Quest

RemoteScan Enterprise and RemoteScan Universal

Support Guide

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RemoteScan Installation and Setup Guide
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ABOUT REMOTESCAN **5**
DOWNLOADING REMOTESCAN **7**
INSTALLING REMOTESCAN LICENSES **9**
Installing RemoteScan on the Workstation 9
Installing RemoteScan on the Terminal/Citrix Server 10
Install RemoteScan for One User 10
Install RemoteScan for Multiple Users 10
Installing RemoteScan for End Users on the Workstation 11
Installing RemoteScan for End Users on XPe or Windows-Embedded Standard Thin Clients 12
Configuring a Workstation That Does not Have a Scanner 13
Setting Up Multiple Devices on a Workstation 14
SETTING UP SCANNING DEFAULTS AND TEMPLATES **15**
Modifying the Scanning Defaults 15
Modifying the Scanner Templates 16
Deleting Scanning Templates 18
CONFIGURATION OF SCANNER DRIVERS **21**
REGISTERING REMOTESCAN **23**
Before Registering 23
Registering a RemoteScan Server 24
Manual Registration 25
REMOTESCAN TROUBLESHOOTING **27**

1

About RemoteScan

Quest 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.

2

Downloading RemoteScan

When you purchase RemoteScan software, your customer account is created. You can then download the software, set up defaults and templates, and register licenses.

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.

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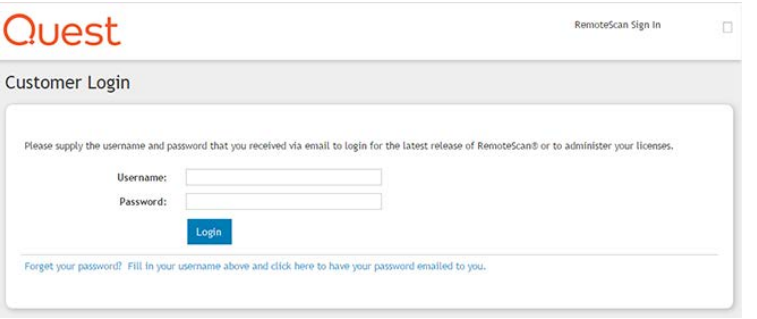
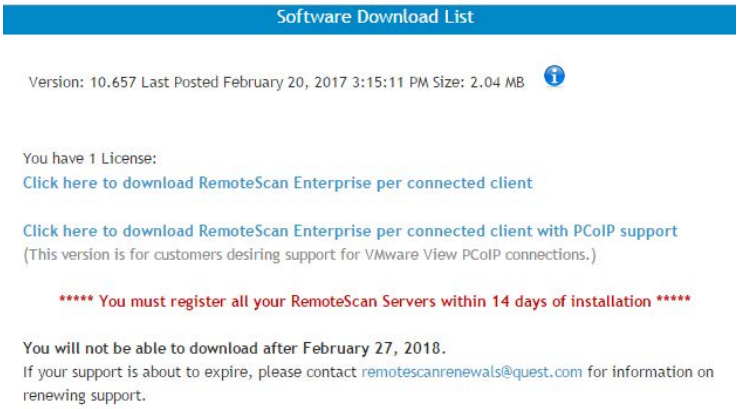


3. Enter the Username and Password and click **login**. The Download dialog is displayed.
4. Click the link found under Software Download List.



5. When prompted to Run or Save the RemoteScanEnterpriseASP.exe application, 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

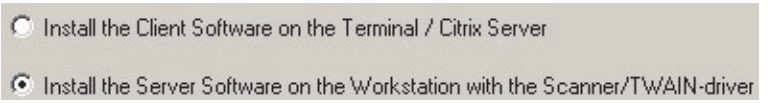
Installing RemoteScan on the Workstation

RemoteScan software contains parts integrated into a single install file:

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

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

- Install the Client Software on the Terminal/Citrix Server
- Install the Server software on the Workstation with the Scanner/TWAIN driver



Installing RemoteScan on the Terminal/Citrix Server

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

TWUNK_32.exe, TWAIN_32.dll

TWAIN_32 <DIRECTORY>

See "RemoteScan Troubleshooting" on page 27 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 7.
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 7.
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 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 virtual session as an end user, open your TWAIN-compatible scanning software and select **RemoteScan** as the scanner.
10. 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.

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 7.
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. 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 7.
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.

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 remotely 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 11 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 11).
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**.

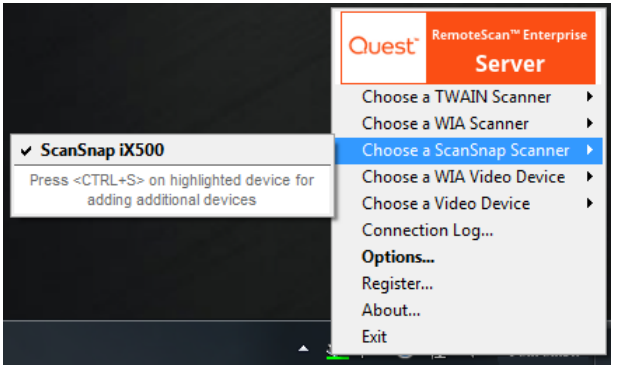
7. On the You are about to redirect this workstation...dialog, click **Yes**. A dialog displays a list of all the computers on your network that are broadcasting their scanners.
8. Select the machine and scanner that you would like to use as your primary scanning station.
9. Click the **Select for Redirection** 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 your virtual desktop session, it will scan from the other scanner.

Setting Up Multiple Devices on a Workstation

To display more than one scanner or webcam in the Remote Scan 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 and Choose a WIA Scanner options, or over the Choose a ScanSnap Scanner. 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.



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.

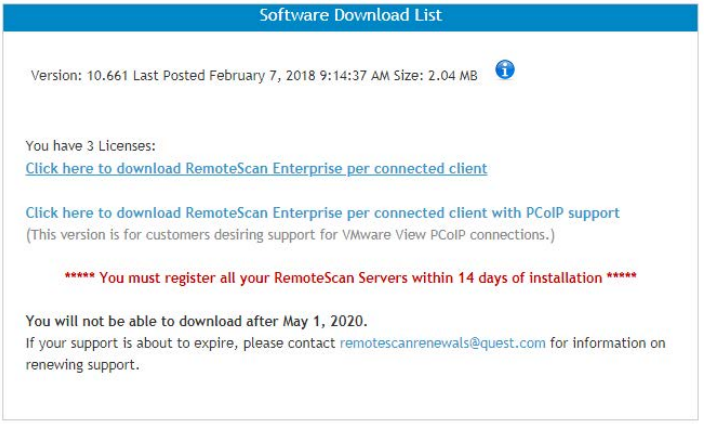
Modifying the Scanning Defaults

Use the following procedure to modify the scanning defaults:

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

   The options in the Client section apply to scan quality; page size, resolution, color depth, etc. The scan options for the Server refer 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 software to apply your new defaults.



8. When prompted to Run or Save the RemoteScanEnterpriseASP.exe application, 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.

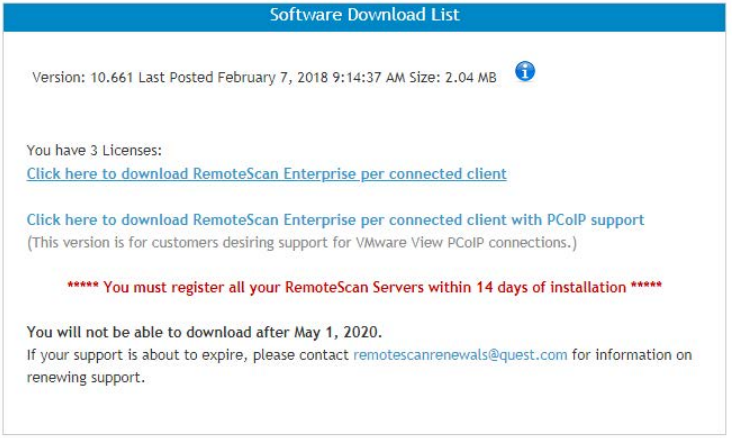
Modifying the Scanner Templates

Use the following procedure to modify the scanning templates:

1. Go to www.remote-scan.com.
2. Click **Customer Login** in the left menu bar. The Customer Login dialog is displayed.
3. Enter the Username and Password and click **login**. The Download dialog is displayed.
4. Click the **Templates** button to the right of the download link.
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.

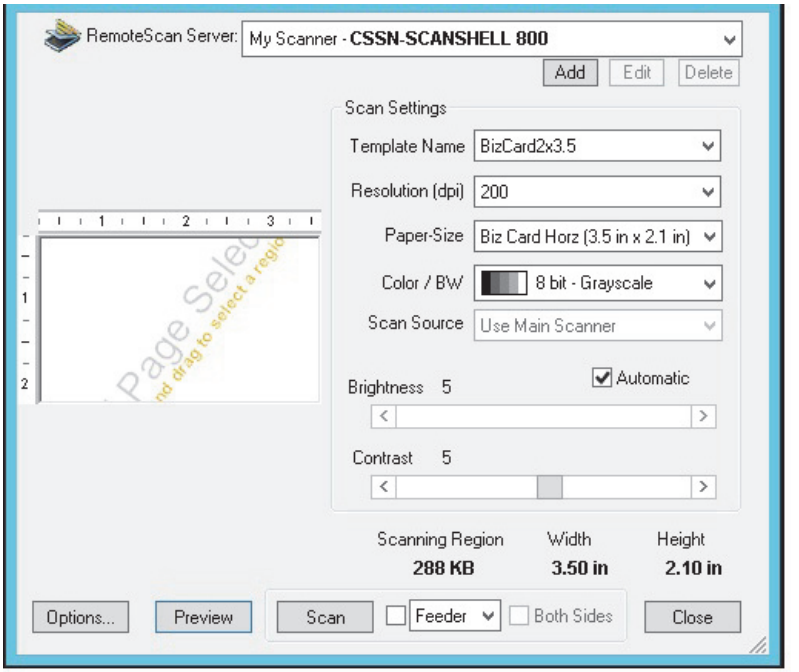
8. Create more templates if needed and save them. Click **Exit** when done to return to the customer home page.
9. Click on the link found under Software Download List.

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



10. When prompted to Run or Save the RemoteScanEnterpriseASP.exe application, 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 (see screenshot below). 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.

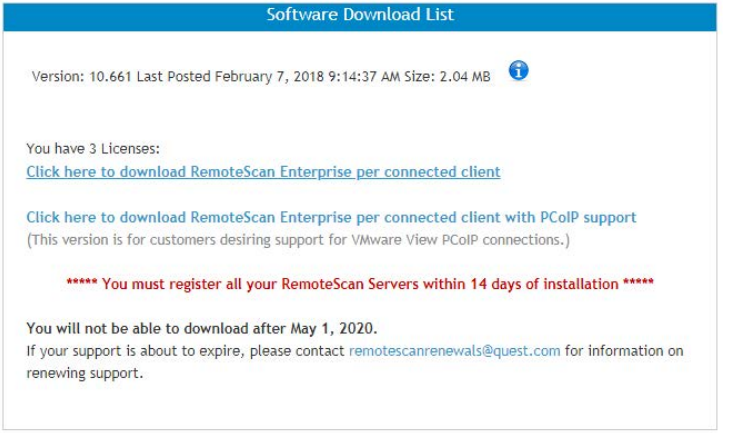


Deleting Scanning Templates

Use the following procedure to delete a scanning template:

1. Go to www.remote-scan.com.
2. Click **Customer Login** at the top of the page. The Customer Login dialog is displayed.
3. Enter the Username and Password and click **login**. The Download dialog is displayed.
4. Click the **Templates** button to the right of the download link.
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 RemoteScanEnterpriseASP.exe application, 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, or other imaging devices that have a TWAIN or a WIA driver. RemoteScan also works with the following Fujitsu ScanSnap scanners: iX1500, iX500, iX100, S1100i, S1300i. Additionally, RemoteScan works with WDM Image Capture, VFW Image Capture, and WIA Video. These drivers allow you to regulate communication between software applications and your scanners (or cameras). These drivers are typically installed when you install the scanner or camera software.

Use the following procedure to configure scanner (or camera) 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. If you are using the ScanSnap iX500, iX100, S1100i, S1300i, download and install the ScanSnap Manager on the workstation that will be scanning. If you are using the ScanSnap iX1500, download ScanSnap Home.
3. Install the scanner's driver software.
4. 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.
5. The Windows hardware wizard notifies you when the installation is complete. You may be prompted to complete a additional installation steps. Follow the instructions to finish the installation.

6

Registering RemoteScan

After installing the scanner driver and RemoteScan on your workstation you must register the RemoteScan software. RemoteScan client software on the Terminal or Citrix server does not require registration.

Before Registering

Before registering the RemoteScan software, ensure that you have the RemoteScan server installed on the correct machine. You cannot unregister a license once it has been registered.

Make sure that the software you have installed came from the correct RemoteScan user name. When you register the program, a license will automatically be deducted from the user name that the software was downloaded from.

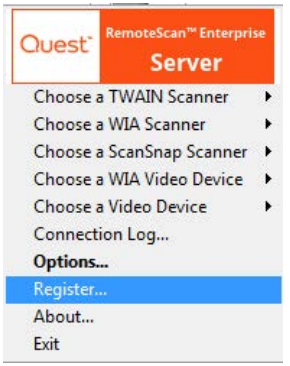
RemoteScan iEnterprise per connected client is registered to the MAC address of your workstation's network adapter. In some cases a workstation will have several MAC addresses. The RemoteScan registration box will display all of these when you use the drop down button (see the example below). To avoid registration problems, register RemoteScan to your hard-wired Ethernet adapter.

The workstation in the example above has only one MAC address and it is displaying the hard-wired Ethernet adapter.

Registering a RemoteScan Server

Use the following procedure to register RemoteScan online:

1. Right click on the RemoteScan server icon located in the system tray.
2. Click **Register**.



3. Ensure that the correct MAC address is selected from the drop-down menu.
4. On the RemoteScan dialog, click **Register/Get Unlock Key From Web**. A Success message is displayed.
5. Click **OK**. Your unlock key is automatically pasted into the RemoteScan Registration dialog.
6. In the **RemoteScan Registration** dialog, click **Save**.
7. If a message is displayed prompting you to manually register, see Manual Registration.

Manual Registration

If you have restricted Internet access, you may need to register your scanners manually. Use the following procedure to manually register RemoteScan:

1. If you receive an error on the Registration Alert dialog during step 7 of an Online Registration (see "Registering a RemoteScan Server" on page 24), click **OK**.
2. Click the **+** button in the registration dialog box.
3. Click **Copy to Clipboard**.
4. Go to www.remote-scan.com.
5. Click **Customer Login** at the top of the page. The Customer Login dialog is displayed.

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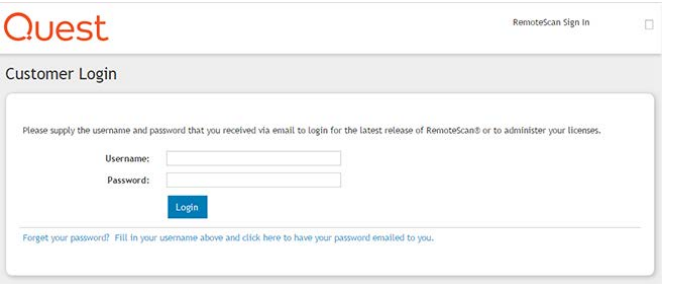
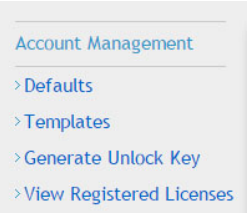
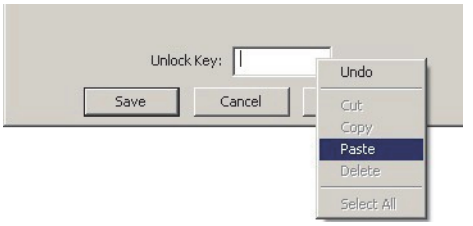


6. Enter the Username and Password and click **login**. The customer home page is displayed, showing the Account Management tasks in the left menu bar.



7. Click the **Generate Unlock Key** link. The Generate Unlock Key page is displayed.
8. In the Customer Information (MAC Address) field, right click and select **Paste**. If you know the workstation's machine name, enter that into the box next to the customer information box.
9. Click the **Generate Key** button. Your RemoteScan Key is displayed in the list of keys.
10. Copy the key to the clipboard (highlight with the mouse, right click and select copy.)
11. Re-open the RemoteScan registration dialog box. Right click into the Unlock Key box and select **Paste**.



12. Click **Save**

7

RemoteScan Troubleshooting

The following topics can be used to help troubleshoot RemoteScan.

Fujitsu ScanSnap Scanners . RemoteScan Enterprise and RemoteScan Universal version 10.8 support the following Fujitsu ScanSnap Scanners: iX1500, iX500, iX100, S1100i, and S1300i. Other older ScanSnap scanners are not currently supported.

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:\Documents and Settings\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 10*) OR log in as that new user and run the RemoteScan installation while logged in as that user. Alternatively, the files can be copied from a different working 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, or 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 29*.)

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 application. NAPS2 is a freeware image editor and scanning application. It is available as a download here: http://www.naps2.com/. You can use it to test the RemoteScan software.

1. Download the NAPS2 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 10*.

Why is there a red X on my RemoteScan icon?

Your RemoteScan software is unregistered or has expired. You have 14 days to use your software if it is unregistered before it expires. See the *Registering a RemoteScan Server on page 24*.

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

The computer has no scanners installed, 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 ScanSnap Scanner, or Choose a Videos Device options. Find the scanner 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?

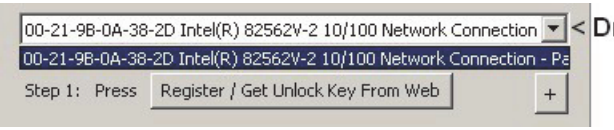
The green bar is displayed under the RemoteScan icon to show that you are connected to your Terminal or Citrix server. Your connection is working and RemoteScan can communicate with the server.

My software has suddenly expired or become unregistered.

RemoteScan Enterprise per connected client and RemoteScan Universal per connected client are registered to the MAC address of your workstation's network adapter. If RemoteScan becomes expired or unregistered, the device that contains your registered MAC information has been disabled or uninstalled. Use the following steps to re-register your product:

1. Right click on the RemoteScan icon in the lower right corner of the taskbar. Select **Register**.

2. Use the drop down button in the RemoteScan registration box to view the MAC addresses/network devices that are on your machine.



3. Select each device until your software becomes re-registered.
4. If re-registration is not successful then go to the Control Panel and view your Network Connections/Newtork Devices. Ensure that none of your adapters are disabled. If there are disabled devices, re-enable them.
5. Use the drop down button located in the RemoteScan registration box to view any new MAC addresses/network devices that you may have re-enabled.
6. Select the devices you re-enabled until your software becomes re-registered.

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.