



TWAIN Scanner is not redirecting

- Parallels Remote Application Server

Symptoms

- TWAIN Scanners are not redirecting
- TWAIN Scanners list is empty at **Connection Properties > Scanning**

- Parallels Client log contains the following errors:

Failed to read scanner list data from stub

CPipe::Send() failed to read from pipe (The pipe has been ended. [0x0000006d])

CPipe: failed to create client pipe '\\pipe\\RAS_XXXXXXXXXXXXXXXXXXXXXXX' (The system cannot find the file specified. [0x00000002])

Cause

3rd-party AV software is blocking Parallels Client components responsible for scanning.

Resolution

Exclude the following folders and subfolders from AV monitoring:

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