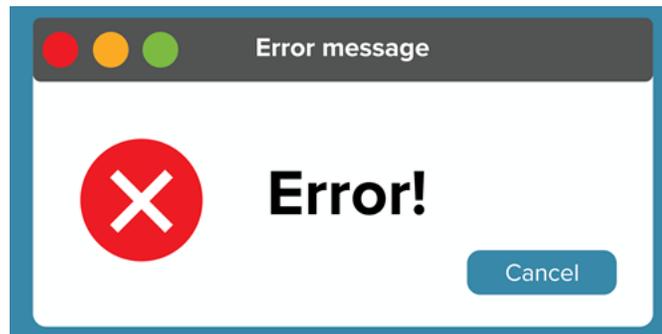


Tech Tip #18: Troubleshooting an inactive Canon scanner in CheckLogic



If your Canon scanner is giving you an **Error Message - Unable to Activate Device**, here are the steps to get it back up and running.

1. Unplug the scanner from the USB port on your PC
2. Log off of CheckLogic
3. Reboot/Restart the PC
4. Once the PC comes back up, log into windows
5. Plug the scanner back into the USB port on the PC
6. Make sure that the scanner has a blue light on, if it doesn't, turn the scanner on. Depending on the scanner model, the On/Off switch may be on the top or back of the scanner
7. Log back into CheckLogic and scan checks.

If the above steps do not provide the solution to get the scanner back up and running, please contact support at 800-425-7766 Option 2 or [complete our online support request here](#). We're happy to assist you!

Did you know that we have many Canon scanners to choose from in our online store? [Check it out here!](#)