

SWIPe Errors Due to New Browser Versions

DEC. 11, 2025

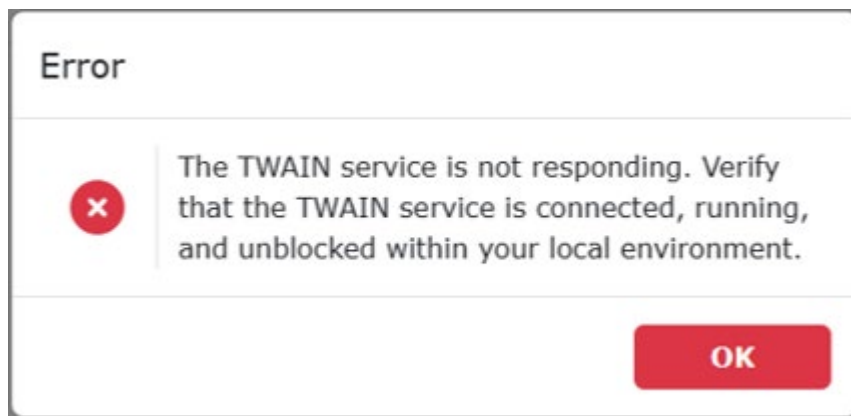
Overview

When WINNIE users attempt to capture signatures or scan a document, if using Google Chrome version 142 or higher or Microsoft Edge version 143 or higher, the following errors may display:

Capture Signature modal

✘ The USB HID service is not responding. Verify that the USB HID service is connected, running, and unblocked within your local environment.

Document Imaging page



These errors are due to a new browser security feature, Local Network Access, which may be blocking your computer's communication between SWIPe and WINNIE unless you grant permission in your browser's settings.

Verify browser version

To verify your browser version, click the vertical ellipses icon in Google Chrome or the horizontal ellipses icon in Microsoft edge at the top right of the browser window.

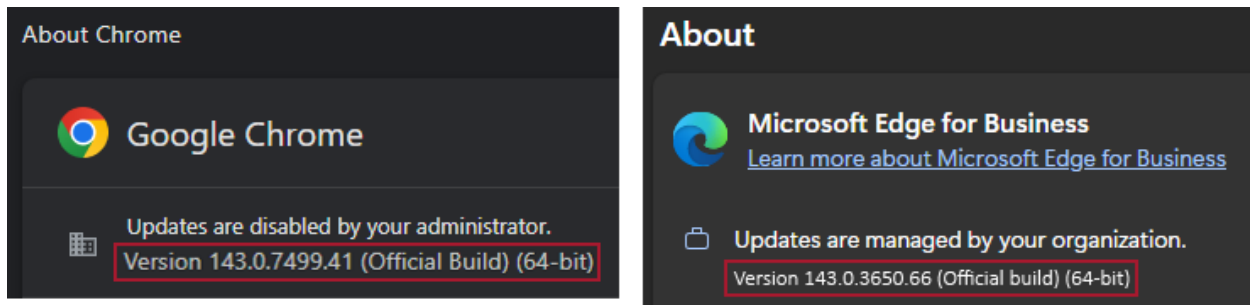


Select **Settings** from the menu.

At the bottom of the Settings menu in the left panel of the browser window, select the **About** button:



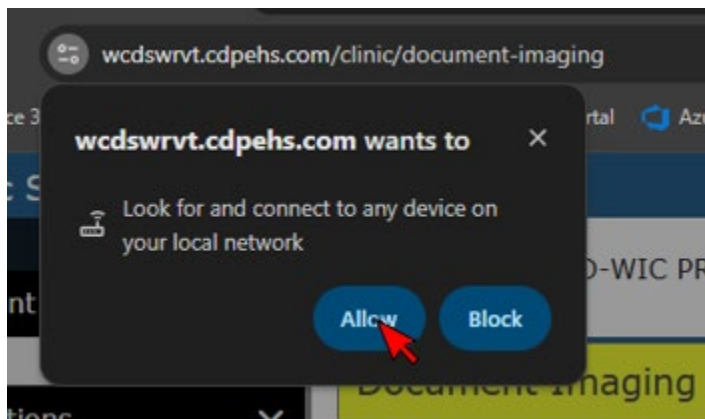
The version will display to the right of the menu:



Allow message

Once your browser version is Google Chrome 142 or higher or Microsoft Edge 143 or higher, the browser will ask if you want to allow access when capturing a signature or scanning.

Select **Allow**.



Once you select allow, capturing the signature or scanning will proceed as normal.

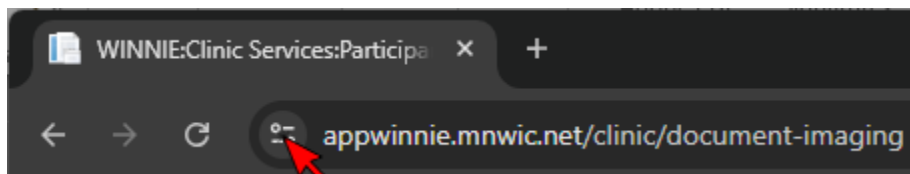
Already selected Block? Reset permissions

If you've already selected block, the error messages (shown on page 1) will display when capturing a signature or scanning.

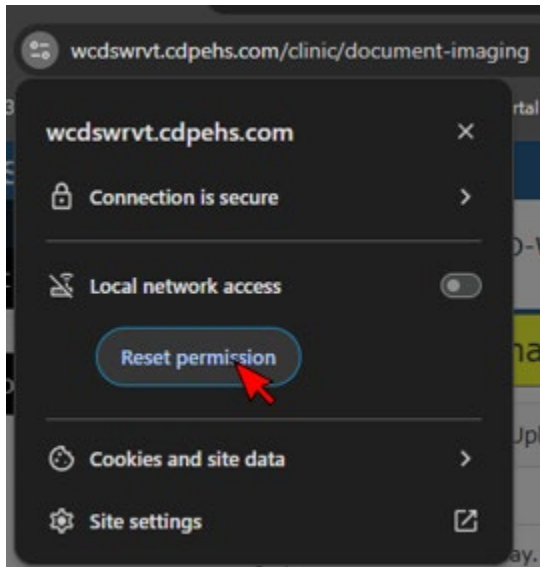
To **reset permissions**:

Google Chrome

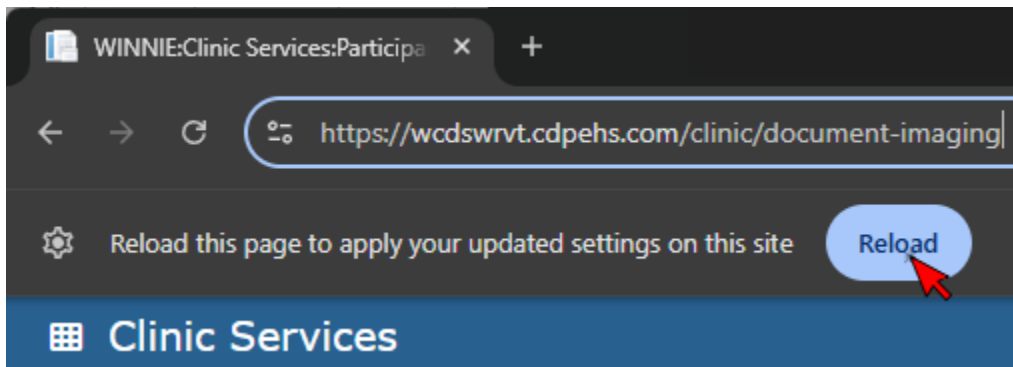
Click the **View Site Information** icon to the left of the URL in the browser's address bar.



Click the **Reset Permissions** button.



Click the **Reload** button.



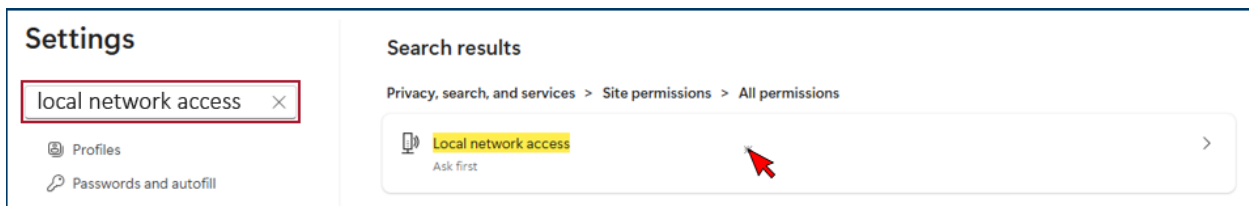
Microsoft Edge

Click the horizontal ellipses icon in Microsoft edge at the top right of the browser window.



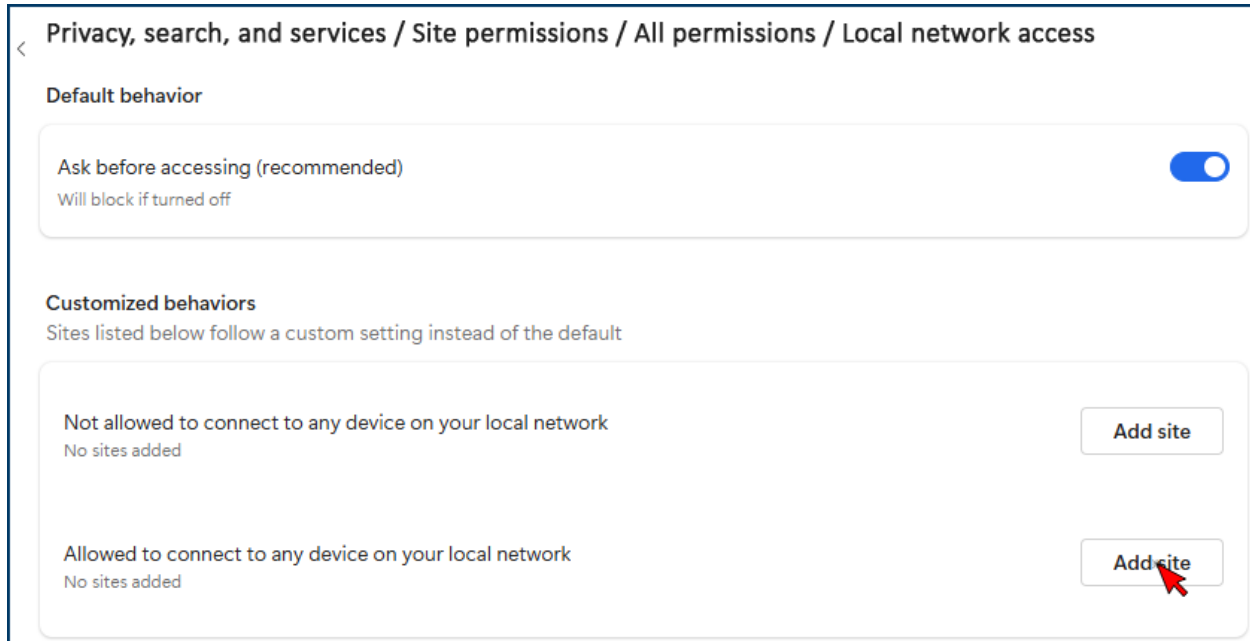
Select **Settings** from the menu.

In the Search field under Settings in the left panel, type: **local network access**.

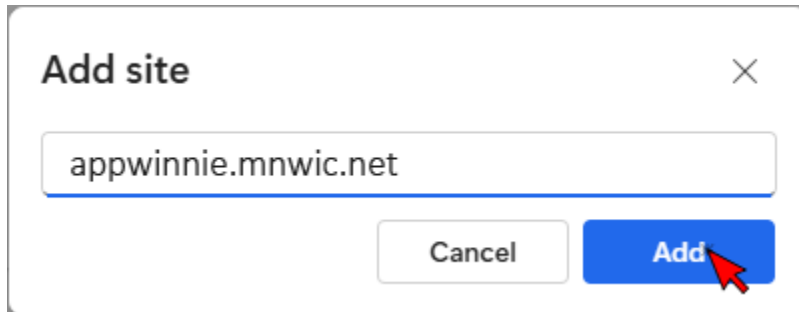


Click the **Local network access** button.

Click the **Add site** button to the right of **Allowed to connect to any device on your local network**.



Type **appwinnie.mnwic.net** into the field.



Click the **Add** button.



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