BankFinancial℠

Remote Deposit Capture
Hardware Troubleshooting

Hardware Troubleshooting Guide

Contents

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.
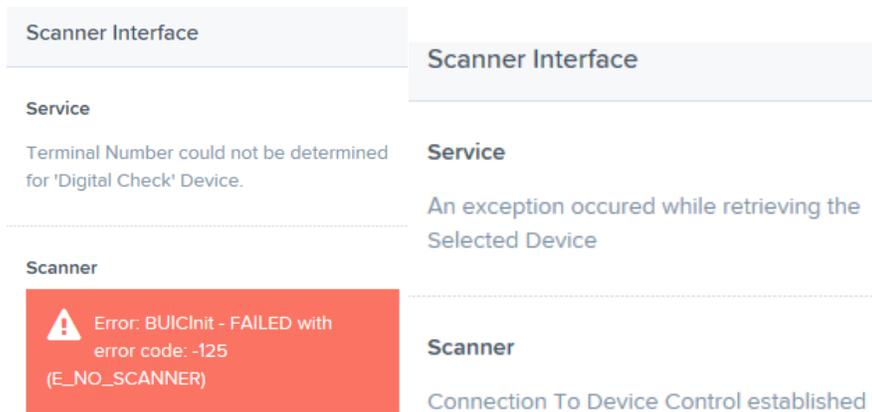
FIGURE 25 - SCANNER ERROR

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**.
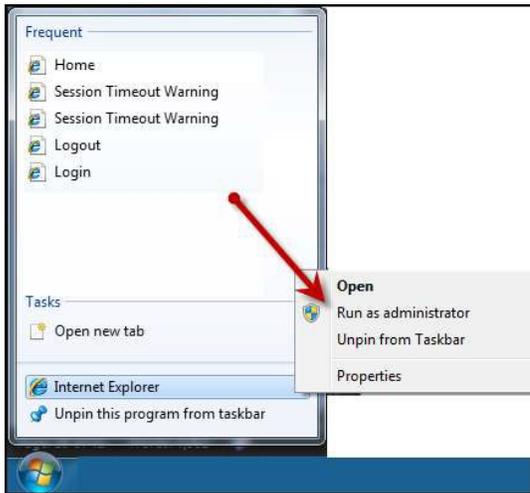
FIGURE 27 - RUN AS ADMINISTRATOR OPTION

2. If the option to **Run as Administrator** does not appear, click **Start | All Programs**.
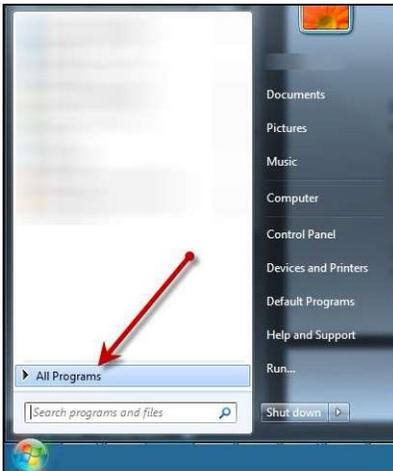
FIGURE 28 - ALL PROGRAMS UNDER THE START MENU

3. Right-click the **Internet Explorer** icon.

> **NOTE:** Do not right-click the Internet Explorer 64 bit option. Select only the Internet Explorer icon.
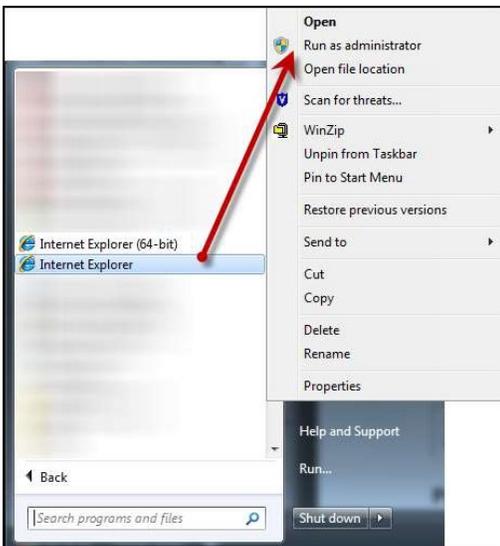
FIGURE 29 - ALTERNATE RUN AS ADMINISTRATOR OPTION

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

display.

FIGURE 30 - RED X

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.
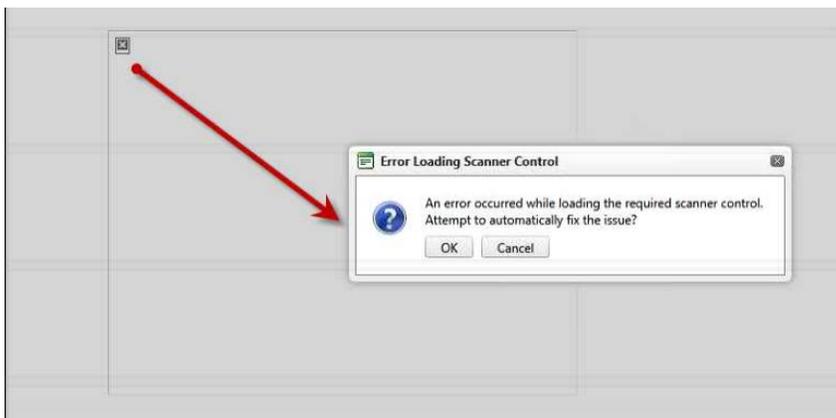
FIGURE 32 - ERROR LOADING SCANNER CONTROL

1. Two prompts appear. On the bottom of your screen, select to **Run** the **RDC_SP2.exe** program.
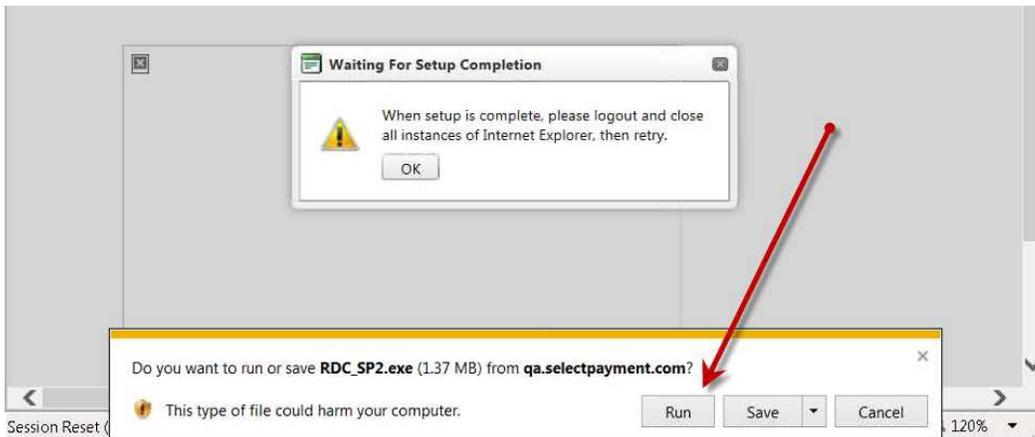
FIGURE 33 – RUN OPTION FOR RDC_SP2.EXE

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.

FIGURE 35 - PROMPT TO BEGIN INSTALLATION

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

FIGURE 36 - INSTALLATION OPTION

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

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.
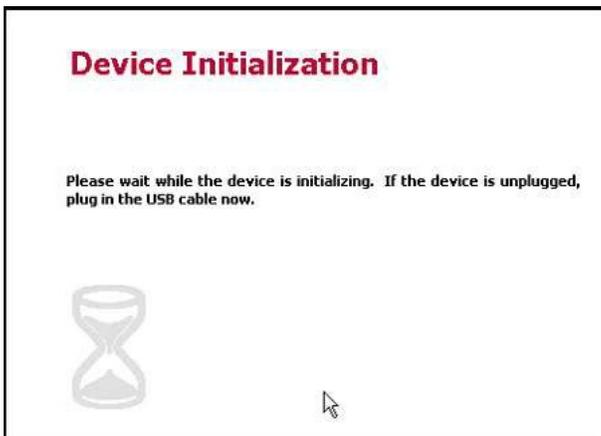
FIGURE 39 - DEVICE INITIALIZATION PAGE

C. Device Initialization Issue

When selecting **Transactions** within Remote Deposit, the device initialization page appears but continues to stay on that page indefinitely.
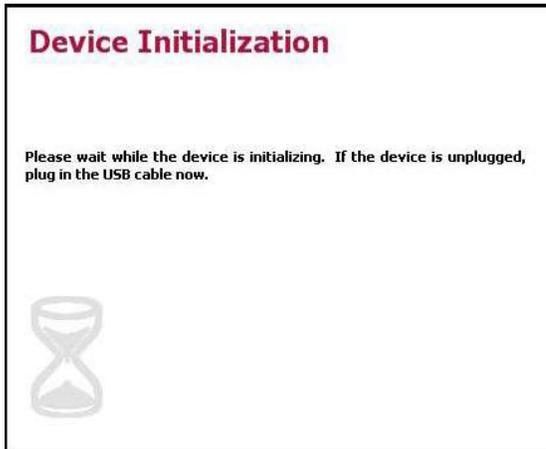
FIGURE 40 - DEVICE INITIALIZATION PROMPT

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

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.

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**.
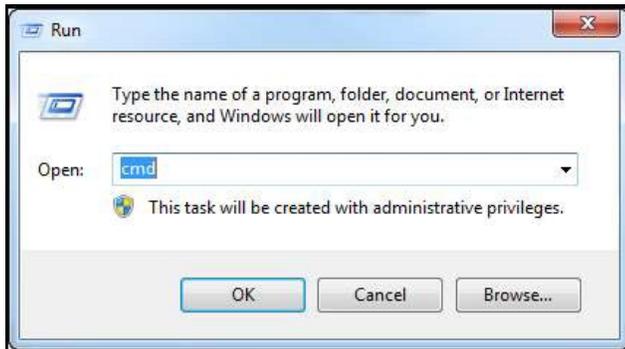
FIGURE 45 - RUN WINDOW

3. The command prompt window will appear. Enter **c:** and press **Enter** on your keyboard.
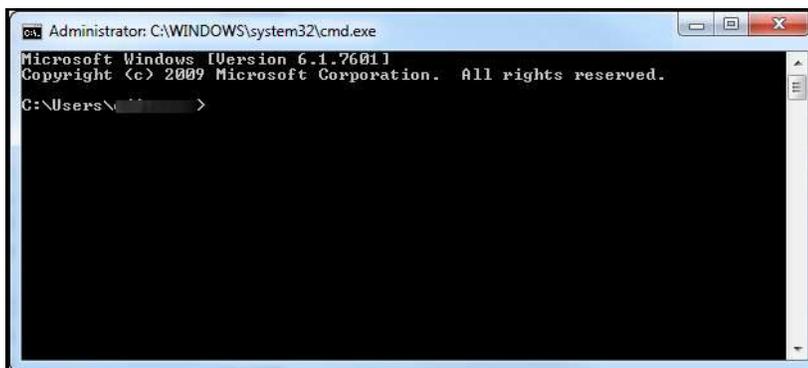
FIGURE 46 - COMMAND PROMPT

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.

FIGURE 47 - SEARCH FOR PROGRAM FILES

3. In the list of folders, select **Profitstars** | **Remote Deposit** and locate the name of the scanner.

4. 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…**.
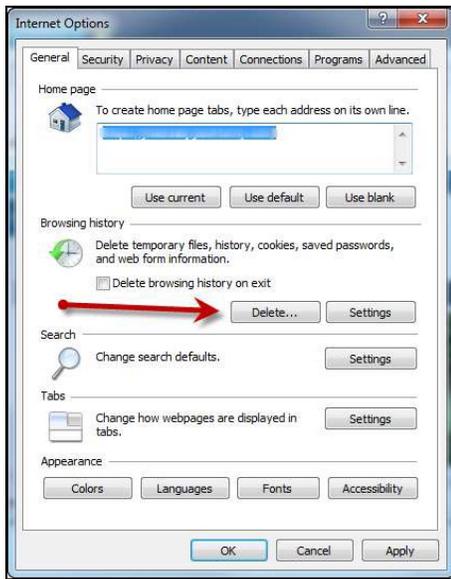
FIGURE 48 - DELETE OPTION UNDER BROWSING HISTORY

7. The **Delete Browsing History** window appears. Select the **Temporary Internet files** and **Cookies** check boxes. Click **Delete** at the bottom of the window.
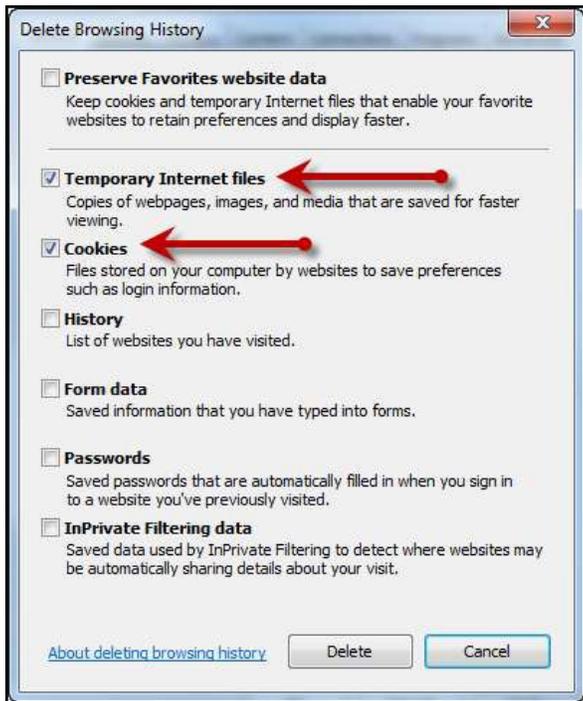
FIGURE 49 - DELETE BROWSING HISTORY WINDOW

8. From the **Internet Options** window, select **OK** at the bottom.

9. Log in to Remote Deposit, and try to scan an item.

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.
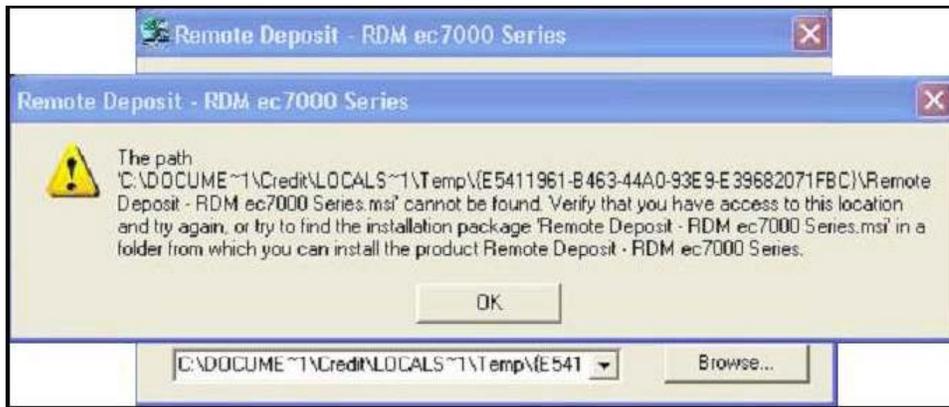
FIGURE 50 - ERROR 1706

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).
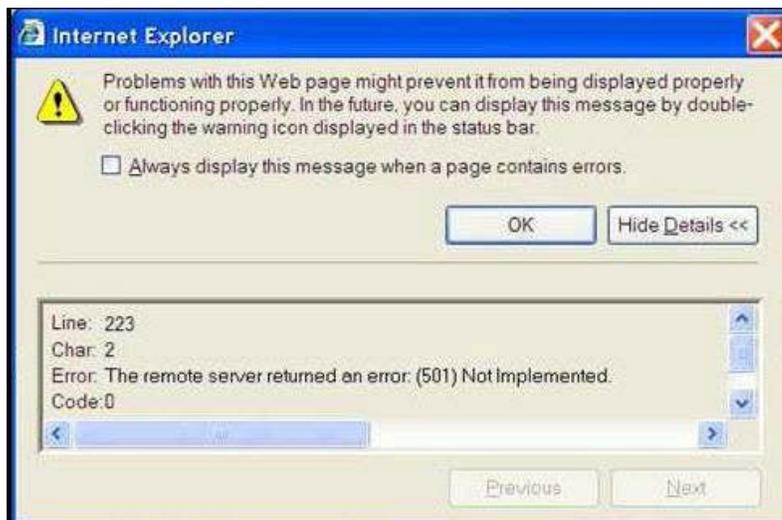
FIGURE 51 - ERROR 501

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.

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	20042	Error: Service object - Magnetic stripe reader.
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.

![BankFinancial logo]

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.

FIGURE 53 - REMOTE DEPOSIT CAPTURE ERROR MESSAGE

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**.
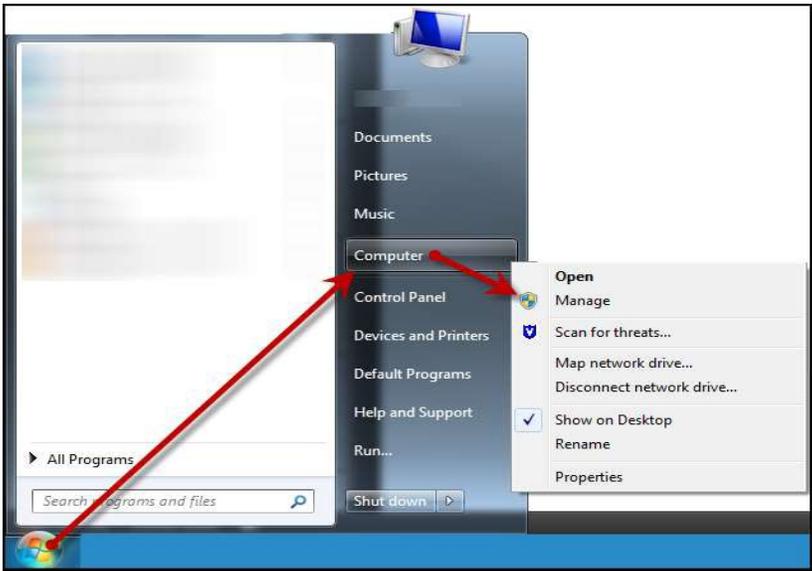
FIGURE 55 - MANAGE OPTION FOR MY COMPUTER

2. Select the drop-down arrow next to **Event Viewer**.
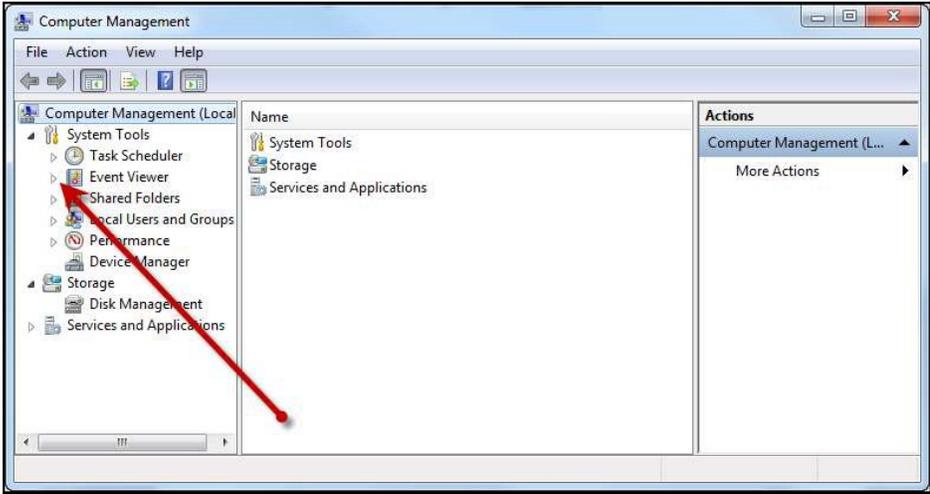
FIGURE 56 - EVENT REVIEWER DROP-DOWN OPTION

3. Select **RemoteBatchDepositLog** and review the log file for any errors listed.
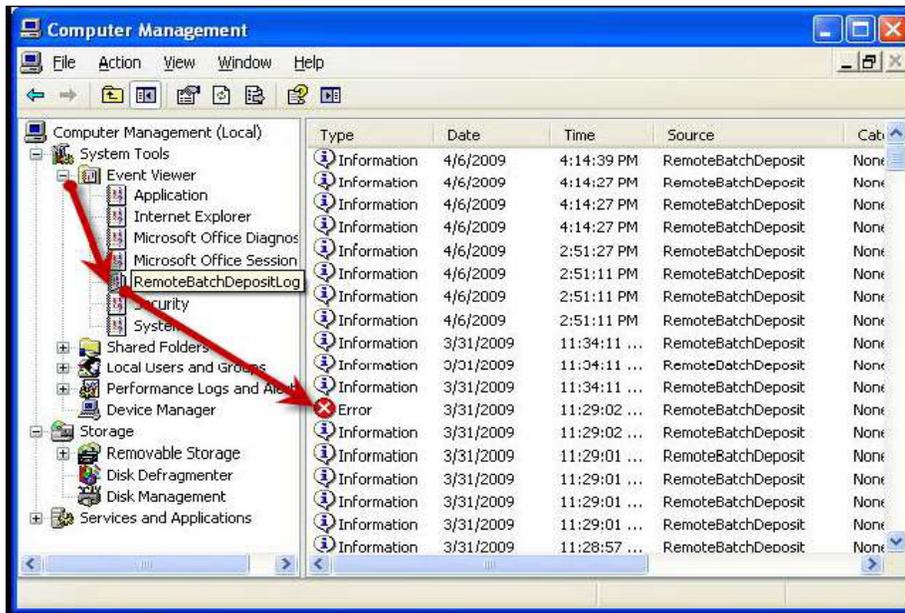
FIGURE 57 - ERROR LISTED UNDER REMOTEBATCHDEPOSITLOG

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.

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.

Fig.24

Fig.25

Contact Image Sensor
(CIS)
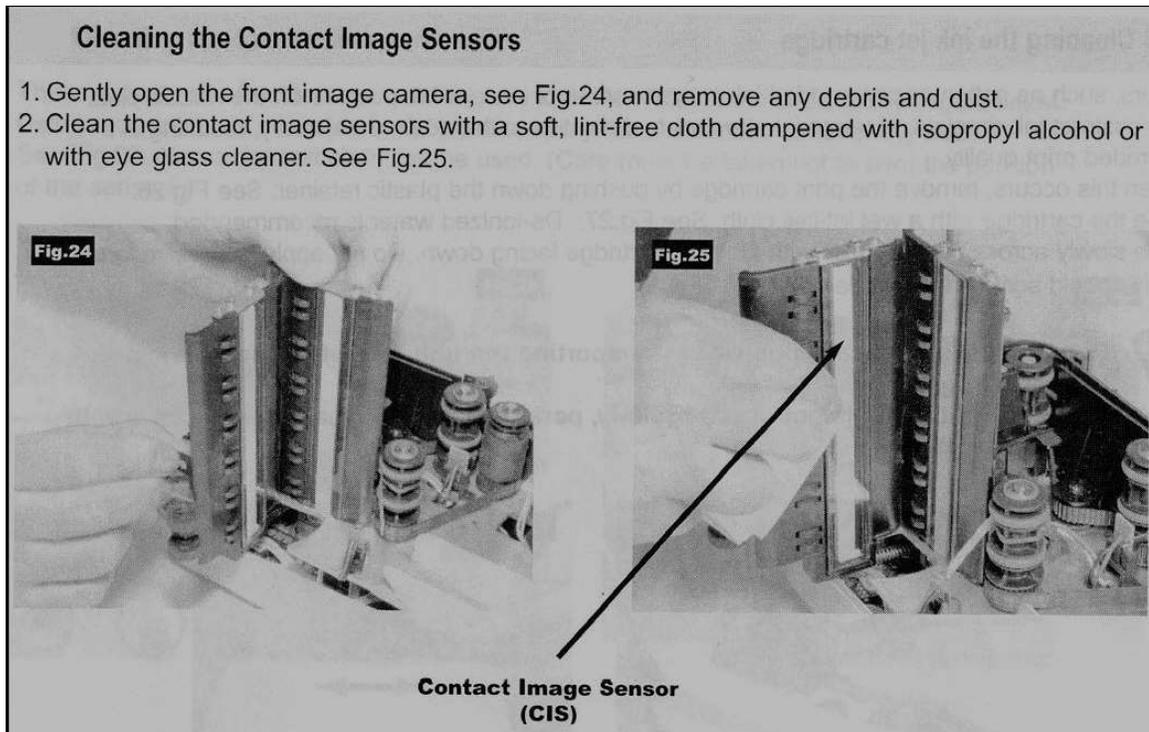
FIGURE 59 - CLEANING THE CONTACT IMAGE SENSORS INSTRUCTIONAL

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**.
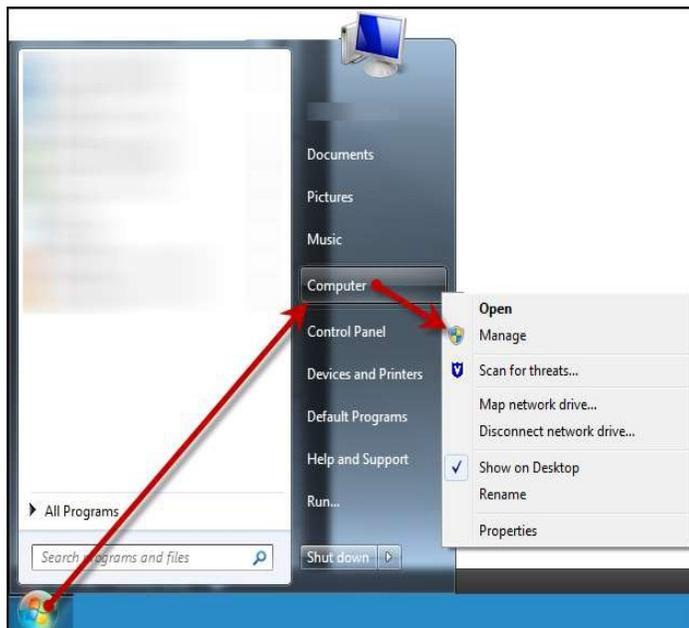
FIGURE 60 - MANAGE OPTION FOR MY COMPUTER

2. The **Computer Management** window appears. Select the drop-down option next to **Event Viewer.**
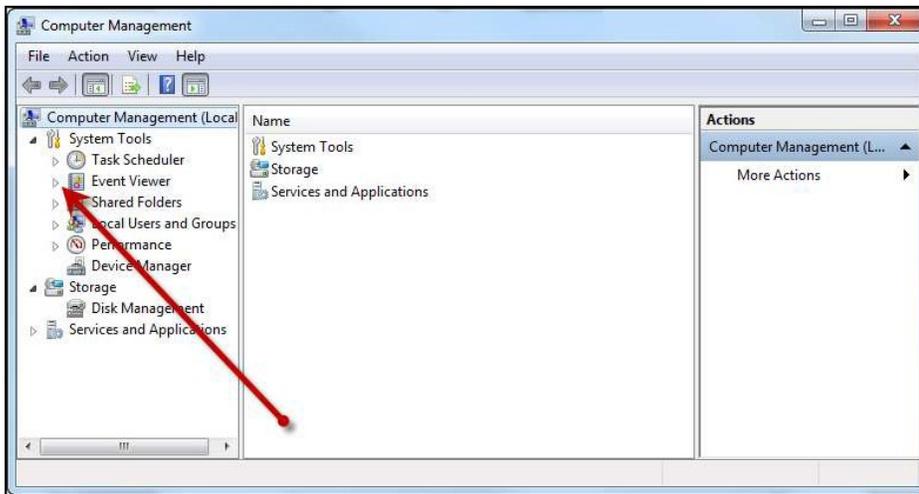
FIGURE 61 - EVENT VIEW DROP-DOWN OPTION

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**).
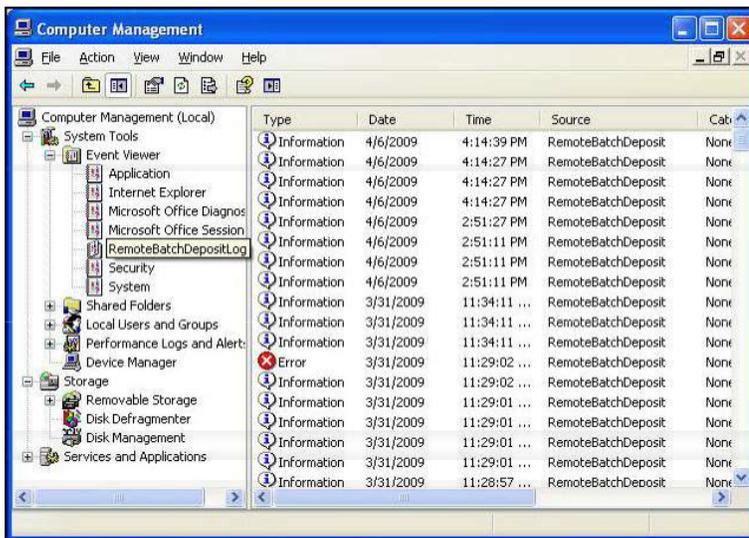
FIGURE 62 – COMPUTER MANAGEMENT WINDOW WITH REMOTEBATCHDEPOSITLOG DROP-DOWN

4. Right-click **RemoteBatchDepositLog** and select **Properties**. The **Properties** window appears.
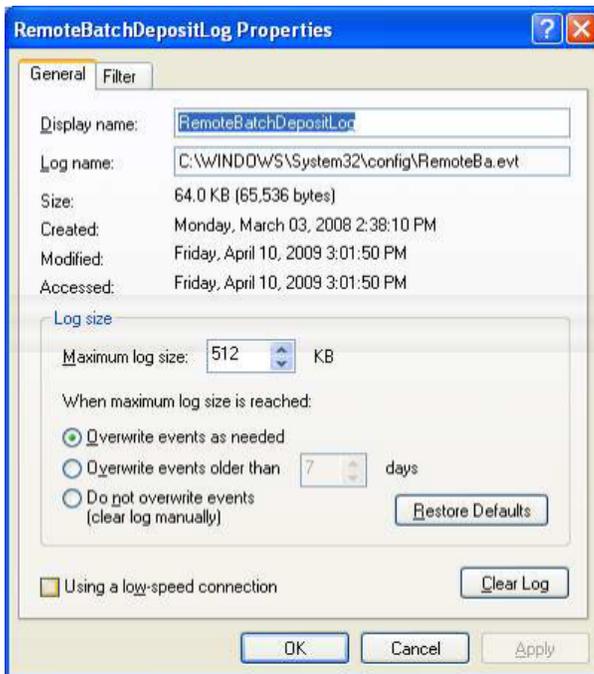
FIGURE 63 - REMOTEBATCHDEPOSITLOG PROPERTIES

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

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