

Distribution Date	April 17, 2026
To	PPOC.All; TPOC.All; Committee.Imaging.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	Imaging Solution – Webscan Toolkit Certificate Troubleshooting Steps

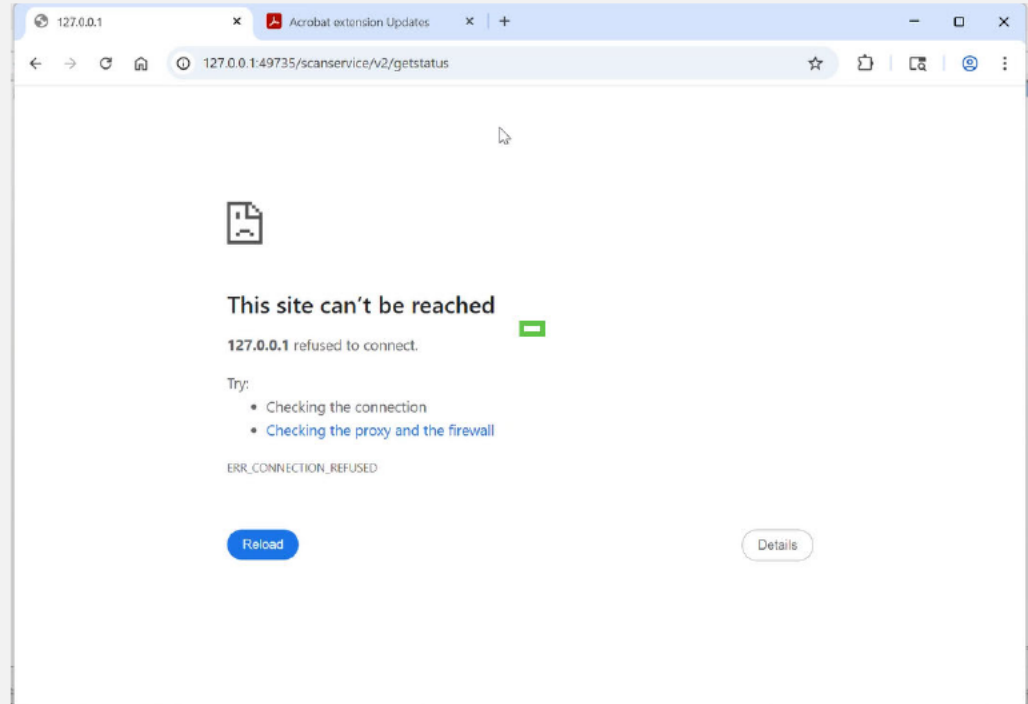
PPOCs, please forward to the appropriate impacted staff in your county:

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|--|---|
| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> GA/GR |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Help Desk |
| <input type="checkbox"/> WtW | <input checked="" type="checkbox"/> Imaging |
| <input type="checkbox"/> Other Program(s)_____ | <input type="checkbox"/> Security |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Task Management |
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Description	<p>Purpose The purpose of this CIT is to provide Counties with information for troubleshooting reoccurring errors with the Imaging Solution's Webscan Toolkit.</p> <p>Background Some counties have reported a reoccurring error when starting a capture in the Imaging Solution. The Project has found this is frequently caused when a workstation image has invalid certificates for the Imaging Solution's Webscan Toolkit that leverages the OpenText PixTools.</p> <p>Steps to identify impacted workstations and remediate the issue are listed below. Counties should share this information with their County IT sections and retain the information to be referenced in the future. All the following corrective actions must be completed by a user with administrator access to the workstation.</p> <p>Test the Connection</p>
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If a user encounters an error message when starting a scan that says, "Webscan Toolkit Not Installed. Please Contact System Administrator," County IT should confirm if the endpoint can be reached by completing the following steps.

1. Open Edge or Chrome.
2. Copy and paste the following into the URL field:
`https://127.0.0.1:49735/scanservice/v2/getstatus`
3. Select Enter on the keyboard.
4. If "This site can't be reached" displays, proceed with the steps to renew the certificate.



5. The call is successful if the following displays. If you encounter the success message, follow your county process to submit a ticket if additional assistance is needed.



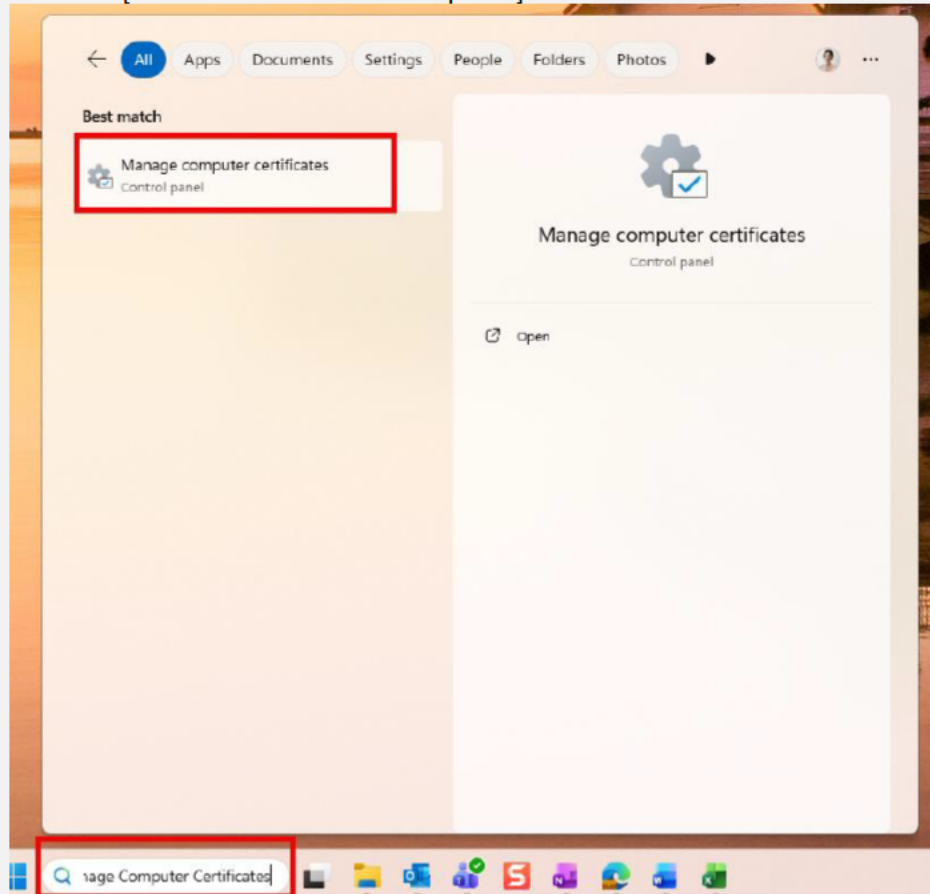
Renew the Certificate

If the workstation failed to reach the localhost web connector (see step four above), a user with administrative access to the workstation may complete the following steps to resolve the issue.

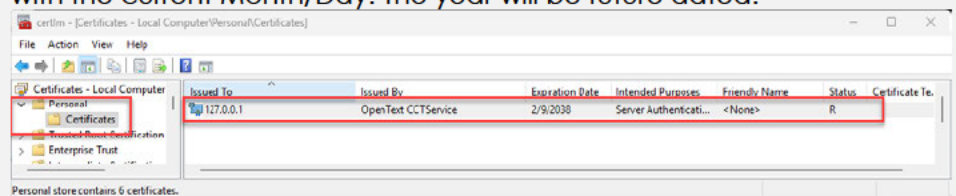
1. Open Command Prompt and run the following script to delete existing certificates and restart the Webscan Toolkit.

```
net stop "Emc.Captiva.WebCaptureService"
certutil -delstore MY 127.0.0.1
certutil -delstore ROOT CCTService
net start Emc.Captiva.WebCaptureService
```

2. Confirm the script executed successfully:
 - a. Search Windows to open "Manage Computer Certificates" to open certlm – [Certificates – Local Computer].

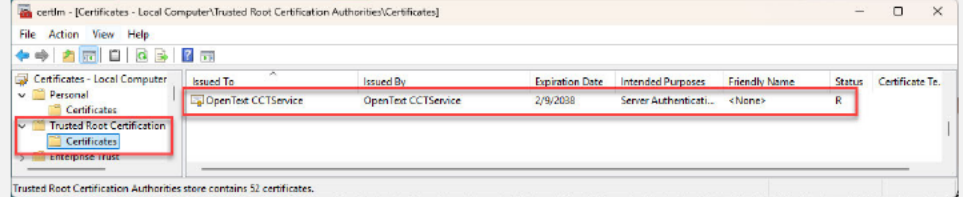


- b. On the left, open the Personal folder. Then select Certificates.
 - c. Confirm the certificate for 127.0.0.1 has an Expiration Date that begins with the current Month/Day. The year will be future dated.

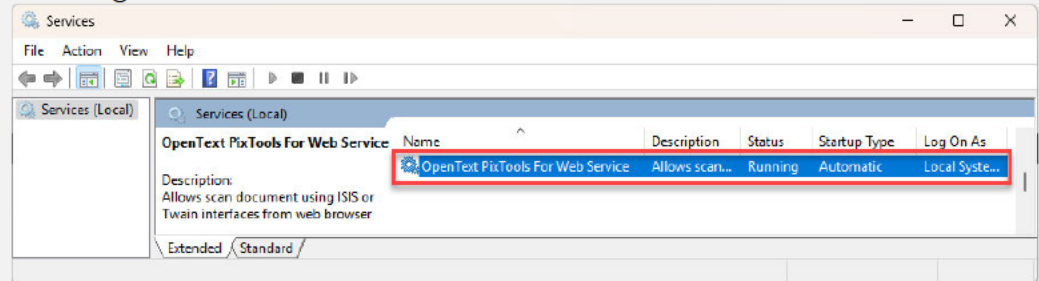


- d. On the left, open the Trusted Root Certification folder. Then select Certificates.
 - e. Scroll until you find "OpenText CCTService" in the Issued To column. Confirm the certificate has an Expiration Date that begins with the

current Month/Day. The year will be future dated.



- f. Close the certlm window.
3. From the Windows Start menu, search for and open Services.
4. Scroll until you locate "OpenText PixTools for Web Service." Verify its Status says "Running."



5. Open File Explorer.
 - a. Navigate to C:/users.
 - b. Open the folder with the worker's username.
 - c. In this window, select the View tab and select Show. Ensure "Hidden Items" is checked to show any hidden folders. This should allow the AppData folder to appear in the list.
 - d. Open the AppData folder.
 - e. Open the Roaming folder.
 - f. Find and delete the "EMC" and "ISIS Drivers" folders.
6. Within the Imaging Solution begin a new capture.
 - a. Hyland Imaging > Capture and Indexing > Capture (the blue button on the top right).
 - b. Select the gear icon next to the text Capture and Indexing.
 - c. Select your scanner model from the list. If the scanner model is not listed, ensure the current scanner driver is installed on the workstation.
7. Attempt to complete scanning.

Additional Information

To make these changes globally, a script can be deployed using your County's software distribution solution.

These steps will not fix all toolkit-related issues. Since Counties have unique setups and security settings, the Project is available to assist with troubleshooting tickets.

County Actions

Counties should share this information with their IT sections to review and complete the steps if needed.

	Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.
Primary Project Contact	Rhiannon Chin ChinR@CalSAWS.org
Backup Project Contact	Darcy Alexander AlexanderD@CalSAWS.org
Attachments	None
Communication Portal Link	<p>████████████████████</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Hover over the Communications & Resources tab at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2026" folder. 4. Click on the appropriate CIT # folder.