

Answer ID

8148

Products

Multifunction Black & White

Aficio 2022, 2027

Aficio 2035, 2045, 2035e/SP, 2045e/SP

Category

Troubleshooting/Error Messages

Abnormal/Erratic Operation

Scanning

Cannot Scan to Local PC

McAfee 8 Causes PC to Crash When Using Scan To Folder**Question**

My MFP was set up for Scan To Folder and everything worked correctly. After I installed McAfee 8.0i the PC that contained the folder reboots when I scan to Folder. Can this be fixed?

Answer

McAfee has created a hotfix for their bug. Contact McAfee to obtain the hotfix (Case No: 758588, Hotfix HF214636).