uninstall a Program'
4. Right-click 'Kodak E1xxx Scanners' and select 'Uninstall'
5. Continue through the Wizard until the drivers have been uninstalled
6. Navigate to the following folder and delete the folders

- C:\Windows\twin_32\kodak\kds_[scanner model]. Delete the kds_[scanner model] folder.
- C:\Windows\twin_64\kodak\kds_[scanner model]. Delete the kds_[scanner model] folder.
- C:\Windows\System32\kodak\kds_[scanner model]. Delete the kds_[scanner model] folder.
- C:\Windows\SysWOW64\kodak\kds_[scanner model]. Delete the kds_[scanner model] folder.

7. Go to: <https://alarisworld.com/go/E1030support> or <https://alarisworld.com/go/E1040support> and download the latest drivers.

8. Run the Setup Wizard for your E10x0 again following the steps as necessary

[Still unable to connect?](#)

[We are unable to diagnose your problem.](#)

Please refer to the [user guide](#) and call your [regional support number](#)

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Software Help Walkthrough

Which of the following are you using?

[- A third-party scanning application](#)

Is your Kodak Alaris scanning application on the latest version?

[Yes, it is up to date.](#)

If not, update your application to the newest version:

- [Smart Touch](#)

Does your problem involve issues with the quality or other aspects of the scanned image?

[No, that is not my problem](#)

If yes, check the suggestions below.

Blank Page Removal

Are Blank Pages showing up in your scanned documents? Go into your scanning application settings and turn on the 'Blank Page Removal' option.

Did that fix your problem?

[Yes](#)

[No](#)

Hole-fill

Are you attempting to get rid of the black holes on a document that show up due to hole punches? Go into your scanning application settings and enable the 'Hole-fill' option.

Did that fix your problem?

[Yes](#)

[No](#)

Background Color Smoothing

Does your document background have multiple background colors which distract or otherwise make the document hard to read? Go into your scanner application settings and enable 'Background Smoothing'. This will attempt to smooth the document background into a uniform color. You are also able to set the aggressiveness of this setting from -10 to 10.

Did that fix your problem?

[Yes](#)

[No](#)

Foreground Boldness

Are the text or lines on your scanned image faded, or otherwise not showing up as prominently as you would like? Go into your scanner application settings and enable 'Foreground Boldness'. You are also able to set the aggressiveness of this setting from -10 to 10.

Did that fix your problem?

[Yes](#)

[No](#)

Color Dropout

Do you wish to eliminate form lines and / or boxes on your documents so that only text is shown on the final scanned image? Go into your scanning application settings and enable the 'Color Dropout' setting. If you find that some lines are still making it through on the resulting scanned image of your document, you can also set the aggressiveness of this option from -10 to 10.

Did that fix your problem?

[Yes](#)

[No](#)

Combine Front and Back Images

Do you want to create one image that contains both the front-side and back-side of the document? Go into your scanning application settings (advanced) and enable to 'Combine Front and Back Images' setting.

Did that fix your problem?

[Yes](#)

[No](#)

Dual-Stream

Do you want to create different settings per side? Go into your scanning application settings (advanced) and enable the 'Images Per Side' setting.

Did that fix your problem?

[Yes](#)

[No](#)

Streak Removal

Are there black vertical streaks appearing on your scanned image? Go into your scanning application settings and enable the 'Streak Filter' setting. If you still find streaks are making their way onto your scanned image, you set the aggressiveness of the setting from -2 to 2. Also, refraining from scanning paper with fresh ink can also reduce streaks.

Did that fix your problem?

[Yes](#)

[No](#)

Image Edge Fill

Is there a black border surrounding your scanned image? Go into your scanning application settings and enable 'Image Edge Fill'. This can be configured to automatic, or you can determine how much fill you would like for each side of the document individually.

Did that fix your problem?

[Yes](#)

[No](#)

Image Straightening

Are your scanned images coming in skewed / at an angle? Go into your scanner application settings and enable the 'Automatically Detect and Straighten' setting.

Did that fix your problem?

[Yes](#)

[No](#)

Auto-rotation

If you are scanning a stack of documents which may or may not be face-up, then Post-Scan Rotation can help. Go into your scanner application settings and enable 'Post-Scan Rotation'. This setting can automatically flip upside-down documents to the correct orientation, or you can set scanned documents to automatically rotate 90, 180, or 270 degrees.

Did that fix your problem?

[Yes](#)

[No](#)

Resolution

Do you need your documents to be scanned at a higher quality? Go into your scanner application settings and look for 'Resolution'. The Resolution can be set at various intervals of DPI; the higher the DPI, the higher the quality of the image. Also note that the higher the DPI, the more storage space the image will take up.

Did that fix your problem?

[Yes](#)

[No](#)

Clean the scanner rollers / Check if they need replacing

Dirty or dull scanner rollers can have a negative effect on image quality as well as general scanner use. Clean the rollers in your scanner as well as check to see if they need to be replaced.

[ROLLER CLEANING VIDEO](#)

If your consumables need to be replaced, you can purchase them by contacting your Kodak Alaris reseller - [See consumables catalog](#)

Did that fix your problem?

[Yes](#)

[No](#)

Third-Party Scanning Application

We are unable to diagnose issues with scanning applications that are not made by Kodak Alaris. Contact the support service for the third-party scanning application that you are using.

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[We are unable to diagnose your problem.](#)

Please refer to the [user guide](#) and call your [regional support number](#).

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Thank you for using our self-help troubleshooting

We are glad we could help you resolve your problem!

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