FAQ: Changes to Google Root Store Causes WebCapture (WingScan) to Stop Working (Chrome 105 and Later)

RESOLVED ISSUE

This article references an issue that has been resolved in newer versions of DotImage.

The issue for this issue in Chrome (for Windows) was resolved in 11.4.0.4.0.328 (DotImage 11.4 FixPack 4) and newer

However, we always recommend the very latest at our official downloads page

HOWTO: Upgrade / Update DotImage - Including Web Apps Using WebDocumentViewer and/or WebCapture

If you run into issues with the upgrade, please create a support case

ALSO NOTE: Chrome browser is not OFFICIALLY supported on macOS - the only supported browser for macOS is via Safari.

Background

Beginning with Google Chrome version 105, Google began rolling out with a partial/selective roll out of their new Google Chrome Root Store

In essence, up until then, Google Chrome would rely on the same Secure Certificate Root store that the Windows operating system used. As of the roll out, Google is slowly publishing a new certificate root store of their own. The issue has been particularly vexing to us and our customers and their users as there is no direct outward indication that 2 different computers - one of which is having an issue and another which is not - using the exact same version number of Google Chrome - are actually differently configured

We had a false start with this, believing it was due to a different change that Google is also (coincidentally) about to roll out / has just rolled out.

For more on that, please see

INFO:Changes to PNA (Private Network Access) in Chrome 107 and Later

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Atalasoft has determined that the root store and PNA changes are separate, distinct issues. We were aware of and had planned for the PNA changes and if you're using at least version 11.3.0.3.0.730 or later, you won't be affected by that issue.

This is about a new and evolving issue having to do with Google's roll out of their new Google Chrome Root Store.

FINAL NOTES

The issue has been addressed for Windows users of Chrome in the latest 11.4.0.4 release (noted above)

For macOS scanning: Safari is the only browser on macOS that we officially support.

Last Update

2026-10-27 - TD - (Removed outdated information)

Atalasoft Knowledge Base
https://www.atalasoft.com/kb2/KB/50418/FAQ-Changes-to-Google-Root-Store-Cau...