SYNOVUS®

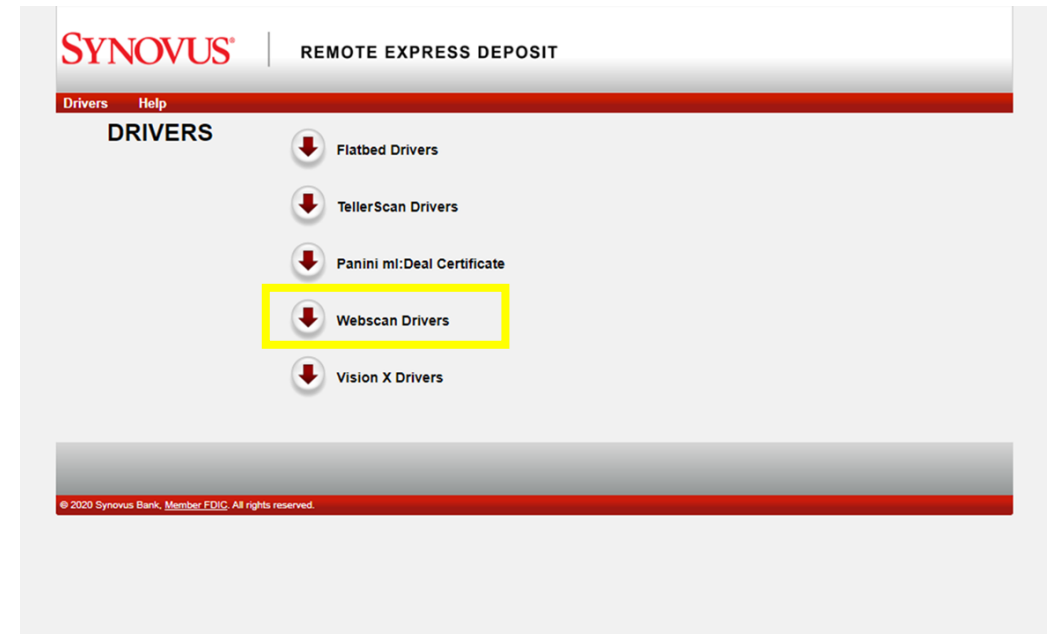Synovus Remote Express Deposit

WebScan Driver Installation Guide

WebScan Driver Installation for use with Remote Express Deposit

- FIS WebScan is used by Synovus Remote Express Deposit (RED) clients to interface with and connect USB based scanners to the remote deposit application. The purpose of this document is to provide installation instructions and configuration of the WebScan application.

- Additionally, to accommodate Windows 11 compatibility, you will need to refresh your scanner driver. Please follow the steps provided in this Guide. *Note: Troubleshooting instructions, as well as additional Firefox troubleshooting instructions, are included in this guide.*

WebScan Driver Installation

1. At bottom of the Remote Express Deposit Home screen, select **Scanner Drivers**.

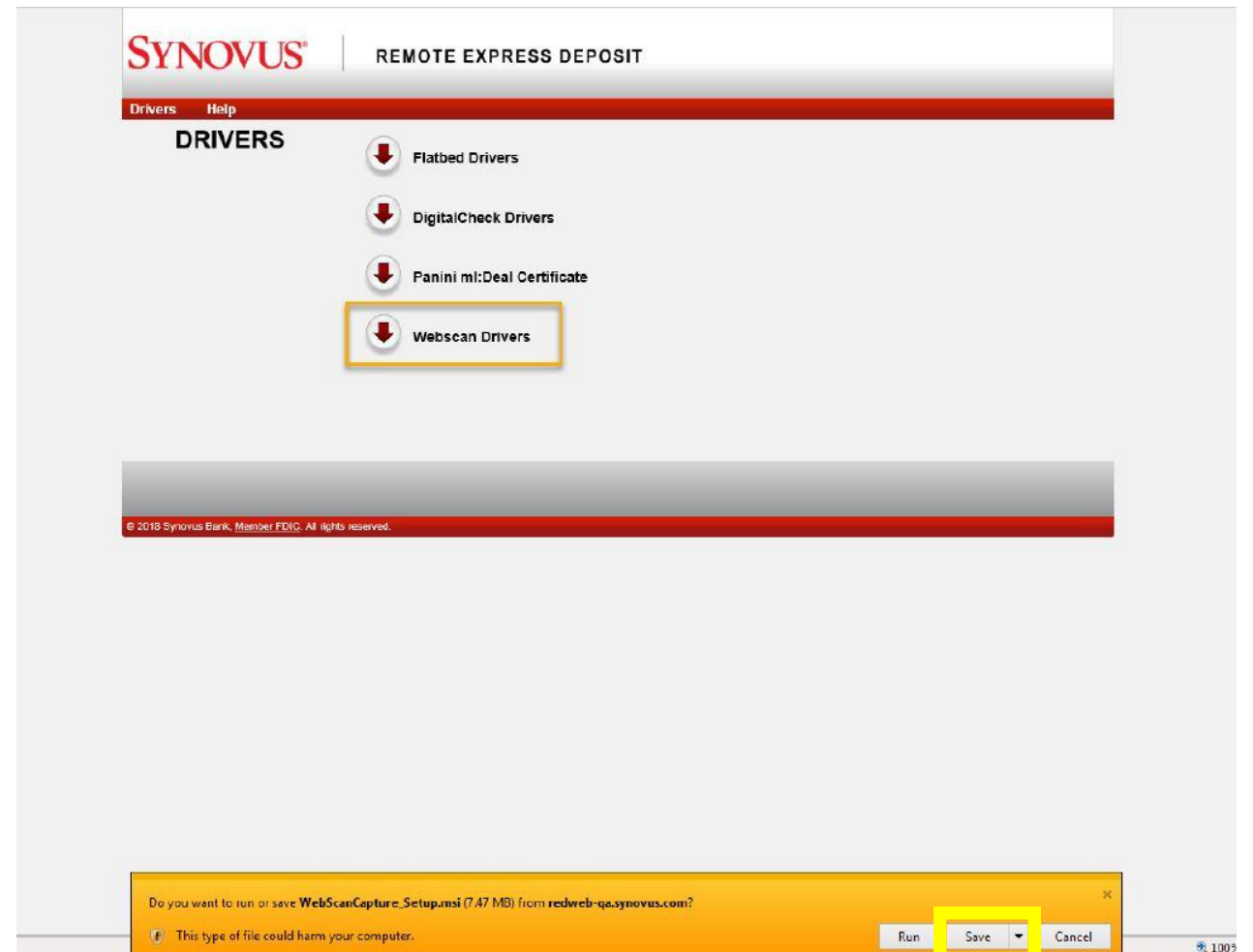2. From the list of Drivers, select the **WebScan Drivers** link.

WebScan Driver Installation

Depending upon your browser, you may receive a pop-up window, or a yellow message bar may appear at the bottom of the screen.

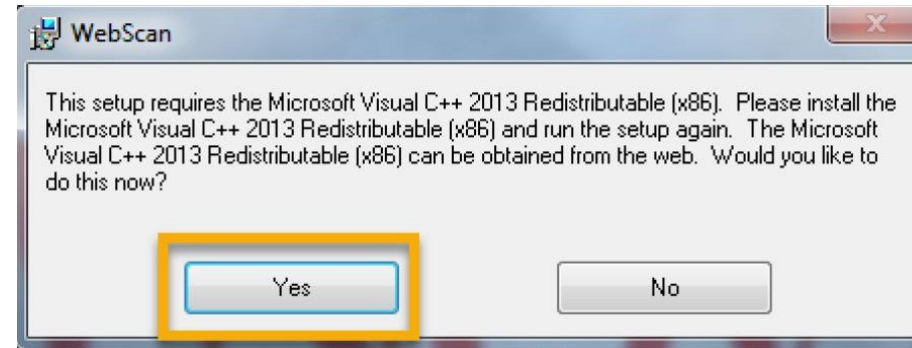3. When presented with the message below for *WebScanCapture_Setup.msi*, select **Save**.

Regardless of message type received, select **Save** to resave the driver.
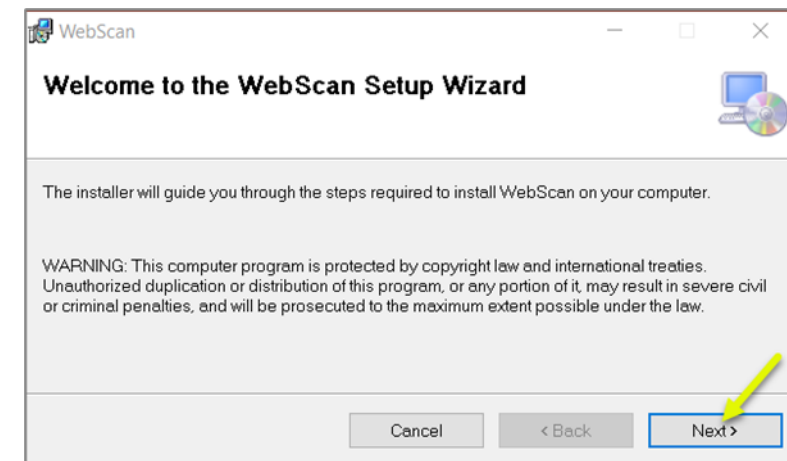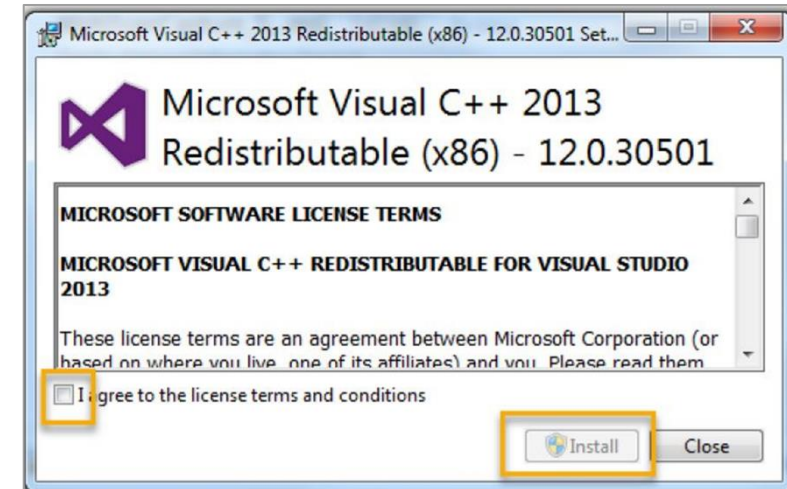
WebScan Driver Installation

4. Navigate to your **Downloads** folder and run *WebScanCapture_Setup.msi.*

You may be presented with the pop-up window (right) if your computer does not have C++ installed. WebScan requires C++ to run. Simply select **Yes** to proceed with C++ installation if prompted.
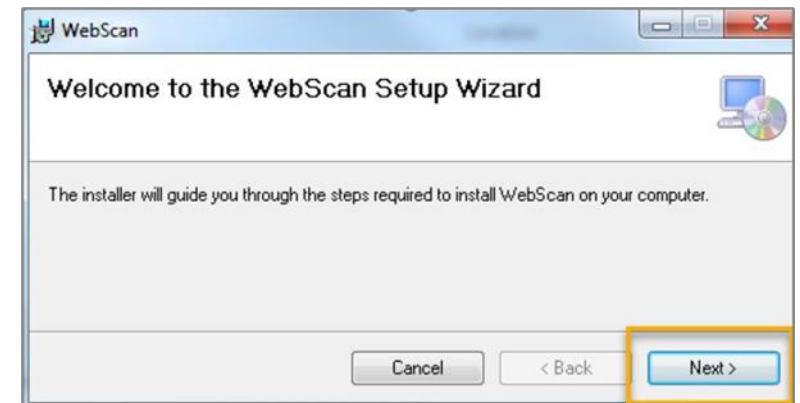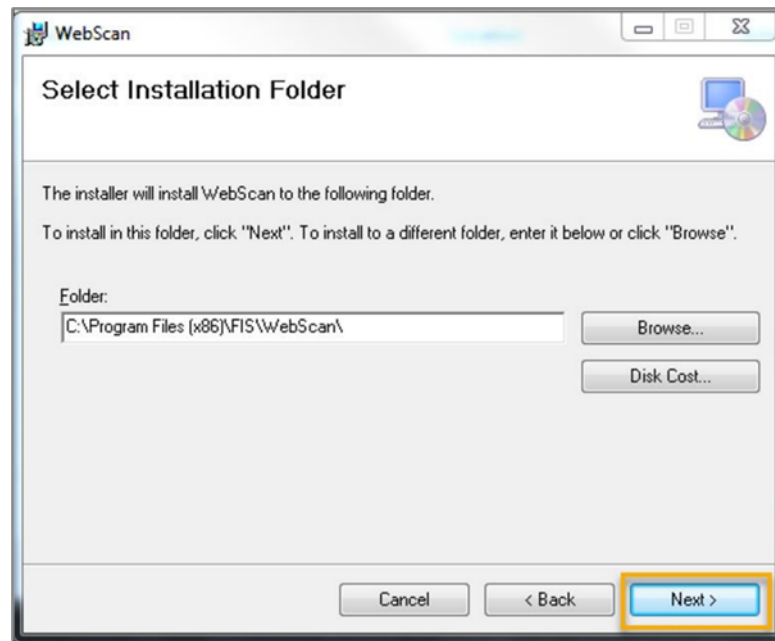
WebScan Driver Installation

5. Check the box to agree and then select Install.

6. On the WebScan Setup Wizard display, select Next.

7. Once C++ installation is complete, locate and run WebScanCapture_Setup.msi.

WebScan Driver Installation

8. Once the WebScan Setup Wizard dialog box displays, select **Next**.

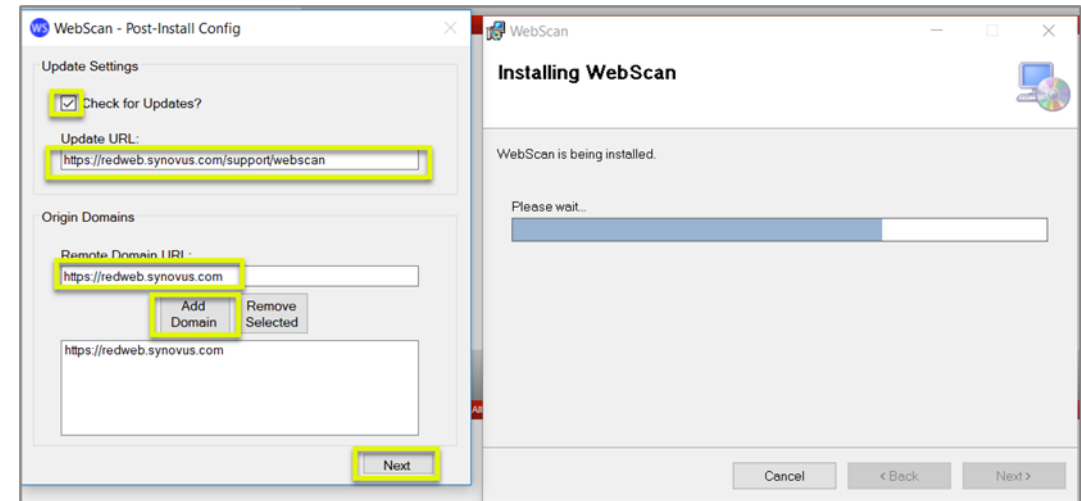9. On the Select Installation Folder message display, select **Next**.
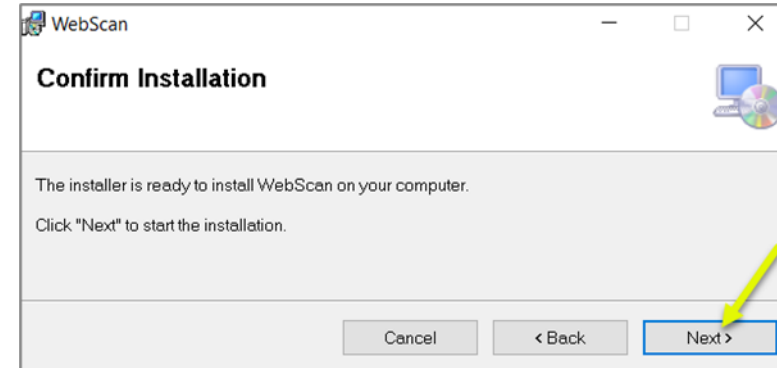
WebScan Driver Installation

10. On the Confirm Installation message display, select **Next**.

The WebScan installation will begin.

11. The Post-Install Config window will display with links required for WebScan to work properly. Enter the requested information as reflected in the below screen shot. Note: The remote domain must be listed as *https://redweb.synovus.com,* and then select **Add Domain**. Once complete, select **Next**.
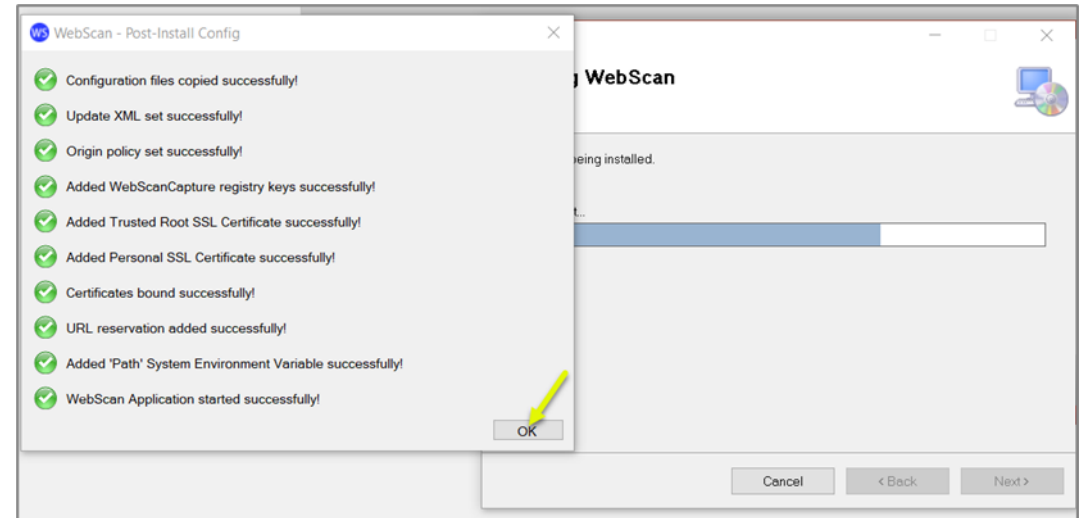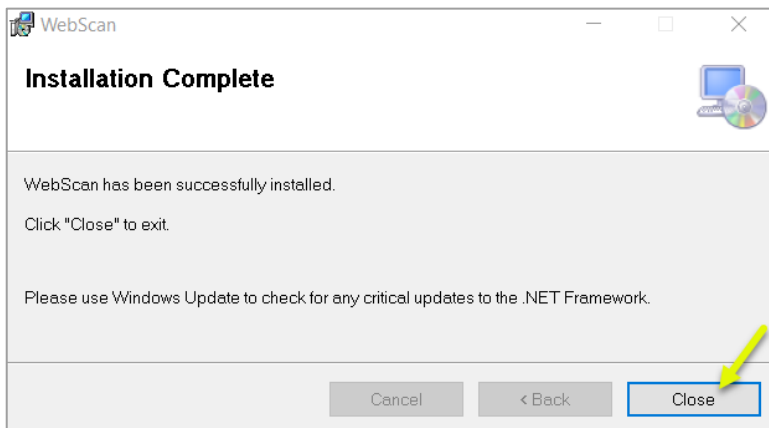
WebScan Driver Installation

12. The Post-Install Config update message box should display with all green check marks. Once complete, select **OK.**

13. Next, the Installation Complete dialog box will display. Select **Close.**

![Synovus logo]

Troubleshooting WebScan Driver Installation

Installed WebScan and experiencing communication failure? Please follow these troubleshooting tips:

In the event WebScan is uploaded and registered correctly, but you still are experiencing communication failure, please perform the following steps. Depending on your computer, there could be a local host issue where the scanner will not initialize on Google Chrome.
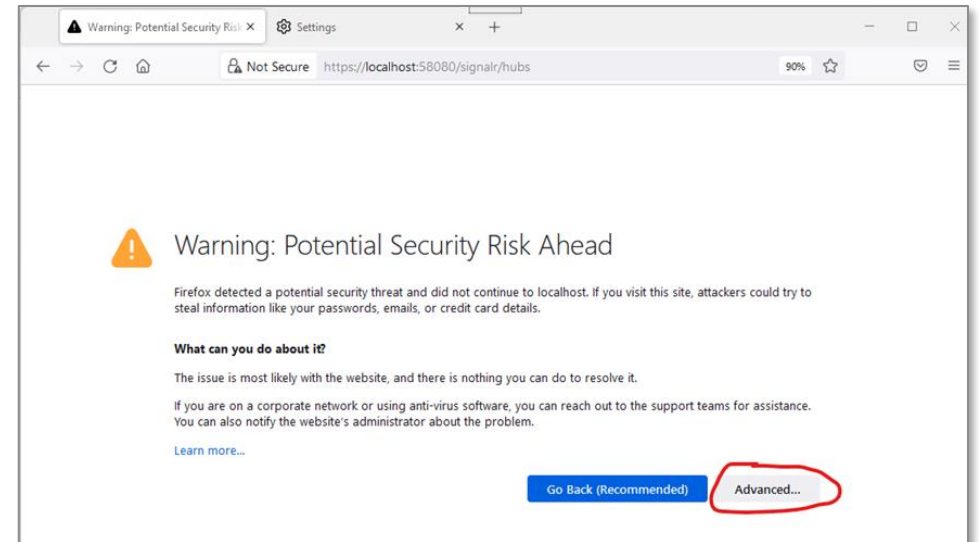
Reboot your computer before attempting the below steps.
- Open a new tab in the browser and enter **https://localhost:58080/signalr/hubs**
- On the next page where the following Chrome message is displayed," Your connection is not fully secure," select **Advanced**.
- Next, select **Proceed to localhost (unsafe).** The hubs.js file will be displayed.
- Finally, navigate to Remote Express Deposit and proceed with deposit capture.

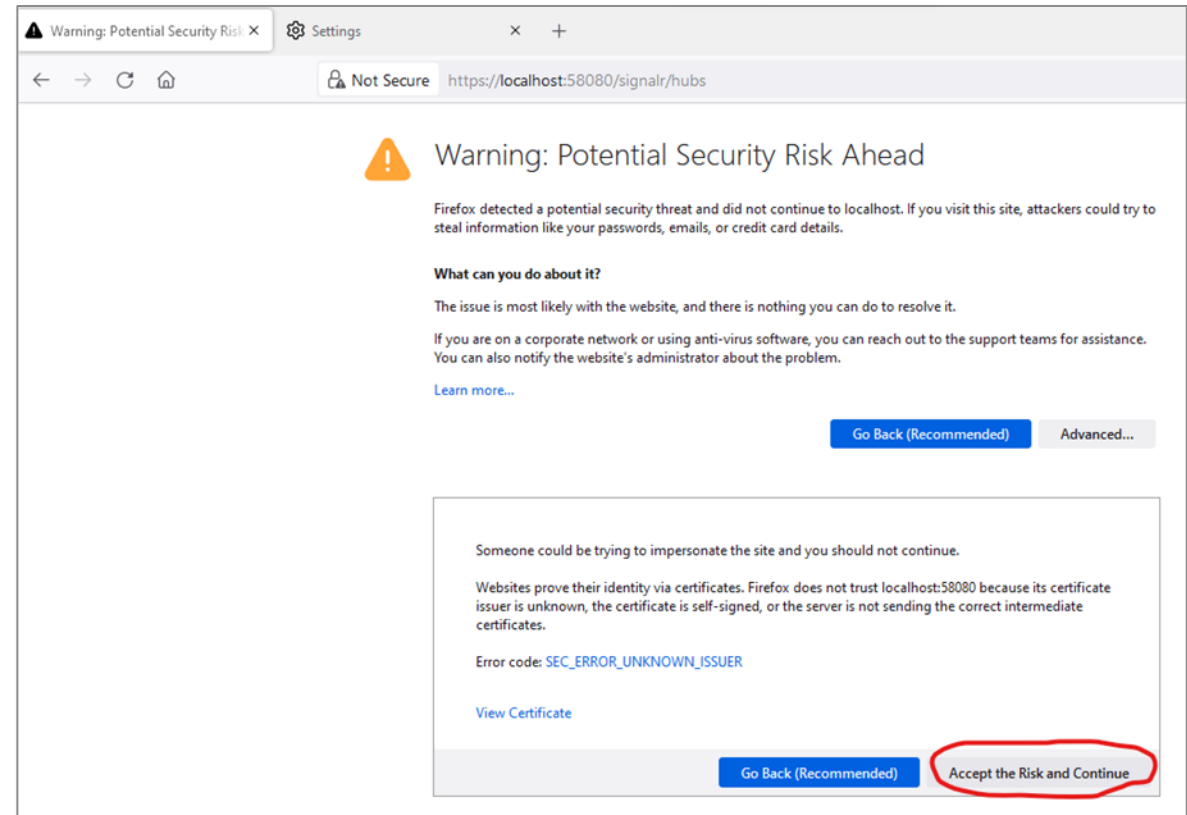# WebScan Troubleshooting Instructions for Firefox

Firefox has added tighter security options regarding self-signed certificates, which is used by WebScan. The self-signed certificate needs to be added to Firefox's server exception list:

- Open Firefox
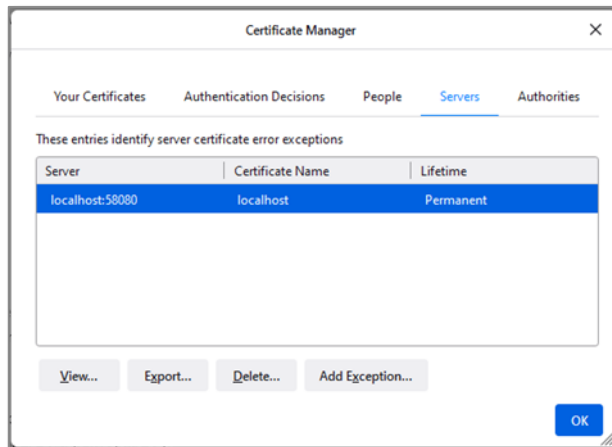- Browse to https://localhost:58080/signalr/hubs
- Security Warning message displays

WebScan Troubleshooting Instructions for Firefox

- Next, Select **Advanced**.

- Click **Accept the Risk and Continue.**

WebScan Troubleshooting Instructions for Firefox

- The signalr hubs content is displayed. This window can be closed, and Firefox should now work with the WebScan driver.

For *informational* purposes, above is where the exception has been added within Firefox. View by going to **Firefox > Settings > Privacy & Security > View Certificates > Servers.

Questions? We're here to help.

Contact Synovus Customer Care at 1-888-SYNOVUS (796-6887).