

# How to uninstall and reinstall ScanShell software

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## Procedure Steps

If you have attempted to install and configure a ScanShell 800 or 1000 device and the device is not functioning properly, follow the steps below to uninstall and reinstall the device. (These steps assume the device is a ScanShell 800.)

- 1) Open Device Manager. To do this, click Start, and then click **Control Panel**. Double-click **System**. On the Hardware tab, click [Device Manager].
- 2) Locate the ScanShell device in the Device Manager tree. Right-click the device and select **Uninstall**.
- 3) Unplug the ScanShell device from the system.
- 4) Delete the following folder from the system: **C:\Windows\twain\_32\CSSN800**
- 5) Locate and delete the following file from the system: **NSCSTIU.DLL**
- 6) Reinstall the ScanShell device via the instructions in the OnGuard OEM Device Configuration Guide. Ensure that the driver used is taken from the OnGuard Supplemental disc, and NOT the disc supplied with the ScanShell device.

## Applies To

OnGuard (All versions)

## Additional Information

To calibrate the ScanShell 800 device, a calibration sheet is required. You may download the calibration sheet from the following address:

<https://www.scanshell-store.com/accessories.htm>

