

# Remote Deposit Capture

## Driver Installation Guide

## HELPFUL HINTS

### Disable Anti-Virus Programs

Before running the device driver installation, temporarily disable anti-virus software. Failing to do so may cause issues with the installation.

### Disconnect your Remote Deposit Capture (RDC) Equipment

**This is very important. Before you begin installation, please disconnect the RDC machine from your computer.**

### IT Support & Troubleshooting

Your IT department may limit your ability to download external software for security purposes. If you believe this to be the case, please contact your IT support team. It is highly recommended that the driver installation only be performed by a system Administrator.

### De-Installation of Existing RDC Driver

Once the installation begins, the system will check for previously installed RDC drivers.

- If prompted, click “Yes” to remove the previous driver and begin installation.
- If multiple RDC machines are to be used on the same computer, click “No” and the installation will start automatically.

### Installation of Silver Bullet Ranger RDC Machine

If installation contains Silver Bullet Ranger scanner drivers, they will be installed.

Installation will set up the computer to user Enterprise Source Capture:

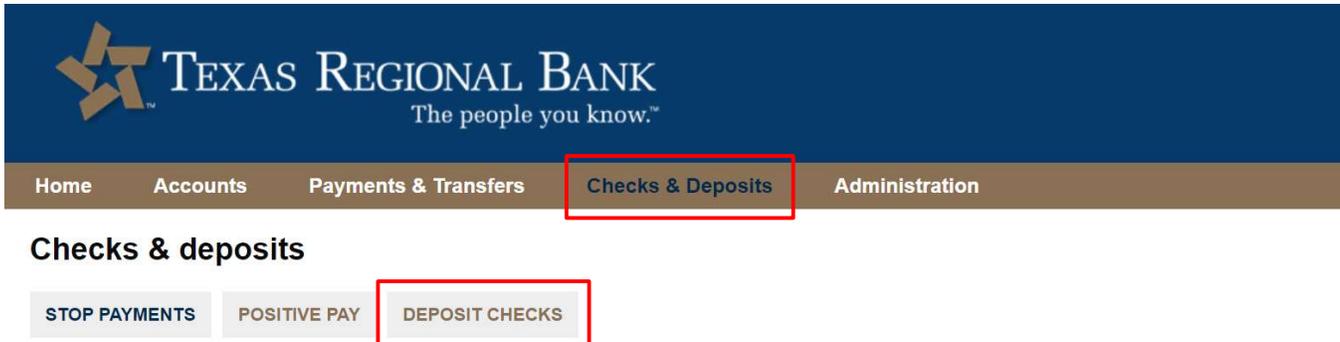
- Installation will install Alternatiff and ZipTrace; these applications are required to use Source Capture.
- Links to the Fiserv Support Portal and Web Capture will be created on all user desktops.
- Installation will add Fiserv URLs to the IE Trusted Sites and will change the IE Trusted Sites settings to enable most of the Active X settings.
- Installation will next disable USB selective sleep (suggested for most scanner types).
- Sets DCOM settings to Connect/Identify; this is needed to launch Source Capture.

## Driver Installation Instructions

### Home Page

Please verify that your remote deposit scanner (RDC) device is disconnected from your computer. From the BOL home page select:

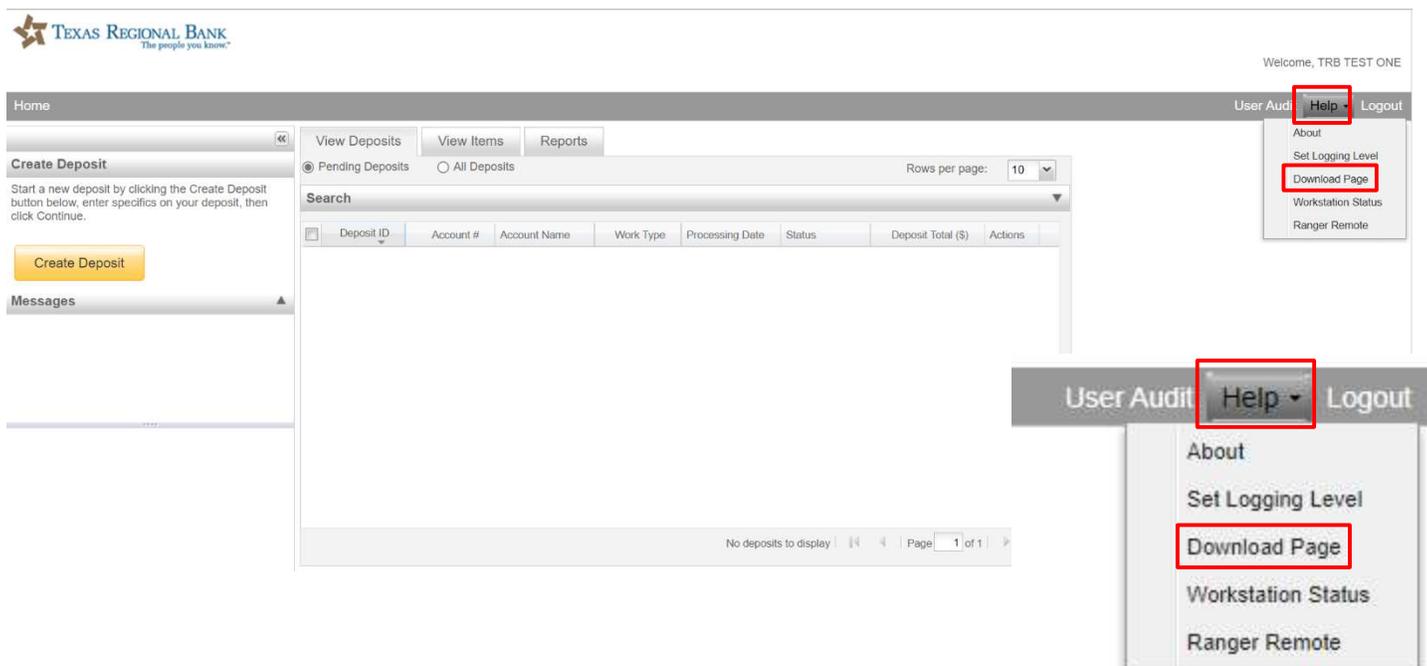
1. Checks & Deposits
2. Deposit Checks



### RDC Home Page

The RDC home page will launch from a new browser window. From the menu on the top right-hand corner of the RDC page, select the following:

1. Help
2. Download Page



## Download Page

Download Page

Rows per page: 10

Category: Show All

Component	Description	
CTS LS100	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
CTS LS150	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
DigitalCheck TS Series and CX30	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
Epson CaptureOne	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
Epson TMS2000	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
MagTek Excella	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
Panini	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
RDM EC7000	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now
SmartSource Edge	Installs Image Viewer, Logging, and Specified Scanner Driver. Also makes necessary setting changes for Internet Explorer.	Install Now

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<< Status Check Select Driver >>

From the download page, click “Install Now” for the RDC scanner type you currently operate. Your device should be either a Panini or Digital Check.



(Panini)



(Digital Check)

## Successful Download

Depending on your web browser, a download pop up may appear. Monitor the status bar until download is complete. Below is an example of what your download in progress may look like.

Downloads

Fiserv\_SHIP\_RangerForSmartSourcePVA\_Elite\_4.9.0.1-2.0.41...  
2.7 MB/s - 19.0 MB of 64.7 MB, 16 secs left

## Download Troubleshooting

If an error occurs after the download is complete, a display will appear as shown below (fig 1). Simply click on the three dots and the drop-down box will appear (fig 2). Select “Keep”

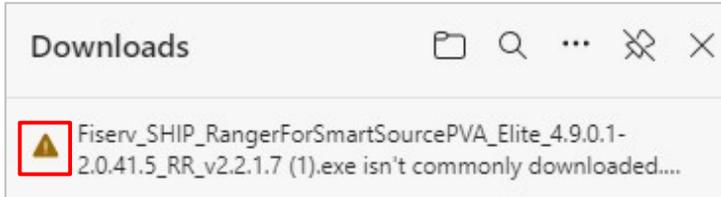


fig 1

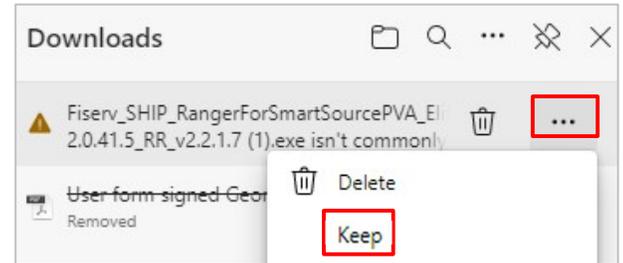
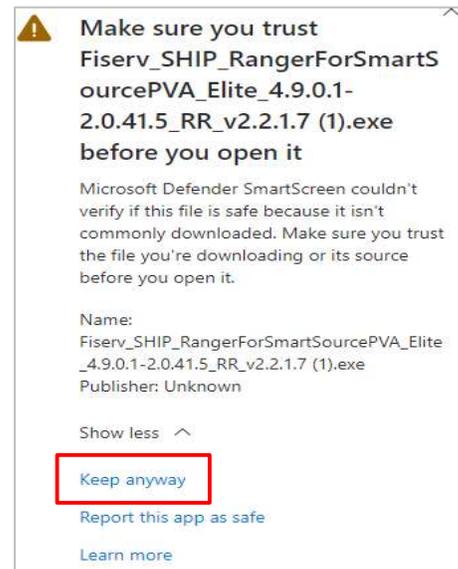
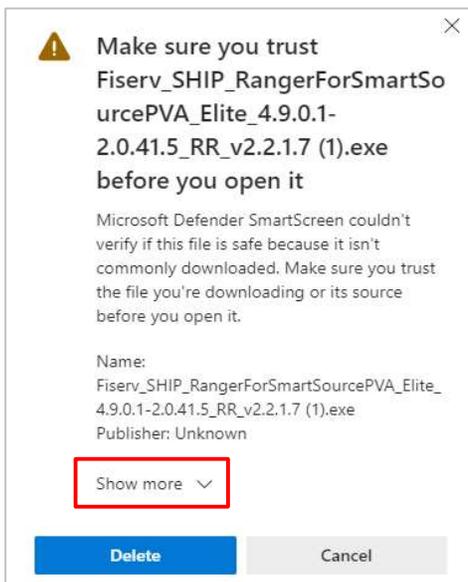


fig 2

## Browser Security Settings

Your computer’s security settings may ask to you to reconfirm the download. Below is an example of Microsoft Defender SmartScreen whereby you would select “Show more” and then “Keep anyway.”



## Final Steps

Once your driver installation is complete:

1. Log out of Business Online
2. Reconnect your RDC device to your computer
3. Restart your computer

You can now log back into Business Online as your RDC device is ready for use.