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Hp officejet pro 8600 plus won't scan to computer

Hi Guys*** FIXED ***After many hours I have figured out a fix to this wireless scanning not working. I've tried ALL the other suggestions from other posts, however this was the only one that I figured out which has worked.Originally I had a HP Officejet Pro 8600 which worked fine for 3 months & then abruptly stopped scanning to my PC.I took the printer back to the supplier & they swapped it for a HP Officejet Pro 8600 Plus, however the scan to PC still did not work. The issues is NOT the HP Printer/Scanner, it is the Anti-Virus program blocking it.My OS: Win 7 with Bitdefender Internet Security 2013My Printer: HP Officejet Pro 8600 PlusMy Fix:To fix scanning by wireless, go to Bitdefender Internet Security 2013, select Settings - Firewall - Adaptor Rules - click on Local Area Connection - click on your HP's IP address (e.g 20.20.20.20 - HP39CDB8) - click on Allowed & OKThen start HP Scan & all should work fine! (Prior to this I had tried to alter the Bitdefender "Settings - Firewall - Application rules - Add rule - added C:\Program files (x86)\hp\hp officejet pro 8600\bin\hpscan.exe" but this still did not work. Nor did disabling Bitdefender work even when run through Safe Mode with Networking.Only when I did the above change did the HPScan function work on the Wireless side & the HP ScanDr program worked (it used to fail at the TWAIN level).Please note that my "Scan to Network folder" still does not allow access, however the wireless scanning & all other functions are fine.Interestingly, before the above fix was applied & the wireless scanning would not work, I COULD get the scanning function to work using the HP Printer Assistant - Printer Home Page (EWS). This however was less than ideal.Hope this helps some others out with the same issue.For reference, some other useful fixes from other HP Posts include: //h30434.www3.hp.com/t5/Printer-All-in-One-Install-Setup/Scan-to-Computer-is-currently-unavaila... //h30434.www3.hp.com/t5/Scanning-Faxing-and-Copying/Scanner-Unreachable-HP-Officejet-Pro-8600/t... //h30434.www3.hp.com/t5/Printer-All-in-One-Software-Drivers/Scan-function-dosen-t-work-in-HP-So... Page 2 Hi johncary,Can you make a standalone copy from the printer?What is the operating system on your computer?How do you have the printer connected to your computer?HP designed a quick and easy tool that diagnoses and resolves many printing, scanning, and connectivity problems: The HP Print and Scan Doctor. HP recommends that you download and install the Print and Scan Doctor any time you need to troubleshoot a problem with your HP printer from the link below.Let me know what errors you receive? the steps below to check the WIA Service:1. Type services.msc in run or search program and files2. Scroll down to the WIA Windows Image Acquisition3. Make sure that this service is running. Click Stop, and then Restart to make sure4. Restart the computer5.Restart the Dependencies services:1. Click on Start, in Search box type "services" without quotes.2. Scroll down until you see Windows Image Acquisition (WIA).3. Double click on it and go to the tab called Dependencies.4. 2 services should be listed.5. Exit that window and look for Remote Procedure Call (RPC).6. Make sure it's on manual or if it is on Auto, just leave it. Make sure the service is started though.7. Go to Shell Hardware Detection and Double click.8. Set the Start up Type as Manual and hit Apply.9. You should be able to Start the service by hitting Start.10. Now you are done and the Twain Manager should be working and not give you an error. This should fix your problem I am an HP employee.Say Thanks by clicking the Kudos Star in the post that helped you.Please mark the post that solves your problem as "Accepted Solution" Page 3 Well, so here I am again, with the conclusion of this my eternal quest....After uninstalling and going over about 6 updates... I thought maybe... something related with images could be the problem... so I stopoed uninstalling windows updates, except windows camera drivers update... it wasnt that one. Finally I uninstalled two logitech apps: Logitech Vid HD and logitech webcam software... dont know which one did the trick cause I uninstalled it both at once without rebooting between them. Suddenly, after restart, officejet 8600 plus communicate with my pc... Now I have installed ESET Smart Security, which scared me trough the installation process, cause for a moment, 2 o r 3 secs while it was updating the connections protocol for protection, a message globe appeared saying " scanning from 8600 is not available anymore" I was terrified, but.. after 4 secs, the message and my nightmare icion (the redcrossed scanner) dissapeared again.I can live without the logitech software, so there wont be any need to investigate if they come up with a win8 update for thier programs. I dont care as between using a hardware for fun (cam) or a hardware for productivity (scanner) I lean to the MFP side.. not to mention the cam works flawlessly without the logitech software..Now im fully protected and my scanner working Such a shame I had to go trough refreshing my pc, which wasnt really necessary, but hey... someday I will recover my firefox bookmarks and sites passwords hehe.Thanks to everyone who gave me hints and maintain calmed while I was about to explode in this topic Guess this may stay for future references. For me Problem solved. TechRadar Verdict Ideal for everything other than photos +Packed with features+Great text printing-Average photo printing-Expensive You can't fault it for features. HP's Officejet Pro 8500 lets you fax or email documents directly from the printer, offers Duplex printing and can be connected to a network via Ethernet. The model here is wireless, enables Duplex scanning and has a 3.5-inch colour touchscreen.HP has improved the paper feeder, with pages now pulled from the centre instead of the sides for fewer jams. You can add a second feeder tray if you wish. The 8500 boasts a 20% smaller footprint compared to predecessors, and measured against colour all-in-one laser printers, we're promised it's 50% cheaper to run and uses half the energy.HP says its Officejet range isn't that ideal for photo printing, but the 8500 performed okay. It lacks the vibrancy of a dedicated photo printer and doesn't handle solid colours so well, but text printing is solid and clear, even at very low point sizes.Our 20-page test document printed in one minute, 46 seconds using Preview's standard settings, which is excellent. It photocopies with clarity, though loses it a little on very tight parallel lines. Setting up a wireless connection is simple.HP Officejet Pro 8500 is a good all-rounder that's packed with features. If you do a lot of photo printing it isn't for you, but for the home or small office it's ideal. At £300 it doesn't come cheap, so make sure you need all those features.Follow TechRadar Reviews on Twitter: Hello Lissallen. I understand you are unable to scan from the front panel of your printer, but you are able to scan using the Printer Assistant. Do you have a Firewall or Anti-virus running on your computer? Please try the Print and Scan Doctor, and make sure you select fix scanning. This tool should fix your issue and give you an indication of why you are unable to scan. If the Print and Scan Doctor doesn't work, then please follow this entire HP document on Connection Error While Scanning A Document. Please inform me your troubleshooting steps. Looking forward to hear from you. I worked on behalf of HP. Page 2 Alright, my next recommendation is to run the "scrubber", its a little bit more thorough than just uninstalling the software. To do so, perform the following steps: 1. Go to Applications/Hewlett Packard/ and then click on "HP Uninstaller" 2. Next click "Continue" 3. Highlight the device on the left pane. 4. Press and hold Control+Alt+Cmd on the keyboard simultaneously while you click on "Uninstall". 5. After you do this, you will see a pop up that asks you if you want to uninstall all HP software. Please note, that in doing this, it will remove any other HP printers that you also have installed. 6. Click "continue" and wait for the program to finish. 7. After it completes, reboot your computer. Once the computer is back on, do the following steps: 1. Go into "System Preferences" and then select "Print & Fax" 2. Right click (or control+click) in the rectangle listing your printers and then select "Reset Printing System". This is going to delete all of your printers. After you have reset the printing system, go to the following link and download the most recent version of software for your operating system. HP Officejet Pro Full Feature Software and Driver - Mac OS X 10.6, OS X 10.7, OS X 10.8 Once it is downloaded, install the software. Report back to me and let me know if this takes care of the issue this time. Best of luck, Kyle Page 3 Hi dlgarlock, If you have not recently made any changes to the Mac, and your computer is no longer listed on the front panel of the printer when you try to scan to computer, I would suggest checking for Apple updates, restarting the computer after the updates, (if there are no updates restart anyway), and power cycle the printer. To power cycle the printer, leave it on and unplug the power cable for 1 minute then plug it back in. Once the printer and computer are both on again try to scan from the front panel. The alternate option is to scan from the computer. Scan from computer using HP Scan Open Applications > HP or Hewlett Packard folder > HP Scan. Follow the onscreen instructions. If this does not resolve the issue follow the instructions in the following hyper link to resolve a Communication Error between the Scanner and Your Computer in Mac OS X v10.4, v10.5, or v10.6. If you require or would like further assistance please let me know. Sunshyn20051 work on behalf of HPII you found this post helpful, you can let others know by clicking the "Accept as Solution" button. You can also show your appreciation, with a kudos, by clicking the "thumbs up" button!

