

Are you getting the message “Web Capture Service is out of date”? Here is the resolution

Cause of the Issue

We updated the Scanning program “Kofax Web Capture Service” to address a compatibility issue reported in the latest version the Google Chrome browser update.

PCs that have the older version of the web capture program will show a false warning message that the web capture service is not available. You will need the new version of the web capture program installed

Resolution

If you are seeing this message when you go to the Image Scan/Upload Screen. Follow these steps to solve the issue.

- 1) Click on the link to download the latest version.
- 2) Complete the installation of the new version of the web capture service
- 3) Go out of the imaging screen and enter again.

