**Scanner - KB00993**

Impacted App/Service: Scanner

Title: Scanner is not functioning properly

Short Description: The scanner may not be performing normal activities or is not available. Follow the steps below to solve the issue.

Resolution:

1. Open the Windows Start option.
2. Launch the **Remote Desktop Connect** (RDC) application.
3. On the Computer field, type **200.40.30.20** and click **Connect**.
4. Once the connection to the remote computer is established, login using your administration account credentials.
5. Select Settings, **System Performance** section and click on the **Clear Cache** option.
6. Select the Windows Server Power option from the Start menu and perform a **Restart**.