

Scanning Dynamsoft Install Caught in Install Loop

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Overview

Beginning with **Google Chrome v142** (and other Chromium-based browsers such as Edge), Chrome introduced a new security requirement called **Local Network Access**. This change restricts websites from connecting to applications or services running on your local computer (such as the *Dynamsoft WebTwain Service*) unless the user explicitly grants permission.

As a result, users may experience repeated installation prompts or failed scanning attempts even when the Dynamsoft Service is already installed and running.

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Symptoms

- After clicking **Scan**, Chrome repeatedly prompts to install the Dynamsoft Service.
- A dialog may appear stating: *"Look for and connect to any device on your local network."*
- Scanning works correctly in other browsers such as Microsoft Edge.
- Uninstalling and reinstalling the service does not resolve the issue.

Cause

- Chrome 142+ now blocks communication to `127.0.0.1` or local network addresses unless Local Network Access is allowed.
- Our EMR uses the Dynamsoft Service (running locally) to communicate with scanners. When this connection is blocked, the browser assumes the service is not installed, resulting in an installation loop.

Verify via Console App:

The browser console (F12 → Console) may show a CORS denial similar to:

```
Access to fetch at 'https://127.0.0.1:18623/fa/VersionInfo?ts=1761893667670'
from origin 'https://your-domain.com' has been blocked by CORS policy:
Permission was denied for this request to access the `unknown` address space.
```

Resolution / Workarounds

Work with your practice IT person and perform the following network related actions:

1. When Chrome displays the prompt *"Look for and connect to any device on your local network"*, click **Allow**.
2. If the prompt was previously blocked:
 - In Chrome, go to `chrome://settings/content/siteDetails?site=<your-OfficeEMR-URL>`.
 - Locate **Local network access** and set it to **Allow**.
3. Ensure the latest supported version of the Dynamsoft Service (v17 or later) is installed using the link

provided inside OfficeEMR.

4. If you remain stuck in a loop:

- Uninstall all existing Dynamsoft Service entries via *Apps & Features*.
- Reboot the workstation.
- Reopen Chrome, log into OfficeEMR, and allow installation when prompted.
- Click **Allow** when the Local Network Access dialog appears.

5. For managed environments (corporate or enterprise IT):

- Use the Chrome Enterprise Policy `LocalNetworkAccessAllowedForUrls` to pre-allow your EMR domain and prevent user prompts.

Additional Information

More details can be found in the official Dynamsoft documentation:

<https://www.dynamsoft.com/web-twain/docs/faq/chromium-142-local-network-access-issue.html>

Recommendation

Update any internal instructions or setup guides to include this note for Chrome 142 and later:

*"If you experience repeated installation prompts when scanning, verify that Chrome's Local Network Access permission for your EMR site is set to **Allow**."*
