

Knowledge Base

Dynamic Web Twain Contains KB questions and other Use Cases



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Dynamsoft

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# Document Use

This document is intended to a compilation of most of the questions in the knowledge base for Dynamic Web TWAIN for troubleshooting, study and easier searching. It will also contain questions not found in the knowledge base. Links will also be provided to reference the questions.

# General Questions

## How to pay my invoice or quote (PayPal, Credit Card, or Bank Transfer)?

<https://developer.dynamsoft.com/dwt/kb/2733>

1. To make payment by credit card (Visa, Master and Amex) or PayPal, please visit the payment page below:

<https://www.dynamsoft.com/secure/dynamsoft_purchase2.aspx?PN=Invoice/Quote%20Num:&Price=0>

Please input the invoice number (or quote number) and amount in the order form, and then fill out the payment details. By placing the order online, you will receive a receipt right away and the payment status of your purchase order will be updated automatically.

1. To make payment by Check, please mail it to the address below:

*Dynamsoft Corporation*

*1027 Davie Street, Suite 602*

*Vancouver, British Columbia*

*V6E 4L2*

*Canada*

1. To make payment by Wire/Bank Transfer, please find our banking information in the invoice or quote. Or, you can refer to the below banking info:

*Dynamsoft Corporation Bank Account Information*

*Beneficiary Address: Suite 602, 1027 Davie Street, Vancouver, BC, V6E 4L2, Canada*

*Bank Name: TD Canada Trust, Account #: 12167308448, Swift #: TDOMCATTTOR*

*Bank Address: 55 King St. W, Toronto, ON M5K 1A2, CANADA*

*Transit Number: 12162*

*Institutional number: 004*

*For any questions, please contact billing[at]dynamsoft.com or 1-604-605-5491.*

## Improve your scanning performance by using the 64-bit Dynamsoft Service

<https://developer.dynamsoft.com/dwt/kb/general-questions/improve-your-scanning-performance-by-using-the-64-bit-dynamsoft-service>

By Default, Dynamsoft Service comes in 32bit. We also provide a 64bit service which is available upon request starting from v14.3.1.

NOTE: In the future, we may publish the service officially.

Benefits of using the 64-bit Service

1. Theoretically, there is almost no memory limitation
2. Faster image processing
3. Better compatibility in the foreseeable future

## What Dynamic Web TWAIN Edition do I use?

Dynamic Web TWAIN has five editions:

* ActiveX,
* HTML5 for Windows,
* HTML5 for Mac, HTML5 for Linux and Mobile Browser Capture for IOS & Android. Based on the browser(s) your end users use, you can decide which edition(s) you need.

ActiveX: supports IE 6-9 by default, it can be configured to support IE 10, 11 as well

HTML5 for Windows: supports Firefox/Chrome 27+, IE 10/11 and Edge

HTML5 for Mac: supports Chrome/Firefox 27+, Safari 7+

HTML5 for Linux: supports Chrome/Firefox 27+

MBC for IOS & Android: supports Safari v11+ on IOS and Chrome v58+ on Android

## How to add additional users to your Dynamsoft account

<https://developer.dynamsoft.com/dwt/kb/general-questions/how-to-add-additional-users-to-your-dynamsoft-account>

1. Have the purchaser sign in to their Dynamsoft account. The purchaser will be whomever received the initial invoice and licensing information, unless later changed. Please note that purchaser accounts will not be made automatically and must be created before the first login.
2. Navigate to the contacts section on the left hand menu.
3. Select Add Contact and place the email you would like to add to the account and press add.
4. Repeat step 3 for adding multiple emails to the account.
5. You should now be able to see the shared licensing information in the order info tab.

## Dynamic Web TWAIN – Synchronous XMLHttpRequest on the main thread is deprecated Message

<https://developer.dynamsoft.com/dwt/kb/general-questions/dynamic-web-twain-synchronous-xmlhttprequest-on-the-main-thread-is-deprecated-message>

If you are using Dynamic Web TWAIN or Dynamsoft Camera SDK you may have noticed that there is a warning shown when opening the browser console that states:

"Synchronous XMLHttpRequest on the main thread is deprecated because of its detrimental effects to the end user's experience. For more help, check https://xhr.spec.whatwg.org/."

This message is expected, it is necessary in order for the SDK to work correctly.

This should have no negative impact upon the operation of the product.

## Should I use Dynamic Web TWAIN SDK or Dynamic .NET TWAIN SDK?

<https://developer.dynamsoft.com/dwt/kb/14024>

**Dynamic Web TWAIN SDK**

It is a browser-based document scanning SDK specifically designed for **web applications**. By integrating its JavaScript APIs into your web application, your end-users will be able to scan documents from a physical scanner directly within a web browser (Chrome/Firefox/Internet Explorer/Safari/Edge).

The SDK also works seamlessly with our Barcode Reader SDK (JavaScript) and Dynamsoft Camera SDK (JavaScript) if you need to support image capturing from cameras and 1D/2D barcode decoding from images in your business workflow.

If you also need to extract text info from images, it is recommended to deploy our OCR Pro SDK onto your server machine to work with the client-side Dynamic Web TWAIN SDK. Demo can be found at this page.

**Dynamic .NET TWAIN SDK**

It is a .NET document imaging SDK for Winform or WPF desktop applications. You can use its APIs in C# or VB.NET to build a robust document scanning and webcam image capturing module in your **desktop app.**

The SDK installer also contains SDK modules to support image capturing from cameras, 1D/2D barcode decoding/generating and text extracting (via OCR).

## Why Mozilla Firefox keeps asking me to install after upgrading to 30.0?

<https://developer.dynamsoft.com/dwt/kb/2850>

**Problem:** After upgrading to Firefox 30.0, you will be asked to install the add-on over again even if it has been installed.

**Solution:** If you were using our JS files to initiate the control, redownload the latest trial version and replace the old files or if you are using full, don’t forget to update your version number. <https://www.dynamsoft.com/docs/dwt/KB/Install-Upgrade.html#trialtofull>

## Why am I seeing a watermark using Dynamic Web TWAIN?

<https://developer.dynamsoft.com/dwt/kb/general-questions/why-am-i-seeing-a-watermark-using-dynamic-web-twain>

Only for version 11 and earlier you have to buy license. Trial version expired.

## How to do a quick scan check with a TWAIN scanner?

<https://developer.dynamsoft.com/?q=quick+scan+check>

**Problem:** You have a TWAIN Scanner, and you need to have a quick scan check will all the necessary functionality.

**Solution:** have a quick validation with your scanner on the following free scanning page: <https://demo.dynamsoft.com/dwt/online_demo_scan.aspx>

## What’s the similarities/differences between TWAIN and WIA?

Note that WIA driver works on our TWAIN products most of the time.

**Similarities:**

1. If a driver exists, both can acquire images from devices such as a scanner or camera.
2. Acquire images with a dialog.
3. Programmatically set properties of the device and acquire the images programmatically without showing a dialog.
4. Not all capabilities are supported by each device, so you can query the device for the ones that it does support.

**Differences:**

1. In general, when a device supports both TWAIN and WIA, TWAIN is better for scanners and WIA is better for cameras, webcam, etc..
2. For devices like cameras, sometimes the driver is actually WIA but you can access it via the “TWAIN compatibility layer”.
3. WIA uses a common dialog for all devices while TWAIN uses a dialog created by the device manufacturer. Practically speaking, this almost always means that the TWAIN dialog will provide more options and advanced control over the device.
4. TWAIN allows you to use custom capabilities that the device manufacturer has created even though they don’t exist in the TWAIN specifications.
5. TWAIN has three transfer modes (Native, Memory, File) and WIA only has two (Memory, File).
6. Most TWAIN sources save the settings of the previous scan while WIA does not.
7. TWAIN supports options for each page when scanning in duplex mode but WIA uses the same settings for both sides.

## For what purpose can I use Dynamic Web TWAIN?

<https://developer.dynamsoft.com/dwt/kb/2005>

DWT can be used for controlling any work of scanners, digital cameras and any other devices which support TWAIN standard. Dynamic Web TWAIN can upload and download images through FTP or HTTP protocol. Proxy is supported. Also, you can use Dynamic Web TWAIN with any COM-compatible development tools, such as VB, VC, C#, VB.NET, Delphi.

## What is the main advantages of Dynamic Web TWAIN compared with other TWAIN controls which are also designed for web environment?

<https://developer.dynamsoft.com/dwt/kb/2006>

**Advantages:**

1. It is a TRUE web scanning solution
2. It has both Windows and Mac Editions to work compatible with most browsers
3. It is very small. Absolutely no supporting DLL is needed for distribution
4. Upload and download image through HTTP and FTP
5. Support BMP, TIFF, JPEG, PDF and PNG compressions

## What are the differences between ActiveX and Plug-in?

<https://developer.dynamsoft.com/dwt/kb/2007>

The Dynamic Web TWAIN ActiveX edition can be used in Microsoft IE while the Plug-in edition can be used in Chrome v44-, Safari, Opera and Gecko-based browsers, such as Firefox.

However, if you want to support IE v10 and v11, Microsoft Edge browser, Chrome v27+ and Firefox v27+ on Windows, the HTML5 edition will be the right choice for you.

## What can I do when the trial version is expired?

<https://developer.dynamsoft.com/dwt/kb/2011>

You can send an email to our support team at support@dynamsoft.com and ask for an extended license. We will be more than happy to extend the license for you.

## What is TWAIN?

<https://www.dynamsoft.com/docs/dwt/index.html>

TWAIN is a protocol and application programming interface (API) that standardizes communication between an application and image acquisition devices such as scanners and digital cameras. This standard allows a developer to make standard calls to any image acquisition device that supports TWAIN. Thus the application would not have to be written to support every device. TWAIN has been in existence since 1992 and is governed by the TWAIN Working Group.

## How to deploy Dynamic Web TWAIN ActiveX on web server?

<https://developer.dynamsoft.com/dwt/kb/2057>

Make sure the Resource Folder is included in your solution and upload it to web server

## What is the difference between the trial version and the full version?

<https://developer.dynamsoft.com/dwt/kb/2010>

The Dynamic Web TWAIN trial Version is fully functional. However it is only good for 30 days and after 30 days there may be a watermark or it will stop working. You can extend your trial if you want, the full version does not expire depending on license bought. It is required when you need to deploy your web application with Dynamic Web TWAIN integrated to your servers including Test/Dev/Staging/QA/Live servers.

## Why the login dialog still pops up when I upload image in Firefox with Windows authentication?

<https://developer.dynamsoft.com/dwt/kb/2655>

Firefox use a different way to handle the windows authentication, it has its own APIs to handle the Windows log in. When you first visit your website, the popup dialog for login is actually from Firefox, not from Windows. But when you call HTTPUpload\* method, DWT will call the Windows network API to send the request. Thus, the popup dialog here is from the system which cannot be hide or auto-login. You can enter the login credentials to upload the image, and then the system popup dialog won't be showing again in the same session.

## Is there any memory limit for Dynamic Web TWAIN?

<https://developer.dynamsoft.com/dwt/kb/2586>

Yes, we have a new feature called local caching two properties are available:

<https://www.dynamsoft.com/docs/dwt/API/General-Utilities.html#BufferMemoryLimit>

IfAllowLocalCache = boolean and BufferMemoryLimit= number in MB

## Do Fujitsu ScanSnap Scanners support Dynamic Web TWAIN or Dynamic .NET TWAIN?

<https://developer.dynamsoft.com/dwt/kb/2777>

No, the series of ScanSnap scanners don't support the TWAIN protocol. Therefore they are not compatible with Dynamic Web TWAIN, Dynamic .NET TWAIN or any other TWAIN products.

## How to install & use Dynamic Web TWAIN Mac Edition

<https://developer.dynamsoft.com/dwt/kb/2665>

Download the latest update if your version is older than 10.x <https://www.dynamsoft.com/docs/dwt/KB/Install-Upgrade.html#trialtofull>

To install and use Mac Edition on client machines, please follow the steps below:

1. When accessing the web page on a client machine, you will be asked to install the HTML5 Mac Edition. Click on the Download button to download the installer.

If you didn't install the plugin before, you will see the dialog:

If your installed version is lower than the one on server, you'll see the dialog below:

2. Check the downloaded item **DynamicWebTWAINHTMLFull(Trial)Edition** and click on it to start the installation.

3. Enter your system password to proceed.

4. Refresh your browser and now you can use the HTML5 Mac Edition with the application.

5. Once it is complete, you'll find a new installation directory by selecting *Go > Applications > Dynamsoft > WebTwain*.

**[How to uninstall the HTML5 Mac Edition]**

To completely remove the HTML5 Mac Edition from your client machine, please use the **Uninstall.pkg** in the path below.

Select *Go > Applications > Dynamsoft > WebTwain > {installed version No.} > Uninstall.pkg*

## How to get advanced samples?

All samples are available at:

* [Dynamic Web TWAIN sample code gallery](http://www.dynamsoft.com/Downloads/WebTWAIN-Sample-Download.aspx)
* [ImageCapture Suite sample code gallery](http://www.dynamsoft.com/Downloads/ImageCapture-Suite-Sample-Gallery.aspx)
* [Dynamic .NET TWAIN sample code gallery](http://www.dynamsoft.com/Downloads/.Net-TWAIN-Sample-Download.aspx)

## How to prevent caching of my JavaScript file?

<https://developer.dynamsoft.com/dwt/kb/2878>

Ctrl + F5 or adding a ?<version> to the script src link.

## Is there any way for the TWAIN API to detect if the scanner hardware is plugged-in?

<https://developer.dynamsoft.com/dnt/is-there-any-way-for-the-twain-api-to-detect-if-the-scanner-hardware-is-plugged-in>

Nope unfortunately because:

1. Our product gets the scanner sources from TWAIN Data Source Manager (or DSM, this is a common module of TWAIN, made available by the TWAIN Working Group) and gets the webcam sources from built-in UVC support (Windows)
2. Most scanners have their sources shown in DSM whether it's connected or not. Only some of them hide the sources when they are not connected
3. Most if not all webcams hide their sources when they are not connected
4. Some scanners/webcams have 2 drivers (2 sources per device)

## What issues the end users may encounter when they visit your scan application?

<https://developer.dynamsoft.com/dwt/kb/2871>

1. As long as they can install our plugin for their browser the application will most of the time however with IE if the security settings is too controlled they may not be able to install and run the scan plugin successfully.
2. If the Scanner is not TWAIN compatible then DWT will not work.

## How to add a MIME type in IIS?

<https://developer.dynamsoft.com/dwt/kb/2713>

1. Open IIS Manager and navigate to the level you want to manage. For information about opening IIS Manager, see Open IIS Manager (IIS 7). For information on how to navigate to locations in the UI, see Navigation in IIS Manager (IIS 7).
2. In Features View, double-click MIME Types.
3. In the Actions pane, click Add.
4. In the Add MIME Type dialog box, type a file name extension in the File name extension text box. For example, type .pkg
5. Type a MIME type in the MIME type text box. For example, the MIME type for pkg is "application/x-newton-compatible-pkg"
6. Click OK.

## Does Dynamic Web TWAIN support Webcams?

<https://developer.dynamsoft.com/dwt/kb/2673>

Yes, if the webcam has a TWAIN driver if not you can use our Webcam Capture add-on. It works with all USB video device class (UVC) and WIA compatible webcams.

# License Questions

## How to generate a product key

<https://developer.dynamsoft.com/dwt/kb/2040>

**For versions 12 or above:** customers don’t need to generate a product key we can of it for them.

**For trial users:** contact dynamsoft support to get a new product key

**For versions 11, 12**:

1. **Get Serial Number** for paid customers, you should get an email with the full Serial number.
2. G**enerate Product Key:** Please visit: <https://www.dynamsoft.com/Secure/WebTWAIN_ProductKeyGen.aspx>

Enter your serial number then clock on the **Generate Product Key** button.

1. **Find the dynamsoft.webtwain.config.js** and use the product key data string as follows.

<https://developer.dynamsoft.com/dwt/kb/2040>

**For Versions 10 and earlier:**

1. Login to the customer portal. (login at the Dynamsoft website)
2. Find product key
3. Change product key

## Error Messages about your License

<https://developer.dynamsoft.com/dwt/kb/2045>

### 11.x

**Symptom:**

When you click on the Scan button on your scan page built with Dynamic Web TWAIN, you may find a watermark on the scanned images and you get one of the following errors when you read ErrorString

1. Invalid License
2. The current product key does not match the domain.

**Cause:**

**For error message #1 -**

The license you used to create the product key is not valid, it might be the license for a wrong edition, or you might not have copied the entire key.

**For error message #2**

When you generate the key, you didn't enter the domain or you entered a wrong domain.

**Solution:**

Make sure you have the correct license as well as domain, then try generating a product key again. NOTE: As long as you see a watermark on the scanned image, you can be sure that there is an issue(s) with the product key.

## How to install “Microsoft Licensed Class Manager 1.0” on my computer?

Verify the following security settings of IE to "Prompt" or "Enabled":

1). Download signed ActiveX controls

2). Run ActiveX Controls and plug-ins

3). Script ActiveX controls marked safe for scripting

The dialog box of the security setting can be launched from the menu Tools -> Internet Options. Then select the security tab.

If you are using Windows Vista/7/2008, please try with the following steps.

1). Turn Protected Mode off.

2). Add the website to the zone of trusted sites.

3). To temporarily elevate permissions of IE: click Start, point to All Programs, right-click IE, and then select Run Elevated (with Administrator permissions).

Access the TWAIN-related web page and you will be asked to download the add-on: 'Microsoft License Manager DLL'. Click to install the Add-on.

## How to remove “DynamicWebTwain Class” from “C:\Windows\Downloaded Program Files”?

<https://developer.dynamsoft.com/dwt/kb/2387>

## How to update the license to a new trial or full version

<https://developer.dynamsoft.com/dwt/kb/license-questions/how-to-update-the-license-to-a-new-trial-or-full-version>

## What are the differences between Developer License and Web Server License? [Deprecated]

<https://developer.dynamsoft.com/dwt/kb/2049>

# Security Questions

## How to turn off DEP

<https://developer.dynamsoft.com/dwt/kb/2524>

Option 1:

* Run command Prompt as administrator
* In the command prompt, type bcdedit.exe /set {current} nx AlwaysOff and press Enter
* You should get a success message back.
* Close the command prompt
* Restart the computer to apply.

Option 2:

* Run Command prompt as administrator.
* Call "$(DevEnvDir)..\VC\vcvarsall.bat" x86.
* Type editbin /NXCOMPAT:NO $(TargetPath) and press Enter.
* Close the command prompt.
* Restart the computer to apply.

## How to work with SSL

## <https://developer.dynamsoft.com/dwt/kb/2119>

## Error message: The server returned an invalid or unrecognized response

<https://developer.dynamsoft.com/dwt/kb/2166>

**Problem:** When you upload an image in Dynamic Web TWAIN’s buffer with SSL, you may get the following error message returned by the ErrorString property:

**Cause:**

1. The code is not written correctly
2. SSL is not configured properly
3. Some packets on the network were corrupt.

**Resolution:**

Please follow the steps to solve the problem:

1. Check the code is written correctly. To upload an image using SSL, please make sure the following two properties are used correctly.
   * Set the value of IfSSL to true.
   * Set the SSL port in your code by using the HTTPPort property (The default SSL port is 443)
2. Please make sure the security configuration on the server is correct
3. Check whether the packets on the network are corrupt. You can often use a network monitor to find the location of such problems.

## Error message: An error occurred in the secure channel support

<https://developer.dynamsoft.com/dwt/kb/2120>

**Symptom:** When uploading the image in Dynamic Web TWAIN’s buffer using SSL, you may receive an error message.

**Cause:**

The problem may occur when any of the following items exist:

1. SSL is not working
2. The code is not written properly.

**Resolution:**

1. Please make sure that SSL is working fine. You can open the web page with HTTPS to see if it works.
2. Make sure that the code is written correctly.

## Error message: has stopped working

<https://developer.dynamsoft.com/dwt/kb/2289>

**Symptom:**

When running a TWAIN EXE file in Windows Vista/7, you may get the following error message:

**Cause:**

The EXE file is blocked by the DEP (Data Execution Prevention) protection. DEP is a security feature in Microsoft Windows OS.

**Solution:**

Please turn off DEP for the EXE file. The following is the detailed information.

**Disable Data Execution Prevention (DEP) completely**

1. Open Control Panel and click Performance and Maintenance.
2. Under or Pick a Control Panel icon, click System.
3. Click the Advanced tab, and in the Startup and Recovery area, click Settings.
4. In the SystemStartup area, click Edit.
5. In Notepad, click Edit and then click Find.
6. In the Find what field, type /noexecute and then click Find Next.
7. In the Find dialog box click Cancel.
8. Replace the policy\_level (for example, "OptIn" default) with "AlwaysOff" (without the quotes).
9. WARNING: Be sure to enter the text carefully. Your boot.ini file switch should now read:
10. /noexecute=AlwaysOff
11. In Notepad, click File and then click Save.
12. Click OK to close Startup and Recovery.
13. Click OK to close System Properties and then restart your computer.
14. This setting does not provide any DEP coverage for any part of the system, regardless of hardware DEP support.
15. Verifying DEP is Disabled
16. Click Start, and then click Control Panel.
17. Under Pick a category, click Performance and Maintenance.
18. Under or Pick a Control Panel icon, click System.
19. Click the Advanced tab.
20. In the Performance area, click Settings and then click Data Execution Prevention.
21. Verify that the DEP settings are unavailable and then click OK to close Performance Settings.
22. Click OK to close System Properties then close Performance and Maintenance.

If you are using Visual Studio, you can go to Start->All Program->Microsoft Visual Studio->Visual Studio Tools and click Visual Studio Command Prompt. In the console window, run the following command:

editbin.exe /NXCOMPAT:NO $(TargetPath)

# System Requirements

## What programming languages can Dynamic Web TWAIN work with?

<https://developer.dynamsoft.com/dwt/kb/2026>

Dynamic Web TWAIN can be used in any COM-enlightened program language, such as C#, VB.NET, Visual C++, Visual Basic, Delphi, HTML/VBScript/JavaScript, PowerBuilder and so on.

Currently, we provide sample code of Dynamic Web TWAIN in ASP, VB.NET, C#, PHP+Apache and JSP+Tomcat.

## How can I know the size of memory used by Dynamic Web TWAIN?

<https://developer.dynamsoft.com/dwt/kb/2643>

Dynamic Web TWAIN stores the scanned images in DIB format in the physical memory (as part of the memory occupied by the browser). You can use the method GetSelectedImagesSize to get the total size that the scanned images have occupied.

# How to get Support

## Dynamic Web TWAIN: Debugging with LogLevel

<https://developer.dynamsoft.com/dwt/kb/2658>

In Dynamic Web TWAIN we have a property called LogLevel to catch detailed information when necessary. The property returns or sets the log level for debugging purpose.

## Dynamic Web TWAIN: How to restart Dynamic Web TWAIN service

<https://developer.dynamsoft.com/dwt/kb/how-to-get-support/dynamic-web-twain-how-to-restart-dynamic-web-twain-service>

On Windows, find the service in the 'Local Services'. Stop and Start it.

On Mac, find and kill WebTwainService in Activity Monitor and it'll start itself.

On Linux, find and kill WebTwainService in System monitor and it'll start itself.

## Is it possible you provide me with sample code of Dynamic Web TWAIN?

Yes, <https://www.dynamsoft.com/Downloads/WebTWAIN-Sample-Download.aspx>

## How do we get started with the Virtual Developer Service?

<https://developer.dynamsoft.com/dwt/kb/2018>

Following is the work flow of Virtual Developer Service.

Complete the Requirements Form and send it to the support team at support[at]dynamsoft.com.

<https://developer.dynamsoft.com/dwt/kb/2018>

Our developers will analyze your requirements, send the form with comments along with a quotation for the Virtual Developer Service back to you.

If you agree with the requirement analysis, please sign the form and send us the License you own and we will start coding and testing.

Check and accept the application.

During the contact period, you can bring up any new requirements and we will modify the application with the steps above.

## How to troubleshoot by setting TWAINDSM environment variable?

<https://developer.dynamsoft.com/dwt/kb/2681>

1. Rename the twain\_32.dll (under C:\Windows) to twain\_32.dll\_1 or any other names. By default, your TWAIN application will use twain\_32.dll rather than TWAINDSM.dll. To force the TWAINDSM to be used to create the log, we need to delete (or just rename) twain\_32.dll.
2. Set an environment for TWAINDSM Right click "My Computer" | Properties | (Advanced system settings) |Advanced tab | click on "Environment Variables", New

variable name: TWAINDSM\_LOG

variable value: D:\twain.log

1. Run TWAIN Application. If debugging using a IDE, like Visual Studio, restart it.
2. Navigate to the path you specified in "variable value" to see if the log file has been created. You can view the log file for troubleshooting. Or, you can send the log file to support[at]dynamsoft.com. We will check it for you.

**FAQ:**

I got "You need to provide administrator permission to rename to file" when renaming the twain\_32.dll

1. Right click on twain\_32.dll | Properties | Security tab | click on "Advanced" | Owner tab | click on "Edit" | highlight the current user in the list | OK | OK.

2. Back to the "Security" tab | click "Edit" | highlight the current user | add permissions | OK.

3. You should be able to rename the DLL now.

## What are the major differences between the Virtual Developer Service and usual customer support?

<https://developer.dynamsoft.com/dwt/kb/2020>

1. With the Virtual Developer Service, we can be involved in your project as much as needed. We take part in your project from requirement analysis to completion.
2. With the Virtual Developer Service, we communicate with you closely, analyze your requirements, propose tech solutions, write the code, help you integrate the code in your project, do the test and maintenance.
3. With standard customer support, you usually need a developer working on the TWAIN/Webcam module who might need the support of our technical support team.

## What is GoToMeeting?

<https://developer.dynamsoft.com/dwt/kb/2016>

GoToMeeting is a Web conferencing tool that allows you to schedule presentations and meet our support team online. With GoToMeeting, you can share your desktop to our support team, which can help us solve the problem you are experiencing in real time.

## What is Live Help?

<https://developer.dynamsoft.com/dwt/kb/2015>

Dynamsoft is committed to provide the best customer support in the industry. Our support team is ready to offer no time limit, high quality, friendly and responsively technical support for our valued registered users.

We provide at least 16 hours Live Support per weekday. Live Support is an online chat service for our customers to interact with our support professional in real time.

Recognizing our world-wide customers locate in different time zones, we proudly provide at least 16 hours Live Chat Support (Live Help) each day from Monday to Friday.

If you visit between Monday and Friday and happen to see our Live Help support professional is offline, please wait a moment and our support professional will be with you shortly.

When the Live Help support professional is offline, you can also leave a message and we would response promptly.

# Installation & Upgrade

## Dynamic Web TWAIN Module is not installed

<https://developer.dynamsoft.com/dwt/kb/installation-and-upgrade/dynamic-web-twain-module-is-not-installed>

From version 13.0 of Dynamic Web TWAIN, the installation of the SDK is done in 2 steps.

The first step is to install Dynamsoft Service which is a common service used by multiple SDKs created by Dynamsoft.

The 2nd step is to install the actual module for Dynamic Web TWAIN.

The 2nd step was designed to be automatic, in other words, once you open a page that uses Dynamic Web TWAIN, the related JavaScript code will detect the existence of the Dynamic Web TWAIN module and download it if it's not found. By default, no user interaction is required. However, in some cases, the module might fail to download and you would see a dialog

On this dialog, you can download a .msi file to manually install the Dynamic Web TWAIN module. To install with a .msi, please make sure you have the permission as an administrator. If the dialog still pops up after you have installed the .MSI, please check the following directory where you can find a file named like this dwt\_{trial}\_{version}.dll (for example, dwt\_trial\_13.3.0.0115.dll)

C:\Windows\SysWOW64\Dynamsoft\DynamsoftService

If your project is using the purchased SDK, then the name of the DLL shouldn't contain 'trial'. If it does, you need to check your project on the server and make sure you have placed the correct non-trial files there.

## How to enable “automatic update” for Dynamsoft Service

<https://developer.dynamsoft.com/dwt/kb/installation-and-upgrade/how-to-enable-automatic-update-for-dynamsoft-service>

In version 13.3, the automatic update is disabled by default. Once you have upgraded your application to use version 13.3, you can enable the update. To do this, you just need to set IfUpdateService to true in dynamsoft.webtwain.config.js like this:

Dynamsoft.WebTwainEnv.IfUpdateService = true;

The following files are needed for the update in the Resources folder, please make sure they are not removed from that folder.

Win: WinDSUpdate\_Version.zip

Mac: MacDSUpdate\_Version.zip

Lin: LinuxDSUpdate\_Version.zip

Once the update is enabled, the user will see the following pop-up when he/she visits the scan page as the service is being updated:

During this process, our code will automatically download the \*DSUpdate\_Version.zip file from the server side and update the local service components.

After the update, the new Dynamsoft Service will start automatically and the user can continue to use the SDK.

A failed update won't matter as the old service can still be used. However, the same process will be carried out the next time the user goes to the scan page.

## How to manually install Dynamsoft SDKs

<https://developer.dynamsoft.com/dwt/kb/installation-and-upgrade/how-to-manually-install-dynamsoft-sdks>

## How to manually remove Dynamsoft ActiveX?

<https://developer.dynamsoft.com/dwt/kb/2472>

it is recommended to use DWTICSActiveXClearTool.exe to uninstall the existing ActiveX control.

Please download the tool via:

<http://www.dynamsoft.com/download/Support/TWAIN/DWTICSActiveXClearTool.zip>

## How to upgrade the OCR pro module from trial to full

<https://developer.dynamsoft.com/dwt/kb/installation-and-upgrade/how-to-upgrade-the-ocr-pro-module-from-trial-to-full>

Once you have tested the OCR pro module and found it a good fit for your application, you can upgrade from the trial version to the full version following the steps below.

1. Uninstall the old Dynamsoft Service with the file UninstallService.bat (run it as admin) which comes with all OCR pro samples
2. Install Dynamic Web TWAIN full version on the server, if you don't have the installer
3. Copy OCR-related resources which can be found in all OCR pro samples to the installation folder of Dynamic Web TWAIN typically located at C:\Windows\SysWOW64\Dynamsoft\DynamsoftService\
   * /OCRProResource/
   * DynamicOCRPro.dll
4. Update your code to use the correct URL for OCR requests, for example
   * From the trial one: "http://127.0.0.1:18622/dwt/dwt\_trial\_13201023/OCRPro"
   * to the full one: "http://127.0.0.1:18622/dwt/dwt\_13201023/OCRPro"
5. Update your code to use the full-version product key. Take a code snippet from our OCR pro samples for example, you can replace the following field in bold with your purchased key
   * strRequestBody += "\"productKey\": \"" + Dynamsoft.WebTwainEnv.ProductKey + "\",";
6. Rebuild your application and verify the upgrade

## How to upgrade to the latest version

Follow instructions

<https://www.dynamsoft.com/docs/dwt/KB/Install-Upgrade.html>

## Why am I prompted to install the Dynamsoft Service

<https://developer.dynamsoft.com/dwt/kb/installation-and-upgrade/why-am-i-prompted-to-install-the-dynamsoft-service>

**Scenario:**

When you access a page where an SDK from Dynamsoft has been implemented. You might get prompted to install the Dynamsoft Service.

**Causes:**

The Dynamsoft Service is not installed or it's not started.

**Resolution:**

Check the windows service list and see if you can find Dynamsoft Service listed there

If the service is listed, please make sure it's started and running.

If the service is not listed, please download and install it.

## Dynamic Web TWAIN installation failed on Mac OSX 10.6

<https://developer.dynamsoft.com/dwt/kb/2890>

If you are seeing an error that the installation of Dynamic Web TWAIN has failed it is most likely caused by a known issue with Mac OSX 10.6 which leads to PKG files not from the apple store not being recognized.

In order to solve this problem please update to version 10.7 or the latest version of OSX

## Dynamic Web Twain Installation files and folders

<https://developer.dynamsoft.com/dwt/kb/2893>

When installing Dynamic Web TWAIN you may wonder where the files are installed on the developers' machine as well as on the end users machine. This knowledge base article will help outline some of the main components.

**For Developers:**

When installing the trial version of Dynamic Web TWAIN you will have a new directory located at: C:\Program Files (x86)\Dynamsoft\Dynamic Web TWAIN SDK 10.2 Trial:

In this folder you may create test files for yourself such as hello World, there are many important aspects:

1. Resources folder, used for running all of the examples in this folder, required to be unchanged in order for samples to work
2. Samples folder, samples created for you to view how various Dynamic Web TWAIN functionality works
3. Documents folder, various documents for helping you create your samples such as the developer guide
4. DWTLicensing.exe file, an executable for entering your license information into

On installation there is also another folder created: C:\Windows\SysWOW64\Dynamsoft\DynamicWebTwain.

This folder contains the files which are run by the browser when running Dynamic Web TWAIN.

**For End Users:**

End users using browsers other than IE will find the files installed into the same folder as above: C:\Windows\SysWOW64\Dynamsoft\DynamicWebTwain

For end users using Internet Explorer the files for running Dynamic Web TWAIN will appear in the folder: C:\Users\{user name}\AppData\Local\Microsoft\Internet Explorer\Downloaded Program Files

## Dynamic Web TWAIN: How to Remotely Install Web TWAIN MSI on End-Users Machines

<https://developer.dynamsoft.com/dwt/kb/2907>

If you would like to pre-install Dynamic Web TWAIN on an end-users machine or group of end-users machines please use the following two steps for windows:

1. Get the MSI files for the Dynamic Web TWAIN SDK.
   * From Web TWAIN v12.0, the MSI files are put in the installation path. Typically, they are under:
     + **For version 12**

C:\Program Files (x86)\Dynamsoft\Dynamic Web TWAIN SDK 12.x Trial\Resources\MSI.

* + - **For version 13**

C:\Program Files (x86)\Dynamsoft\Dynamic Web TWAIN SDK 13.x Trial\Resources\MSI.

* + For Web TWAIN v11.x or earlier, please email a request to sales@dynamsoft.com for the copy of the MSI files. Please ensure that you attach any relevant License info in the email.

1. Use Microsoft Group Policy to distribute and install the MSI from Windows Server 2003 or 2008. More information on this can be found on Microsoft’s Support site.

## How to install an internal version of Dynamic Web TWAIN?

<https://developer.dynamsoft.com/dwt/kb/2844>

## How to install the HTML5 Mac Edition for web application from client side?

<https://developer.dynamsoft.com/dwt/kb/2678>

## How to remove the Dynamsoft Scanning Service from client side?

<https://developer.dynamsoft.com/dwt/kb/2638>

## How to silently install/uninstall Dynamsoft Service via Command Line?

<https://developer.dynamsoft.com/dwt/kb/2866>

## How to upgrade from trial to full

<https://developer.dynamsoft.com/dwt/kb/installation-and-upgrade>

# How to Customize UI

## How to Customize the Progress for Upload/Download

<https://developer.dynamsoft.com/dwt/kb/how-to-customize-ui/how-to-customize-the-uploaddownload-progress-bar>

## How to Customize the default DWObject

<https://www.dynamsoft.com/docs/dwt/Dev-Guide/Customize-the-Web-TWAIN-Object.html>

## How to Customize the prompt in the browser

<https://developer.dynamsoft.com/dwt/kb/2894>

## Modifying or removing Loading bars/ Icons

<https://developer.dynamsoft.com/dwt/kb/2902>

# Dynamic Web TWAIN environment

## Does Dynamic Web TWAIN support Database?

<https://developer.dynamsoft.com/dwt/kb/2133>

Yes. Dynamic Web TWAIN is able to save image files to the file system and Database. Currently, we provide SaveToDB samples in ASP, VB.NET, C#, PHP+Apache and JSP+Tomcat.

## Does Dynamic Web TWAIN support Firefox?

Yes Dynamic Web TWAIN HTML5 Edition is compatible with Firefox

## Does Dynamic Web TWAIN support Safari?

Yes, Dynamic Web TWAIN Mac Edition supports Safariv7+, Chrome and Firefox on Mac OS X 10.6 and above.

## How can I know the size of memory used by Dynamic Web TWAIN?

<https://developer.dynamsoft.com/dwt/kb/2643>

Dynamic Web TWAIN stores the scanned images in DIB format in the physical memory (as part of the memory occupied by the browser). You can use the method GetSelectedImagesSize to get the total size that the scanned images have occupied.

## What Programming languages can Dynamic Web TWAIN work with?

<https://developer.dynamsoft.com/dwt/kb/2026>

Dynamic Web TWAIN can be used in any COM-enlightened program language, such as C#, VB.NET, Visual C++, Visual Basic, Delphi, HTML/VBScript/JavaScript, PowerBuilder and so on.

Currently, we provide sample code of Dynamic Web TWAIN in ASP, VB.NET, C#, PHP+Apache and JSP+Tomcat. For samples of Dynamic Web TWAIN. <https://www.dynamsoft.com/Downloads/WebTWAIN-Sample-Download.aspx>

# Develop with Dynamic Web TWAIN

## Use Dynamic Web TWAIN in Development Tools

### How to use SDK in Microsoft Office Access

<https://developer.dynamsoft.com/dwt/kb/2059>

1. Start Microsoft Office Access
2. Select Project using new data which can be found at “File -> New” to create a new project
3. In the list of Object, Click Forms and select Create form in Design view to create a new form
4. Click ActiveX Control in the Insert menu.
5. Select DynamicWebTwain Class in the Insert ActiveX Control dialog box. Click OK to close the dialog box and insert the ActiveX control to the form.

## Use ADF and Multiple Scan

### How do I use ADF?

<https://developer.dynamsoft.com/dwt/kb/2037>

You can use the IfFeederEnabled Method to set whether the Source uses the automatic document.

### How can I do a duplex scan?

<https://developer.dynamsoft.com/dwt/kb/2084>

Yes you can use the Duplex property to check this. If your device supports duplex scanning you can use the IfDuplexEnabled property to enable it.

### How many pages could the software scan at most once

<https://developer.dynamsoft.com/dwt/kb/2090>

You can scan thousands of images at a time if you set the properties IfAllowLocalCache and BufferMemoryLimit.

### How to detect whether the scanner has actually finished scanning?

<https://developer.dynamsoft.com/dwt/kb/2091>

Using OnPostAllTransfers Event

### Dynamic Web TWAIN: How can I insert new scanned images to an existing multi-page file

<https://developer.dynamsoft.com/dwt/kb/2096>

To do this, you just need to set the property IfAppendImage to 'false'.

You can load some images from your local disk first, and then acquire images from your device with IfAppendImage set to 'false'.

## Capability Negotiation

### How can I set resolution in the X and Y direction separately?

<https://developer.dynamsoft.com/dwt/2103>

With capability negotiation, you can use the capabilities ICAP\_XRESOLUTION and ICAP\_YRESOLUTION to set resolution in the X and Y direction separately.

### How to detect and discard blank pages automatically?

<https://developer.dynamsoft.com/dwt/kb/2172>

1. If the TWAIN driver of your device supports discarding blank pages, you can use the driver's built-in feature.
2. If the scanner itself doesn't support discarding blank pages, you can also use the IsBlankImageExpress method to do this as a workaround. To detect and discard blank pages automatically, you can do it in the OnPostTransfer event which fires after each transfer.

### How to rotate the scanned image data prior to transfer?

<https://developer.dynamsoft.com/dwt/kb/2268>

With capability negotiation, you can use the capability ICAP\_ROTATION to rotate the scanned image data before it's transferred.

### How to use custom capabilities of your TWAIN device

<https://developer.dynamsoft.com/dwt/kb/2724>

### How to get a list of all supported DPI/resolution from a selected TWAIN data source?

<https://developer.dynamsoft.com/dwt/kb/2826>

You can use capability negotiation to get the supported DPI/resolution list from a selected TWAIN data source.

## Work with Data Source

### Can I acquire images from a network scanner with Dynamic Web TWAIN?

<https://developer.dynamsoft.com/dwt/kb/2073>

### How to set whether the source displays the User interface?

<https://developer.dynamsoft.com/dwt/kb/2075>

You can use the IfShowUI property to set whether the Source displays the User Interface.

### How to make the User Interface close to automatically after scanning?

<https://developer.dynamsoft.com/dwt/kb/2076>

When you acquire images with the User Interface (UI), the UI does not close automatically after all the transfers end. To close the User Interface automatically, you can set the IfDisableSourceAfterAcquire property to true.

### How can I select a specific device without the source selection dialog?

<https://developer.dynamsoft.com/dwt/kb/2092>

You can use Dynamic Web TWAIN's SelectSourceByIndex method to select a specific source as the current source.

### How to Close the Select Source Dialog box when I click the Cancel Button?

<https://developer.dynamsoft.com/dwt/kb/2287>

### How to manage custom DS data?

<https://developer.dynamsoft.com/dwt/kb/2818>

### Does Dynamic Web TWAIN SDK support fingerprint device?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/work-with-data-source/does-dynamic-web-twain-sdk-support-fingerprint-device>

Dynamic Web TWAIN is compatible with TWAIN specification V2.1. If there is a TWAIN driver available for your fingerprint device, your device should be able to work with Dynamic Web TWAIN.

### Can I hide offline scanners from the select source list?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/work-with-data-source/can-i-hide-offline-scanners-from-the-select-source-list>

No, Dynamic Web TWAIN gets the list of device drivers from the DSM (Data Source Manager). The offline source is not removed from the DSM so it will still show up in the source list.

Currently, we don’t provide the method that can be used to remove or hide the offline device source from the source list, if it still exists in the DSM.

Some smart drivers support to detect whether the device is online or offline, and then add or delete the device source in the DSM. In this case, since the sources in the DSM are changed, when Dynamsoft Service gets the source list from the DSM, the offline device will be hidden.

### How to exclude WIA scanners from the select source list?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/work-with-data-source/how-to-exclude-wia-scanners-from-the-select-source-list>

## Dynamic Web TWAIN Events

### How to get the coordinates info of the selected area on an image

<https://developer.dynamsoft.com/dwt/kb/2780>

In many cases, you might want to edit a certain area of an image. To do this, typically you need to first get the coordinates for that area. This can be done by selecting the area with your mouse and then read the coordinates in the callback function for the event OnImageAreaSelected

## Customize Your Scan

### Dynamic Web TWAIN: How can I acquire black-white images?

<https://developer.dynamsoft.com/dwt/kb/2078>

You can set the value of PixelType property to EnumDWT\_PixelType.TWPT\_BW

### Dynamic Web TWAIN: How can I scan only a part of a picture?

<https://developer.dynamsoft.com/dwt/kb/2079>

You can use Dynamic Web TWAIN's SetImageLayout method to decide which part of the image you are going to scan.

If you know your page size like A4LETTER, USLEGAL, and etc., please use PageSize property.

### How can I scan an inverted image?

<https://developer.dynamsoft.com/dwt/kb/2086>

You can use Dynamic Web TWAIN's PixelFlavor property to set the pixel flavor for scanning image.

### How can I disable the scanning progress dialog?

<https://developer.dynamsoft.com/dwt/kb/2093>

You can use Dynamic Web TWAIN's IfShowIndicator property to disable the scanning progress dialog during the acquisition and transfer, regardless of whether the Source's user interface is active.

### How can I get binary data from scanned image?

<https://developer.dynamsoft.com/dwt/kb/2117>

You can use the hDIB property to get binary data from a scanned image. Also, you can download and test the attached hDIB sample if you want to know more about how to use this property.

Why is the actual image resolution different from the value of Resolution property?

<https://developer.dynamsoft.com/dwt/kb/2143>

1. As a quick testing, please try to reproduce the issue at this online demo.If you are not able to reproduce the issue, it means your code is not correct. You can refer to the source code of the online demo for troubleshooting.
2. If the same issue exists with Dynamsoft's online demo, please check the option "Show UI" to enable the default pre-scanning interface dialog. In the dialog, please double check if the value of resolution is available in the scanner interface. If not, it means your scanner does NOT support the value you set. Please try a different value instead.
3. Please also note that Dynamic Web TWAIN product fully supports TWAIN compatible devices only. If following step#1 and #2 doesn't resolve the issue, please double check if you have installed a TWAIN driver for your device.

### Where and what formats are the images stored?

<https://developer.dynamsoft.com/dwt/kb/2147>

Dynamic Web TWAIN holds the images in buffer in memory as Bitmap format.

From version 9 of Dynamic Web TWAIN, two new APIs called IfAllowLocalCache and BufferMemoryLimit are available to store images in encrypted local cache file. The default value of BufferMemoryLimit is 800 - which means Dynamic Web TWAIN uses 800MB of memory space to store images. When the total size of images exceed the limit, images will then be cached to local encrypted files.

The new feature makes it possible to scan thousands of pages at a time without running out computer memory.

### Why do I only get a part of the image scanned?

<https://developer.dynamsoft.com/dwt/kb/2161>

### Does the SDK support creating a scan page in other language than English?

<https://developer.dynamsoft.com/dwt/kb/2168>

As a SDK, you don't need to worry about the display language of your scan page. By default, all the sample projects of Dynamic Web TWAIN are created in English. However, you can surely create a scan page in own local language as the interface is all about HTML element.

Regarding the built-in error messages of Dynamic Web TWAIN, you can also translate them into your own language in JavaScript.

### How to get barcode information from an image?

<http://www.dynamsoft.com/blog/barcode-reader/read-barcodes-online-from-web-application/>

### Dynamic Web TWAIN: How to use ActiveX, Plugin and HTML5 Editions on the same page?

Please note NPAPI Plugin Edition of Dynamic Web TWAIN has been deprecated, as modern browsers (such as Chrome v45 or higher version) has stopped the support of NPAPI plugin.

To replace NPAPI Plugin Edition, Dynamsoft has developed a new edition - HTML5 Edition to support all the latest browsers, including IE 10+, Edge, Chrome and Firefox.

For more details, please download a 30-day free trial version of Dynamic Web TWAIN. In its installation folder, you can refer to the sample projects and their source code to build your own cross-browser scanning application.

### How to make the scan page support both 32-bit and 64-bit IE?

Since version 9.0 of Dynamic Web TWAIN, Dynamsoft has developed a few JavaScript libraries to make programming much easier. For things like end user OS & browser type detection, the related code has been included in the dynamsoft.webtwain.initiate.js file.

### How to support multiple browsers in one scan page?

Dynamsoft has developed a few JavaScript libraries to help you quickly build a cross-browser scanning application. Download our 30-day trial and check out the sample projects for reference.

### How to scan and upload documents to SharePoint?

<http://www.dynamsoft.com/blog/web-twain-webcam/expand-microsoft-sharepoint-to-create-the-ultimate-document-management-solution/>

### How to navigate images by mouse wheel?

<https://developer.dynamsoft.com/dwt/kb/2848>

### How to automatically deskew an image?

<https://developer.dynamsoft.com/dwt/kb/2854>

### How to use default source?

<https://developer.dynamsoft.com/dwt/kb/2896>

### How to resize the viewer automatically?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/customize-your-scan/dynamic-web-twain-how-to-resize-the-viewer-automatically>

### How to support both TWAIN and ICA scanners on macOS?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/customize-your-scan/dynamic-web-twain-how-to-support-both-twain-and-ica-scanners-on-macos>

## View or Edit Images in Buffer

### How can I view a specified image or go through all the images in buffer?

<https://developer.dynamsoft.com/dwt/kb/2104>

1. Set the CurrentImageIndexInBuffer property to the index of the image you'd like to view.
2. Use the methods next() or previous()

### Is there a built-in image editor?

<https://developer.dynamsoft.com/dwt/kb/2105>

Yes, you can select an image and the call the method ShowImageEditor to bring up the built-in Image Editor.

### How can I display an image in its actual size?

<https://developer.dynamsoft.com/dwt/kb/2108>

You can set the view mode to -1\*-1 and then set the property IfFitWindow to ‘false’ to display the image in its full size

### How to get the size of the scanned images

<https://developer.dynamsoft.com/dwt/kb/2142>

You can use the method GetSelectedImagesSize to get the size of the selected images.

### How can I Zoom In/Out on an image

<https://developer.dynamsoft.com/dwt/kb/2169>

To zoom in/out on an image, you can set the property Zoom

## How to reduce the size of a scanned image

<https://developer.dynamsoft.com/dwt/kb/2170>

To reduce the size of scanned images, you can try the following things:

1. Scan images in Grey or B&W pixeltype by setting the PixelType property.
2. Use a lower resolution. You can use the Resolution property before scanning. For existing images, you can also use the method SetDPI to lower its DPI.
3. Choose a proper compression type for TIFF/PDF. The properties are TIFFCompressionType and PDFCompressionType
4. If you want to save or upload the image as a JPEG file or a JPEG-encoded TIFF/PDF, you can decrease the value of the property JPEGQuality.

### What are the differences between BlankImageThreshold and BlankImageMaxStdDev?

<https://developer.dynamsoft.com/dwt/kb/2633>

### How to split an image into two separate parts?

<https://developer.dynamsoft.com/dwt/kb/2831>

### How can I add text that is not English?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/view-edit-manage-images-in-buffer/dynamic-web-twain-how-can-i-add-text-that-is-not-english>

To add text on an image, you can use the methods AddText and CreateTextFont. English is supported by default. In order to add text that is not English, please make sure you have set the OS correctly.

## Save or Upload Images

### What is an action page?

<https://developer.dynamsoft.com/dwt/kb/2071>

### How to work with SSL?

<https://developer.dynamsoft.com/dwt/kb/2119>

### How to save all images as a multi-page PDF File?

<https://developer.dynamsoft.com/dwt/kb/2122>

### Is PDF/A format supported?

<https://developer.dynamsoft.com/dwt/kb/2123>

### How can I upload scanned images to my web server?

<https://developer.dynamsoft.com/dwt/kb/2126>

### How to set username and password when using FTP download or upload?

<https://developer.dynamsoft.com/dwt/kb/2131>

### How to load images into viewer?

<https://developer.dynamsoft.com/dwt/kb/2139>

How can I upload or save each image as a separate image file?

<https://developer.dynamsoft.com/dwt/kb/2140>

### Save or upload all scanned images as a multi-page TIFF file

<https://developer.dynamsoft.com/dwt/kb/2532>

### How to load an existing image into image viewer?

<https://developer.dynamsoft.com/dwt/kb/2544>

### How to load images not created by the SDK?

<https://developer.dynamsoft.com/dwt/kb/2612>

### How to specify the field name of uploaded image through POST?

<https://developer.dynamsoft.com/dwt/kb/2621>

### Upload image with Forms-Based Authentication in ASP.NET Application?

<https://developer.dynamsoft.com/dwt/kb/2650>

How to merge ActionPage into the page for scanning? <https://developer.dynamsoft.com/dwt/kb/2737>

### How to send meta data with scanned images to server?

<https://developer.dynamsoft.com/dwt/kb/2753>

### How to email an uploaded image using C#

<https://developer.dynamsoft.com/dwt/kb/2758>

### Which kind of PDF files are supported?

<https://developer.dynamsoft.com/dwt/kb/2761>

### How to download images directly from Database?

<https://developer.dynamsoft.com/dwt/kb/2764>

### Fail to load an image which can be loaded on another PC

<https://developer.dynamsoft.com/dwt/kb/2774>

### How to automatically save images after scanning?

<https://developer.dynamsoft.com/dwt/kb/2797>

### How to upload images directly to Database?

<https://developer.dynamsoft.com/dwt/kb/2830>

### How to Upload Images with AJAX

<https://developer.dynamsoft.com/dwt/kb/2841>

### How to use a blank page as a separator

<https://developer.dynamsoft.com/dwt/kb/2892>

### How to post to a non-action page

<https://developer.dynamsoft.com/dwt/kb/2898>

### Failed to set request character encoding: [x-user-defined]

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/save-upload-load-images/dynamic-web-twain-failed-to-set-request-character-encoding-x-user-defined>

### How to upload multiple files at a time

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/save-upload-load-images/dynamic-web-twain-how-to-upload-multiple-files-at-a-time>

## Steps on how to use Dynamic Web TWAIN on Alpha 5

## <https://developer.dynamsoft.com/dwt/kb/2756>

## How to select scanner by its name?

<https://developer.dynamsoft.com/dwt/kb/2846>

## How to save pre-scan settings using cookie?

<https://developer.dynamsoft.com/dwt/kb/2847>

## How to highlight selected area of an image?

<https://developer.dynamsoft.com/dwt/kb/2855>

## How to change the location or to rename the ‘Resources’ folder with Dynamic Web TWAIN?

<https://developer.dynamsoft.com/dwt/kb/2870>

## How to debug in chrome step by step?

<https://developer.dynamsoft.com/dwt/kb/2873>

## How to use FileUploader to do the upload

<https://www.dynamsoft.com/docs/dwt/API/FileUploader.html>

## How to use mouse wheel to zoom in Dynamic Web TWAIN

<https://developer.dynamsoft.com/dwt/kb/2897>

## Modifying or removing Loading bars / Icons

<https://developer.dynamsoft.com/dwt/kb/2902>

## How to show all scanners in a drop down list

<https://developer.dynamsoft.com/dwt/kb/2903>

## How to Pass MICR data

<https://developer.dynamsoft.com/dwt/kb/2905>

## How to filter out specific source names

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/dynamic-web-twain-how-to-filter-out-specific-source-names>

## How to enable remote scan (beta)

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/dynamic-web-twain-how-to-enable-remote-scan>

## How to initialize Web TWAIN object manually

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/how-to-initialize-web-twain-object-manually>

## How to hide the image viewer of Dynamic Web TWAIN object?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/how-to-hide-the-image-viewer-of-dynamic-web-twain-object>

## How to convert scanned images to base64 string?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/how-to-convert-scanned-images-to-base64-string>

## How to asynchronously load dynamsoft.webtwain.initate.js?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/how-to-asynchronously-load-dynamsoft-webtwain-initate-js>

## How to add other languages support in the Client-side OCR Sample?

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/how-to-add-other-languages-support-in-client-side-ocr-basic-sample>

## Dynamic Web TWAIN document scanning performance and speed

<https://developer.dynamsoft.com/dwt/kb/develop-with-dynamic-web-twain/About-document-scanning-performance-and-speed>

# Distribution and Deployment

## [Troubleshooting] Error Messages About Your License

<https://developer.dynamsoft.com/dwt/kb/2045>

## Bypass proxy server for local addresses

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/bypass-proxy-server-for-local-addresses>

## Does Dynamic Web TWAIN support Enhanced Protected Mode in IE?

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/does-dynamic-web-twain-support-enhanced-protected-mode-in-ie>

## Dynamic Web TWAIN – Content-Security-Policy violated

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/dynamic-web-twain-content-security-policy-violated>

## HTTPS is not supported on Safari v7+ on Mac OS X

<https://developer.dynamsoft.com/dwt/kb/2901>

## Installation issues

<https://developer.dynamsoft.com/dwt/kb/2046>

## Dynamic Web TWAIN Installation Problem Temp Solution

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/dynamic-web-twain-installation-problem-temp-solution>

## Dynamic Web TWAIN version 14.1 Optimized for Citrix deployment

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/dynamic-web-twain-version-14-0-optimized-for-citrix-deployment>

## Dynamic Web TWAIN: Content Security Policy

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/dynamic-web-twain-content-security-policy>

## Dynamic Web TWAIN: Differences between installers

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/dynamic-web-twain-differences-between-installers>

## Dynamic Web TWAIN: how to use the patch 12.3.1

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/dynamic-web-twain-how-to-use-the-patch-12-3-1>

## Error message: Object doesn’t support this property or method

<https://developer.dynamsoft.com/dwt/kb/2129>

## Error Message: You have exceeded the number of OCR attempts allowed by the current license.

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/error-message-you-have-exceeded-the-number-of-ocr-attempts-allowed-by-the-current-license>

## Error message: Your trial license has expired

<https://developer.dynamsoft.com/dwt/kb/2047>

## How can I register DynamicWebTwainCtrl.dll with my desktop application?

<https://developer.dynamsoft.com/dwt/kb/2135>

## How to deploy Dynamic Web TWAIN on your server (Windows/Linux/Unix/Mac)?

<https://developer.dynamsoft.com/dwt/kb/2057>

## How to disable end-user Authorization

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/how-to-disable-end-user-authorization>

## How to distribute Dynamic Web TWAIN application developed in Microsoft Office Access?

<https://developer.dynamsoft.com/dwt/kb/2059>

## How to distribute Dynamic Web TWAIN application developed in Microsoft Visual Studio.Net?

<https://developer.dynamsoft.com/dwt/kb/2061>

## How to generate an LPK file with Dynamic Web TWAIN version 8.x?

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment>

## How to install Dynamic Web TWAIN ActiveX without Admin Rights

<https://developer.dynamsoft.com/dwt/kb/2639>

## How to use the control when the login users are not allowed to download the control?

<https://developer.dynamsoft.com/dwt/kb/2602>

## HTTPPostResponseString: You have attempted to execute a CGI, ISAPI, or other executable program from a directory that does not allow programs to be executed.

<https://developer.dynamsoft.com/dwt/kb/2641>

## What files do I need to include in the setup package of my program? [Deprecated]

<https://developer.dynamsoft.com/dwt/kb/2065>

## Why is the browser prompting me to install the scanning service repeatedly?

<https://developer.dynamsoft.com/dwt/kb/distribution-deployment/why-is-the-browser-prompting-me-to-install-the-scanning-service-repeatedly>

# Error List

## Dynamic Web TWAIN Error Connection to \* Failed: Establishing a tunnel via proxy server failed.

<https://developer.dynamsoft.com/dwt/kb/2891>

## Dynamic Web TWAIN Error: An add-on for this website failed to run.

<https://developer.dynamsoft.com/dwt/kb/2899>

## Dynamic Web TWAIN Error: Error reading file

<https://developer.dynamsoft.com/dwt/kb/2900>

## Dynamic Web TWAIN Error: General failure

<https://developer.dynamsoft.com/dwt/kb/2137>

## Dynamic Web TWAIN Error: The Dynamsoft Web TWAIN module is not installed.

<https://developer.dynamsoft.com/dwt/kb/error-list/dynamic-web-twain-error-the-dynamsoft-web-twain-module-not-installed>

## Dynamic Web TWAIN Mac Edition doesn’t work when multiple plug-ins are in the scan page or multiple tabs of the scan page open in browser.

<https://developer.dynamsoft.com/dwt/kb/2684>

## Dynamic Web TWAIN: Why the session is lost during uploading?

<https://developer.dynamsoft.com/dwt/kb/2559>

## Error message: A connection with the server could not be established

<https://developer.dynamsoft.com/dwt/kb/2067>

## Error message: Access to the path ‘path’ is denied

<https://developer.dynamsoft.com/dwt/kb/2148>

## Error message: BMP format error or not supported

<https://developer.dynamsoft.com/dwt/kb/2124>

## Error message: Capability not supported by source

<https://developer.dynamsoft.com/dwt/kb/2171>

## Error message: Error writing file

<https://developer.dynamsoft.com/dwt/kb/2003>

## Error message: Failed to import the ActiveX control

<https://developer.dynamsoft.com/dwt/kb/2034>

## Error message: HTTP process error

<https://developer.dynamsoft.com/dwt/kb/2070>

## Error message: HTTP request error

<https://developer.dynamsoft.com/dwt/kb/2069>

## Error message: Invalid index

<https://developer.dynamsoft.com/dwt/kb/2125>

## Error message: Only 24-bit true color bmp and 8-bit gray-scaled image are supported for JPEG compression

<https://developer.dynamsoft.com/dwt/kb/2130>

## Error message: PNG format error or not supported

<https://developer.dynamsoft.com/dwt/kb/2159>

## Error Message: Request header field dwt-md5 is not allowed by Access-Control-Allow-Headers in preflight response

<https://developer.dynamsoft.com/dwt/kb/error-list/error-message-request-header-field-dwt-md5-is-not-allowed-by-access-control-allow-headers-in-preflight-response>

## Error message: Sequence error

<https://developer.dynamsoft.com/dwt/kb/2149>

## Error Message: Socket fd 30100 is too high (30000)

<https://developer.dynamsoft.com/dwt/kb/error-list/error-message-socket-fd-30100-is-too-high-30000>

## Error message: Source is connected to maximum supported number of applications

<https://developer.dynamsoft.com/dwt/kb/2151>

## Error message: Source Manager unable to find the specified Source

<https://developer.dynamsoft.com/dwt/kb/2167>

## Error message: The action must be retried

<https://developer.dynamsoft.com/dwt/kb/2002>

## Error message: The connection with the server was terminated abnormally

<https://developer.dynamsoft.com/dwt/kb/2145>

## Error message: The handle is in the wrong state for the requested operation

<https://developer.dynamsoft.com/dwt/kb/2141>

## Error message: The resource cannot be found

<https://developer.dynamsoft.com/dwt/kb/2136>

## Error message: The server name or address could not be resolved

<https://developer.dynamsoft.com/dwt/kb/2068>

## Error message: The server returned an invalid or unrecognized response

<https://developer.dynamsoft.com/dwt/kb/2166>

## Error message: Tiff format error or not supported

<https://developer.dynamsoft.com/dwt/kb/2118>

## Error message: Unrecognized file extension

<https://developer.dynamsoft.com/dwt/kb/2150>

## Error message: Windows has blocked this software because it can’t verify the publisher.

<https://developer.dynamsoft.com/dwt/kb/2056>

## Error message: XMLHttpRequest cannot load XXX

<https://developer.dynamsoft.com/dwt/kb/2867>

## Error: The instruction at “0x9320068” referenced memory at “0x09320068”. The memory could not be “written”.

<https://developer.dynamsoft.com/dwt/kb/2607>

# Troubleshooting for End Users

## Scanner reported an error. An error occurred during scanning.

<https://developer.dynamsoft.com/dwt/kb/2879>

## There is no TWAIN-compliant Device installed.

<https://developer.dynamsoft.com/dwt/kb/2885>

## Unable to open twain source.

<https://developer.dynamsoft.com/dwt/kb/2881>

## Download virtual scanner for testing

<https://developer.dynamsoft.com/dwt/kb/2659>

## How to check if your scanner is SANE compatible?

<https://developer.dynamsoft.com/dwt/kb/trouble-shooting-for-end-users/how-to-check-if-your-scanner-is-sane-compatible>

## How to create dump file

<https://developer.dynamsoft.com/dwt/kb/2799>

## How to enable NPAPI in Chrome v42 and above

<https://developer.dynamsoft.com/dwt/kb/2886>

## How to find a compatible scanner

<https://developer.dynamsoft.com/dwt/kb/trouble-shooting-for-end-users/how-to-find-a-compatible-scanner>

## How to install Dynamic Web TWAIN ActiveX for web application end users?

<https://developer.dynamsoft.com/dwt/kb/2055>

## How to locate the Plugin/Services on client machines

<https://developer.dynamsoft.com/dwt/kb/trouble-shooting-for-end-users/how-to-locate-the-pluginservices-on-client-machines>

## How to run Safari 5.0 in 32-bit mode on Mac OS X

<https://developer.dynamsoft.com/dwt/kb/2666>

## How to test if your scanner supports ICA scanning on Mac OS X?

<https://developer.dynamsoft.com/dwt/kb/trouble-shooting-for-end-users/how-to-test-if-your-scanner-supports-native-scanning-on-mac-os-x>

## How to use Dynamic Web TWAIN in Safari and Opera? [Deprecated]

<https://developer.dynamsoft.com/dwt/kb/2574>

## It continues with scanning after clicking Cancel button in Select Source dialog.

<https://developer.dynamsoft.com/dwt/kb/2652>

## The install popup shows up if 6 or more Web TWAIN objects are opened on IE 10/11 you can only have 6 tabs open in IE

<https://developer.dynamsoft.com/dwt/kb/trouble-shooting-for-end-users/the-install-popup-shows-up-if-6-or-more-web-twain-object-are-opened-on-ie>

## What if my scanner doesn’t show in Firefox or Safari?

<https://developer.dynamsoft.com/dwt/kb/2757>

## Why can’t I find my scanner in the source list?

<https://developer.dynamsoft.com/dwt/kb/2642>

## Dynamic Web TWAIN: Not able to see device source list in Mac Sierra 10.12 OS

<https://developer.dynamsoft.com/dwt/kb/trouble-shooting-for-end-users/why-cannot-i-find-my-scanner-in-the-source-list/dynamic-web-twain-not-able-to-see-device-source-list-in-mac-sierra-10-12-os>

## Why do I need to install Dynamic Web TWAIN every time when I go back to the web page?

<https://developer.dynamsoft.com/dwt/kb/2066>

## Why does the source still show up in the Source Selection User Interface although I removed the source?

<https://developer.dynamsoft.com/dwt/kb/2146>

## Why is my scanner not shown or not responding in the browser?

<https://developer.dynamsoft.com/dwt/kb/2541>

# Use Case Questions

## Upgrading v12 to v14 Dynamic Web Twain

With the new version, you will need to replace the Resources folder on the server-side and install the new service on the client side.

As you do not have any add-ons there are no additional steps.

Clients will get the update alert upon visiting the page or rather, an installation prompt.

## I am using the trial Web TWAIN, but I need to know how can I install the OCR Basic Module on the same computer?

You can download our latest SDK here: <http://www.dynamsoft.com/Downloads/WebTWAIN_Download.aspx>

During the installation you will have a chance to add addons like barcode reading, OCR, webcam etc.

## IE is throwing error “Error reading barcode: undefined” in IE

GetImagePartURL Method is not supported in ActiveX have currently finding an alternative.

## Can I get a trial key for version 12.x and lower?

Unfortunately, there is no longer any support for older versions each major version is maintain for around 2 years before no more support please use the latest one.

## What if I develop an app for both B2B and B2C Licensing?

Generally, it would be one or the other or else consider it as B2C.

## I’m looking for Cordova samples for your SDK?

Ask for online support or email support for samples.

## What license should I get for developing on a single production server?

If you also have a development server than two licenses one for production and one for development.

## Do I need to buy a new license if I transfer servers?

No as long as you are transferring a single server instance to another single server instance if it is to a scaling or self-managing instance then a new license would be required.

For cloud services where the resources scale, unless you have an accurate server count, it is hard to sell per-server licensing. What we recommend is per-user pricing.

Per user pricing is an annual license

And must be renewed every year.

You would need to submit your end user annually estimates to us for a price quote. Those are generated case by case. but if it looks like you would be exceeding that count, we can add-on to the license.

## I don’t want any scanner to get preselected until I select it in the dropdown

## is there any way to do that?

<https://stackoverflow.com/questions/13850522/how-to-have-a-drop-down-list-where-the-default-text-cannot-be-selected>

## is Web TWAIN license for named programmer?

Nope it is dependent on server type and usage.

## Can I develop my app on local host instead of development server?

Yes you can.

## Can’t anyone take my license key in the JS file and use it?

No because the key is bind to your domain.

## Can I purchase a web twain license for test/development server license?

The non-production/development server license has been discontinued back in late July

We now sell the annual license at $949. With the current licensing scheme, there is no distinction between a production and a non-production server license.

## I downloaded the Web SDK to integrate with my fingerprint but I can’t see in the online demo URL?

You would need to contact the manufacturer to see if there is a TWAIN driver. We can only operate with the scanner via TWAIN protocol. If it has a proprietary driver, we cannot communicate with it.

What you can do is try <http://developer.dynamsoft.com/dwt/kb/2644>

## So before I was going to purchase a PROD and DEV license. under the new model I am supposed to purchase 2 PROD licenses instead?

Yes, but they are now technically "server" licenses rather than Prod licenses, meaning you can use them in either environment.

## My PDF notes/comments on the pdf are disappearing after converting to Grayscale using ChangeBitDepth method?

Due to the algorithm of ChangeBitDepth method check if the bitdepth value is Grayscale and it is better to use ConvertToGrayScale method if converting PDF to Grayscale.