

Enterprise Payment Solutions (EPS)

JHA SmartPay BusinessSM
JHA SmartPay Remote Deposit NowSM

January 2020



Remote Deposit Now (RDN) Hardware Troubleshooting Guide HTML 5

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System Requirements

For an optimal experience, a high-speed internet connection is recommended. In addition, the following components are required for working with the application(s).

NOTE: For installation on a Mac® computer, please refer to the Remote Deposit Now Apple® macOS® Installation Guide

For the PC:

- Local administrative rights
- USB port 2.0 or higher
- .NET® Framework 4.6.2 or higher

For Microsoft® Windows®:

- Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome
- Windows 10: Microsoft Internet Explorer 11 or Google Chrome

NOTE: The current version of Chrome and its two previous versions are supported.

The following scanners support this application's features.

Scanner	Model Supported
Panini®	I:Deal® My Vision X Vision X
Digital Check®	CheXpress CX30 TS230 TS240
Epson®	Capture One TMS 1000
Unisys Burroughs®	SmartSource Professional®

Scanner	Model Supported
Canon®	imageFORMULA CR-L1 imageFORMULA CR-25 imageFORMULA CR-50 imageFORMULA CR-55 imageFORMULA CR-80 imageFORMULA CR-120 imageFORMULA CR-135 imageFORMULA CR-150 imageFORMULA CR-180 imageFORMULA CR-190

Installing Microsoft Components for RDN

If you do not already have the following components installed, use the links provided below to download and install the appropriate Microsoft components for use with RDN.

Microsoft .NET® Framework 4.7 (Web Installer):

<https://www.microsoft.com/en-us/download/details.aspx?id=55170>

Local administrator rights are required to install .NET updates.

Browser Settings

Trusted Sites

A user will need to ensure that the application URL is added to the *Trusted Sites* option in *Internet Settings*. Use the following steps to add the website as a trusted resource.

1. Open **Control Panel** from your *Start Menu*. Select **Internet Options**. Note: You may need to select **Network and Internet** and then **Internet Options**.

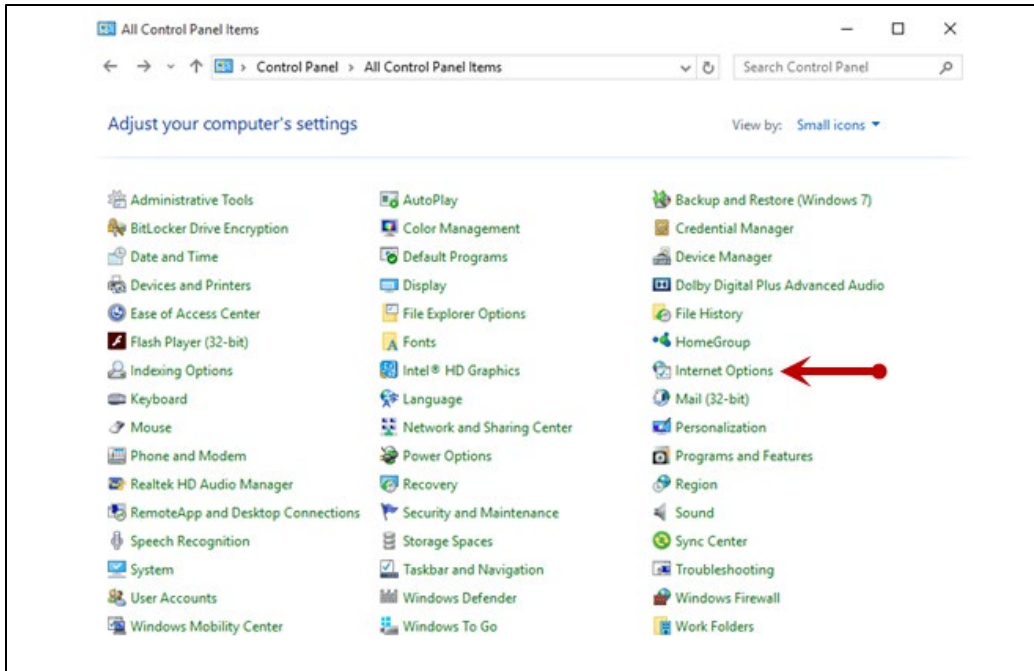


FIGURE 1 – CONTROL PANEL

2. From the tabs at the top of the *Internet Options* window, select **Security**.

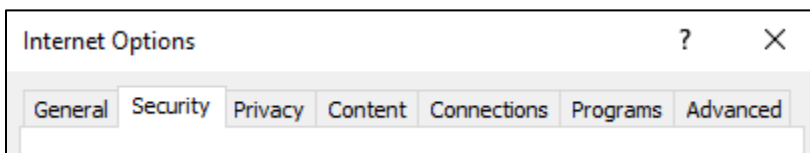


FIGURE 2 - SECURITY TAB UNDER INTERNET OPTIONS

3. Select the **Trusted sites** icon to activate the *Sites* option.
4. Select **Sites**, as shown below.

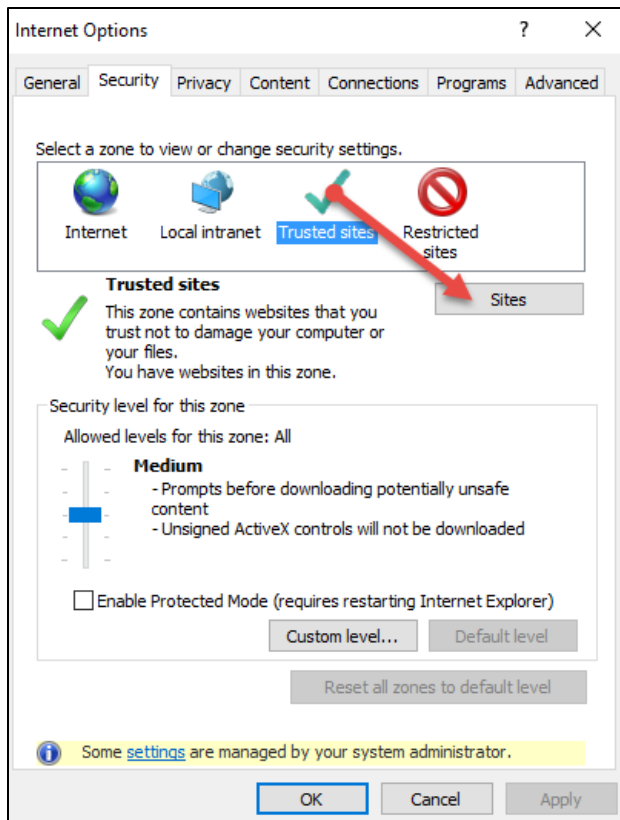


FIGURE 3 - SITES OPTION UNDER TRUSTED SITES CATEGORY

5. The *Trusted Sites* window appears. In the *Add this website to the zone* field, enter the URL <https://www.remotedepositnow.com> and <https://smartpay.profitstars.com> and then select **Add**.

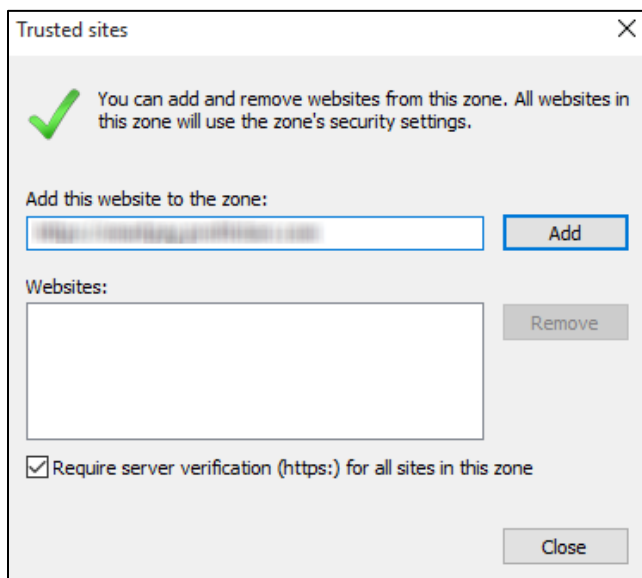


FIGURE 4 - ADDING A TRUSTED SITE

6. Select **Close** at the bottom of the *Trusted sites* window.
7. Select **OK** from the bottom of the *Internet Options* window.

Confirming Your System Administrator Privileges

A user needs the necessary privileges for installation purposes. Follow the steps below to determine whether a particular user has system administrator privileges.

1. From your computer desktop, click the **Start** button.
2. For Windows 7: Right-click **Computer** or **This PC** and then select **Manage** (as shown below).
OR,
For Windows 8.1 and 10: Right-click the **Start** menu and then select **Computer Management** (as shown below).

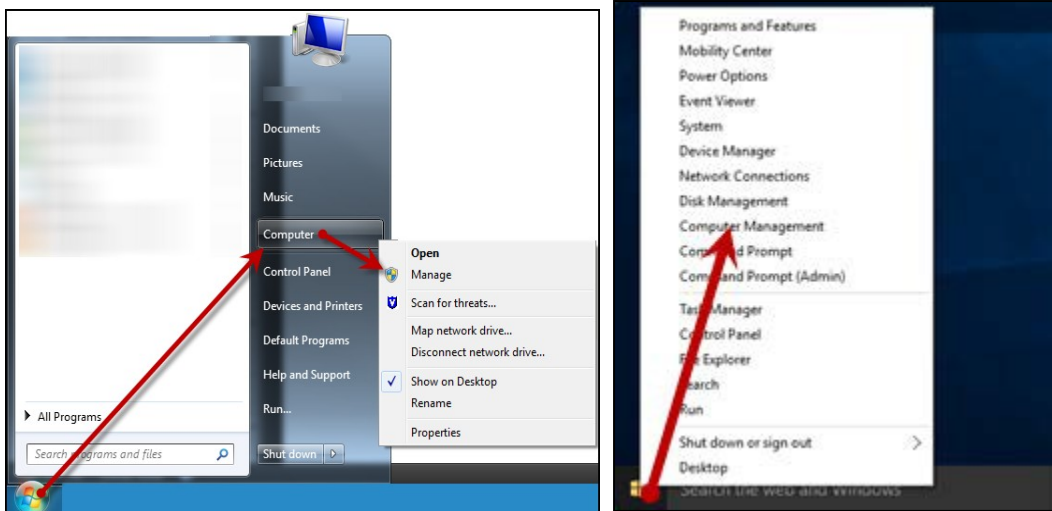


FIGURE 5 – MANAGE OPTION UNDER COMPUTER IN THE START MENU

3. The *Computer Management* window appears. Under *Local Users and Groups*, select the **Groups** folder.
4. Right-click **Administrators** and then select **Properties**, as shown in the image below.

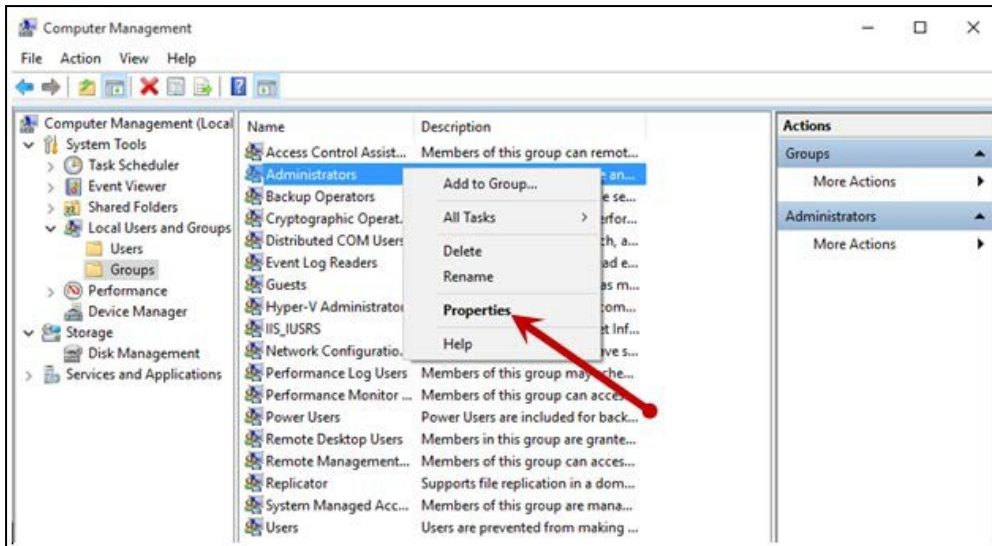


FIGURE 6 – PROPERTIES OPTION FOR ADMINISTRATOR PRIVILEGES

5. The *Administrators Properties* window appears. If the account a person uses to log in is not displayed under the *Members* field, that user does not have administrative privileges.

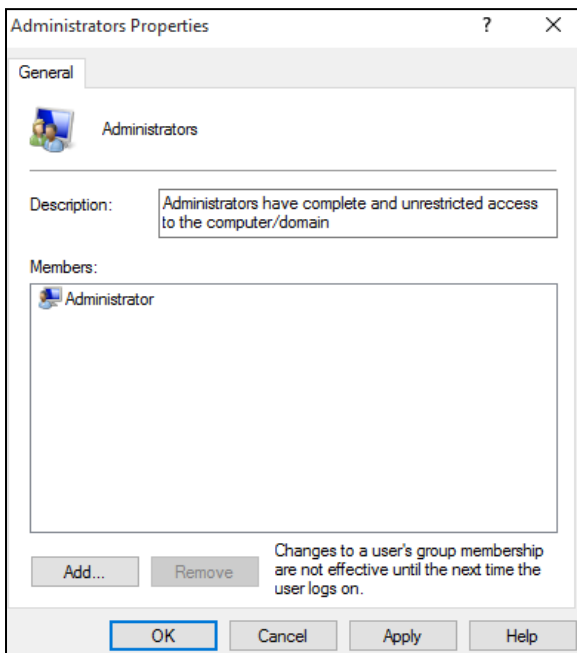


FIGURE 7 – USERS WITH ADMINISTRATIVE PRIVILEGES

Scanner Installation

Installing the ProfitStars® Scan Service

1. Navigate to your financial institution's Remote Deposit Now (RDN) application and then log in.
2. Select **Transactions** from the main menu.

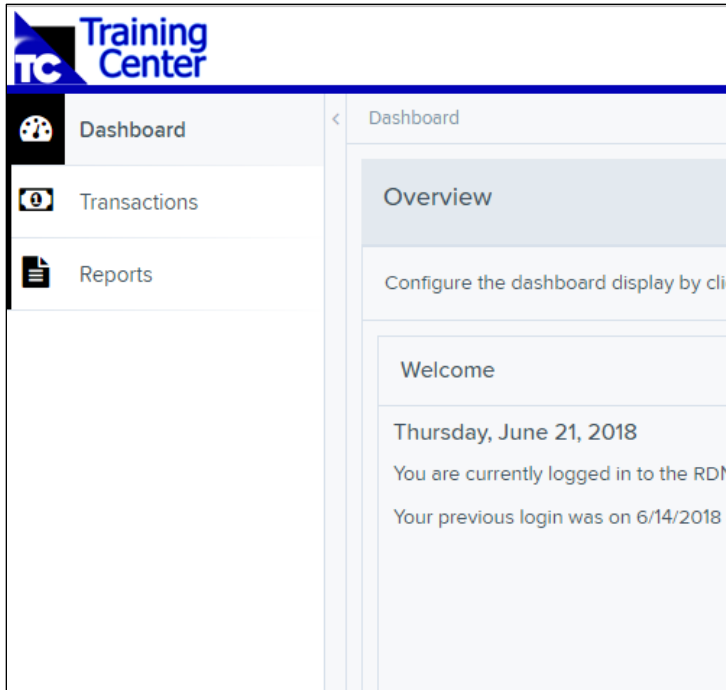


FIGURE 8 – MAIN MENU

3. Choose **Remote Deposit Now**.

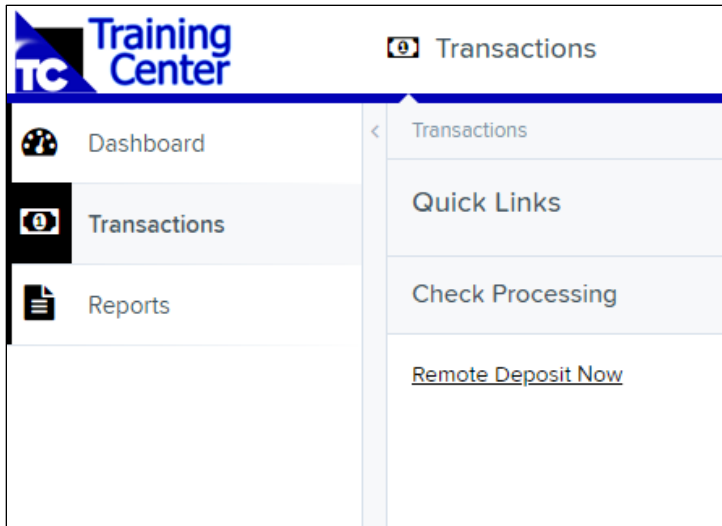


FIGURE 9 – TRANSACTIONS SECTION

4. The *Remote Deposit Now* window will appear. Select **Scan** from the top menu bar.

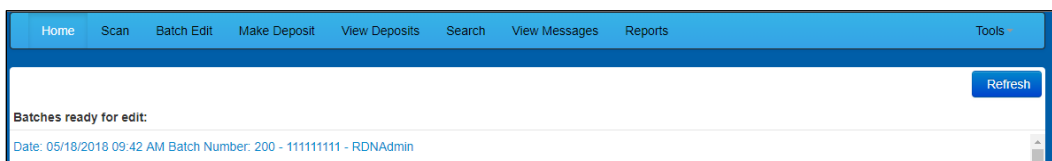


FIGURE 10 – REMOTE DEPOSIT NOW SCAN OPTION

5. The *Scanner Service Installer* window will appear. As shown below, click **Download** to begin.

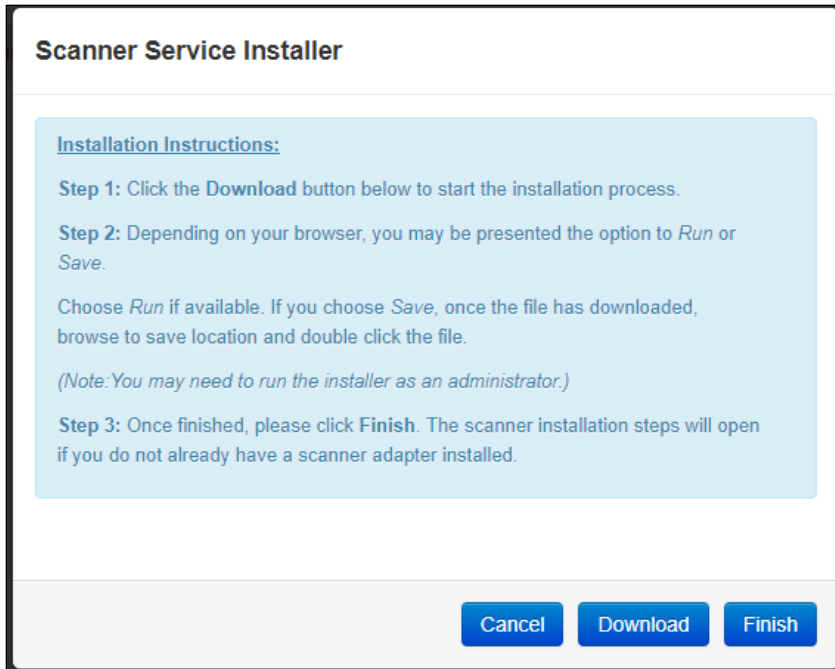


FIGURE 11 – SCANNER SERVICE INSTALLER

6. A file download security warning will display. Select **Run**.

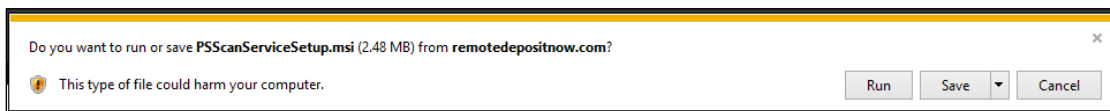


FIGURE 12 – SECURITY WARNING FOR INTERNET EXPLORER

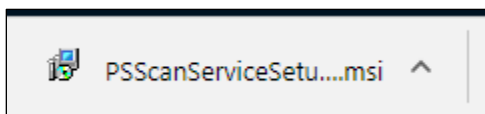


FIGURE 13 – SECURITY WARNING FOR CHROME

7. The *ProfitStars Scan Service Setup Install Wizard* appears. Disconnect the scanner's USB or power cable from your computer and exit all other applications. Click **Next** to continue, as shown below.

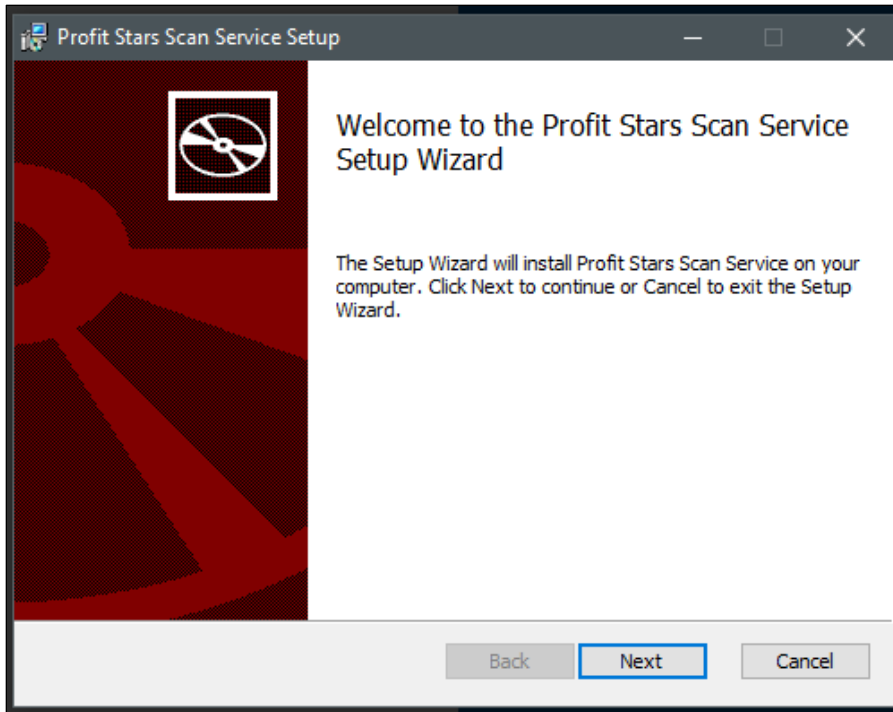


FIGURE 14 – SETUP WIZARD

8. The *Install Wizard* displays the *Install* prompt. Click **Install** to continue, as shown below.

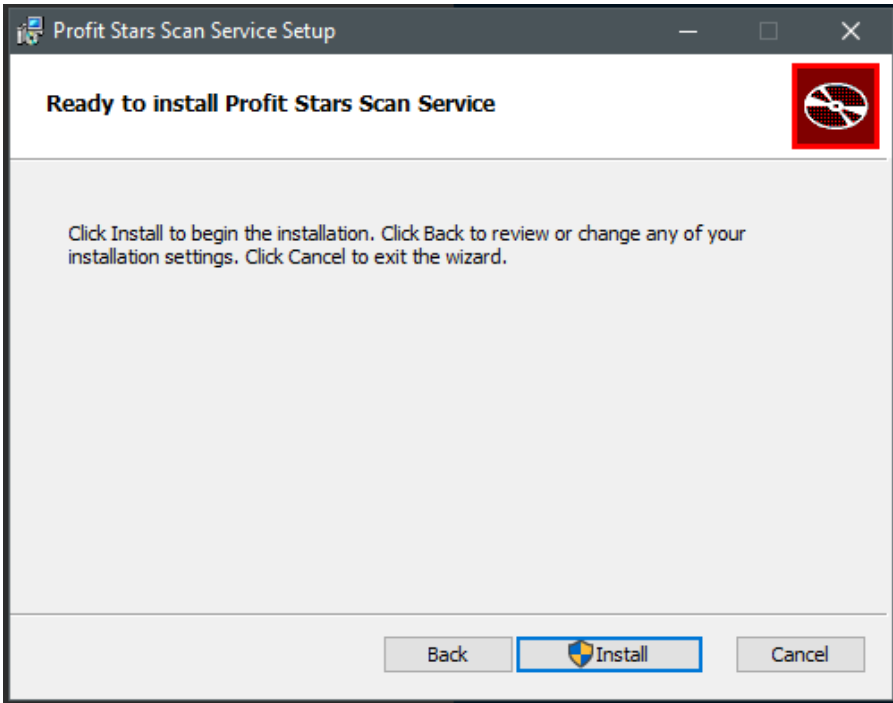


FIGURE 15 – INSTALLATION WINDOW

9. Select **Finish** to complete the installation.

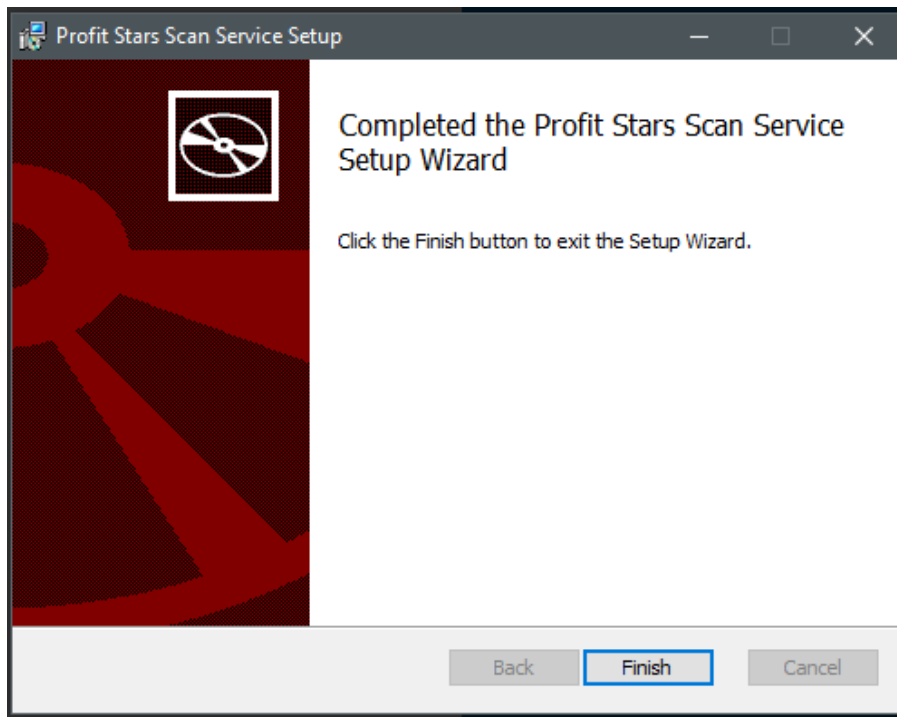


FIGURE 16 – SETUP CONFIRMATION

NOTE: If you are upgrading from the existing Remote Deposit Now application, the installation is complete. You may now connect the scanner to your computer and begin making deposits. If you are installing for the first time, proceed to the *Installing Your Scanner Drivers* section below.

Installing Your Scanner Drivers

1. The *Scanner Driver Installers* window appears. Select the type of scanner you will be utilizing from the drop-down menu, and then select **Download**.

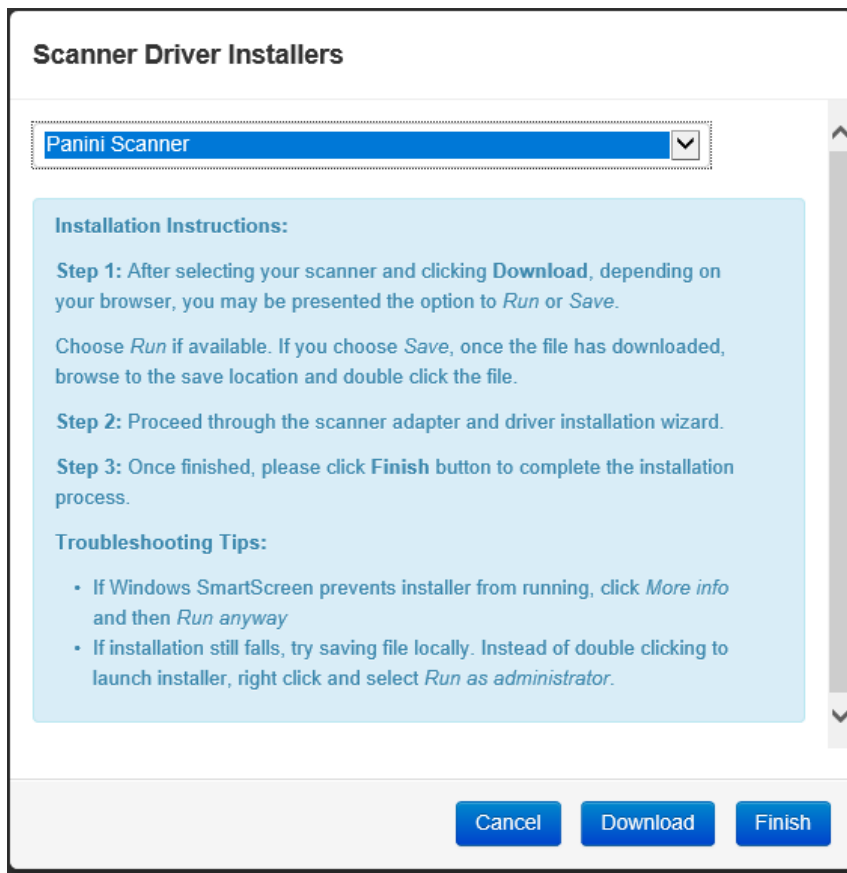


FIGURE 17 – DRIVER INSTALLER

2. A file download security warning will appear. Select **Run**.



FIGURE 18 - SECURITY WARNING FOR INTERNET EXPLORER



FIGURE 19 - SECURITY WARNING FOR CHROME

3. Depending on the type of scanner for which you are installing a driver, you may receive the following adapter setup message. Click **Next** to continue.

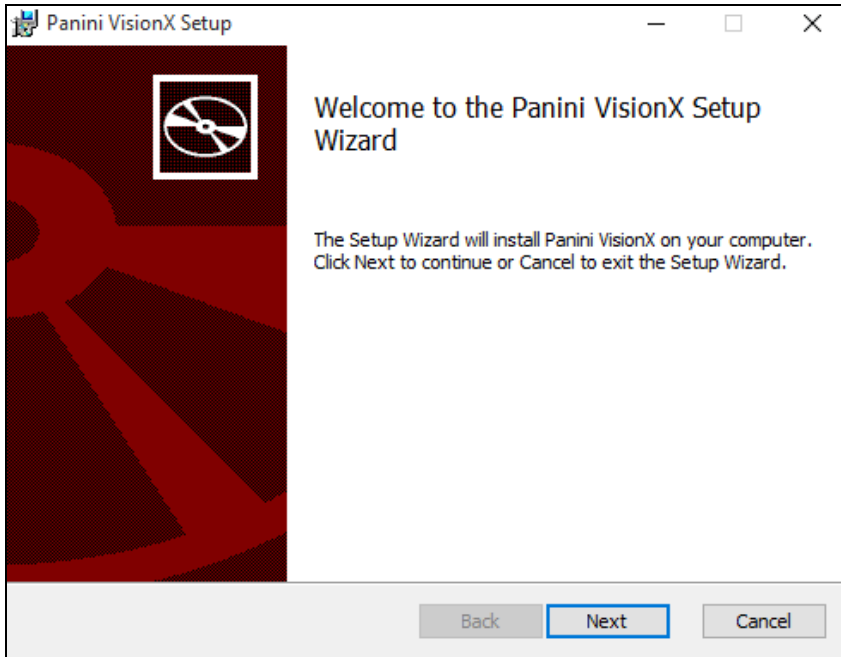


FIGURE 20 – SETUP CONFIRMATION

4. Another screen displays information about the destination folder for the adapter. Select **Next** to continue.

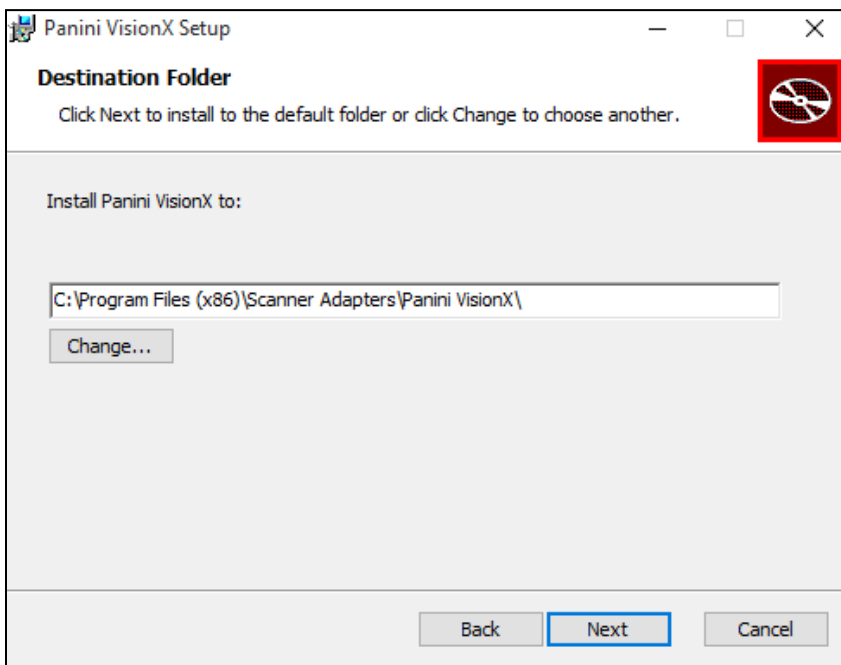


FIGURE 21 – DESTINATION FOLDER WINDOW

5. Click **Install** to continue, as shown below.

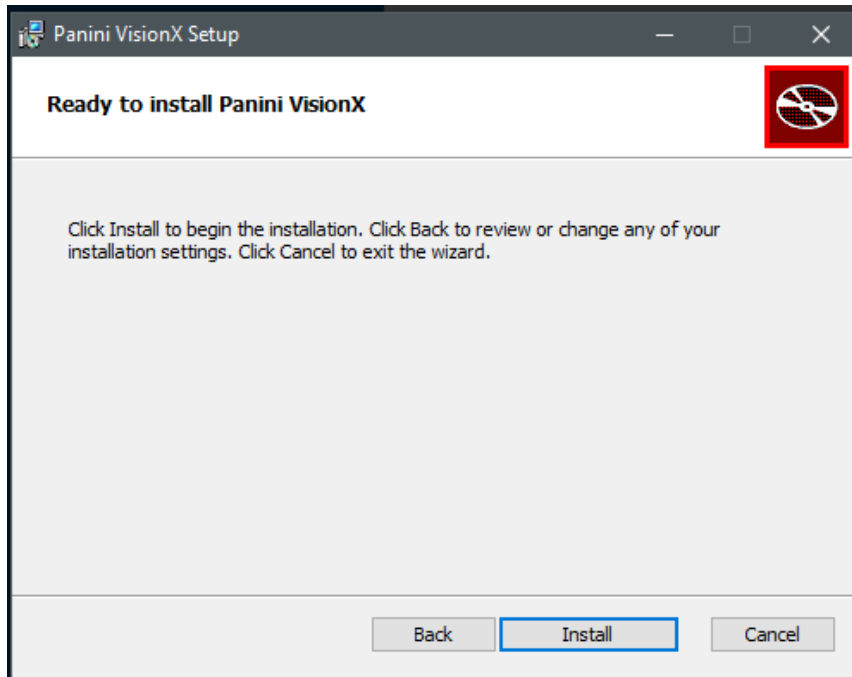


FIGURE 22 – READY TO INSTALL WINDOW

6. A confirmation for completing the adapter setup appears. Click **Finish**.

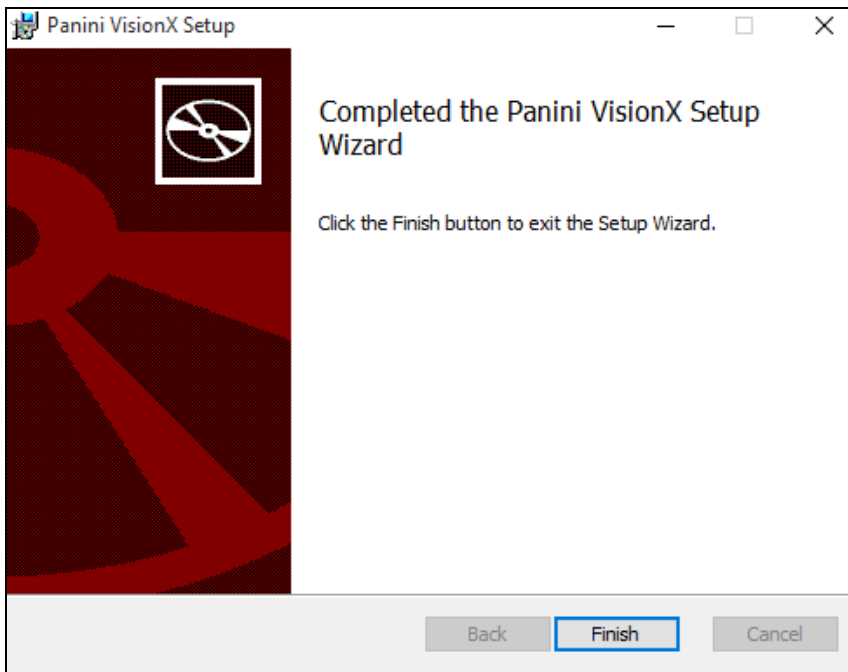


FIGURE 23 – SETUP CONFIRMATION

7. An installation prompt appears. Select **Next** to continue.

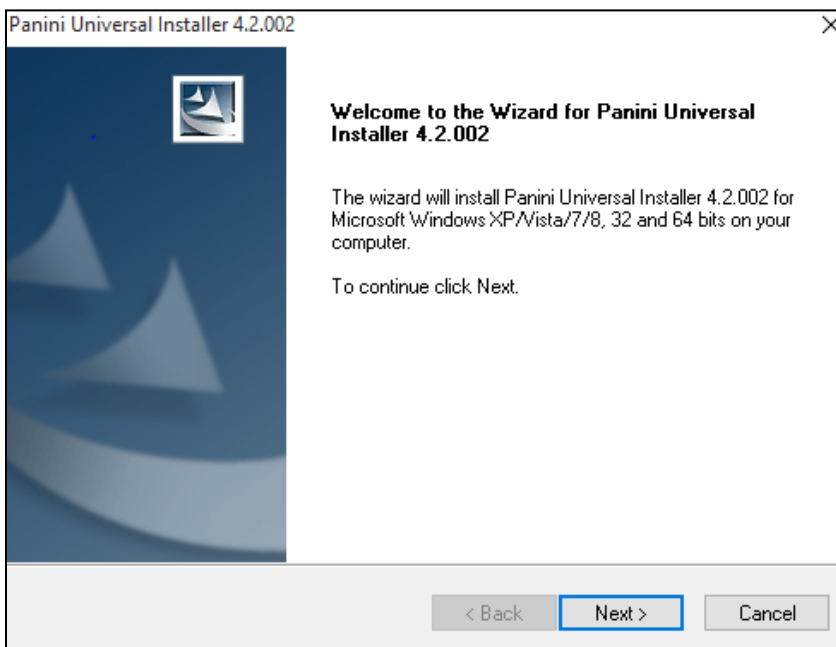


FIGURE 24 – INSTALLATION PROMPT

8. An *End User License Agreement* appears. Select the **I accept the terms of the license agreement** radio button, and then select **Next**.



FIGURE 25 – LICENSE AGREEMENT

9. A location prompt appears asking you to confirm a location where the setup files will install on your computer. Choose **Browse** to designate a location other than the one provided.
10. Click **Next** to continue.

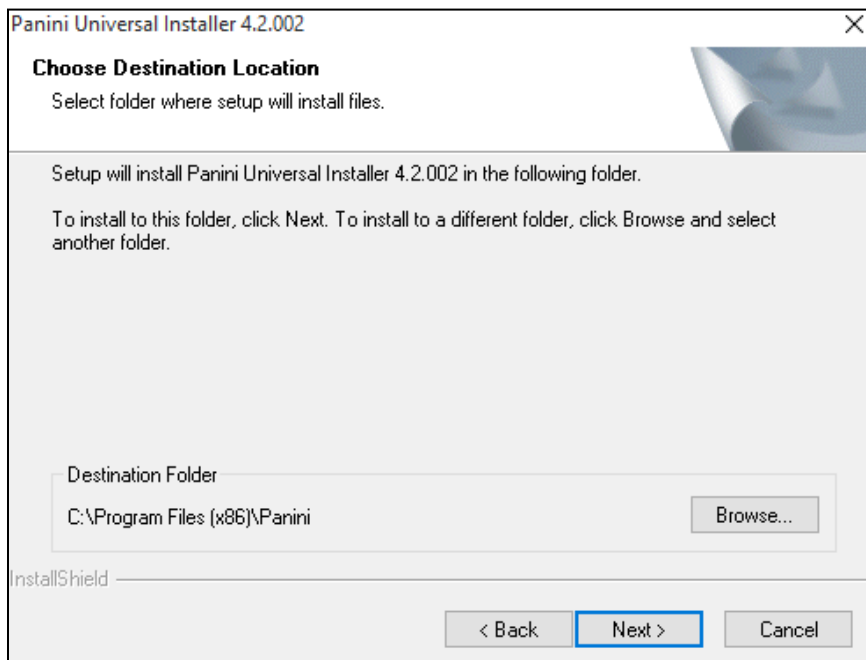


FIGURE 26 – CHOOSE DEFINITION LOCATION PROMPT

11. A prompt appears for the features that will be installed. Select **Next** to continue.

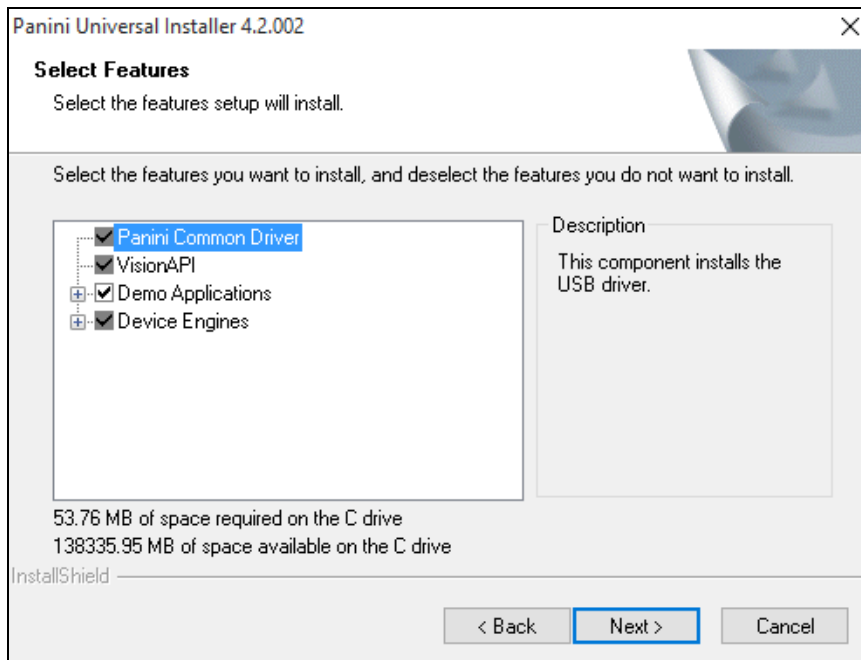


FIGURE 27 – SELECT FEATURES PROMPT

12. A confirmation for completing the software installation appears. Click **Finish**.

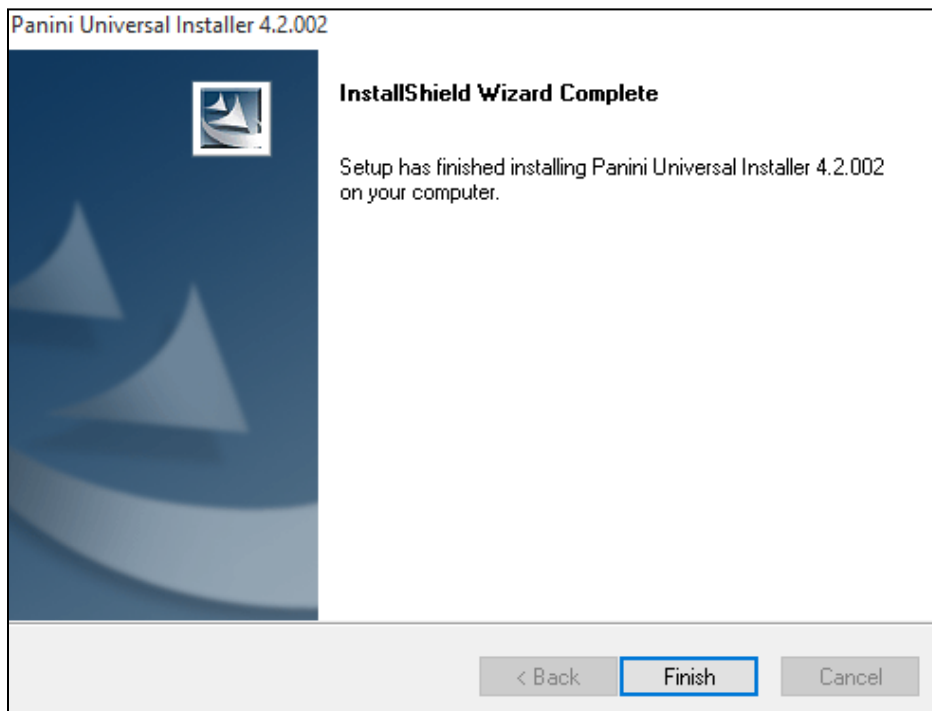


FIGURE 28 – INSTALLSHIELD WIZARD COMPLETE CONFIRMATION

13. The scanner driver installation process is complete. Wait for the scanner to load—a pop-up window may indicate that the device is ready to use. You may now plug the USB cable from the scanner into the computer, and then log in to RDN through the system application.

Uninstalling a Scanner

Use the following steps to uninstall a scanner from your system.

1. Before beginning, make sure that all browser windows are closed, the scanner's USB cable is not connected to your PC, and the scanner power cable is not connected to the scanner.
2. Click **Start | Control Panel**. (Windows 8.1 and 10 users may right-click the **Start** button and then select **Control Panel**.)
3. Double-click **Programs and Features** to open it.
4. When the programs list displays, locate the scanner(s) you need to remove. In some cases, there will be two or three items to uninstall, as shown in the table below.

Scanner Model	Add/Remove Program Listing
Teller Scan CheXpress CX30 TS215, TS230, TS240	- ProfitStars Scan Service - TellerScan - TellerScan Combined Driver version 17.02
Burroughs SmartSource	- ProfitStars Scan Service - SmartSource - SmartSource
Epson CaptureOne	- ProfitStars Scan Service - EPSONCaptureOne - EPSON TMUSB Driver v.6.10
Panini My Vision X / Vision X	- ProfitStars Scan Service - Panini VisionX - Panini Universal Installer 4.2.002
Panini Ideal	- ProfitStars Scan Service - Ideal - Panini Universal Installer 4.2.002

Canon CR-25/55	<ul style="list-style-type: none"> - ProfitStars Scan Service - CannonCR25 - Cannon Driver for CR-25/55
Canon CR-50/80	<ul style="list-style-type: none"> - ProfitStars Scan Service - CannonCR50 - Cannon Driver for CR-50/80
Canon CR-80	<ul style="list-style-type: none"> - ProfitStars Scan Service - CannonCR80 - Cannon Driver for CR-50/80
Canon (32bit) CR-120/150	<ul style="list-style-type: none"> - ProfitStars Scan Service - Canon CR-120 and CR-150 - Canon driver for CR-120/150
Canon (64bit) CR-120/150	<ul style="list-style-type: none"> - ProfitStars Scan Service - Canon CR-120 and CR-150 - Canon driver for CR-120/150 (x64)
Canon CR-135	<ul style="list-style-type: none"> - ProfitStars Scan Service - CannonCR135 - Cannon Driver for CR-135i/190i
Canon CR-180	<ul style="list-style-type: none"> - ProfitStars Scan Service - CannonCR180 - Cannon Driver for CR-180II
Canon CR-190	<ul style="list-style-type: none"> - ProfitStars Scan Service - CannonCR190 - Cannon Driver for CR-135i/190i

5. Select Uninstall.

- 6. Go through the removal process, following the steps on the screen. (Repeat the removal process for all the programs, as shown in the table.)**

Troubleshooting

Communication Error/Failure

If the application cannot communicate with the check scanner, you may receive an error message similar to the ones shown below.

Warning Error Code: 0 Error Message: The following error was returned by the scanner E_NO_SCANNER.

Warning Error Code: 0 Error Message: Invalid State Current State is Initializing Expected Initialized

1. Ensure that the check scanner is securely connected to both the USB and power cables. You will need to verify that the connections on both the scanner and PC are secure.
2. If you continue to receive an error, log out of the application, close all instances of Internet Explorer or Google Chrome, and then restart your computer.
3. Once you have restarted the computer, log in to the application and then try creating the deposit again.

NOTE: If the scanner was plugged in before the device drivers were installed, you will need to verify that the scanner appears correctly in the Device Manager. Refer to the “How to Update Drivers Using Device Manger” section below.

Check Jams

If the check being scanned is jamming in the scanner, you may receive an error message similar to the ones shown below.

Warning Error Code: -220 Error Message: Paper Jam

Device Error: FEED_FAILURE

1. Remove the check item from the scanner.
2. Select the **Stop** option, and then try scanning the item again.

How to Update Drivers Using Device Manager

If the check scanner drivers have been installed but the application is not recognizing the scanner as connected, follow the below steps. Refer to the “Communication Error/Failure” section above before proceeding.

1. Select **Start**.
2. In **Search**, type **Device Manager**, and then select it from the list of results (shown below).

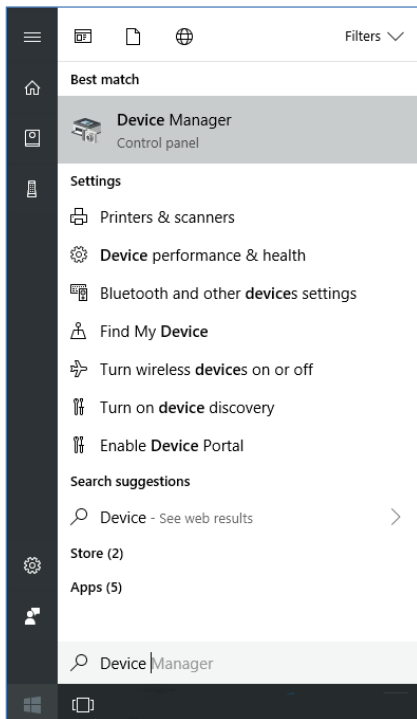


FIGURE 29 – SEARCH MENU

3. Expand the category to find the name of your device, right-click it, and then select **Update Driver**. Alternatively, you can right-click the device, select **Properties**, select the **Driver** tab, and then choose **Update Driver**.
4. Select **Search automatically for updated driver software**, as shown below.

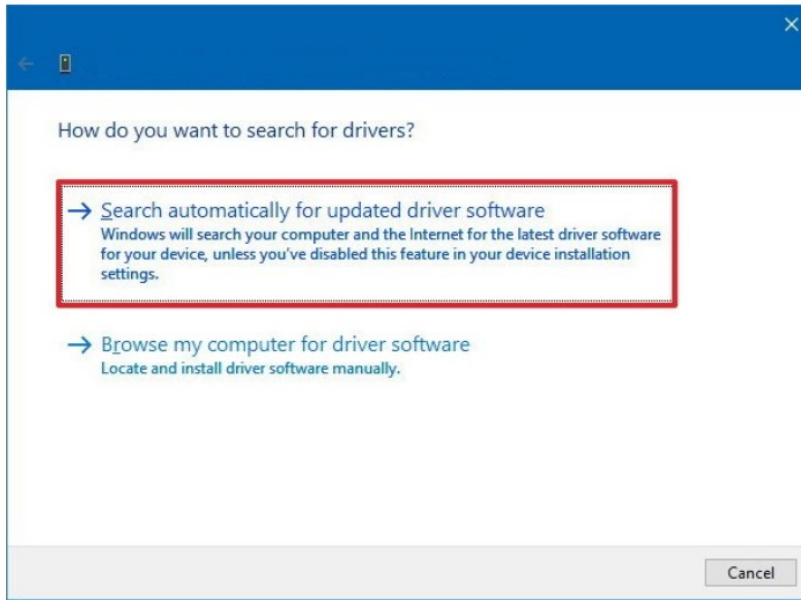


FIGURE 30 – SEARCH OPTIONS

5. Once it has updated, try creating the deposit again.

If the issue persists, a reinstallation of the software and drivers will need to be completed. Refer to the “Uninstalling a Scanner” section above.

Device-Specific Errors

Panini

Device Error: SAFETY

If the cover of the scanner has been removed or is not properly in place, the application will display an alert message *Error Code 11: Driver: SAFETY*. Please ensure that the cover of the scanner is placed correctly, and then retry your deposit.

Device Error for Panini VisionX: Compression Error

A compression error occurs when the scanner is not able to compress the image, the application will display an alert message *Device Error: Compression Error*.

1. Log out of the application.
2. Unplug the scanner from the computer and then instruct the customer/member to clean the contact image sensors (see figure below).

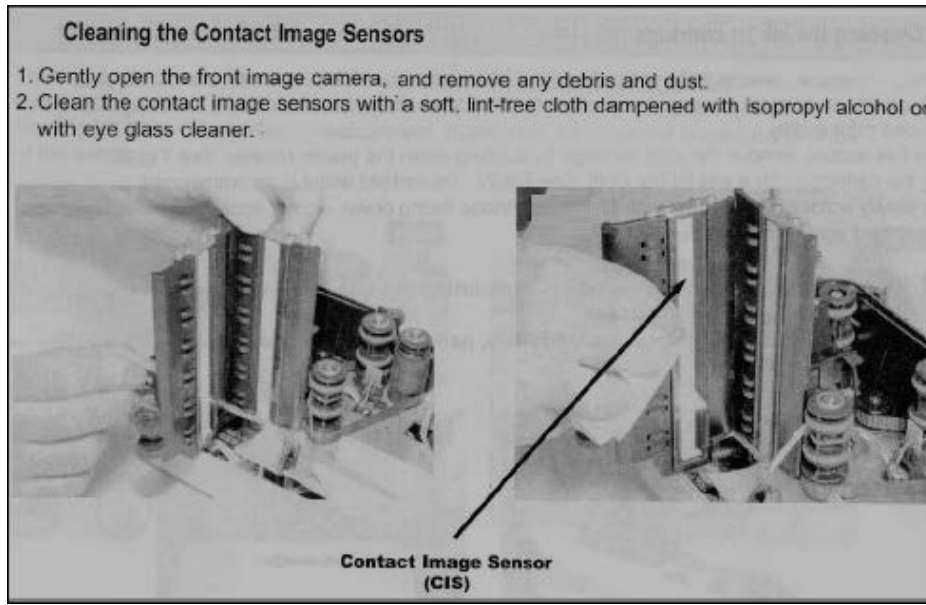


FIGURE 31 – CONTACT IMAGE SENSORS

- a. Gently open the front image camera and remove any debris and dust.
 - b. Clean the contact image sensors with a soft, lint-free cloth dampened with isopropyl alcohol or with eyeglass cleaner.
3. Reassemble the scanner, and then connect the scanner to the computer.
 4. Log in to the application and then continue scanning.

Epson

Device Error: Main Pocket Full

This error indicates that the slot that holds the scanned checks has reached its capacity to hold more checks. Remove the checks that have been scanned from the exit pocket and click “Start” on the RDN application to scan the remaining checks needing to be scanned.

Device Error: ErrorCode: 0 Message: ERR_HANDLE

This error occurs when the scanner has not been installed correctly or is not being recognized by the PC’s Device Manager. You will need to reinstall the scanner. Refer to the “Uninstalling a Scanner” section above.

Digital Check

Device Error: E_NO_PRINT_HEAD

Confirm whether the ink cartridge is correctly installed.

- If the cartridge is installed in the scanner, open the scanner, reseal the cartridge, and then retry. If the problem persists, we recommend that you replace the ink cartridge, and then retry.
- If the cartridge is not installed in the scanner, select **Start | Scanner Settings**, and then expand **EndorserSettings**. Uncheck the **Enabled** check box and then select **OK**. Retry the deposit.

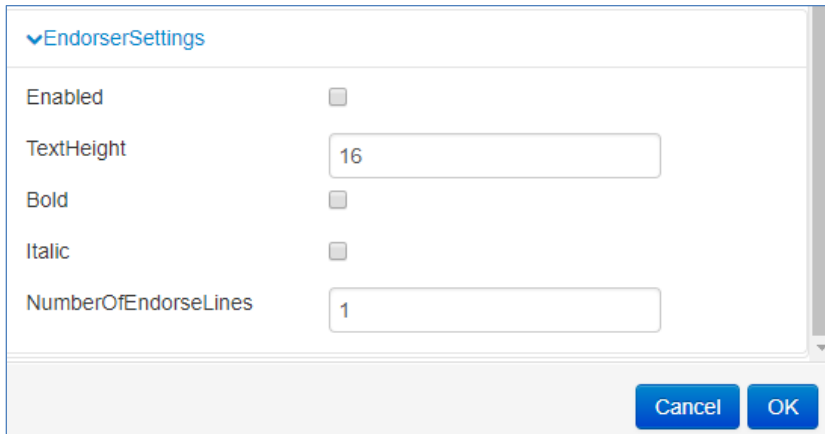


FIGURE 32 – ENDORSER SETTINGS

Best Practices

Due to several factors, your scanner may malfunction or stop scanning all together. The following best practices will ensure that your scanner continues to function as designed.

Cleaning Image Cameras

Streaks caused by a buildup of ink deposits may develop on the image. If a streak appears on the image and running a cleaning card does not remove it, remove the inner and outer covers of the scanner. Gently remove the front image camera. Using an alcohol-saturated snap swab, wipe the glass on both the front and back cameras (shown below).

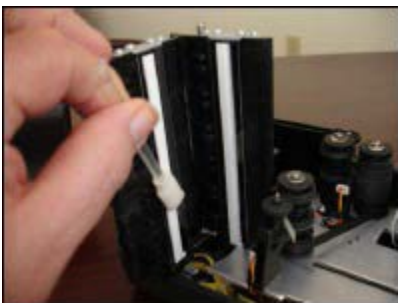


FIGURE 33 - WIPING A CAMERA

Electrical Interference

Electrical interference from an appliance, such as oscillating fans, a space heater, a CRT-style computer monitor, etc., may affect your scanner. Move any such appliances to a distance of at least 18 inches from the scanner.

Poor Electrical Circuit

If there is a poor quality electrical circuit, relocate the scanner's power source to a different electrical outlet.

Degraded USB Controller or Cable

Replace the USB cable. You may also use a powered USB hub for your scanner's USB connection with the computer.

Other USB Devices

Other USB devices connected to your computer may affect your scanner, such as a laser printer or a 3-in-1 printer. Turn the power to these types of devices off during scanning, as they sometimes interfere with other USB devices (such as the scanner).