Quest

# RemoteScan™ Enterprise User Edition 11.x

# RemoteScan™ Universal User Edition 11.x

## Getting Started Guide

**Copyright 2018 Quest Software Inc.**
**ALL RIGHTS RESERVED.**

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Quest Software Inc.

The information in this document is provided in connection with Quest Software products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest Software products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST SOFTWARE ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST SOFTWARE BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST SOFTWARE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest Software makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest Software does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

Quest Software Inc.
Attn: LEGAL Dept
4 Polaris Way
Aliso Viejo, CA 92656

Refer to our web site (www.quest.com) for regional and international office information.

**Trademarks**

Quest, the Quest logo, and RemoteScan are trademarks of Quest Software Inc. in the USA and other countries. For a complete list of Quest Software trademarks, please visit our website at www.quest.com/legal. All other trademarkes, servicemarks, registered trademarks, and registered servicemarks are the property of their respective owners.

RemoteScan Enterprise User Edition and RemoteScan Universal User Edition Getting Started Guide Updated - September 2018
Software Version - 11.x

# Contents

**About RemoteScan** . . . . . **4**
Before You Start . . . . . 4

**Downloading RemoteScan** . . . . . **5**

**Installing RemoteScan Licenses** . . . . . **6**
Installing RemoteScan on the Workstation . . . . . 6
Installing RemoteScan on the Terminal/Citrix Server . . . . . 6
Installing RemoteScan for End Users on the Workstation . . . . . 7
Installing RemoteScan for End Users on Windows-Embedded Standard Thin Clients . . . 8

Setting up the RemoteScan License Server . . . . . 8
Registering your software . . . . . 9
Configuring a Workstation That Does not Have a Scanner . . . . . .11

**Setting Up Scanning Defaults and Templates** . . . . . **13**
Modifying the Scanning Defaults . . . . . .13
Modifying the Scanner Templates . . . . . .14
Deleting Scanning Templates . . . . . .16

**Configuration of Scanner Drivers** . . . . . **17**

**RemoteScan Troubleshooting** . . . . . **18**

**About Quest** . . . . . **21**

**Index** . . . . . **22**

1

# About RemoteScan

RemoteScan enables peripheral devices such as document scanners and cameras to be fully functional and used with applications in a virtual environment such as Microsoft Azure, Citrix, Terminal Server, or VMware. RemoteScan Enterprise User Edition enables connectivity of these devices with hosted applications that use TWAIN image acquisition. RemoteScan Universal User Edition enables connectivity of these devices with applications that use ISIS or TWAIN image acquisition.

## Before You Start

This section covers RemoteScan Enterprise User Edition and RemoteScan Universal User Edition System Requirements.

Before installing the software, ensure that your system meets the minimum hardware and software requirements.

RemoteScan Enterprise User Edition and RemoteScan Universal User Edition requires:

- TWAIN, WIA, WDM Image Capture, VfW, or WIA Video compliant image capture devices (including document scanners, card scanners, multifunction printer scanners, webcams, radiology equipment, and digital cameras, etc. Also works with Fujitsu ScanSnap iX500, iX100, S1100i, S1300i.
- Endpoint PC, thin client, or tablet with any of the following operating systems: Windows 10, Windows 8, Windows 7, Windows XP, Windows Vista, Windows XPe, or Windows Embedded.
- Server: 32 or 64 bit versions of Windows® Remote Desktop, Windows Terminal Server/ Remote Desktop Session Host, Citrix / XenServer™ / XenDesktop, and VMware / ESX-vSphere / View, Microsoft Azure.
- Active Directory needs to be installed on the server side.

**IMPORTANT:** While file names and screen shots reference RemoteScan Enterprise User Edition, the steps for installing, configuring defaults and templates, and troubleshooting are identical for RemoteScan Universal User Edition.

# 2

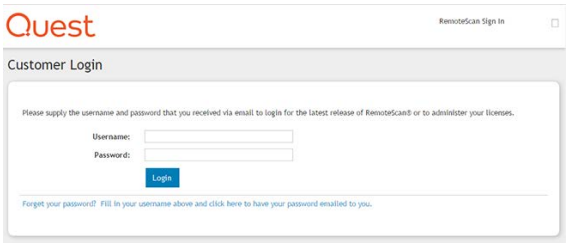
# Downloading RemoteScan

When you purchase RemoteScan software, you receive an email containing instructions for setting up your RemoteScan account. You can then download the software, set up defaults and templates, and register licenses. **If you have not yet set up your RemoteScan account, you can do so at this link: https://www.remote-scan.com/customer/useredition.php . Use the following procedure to install RemoteScan:**

1 Go to www.remote-scan.com.

2 Click **Customer Login** in the left hand menu.The Customer Login dialog is displayed.

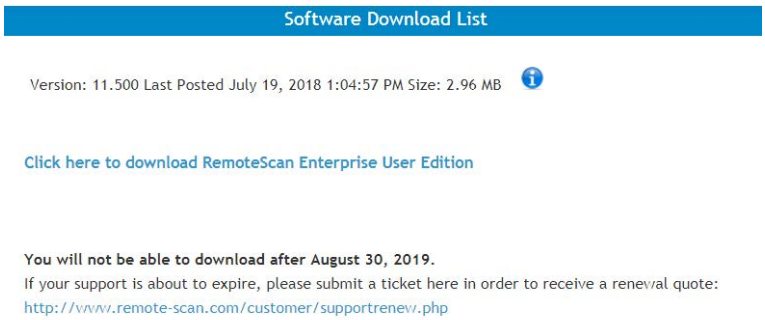
**Figure 1. Customer Login dialog.**




3 Enter the Username and Password and click **Login**. The Download dialog is displayed.

4 Click the link found under Software Download List.

**Figure 2. Software Download List**




5 When prompted to Run or Save the executable, click **Save**.

6 Browse to a location on your computer where you want to save the file. When the download is complete, browse to the location where you saved the file. You are ready to install the software.

3

# Installing RemoteScan Licenses

## Installing RemoteScan on the Workstation

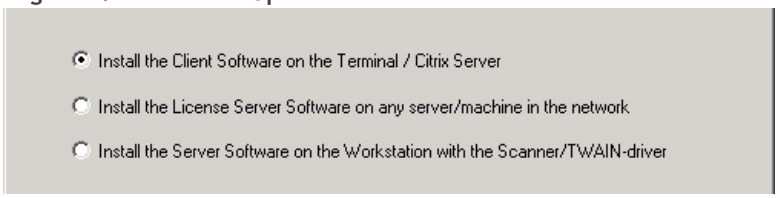
RemoteScan software contains three parts integrated into a single install file:

- RemoteScan Client: (installed on the Terminal or Citrix Server)
- RemoteScan Server: (Installed on the Scanning Workstation)
- RemoteScan License Server (Installed on the Terminal/Citrix Server)

During the installation, RemoteScan will prompt you with three radio-button options:

- Install the Client Software on the Terminal/Citrix Server
- Install the License Server Software on any server/machine in the network
- Install the Server software on the Workstation with the Scanner/TWAIN-driver

**Figure 3. Installation Options**




## Installing RemoteScan on the Terminal/Citrix Server

When installing RemoteScan for one or more users, the following files are installed in the user's home path:

TWUNK_32.exe, TWAIN_32.dll

TWAIN_32 <DIRECTORY>

See RemoteScan Troubleshooting on page 18 for more troubleshooting information.

## Install RemoteScan for One User

1. Log in to the terminal or Citrix server as the user that requires the ability to scan.
2. Download RemoteScan. See Downloading RemoteScan on page 5.
3. On the RemoteScan Enterprise ASP Product Components dialog, ensure that the Install the Client Software button is selected.
4. If prompted to set up scanning for multiple users, ensure that the Update all or Multiple User Directories box is deselected.
5. When the installation is finished open your scanning software and select **RemoteScan** as the scanner.

## Install RemoteScan for Multiple Users

1 Log in to the Terminal or Citrix server as the administrator.

2 Download RemoteScan. See Downloading RemoteScan on page 5.

3 On the RemoteScan Enterprise or Universal ASP Product Components dialog, ensure that the Install the Client Software button is selected.

4 If prompted to set up scanning for multiple users, ensure that the Update all or Multiple User Directories box is selected.

5 You will be prompted with the option of updating Microsoft Products to allow scanning. By default, the Terminal Server versions of the Microsoft Office Suite 2003 applications are unable to do scanning. If you want to scan using the Microsoft products then please select which ones you would like to have patched to allow scanning.

6 Click **Install**. RemoteScan will ask you to manually select the Parent Directory for your users' home directories.

7 If your users connect to multiple servers or have redirected home paths, browse and select the Network Share directory. Otherwise, verify that the correct directory is selected and click **Next**.

8 When the installer is finished, log out of the administrator account.

9 Log into the Terminal or Citrix server as an end user, open your TWAIN-compatible scanning software and select RemoteScan as the scanner.

10 After all three components are installed and the software is registered, test a scan.

# Installing RemoteScan for End Users on the Workstation

Use the following procedure to set up the SERVER software on the Scanning Workstation. This procedure is a summary of the workstation installation steps.

1 Ensure that the scanner is plugged in, installed and working on the local workstation where the scanner is attached. It is highly recommended that you install the latest driver for your scanner.

2 Install the Citrix client if you use it to connect to your servers (if using Terminal Services, skip to the next step).

3 Download RemoteScan. See Downloading RemoteScan on page 5.

4 On the RemoteScan Enterprise or Universal ASP Product Components dialog, ensure that the Install the Server Software button is selected.

5 Follow the on-screen instructions and click **Next** when prompted.

6 If using Citrix, check the Update your Citrix Client to Allow Scanning box. If you use Terminal Services (Remote Desktop) ensure that this box is deselected.

7 Click **Finish**.

8 RemoteScan detects your scanner drivers and prompts for a selection. Select the default scanner.

# Installing RemoteScan for End Users on Windows-Embedded Standard Thin Clients

Thin Client manufacturers may have their own set of steps that need to be followed in order to get the scanners installed and working. Determine the make and model for your Thin Client and check the Thin Client section of this document to see what updates, modules and or steps are needed to install the scanner, or contact the Thin Client manufacturer for the latest instructions.

1. Disable the Write Filter for your Thin Client. Install any patches or updates that are required for your Thin Client to enable scanning support.
2. Install the scanner's latest drivers. Make sure scanner is plugged in to the machine and powered on.
3. Install RemoteScan. See Downloading RemoteScan on page 5.
4. On the RemoteScan Enterprise ASP Product Components dialog, ensure that the Install the Server Software button is selected.
5. Follow the on-screen instructions and click Next when prompted.
6. If using Citrix, check the Update your Citrix Client to Allow Scanning box.
7. Click **Finish**.
8. RemoteScan detects your scanners and asks you which one you want to select for scanning. Select the default scanner.
9. Re-enable your write filter after installing and testing your RemoteScan configuration with the Terminal or Citrix server.

# Setting up the RemoteScan License Server

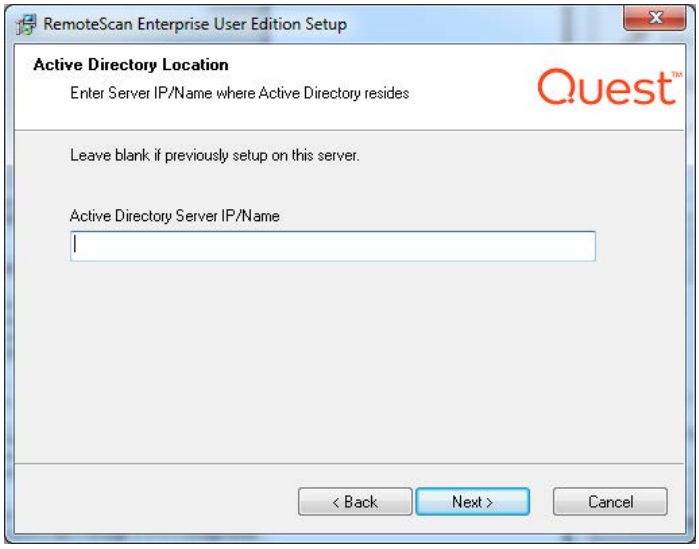
The third component of the RemoteScan Enterprise or Universal User Edition installation file sets up the RemoteScan License Server.

The RemoteScan License Server is where the software is registered and where license usage is tracked.

The License Server can be installed anywhere on the network that is both accessible by the RemoteScan Client (i.e. the RemoteScan component that is installed on the Terminal/Citrix/VMware server) and where it can connect to the Active Directory server.

1. When running the RemoteScan Enterprise User Edition installer, select the License Server Software component.
2. Set up the Active Directory Location.

Figure 4. Active Directory Location




3 On the Active Directory server, go to the start menu and open Active Directory. Set up the following group (must be entered exactly as shown):

RemoteScan

4 After the RemoteScan group is set up, add all users who will be authorized to scan to the RemoteScan group.

**IMPORTANT:** If your organization's directory naming conventions require a different AD group name, you will need to manually update the RemoteScan License Server dialogue box to the AD group name that you have set up. Please enter that name in the Active Directory Group Name field of the RemoteScan License Server.

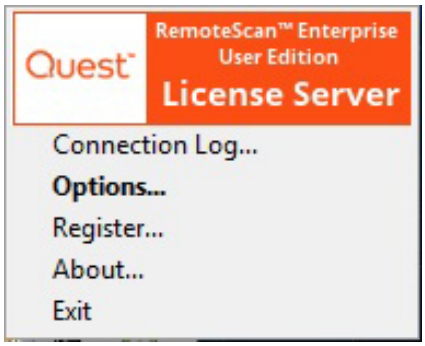
# Registering your software

When the RemoteScan Client, Server, and License Server components are installed, and the RemoteScan Active Directory group is set up, you must register the software before you can begin using it. The software is registered through the license server component.

1 On the License Server, look in the system tray for the RemoteScan icon. The icon is an image of a flatbed scanner and will have a red X through it if it is unregistered.

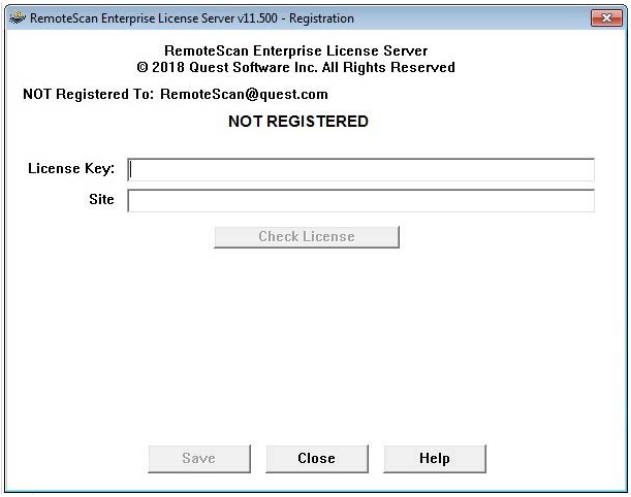
2 Right click on the icon to open the License Server Control Panel.

Figure 5. License Server Control Panel




3 Select Register, to open the License Server Registration screen.

Figure 6. License Server Registration screen




4 Enter the following information, which you received from Quest in your confirmation email when you made your purchase:

- License Key
- Site Message

**NOTE:** If you were using the trial version of RemoteScan Enterprise or Universal User Edition, you can convert the trial to the purchased version by adding the purchased version license key and Site message here.

If you want to merge new RemoteScan Enterprise User Edition licenses with existing RemoteScan Enterprise User Edition licenses, the new key /Site Message you receive will update the quantity of allowed users.

# Configuring a Workstation That Does not Have a Scanner

RemoteScan can enable two or more workstations to share a single scanner while scanning into a Citrix or Terminal Server-hosted application. Each workstation is required to have a RemoteScan license and software installed. Follow the instructions below to configure this setup.

1. Determine which workstation will act as the host computer. The host computer or thin client should already have RemoteScan Server and a scanner installed. See Installing RemoteScan for End Users on the Workstation on page 7 for more information.
2. On the host machine, right click the RemoteScan server icon in the system tray and select **Options**.
3. In the Options dialog, ensure that Server Broadcasting is enabled and then click **Save**.
4. On the workstation that does NOT have the scanner attached to it, install the RemoteScan Server software (see Installing RemoteScan for End Users on the Workstation on page 7).
5. A dialog displays, notifying you that it cannot find any attached devices. Acknowledge the message and close the dialog.
6. On the workstation that does NOT have the scanner attached to it, click **Start |All Programs | RemoteScan | Utilities | Link this Scannerless Workstation to Scanner**.

   **Figure 7. Linking a scannerless workstation to a scanner**

7. On the You are about to redirect this workstation dialog, click **Yes**. A dialog displays a list of all the computers on your network that are broadcasting their scanners.
8. Select the machine and scanner that you would like to use as your primary scanning station.
9. Click the **Select for Redirection** button. You can set up a machine manually by selecting the **Add** button and filling out the necessary information.
10. The icon in the System tray refreshes to display the redirection icon. A green arrow indicates that redirection is working. Each time you execute a scan from within Terminal Services or Citrix, it will scan from the other scanner.

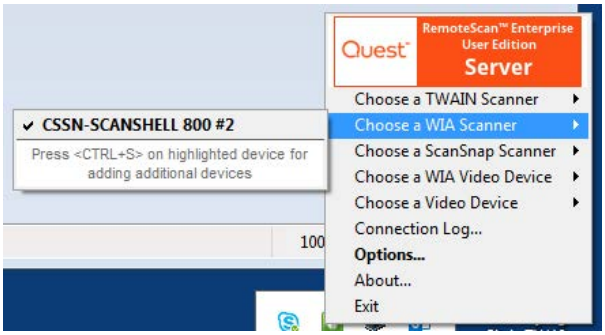
# Setting Up Multiple Devices on a Workstation

To display more than one scanner or webcam in the RemoteScan user interface, select the devices from the workstation machine. Ensure that the devices are installed and functioning correctly. Use the most current drivers for your devices.

Use the following procedure to set up multiple devices on a workstation:

1. Right click on the RemoteScan Server icon on the scanner workstation and place the mouse over the Choose a TWAIN Scanner, Choose a WIA Scanner, or Choose a ScanSnap Scanner options. Ensure that your primary scanner is selected.
2. Next place your mouse over the secondary driver. When the driver name for your device and is highlighted, press Ctrl + S. A check box will be displayed next to your secondary device.

**Figure 8. Choosing a scanner**




3 When both devices are selected, you can use the drop down menu at the top of the RemoteScan user interface to select between the scanners.

4

# Setting Up Scanning Defaults and Templates

The defaults and templates are configured from your account on the RemoteScan website.

The Defaults settings can be used to configure RemoteScan so that the scanning values you want are always loaded when you use the scanner. You can configure defaults for both the RemoteScan client and server software.

The Templates can be edited to create a variety of pre-configured options that are more convenient that selecting multiple values every time you scan. This is helpful if your users scan several different types of documents. The templates are only configured for the RemoteScan client.

## Modifying the Scanning Defaults

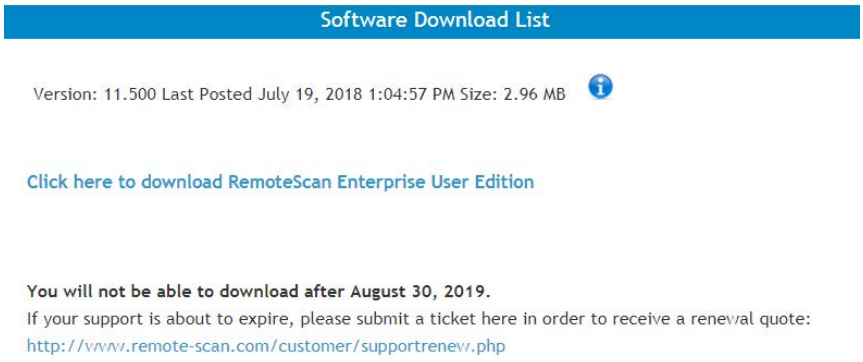
Use the following procedure to modify the scanning defaults:

1. Go to www.remote-scan.com.
2. Click **Customer Login** in the left hand menu. The Customer Login dialog is displayed.
3. Enter the Username and Password and click **Login**. The Download dialog is displayed.
4. Click the **Defaults** link located in the left side bar.
5. On the Defaults page, set up the defaults for the Client or Server.

   The options in the Client section pertain to scan quality; page size, resolution, color depth, etc. The scan options for the Server pertain to the workstation software and how it operates.
6. Click Update then click **Exit**. This returns you to the customer home page.
7. Click the **Download RemoteScan** link.

   You must re-install the updated server software on the workstation to apply your new defaults.

Figure 9. Software Download List




8 When prompted to Run or Save the executable file, click **Save**.

9 Browse to a location on your computer where you want to save the file. When the download is complete, browse to the location where you saved the file and launch the .exe to install the software.

# Modifying the Scanner Templates

Use the following procedure to modify the scanning templates:

1 Go to www.remote-scan.com.

2 Click Customer Login in hte left hand menu. The Customer Login dialog is displayed.

3 Enter the Username and Password and click **Login**. The Download dialog is displayed.

4 Click the **Templates** link located in the left side bar.

5 Enter the template name (such as the name of the type of document the template will be used for.)

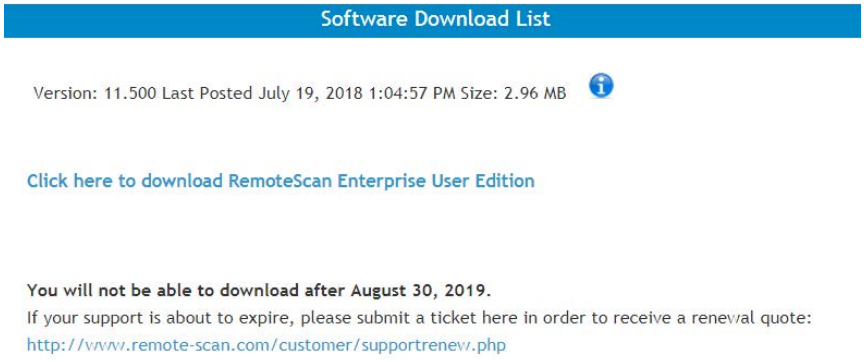
6 Select the options that you want to want to load when the template is selected.

7 Click **Save as new template** button. Your saved template name will be displayed at the top of the page.

8 Create more templates if needed and save them. Click **Exit** when done to return to the customer home page.

9 Click on the link found under Software Download List.

Figure 10. Software Download list



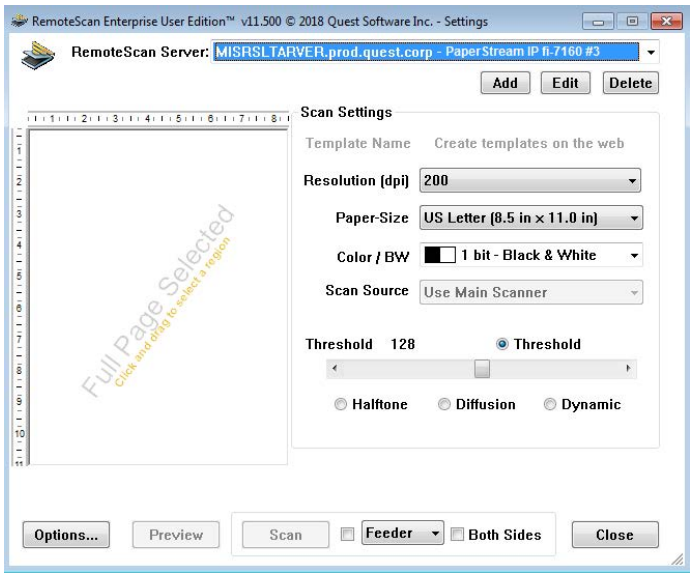

You must re-install the updated client software on the server to apply your new templates.

10 When prompted to Run or Save the executable file, click **Save**.

11 Browse to a location on your computer where you want to save the file. When the download is complete, browse to the location where you saved the file and launch the .exe to install the software.

Templates can be selected from the RemoteScan User Interface. This dialog is displayed when you click Scan. If it does not, hold the Shift key while clicking the Scan or **Acquire** button in your application.

Figure 11. RemoteScan User Interface



# Deleting Scanning Templates

Use the following procedure to delete a scanning template:

1. Go to www.remote-scan.com.
2. Click **Customer Login** in the left hand menu. The Customer Login dialog is displayed.
3. Enter the Username and Password and click **Login**. The Download dialog is displayed.
4. Click the **Templates** link located in the left side bar.
5. From the list of templates, select the template that you would like to delete.
6. Press **Delete** at the bottom of the page.
7. Repeat the process until you have deleted all of the templates that you want to remove.
8. Click **Exit** to return to the customer home page.
9. Click the **Download RemoteScan** link.

   You must re-install the updated software to apply your new templates. Templates apply only to the client software, so re-install on the Citrix or Terminal Server.

10. When prompted to Run or Save the executable file, click **Save**.
11. Browse to a location on your computer where you want to save the file. When the download is complete, browse to the location where you saved the file and launch the .exe to install the software.

5

# Configuration of Scanner Drivers

RemoteScan works with all scanners, cameras, and other imaging devices that have a TWAIN or a WIA driver. Additionally, RemoteScan supports Fujitsu ScanSnap iX500, iX100, S1100i, S1300i. RemoteScan also supports WDM Image Capture, VfW, and WIA Video drivers. These drivers allow you to regulate communication between software applications and your scanners, cameras, or webcams. Both of these drivers are typically installed when you install the image capture device software.

Use the following procedure to configure scanner drivers:

1 Download your scanner's most current driver. If you have a software CD, use the drivers supplied on it. (Check with your manufacturer's website to make sure you have the most current drivers).

2 Install the scanner's driver software.

3 Plug the scanner into your PC's USB port and power the scanner on. Windows initializes the device. A hardware dialog is displayed in the lower right corner of the screen.

4 The Windows hardware wizard notifies you when the installation is complete. You may be prompted to complete additional installation steps. Follow the instructions to finish the installation.

5. If you are using a Fujitsu ScanSnap, you will install the ScanSnap Manager.

# 6

# RemoteScan Troubleshooting

The following topics can be used to help troubleshoot RemoteScan.

**Problems installing HP Scanners to Thin Clients.** HP Scanners have a large driver software suite that takes about 250 MB of space to install. Many Thin Clients do not have enough space available. If possible, use a smaller HP driver.

**Streaming Video.** When using RemoteScan with a webcam, the video is displayed on the local workstation. When the **Take Pic** button is pressed, that single frame is transferred across the network. Due to bandwidth usage, streaming video to the Terminal or Citrix server is not supported.

**You installed the Client software but when you test a scan in your scanning application you do not see RemoteScan as a choice.**

**OR, you installed RemoteScan Client for all users but the administrator is the only account that can scan.**

1. Log in to the server desktop as the user who cannot scan.

   If you cannot log in as the user to a desktop, log in as the Administrator, and browse to the user's home path folder. The user account may be local (for example, C:\Users) or located in a Network Share location. Continue from Step 5 to see if the user has the correct files installed.

2. Click on the Start button and select **Run**. Type **CMD**, and click Return. At the command prompt type **SET HOME**. This will display the homepath location.

3. In the windows explorer navigate to the [HOMEDRIVE]:[HOMEPATH]/windows directory.

   Example: C:\Users\ExampleUser\Windows

4. Look for the files and directory listed below:

   - TWAIN_32.dll
   - Twunk32.exe
   - TWAIN_32 (directory)

5. If these files are not in the user's Windows directory then that is what is preventing them from scanning. The best way to fix this is to log into the terminal or Citrix server as the user trying to scan and install the RemoteScan software while logged in as that user.

**You have installed RemoteScan for all users previously but have added one or more new users who cannot scan.**

Either re-install RemoteScan (see Install RemoteScan for Multiple Users on page 7). OR log in as the new user and run the RemoteScan installation while logged in as that user.

**Testing connectivity**

After you set up your scanner and both of RemoteScan's components, test the connection.

1. Verify that the RemoteScan server is running on the workstation (the RemoteScan server icon is displayed in the lower right corner of the screen).

2. Verify that your scanner is selected in RemoteScan (right click on the RemoteScan server icon, move the mouse over the Choose a TWAIN Scanner, Choose a WIA Scanner, Choose a ScanSnap Scanner options). Verify that the scanner you want to use is selected. For webcams, hover over Choose a Video Device, then select WDM Image Capture (WIN32).

3 Log in to your Citrix or Terminal Server. A green bar displays underneath the RemoteScan icon when connected to Citrix or Terminal Services.

4 Open the scanning application that you want to scan with. Find the option to Select Scanner. Select RemoteScan as the scanning device. (click **Scan** and you will be prompted for the device you want to use). Click the **Scan/Acquire** button and test a scan. The scan will come into your application.

5 If you do not have a scanning application on your Terminal or Citrix server, use the NAPS2 freeware application. (See Using the NAPS2 Test Utility on page 19.)

**Using a Scanning Test Utility**

If you do not have a scanning application on your Terminal or Citrix server, you can use the NAPS2 freeware image editor and scanning application. It is available as a download here:http://www.naps2.com/. You can use it to test scanner connectivity in combination with RemoteScan.

1 Download the NAPS3 install file to your server.

2 Run the.exe and install NAPS2 to your server.

3 Start the NAPS2 program. Click **Scan| TWAIN** driver

4 Click **Choose device**. RemoteScan is available as a choice.

5 Click OK to test the software.

**When I try to select a scanner from the RemoteScan server icon menu, my scanner is not an option.**

**Or, you are receiving a Socket Listening Error and RemoteScan cannot find your scanner.**

Your scanner is not installed, had an installation issue, or is stuck in process.

- Make sure your scanner is plugged into the PC and has drivers installed.
- Turn the scanner off and unplug it from the USB port. Wait 10 or more seconds. Plug the scanner into a different USB port on the PC and then turn it back on. Try to select it with RemoteScan.
- Turn the scanner off and unplug it from the computer. Remove your scanner's driver from the Add/Remove programs section of the Control Panel. Find the latest driver for your scanner Online and reinstall the scanner. Plug the scanner back into the computer and turn it on. After Windows re-initializes the scanner, try selecting it with RemoteScan.

**My scanning application cannot find RemoteScan as the scanning device.**

The RemoteScan client software is not set up correctly. See Installing RemoteScan on the Terminal/Citrix Server on page 6.

**Why is there a red circle with a slash on my RemoteScan icon?**

No device driver has been installed on the workstation. RemoteScan cannot find a scanner to use, or you have not yet selected a scanner to use.

Right click the RemoteScan icon on the scanner workstation and move the mouse over Choose a TWAIN Scanner, Choose a WIA Scanner, Choose a Fujitsu ScanSnap options or Choose a Video Device. Find the canner or camera that you want to use and select it. If you cannot select the scanner, or if you do not find any scanners, see: When I try to select a scanner from the RemoteScan server icon menu, my scanner does not show up as an option.

**Why is there a green bar under my RemoteScan icon?**

The green bar is displayed under the RemoteScan icon to show that you are connected to your Terminal or Citrix server. Your connection is working and RemoteScan can communicate with the server.

### Thin Clients

Each of the Thin Client manufacturers may have unique processes that must be followed to facilitate the use of the scanners. The information provided in the following sections is current as of the release of this document, but may become out of date. Refer to your Thin Client manufacturer's web page to ensure that you are have the most current information.

### Neoware Thin Clients

Some Neoware machines require a Neoware snap-in to install a scanner. You can access this snap-in from Neoware. You can find it under 1.2.1 snap-ins. Use the snap-in called: WIA/USB2.0 SNap IN.

### Webcams

Occasionally users experience an error with webcams where images captured are returned as gray or black images. This is typically resolved by unplugging the webcam, then plugging it back in.

# About Quest Software

Quest Software listens to customers and delivers worldwide innovative technology, business solutions and services they trust and value. For more information, visit www.quest.com.

## Contacting Quest Software

**Product questions and sales:**
(800) 306-9329

**Email:**
remotescansales@quest.com

## Technical support resources

Technical support is available to customers who have purchased Quest software with a valid maintenance contract and to customers who have trial versions. To log a support case for RemoteScan, please go to: http://www.remote-scan.com/contact.php.

# Index


## A

Active Directory, 4
ASP Product Components, 7

## C

Configuring TWAIN and WIA Scanner Drivers, 17
Connectivity, 18

## D

Defaults, 13
Downloading RemoteScan, 5

## F

Fujitsu ScanSnap Scanners, 18

## H

HP Scanners, 18

## I

Installation, 5
IrfanView, 19

## L

Licenses, 6

## M

Multiple Devices, 11
Multiple User Installation, 7

## N

Neoware Thin Client, 20
No, 11

## O

One User installation, 6

## S

Scanner, 7
Scannerless Workstation, 11
Scanning defaults, 13
Scanning values, 13
Server, 4
Single user installation, 6
Streaming Video, 18
System Requirements, 4

## T

Templates, 13
Thin Clients, 20
Troubleshooting, 18
TWAIN, 4, 17

## W

Webcam, 11
WIA, 4, 17
Windows-Embedded Standard Thin Clients, 8
Wyse Thin Clients, 20

## X

XPe, 8