Installing Captiva Cloud scanning toolkit

Current version (as of this writing): Captiva Cloud 3.0

The Captiva Cloud scanning toolkit is a group of APIs developed by the vendor and is used by AppXtender to communicate with the installed scanner on the workstation.

Prerequisite: the scanner driver must already be installed on the workstation.

Files for Windows machines are located at:
\\yapdfs01\admaps\SFA\Banner\ApplicationXtender\AX_16X\AX163_collab\AppX_16X_Desktop_Install\4_Scanning\Workstations

Select the folder “1_Windows”: 
Run setup.exe with Administrator privileges:

Welcome to the Installation Wizard for Captiva Cloud Runtime

The Installation Wizard will install Captiva Cloud Runtime on your computer. To continue, click Next.

WARNING: This program is protected by copyright law and international treaties.

Click ‘Next’ and accept the terms of the EULA.
When asked about configuring remote access, click “Disable Remote Access” and click “Next”

Click “Next” again to begin the installation:
Program will install...

Successful install shows this:

But wait! There’s more!
Firefox and Chrome (the preferred browsers for AppXtender) are finicky about communicating with the Captiva Cloud toolkit. This is a known issue that Ellucian is working with OpenText on.

It appears that the browser does not want to allow communication with the Captiva Cloud Toolkit/runtime, which runs as a service on the user’s machine. Some other institutions have reported that this problem is only seen when the AppX site is running as https instead of http.

Some technical info:

By default, the Captiva Cloud Service is configured to start automatically when the computer starts. When the service starts, it scans for available TCP network ports that your application can use to communicate with the local web capture server. The server listens on port 49732, 49733, or 49734 for HTTP and on port 49735, 49736, or 49737 for HTTPS. If none of the ports are available, then an error is logged in the Windows System event log.

There is a workaround from Ellucian support, but it needs to be applied on a per-user basis. Unfortunately, it can’t be set for a machine and be effective for all users.

These browser exceptions are stored for the user in the browser, on the local machine -- not in the AppX application. This means that you will have to go through these steps once again if machine is re-imaged, or user get a new machine, etc.
Workaround for Chrome
Log in to the machine as the user who will be doing the scanning

Open a session of Chrome

Enter this in the address (URL) bar: chrome://flags/#allow-insecure-localhost

Chrome will bring you to that flag and highlight it. Change the status to ‘Enabled’ using the drop-down.

Now log into AppX on Chrome. ‘Select Scanner’ button should now be enabled.

Click the ‘Select Scanner’ button to connect to the scanner.
The application will confirm that this is OK. Click ‘Allow’:

You’ll need to select the scanner once and click OK:

The application will access the scanner and then return to the application, this time with the ‘Scan’ button enabled:

At this point, you can load the documents in the scanner and click the ‘Scan’ button.
Workaround for Firefox:
Log in to the machine as the user who will be doing the scanning

Open Firefox

Enter this address in the address (URL) bar: https://127.0.0.1:49735/

Firefox will warn: “Your Connection is not secure”:

This is expected. Click the ‘Advanced’ button and then click ‘Add Exception’

When you click ‘Add Exception’ a new window will pop up. Make sure the box is checked for ‘Permanently store this exception’ and click ‘Confirm Security Exception’
Now log into AppX on Firefox. ‘Select Scanner’ button should now be enabled.

Click the ‘Select Scanner’ button to connect to the scanner.

The application will confirm that this is OK. Click ‘Allow’: 
You’ll need to select the scanner once and click OK:

The application will access the scanner and then return to the application, this time with the ‘Scan’ button enabled:

At this point, you can load the documents in the scanner and click the ‘Scan’ button.