



Synovus Commercial Capture Xpress (CCX)

WebScan Driver Installation Guide

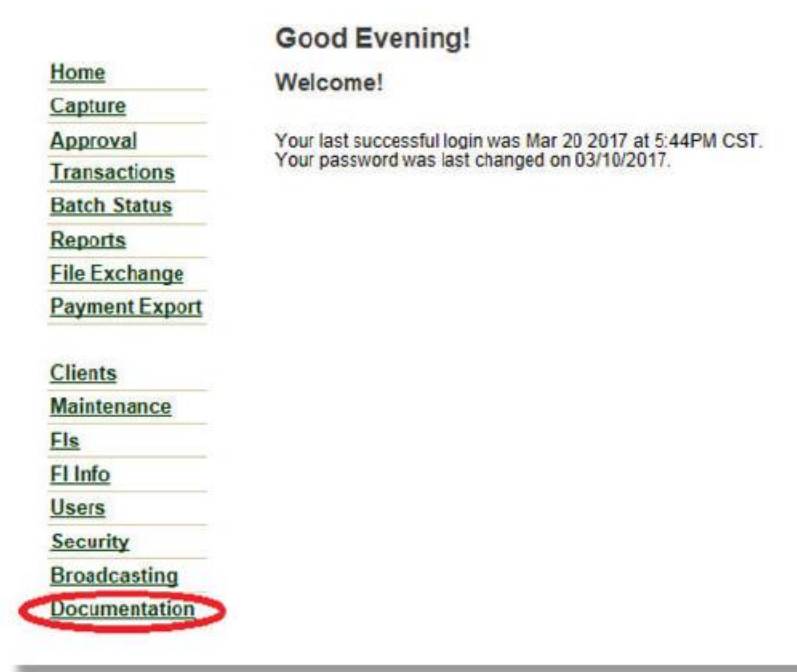
WebScan Driver Installation for use with Commercial Capture Xpress

- FIS WebScan is used by Synovus Commercial Capture Xpress 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

Manually Installing WebScan

1. To install WebScan begin by navigating to the CCX website. On the left side navigation panel *select* the **Documentation** link.



WebScan Driver Installation

2. Next, *select* **WebScan** under Scanner Drivers and Documentation

Documentation and Drivers

Scanner Drivers and Documentation

- [Burroughs SmartSource Pro and Adaptive](#)
- [Burroughs SmartSource Edge](#)
- [Canon](#)
- [Digital Check](#)
- [Epson](#)
- [Magtek](#)
- [Panini](#)
- [Pertech](#)
- [RDM](#)

- [WebScan](#)

RDC Self Assessment

- [RDC Self Assessment](#)

General Documentation

- [CCX Administration Guide](#)
 - [Appendix A: Remittance Configuration](#)
 - [Appendix B: QuickBooks Integration](#)
- [CCX End User Procedures Guide](#)
- [CCX Minimum Workstation Requirements + Certified Scanners List](#)

WebScan Driver Installation

After you have selected WebScan you will see multiple options that you can choose from. Before you can install WebScan you will need to verify that the provided versions of **Microsoft .NET** and **Microsoft Visual C++** are installed on the computer. These can be found under the section labeled **Supplemental Installers (may be required for some computers)**.

NOTE: For users that are scanning on a 64-bit operating system both the Microsoft Visual C++ (64-bit) and the Microsoft Visual C++ (32-bit) versions will need to be downloaded and installed.

3. Select **WebScan Installer**.

General Documentation

Current Driver Installation Package

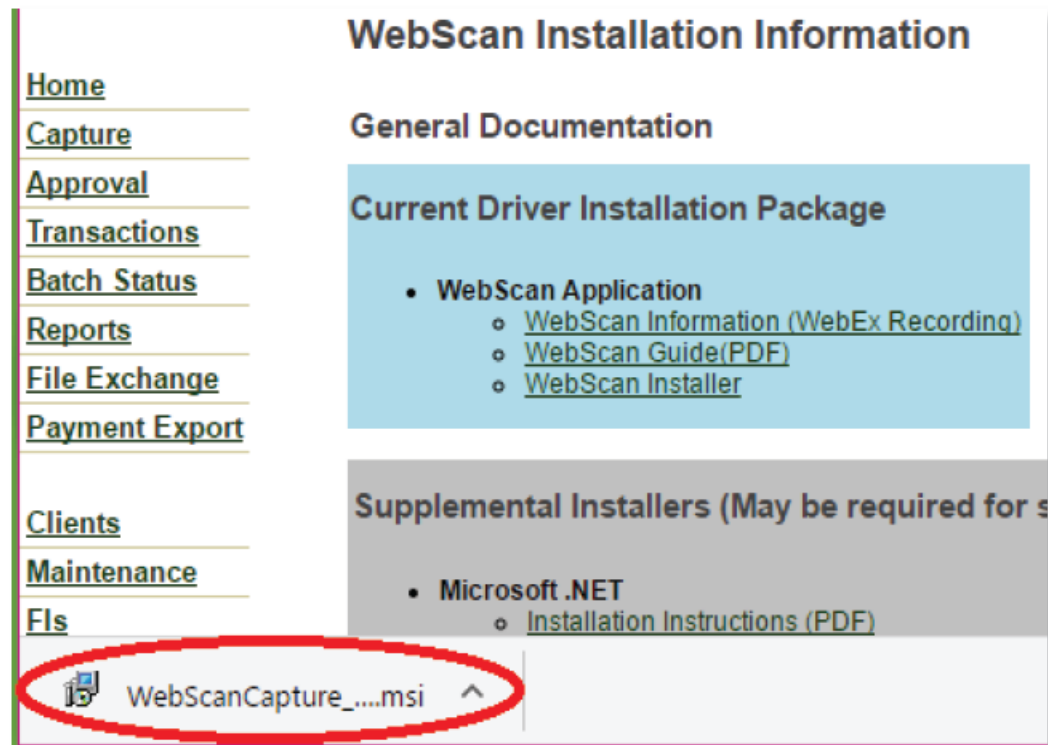
- **WebScan Application**
 - [WebScan Information \(WebEx Recording\)](#)
 - [WebScan Guide\(PDF\)](#)
 - [WebScan Installer](#)

Supplemental Installers (May be required for some computers)

- **Microsoft .NET**
 - [Installation Instructions \(PDF\)](#)
 - [.NET Installation \(EXE\)](#)
- **Microsoft Visual C++**
 - [Installation Instructions \(PDF\)](#)
 - [Microsoft Visual C++ \(64-bit\) \(EXE\)](#)
 - [Microsoft Visual C++ \(32-bit\) \(EXE\)](#)

WebScan Driver Installation

4. Depending on the browser (the example below is Google Chrome), the installer will download. Either *select Save* on the download or **Run** if the option is available.



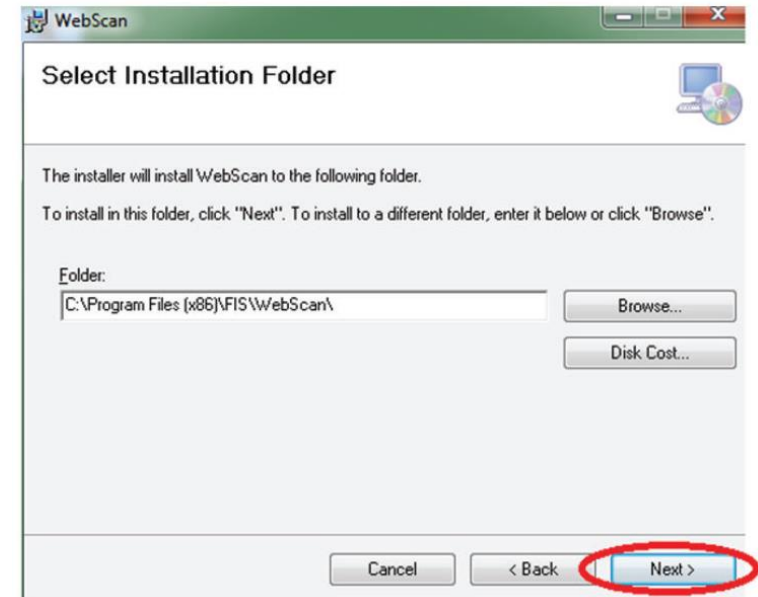
The screenshot displays a web application interface. On the left is a navigation menu with links: Home, Capture, Approval, Transactions, Batch Status, Reports, File Exchange, Payment Export, Clients, Maintenance, and Fls. The main content area is titled 'WebScan Installation Information' and contains two sections: 'General Documentation' and 'Supplemental Installers (May be required for s...'. The 'General Documentation' section lists 'Current Driver Installation Package' with sub-items: WebScan Application, WebScan Information (WebEx Recording), WebScan Guide(PDF), and WebScan Installer. The 'Supplemental Installers' section lists 'Microsoft .NET' with sub-item: Installation Instructions (PDF). At the bottom of the page, a download bar shows a file named 'WebScanCapture_....msi' with a download icon and an upward arrow, which is circled in red.

WebScan Driver Installation

5. *Select Next.*

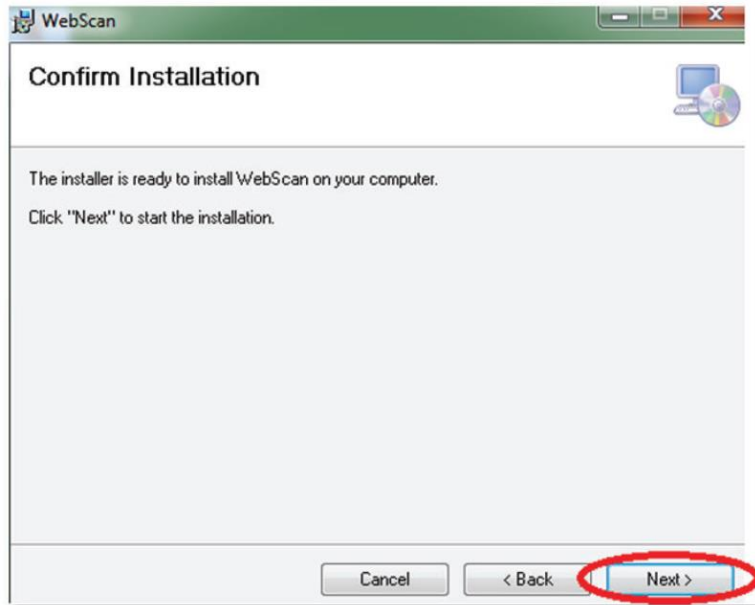


6. Leave the default folder and *select Next.*

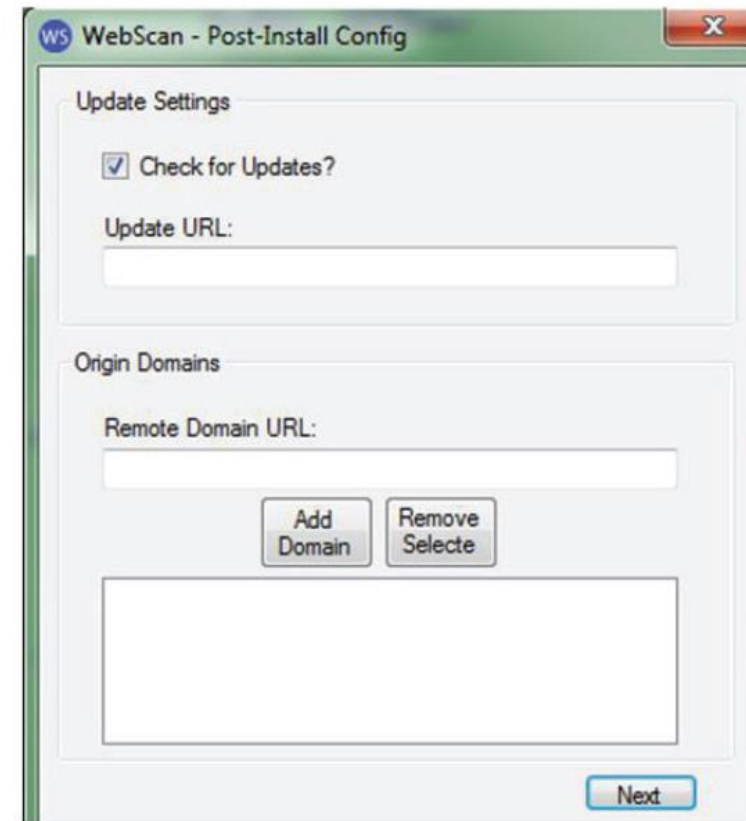


WebScan Driver Installation

7. *Select* **Next**.



8. The following post-install config window will open:



WebScan Driver Installation

9. Enter in the following information to the corresponding fields:

Update URL: <https://xpress.usremotedeposit.com/drivers/WebScan>

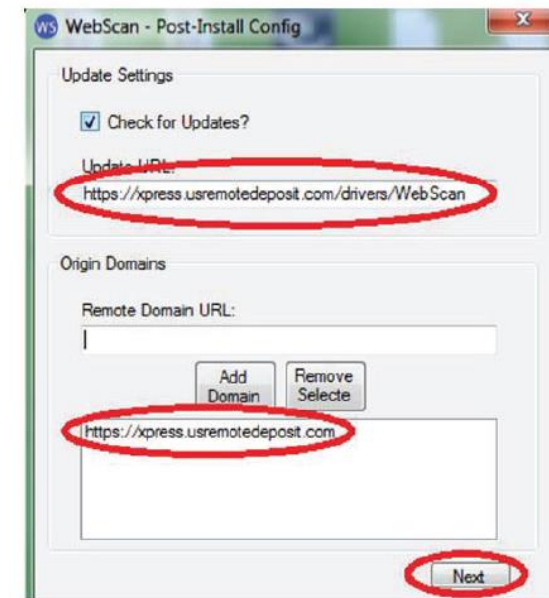
Remote Domain URL: <https://xpress.usremotedeposit.com>

NOTE: Financial institutions using Single Sign On will also need to add <https://xpress.epaysol.com> in the Remote Domain URL as well as <https://xpress.usremotedeposit.com>

NOTE: Financial institutions using vanity URLs will need to enter in the vanity URL domain starting with <https://> and ending with [.com](https://)

Example: <https://yourbankname.com>

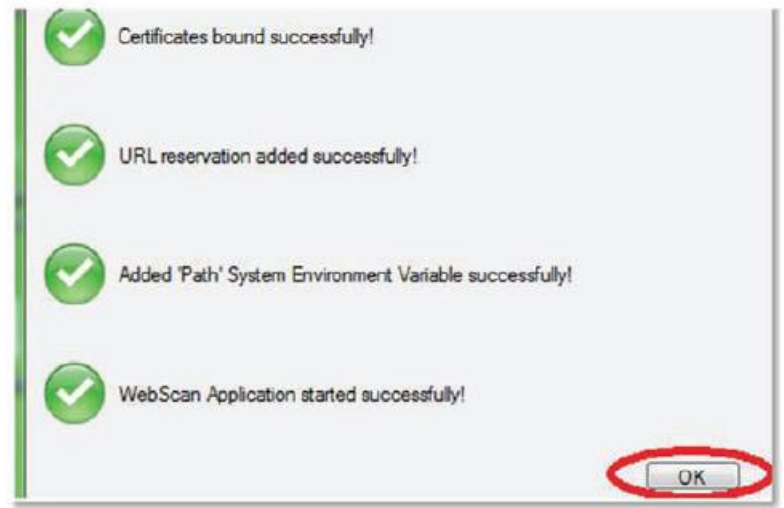
10. Select **Add Domain** and once the post-install config displays as below, select **Next**.



WebScan Driver Installation

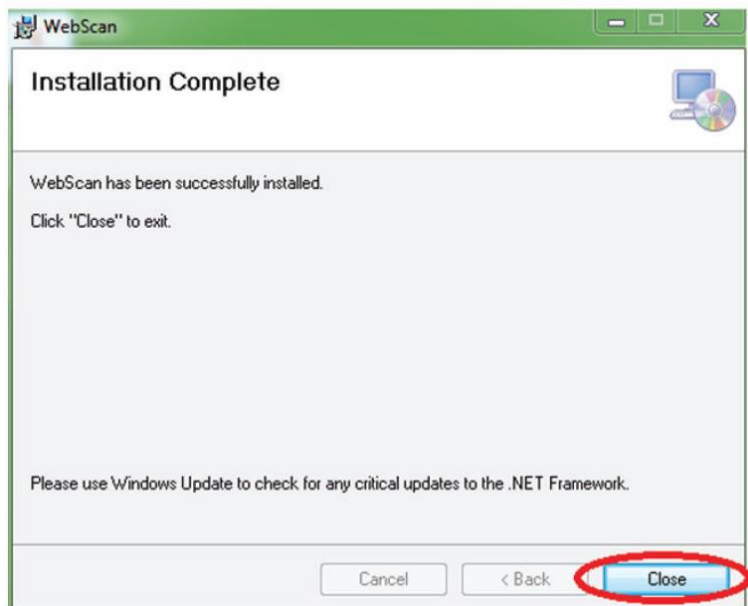
11. A second post-install config confirmation window will open, after it confirms everything, *select* **OK**

NOTE: *Some screen resolutions make it difficult to see the **OK** button. In these cases, it is okay to click the **X** at the top of this window once the config has completed.*



WebScan Driver Installation

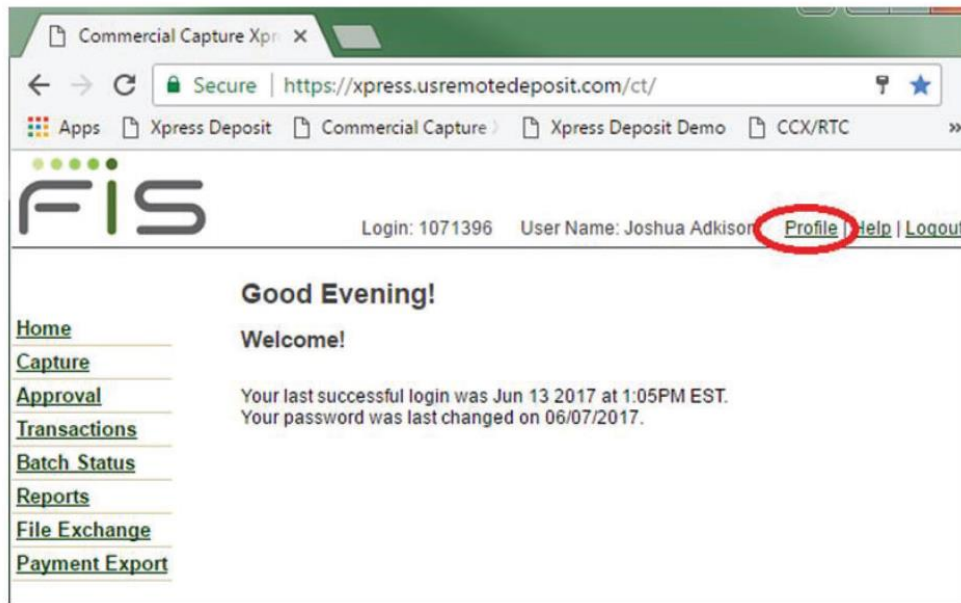
12. WebScan will then start and you can *select* **Close** to finish the installation.



13. Finally, proceed to the CCX website and attempt to scan.

Updating User Profile for WebScan

1. In the CCX site, *select profile* in the upper-right corner.



2. *Select* the drop-down menu next to **Scanner**.

A screenshot of the 'Update User Profile' form in the FIS application. The form title is 'Update User Profile' and it includes links for 'Update User Profile', 'Change Password', and 'System Info'. A note states 'Required Fields are marked with an asterisk(*)'. The form contains several fields: 'User Name' (Joshua Adkison), 'Email' (Joshua.Adkison@fisglobal.com), 'Scanner' (a dropdown menu), and 'Scanner IP' (192.168.160.2). The 'Scanner' dropdown menu is circled in red. There is also a 'Ranger Shutdown' checkbox which is checked. At the bottom of the form is an 'Update Profile' button.

Updating User Profile for WebScan

3. *Select* the appropriate scanner type that corresponds with WebScan.
4. *Select Update Profile.*

Update User Profile
Required Fields are marked with an asterisk(*).

* User Name
Email
Scanner
* Scanner IP
Ranger Shutdown

Update Profile

Required Fields are marked with an asterisk(*).

* User Name
Email
Scanner
* Scanner IP
Ranger Shutdown

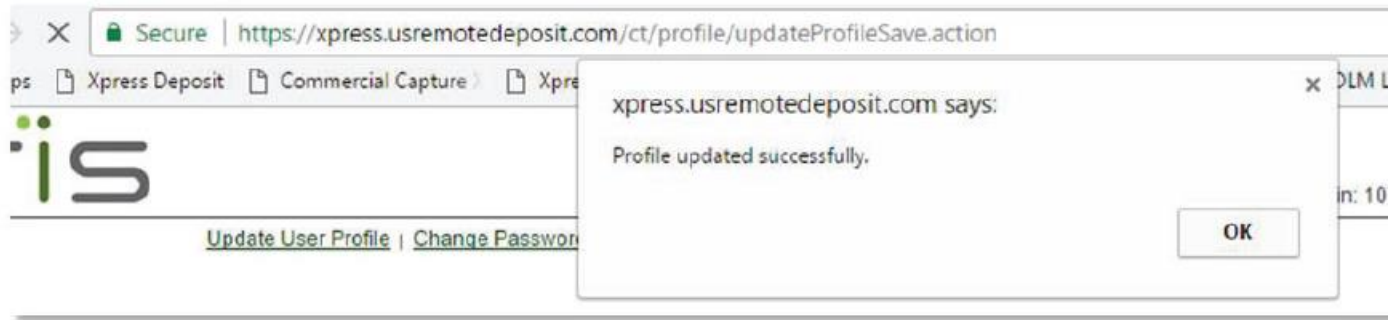
Update Profile

Burroughs SmartSource Pro and Adpative
Burroughs SmartSource WebScan
Canon CR135i/CR190i
Canon CR135i/CR190i Web Scan
Canon CR180
Canon CR180 V2
Canon CR180 WebScan
Canon CR25-55 V3
Canon CR25-55 WebScan
Canon CR50-80
Canon CR50-80 WebScan
Canon CR55
Canon CR55 V2
Digital Check
Digital Check WebScan
Epson CaptureOne
Epson CaptureOne (Ranger)
Epson CaptureOne WebScan
MagTek Excella

Updating User Profile for WebScan

5. You will receive a confirmation window that the Profile updated successfully.

The example below shows Google Chrome.



6. You can now proceed to creating a batch and attempt to scan.

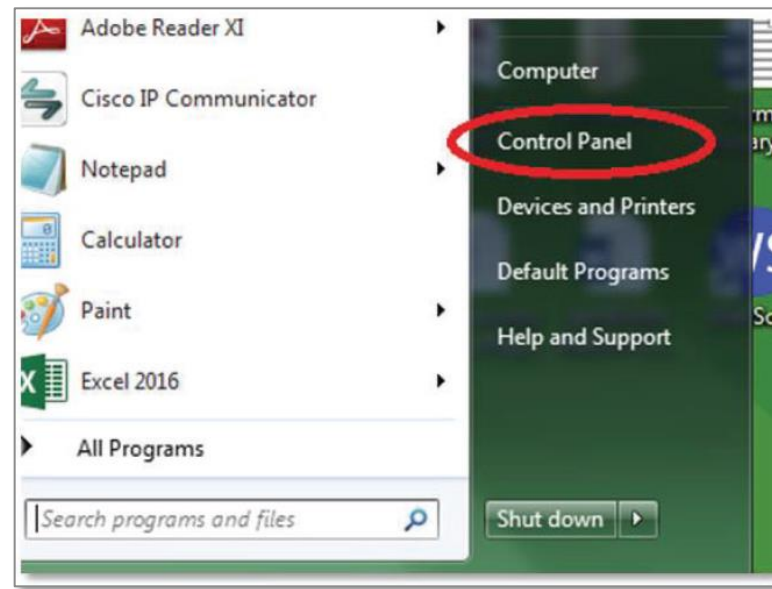
Manually Updating WebScan

1. Depending on the OS version, select the **Windows Start button**.

NOTE: With Windows 10, you can Right-click the windows start button to access Control Panel.

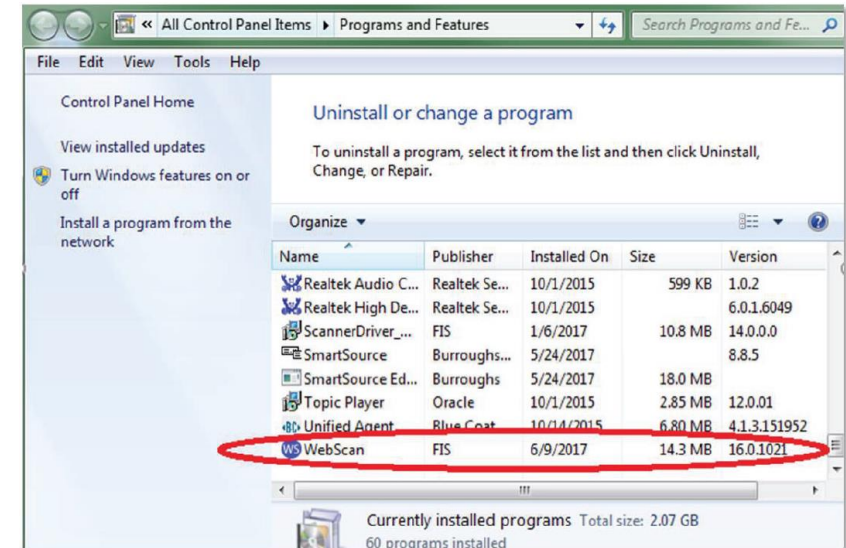
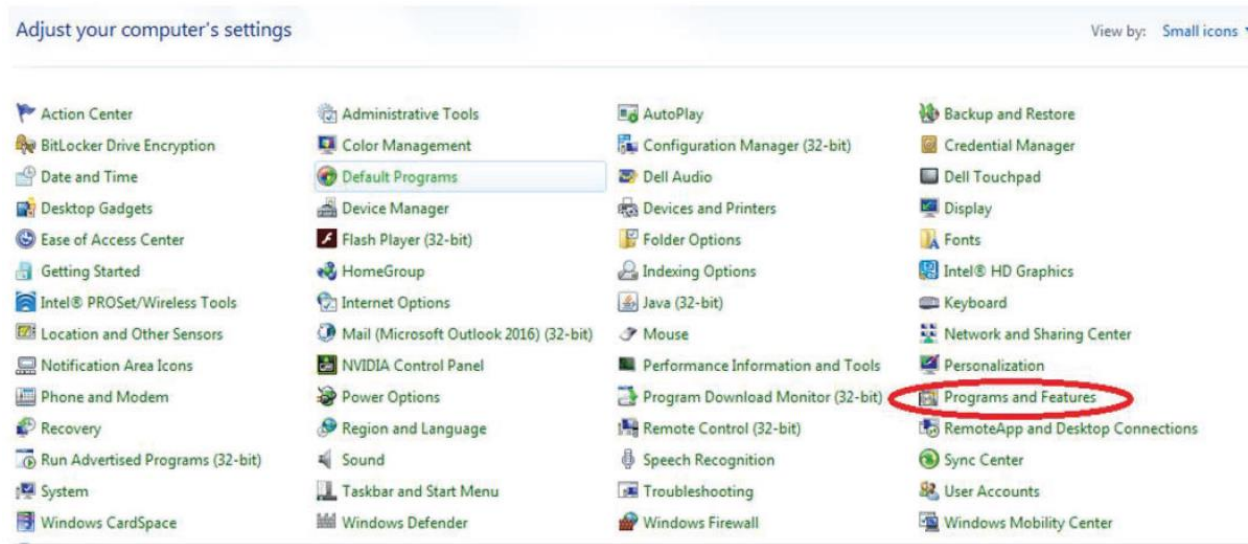


2. Select **Control Panel** on the right-side column.



Manually Updating WebScan

3. Select Programs and Features.

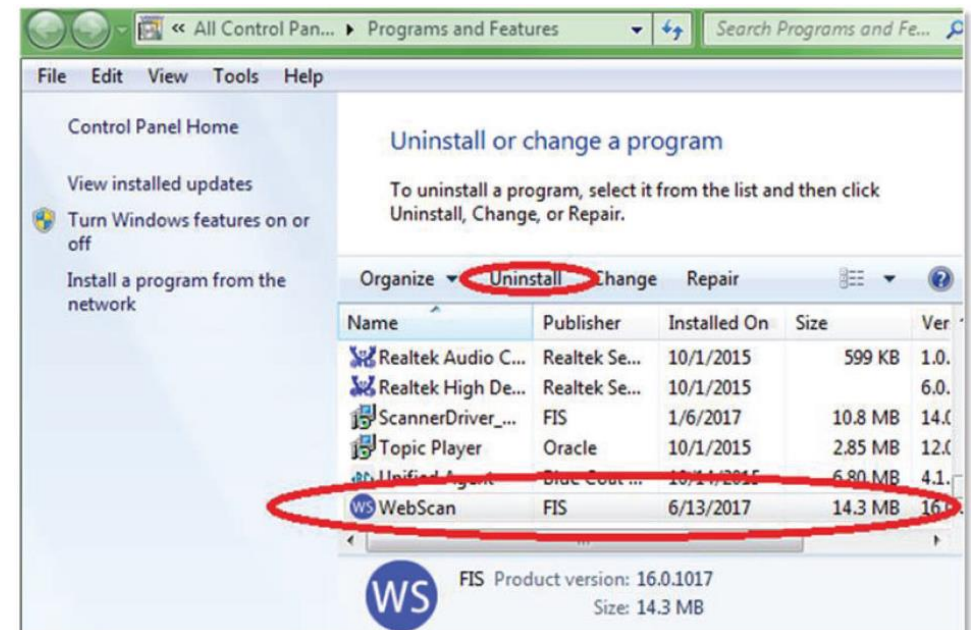
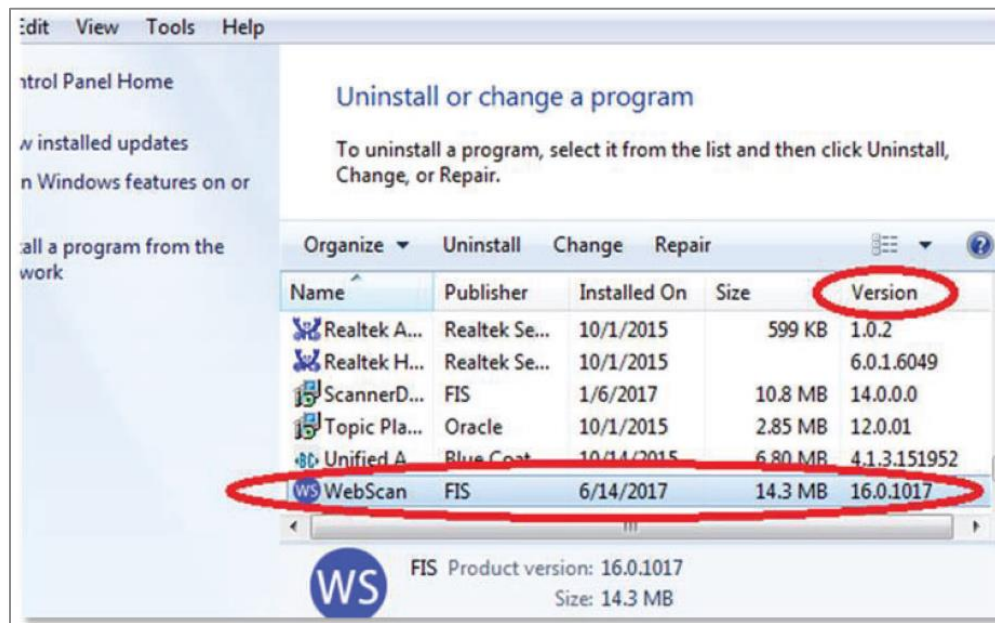


4. After the list of programs loads, locate WebScan in the list.

Manually Updating WebScan

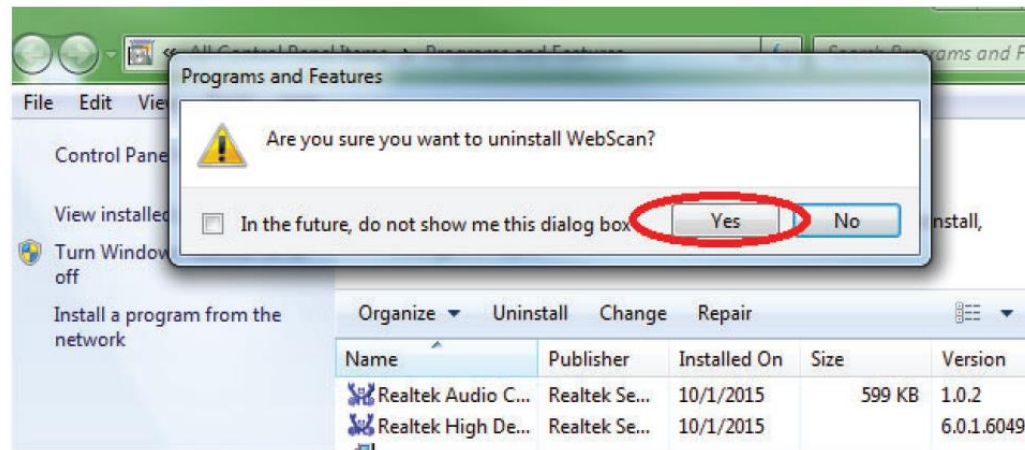
NOTE: You can check the version of WebScan in Programs and Features as well. The version is listed under the **Version** column in programs and features.

5. Select WebScan and then select **Uninstall**.

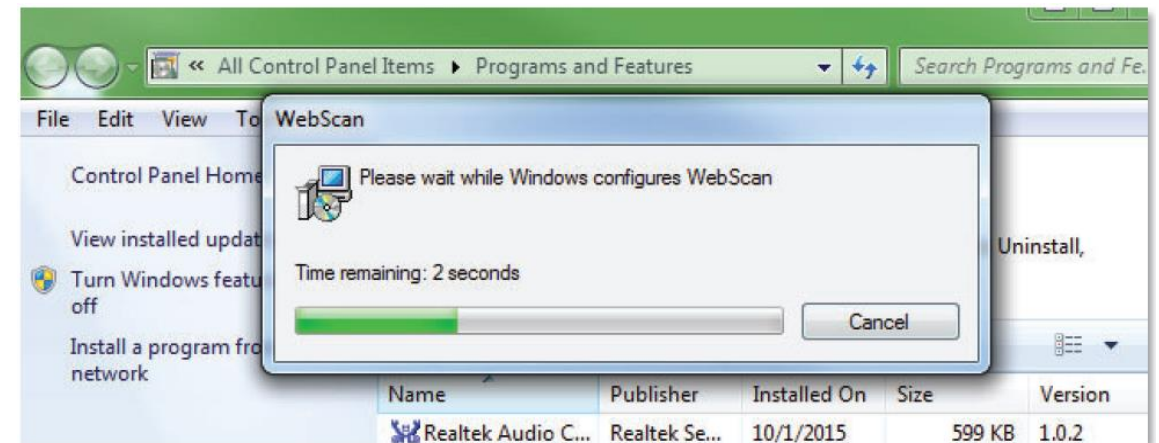


Manually Updating WebScan

6. Select **Yes** to verify you are sure you want to uninstall.



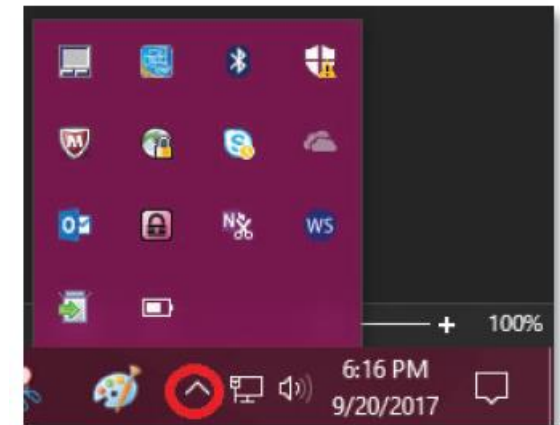
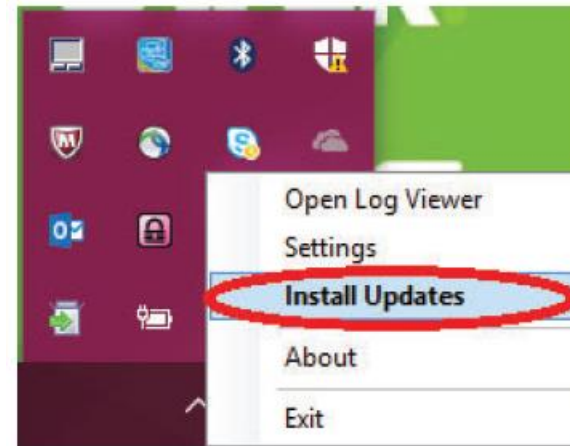
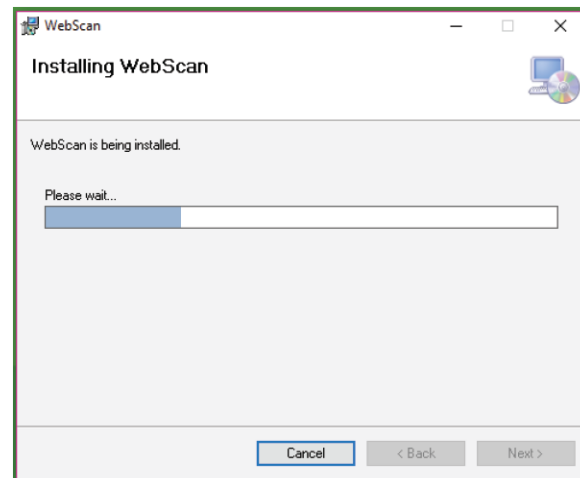
7. You will then see the progress bar for the uninstallation.



8. After the uninstallation completes, you can *close Programs and Features*. You can now proceed to installing the newest version of WebScan provided under the Documentation tab using the instructions provided on page 3 of this document.

Using the WebScan Auto-Update Feature

1. *Open* the **WebScan menu**. To do this start by opening the system tray to display the WebScan icon.
2. Next, *right click* the **WebScan icon** and select **Install Updates**.
3. The update will begin automatically.



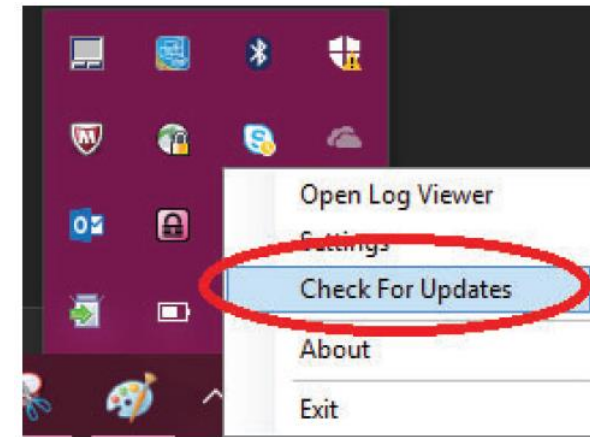
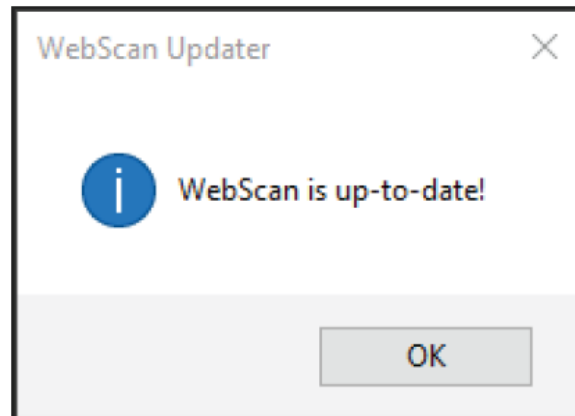
Using the WebScan Auto-Update Feature

Once the update has finished, WebScan will automatically close and reopen. Now when opening the WebScan menu, the options has changed to **Check For Updates**.

4. *Select* **Check For Updates**.

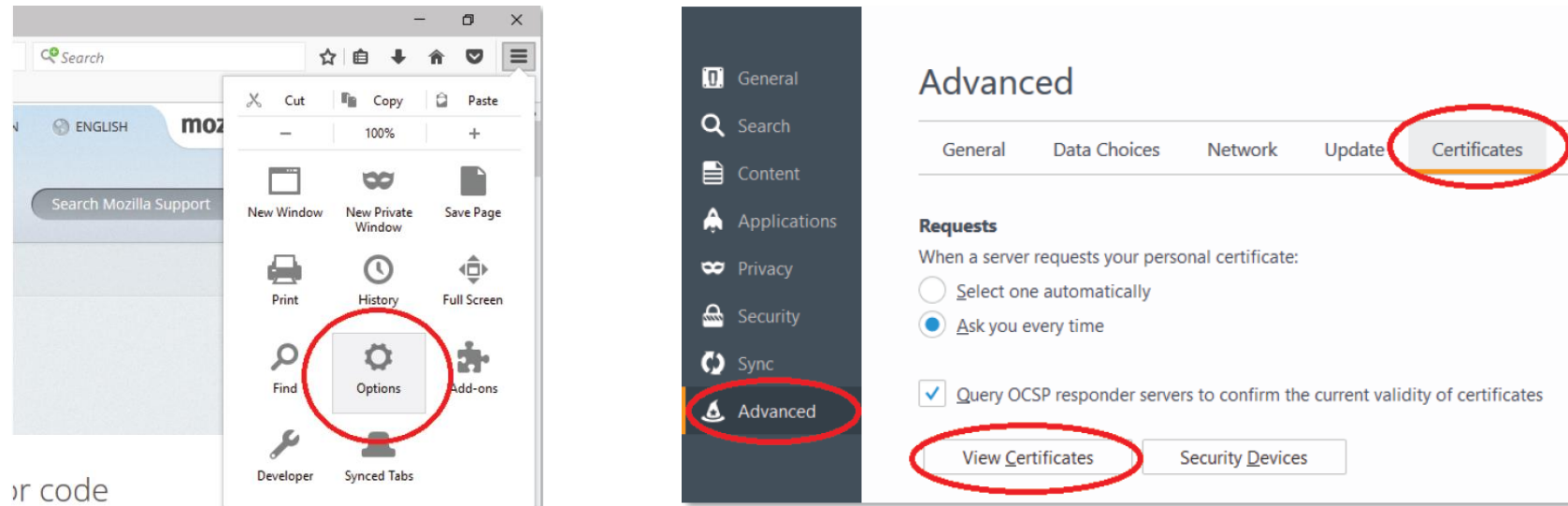
A pop-up window will not display indicating that WebScan is up-to-date.

5. *Select* **OK**.



Additional WebScan Configuration for Firefox Users

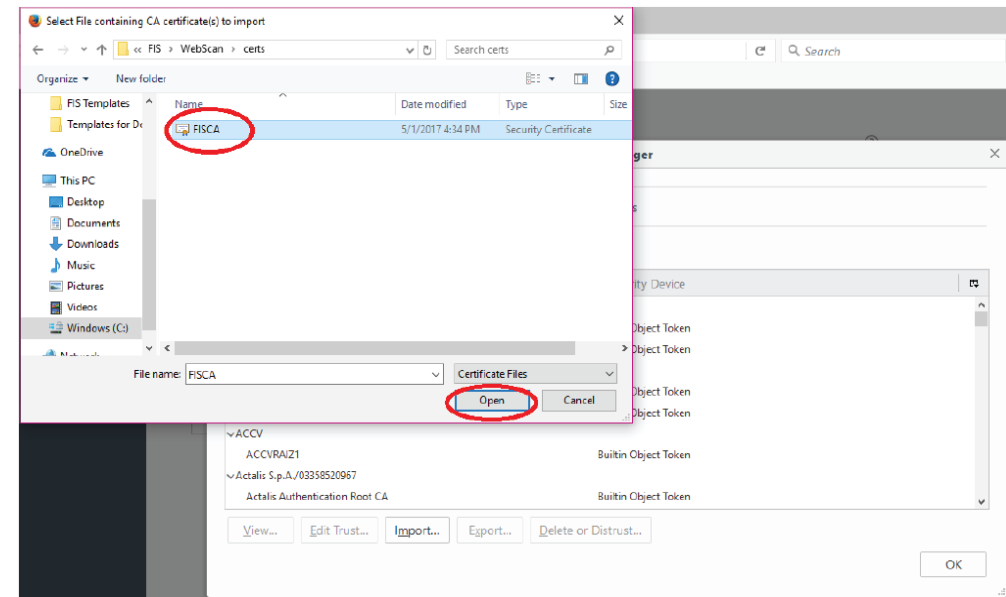
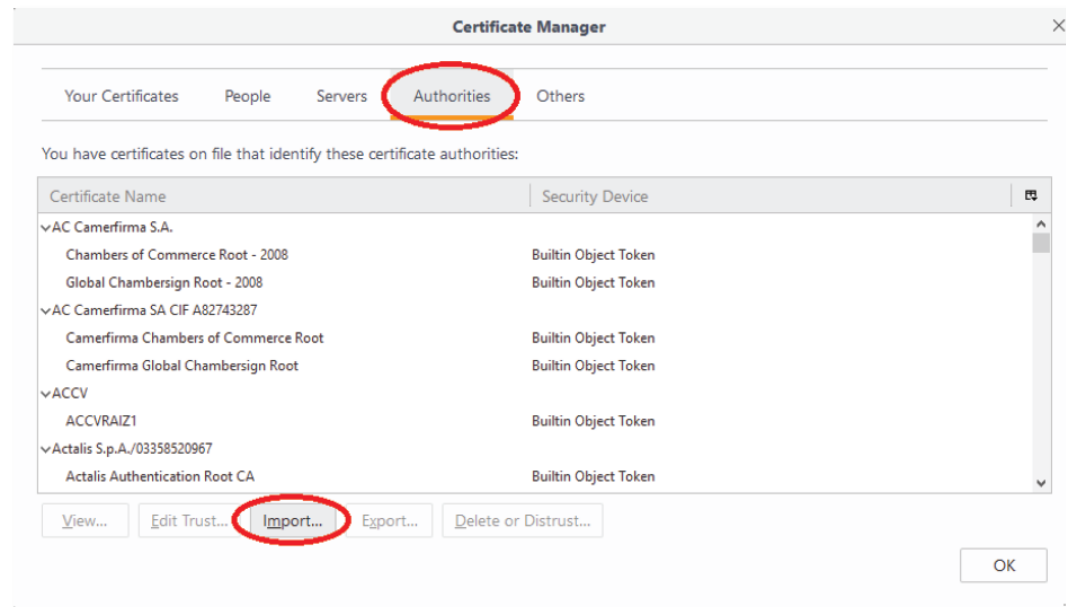
1. **Select Options** under menu.



2. **Select Advanced** on the left-hand panel. Next **select Certificates** from the top menu and finally **select View Certificates**.

Additional WebScan Configuration for Firefox Users

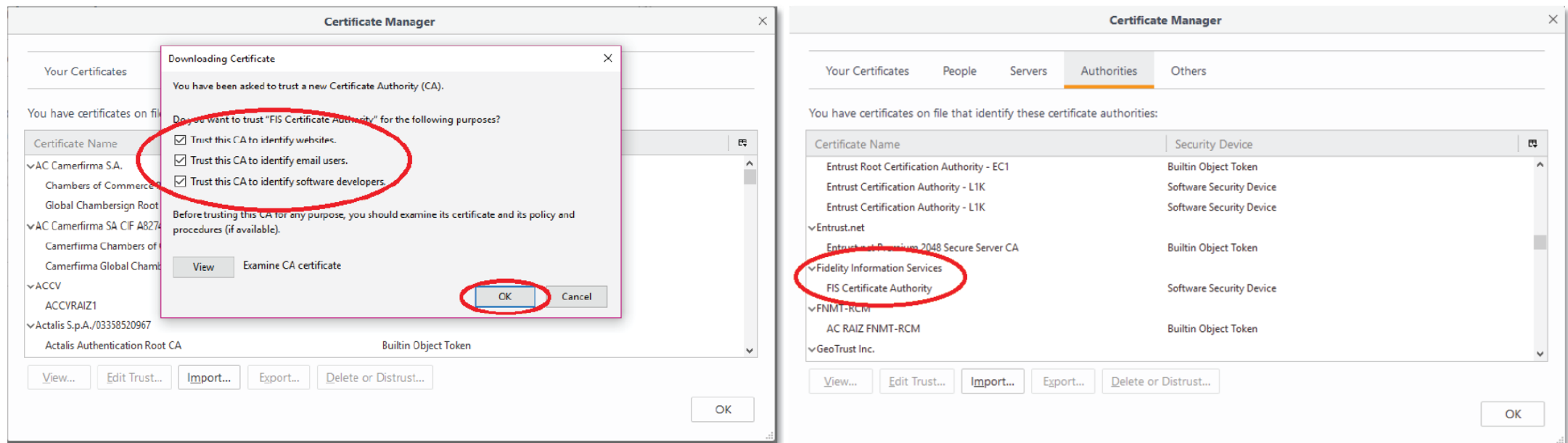
3. From the Certificate Manager panel, *select Authorities* and then *select Import*.



4. *Navigate* to the directory where the WebScan certificate was installed (the default is **C:\Program Files (x86)\FIS\WebScan\certs**), then *select* the **FISCA.crt** file and *select Open*.

Additional WebScan Configuration for Firefox Users

5. Select all three checkboxes on the **Downloading Certificate** panel, then select **OK**.



6. This will add the FIS Certificate Authority to the list of trusted authorities. Scroll through the to verify that the **FIS Certificate Authority** has been added to the **Certificate Name** column, then select **OK**.

Questions? We're here to help.

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