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# Why is Dynamic Web TWAIN prompting me to download and install when I have already installed it?

Jack Lott - 2023-08-03 - [Troubleshooting](#)

## The Problem

This FAQ should fix your scanning and uploading problems if the following are all true:

1. You used to successfully scan and upload documents.
2. Without a version update of Novari ATC, you were prompted to install Dynamic Web TWAIN when you signed into the application or when you attempted to scan or upload.
3. You are using Google Chrome or Microsoft Edge.

This is occurring because your browser version was updated, and the latest version no longer trusts a certificate that is used by Dynamic Web TWAIN.

## The Solution

In order to fix this issue, you should instruct your browser to trust the Dynamic Web TWAIN certificate. Please follow the steps for your browser.

### Google Chrome

1. Visit <https://127.0.0.1:18619/>
2. You should see "Your connection is not private" message
3. Click "Advanced"
4. Click "Proceed to 127.0.0.1 (unsafe)"

## Additional Information for IT staff

Recently, Google Chrome has stopped accepting SHA-1 SSL encryption as a valid SSL encryption algorithm. Unfortunately, the third-party software Dynamsoft Dynamic Web TWAIN utilizes an SHA-1 SSL certificate for securely requesting some of its internal services over the network. Because of this, Chrome identifies the SHA-1 certificate as unsafe, which in turn prohibits the software from functioning properly. This is the software responsible for the management of scanning and uploading.

Since it is a third-party software, we need to procure another version from them - which addresses the SHA-1 certificate issue. Until that latest version can be fully vetted and incorporated into the application, it will be necessary to trust the SHA-1 certificate as secure to scan and upload documents properly. The steps outlined previously are the steps for adding the Dynamsoft SHA-1 SSL certificate to your trusted certificates. We believe that as of this date, Firefox and IE do still identify SHA-1 SLL certificates as secure, so it could be possible to use either of those for the short term. However, as is the way with browsers, it is expected that they will both stop identifying SHA-1 as secure.