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
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.
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](https://xpress.usremotedeposit.com/drivers/WebScan)
   **Remote Domain URL:** [https://xpress.usremotedeposit.com](https://xpress.usremotedeposit.com)

**NOTE:** Financial institutions using Single Sign On will also need to add [https://xpress.epaysol.com](https://xpress.epaysol.com) in the Remote Domain URL as well as [https://xpress.usremotedeposit.com](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](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.

![Image of confirmation window with successful checks and an OK button]
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.

![Confirmation window showing successful update]

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)\FISI\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).