

Troubleshooting Guide

Exception has been thrown by the target of an invocation

This message appears when attempting to open WebScan when it is already running. It is a normal message for this action and can be ignored.

Status: Start scan failed to start. StartFeeding () failed Panini

- Navigate to task Tray, Right click WebScan icon (WS).
- Select Panini Settings. Change “DISABLEDOUBLEDODETECT” value from 0 to 1.

Start Scan routine failed: Could not set endorsement

- If the user is set up for physical endorsement, WebScan will not work unless an ink cartridge is properly installed. □ Open the proper demo and test ink cartridge by checking the “endorse” box before scanning item. The demo will indicate if the ink cartridge is not properly seated.
- Verify the merchant’s endorsement settings. In the DLM site, click on the Merchant. Look at the Endorsement section under the Capture tab.

Error occurred while initializing WebScan hub

- WebScan may not be running. Check the system tray for the WebScan icon. It helps to unhide this from the system tray, so the merchant can easily tell if it is running.
- Try another browser.

Franker is not working

WebScan does not currently support franking.

Checks jamming with Panini VisionX in WebScan, but not in demo.

- Navigate to C:\Program Files (x86)\FIS\WebScan. Open reader.ini.
- Search for “DISABLEDOUBLEDODETECT” and change the value from 0 to 1.

DLL error when installing WebScan

- Make sure .NET 4.5.1 or newer and the appropriate version of Microsoft Visual C++ (32 or 64-bit) is installed.
- Reboot PC after upgrading .NET or C++.

API failed to initialize

- Close WebScan.
- Power cycle scanner.
- Reboot PC.
- If customer uses a Panini Vision X, check the Panini MultiDemo to see if the printer is Enabled or Disabled. Currently, WebScan will not work if the printer is Disabled. If the printer is enabled, treat this error like Device Library Failed to Load.
- Test in demo to verify no connectivity or cartridge issues.
- This error message can occur if the customer is configured for physical endorsement and the scanner does not have a slot for an ink cartridge.
- For customers using Tellerscan scanners, ScanLite allows you to test the ink cartridge by checking the “endorse” box and scanning an item. If you get an error message when testing the printer function, the cartridge either isn’t installed or it must be reseated.

Device library failed to load Check for resolution after each step listed.

- Make sure the proper scanner is listed in the merchant’s FIS DirectLink Merchant User profile.
- Check the software installation under Programs and Features and make sure scanner appears correctly under Device Manager. If the drivers do not show under Programs and Features, reinstall drivers.
- Unplug both cables from the back of the scanner, wait 15 seconds, then plug back in.
- Reboot PC while both cables are unplugged. After PC starts up, plug both cables back in. Have the user double-check all 4 connection points - both sides of the USB cable and both sides of the power cable.
- Switch USB ports and watch for activity in Device Manager.
- Confirm the user is plugging it into a 2.0 port. Also confirm this is being plugged directly into the PC, and not into a hub.
- Point drivers. In Device Manager, right click the scanner. Select **Update Driver Software. Choose Browse my computer for driver software/Locate and install driver software manually.** Browse to C:\Program Files and select the appropriate scanner folder. For example, for a Canon, choose C:\Program Files\Canon.
- Toggle power settings for each USB root hub by expanding “Universal Serial Bus controllers” in Device Manager. Right click each USB Root Hub. Uncheck “**Allow the computer to turn off this device to save power.**”



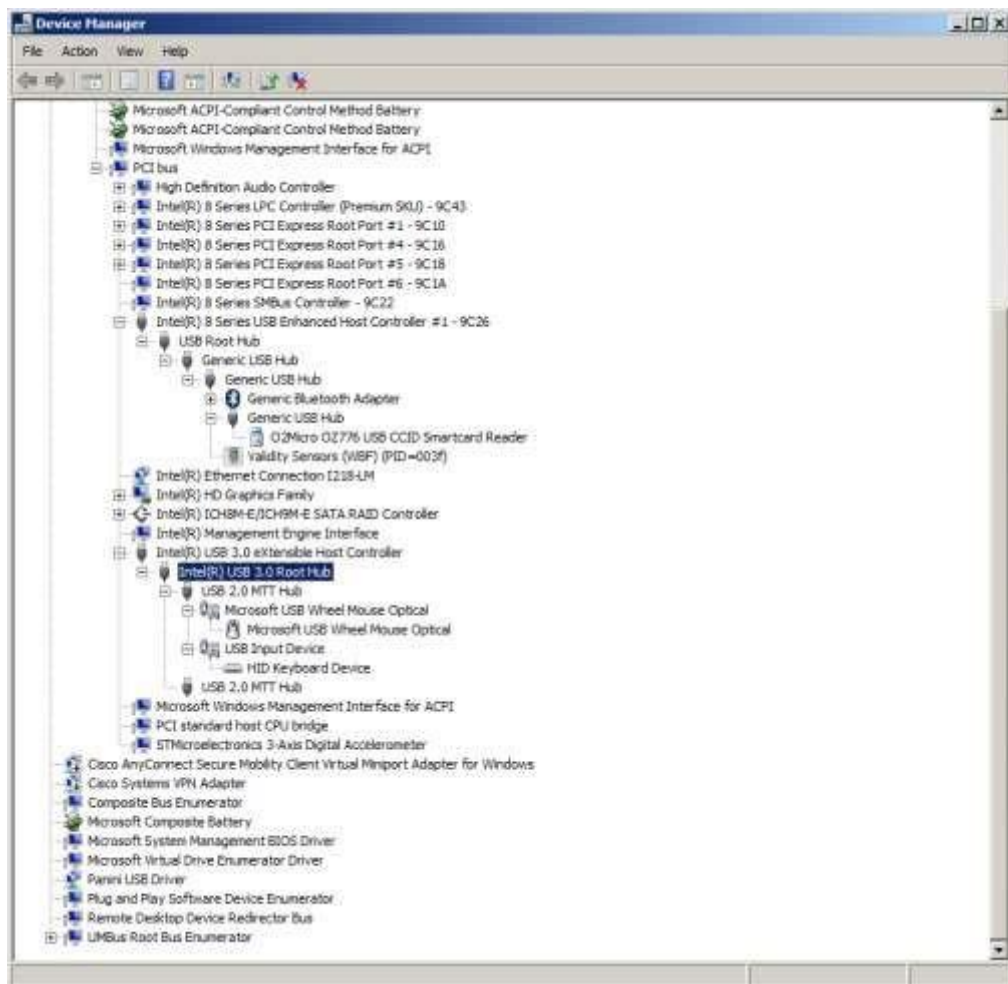
Communication failure with device/Read error

Treat this like Device Library Failed to Load. See above.

View Devices by Connection

Determine is scanner is plugged into USB 2.0 or 3.0 port.

- The 3.0 ports are sometimes blue and may also have a small “SS” printed beside or above them.
- Find images of the computer online and verify which ports are 2.0, which are 3.0, and walk the merchant through choosing the correct one. The technical specs should show how many of each connection are available and the diagram will show where on the PC they are located.
- Open Device Manager. Click on **View**, then **Devices by Connection**. Expand the top option, whichever has “____ PC.” Expand the Microsoft entry. Expand **PCI Bus** or similar. Expand any entry with “USB” listed.



- The 2.0 ports may read as “USB enhanced.”
- Locate the scanner under the USB controller it is connected to and determine if this is 2.0 or 3.0. When the merchant switches ports, this will show on the above list in real time.

Steps to Reinstalling Drivers

- Make sure you are on the local admin profile on the PC.
- Drop User Account Controls, found under Control Panel, to the lowest setting.
- Verify scanner is unplugged.
- Within Programs and Features in Control Panel, uninstall old scanner drivers by right-clicking and selecting Uninstall.
- Reboot PC.
- Download scanner drivers.
- Disable antivirus before installing new drivers. Many of these can simply be right-clicked from the toolbar and disabled for a specified amount of time, such as 15 minutes or until the next restart.
- Create a 32-bit IE shortcut on desktop to the DLM site.
- Have the user plug in both scanner cables.
- If applicable, open demo and test scanner.
- Navigate to DLM site. Scan check. If successful: Re-enable antivirus and raise User Account Controls to the previous settings. If unsuccessful: Troubleshoot error message.

Application to Test WebScan

- Navigate to C:\Program Files (x86)\FIS\WebScan\WebScanCap_TestForm. □ Select scanner.
- Click “Initialize Scanner.” Start Scan/Stop Scan.
- Shutdown Scanner before closing application.

An error occurred while submitting this deposit. Please try again. If this problem continues, contact a support representative.

- The merchant’s limit is likely too restrictive to allow this deposit.
- Check item, deposit, and daily limit settings.