

Synovus Remote Express Deposit

WebScan Troubleshooting and Installation Guide

WebScan for use with Remote Express Deposit within Gateway

- 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 cover troubleshooting, installation, and configuration of WebScan application in support of RED within Synovus Gateway.
- The following instructions assist in resolving a 64-bit browser issue that may be encountered when accessing Remote Express Deposit within the Synovus Gateway portal for the first time.
- *Please verify that the WebScan icon is present on your computer. If not, proceed with the WebScan download and registration instructions.*

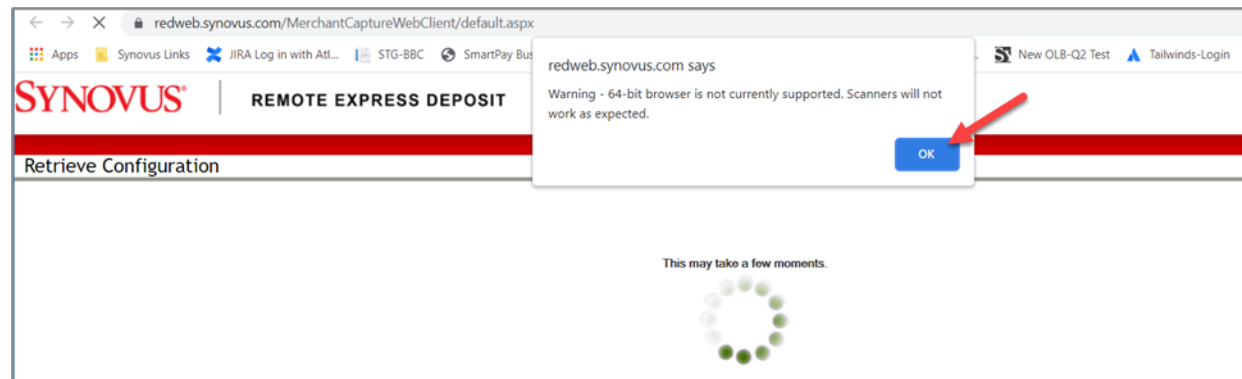
WebScan for use with Remote Express Deposit

Accessing Remote Express Deposit within Synovus Gateway

To access Remote Express Deposit within Gateway's Navigation menu, select **Services > Remote Express Deposit**. *Note: For Synovus Gateway log in instructions, see the [Synovus Gateway Comprehensive User Guide](#), page 7.*

Resolving “64-Bit browser is not currently supported” error message

1. Upon accessing Remote Express Deposit within the Synovus Gateway portal, if you receive a “64-bit browser” message, select **OK** then proceed to the next step.

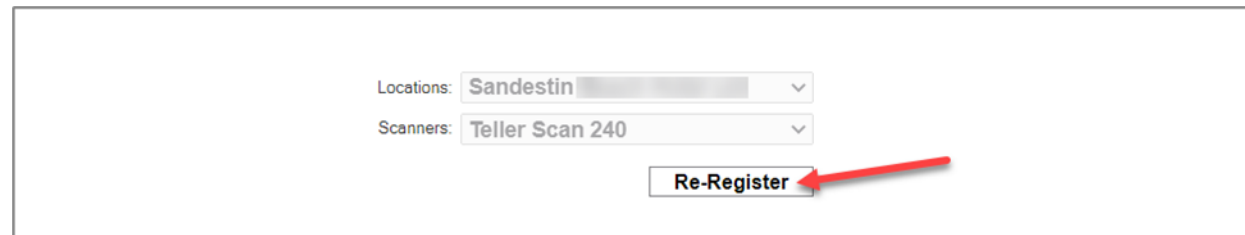


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2. Next, select **Registration** from the navigation bar at the top of the page.



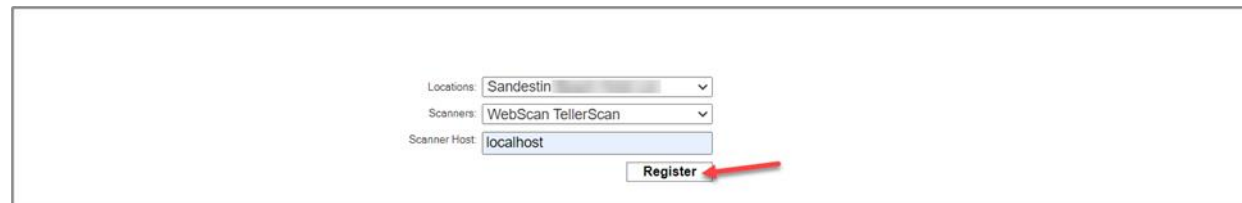
3. Select **Re-Register**.



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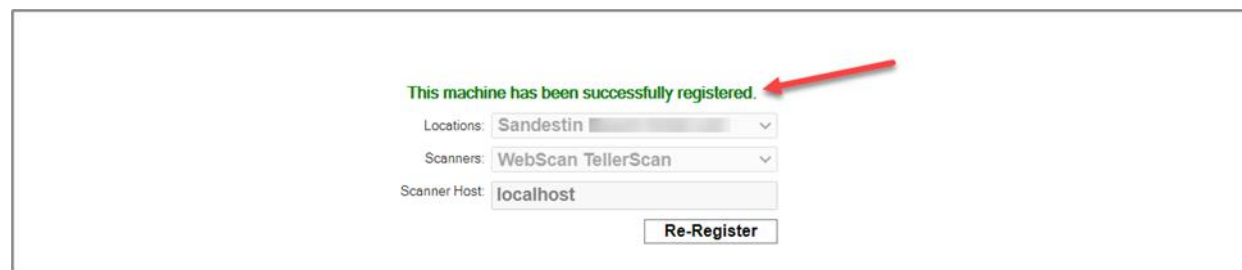
4. Next, enter the appropriate information in the “Re-Register” fields as shown below.

- The location field should include location name.
- The scanner field should include **WebScan TellerScan**.
- The Scanner Host should read **localhost** (physically enter “localhost”)
- After you have entered the location, scanner, and scanner host information, select **Register**.



A screenshot of a registration form. The form contains three fields: "Locations" with a dropdown menu showing "Sandestin", "Scanners" with a dropdown menu showing "WebScan TellerScan", and "Scanner Host" with a text input field containing "localhost". Below these fields is a button labeled "Register". A red arrow points to the "Register" button.

The following message should display:



A screenshot of the registration form after successful registration. A green message "This machine has been successfully registered." is displayed at the top, with a red arrow pointing to it. Below the message, the form fields are the same as in the previous screenshot: "Locations" (Sandestin), "Scanners" (WebScan TellerScan), and "Scanner Host" (localhost). The button is now labeled "Re-Register".

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5. Proceed to scanning deposit by selecting the **Deposit** option in the red navigation bar located at the top of the page.

Communication Failure, Time Out or Screen Blinks

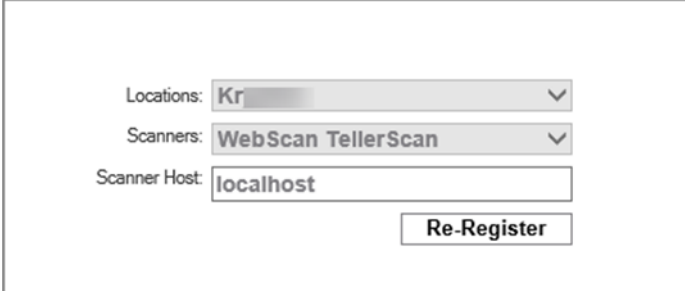
1. On the Remote Express Deposit Home screen, after selecting Deposits, if you receive the message “Communication failure” error when trying to initialize the scanner, a scan timeout message, or if the screen blinks (does not launch “Create Deposit”), this indicates that the WebScan driver needs to be installed on your computer. *Note: WebScan is the program the computer uses to connect the physical scanner to the scanner software.*
2. Select **OK** and then **Close**. You will be returned to the Home screen.



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3. Next, you will need to complete the steps to verify registration by entering the required information:

- Locations: Select the appropriate location.
- Scanners: **WebScan TellerScan**
- Scanner Host: **localhost**



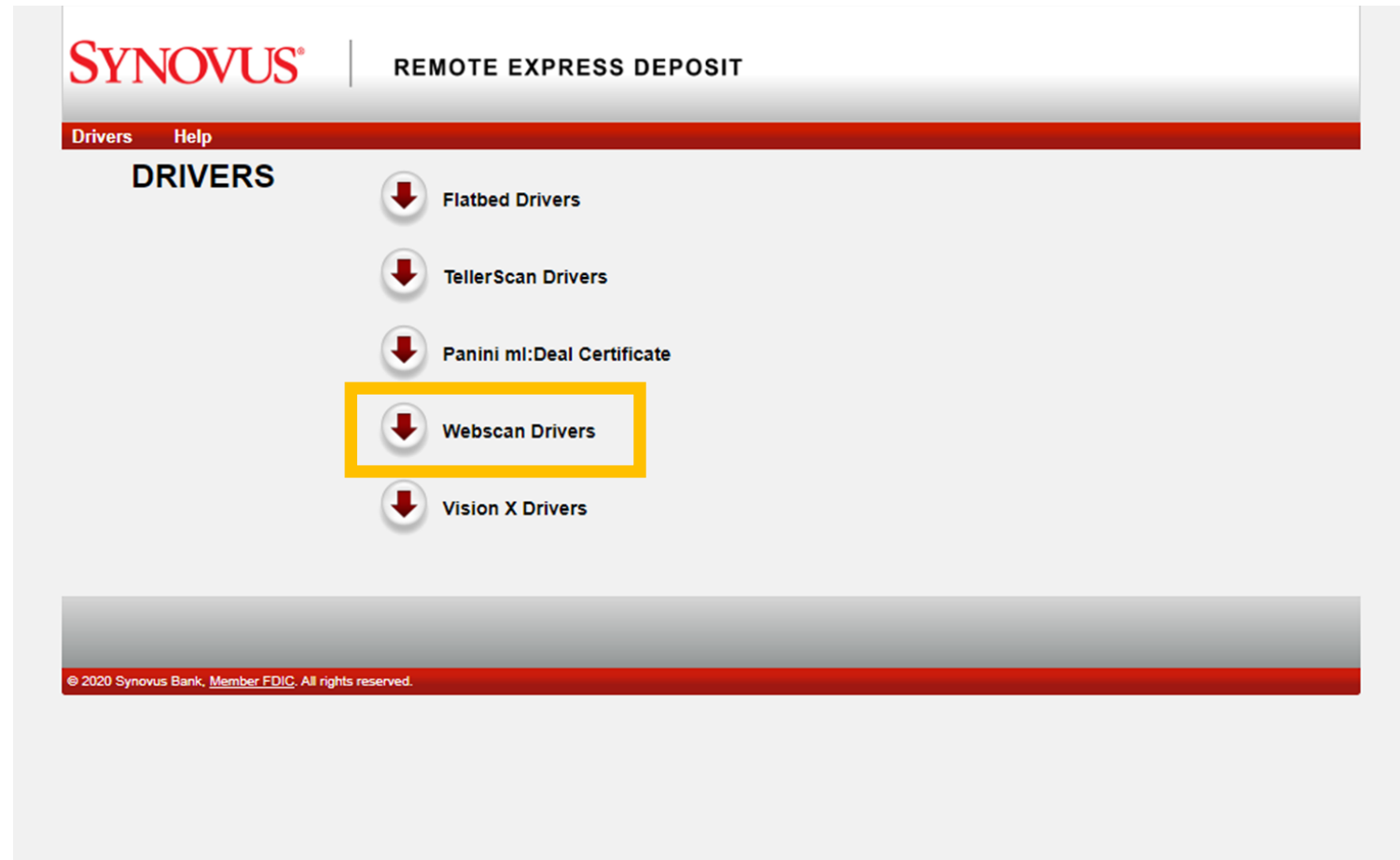
A screenshot of a registration form for WebScan. It contains three input fields: 'Locations' with a dropdown menu showing 'Kr', 'Scanners' with a dropdown menu showing 'WebScan TellerScan', and 'Scanner Host' with a text input field containing 'localhost'. A 'Re-Register' button is located below the 'Scanner Host' field.

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

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5. From the list of Drivers, select the WebScan Drivers link.



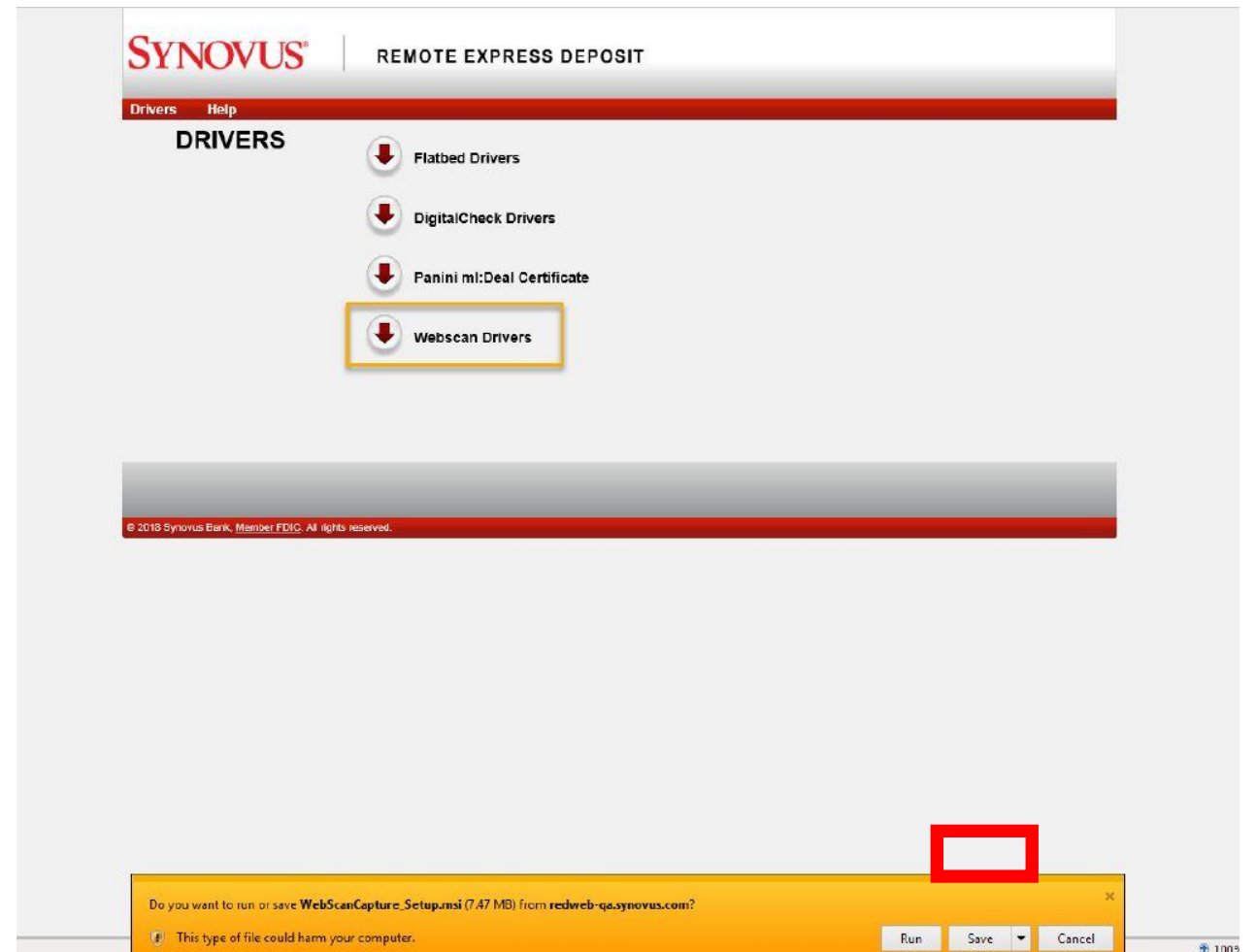
The screenshot shows the Synovus Remote Express Deposit interface. At the top left is the Synovus logo, and to its right is the text "REMOTE EXPRESS DEPOSIT". Below this is a red navigation bar with "Drivers" and "Help" links. Underneath, the word "DRIVERS" is displayed in bold. A list of driver options follows, each with a downward arrow icon: "Flatbed Drivers", "TellerScan Drivers", "Panini ml:Deal Certificate", "Webscan Drivers", and "Vision X Drivers". The "Webscan Drivers" option is highlighted with a yellow rectangular border. At the bottom of the page, a red footer bar contains the text "© 2020 Synovus Bank, Member FDIC. All rights reserved."

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

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

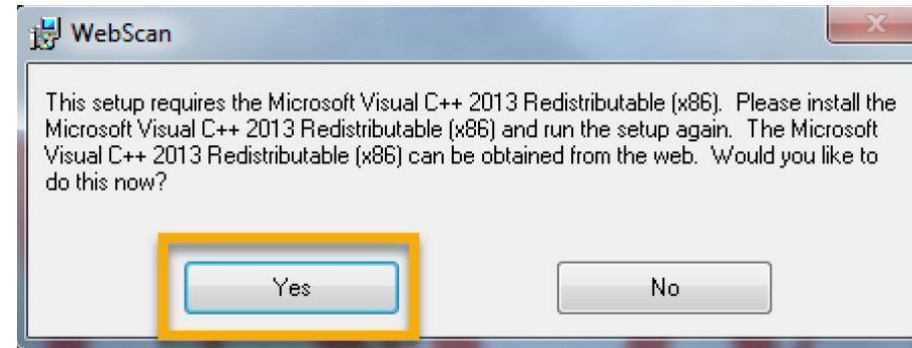
Regardless of message type received, select **Save** to resave the driver.



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7. 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.

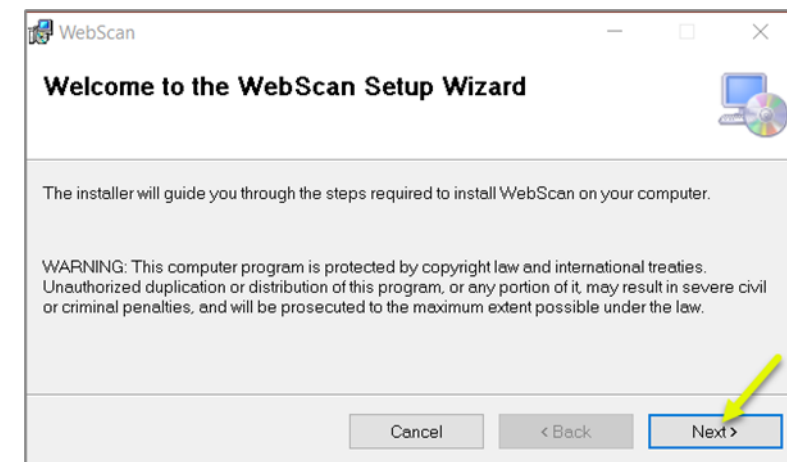
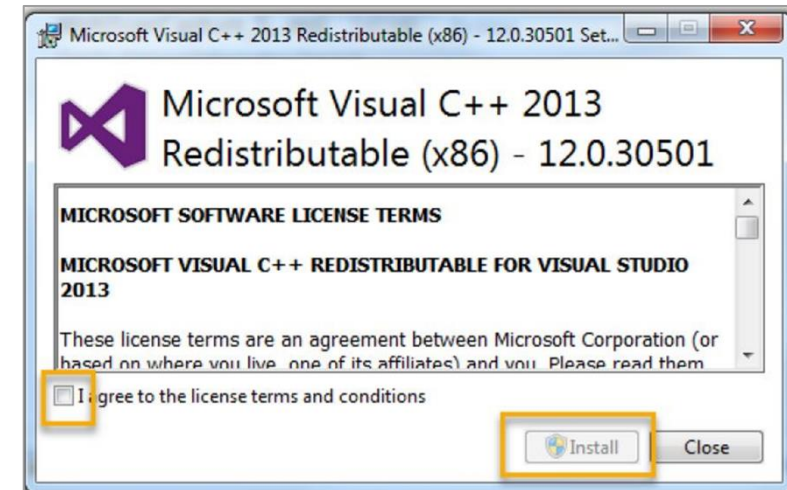


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8. Check the box to agree and then select **Install**.

9. On the WebScan Setup Wizard display, select **Next**.

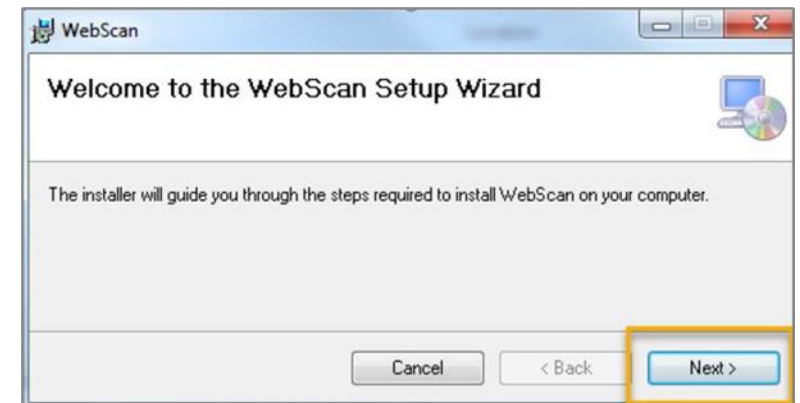
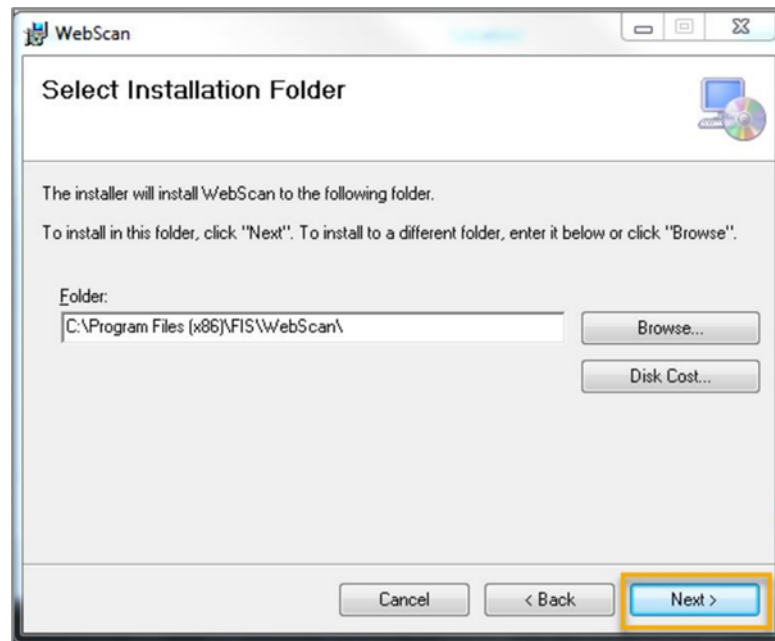
10. Once C++ installation is complete, locate and run WebScanCapture_Setup.msi.



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

12. On the Select Installation Folder message display, select **Next**.

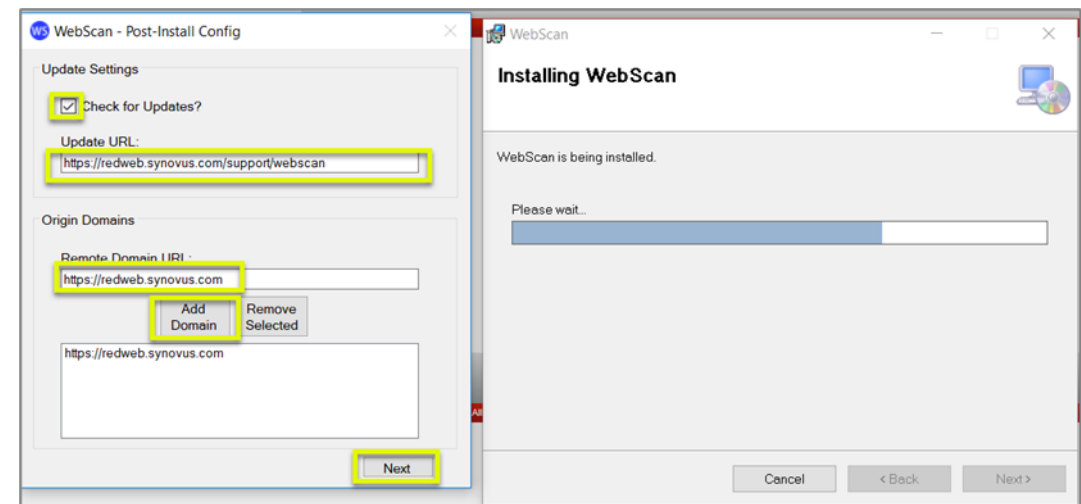
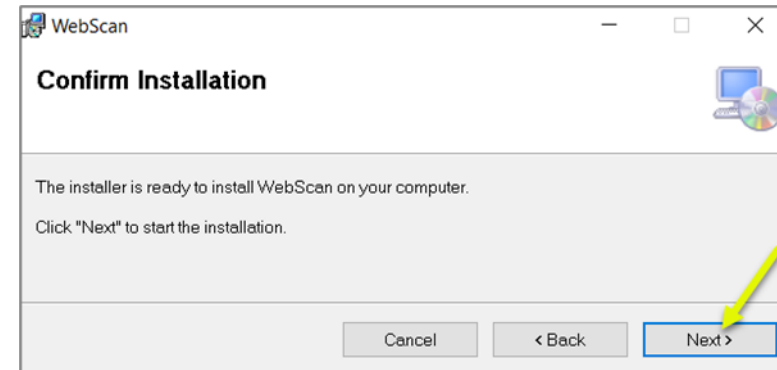


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13. On the Confirm Installation message display, select **Next**.

The WebScan installation will begin.

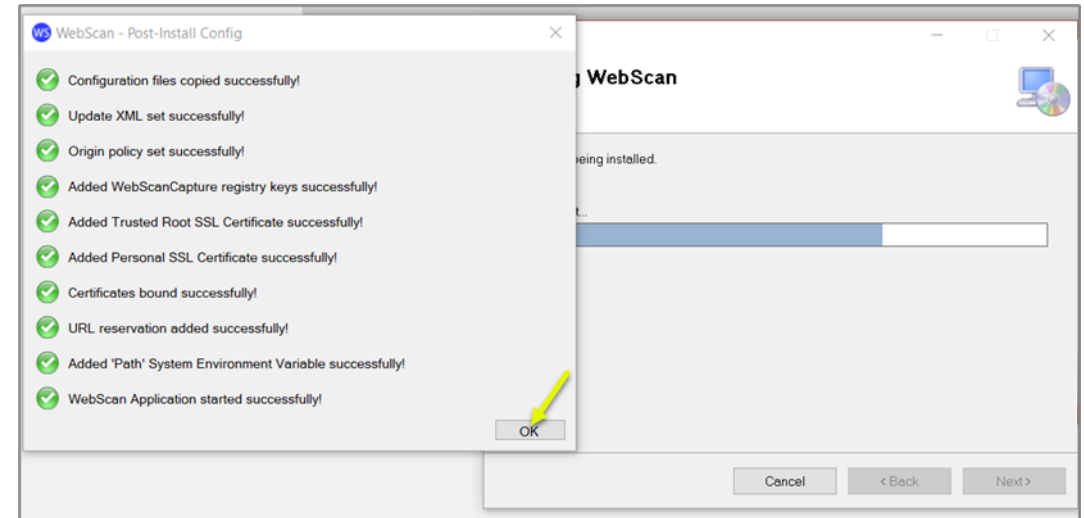
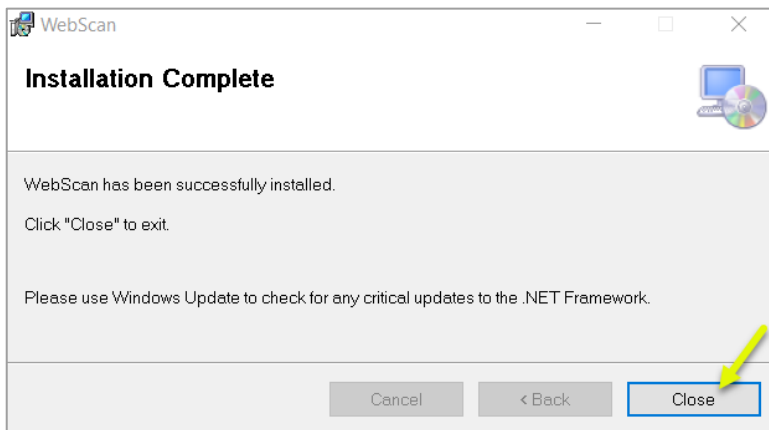
14. The Post-Install Config window will display with links required for WebScan to work properly. Enter the requested information as reflected in the below screen shot. Note: The remote domain must be listed as *https://redweb.synovus.com*, and then select **Add Domain**. Once complete, select **Next**.



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

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

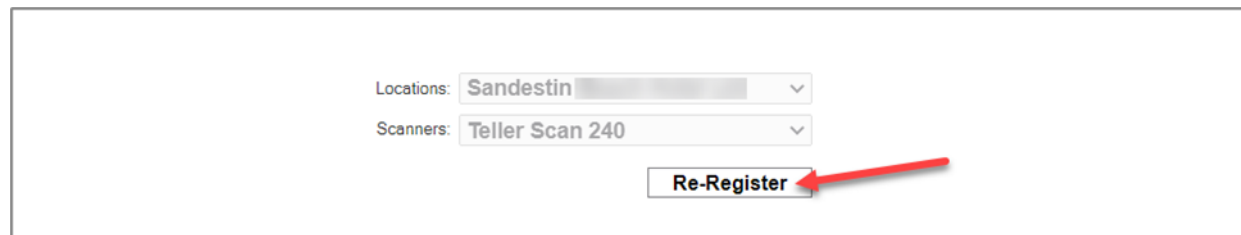


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17. On the Remote Express Deposit Home page, select **Registration** from the navigation bar at the top of the page.



18. Next, select **Re-Register**.

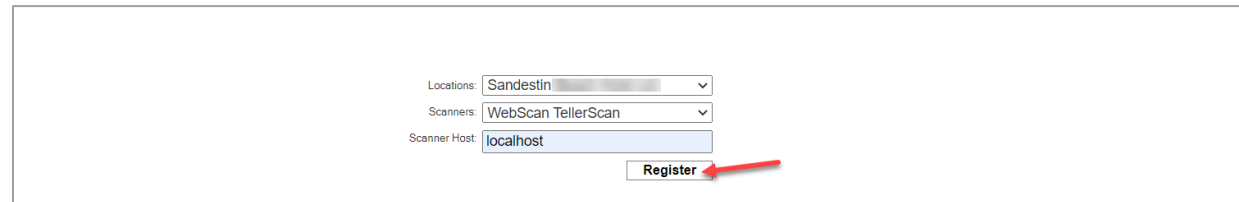


19. Then enter the appropriate information in the Re-Register fields as shown below.

- Locations: Select the appropriate location.
- Scanners: **WebScan TellerScan**
- Scanner Host: **localhost**

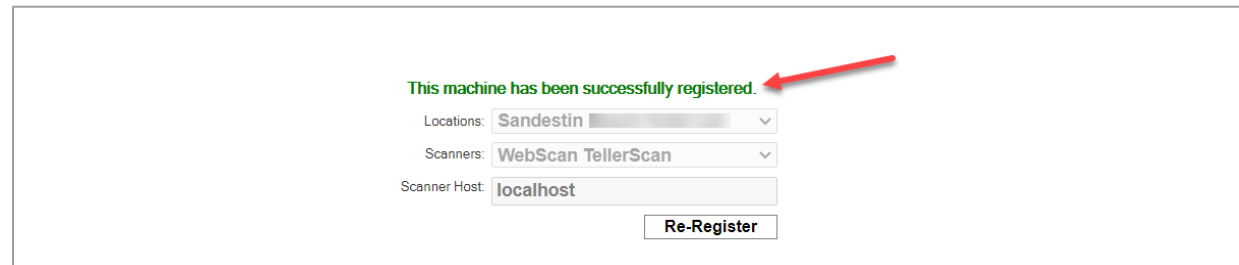
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20. After the Location, Scanner, and Scanner host information is entered, select **Register**.



A screenshot of a web application interface for registering a scanner. It features three input fields: 'Locations' with a dropdown menu showing 'Sandestin', 'Scanners' with a dropdown menu showing 'WebScan TellerScan', and 'Scanner Host' with a text input field containing 'localhost'. Below these fields is a button labeled 'Register', which is highlighted with a red arrow pointing to it from the right.

21. You should see the below message displayed to indicate successful registration.



A screenshot of the same web application interface after successful registration. A green message 'This machine has been successfully registered.' is displayed above the form fields, with a red arrow pointing to it from the right. The form fields remain the same: 'Locations' (Sandestin), 'Scanners' (WebScan TellerScan), and 'Scanner Host' (localhost). The button is now labeled 'Re-Register'.

22. You can proceed to scanning deposits by selecting the **Deposit** option located in the red navigation bar at the top of the page.

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

1. 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.

2. 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.

Questions? We're here to help.

Contact Synovus Customer Care at 1-888-SYNOVUS (796-6887) and say "Gateway."