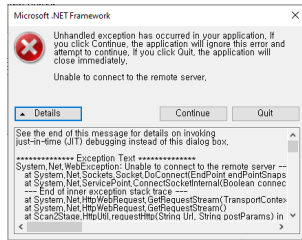


# Web.Exception Occurs on Scan2Stage

## ISSUE

When Scan2Stage loads a DevInfo.html file, Web.Exception occurs



## APPLIES TO

Scan2Stage 10.0.7 and lower

## RESOLUTION

This issue is caused by the changed FOTA server's protocol. FOTA server recently changes the protocol for enhancing the security level.

If you want to use Load DevInfo.html file feature, please update Scan2Stage as the latest version.

You can download the latest Scan2Stage from Point Mobile Service Portal.

[Point Mobile Service Portal](#)



### RELATED ARTICLES

- [Cannot OS Update via Vendor FOTA in Closed Network](#)