

Scanner Button Grayed Out

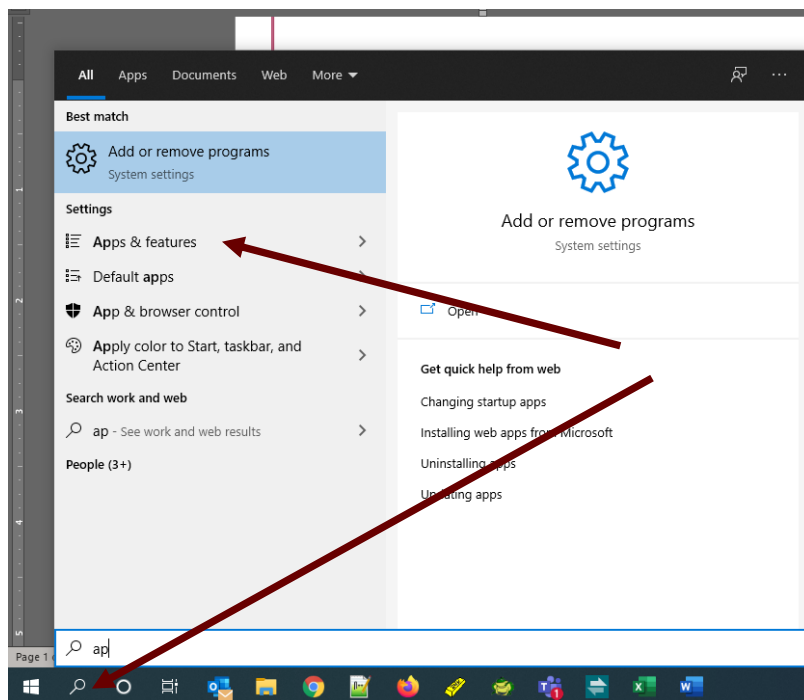
There are many potential causes of the scanner button being grayed out and un-clickable. The steps below are a few things to check. You may need assistance from your LAN Admin.

1. Click on the scanner button even if it appears grayed out to see if you can select scanner.
2. Make sure your scanner is turned on and connected to the network or your workstation.
3. Can you scan to your workstation without using Xtender?

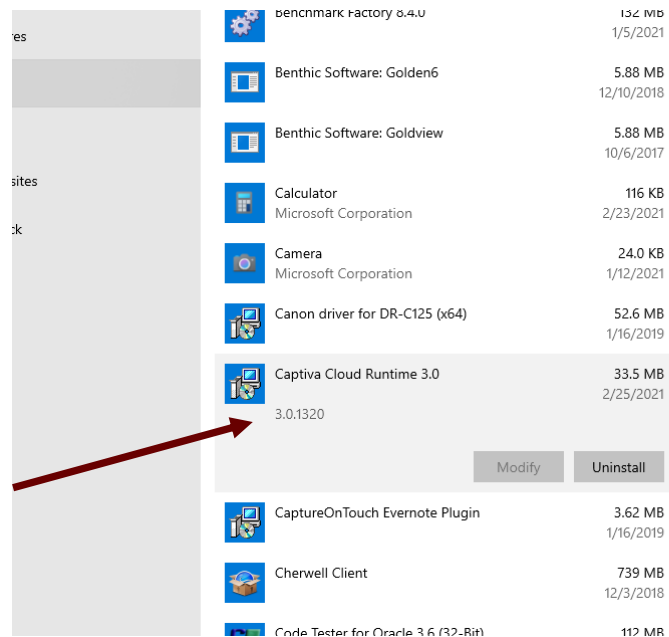
If yes, continue through the steps. If no, there is an issue with your scanner connecting to your workstation. Contact your LAN Admin for assistance.

4. Make sure you have the latest version of Captiva Cloud Runtime installed. To check, follow the steps below:

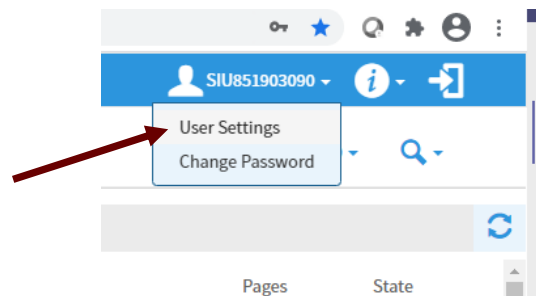
- 4.1 Click on the Windows Search button and start typing App. Select Apps & Features.



4.2 Scroll down to Captiva Cloud Runtime and click to see version number. Make sure you see 3.0.1320, which is the latest version.



5. Make sure the Enable Scanning option is checked in user settings in Xtender.



The screenshot shows the 'User Settings' page for 'ApplicationXtender - DEV'. The 'Data Source' is set to 'Application'. Under the 'Import' section, the 'Enable Scanning' checkbox is checked, and a red arrow points to it. Other settings include 'Scan File Type' (Auto Detect), 'Scan Feed Mode' (Auto), 'Display Batch in Separate Popup Window' (unchecked), 'Import Email Attachment as New Page' (unchecked), and 'Start New Document from a temporary Batch' (unchecked). There are also expandable sections for 'Export', 'COLD', 'Print', 'Email', 'Full-Text', and 'Others'. At the bottom, there are 'SAVE' and 'CANCEL' buttons.

****The steps below require administrator privileges on the workstation. If you are not an administrator on your workstation, you will need assistance from your LAN Admin.**

6. Sometimes the settings file can get corrupted. Remove file and retry:

Path to file: c:\users\\AppData\Roaming\EMC\ISISWEBToolkit\
Filename: settings.dat

7. If all the above has been tried, try going to the following URL in web browser: <https://127.0.0.1:49735/scanservice/v2/getstatus> . If browser pops up "Add Security Exception" dialog, confirm security Exception to add exception for the certificate, then retry.