

No Scanner error on scan form when switching to next document batch using WCS

000045906 | Troubleshooting | Last updated 2026-09-14 | TotalAgility

ISSUE

No Scanner error on scan form when switching to next document batch using WCS.

Web Capture Service is used, and the first batch scans, but after switching to the next one, the scanner is unavailable.

CAUSE

This is caused by Bug 2262425: [[ATALA] COD 25900 - MS Edge 151 breaks WCS ability to release scan source when scan form refreshed, reloaded, changed

SOLUTION

The bug fix is fixed in 2026.4, 2026.3.2, 2025.2.9, and .

Upgrade to a version that includes the fix.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45906>