SYNOVUS®

Synovus Commercial Capture Xpress (CCX)

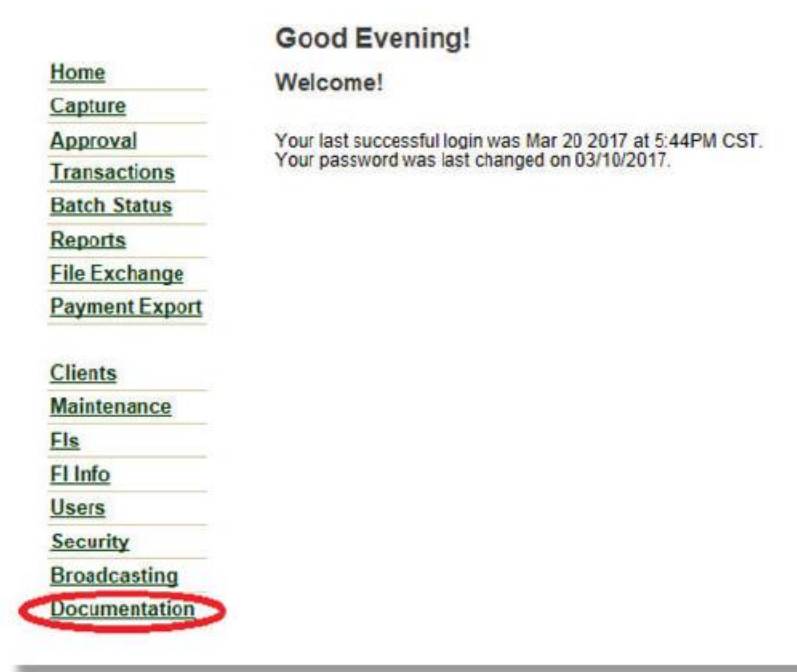# WebScan Driver Installation Guide

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
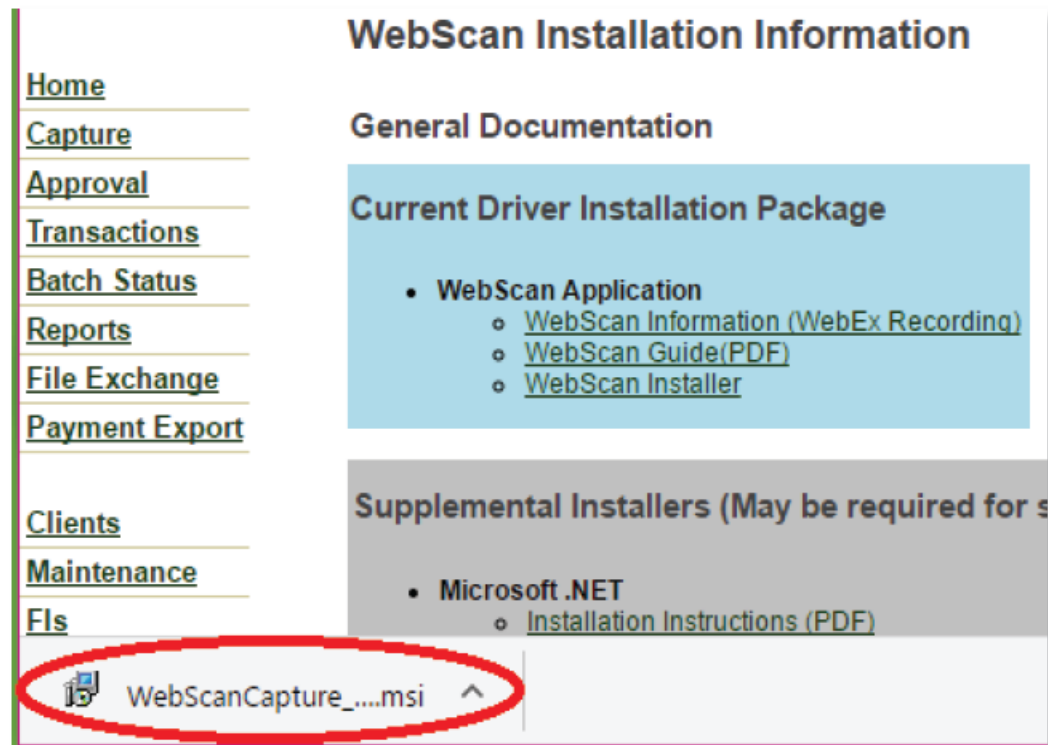
- **WebScan Application**
  - WebScan Information (WebEx Recording)
  - WebScan Guide (PDF)
  - WebScan Installer

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.
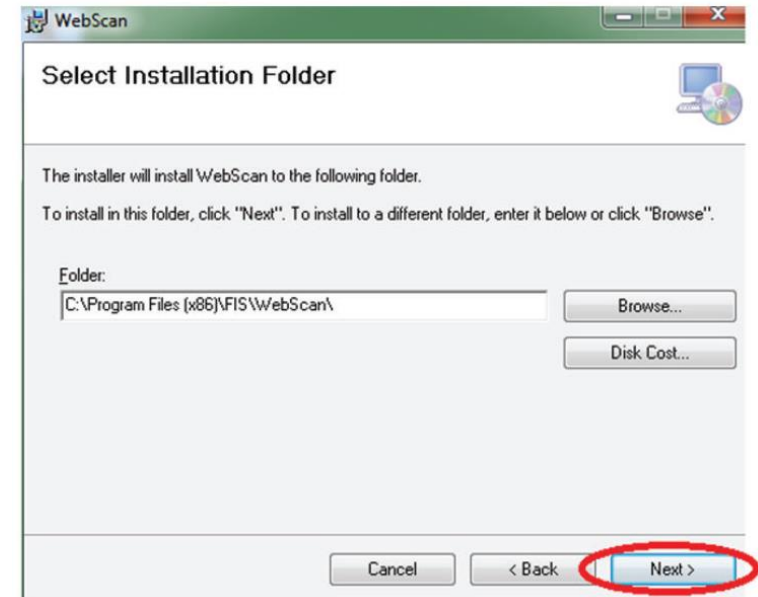
WebScan Driver Installation
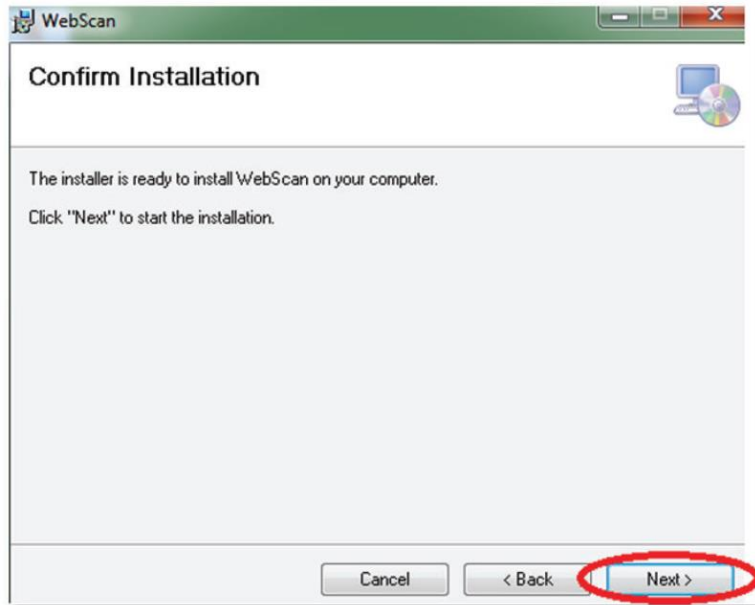
5. *Select* **Next**.

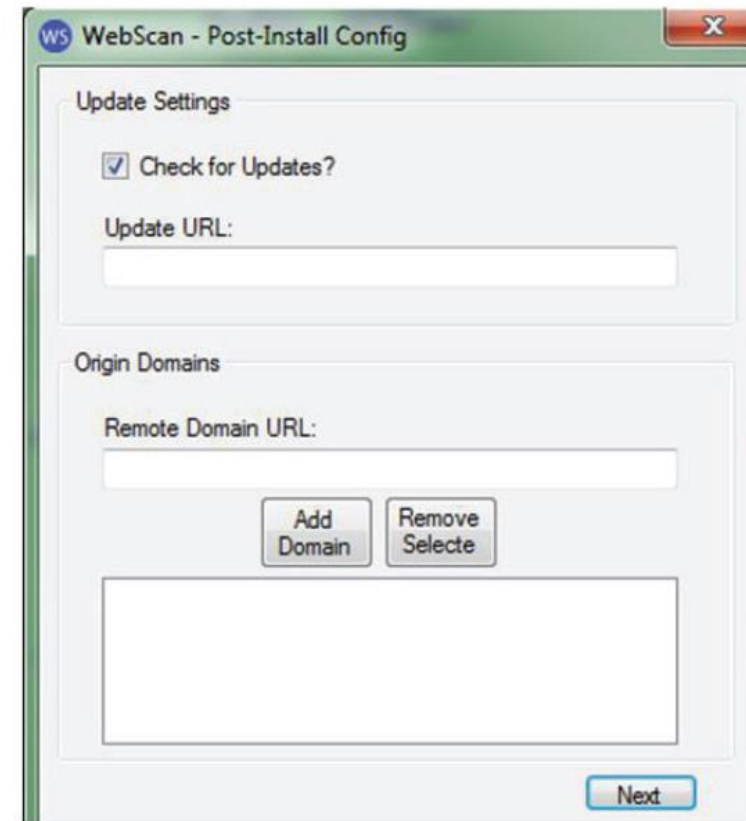6. Leave the default folder and *select* **Next.**

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*

      Example: https://yourbankname.com

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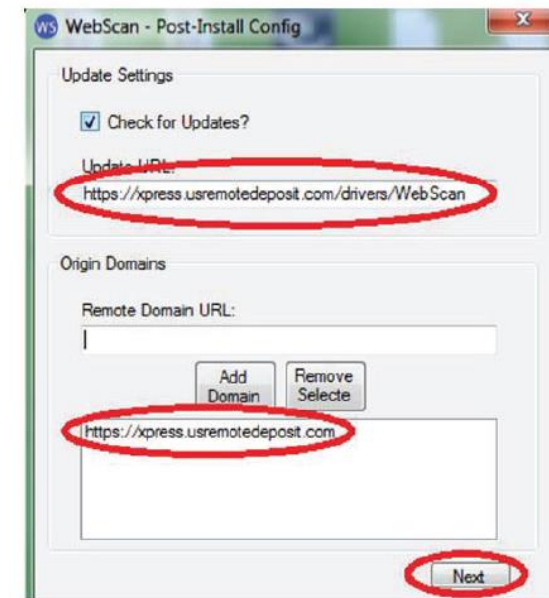
WebScan Driver Installation

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.*
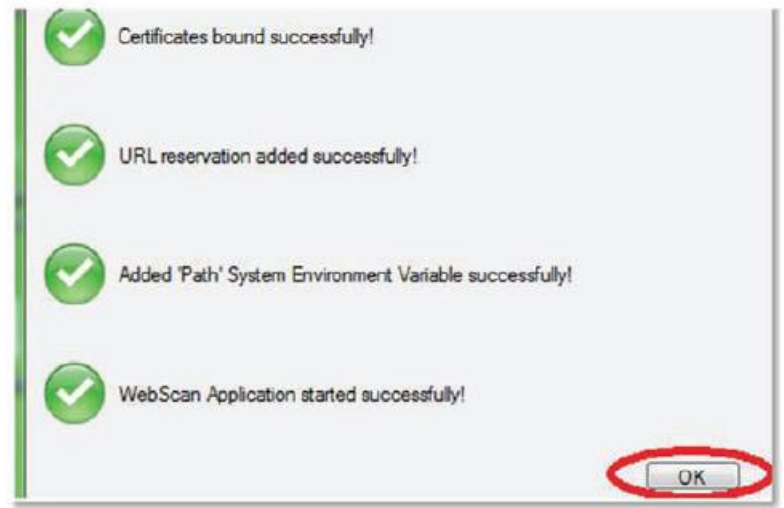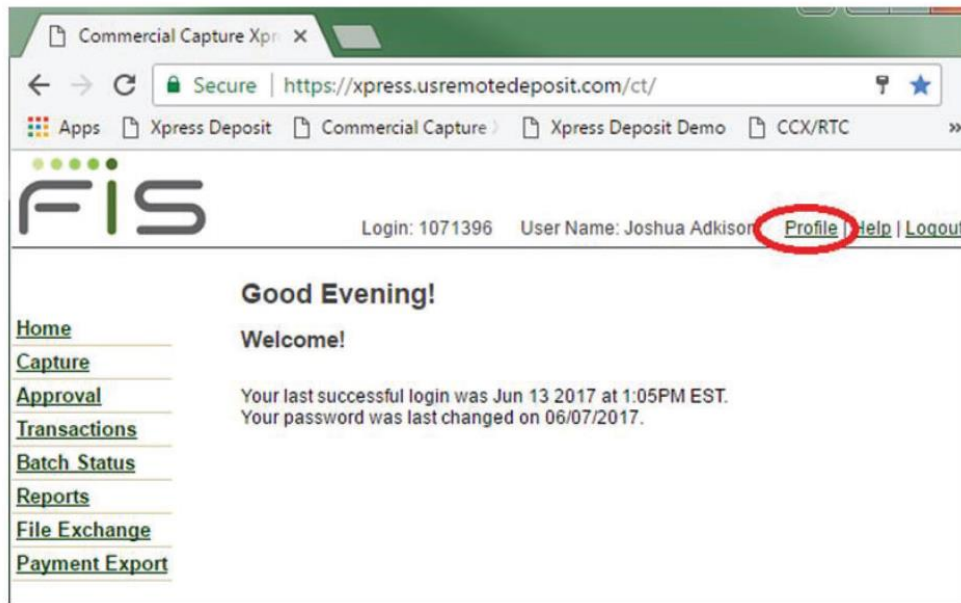
WebScan Driver Installation

12. WebScan will then start and you can *select* **Close** to finish the installation.
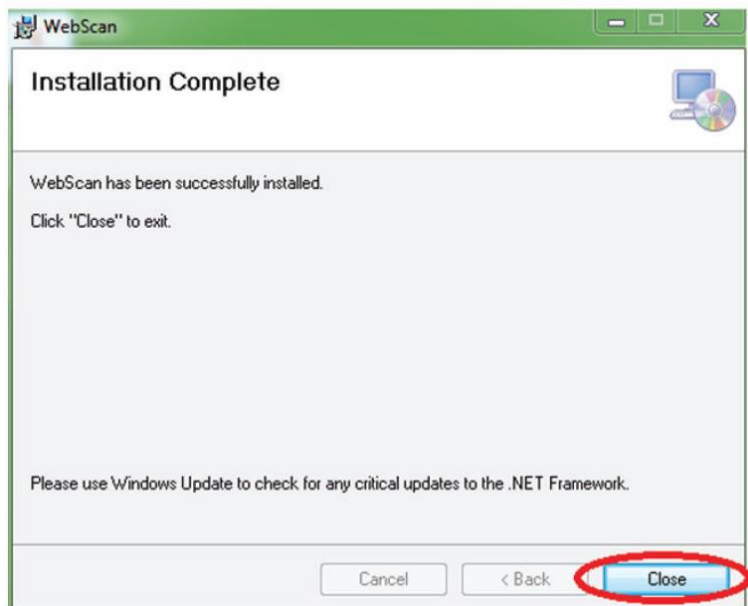
13. Finally, proceed to the CCX website and attempt to scan.

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.**

Updating User Profile for WebScan

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

4. *Select* **Update Profile**.

Updating User Profile for WebScan

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

The example below shows Google Chrome.
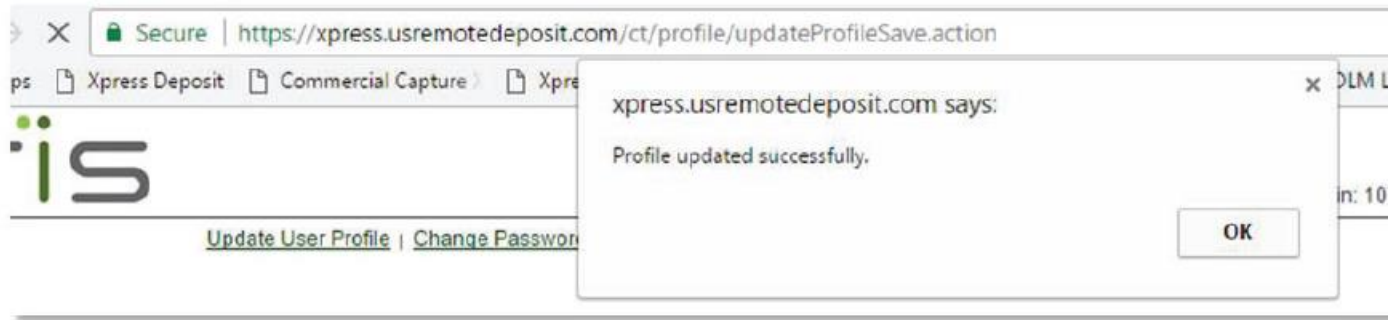
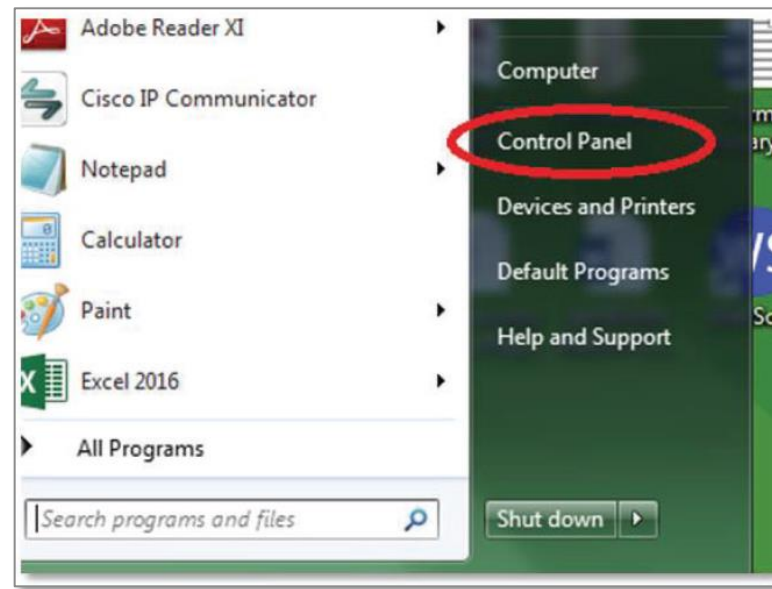6. You can now proceed to creating a batch and attempt to scan.

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.*
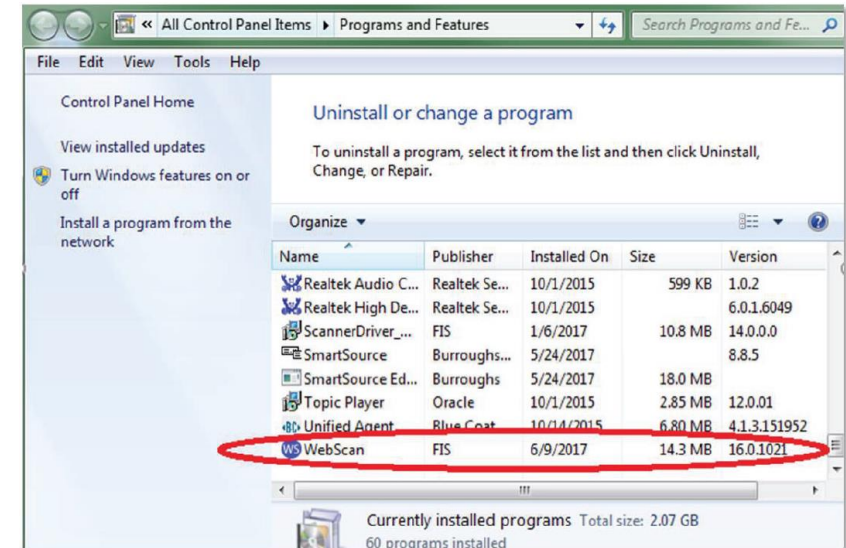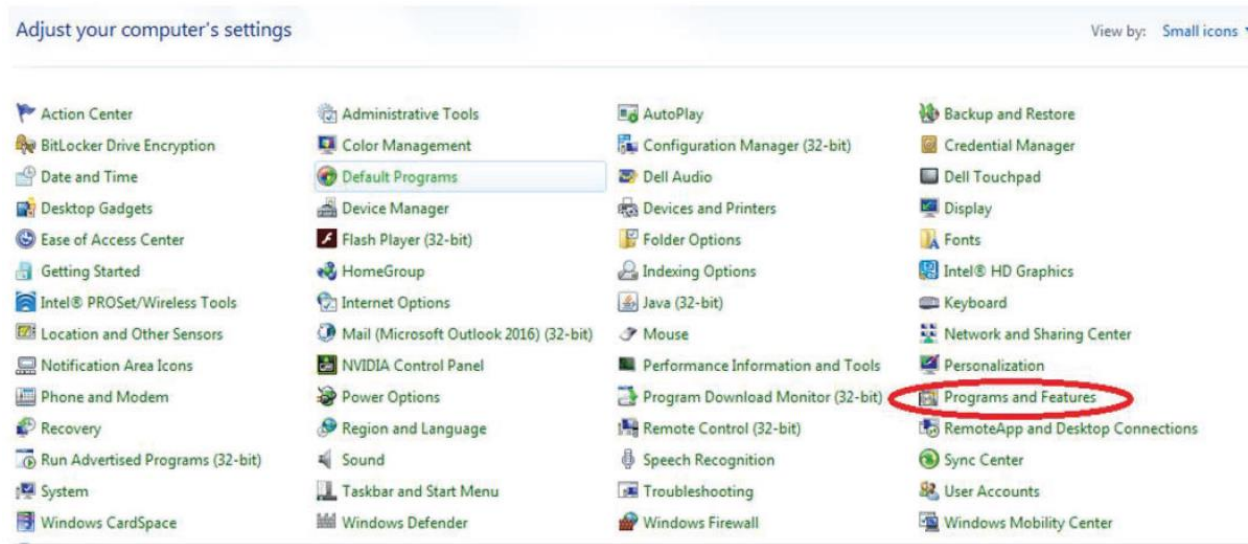

2. *Select* **Control Panel** on the right-side column.

Manually Updating WebScan
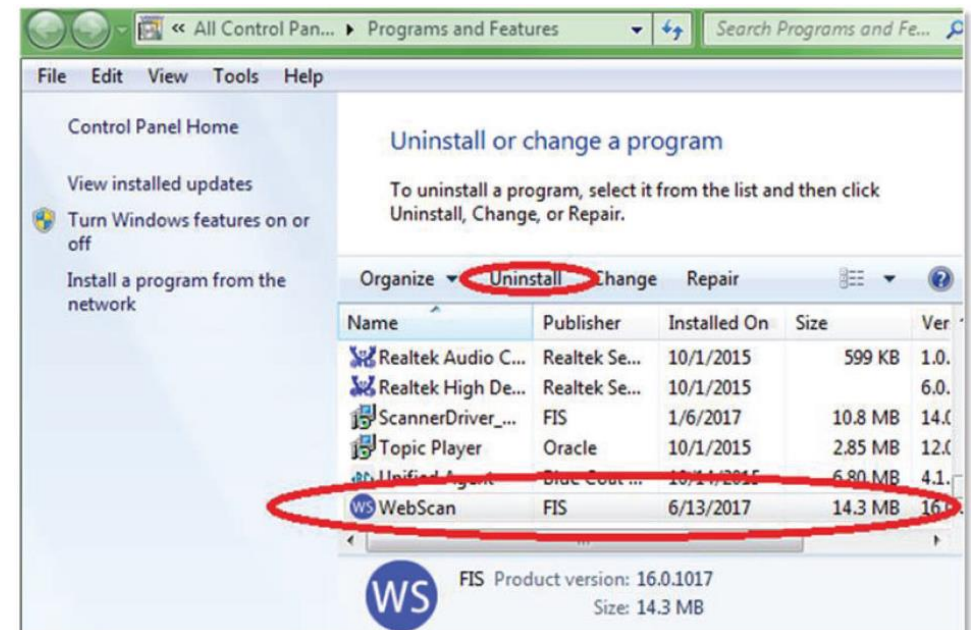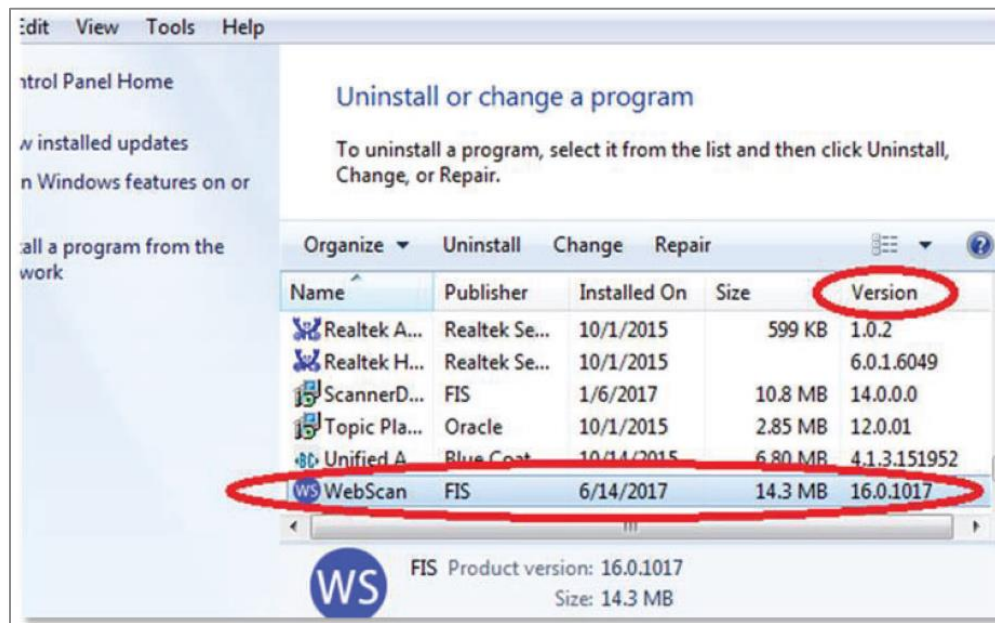
3. *Select* Programs and Features.

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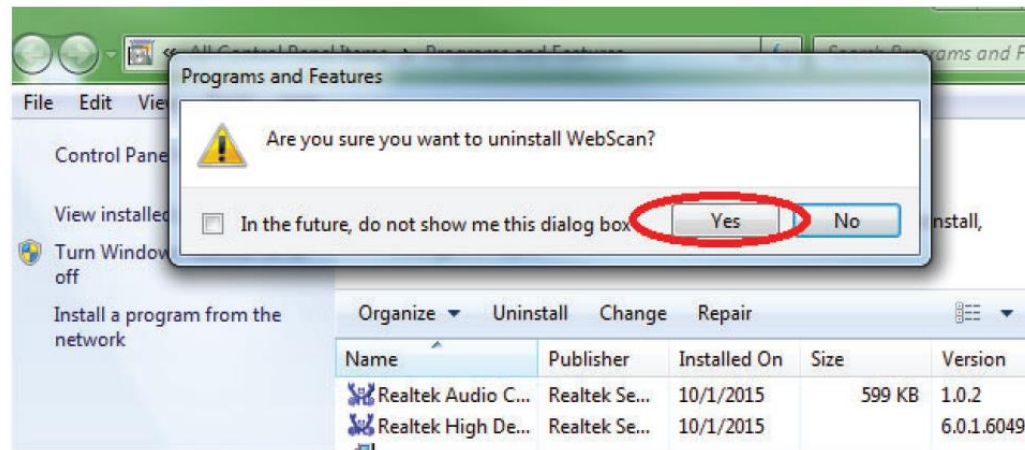
Manually Updating WebScan

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.*

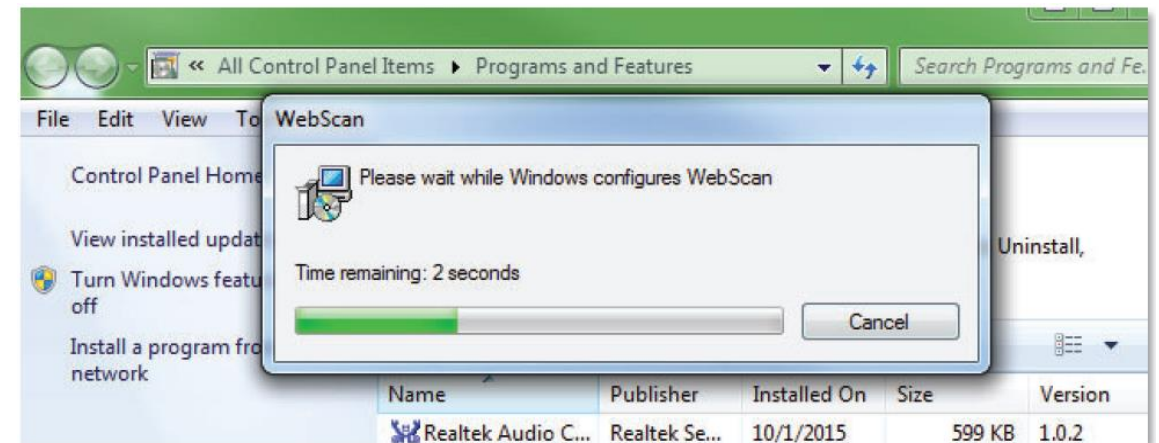5. *Select* WebScan and then *select* **Uninstall**.

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.
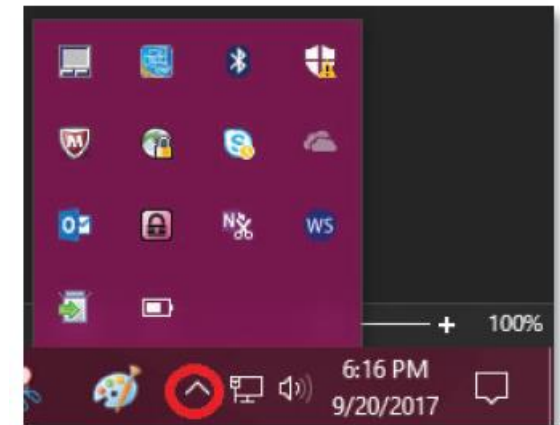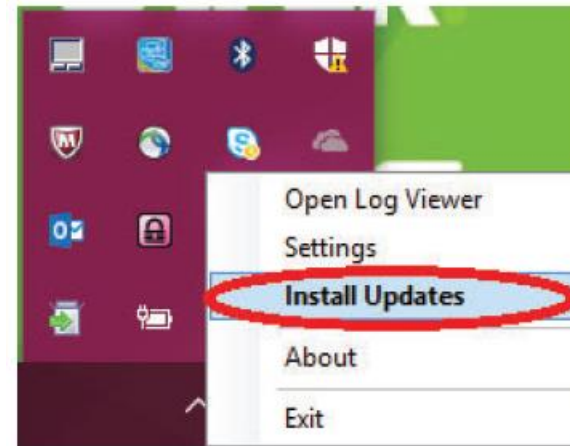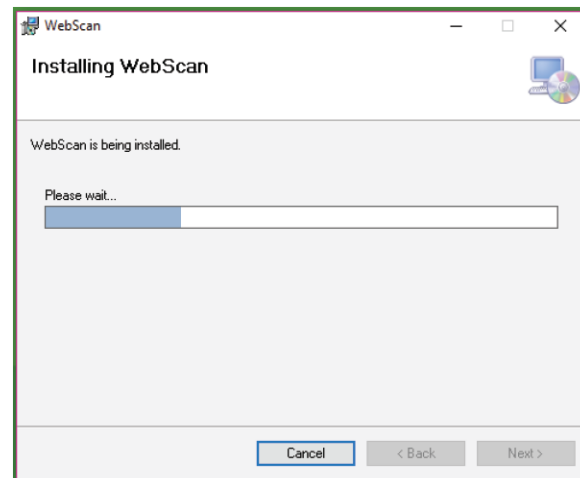
Using the WebScan Auto-Update Feature

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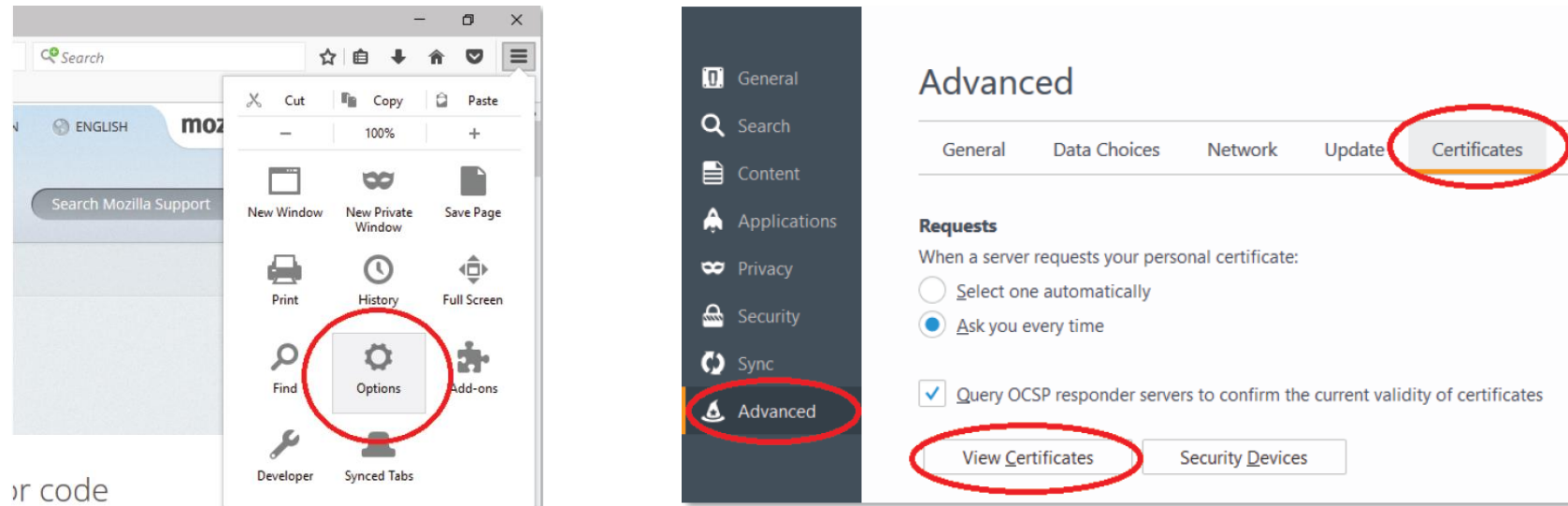
4. *Select* **Check For Updates**.

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

5. *Select* **OK**.

WebScan Updater	✕
ℹ WebScan is up-to-date!	
	OK

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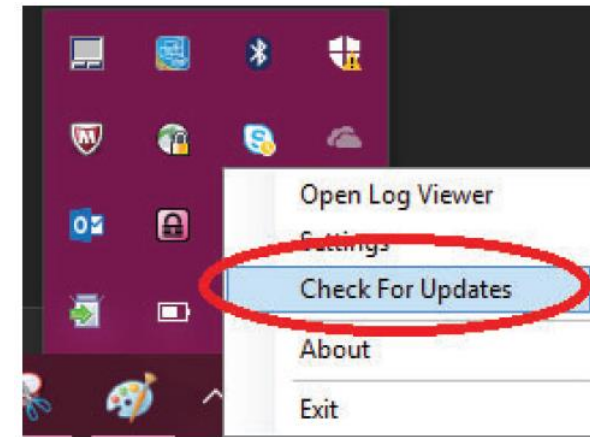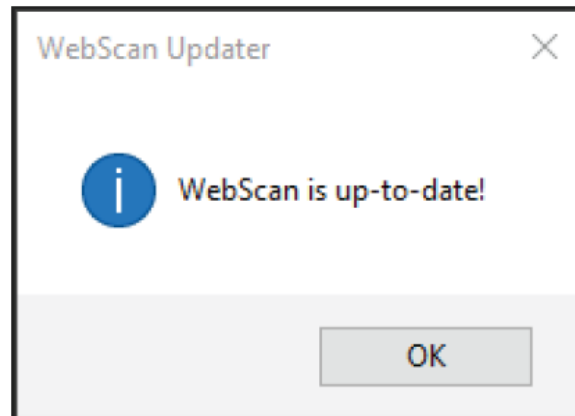
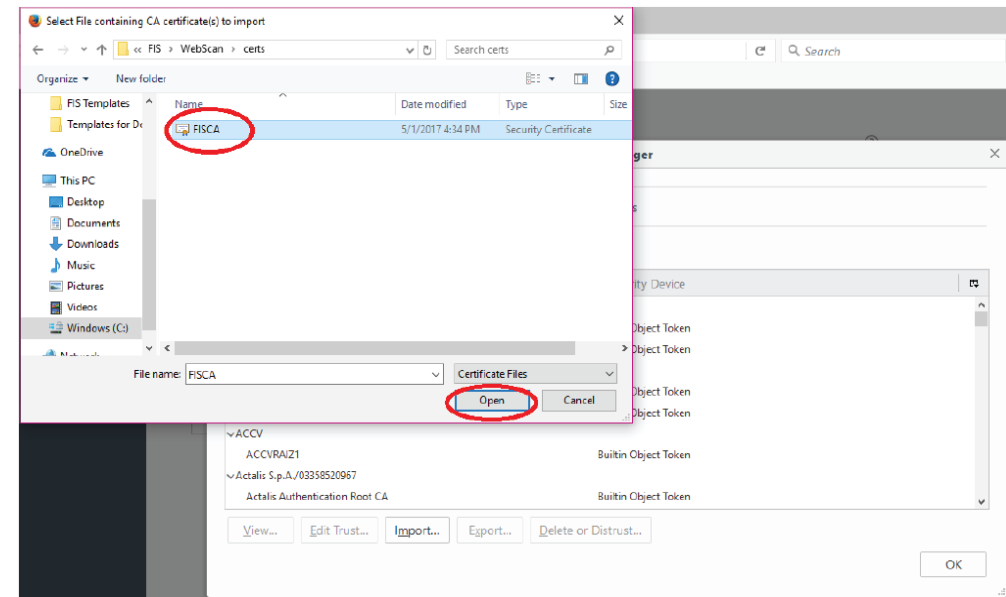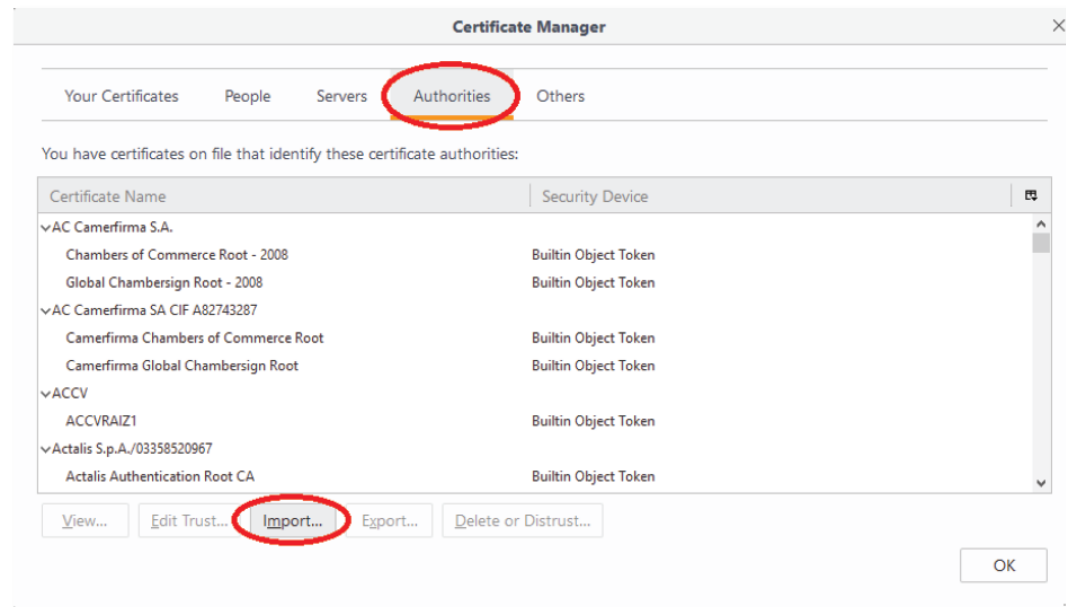# Additional WebScan Configuration for Firefox Users

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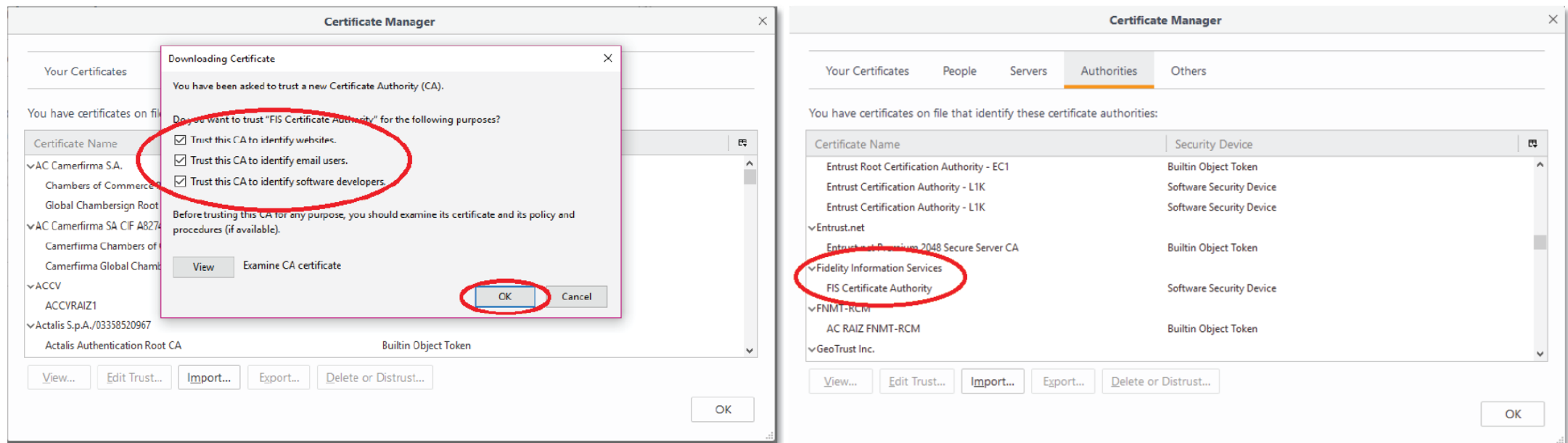
6. This will add the FIS Certificate Authority to the list of trusted authorities. Scroll through the to verify that the **FIS Certificate Authority** has been added to the **Certificate Name** column, then *select* **OK**.

Questions? We're here to help.
Contact Synovus Customer Care at 1-888-SYNOVUS (796-6887).