# HOTFIX: VRS License is Missing or Invalid beginning on or after Jan 1, 2021 (Retired)

## RETIRED ARTICLE

There was an issue in need of a hot fix in an old version of WingScan. however, due to more recent changes in Google Chrome, no version of WingScan / WebCapture < 11.5 should be deployed.

Please upgrade to 11.5 or newer

If you have questions, please create a support case.

## Main Article Content (Preserved)

### UPDATE: FIX AVAILABLE - SEE BELOW

### BACKGROUND

On Jan 1, 2021, installations of WingScan web capture using VRS began to encounter erroneous error messages saying "VRS License Missing or Invalid"

This was determined to be due to a bug in our licensing code, not a problem with any users licenses. Our development team was notified and immediately began work on a hot fix.

### HOT FIX

This is a hot fix certified to work with 11.2.0.8.485. Unofficially, it may be compatible with 11.1, but there are other known issues using WingScan < 11.2 and support recommends in the strongest terms that you move to 11.2.0.8 and then apply the HotFix to that if at all possible.Using the fix with older versions may work but is not officially supported.

#### FIXING AFFECTED DEPLOYED APPLICATIONS

Within affected applications, find the folder containing atalaWebCapture.js, Kofax.WebCapture.Installer.msi, and Kofax.WebCapture.macOS.pkg - it is often within a folder named WebCapture.

Replace the files with the ones shipped with this HotFix

## UPDATING CLIENT MACHINES

### SINGLE USER / STANDARD ENVIRONMENTS

**NOTE:** customers who have installed the Kofax.WebCapture.Installer.msi and/or Kofax.WebCapture.macOS.pkg on client machines will need to update.

The update of these two files should cause any application using WingScan to prompt the user to install the latest update.

In some deployments such as shared machines where Kofax.WebCapture.Installer.msi was installed as a system service, it may require that a systems administrator perform the upgrade.

### MULTI-USER / ENTERPRISE ENVIRONMENTS

If you are installing WebCaptureService on a machine that multiple users log into (Remote Desktop) then you will need to install the WebCaptureService as a system service instead of per user.

If it's already installed, you will first need to uninstall the WebCaptureService from the machine.

To install as a system service, install using the command line (as administrator):

msiexec /I Kofax.WebCapture.Installer.msi INSTALLASSERVICE=1

This will cause the WebCaptureService to install as a system service instead of as a local service under the current user... this should allow WingScan to work for multiple users.

## SDK USERS (Developers)

If you're a developer working with our SDK, it is recommended that if you are using a

version prior to 11.2.0.9 (estimated release end of January 2021) that you update your development machine/environment thusly:

For any application already in development/testing, follow the process for standard deployed apps above.

For your development environment, locate the Atalasoft SDK install location.. usually:

C:\Program Files (x86)\Atalasoft\DotImage 11.2\

Find the WebCapture directory in:

C:\Program Files (x86)\Atalasoft\DotImage 11.2\bin\WebResources\WebCapture\

Replace the files:

```
talaWebCapture.js Kofax.WebCapture.Installer.msi Kofax.WebCapture.macOS.pkg
```

with the ones from the WebCapture sub-folder from v11.2.0.8.x_WebCapture_HOTFIX.zip (link removed - outdated content)

## Last Update

2026-10-26 - TD - (Article Retired - please use 11.5 or newer)

Atalasoft Knowledge Base
https://www.atalasoft.com/kb2/KB/50382/HOTFIX-VRS-License-is-Missing-or-Inv...