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## Windows 7 - Canon MP Navigator ex 2.0.3

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01-19-2010

#1 (permalink)

robmar0se

windows 7  
15 posts

### Canon MP Navigator ex 2.0.3

We have a problem with scanning on a Canon pixma mp620. Canon appear to be washing their hands of the problem so I wondered if these forums might be able to help.

We have a new PC with the following spec:  
 PSU OCZ Stealthstream 600w  
 Motherboard GA-EP45-UD3LR  
 Processor/CPU Q8200 4 x 2.33Mhz with VT  
 RAM Crucial DDR2 6400 2 x 2GB  
 HDD 2 X Samsung 320gb HD322HJ  
 Optical Samsung S223B DVDRW CDRW DVD-Ram 22 speed  
 Graphics Sparkle 9400GT  
 Windows 7 pro 64 bit  
 Netgear WPN311  
 Canon MP620

Software: Retrospect, Adobe reader, Office 2003, AVG, Picassa, Itunes.

All works fine except Canon MP Navigator EX version 2.3.2, we get the following when we try to start it - a problem has been encountered and windows will attempt to resolve etc - essentially nothing actually happens, so we are unable to use the scanner other than with the Windows Fax & scanner software (so twain does work), We have no problems with the remaining Canon software, essentially printing (usb or wireless) - note the Navigator error is the same with either wireless or usb connectivity.

We have tried uninstalling all canon software, cleaning out any remaining folders, and re-installing in a pedantic way ( there are 4 progmas to install inc Navigator (which has to be done last), rebooting after each step.

Once again we are disappointed with Canon's support - okay for simple things, but don't take on board anything which requires investment of research time.

Sorry about the last moan, but would appreciate any advice that could be offered.....

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01-19-2010

#2 (permalink)

### diehardoz

windows 7  
2 posts

#### MP Navigator Ex error

You are not alone \_ i get exactly the same issue with two separate MP620's on two different PC's - both worked fine until I installed Windows 7. Have tried re-installing and different user profiles.

I think canon are washing their hands on this one...seems to affect many of the Pixma range but especially the wireless ones.

My System Specs ▾

01-20-2010

#3 (permalink)

### aem

Windows 7 Ultimate  
Build 7600.16385  
(32Bit) Dual Boot  
Windows XP  
Professional SP3  
(32Bit)  
2,559 posts

Try and see if there is an earlier version of Navigator and install that. Do not go with the name of the driver saying 2.0, what i find is it might no be 2.0 but 1.x.

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01-20-2010

#4 (permalink)

### JVM

WIN 7  
1 posts

#### Same problem with canon mx860

I am disgusted with Canon. I have spent countless hours with Canon support trying to get my MX860 printer to work. I'm using Windows 7, 64 bit.

It used to work, but something changed - what I do not know, and ever since, my Canon printer does not work. It worked with USB just fine - but I want to use it as a network printer. That is where the problem is.

I can finally see the printer show up on the printer screen - it took 8 hours of Sony working on my machine - they changed the user access level to off - something in Windows 7. But Canon refuses to acknowledge their program does not work - I keep getting the error: "an error has occurred in the scanner driver. abort scanning." I have installed, uninstalled - nothing seems to work. If anyone has been able to get the MX860 to work right on Windows 7 64 bit - please let me know.

I have been on the phone with Windows, with Sony and with Canon.

NOTHING!!

I blame Canon - it's their printer that is not working.

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01-21-2010

#5 (permalink)

### robmar0se

windows 7  
15 posts

Thanks for the suggestions and feedback.

The printer is offsite so will try the suggestion next week and report back.

I am also not very impressed with canon support - (same with HP incidentally) - their approach appears to be to assist punters with their own probs, but never want to know if there is a problem with their software - had a problem with Navigator on XP which we had to live with as Canon just wasn't interested in fixing the problem.

Does anyone have experience of paperport 12 on 64 bit - as an alternative to Navigator

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02-08-2010

#6 (permalink)

### robmar0se

windows 7

#### canon navigator

Canon keep on saying that there is a user profile corruption - from other forums an awful lot of people

windows 7  
15 posts

appear to be having a user profile problem with Canon.

Navigator 1.x is not a runner I'm afraid, but thank you for your suggestion.

The latest twist is that I thought we could bypass the problem by installing Paperport 12 which is supposedly Windows 7 64 compatible. It installs fine but runs into trouble trying to use the Canon drivers (similar situation as with Navigator, just sits and does nothing) - according to Nuance, they use the canon scanner twain drivers - so this tends to prove that it is the Canon drivers that are at fault,

I wish that Canon was better at taking these issues on board

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02-09-2010

#7 (permalink)

robmar0se

windows 7  
15 posts

Someone has come up with the cause of the problem and a temporary workaround.

There a conflict with a Microsft file - if you delete the following file you will find that navigator works - at least until the file re-appears! I have tested this and was pleasantly surprised.



C:\Users\<user name>\App Data\Roaming\Microsoft\Windows\Network Shortcuts\My Web Sites on MSN



Lets hope that Canon issues a updated driver, as the problem is in the driver not Navigator.

PS Just spoken to canon - they say they know about this - apparently its the luck of the draw who you speak to - not very impressive!

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02-10-2010

#8 (permalink)

diehardoz

windows 7  
2 posts

Thanks for the tip - that worked perfectly for me.

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02-16-2010

#9 (permalink)

benliu

Windows 7  
2 posts

**Fix for this**

I had the several problem which happened after I upgraded to Windows 7. Download the latest network driver here:

[Canon PIXMA MP620 Photo All In One Printer](#)

And that solved the problem for me.

Good luck!

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02-22-2010

#10 (permalink)

robmar0se

windows 7  
15 posts

Which version of Windows 7 are you referring to, 64 or 32 bit?

The site you give does not have any new drivers for this problem - which incidentally is now acknowledged by Canon as a problem which they will fix oin a new release of their twain drivers (64 bit!).

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