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Remote Deposit Capture

RDM

Hardware Installation Manual

Contents

Introduction

The *Hardware Installation Manual* provides step-by-step instructions for the installation of all supported scanners. This manual, in conjunction with the Operator Manual included with the scanner, should provide all the instructions necessary for a successful installation.

The *Hardware Installation Manual* includes:

- Microsoft® Internet Explorer® configuration common to the installation of all scanners.
- Installation instructions specific to each type of scanner.
- Un-install instructions specific to each type of scanner.

NOTE: Scanner installations are documented using Microsoft® Windows® 7 Enterprise 32-bit operating system and Internet Explorer 8 unless otherwise noted. Some steps and wording may vary slightly if you have a different operating system.

For any additional questions or concerns not addressed by this document, please contact your first route of Customer Support for assistance.

Installation Guidelines for Scanners

System Requirements

In addition to a high-speed Internet connection, the following components are required for working with the EPS application(s).

For Microsoft Windows®:
- Windows Vista (except Starter or Home Basic): IE 8 and 9 or Google Chrome
- Windows 7: IE 8, 9, 10, and 11 or Google Chrome
- Windows 8: IE 10 or Google Chrome
- Windows 8.1, update 1: IE 11 or Google Chrome
- Windows 10 Pro
- Windows 10 Enterprise
- .NET Framework 4.0 or higher

The Current version of Chrome and its two previous versions are supported.

Additional Requirements

The table below lists general requirements for a successful scanner installation.

Requirement Type	
RAM	2 Gigabytes or greater.
Updates	All current critical Windows updates.
Processor	2.4 GigaHertz (GHz) or greater.
Hard Drive space	1.5 Gigabytes or greater.
USB Port	Direct USB 2.0 port (hubs, powered or not, are **not** supported).
USB Cable	A USB 2.0 Hi-speed cable (included with scanner).
Power Cable	Power cable (included with scanner).
Browser	Internet Explorer is the only supported browser.
.NET	.NET 4.0 Framework for Windows 7
Internet Connection	High-speed Internet connection.
UPS	Uninterruptible Power Supply (UPS) is recommended.

NOTE: Not all scanners have been certified for Windows 7 or 64-bit compatibility; verify compatibility before attempting installation.

Required User Privileges and Securities for Installation

Prior to installation, it may be necessary to temporarily disable anti-virus, firewall, or other Internet security software. Users that will be installing scanner drivers must have Administrative rights to that PC.

> **NOTE**: Some PC security settings may change during installation.

In Microsoft Windows Vista and Windows 7, a PC may be running User Account Control (UAC). If a PC has UAC enabled, the system may prompt for additional steps during the installation process. Additionally, if a PC currently has UAC enabled, the user may have to run Internet Explorer as an Administrator to successfully install the software.

> **NOTE**: Users should only have one type of scanner installed at a time.

Scanner Information

Items Included with the Scanner

Selected scanners include replacement parts and extra extenders. Store these and the box in a safe place. The box and packaging should be kept for warranty purposes. Always keep the Operator's Manual for reference. For the Unisys® SmartSource® Micro Series scanner, you will need to retain the calibration sheets for installation and to re-calibrate the scanner when needed.

Setting up a Scanner for Installation

1. Remove the scanner and its components from the box and inspect the contents to ensure no items are missing.

2. Place the scanner on a flat surface within 1½ to 6 feet of a PC, preferably not in close proximity to monitors, speakers, or other electronic devices.

   - The scanner should be at least 1½ feet away from other electronic devices but close enough to an electrical outlet.

   - The scanner should not be in direct sunlight.

   - The scanner should be in a place that is convenient to place documents into it with ease.

3. Connect the power cable to the scanner and wall outlet.

4. Connect the USB cord to the back of the PC. At this time, do not connect the other end of the USB cord to the scanner, but instead place it near the back of the scanner.

5. If you are installing the SmartSource Micro Series scanner, retain the calibration sheets for installation and as-needed re-calibration.

   a. (Optional) For the RDM, Epson CaptureOne, and Digital Check CX30 scanners, open the small box of the franking ink roller and follow the installation instructions.

   b. (Optional) For the VisionX, TellerScan series, and SmartSource Professional series scanners, open the small box of the ink cartridge and follow the installation instructions if the ink cartridge is for the endorser.

Recommended Configuration for Internet Explorer

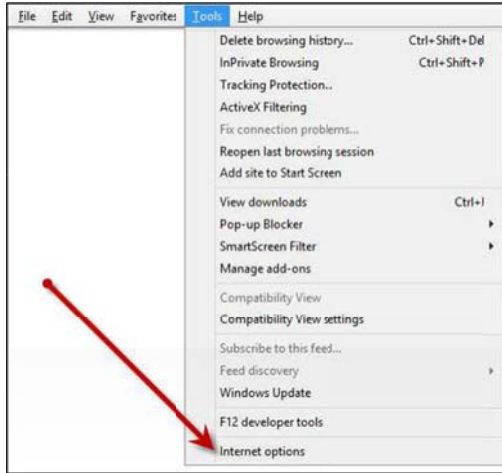1. Open Internet Explorer, and from the top navigational menu, select **Tools | Internet Options**.

2. The **Internet Options** window appears. From the tabs at the top of the window, select **General**.

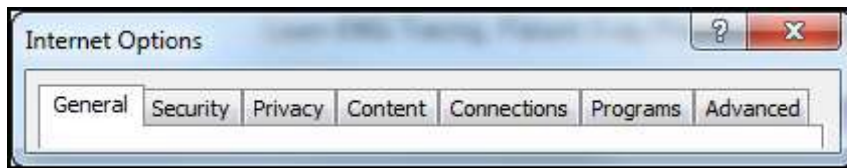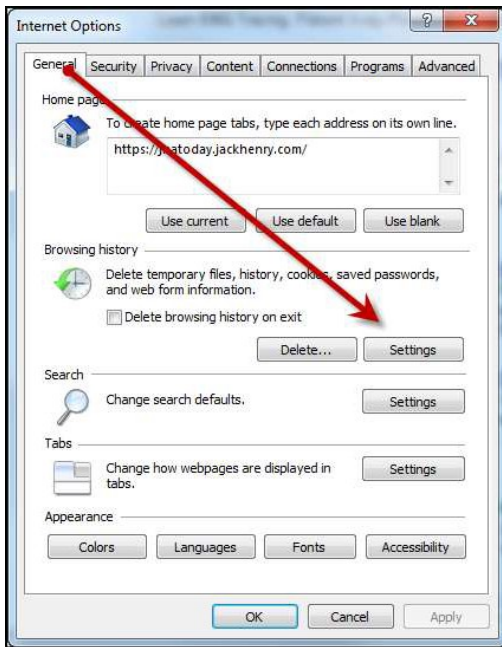3. Under the section **Browsing history**, select the **Settings** option.

FIGURE 3 - SETTINGS OPTION

4. The **Temporary Internet Files and History Settings** window appears. Under the **Check for newer versions of stored pages** section, select the check box next to **Every time I visit the webpage**. Select **OK** at the bottom to continue.
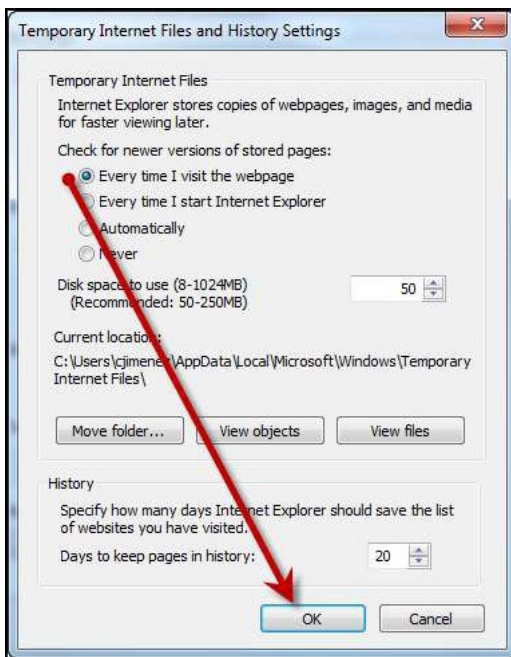

FIGURE 4 - SETTINGS FOR NEWER VERSIONS OF STORED PAGES

5. From the tabs at the top of the **Internet Options** window, select **Security**.
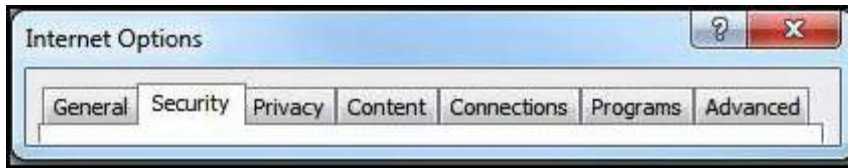
FIGURE 5 - SECURITY TAB UNDER INTERNET OPTIONS

6. Select the **Trusted Sites** icon to activate the **Sites** option. Select **Sites**.

FIGURE 6 - SITES OPTION UNDER TRUSTED SITES CATEGORY

7. The **Trusted sites** window appears. In the **Add this website to the zone** field, enter the URL: https://ssl.selectpayment.com, and select the **Add** option.
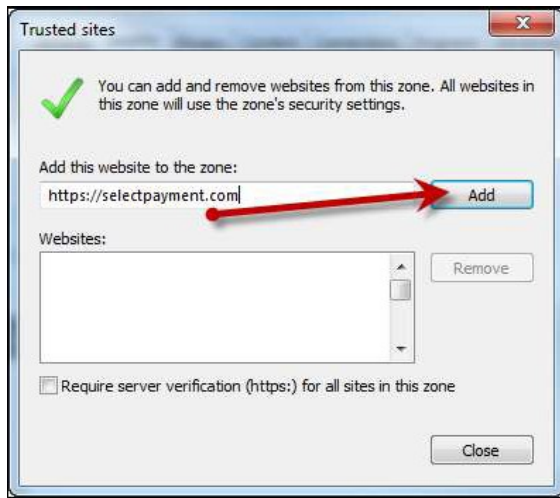
FIGURE 7 - ADDING A TRUSTED SITE

8. Select **Close** at the bottom of the **Trusted sites** window.

9. From the **Internet Options** window with the **Trusted sites** icon selected, select **Custom level**.
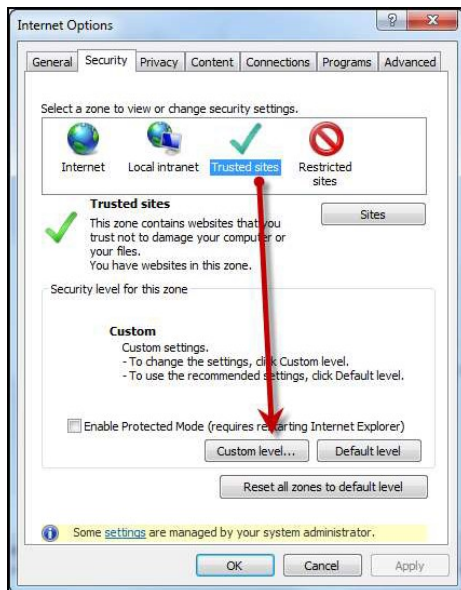

FIGURE 8 - CUSTOM LEVEL OPTION UNDER TRUSTED SITES

10. A list of security settings appears. Select the settings detailed below.

   a. **Under the heading ActiveX controls and plugins**, the following three options should all be set to **Disable**:

      i. Display video and animation on a webpage that does not use external media player.

      ii. Download unsigned ActiveX controls.

        iii.   Initialize and script ActiveX controls not marked safe for scripting.

b. The rest of the options under this heading should be set to **Prompt** (the preferred setting) or **Enabled**.
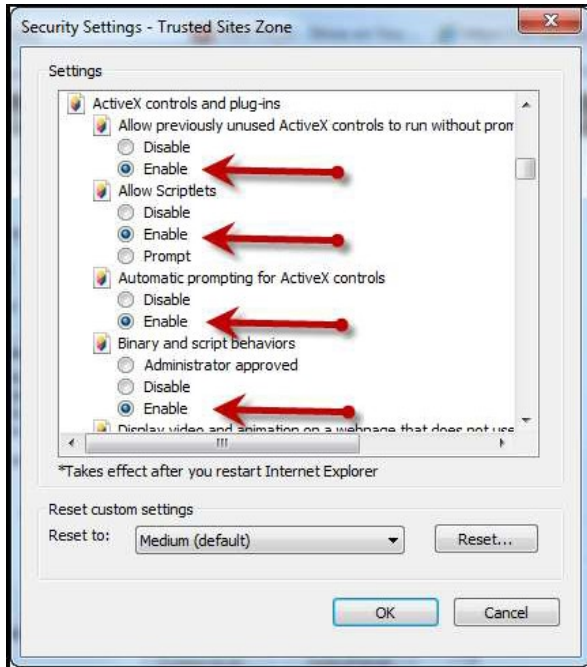

FIGURE 9 - ACTIVEX CONTROLS AND PLUGINS SETTINGS

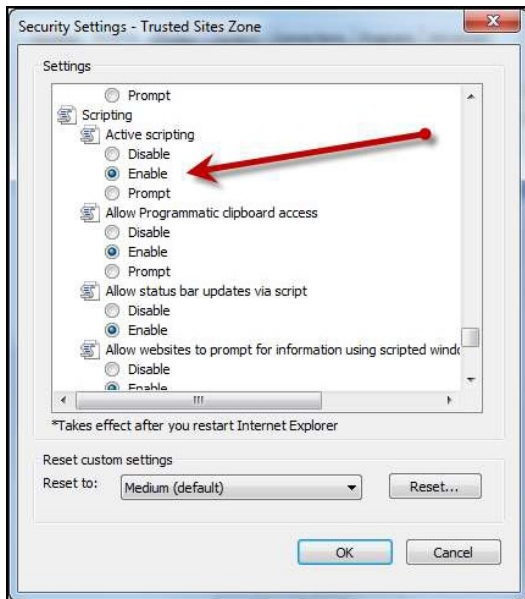c. Under the **Scripting** heading, set **Active scripting** and **Scripting of Java applets** to **Enable**.

FIGURE 10 - SCRIPTING SETTINGS

11. Select **OK** at the bottom of the window.

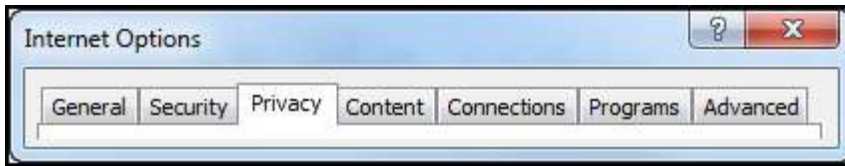**12.** From the **Internet Options** window, select the **Privacy** tab.

FIGURE 11 - PRIVACY TAB

13. Under the **Pop-up Blocker** section, if the **Turn on Pop-up Blocker** option is checked, continue with this step. If it is unchecked, proceed to the next step.
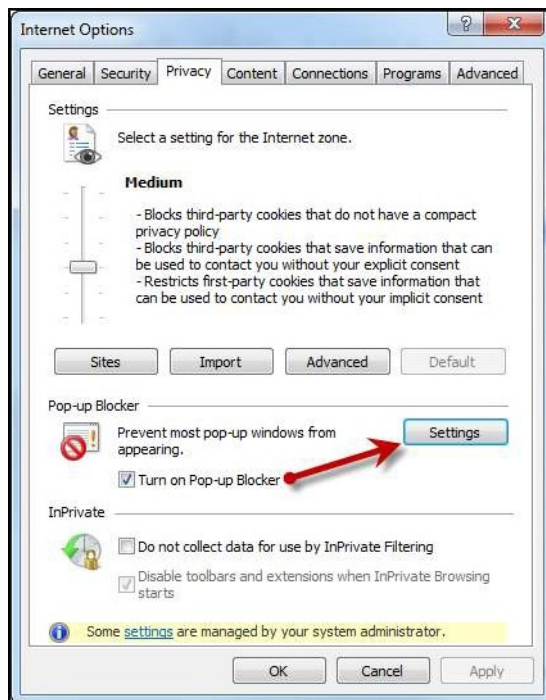
    a. Select the **Settings** option.

FIGURE 12 - SETTINGS OPTION FOR POP-UP BLOCKER

    b. In the **Address of website to allow** field, enter the URL: https://ssl.selectpayment.com, and select **Add**.

FIGURE 13 - ADDING AN ALLOWED WEBSITE UNDER POP-UP BLOCKER SETTINGS

    c.   Select **Close** to return to the **Internet Options** window.

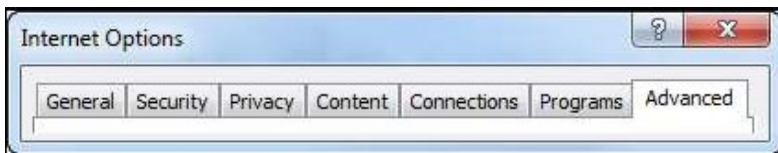**14.** From the **Internet Options** window, select the **Advanced** tab.

FIGURE 14 - ADVANCED TAB UNDER INTERNET OPTIONS

15. Scroll through the settings to the **Security** section and make sure the check box next to **Do not save encrypted pages to disk** is *not checked*.
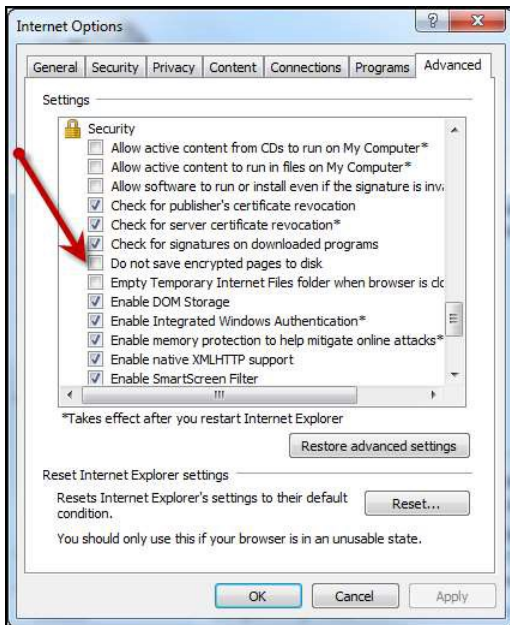
FIGURE 15 - SECURITY SETTING OPTION SET TO UNCHECKED

16. Also under the **Security** section, select the check boxes next to **Use SSL 2.0** and **Use SSL 3.0**.
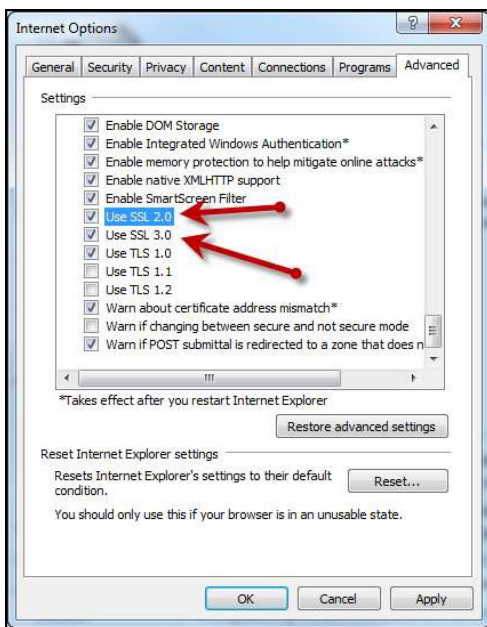

FIGURE 16 - ADDITIONAL ADVANCED SECURITY SETTINGS

17. From the bottom of the **Internet Options** window, select **Apply**.
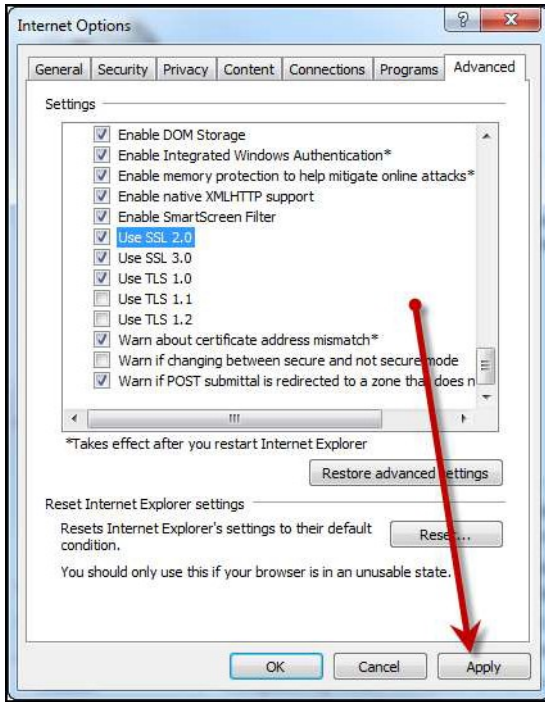
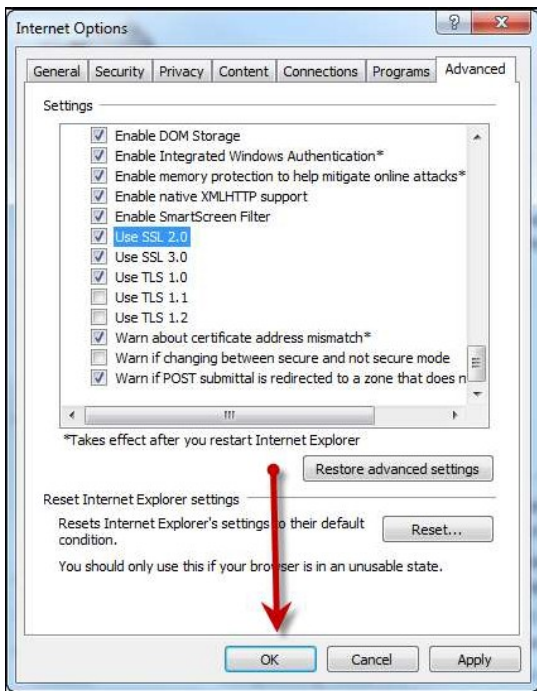FIGURE 17 - APPLYING ADVANCED SETTINGS

18. Select **OK** to finish.

FIGURE 18 - OK OPTION TO FINISH APPLYING SETTINGS

Compatibility Mode (IE 8 Only)

There are three ways to view a website in compatibility mode with Internet Explorer 8.

- **Option 1**: Open Internet Explorer, and go to https://ssl.selectpayment.com. From the browser menu, select **Tools** | **Compatibility View**.

FIGURE 19 - TOOLS OPTION FOR COMPATIBILITY VIEW
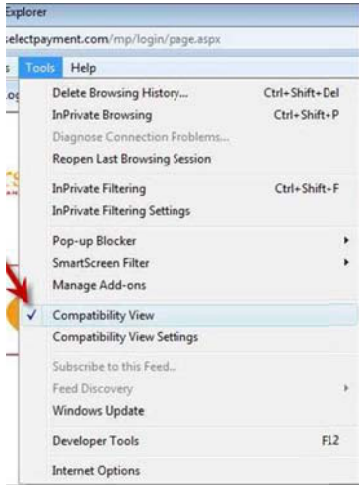
- **Option 2**: Select the ripped paper icon to the right of the address bar.

FIGURE 20 - COMPATIBILITY MODE ICON

- **Option 3**: Navigate to https://ssl.selectpayment.com, and select **Tools** | **Compatibility View Settings**. In the **Add this website** field, enter https://ssl.selectpayment.com, and select **Add**.
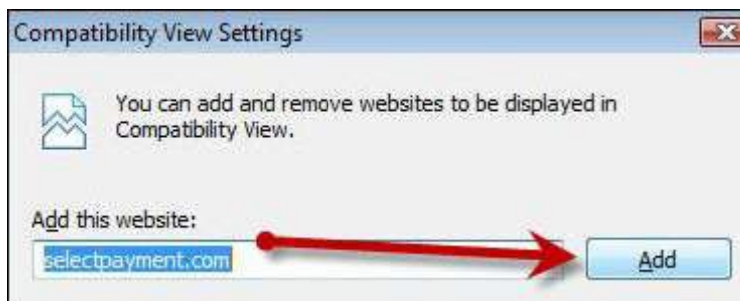
FIGURE 21 - ADDING A WEBSITE TO THE COMPATIBILITY SETTINGS

Remote Deposit Capture Scanners

Installing the RDM Series Scanner for Remote Deposit

Use the following instructions to install the drivers for the RDM EC Series scanner when using it with Remote Deposit Capture.

> **NOTE**: If ActiveX permissions are set to **Enable**, prompts may not be received that are described in this document. Certain sections will install automatically instead of providing a prompt to do so.

Do **not** plug the USB cable into the scanner until the installation is complete. Please verify that Internet Explorer has been updated to the recommended settings. See the "Recommended Configuration for Internet Explorer" section of this document for more information.

1. Log in to Remote Deposit Capture as the PC administrator or with administrative privileges.

> **NOTE**: This process may require the IT department to disable anti-virus and/or firewall.

2. Log in to Remote Deposit Capture, and select the **Transactions** tab from the top of the page.
3. Click **Remote Deposit with RDM** located in the navigation links on the left.
4. Select **Start the Installation**.
5. The ActiveX install will begin. This may appear as an information bar at the top of the page, which states: *This Website wants to install the following add-on: 'RDC_x86x64_RDM' from 'JACK HENRY & ASSOCIATES, INC.'. If you trust the website and the add-on and want to install it, click here…*
6. Select the information bar and click **Install This Add-on for All Users on This Computer**. Wait for the page to load.
7. An additional option will appear as a security warning pop-up, the text of which states: *Do you want to install this software? Name: RDC x86x64 RDM*. Select **Install**.
8. An InstallShield Wizard appears. Select **Next** to continue.
9. Ensure that all users who will be working with this computer are selected on the **Customer Information** screen. Select **Next**.
10. The software installation begins. Select **OK** to a pop-up prompting for the installation of RDM drivers.
11. A pop-up will appear stating: *It is now safe to apply power to the scanner and connect the scanner's communication cable to the PC*. Select **OK** to continue.
12. Plug in the scanner power cord and USB cord, click **OK.**
13. Select **Finish**.

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14. A pop-up appears stating that the browser session will need to be restarted. Select **OK** to continue. If Internet Explorer does not automatically restart at this time, log out of the website, and close the Internet Explorer browser.

15. Open Internet Explorer, and log in to Remote Deposit Capture.

16. From the top of the page, select the **Transactions** tab.

17. From the left navigational bar, select **Remote Deposit with RDM**.

18. The scanner will initialize and navigate to the **Open Deposits** page. The installation is complete.

NOTE: For continued accuracy and dependability, adhere closely to all maintenance and service requirements described in the materials received with the scanner.

Verifying the Installation

Use the following instructions to verify the RDM scanner installation was successful.

1. The RDM scanner will display in the **Device Manager** under **Universal Serial Bus Controllers** as **RDM USB Class Device.**

2. The Installation will display in **Programs and Features** in the **Control Panel** as **Profit Stars RDC – RDM ec6000i, ec7000i, ec7500i.**