# 掃描錯誤: 您不享有存取指定資料夾的權限 Code: 9,244,3 (Windows)

### Scanning error: You do not have the required privileges to access the specified folder Code: 9,244,3 (Windows)

如掃描時出現以下錯誤訊息:

# If you receive an error similar to this when attempting to scan:

Canon IJ Scan Utility	Canon IJ Scan Utility			
您不享有存取指定資料夾的權限。 Code:9,244.3	You do not have the required privileges to access the specified folder.			
確定 使用說明(1)	OK Instructions			

原因可能是受到Windows Defender的設定影響,請跟以下步驟變更設定:

This may be caused by a setting in Windows Defender, please follow the steps to change setting:

### 1. 於開始功能按"設定"

Click "Settings" from Start Menu



2. 按"更新與安全性"

### Click "Update & Security"

設定		- C	) ×	Settings					-	$\times$
Windows 設定			Windows Settings							
	尋找設定	٩				Find a setting		٩		
8	<b>帳戶</b> 您的帳戶、電子整件、同步設 定、工作、家庭	○ 時間與語言 A字 請音、地區、日期			8	Accounts Your accounts, email, sync, work, family	O <sub>4</sub> 字	Time & Language Speech, region, date		
8	遊戲 遊戲列、DVR、直播、遊戲模式	● 輕鬆存取 創濃程式、放大線、高對比			8	<b>Gaming</b> Game bar, DVR, broadcasting, Game Mode	(J)	Ease of Access Narrator, magnifier, high contrast		
A	<b>隱私權</b> 位置、相機	更新與安全性 Windows Update · 復原 · 傳份			≙	Privacy Location, camera	$\langle \rangle$	Update & Security Windows Update, recovery, backup		
Q	) 搜尋 語言、權限、歷程記錄				Q	Search Language, permissions, history				

### 3. 按"Windows 安全性",然後按"病毒與威脅防護"

Click "Windows Security", then click "Virus & threat protection"

← 設定	- D ×	← Settings	- D X
命 首頁	Windows 安全性	命 Home	Windows Security
尋找設定の	Windows Defender 資訊安全中心是供您檢視及管理裝置 安全性和健康情況的中心。	Find a setting	Windows Defender Security Center is your home to view and manage the security and health of your device.
更新與安全性	開啟 Windows Defender 資訊安全中心	Update & Security	Open Windows Defender Security Center
C Windows Update	保護區域	C Windows Update	Protection areas
♥ Windows 安全性	○ 病毒與威脅防護	Windows Security	Virus & threat protection
〒 備份	保護您的裝置免受威脅。	→ Backup	Protection for your device against threats.
ℰ 疑難排解	A 帳戶防護 您的帳戶及登入的安全性。	Troubleshoot	A Account protection Security for your account and sign-in.
③ 復原	(中) 防火牆與網路保護 可存取您的網路的人員和項目。	③ Recovery	(r) Firewall & network protection Who and what can access your network.
⊘ 啟用	■ 應用程式與瀏覽器控制 應用程式防護與線上安全。	O Activation	App & browser control App protection and online security.
<u> </u> 尋找我的裝置	<b>四</b> 裝置安全性	占 Find my device	Device security
1 開發人員專用	装置内建的安全性。	I II For developers	Security that comes built into your device.
lə Windows 測試人員計畫	── 装置效能與運作狀況 裝置健康情況的報告。	援 Windows Insider Program	Cepter Ce

## 如顯示以下訊息,請檢查閣下電腦之防火牆或防毒軟件設定。

#### Please kindly check your Firewall or Anti-virus program settings if below message prompt up.

安全性概覽 請查看您裝置的安全性和健康情況,並採取任何所需的動作。 網頁無法使用 您的 IT 系統管理員擁有此應用程式某些區域的有限存取權,而您嘗試存取 的項目無法使用。如需詳細資訊,請連絡 IT 技術服務人員。 確定 Security at a glance

See what's happening with the security and health of your device and take any actions needed.

# Page not available

Your IT administrator has limited access to some areas of this app, and the item you tried to access is not available. Contact IT helpdesk for more information.

Vir pro No

OK

#### 4. 按"病毒與威脅防護設定"

Click "Virus & threat protection settings"



### 5. 按"管理受控資料夾存取權"

### Click "Manage Controlled folder access"



6. 可選擇停用受控料夾存取權,或按入"允許應用程式通過受控料夾存取權"

Choose turn off the function of Controlled folder access, or click "Allow an app through Controlled folder access"



7. 按"新增允許的應用程式",然後加入以下程式:

Click "Add an allowed app", and then add the application below:

### **IJ Scan Utility:**

C:\Program Files (x86)\Canon\IJ Scan Utility\SCANUTILITY.exe

### **MF Scan Utility**

#### C:\Program Files (x86)\Canon\MF Scan Utility\MFSCANUTILITY.exe

$\leftarrow$	Windows Defender 資訊安全中心     -     □     ×	÷	Windows Defender Security Center	-	$\times$
=	允許應用程式通過受控資料夾存取權	=	Allow an app through Controlled folder		
ጨ	如果受控資料夾存取權已封鎖您信任的應用程式,您可以將其新增為允許 的應用程式。這可讓應用程式變更受保護的資料本。	â	access		
0	H J MOUTINE THE CONTINUE OF STATES AND A DRIVEN AND A	0	If Controlled folder access has blocked an app you trust, you can add it as		
Я		8	an allowed app. This allows the app to make changes to protected folders.		
(գ))	十 新增允許的應用程式	(q))	Add as allowed and		
	SCANUTILITY.exe		Add an allowed app		
旦	MFSCANUTILITY.exe	8	SCANUTILITY.exe		
$\otimes$	C:\Program Files (x86)\Canon\MF Scan Utility	~	C:\Program Files (x8b)\Canon\U Scan Utility		
æ		ക	C:\Program Files (x86)\Canon\MF Scan Utility		
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