

Knowledge Base

Dynamic Web Twain Contains KB questions and other Use Cases



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Dynamsoft

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# 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

## 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.

# 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.

## Does Dynamic Web TWAIN support Firefox?

Yes Dynamic Web TWAIN HTML5 Edition is compatible with Firefox

## 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.

## 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.

# 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

# 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.