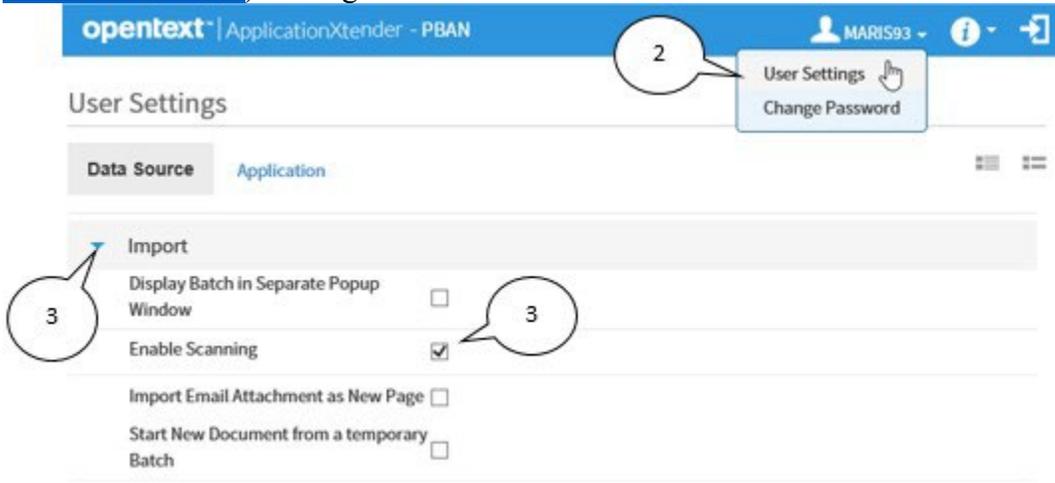# Activating your Scanner

Do you have Captiva Cloud Runtime installed? If not, ask your IT Administrator to install it for you. You can download it here: https://bfweb5.nmsu.edu/RMR/setup.exe.

1. Using Internet Explorer, enter the BDMS URL in your browser (**https://xtender-web-p.nmsu.edu/Users**) and log in.
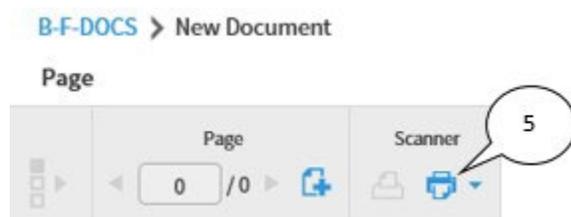

2. Under your username on the top blue bar, select User Settings.
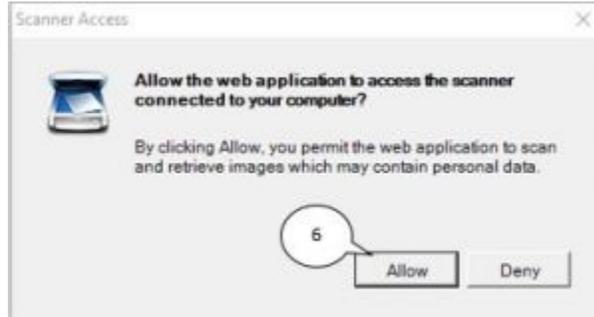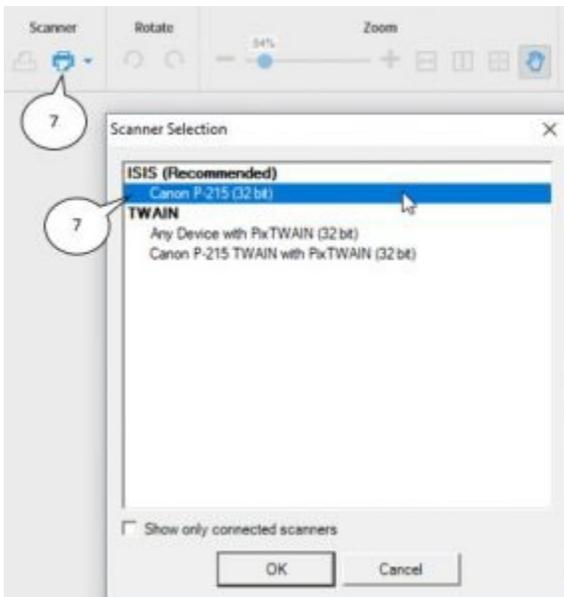3. Under Import, please make sure the "Enable Scanning" check box has a check. Click Save.

4. Select New Document in your application.

5. Double-click the second scanner icon.

6. Wait to see if the pop-up window appears to Allow Scanning. If it does not appear, check your browser settings to make sure that you have allowed pop-ups.


7. You may also need to then click the drop-down arrow to the right of the second scanner icon and select your driver (ISIS).

Once you have activated your scanner in Internet Explorer or Edge, if you wish to use a different browser to scan, stop any current running scan process or unload your scanner by clicking the scanner dropdown menu and selecting the unload scanner icon (the last icon). Log out of BDMS, close your browser, turn your scanner off and then back on, and then try these steps in another other browser such as Chrome.

If the previous steps don't work, ensure that you have the OpenText Captiva Cloud Service running on your computer.   You may need administrative access to your PC.
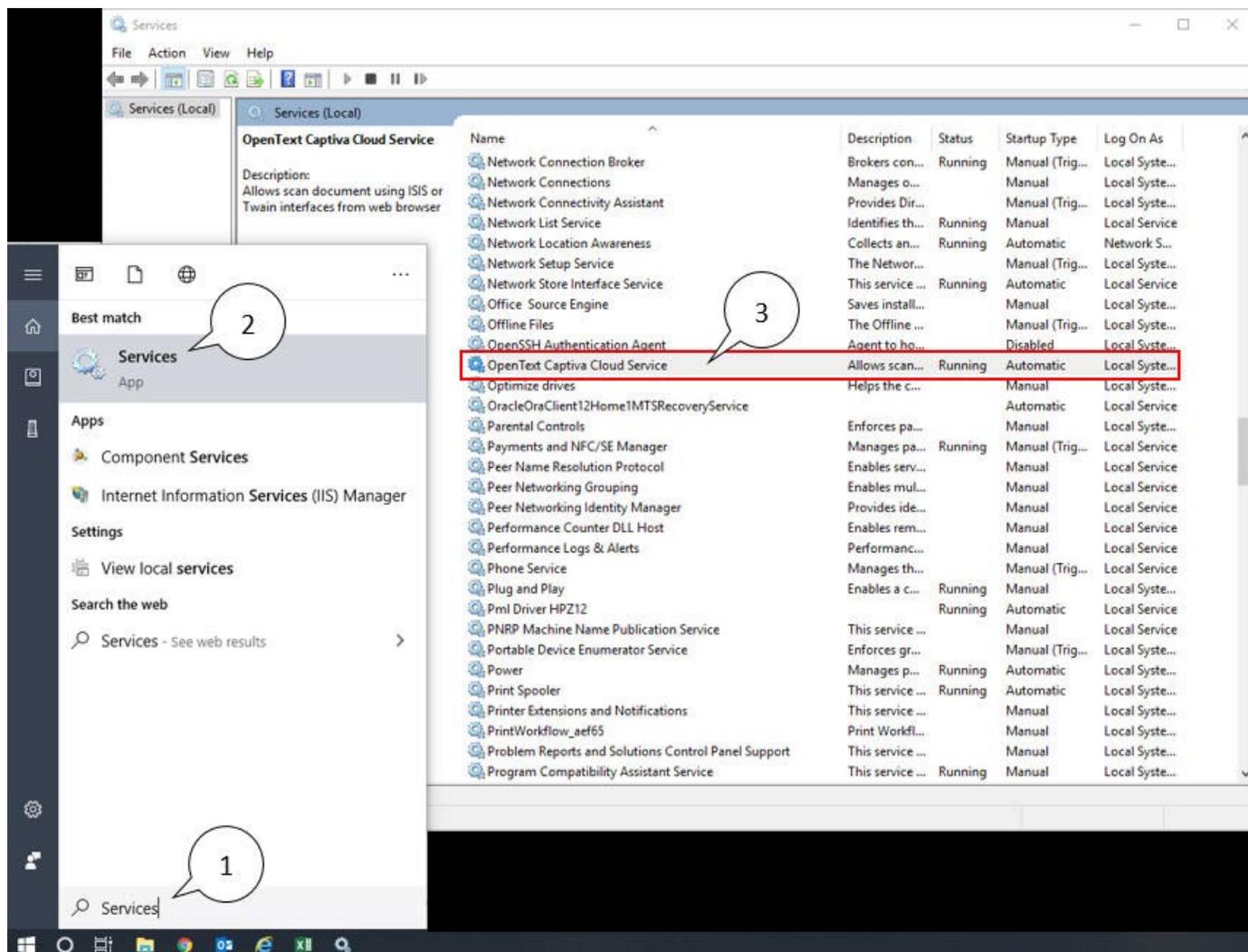
1. Type **Services** in your search box.
2. Open the Services App.
3. Look for **OpenText Captiva Cloud Service** and make sure it is running. If it is not running, you may need IT to stop and restart it. If OpenText Captiva Cloud Service is not in the list of Services, then ask your IT to install it using the link above
4. If OpenText Captiva Cloud Service is installed and running but it does not activate the scanner icon. Open Firefox or Edge and copy and paste this URL into your browser bar: **https://127.0.0.1:49735/scanservice/v2/getstatus** You should get a message back that includes the word "success." This indicates that the scanner and computer are able to talk to each other. If prompted by your browser, add a Security Exception to allow the scanner and computer to communicate.
5. Make sure you do not have your scanner software open anywhere else on your computer.
6. Turn off the scanner, close all browsers, turn your scanner back on and try again.
7. If you get "Driver Not Loaded", click the down arrow to the right of the 2nd scanner icon on the BDMS toolbar follow the prompts to select the scanner. Select the ISIS driver for the best scan.
8. If you need more help, contact your IT for further assistance or contact the RMR Office at **rmroffice@nmsu.edu**.