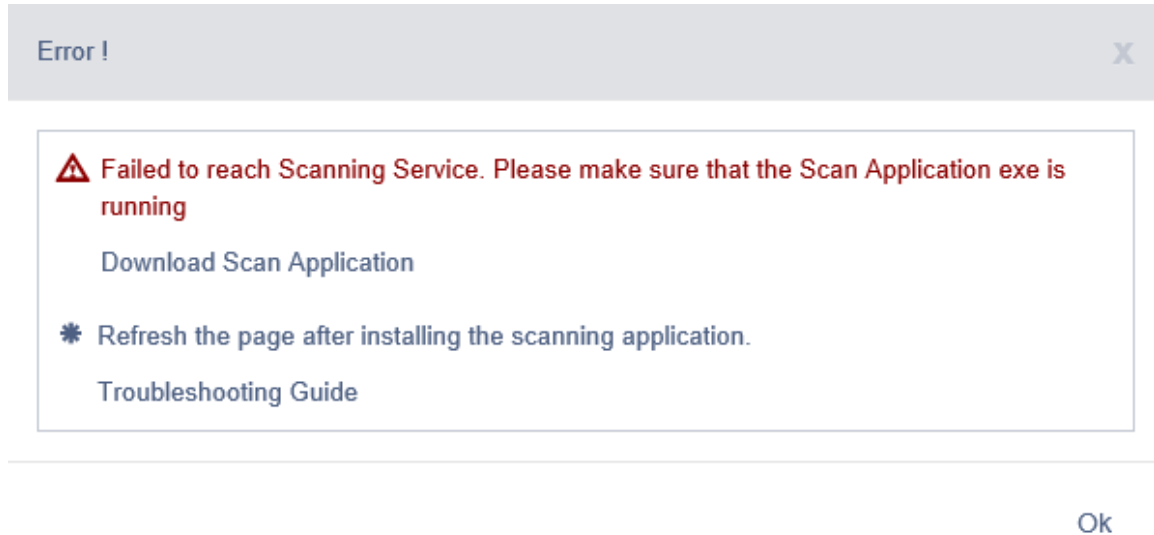


## **LEADTOOLS Web Scanning Troubleshooting Guide**

### **Microsoft Edge browser:**

In some cases, the demo still displays the "Download Scan Application" error message after successfully completing the installation of Leadtools.WebScanning.Setup.msi, as shown below:



If this happens, it is because LEATOOLS JavaScript WebScanning library cannot reach the local self hosted scanning service application. The reason for that is that the Edge browser doesn't allow localhost loopback.

To enable localhost loopback for Edge, do the following:

- 1- Navigate to about:flags and make sure "Allow localhost loopback" is checked.
- 2- If it's still not working, run the following command in an Administrator-enabled command prompt to allow localhost loopback for Edge browser:

CheckNetIsolation LoopbackExempt -a -n=Microsoft.MicrosoftEdge\_8wekyb3d8bbwe