Switching Between Xtender Image Capture and Captiva Cloud Toolkit

Provided by ITCS Xtender Team

Sometimes you’ll encounter an error like the one below when switching from using Captive cloud Toolkit in your browser back to the Image Capture software. This error indicates Captiva is currently connected to the scanner, keeping Image Capture from using the device. These steps show how to release the scanner from Captiva so it may be used with Image Capture.

**NOTE** This process is only required when switching to Image Capture from Captiva. Users moving to Captiva from Image Capture should not experience this issue as Image Capture automatically releases the scanner upon exiting the program.

To resolve the issue:

1. Log into Xtender.

![Scanner Error](Scanner_Error.png)

![Opentext ApplicationXtender Sign In](Opentext_ApplicationXtender_Sign_In.png)

This field will display PBAN or BTST depending on whether you're using the Production or Test instance of Xtender.
2. Run a query by clicking New Query then click run without entering any parameters.

3. Click the icon to a document in the application. This can be any document, we’re just trying to get to the next screen where we can release the scanner.
4. Click the small blue arrow beside the scanner icon.

5. In the pop-up menu click the icon furthest to the right which will release the scanner from Captiva.

6. Log out of Xtender. Image Capture will now see and be able to use the scanner.