

## Remote Deposit Capture Hardware Troubleshooting



Hardware Troubleshooting Guide



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## I. Introduction and Basic Troubleshooting

This manual provides troubleshooting support for known hardware issues and is intended to assist in resolving scanner problems. To ensure that the proper browser settings have been configured, review the System Requirements and Recommended Configuration for Internet Explorer in the *Hardware Installation Guide*.



## **II. Scan Check Troubleshooting**

#### A. Unable to Locate Scanner Type

When attempting to use a scanner, the system may display an error indicating that no scanner was found. This message may vary slightly depending on which scanner a user has, but it is indicative of a problem locating the scanner.

Scanner Interface	Scanner Interface
	Scamerintenace
Service	
Terminal Number could not be determined for 'Digital Check' Device.	Service
	An exception occured while retrieving the
Scanner	Selected Device
error code: -125	Scanner
(E_NO_SCAININER)	Connection To Device Control established



The following are probable causes and solutions for an error message.

- The scanner is not installed properly: Check the device manager and make sure the scanner is showing properly. For example, the RDM scanner will show as RDM USB Class Device under Universal Serial Bus Controllers. However, if the scanner was plugged in prior to installing the drivers, the scanner will likely show as a USB Device under Other Devices. In this case, right-click USB Device and select Uninstall. Unplug the USB cable from the back of the scanner and wait 10 seconds before plugging it back in. The scanner should now detect properly.
- Scan Check is not installed properly: Uninstall and reinstall Scan Check.
- The scanner is plugged into a USB hub, a docking station, or a USB controller and cannot properly communicate with the system (SiS7001 and nVidia nForce both affect RDM scanners only): Plug the scanner directly into the PC or laptop. If the PC has an SiS7001 or nVidia nForce host controller, you will need to update the scanner firmware, or purchase and install a USB controller for the computer (RDM only).

# B. Terminal not set up. Please contact customer service.

After selecting **Process Payment** when attempting to make a deposit, an error returns: **Terminal not set up. Please contact customer service**. The following is a probable cause and suggested solution for the error message.



• The incorrect scanner serial number has been assigned to the merchant. The internal scanner serial number does not match the external serial number on the bottom of the scanner: Verify that the correct serial number is recorded on the system and matches what is on the bottom of the scanner.

## **III. Remote Deposit Troubleshooting**

# A. Using Remote Deposit Capture with Windows Vista or Windows 7

Before attempting to install a scanner, ensure that you have proper **Administrator** rights to the local machine.

1. Right-click an Internet Explorer shortcut icon and choose Run as Administrator.



FIGURE 27 - RUN AS ADMINISTRATOR OPTION

2. If the option to Run as Administrator does not appear, click Start | All Programs.

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FIGURE 28 - ALL PROGRAMS UNDER THE START MENU

3. Right-click the Internet Explorer icon.

**NOTE:** Do not right-click the Internet Explorer 64 bit option. Select only the Internet Explorer icon.

	-1	Open Run as administrator Open file location	
	U	Scan for threats	
	4	WinZip Unpin from Taskbar Pin to Start Menu	۲
		Restore previous versions	
🏉 Internet Explorer (64-bit)		Send to	
🍘 Internet Explorer 🛛 📕		Cut Copy	
		Delete Rename	
	10	Properties	
		Help and Support	
4 Back		Run	
Search programs and files	P	Shut down	

FIGURE 29 - ALTERNATE RUN AS ADMINISTRATOR OPTION

- 4. Set the Active X controls (specified by the Active X instructions found in the "Hardware Installation Manual", available for download on the Partner Portal).
- 5. Proceed with logging in to the website and install as normal.

#### B. Red or Black X for Device Initialization Prompt

The customer/member sees a red "X" where normally the device initialization prompt would

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display.





FIGURE 31 - BLACK X

The following are probable causes and suggested solutions.

- Internet Explorer is not configured correctly: Adjust Internet Explorer settings (see the section "Recommended Microsoft Internet Explorer Configuration" in this guide).
- Anti-virus software may be blocking the page from loading: Disable unnecessary add-ons in Internet Explorer.
- The second step of an alternate installer was not run: Run the alternate installer icon that was created on the desktop.

#### 1. Error Loading Scanner Control

The red or black "X" may be accompanied by an **Error Loading Scanner Control** window. Select **OK** to attempt automatically fixing the issue. You must have admin rights to run this troubleshooting method.



FIGURE 32 - ERROR LOADING SCANNER CONTROL

1. Two prompts appear. On the bottom of your screen, select to **Run** the **RDC\_SP2.exe** program.



FIGURE 33 – RUN OPTION FOR RDC\_SP2.EXE

2. You may be asked whether to allow the program to run. If so, select Yes.



FIGURE 34 - SECURITY PROMPT

3. The program will prompt you to begin the installation. Select Next to continue.

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FIGURE 35 - PROMPT TO BEGIN INSTALLATION

4. Select **Install** to begin the installation.



Profit Stars RDC - SP2 - InstallShield Wizard	×
Ready to Install the Program	4
The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation setting the wizard.	gs, click Back. Click Cancel to exit
InstallShield	1
< Back	Install Cancel

FIGURE 36 - INSTALLATION OPTION

5. You may see several windows run automatically. When the program has run its course, select **Finish**.

	InstallShield Wizard Completed
0	The InstallShield Wizard has successfully installed Profit Stars RDC - SP2. Click Finish to exit the wizard.

FIGURE 37 - FINISH PROMPT

6. In the **Waiting For Setup Completing** window, select **OK** now that the program has finished.



FIGURE 38 - OK OPTION FOR SETUP COMPLETION

- 7. Log out of the Merchant Portal, and then close all instances of internet browsers.
- **8.** Open an internet browser, and log in to the Merchant Portal. Select **Transactions** from the top of the page.
- 9. From the left navigational bar, select your Remote Deposit Capture payment solution.
- **10.** The page will refresh and being initializing the Device Control. If your scanner is unplugged, plug the scanner in and refresh your page to begin making deposits.

Device Init	tialization	
Please wait while the ( plug in the USB cable n	device is initializing. ow.	If the device is unplugged
9		
	R	

FIGURE 39 - DEVICE INITIALIZATION PAGE

#### C. Device Initialization Issue

When selecting **Transactions** within Remote Deposit, the device initialization page appears but continues to stay on that page indefinitely.





FIGURE 40 - DEVICE INITIALIZATION PROMPT

The following are probable causes and suggested solutions for this error.

- **Printer Interference**: Unplug or turn off any printers that are hooked up to the computer. This is primarily an issue with all-in-one printers.
- The Scanner is unplugged: Verify the scanner is plugged in and turned on.
- WinDriver did not install (Panini VisionX only): Install WinDriver. (Panini VisionX only. See Appendix B in this document.)
- The Event log is full: Clear the event log. (See Appendix A for instructions.)

#### D. Image Placeholder

After clicking Remote Deposit, the customer/member sees an image placeholder.



FIGURE 41 - IMAGE PLACEHOLDER

	1
_	
	i

FIGURE 42 - ALTERNATE IMAGE PLACEHOLDER



FIGURE 43 - IMAGE PLACEHOLDER FOR IE10 AND ABOVE

This error is typically accompanied by another error on the page in the bottom left corner. Select the error to get more information.

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FIGURE 44 - ERROR ACCOMPANYING IMAGE PLACEHOLDER

The following are probable causes and suggested solutions for this error.

- Internet Explorer Settings are not correct: Adjust Internet Explorer settings.
- .NET settings are incorrect: Run scanner\_trust.cmd. Double-click the file, or run it from the command prompt (see below). If you are using Windows Vista, Windows 7, or Windows 8, you will need to run the scanner\_trust.cmd as an administrator by right-clicking and running as administrator
  - 1. From the task bar, select **Start** | **Run**.
  - 2. The Run window will appear. Enter cmd into the field, and select OK.

	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
)pen:	cmd ar
	😵 This task will be created with administrative privileges.

FIGURE 45 - RUN WINDOW

3. The command prompt window will appear. Enter **c**: and press **Enter** on your keyboard.



FIGURE 46 - COMMAND PROMPT

4. Type cd program files\Profit Stars\Remote Deposit and press Enter on your keyboard.



- 5. Type **dir** and press **Enter** on your keyboard.
- 6. Note the name of the folder that has your scanner type.
- 7. Type cd (enter your scanner folder name with no spaces or parentheses) and press Enter on your keyboard.
- 8. Type **scannertrust.cmd** and press **Enter** on your keyboard.

**NOTE**: If, after adjusting Internet Explorer settings and running the scanner\_trust.cmd option, an error states **Object does not support this property or method**, it may be necessary to escalate this issue.

- Alternate scanner\_trust method:
  - 1. From the task bar, select **Start | Computer**.
  - 2. Type **Program Files** in the top navigational bar, and press **Enter** on your keyboard.

				x
	m files	▼ 🔷 Search Computer	i.	Q
Organize 💌	h for "program files"	network drive »		0
Favorites Desktop Downloads Recent Places	Hard Disk Drives (1)     Default (C:)     110 GB free of 167 GB			

FIGURE 47 - SEARCH FOR PROGRAM FILES

- 3. In the list of folders, select **Profitstars** | **Remote Deposit** and locate the name of the scanner.
- If available, right-click the scanner\_trust file and select Run as Administrator. If this option is not available, double-click the scanner\_trust file. A black window will automatically run and disappear.
- 5. Open an internet browser, and from the top of the page, select **Tools** | **Internet Options**.
- 6. The Internet Options window will display. Under the Browsing history section, select Delete....



Securit	ty Privacy Content Connections	Programs Advanced
Home page —		
To c	reate home page tabs, type each addr	ess on its own line.
	an ay mining and an ay single	*
		-
	Use current Use default	Use blank
Browsing histor	ry	
Dele	ete temporary files, history, cookies, sa	ved passwords,
and	web form information.	
m c	Delete browsing history on exit	
-	Delete	Settings
Search		
ocaron		
Cha	nge search defaults.	Settings
Cha	nge search defaults.	Settings
Cha Tabs	nge search defaults.	Settings
Cha Tabs Cha	nge search defaults, nge how webpages are displayed in	Settings
Tabs Cha	nge search defaults. nge how webpages are displayed in	Settings Settings
Cha Tabs Cha tabs Appearance –	nge search defaults. nge how webpages are displayed in 5.	Settings Settings
Cha Tabs Cha Cha tabs Appearance -	nge search defaults. nge how webpages are displayed in 5.	Settings
Cha Tabs Cha Cha tabs Appearance – Colors	nge search defaults. nge how webpages are displayed in a. Languages Fonts	Settings Settings
Colors	nge search defaults. nge how webpages are displayed in  Languages Fonts	Settings Settings Accessibility

FIGURE 48 - DELETE OPTION UNDER BROWSING HISTORY

7. The **Delete Browsing History** window appears. Select the **Temporary Internet** files and **Cookies** check boxes. Click **Delete** at the bottom of the window.

let	e Browsing History
	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
<b>V</b>	Temporary Internet files Copies of webpages, images, and media that are saved for faster viewing. Cookies Files stored on your computer by websites to save preferences such as lowing information
Ē	History List of websites you have visited.
	Form data Saved information that you have typed into forms.
	Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
E	InPrivate Filtering data Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.
A	bout deleting browsing history Delete Cancel

FIGURE 49 - DELETE BROWSING HISTORY WINDOW

- 8. From the Internet Options window, select OK at the bottom.
- 9. Log in to Remote Deposit, and try to scan an item.

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### E. Terminal Not Set Up

After selecting **Create Deposit**, the page reloads with a **Terminal Not Set Up** message. The following are probable causes and suggested solutions to resolve this error.

- The terminal is not plugged in or turned on: Verify the scanner is plugged in and turned on.
- The device drivers did not successfully install: Verify the scanner drivers are installed in the Control Panel. If they are not, you may install them from the following location: C:\Program Files\Profit Stars\Remote Deposit\(scanner model name)\setup.exe.
- The scanner serial number was incorrectly added in the Admin Portal or not added at all: Verify the serial number in the Admin Portal matches that of your scanner.
- The scanner was plugged in before the device drivers were installed: Verify the scanner appears correctly in the Device Manager. If the scanner displays a yellow question mark (?) or shows as a USB Device in Other Devices, right-click on it and select **Update Driver**.

### F. Scanner does not Feed Check

On the **Remote Deposit** page, the scanner does not feed the check, preventing a successful scan. The following are probable causes and suggested solutions for resolving this error.

- No ink cartridge in the scanner: Verify that franking is enabled or disabled for the customer/member.
- **Endorsement is too long**: Verify the endorsement length and communicate the limitation to the customer/member.
- **Proxy issue**: Provide the customer/member with the Network Information sheet (see Appendix B).

#### G. Error 1706

Error 1706 is most likely caused by a corrupt installation and requires uninstalling and reinstalling the scanner.





FIGURE 50 - ERROR 1706

#### H. Error 501

Error 501 is most likely caused by a proxy issue. Please provide your customer/member with the Network Information sheet (see Appendix B).

Prob or ful click	lems with this W nctioning proper ing the warning i	eb page mig ly. In the future icon displayed	nt prevent it fr , you can dis d in the status	om being o play this m bar.	displayed properl lessage by doubl
	Iways display th	iis message w	hen a page	contains ei	TOIS.
			_	-	
				ок	Hide Details <
Line: 223					1
Line: 223 Char: 2					1
Line: 223 Char 2 Error The	remote server re	eturned an err	or: (501) Not	Implement	ed.
Line: 223 Char 2 Error. The Code:0	remote server ri	eturned an err	or: (501) Not	implement	ed.
Line: 223 Char 2 Error. The Code:0	remote server re	eturned an err	or: (501) Not I	implement	ed.

FIGURE 51 - ERROR 501



### I. Scanner-Specific Errors

Error codes can often be related to specific scanners. The following table displays known issues with RDM scanners (EC Series) and error codes.

Constant	Value	Description		
SCANNER_E_SUCCESS	0	Error: Service object - Write to scanner failed.		
SCANNER_E_WRITE	20000	Error: Service object - Write to scanner failed.		
SCANNER_E_READ	20001	Error: Service object - Read from scanner failed.		
SCANNER_E_COMMINIT	20002	Error: Service object - Establish Communications with scanner failed.		
SCANNER_E_COMMBUFF	20003	Error: Service Object - PC comm port buffer initialization failed.		
SCANNER_E_COMMPURGE	20004	Error: Service Object - PC comm port buffer purge failed.		
SCANNER_E_COMMHANDLE	20005	Error: Service Object - PC comm port handle failed.		
SCANNER_E_COMMSTR	20006	Error: Service Object - PC comm port string failed.		
SCANNER_E_COMMLINE	20007	Error: Service Object - PC comm port line (RTS/DTR) failed.		
SCANNER_E_POSCOMM	20008	Error: Service Object - POS comm port settings conversion to comm string failed.		
SCANNER_E_NETSTR	20009	Error: Service Object - Network string conversion to POS network settings failed.		
SCANNER_E_IMGREAD	20010	Error: Service object - Read image from the scanner failed.		
SCANNER_E_CMDSYNCH	20011	Error: Service object - Scanner command. (Command byte)		
SCANNER_E_NORESPONSE	20012	Error: Service object - No response from the scanner.		
SCANNER_E_STATUS	20013	Error: Service object - Failed to get scanner status.		
SCANNER_E_NORESOURCE	20014	Error: Service object - Not enough resource.		
SCANNER_E_UNDEFINEDCMD	20015	Error: Scanner - Undefined command.		
SCANNER_E_OUTOFRANGE	20016	Error: Scanner - Argument out of range.		
SCANNER_E_CHECKSUM	20017	Error: Scanner - Checksum.		
SCANNER_E_CFG	20018	Error: Scanner - Configuration.		

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Constant	Value	Description
SCANNER_E_UNAVAILABLE	20019	Error: Scanner - Unavailable.
SCANNER_E_VERSION	20020	Error: Service object - Incompatible scanner firmware version.
SCANNER_E_NOTSUPPORTED	20021	Error: Control object - Not supported.
SCANNER_E_SELFTEST	20022	Error: Service object - Scanner diagnostics failed.
SCANNER_E_SCANNERFAULT	20023	Error: Scanner - Error detail [Diagnostics check failed].
SCANNER_E_COMMAND	20024	Error: Scanner - Error detail [Command failed].
SCANNER_E_MICRPROCESSING	20025	Error: Scanner - Error detail [MICR processing failed].
SCANNER_E_IMAGECAPTURE	20026	Error: Scanner - Error detail [Image capture failed].
SCANNER_E_IMAGEPROCESSING	20027	Error: Scanner - Error detail [Image processing failed].
SCANNER_E_IMAGESTORAGE	20028	Error: Scanner - Error detail [Image storage failed].
SCANNER_E_OCRPROCESSING	20029	Error: Scanner - Error detail [OCR processing failed].
SCANNER_E_FTPPROCESSING	20030	Error: Scanner - Error detail [FTP processing failed].
SCANNER_E_CSYNCPROCESSING	20031	Error: Scanner - Error detail [CSYNC processing failed].
SCANNER_E_ECHOSYNCH	20032	Error: Service object - Scanner command.(Echo byte)
SCANNER_E_REPLYCODE	20033	Error: Service object - Scanner command.(Reply byte)
SCANNER_E_CREATEMUTEX	20034	Error: Service object - System Resource.
SCANNER_E_WAITMUTEX	20035	Error: Service object - Scanner command access blocked.
SCANNER_E_VTCUPDATE	20036	Error: Service object - VTC update.
SCANNER_E_NOTIMPLEMENTED	20037	Error: Service object - Not implemented.
SCANNER_E_FASTIMAGECONVERT	20038	Error: Service object - Fast image transfer to TIFF conversion.
SCANNER_E_NOUSB	20039	Error: Service object - RDM USB registry entry not found.
SCANNER_E_RECONNECT	20040	Error: Service object - Reconnect.



Constant	Value	Description
SCANNER_E_PPT	20041	Error: Service object - Printer pass through.
SCANNER_E_MSRPROCESSING	CESSING 20042 Error: Service object - Magnetic stripe read	
SCANNER_E_CREATETIFF	20043	Error: Service object - Creating a TIFF image.
SCANNER_E_AGENT	20044	Error: Service object - Agent failed to get data buffer.
SCANNER_E_PRINTLINE	20045	Error: Service object - Printer data.
SCANNER_E_PRINTERFATAL	20046	Error: Service object - Printer failure.
SCANNER_E_PRINTERPAPER	20047	Error: Service object - Printer is out of paper.
SCANNER_E_PRINTERHEAD	20048	Error: Service object - Printer is open.
SCANNER_E_PRINTERVOLTAGE	20049	Error: Service object - Printer power is low.
SCANNER_E_PRINTERCUTTER	20050	Error: Service object - Printer cutter.
SCANNER_E_PRINTERHOT	20051	Error: Service object - Printer head is too hot.
SCANNER_E_PRINTERWAIT	20052	Error: Service object - Printer is waiting.
SCANNER_E_PRINTERBUSY	20053	Error: Service object - Printer is busy.
SCANNER_E_PRINTERRETRY	20054	Error: Service object - Printer retry.

#### 1. Retrieving RDM Error Codes

#### a) Scan Check

With Scan Check, the error message and number will appear on the customer/member page.



Microsof	t Internet Explorer
	An error occurred: Error: Service Object - PC comm port handle failed. Please check scanner connection If this error continues, please contact customer service and provide them with the following information: ResultCode=114 ResultCode=114 ResultCodeEx=20005 Locus=1 Response=3604524
	Response=3604524

FIGURE 52 – SCAN CHECK ERROR MESSAGE

#### b) Remote Deposit Capture

In Remote Deposit Capture, you can retrieve the error code from the Remote Batch Deposit Log. When an error occurs, customers/members will see an error message.

Scanner	Problem X
8	An error was received from the device. It reported: A class-specific error condition occurred. The error condition code is available in the ResultCodeExtended
	propercy The program will attempt a scanner reset, which takes about 15 seconds. If the reset is unsuccessful, unplug the device, plug it in, close this web browser, and start over (you can open this deposit again). If it is successful, you can start scanning afterward. Most of the work you've done has already been saved.
	<u>C OK</u>

FIGURE 53 - REMOTE DEPOSIT CAPTURE ERROR MESSAGE

Control:	1 / \$500.00 Most Recent Scan:	Deposit View
Scanned:	0/\$0.00	Data Entry View
Status: Data Entry:	A class-specific error condition occurred. The error condition code is a 0 / \$0.00	

FIGURE 54 - REMOTE DEPOSIT CAPTURE ERROR ON PAGE

Retrieve the error codes using the following instructions.

1. From the Start menu, right-click My Computer and select Manage.





FIGURE 55 - MANAGE OPTION FOR MY COMPUTER

2. Select the drop-down arrow next to Event Viewer.



FIGURE 56 - EVENT REVIEWER DROP-DOWN OPTION

3. Select RemoteBatchDepositLog and review the log file for any errors listed.

<u>File Action View Window H</u>	elp				_ <u>8</u> ×
-	2 🖬				
Computer Management (Local)	Туре	Date	Time	Source	Cati
System Tools	(1) Information	4/6/2009	4:14:39 PM	RemoteBatchDeposit	None
Event Viewer	(1) Information	4/6/2009	4:14:27 PM	RemoteBatchDeposit	None
Application	Information	4/6/2009	4:14:27 PM	RemoteBatchDeposit	None
Microsoft Office Diagnos	Information	4/6/2009	4:14:27 PM	RemoteBatchDeposit	None
Microsoft Office Section	( Information	4/6/2009	2:51:27 PM	RemoteBatchDeposit	None
ParotePatchDeposition	( Information	4/6/2009	2:51:11 PM	RemoteBatchDeposit	None
til curity	(1) Information	4/6/2009	2:51:11 PM	RemoteBatchDeposit	None
Swetch	( Information	4/6/2009	2:51:11 PM	RemoteBatchDeposit	None
Shared Folders	Information	3/31/2009	11:34:11	RemoteBatchDeposit	None
E Local Users and Groups	Information	0/01/2009	11:04:11	RemoteDatchDeposit	None
표 🎆 Performance Logs and Alex	Information	3/31/2009	11:34:11	RemoteBatchDeposit	None
📃 🚊 Device Manager 🛛 🚽	Error	3/31/2009	11:29:02	RemoteBatchDeposit	None
🛅 Storage	Information	3/31/2009	11:29:02	RemoteBatchDeposit	None
🗄 🔗 Removable Storage	(1) Information	3/31/2009	11:29:01	RemoteBatchDeposit	None
- 😻 Disk Defragmenter	(1) Information	3/31/2009	11:29:01	RemoteBatchDeposit	None
🔡 Disk Management	Information	3/31/2009	11:29:01	RemoteBatchDeposit	None
Services and Applications	Information	3/31/2009	11:29:01	RemoteBatchDeposit	None
	(i) Information	3/31/2009	11:28:57	RemoteBatchDeposit	None

FIGURE 57 - ERROR LISTED UNDER REMOTEBATCHDEPOSITLOG

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#### c) Panini VisionX: Compression Error

A compression error occurs when the scanner is not able to successfully compress the image. A VisionX scanner will display the following error while scanning checks.

Scanner	r Problem 🛛
8	An error was received from the device. It reported: Device Error: Compression Error. The program will attempt a scanner reset, which takes about 15 seconds. If the reset is unsuccessful, unplug the device, plug it in, close this web browser, and start over (you can open this deposit again). If it is successful, you can start scanning afterward. Most of the work you've done has already been saved. OK

FIGURE 58 - PANINI VISIONX SCANNER ERROR

If a customer/member receives this error, use the following steps to resolve the issue.

- 1. Select **OK** to clear the error message and log out of the Select Payment website.
- **2.** Unplug the scanner and instruct the customer/member to clean the Contact Image Sensor (see below).



#### Cleaning the Contact Image Sensors

- 1. Gently open the front image camera, see Fig.24, and remove any debris and dust.
- 2. Clean the contact image sensors with a soft, lint-free cloth dampened with isopropyl alcohol or with eye glass cleaner. See Fig.25.



FIGURE 59 - CLEANING THE CONTACT IMAGE SENSORS INSTRUCTIONAL

- 3. Reassemble the scanner and connect the scanner to the computer.
- **4.** Log in to the Merchant Portal, and continue scanning the batch.

#### d) Digital Check: Driver Installation Failed

The TS230 can have an error that will not allow the drivers to install. Notice that the scanner installation process will have an error, and upon checking the device manager, a yellow exclamation point appears on the TS Device. If you right-click the scanner name and select **Properties**, you will see the status: **A Service Installation Section Is Invalid**.

This issue results from two files that were not properly installed: **TSUSB2.INF** and **TSUSB2.SYS**. These files will be missing from the Windows INF and Driver folders. Use the following steps to resolve this error.

- 1. Unplug the scanner from the computer and uninstall the TS Device from the device manager.
- 2. Copy the driver files to the appropriate locations. Locate the files in the C:\Program Files\TellerScan\Drivers folder.
- **3.** Copy the driver files to the following locations:
  - a. Copy TSUSB2.INF to C:\Windows\INF
  - b. Copy TSUSB2.SYS to C:\Windows\System32\Driver
- 4. Once the files have been copied to the correct location, plug the TS230 scanner back in to the computer.
- 5. Install the scanner.



## e) Epson Capture One: Blinking Error Light on Initial Power-up

When the customer/member plugs the scanner in to the computer for the first time, an error light blinks on the scanner. The cause may be packaging material located in the scanner. Open the scanner and remove any packaging material inside. Specifically, there is a thin piece of packaging material in the back of the scanner along the check-feeding track.

## **IV. Appendix A: Clearing the Event Log**

If a customer/member is unable to successfully make deposits and an error message appears when attempting to initialize the device, you may need to clear the event log.



1. From the Start menu, right-click (My) Computer and select Manage.

FIGURE 60 - MANAGE OPTION FOR MY COMPUTER

2. The Computer Management window appears. Select the drop-down option next to Event Viewer.



FIGURE 61 - EVENT VIEW DROP-DOWN OPTION

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 Select RemoteBatchDepositLog. (In Windows Vista and Windows 7, select the dropdown arrow next to Event Viewer and continue with the drop-down arrow next to Application and Services Logs).

📕 Computer Management					
📕 Eile Action <u>V</u> iew <u>W</u> indow <u>H</u>	elp				_ <del>_</del> <del>_</del> <del>_</del> <del>_</del>
⇔ → 🗈 🗷 🗗 🗟 😫					
🗒 Computer Management (Local)	Туре	Date	Time	Source	Cati 🔨
🖃 🎉 System Tools	Information	4/6/2009	4:14:39 PM	RemoteBatchDeposit	None
Event Viewer	( Information	4/6/2009	4:14:27 PM	RemoteBatchDeposit	None
Application	Information	4/6/2009	4:14:27 PM	RemoteBatchDeposit	None
Internet Explorer	Information	4/6/2009	4:14:27 PM	RemoteBatchDeposit	None
Microsoft Office Session	Information	4/6/2009	2:51:27 PM	RemoteBatchDeposit	None
8th DemoteBatchDeposition	( Information	4/6/2009	2:51:11 PM	RemoteBatchDeposit	None
Security	( Information	4/6/2009	2:51:11 PM	RemoteBatchDeposit	None
N System	( Information	4/6/2009	2:51:11 PM	RemoteBatchDeposit	None
🗉 😝 Shared Folders	Information	3/31/2009	11:34:11	RemoteBatchDeposit	None
E Cocal Users and Groups	Information	3/31/2009	11:34:11	RemoteBatchDeposit	None
🗉 揻 Performance Logs and Alert:	Information	3/31/2009	11:34:11	RemoteBatchDeposit	None
Device Manager	Error	3/31/2009	11:29:02	RemoteBatchDeposit	None
🖃 🚰 Storage	Information	3/31/2009	11:29:02	RemoteBatchDeposit	None
🗉 🔐 Removable Storage	( Information	3/31/2009	11:29:01	RemoteBatchDeposit	None
Disk Defragmenter	Information	3/31/2009	11:29:01	RemoteBatchDeposit	None
👸 Disk Management	Information	3/31/2009	11:29:01	RemoteBatchDeposit	None
🗄 🎲 Services and Applications	Information	3/31/2009	11:29:01	RemoteBatchDeposit	None
< ×	(1) Information	3/31/2009	11:28:57	RemoteBatchDeposit	None

FIGURE 62 - COMPUTER MANAGEMENT WINDOW WITH REMOTEBATCHDEPOSITLOG DROP-DOWN

4. Right-click RemoteBatchDepositLog and select Properties. The Properties window appears.



ieneral Filter			
<u>D</u> isplay name:	RemoteBatchDepositLog.		
Log name:	C:\WINDDWS\System32\config\RemoteBa.evt		
Size:	64.0 KB (65,536 bytes)		
Created:	Monday, March 03, 2008 2:38:10 PM		
Modified:	Friday, April 10, 2009 3:01:50 PM		
Accessed:	Friday, April 10, 2009 3:01:50 PM		
Log size			
<u>M</u> aximum log	g size: 512 📚 KB		
When maxin	num log size is reached.		
	e events older than 7 and days		
O Do not o (clear log	verwrite events manually)		
🔲 Using a lo <u>w</u>	speed connection		

FIGURE 63 - REMOTEBATCHDEPOSITLOG PROPERTIES

- 5. Under the Log size section, select the check box next to Overwrite events as needed.
- 6. Select the **Clear Log** button. A warning box will appear asking if you want to save the log file before clearing it. Select **No**.
- 7. Close any open windows and try creating your deposit again.

### V. Appendix B: Proxy Issues–Network Information Sheet

If you have a customer/member with a proxy server issue, please provide the following information:

- Allow
- Domain ssl.selectpayment.com
- IP 216.116.80.172 port 443
- IP 216.116.88.172 port 443

Instruct the proxy server administrator to allow communication using the "SOAP" protocol and to allow traffic from the following web address: <u>https://ssl.selectpayment.com/rdws/RemoteDeposit.asmx</u>

Allow **RemoteBatchDeposit.dll** to execute on the customer/member's system.