

Remote Deposit: WebScan Troubleshooting

This document provides basic troubleshooting steps for some common WebScan status error messages. If you encounter other error messages, or these steps don't resolve your issues, please contact Treasury Management Implementation at 800-537-0091.

A) Status: An error occurred initializing web scan hub

CAUSE: This error typically occurs when WebScan is not running.
Troubleshooting #1: Start WebScan.

Troubleshooting #A1: Re-start WebScan

- If WebScan is running, it will present itself in the system tray as a **blue** WebScan icon: 
- If WebScan is not running, double click the WebScan icon on the desktop to start it manually.
- You should now see a small **blue**  icon in the taskbar of your computer. You may begin scanning checks. *If you continue to receive error messages, proceed to Troubleshooting #A2.*

Troubleshooting #A2: Use alternate browser

- If the steps above did not resolve the error message, we suggest using an alternate browser.
- Open Remote Deposit with WebScan in the alternate browser and begin scanning checks. *If you continue to receive error messages, try some of the other troubleshooting steps in this document.*

B) Status: An exception occurred during StartFeed

CAUSE: This error most often occurs when a user selects *Start Scan* after receiving the *Error occurred initializing web scan hub error message*. Alternately, this error can occur if the scanner is not being detected or initializing properly.

Troubleshooting #B1: Resolve initial error

- Follow the steps in A above. *If neither step resolves the issue, proceed to Troubleshooting #B2.*

Troubleshooting #B2: Follow the troubleshooting steps in section C (next page).

C) Status: Teller API Failed to Initialize

CAUSE: The scanner is not being detected or initializing properly, which may be due to any of several reasons. Follow the steps below to resolve.

Troubleshooting #C1: Verify scanner assignment and update if necessary.

- Within Remote Deposit, go to **Profile > Update User Profile**.
- Select the user's name.
- Expand the drop-down menu for **Scanner**.
- Select the appropriate WebScan scanner for the user. This selection should match the one being used by the user, which is most commonly *Digital Check WebScan*, *Panini WebScan* or *Epson Capture One WebScan*.
- Select *Update profile* to save your changes. *If you did not have to make any changes, skip to Troubleshooting #C2.*
- Close the browser and exit WebScan.
- Verify that you have exited WebScan by making sure you don't see the **blue**  icon in your system tray. If you still see the icon in the system tray, right-click on the icon and select *Exit*.
- Power cycle the scanner by turning the scanner off or disconnecting the power cable for 3-5 seconds and reconnecting.
- Reboot the computer. You may begin scanning checks after restarting Remote Deposit with WebScan.

Troubleshooting #C2: Power-cycle, reboot and switch ports.

- Disconnect the scanner from both the power and USB cables, then wait 10-15 seconds.
- Reboot the computer while the cables are disconnected.
- After the computer is restarted, re-connect the scanner power cable.
- Re-connect the scanner's USB cable, this time in a **different port** than used previously.
- Open Remote Deposit and WebScan. You should be ready to scan checks.

D) Status: StartFeed Error: Could not start feeding because another operation is already processing

CAUSE: This error may appear if WebScan never fully disconnected from a previous scan.

Troubleshooting #D1: Stop the previous operation.

- Expand the system tray using the carat icon in the taskbar. (The system tray carat can usually be found in the taskbar near the bottom-right of your screen, near the date/time and other icons.)
- You should see a small **green**  icon in the taskbar of your computer.
- Right-click on the **green**  icon and select *Exit*.
- Re-start WebScan by locating the WebScan icon on the desktop and double clicking it to start. You should be ready to begin scanning checks.

Questions?

Contact Treasury Management Implementation at 800-537-0091 for additional assistance.