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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.
Scan Check Troubleshooting
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.

![Figure 25 - Scanner Error](image)

![Figure 26 - Additional Scanner Error](image)

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**: 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).

**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.

Remote Deposit Troubleshooting

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.

2. If the option to Run as Administrator does not appear, click Start | All Programs.
3. Right-click the **Internet Explorer** icon.

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

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.

### Red or Black X for Device Initialization Prompt

The customer/member sees a red “X” where normally the device initialization prompt would display.
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.

**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.

1. Two prompts appear. On the bottom of your screen, select to **Run** the **RDC_SP2.exe** program.
2. You may be asked whether to allow the program to run. If so, select **Yes**.

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

4. Select **Install** to begin the installation.
5. You may see several windows run automatically. When the program has run its course, select **Finish**.

6. In the **Waiting For Setup Completing** window, select **OK** now that the program has finished.
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 be initializing the Device Control. If your scanner is unplugged, plug the scanner in and refresh your page to begin making deposits.

**Device Initialization Issue**

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

### Image Placeholder

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

This error is typically accompanied by another error on the page in the bottom left corner. Select the error to get more information.
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
  
a. From the task bar, select **Start | Run**.
  b. The **Run** window will appear. Enter **cmd** into the field, and select **OK**.
  
  ![Figure 45 - Run Window](image)

  **FIGURE 45 - RUN WINDOW**

  c. The command prompt window will appear. Enter **c:** and press **Enter** on your keyboard.
  
  ![Figure 46 - Command Prompt](image)

  **FIGURE 46 - COMMAND PROMPT**

  d. Type `cd program files\Profit Stars\Remote Deposit` and press **Enter** on your keyboard.
e. Type `dir` and press **Enter** on your keyboard.

f. Note the name of the folder that has your scanner type.

g. Type `cd` (enter your scanner folder name with no spaces or parentheses) and press **Enter** on your keyboard.

h. 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:
  a. From the task bar, select **Start | Computer**.
  b. Type **Program Files** in the top navigational bar, and press **Enter** on your keyboard.

  ![Search for Program Files](image)

  **FIGURE 47 - SEARCH FOR PROGRAM FILES**

  c. In the list of folders, select **Profitstars | Remote Deposit** and locate the name of the scanner.
  d. 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.
  e. Open an internet browser, and from the top of the page, select **Tools | Internet Options**.
  f. The **Internet Options** window will display. Under the **Browsing history** section, select **Delete**....
The **Delete Browsing History** window appears. Select the **Temporary Internet files** and **Cookies** check boxes. Click **Delete** at the bottom of the window.

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

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).

Error 1706

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

Figure 50 - Error 1706

Figure 51 - Error 501
## 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.

<table>
<thead>
<tr>
<th>Constant</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCANNER_E_SUCCESS</td>
<td>0</td>
<td>Error: Service object - Write to scanner failed.</td>
</tr>
<tr>
<td>SCANNER_E_WRITE</td>
<td>20000</td>
<td>Error: Service object - Write to scanner failed.</td>
</tr>
<tr>
<td>SCANNER_E_READ</td>
<td>20001</td>
<td>Error: Service object - Read from scanner failed.</td>
</tr>
<tr>
<td>SCANNER_E_COMMINIT</td>
<td>20002</td>
<td>Error: Service object - Establish Communications with scanner failed.</td>
</tr>
<tr>
<td>SCANNER_E_COMMBUFF</td>
<td>20003</td>
<td>Error: Service Object - PC comm port buffer initialization failed.</td>
</tr>
<tr>
<td>SCANNER_E_COMMMPURGE</td>
<td>20004</td>
<td>Error: Service Object - PC comm port buffer purge failed.</td>
</tr>
<tr>
<td>SCANNER_E_COMMHANDLE</td>
<td>20005</td>
<td>Error: Service Object - PC comm port handle failed.</td>
</tr>
<tr>
<td>SCANNER_E_COMMSTR</td>
<td>20006</td>
<td>Error: Service Object - PC comm port string failed.</td>
</tr>
<tr>
<td>SCANNER_E_COMMLINE</td>
<td>20007</td>
<td>Error: Service Object - PC comm port line (RTS/DTR) failed.</td>
</tr>
<tr>
<td>SCANNER_E_POSCOMM</td>
<td>20008</td>
<td>Error: Service Object - POS comm port settings conversion to comm string failed.</td>
</tr>
<tr>
<td>SCANNER_E_NETSTR</td>
<td>20009</td>
<td>Error: Service Object - Network string conversion to POS network settings failed.</td>
</tr>
<tr>
<td>SCANNER_E_IMGREAD</td>
<td>20010</td>
<td>Error: Service object - Read image from the scanner failed.</td>
</tr>
<tr>
<td>SCANNER_E_CMDSYNCH</td>
<td>20011</td>
<td>Error: Service object - Scanner command. (Command byte)</td>
</tr>
<tr>
<td>SCANNER_E_NORESPONSE</td>
<td>20012</td>
<td>Error: Service object - No response from the scanner.</td>
</tr>
<tr>
<td>SCANNER_E_STATUS</td>
<td>20013</td>
<td>Error: Service object - Failed to get scanner status.</td>
</tr>
<tr>
<td>SCANNER_E_NORESOURCE</td>
<td>20014</td>
<td>Error: Service object - Not enough resource.</td>
</tr>
<tr>
<td>SCANNER_E_UNDEFINEDCMD</td>
<td>20015</td>
<td>Error: Scanner - Undefined command.</td>
</tr>
<tr>
<td>SCANNER_E_OUTOFRANGE</td>
<td>20016</td>
<td>Error: Scanner - Argument out of range.</td>
</tr>
<tr>
<td>SCANNER_E_CHECKSUM</td>
<td>20017</td>
<td>Error: Scanner - Checksum.</td>
</tr>
<tr>
<td>SCANNER_E_CFG</td>
<td>20018</td>
<td>Error: Scanner - Configuration.</td>
</tr>
<tr>
<td>Constant</td>
<td>Value</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SCANNER_E_UNAVAILABLE</td>
<td>20019</td>
<td>Error: Scanner - Unavailable.</td>
</tr>
<tr>
<td>SCANNER_E_VERSION</td>
<td>20020</td>
<td>Error: Service object - Incompatible scanner firmware version.</td>
</tr>
<tr>
<td>SCANNER_E_NOTSUPPORTED</td>
<td>20021</td>
<td>Error: Control object - Not supported.</td>
</tr>
<tr>
<td>SCANNER_E_SELFTEST</td>
<td>20022</td>
<td>Error: Service object - Scanner diagnostics failed.</td>
</tr>
<tr>
<td>SCANNER_E_SCANNERFAULT</td>
<td>20023</td>
<td>Error: Scanner - Error detail [Diagnostics check failed].</td>
</tr>
<tr>
<td>SCANNER_E_COMMAND</td>
<td>20024</td>
<td>Error: Scanner - Error detail [Command failed].</td>
</tr>
<tr>
<td>SCANNER_E_MICRPROCESSING</td>
<td>20025</td>
<td>Error: Scanner - Error detail [MICR processing failed].</td>
</tr>
<tr>
<td>SCANNER_E_IMAGECAPTURE</td>
<td>20026</td>
<td>Error: Scanner - Error detail [Image capture failed].</td>
</tr>
<tr>
<td>SCANNER_E_IMAGEPROCESSING</td>
<td>20027</td>
<td>Error: Scanner - Error detail [Image processing failed].</td>
</tr>
<tr>
<td>SCANNER_E_IMAGESTORAGE</td>
<td>20028</td>
<td>Error: Scanner - Error detail [Image storage failed].</td>
</tr>
<tr>
<td>SCANNER_E_OCRPROCESSING</td>
<td>20029</td>
<td>Error: Scanner - Error detail [OCR processing failed].</td>
</tr>
<tr>
<td>SCANNER_E_FTPPROCESSING</td>
<td>20030</td>
<td>Error: Scanner - Error detail [FTP processing failed].</td>
</tr>
<tr>
<td>SCANNER_E_CSYNCPROCESSING</td>
<td>20031</td>
<td>Error: Scanner - Error detail [CSYNC processing failed].</td>
</tr>
<tr>
<td>SCANNER_E_ECHOSYNCH</td>
<td>20032</td>
<td>Error: Service object - Scanner command.(Echo byte)</td>
</tr>
<tr>
<td>SCANNER_E_REPLYCODE</td>
<td>20033</td>
<td>Error: Service object - Scanner command.(Reply byte)</td>
</tr>
<tr>
<td>SCANNER_E_CREATEMUTEX</td>
<td>20034</td>
<td>Error: Service object - System Resource.</td>
</tr>
<tr>
<td>SCANNER_E_WAITMUTEX</td>
<td>20035</td>
<td>Error: Service object - Scanner command access blocked.</td>
</tr>
<tr>
<td>SCANNER_E_VTCUPDATE</td>
<td>20036</td>
<td>Error: Service object - VTC update.</td>
</tr>
<tr>
<td>SCANNER_E_NOTIMPLEMENTED</td>
<td>20037</td>
<td>Error: Service object - Not implemented.</td>
</tr>
<tr>
<td>SCANNER_E_FASTIMAGECONVERT</td>
<td>20038</td>
<td>Error: Service object - Fast image transfer to TIFF conversion.</td>
</tr>
<tr>
<td>SCANNER_E_NOUSB</td>
<td>20039</td>
<td>Error: Service object - RDM USB registry entry not found.</td>
</tr>
<tr>
<td>SCANNER_E_RECONNECT</td>
<td>20040</td>
<td>Error: Service object - Reconnect.</td>
</tr>
<tr>
<td>Constant</td>
<td>Value</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>SCANNER_E_PPT</td>
<td>20041</td>
<td>Error: Service object - Printer pass through.</td>
</tr>
<tr>
<td>SCANNER_E_MSRPROCESSING</td>
<td>20042</td>
<td>Error: Service object - Magnetic stripe reader.</td>
</tr>
<tr>
<td>SCANNER_E_CREATETIFF</td>
<td>20043</td>
<td>Error: Service object - Creating a TIFF image.</td>
</tr>
<tr>
<td>SCANNER_E_AGENT</td>
<td>20044</td>
<td>Error: Service object - Agent failed to get data buffer.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTLINE</td>
<td>20045</td>
<td>Error: Service object - Printer data.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERFATAL</td>
<td>20046</td>
<td>Error: Service object - Printer failure.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERPAPER</td>
<td>20047</td>
<td>Error: Service object - Printer is out of paper.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERHEAD</td>
<td>20048</td>
<td>Error: Service object - Printer is open.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERVOLTAGE</td>
<td>20049</td>
<td>Error: Service object - Printer power is low.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERCUTTER</td>
<td>20050</td>
<td>Error: Service object - Printer cutter.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERHOT</td>
<td>20051</td>
<td>Error: Service object - Printer head is too hot.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERWAIT</td>
<td>20052</td>
<td>Error: Service object - Printer is waiting.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERBUSY</td>
<td>20053</td>
<td>Error: Service object - Printer is busy.</td>
</tr>
<tr>
<td>SCANNER_E_PRINTERRETRY</td>
<td>20054</td>
<td>Error: Service object - Printer retry.</td>
</tr>
</tbody>
</table>

**Retrieving RDM Error Codes**

**Scan Check**

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

Retrieve the error codes using the following instructions.

1. From the **Start** menu, right-click **My Computer** and select **Manage**.
2. Select the drop-down arrow next to **Event Viewer**.

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

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).
3. Reassemble the scanner and connect the scanner to the computer.

4. Log in to the Merchant Portal, and continue scanning the batch.

**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.

---

**FIGURE 59 - CLEANING THE CONTACT IMAGE SENSORS INSTRUCTIONAL**
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.
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](image)

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

![FIGURE 61 - EVENT VIEW DROP-DOWN OPTION](image)
3. Select **RemoteBatchDepositLog**. (In Windows Vista and Windows 7, select the drop-down arrow next to **Event Viewer** and continue with the drop-down arrow next to **Application and Services Logs**).

![Figure 62 - Computer Management Window with RemoteBatchDepositLog Drop-Down](image)

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

![Figure 63 - RemoteBatchDepositLog Properties](image)

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.
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:
https://ssl.selectpayment.com/rdws/RemoteDeposit.asmx

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