SYNOVUS®

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.*
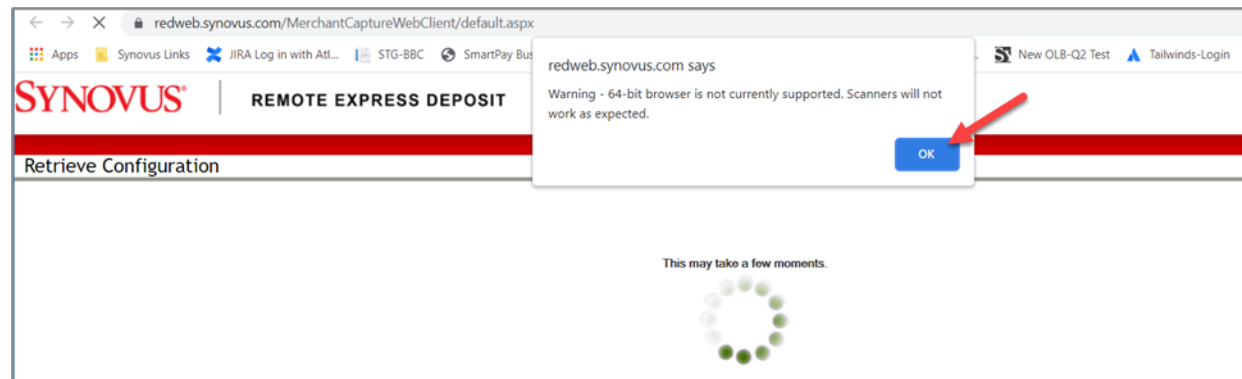
WebScan for use with Remote Express Deposit

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.
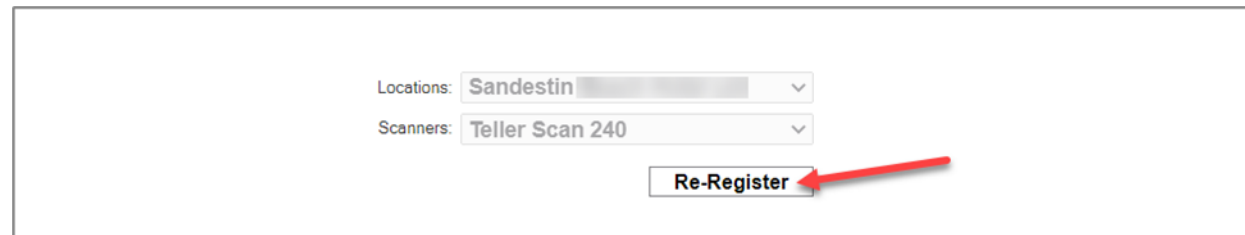
WebScan for use with Remote Express Deposit

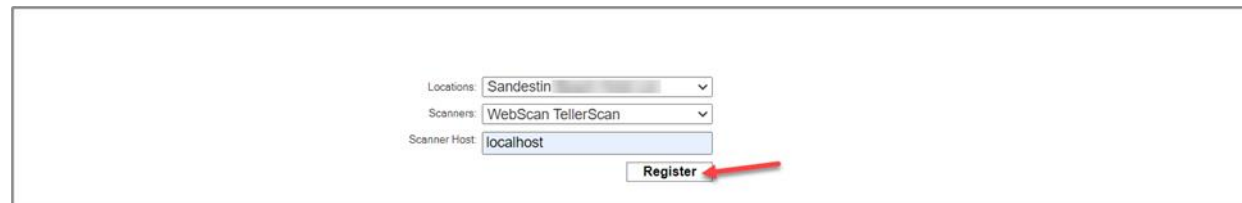2. Next, select **Registration** from the navigation bar at the top of the page.

3. Select **Re-Register**.

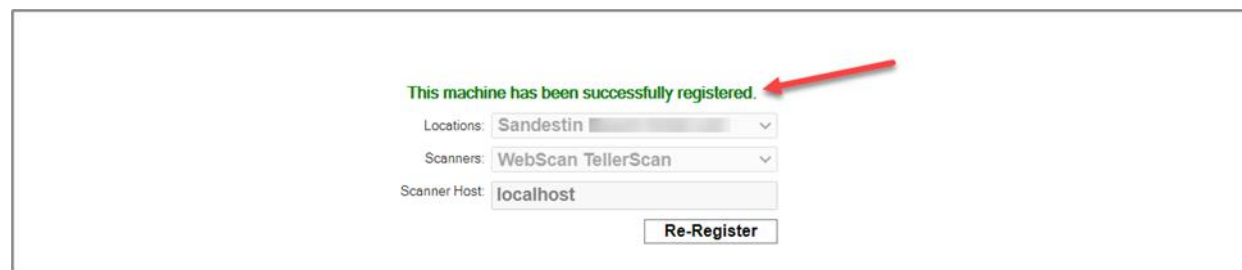# WebScan for use with Remote Express Deposit

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**.

The following message should display:

WebScan for use with Remote Express Deposit

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

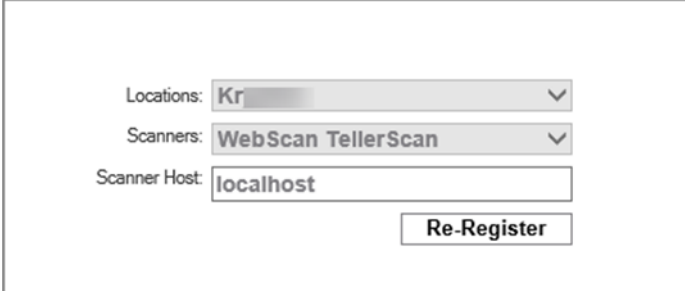**Communication Failure, Time Out or Screen Blinks**

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.

WebScan for use with Remote Express Deposit

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

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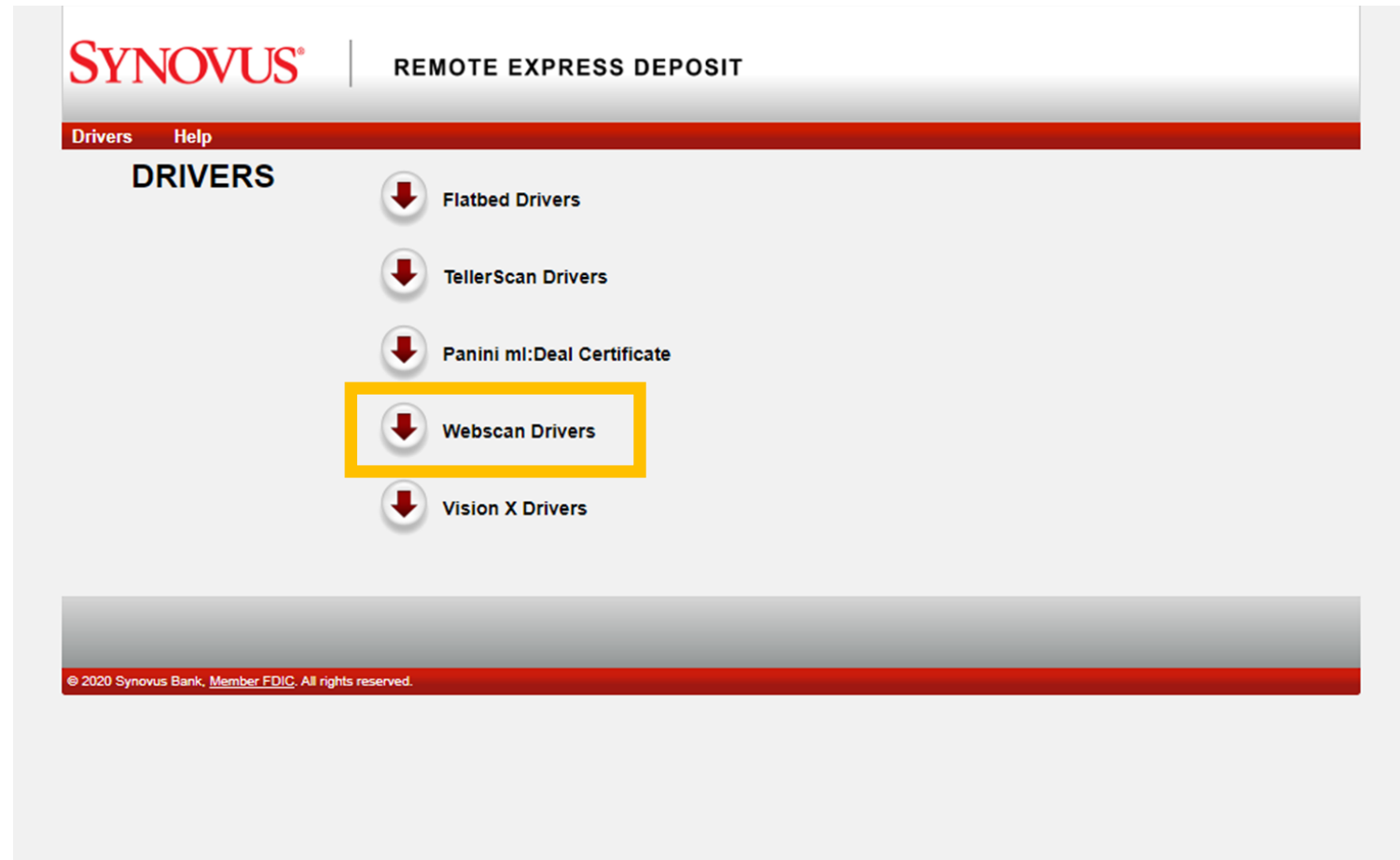- Scanners: **WebScan TellerScan**
- Scanner Host: **localhost**

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

WebScan for use with Remote Express Deposit

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

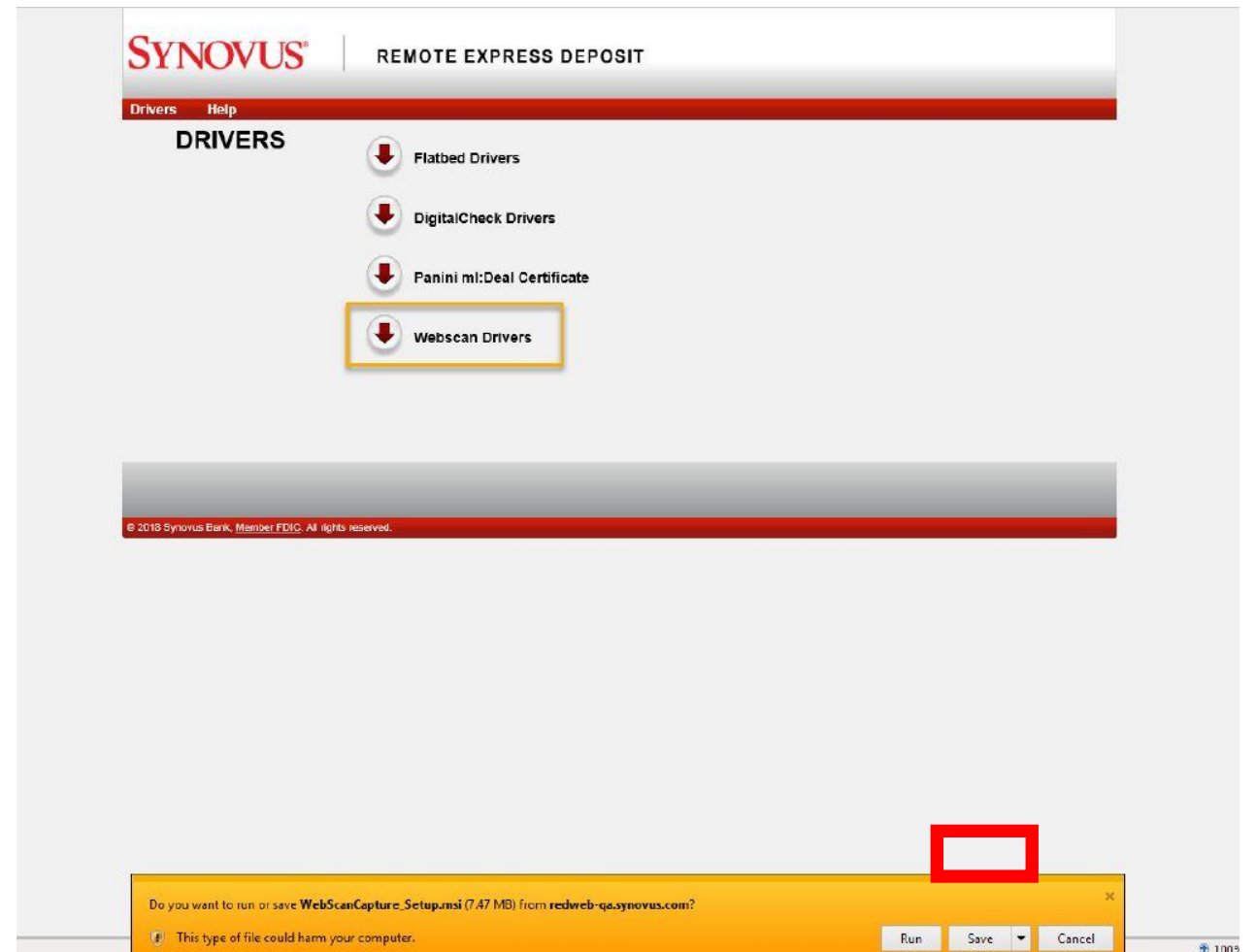# WebScan for use with Remote Express Deposit

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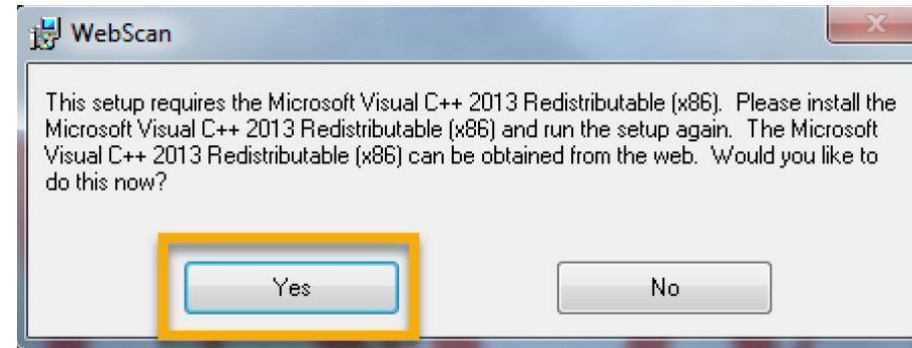
Regardless of message type received, select **Save** to resave the driver.

WebScan for use with Remote Express Deposit

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.
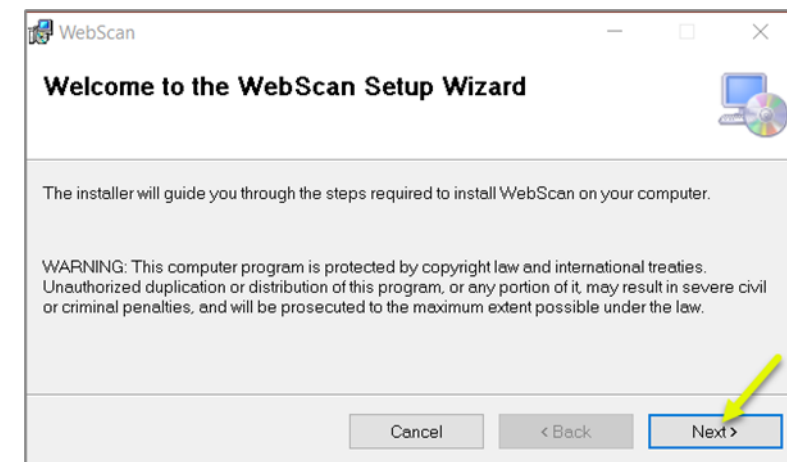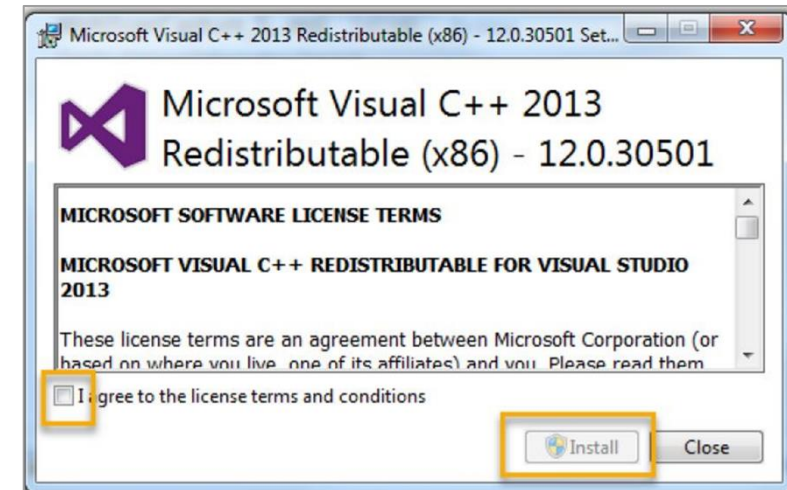
WebScan for use with Remote Express Deposit

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

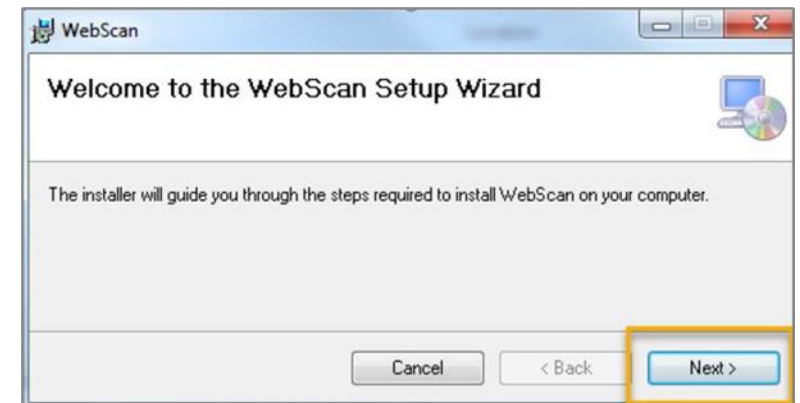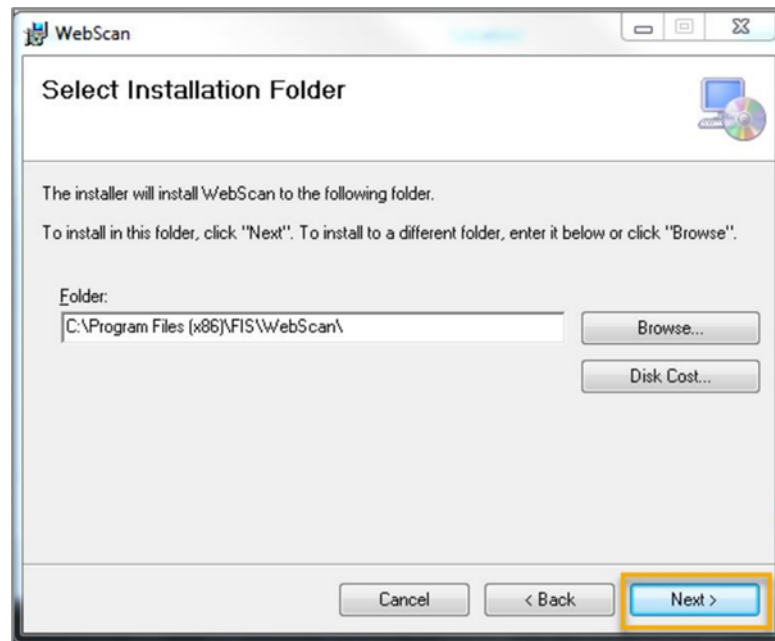9. On the WebScan Setup Wizard display, select Next.

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

WebScan for use with Remote Express Deposit

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

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

WebScan for use with Remote Express Deposit

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.**
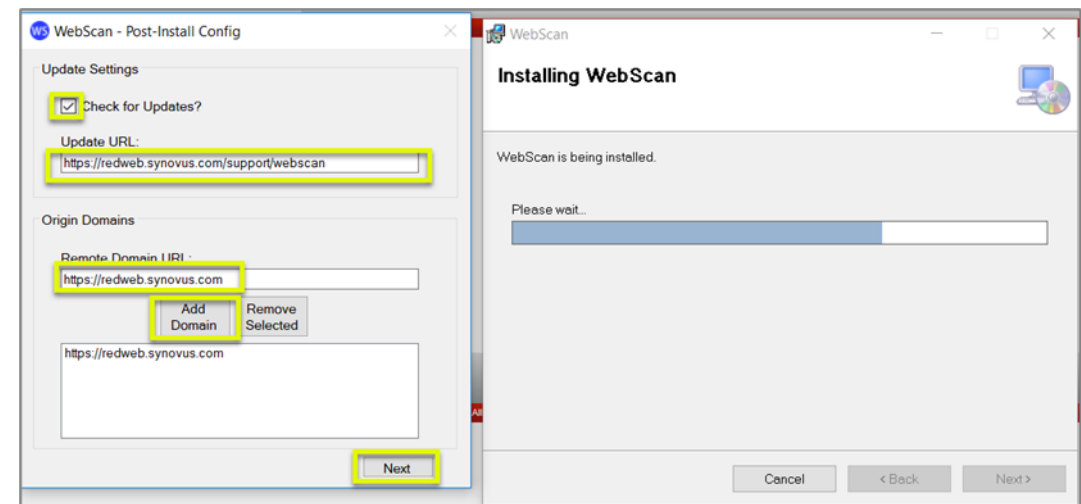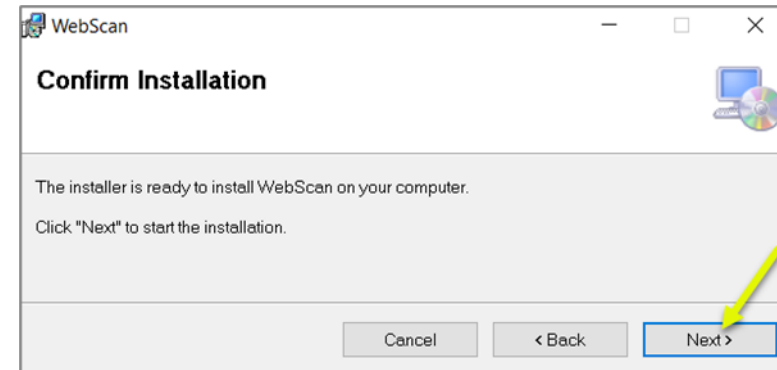
WebScan for use with Remote Express Deposit

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.**
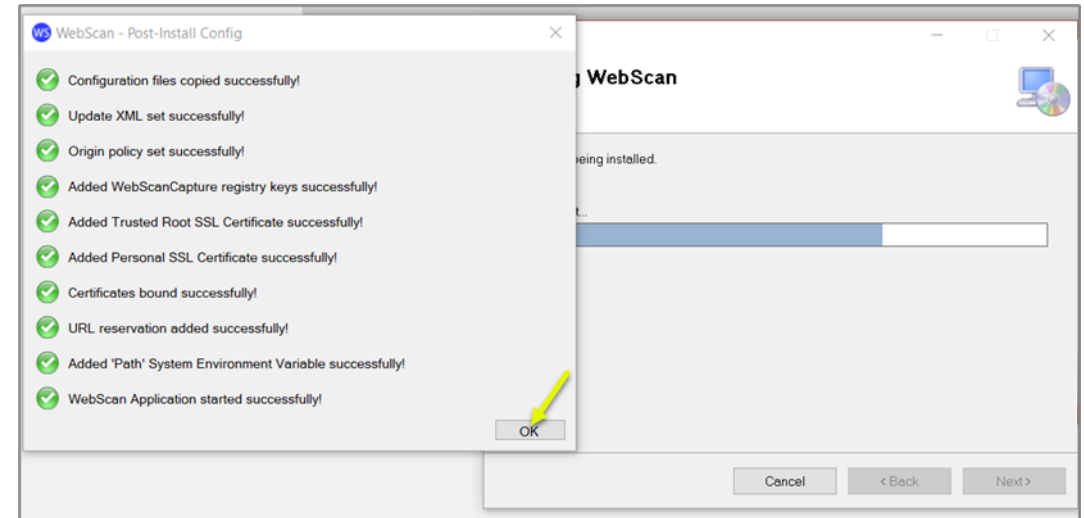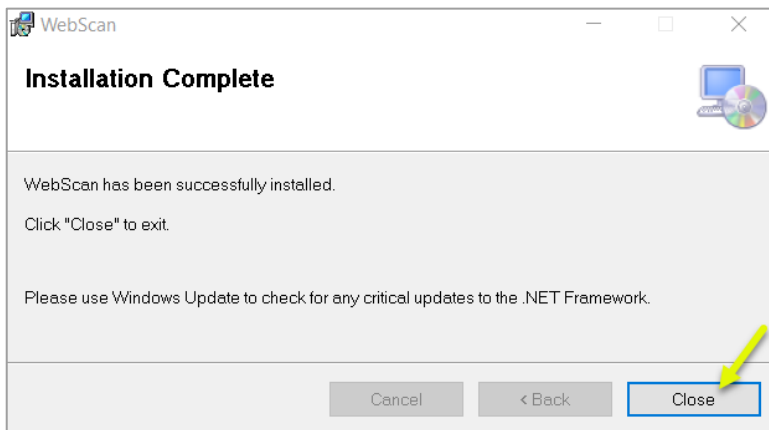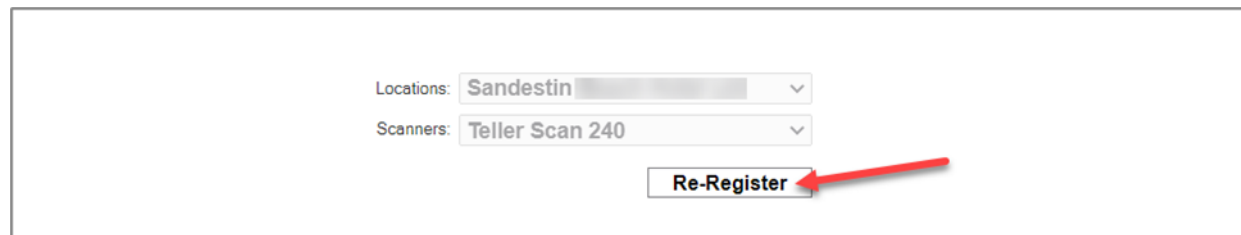
WebScan for use with Remote Express Deposit

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

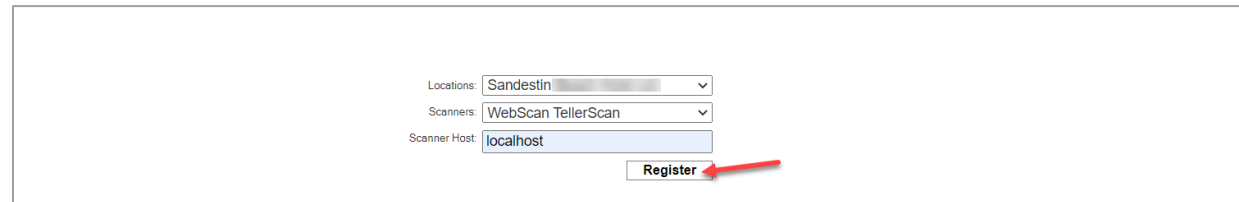18. Next, select **Re-Register**.

19. Then enter the appropriate information in the Re-Register fields as shown below.
    - Locations: Select the appropriate location.
    - Scanners: **WebScan TellerScan**
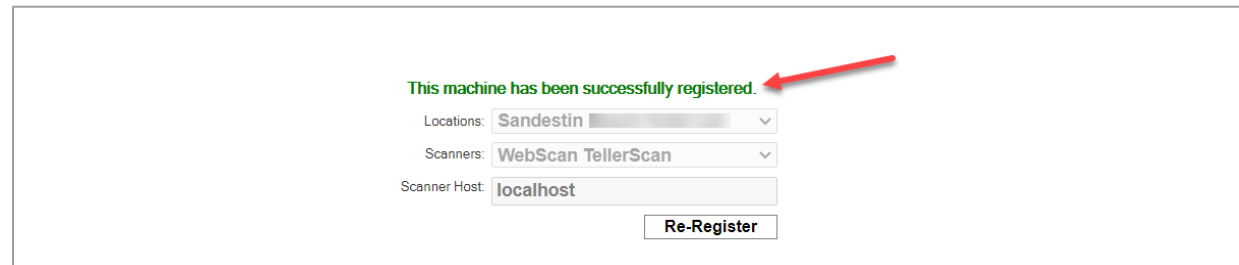   - Scanner Host: **localhost**

WebScan for use with Remote Express Deposit

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

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

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

WebScan for use with Remote Express Deposit

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."