## **Enterprise Payment Solutions (EPS)**

JHA SmartPay Business<sup>SM</sup> JHA SmartPay Remote Deposit Now<sup>SM</sup>

June 2022



**Remote Deposit Now Hardware Troubleshooting Guide** 



jack henry Banking' Symitar' & ProfitStars'

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## Contents

System Requirements	2
Installing the .NET Framework	3
Browser Settings	3
Trusted Sites	3
Confirming Your Local Administrator Privileges	6
Scanner Installation	8
Installing the ProfitStars <sup>®</sup> Scan Service	8
Installing Your Scanner Drivers	12
Uninstalling a Scanner	17
Troubleshooting	21
Restarting the ProfitStars Scan Service	21
Communication Error/Failure	22
Updating Drivers Using Device Manger	25
Paper Jam	26
Frequent Check Jams	26
Digital Check TS230/TS240	26
Epson CaptureOne (TM-S1000)	26
Canon	26
Device-Specific Errors	27
Panini	27
Epson	31
Digital Check	31
Maintenance	32

# **System Requirements**

Scanner support will be provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft Windows<sup>®</sup> or macOS<sup>®</sup> on a certified platform. Examples of unsupported platforms include servers, point-of-sale devices, virtual machines, and tablets. Please see the system requirements below for a list of certified browsers and operating systems.

For an optimal experience, we recommend that you use a high-speed internet connection (above 25 Mbps). In addition, the following components are required in order to use the application.

**NOTE:** For installation on a Mac<sup>®</sup> computer, please refer to the *Remote Deposit Now Handbook for Mac.* 

For the PC:

- Local administrative rights
- Local user profile
- USB port 2.0 or higher
- .NET<sup>®</sup> Framework 4.7 or higher

For Microsoft<sup>®</sup> Windows<sup>®</sup>:

- Windows 10: Microsoft Edge<sup>®</sup> or Google Chrome<sup>™</sup>
- Windows 11: Microsoft Edge or Google Chrome

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

The following scanners are certified for use with Remote Deposit Now on Windows:

Scanner	Model Supported
Digital Check®	CheXpress <sup>®</sup> CX30 TellerScan <sup>®</sup> TS240 <i>TellerScan TS230</i> <i>TellerScan TS215</i>
Digital Check (Unisys Burroughs®)	SmartSource <sup>®</sup> Professional
Epson®	CaptureOne™ (TM-S1000)

RDN Hardware Troubleshooting Guide

Scanner	Model Supported
Panini <sup>®</sup>	l:Deal
	Vision X™
	My Vision X
Canon <sup>®</sup>	imageFORMULA CR-L1
	imageFORMULA CR-25
	imageFORMULA CR-50
	imageFORMULA CR-55
	imageFORMULA CR-80
	imageFORMULA CR-120
	imageFORMULA CR-135i
	imageFORMULA CR-150
	imageFORMULA CR-180
	imageFORMULA CR-190i

**NOTE:** In the table above, italicized models are legacy products. As legacy products are no longer tested/certified for use with the application, limited support may be provided.

### Installing the .NET Framework

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

Microsoft .NET Framework 4.7 Runtime (Web Installer):

https://dotnet.microsoft.com/en-us/download/dotnet-framework/net47

Local administrator rights are required to install .NET updates.

## **Browser Settings**

### **Trusted Sites**

Users should ensure the application's URLs are added to the Trusted sites within *Internet Options*. Follow the steps below to add them to your list of Trusted sites:

 Open the Control Panel from your Windows Start Menu, and then select Internet Options. Note: You may need to select Network and Internet and then Internet Options.



FIGURE 1 – CONTROL PANEL

2. Select the Security tab at the top of the Internet Options window.

Internet (	Options					?	×
General	Security	Privacy	Content	Connections	Programs	Adva	nced

FIGURE 2 - INTERNET OPTIONS SECURITY TAB

3. Select the Trusted sites icon to activate the Sites button, and then click Sites.

Int	ernet (	Options					?	×
G	eneral	Security	Privacy	Content	Connections	Programs	Adva	nced
	Select a	a zone to v	iew or cha	inge securi	ty settings.	-		_
		2	Ś		λ (	$\mathbf{S}$		
	Inte	ernet L	ocal intrar	net Trust	ed sites Res	stricted sites		
		Trustee	sites					
	$\checkmark$	This zone trust not your files You have	e contains to damag s. e websites	websites t je your con ; in this zon	hat you nputer or ne.	Site	es	
	Secur	ity level fo	r this zone					
	Allo	wed levels	for this zo	one: All				
	Prompts before downloading potentially unsafe content     · Unsigned ActiveX controls will not be downloaded							
		Enable Pro	otected M	ode (requir	es restarting I	nternet Exp	lorer)	
				Cust	om level	Default	level	
	Reset all zones to default level							
	Some <u>settings</u> are managed by your system administrator.							
				OK	Ca	ancel	App	bly

FIGURE 3 - SITES OPTION UNDER TRUSTED SITES CATEGORY

**4.** The *Trusted Sites* window appears. In the **Add this website to the zone** field, enter the URLs <u>https://smartpay.profitstars.com</u> and <u>https://www.remotedepositnow.com</u>, and then click **Add**. Each site must be added individually.



FIGURE 4 - ADDING A TRUSTED SITE

- 5. Click **Close** at the bottom of the *Trusted sites* window.
- 6. Click OK.

## **Confirming Your Local Administrator Privileges**

Users must have the necessary privileges for installation purposes. Follow the steps below to determine whether an individual user has system administrator privileges.

- 1. From your computer desktop, right-click the Windows Start button.
- 2. Select Computer Management, as shown below.

	Apps and Features	
	Mobility Center	
	Power Options	
	Event Viewer	
	System	
	Device Manager	
	Network Connections	
	Disk Management	
	Computer Management	
	Windows PowerShell	
	Windows PowerShell (Admin)	
	Task Manager	
	Settings	
	File Explorer	
	Search	
	Run	
	Shut down or sign out	
Start	Desktop	
	✓ Type here to search	

FIGURE 5 – COMPUTER MANAGEMENT OPTION 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.

Computer Management (Local	Nama	Derginting	Actions	_
V 🕅 System Tools	Access Control Assist	Members of this group can remot	Groups	
> 🕒 Task Scheduler > 📓 Event Viewer	Administrators	Add to Group	More Actions	- 2
> 20 Shared Folders	Cryptographic Operat.	All Tasks > rfor	Administrators	
Services and Groups     Groups     Groups     OPerformance     Device Manager     Storage     Disk Management     Disk Management	Support Section 2007 Secti	Delete th, a Rename as m Properties tom Help ve s	More Actions	•
	Performance Log Users	Members of this group may che		
	Performance Monitor	Members of this group can acce		
	Remote Desktop Users	Members in this group are grante		
	Remote Management	Members of this group can acces		
	Replicator	Supports file replication in a dom		
	System Managed Acc	Members of this group are mana		
	Se Users	Users are prevented from making		

FIGURE 6 – PROPERTIES OPTION FOR ADMINISTRATOR PRIVILEGES

**5.** The *Administrators Properties* window appears. If an individual's user account is not listed under the *Members* field, that user does not have administrative privileges.

Administrators Pro	perties			?	×
General					
Adminis	trators				
Description:	Administrate to the comp	ors have compl outer/domain	ete and unrestrict	ed acce	SS
Members:					
Administrator					
Add	Remove	Changes t are not eff user logs (	o a user's group i fective until the no on.	members ext time t	hip he
	ОК	Cancel	Apply	He	lp

FIGURE 7 – USERS WITH ADMINISTRATIVE PRIVILEGES

# **Scanner Installation**

# Installing the ProfitStars® Scan Service

**1.** Navigate to your financial institution's Remote Deposit Capture application and then sign in to SmartPay Business.

**NOTE:** Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

2. Select **Transactions** from the main sidebar menu.

тс	Training Center		
	Dashboard	<	Dashboard
0	Transactions		Overview
Ē	Reports		Configure the dashboard display by clic
			Welcome
			Thursday, June 21, 2018 You are currently logged in to the RDN Your previous login was on 6/14/2018 a

FIGURE 8 – MAIN MENU

3. Choose Remote Deposit Now.

тС	Training Center		Transactions
æ	Dashboard	<	Transactions
1	Transactions		Quick Links
È	Reports		Check Processing
			Remote Deposit Now

FIGURE 9 – TRANSACTIONS SECTION

4. The Remote Deposit Now window appears. Select Scan from the top menu bar.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports	Tools -
								Refresh
Batches read	dy for edit	:						
Date: 05/18/2	2018 09:42	AM Batch Nun	nber: 200 - 1111111	11 - RDNAdmin				A

FIGURE 10 - REMOTE DEPOSIT NOW SCAN OPTION

5. The Scanner Service Installer window will appear. Click Download to begin.



FIGURE 11 – SCANNER SERVICE INSTALLER

6. Depending on your browser, you will see one of the following downloads to click:



FIGURE 12 - MICROSOFT EDGE (UPPER RIGHT)



FIGURE 13 - GOOGLE CHROME (BOTTOM LEFT)

7. The *ProfitStars Scan Service Setup* Install Wizard appears. Disconnect the scanner's USB or power cable 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.



FIGURE 15 - INSTALLATION WINDOW

9. Select Finish to complete the installation.



FIGURE 16 - SETUP CONFIRMATION

## **Installing Your Scanner Drivers**

1. The *Scanner Driver Installers* window should appear. If it does not, click the arrow next to **Start** and select **Scanner Installers**. Select the scanner you wish to install from the drop-down menu, then click **Download**.



FIGURE 17 - DRIVER INSTALLER

2. Click the InstallAdapter.exe download to begin the install.







FIGURE 19 - GOOGLE CHROME (BOTTOM LEFT)

**3.** Depending on the scanner model, you may receive the following adapter setup message. Click **Next** to continue.



FIGURE 20 - SETUP CONFRIMATION

**4.** The following window displays information regarding the destination folder for the adapter. Click **Next** to continue.



FIGURE 21 - DESTINATION FOLDER WINDOW

5. Click Install to continue.



FIGURE 22 - READY TO INSTALL WINDOW

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

😸 Panini VisionX Setup	- 🗆 X
Ð	Completed the Panini VisionX Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

FIGURE 23 - SETUP CONFIRMATION

7. The installation prompt for the driver portion appears. Click **Next** to continue.

Panini Universal Installer 4.2.002		×
	Welcome to the Wizard for Panini Universal Installer 4.2.002	
	The wizard will install Panini Universal Installer 4.2.002 for Microsoft Windows XP/Vista/7/8, 32 and 64 bits on your computer.	
	To continue click Next.	
	< Back Next > Cancel	

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 click **Next**.

Panini Universal Installer 4.2.002	×
License Agreement Please read the following license agreement carefully.	2
LICENSE AGREEMENT FOR PANINI	^
APPLICATION PROGRAMMING INTERFACE	
<ol> <li>FOREWORD.</li> <li>This document (the "Agreement") represents the agreement between Panini S.p. with registered office at Via Po 39, Turin, Italy ("Panini"), and you, being either individual or an entity (the "Licensee"), for the API 4 TB - INTL software program (the context of the contex</li></ol>	A., an the ❤
I accept the terms of the license agreement     I do not accept the terms of the license agreement	nt
Install5hield Kack Next > Ca	ancel

FIGURE 25 - LICENSE AGREEMENT

**9.** The following window displays information regarding the destination folder for the driver. Click **Next** to continue.

Panini Universal Installer 4.2.002	×
Choose Destination Location Select folder where setup will install files.	
Setup will install Panini Universal Installer 4.2.002 in the following folder.	
To install to this folder, click Next. To install to a different folder, click Browse another folder.	e and select
Destination Folder C:\Program Files (x86)\Panini InstallShield	Browse
< Back Next >	Cancel

FIGURE 26 - CHOOSE DESTINATION LOCATION PROMPT

**10.** A prompt appears for the features that will be installed. Click **Next** to continue.

Panini Universal Installer 4.2.002	X
Select Features Select the features setup will install.	
Select the features you want to install, and deselect the Panini Common Driver VisionAPI O Demo Applications Device Engines	features you do not want to install. Description This component installs the USB driver.
53.76 MB of space required on the C drive 138335.95 MB of space available on the C drive	
Instalioniela	ack Next > Cancel

FIGURE 27 - SELECT FEATURES PROMPT

**11.** A confirmation for completing the installation appears. Click **Finish**.

Panini Universal Installer 4.2.002	2
	InstallShield Wizard Complete Setup has finished installing Panini Universal Installer 4.2.002 on your computer.
	< Back Finish Cancel

FIGURE 28 - INSTALLSHIELD WIZARD COMPLETE CONFIRMATION

**12.** The installation process for the scanner driver and adapter is complete. You may now plug the USB cable from the scanner into the computer. A popup window may indicate that the device is ready to use.

## **Uninstalling a Scanner**

Follow the steps below to uninstall a scanner from your system.

- 1. Log out of SmartPay Business and disconnect the scanner's USB or power cable.
- 2. Right-click the Windows Start button and select Apps and Features, as shown below.

Apps and Features
Mobility Center
Power Options
Event Viewer
System
Device Manager
Network Connections
Disk Management
Computer Management
Windows PowerShell
Windows PowerShell (Admin)
Task Manager
Settings
File Explorer
Search
Run
Shut down or sign out
Start Desktop
Type here to search

FIGURE 29 - APPS AND FEATURES OPTION IN THE START MENU

**3.** When the programs list displays, locate the scanner(s) you wish to uninstall. In some cases, there will be two or three items to remove, as shown in the table below.

Scanner Model	Add/Remove Program Listing
TellerScan	- ProfitStars Scan Service
CheXpress CX30	- TellerScan
TS215, TS230, TS240	- TellerScan Combined Driver version 17.02
	- ProfitStars Scan Service
Burroughs SmartSource	- SmartSource
	- SmartSource

Scanner Model	Add/Remove Program Listing	
<b>Epson</b> CaptureOne (TM-S1000)	- ProfitStars Scan Service - EPSONCaptureOne - EPSON TMUSB Driver v.6.10	
<b>Panini</b> My Vision X / Vision X	- ProfitStars Scan Service - Panini VisionX - Panini Universal Installer 4.5.102	
<b>Panini</b> I:Deal	- ProfitStars Scan Service - Ideal - Panini Universal Installer 4.2.002	
<b>Canon</b> CR-25/55	- ProfitStars Scan Service - CanonCR25 - Canon Driver for CR-25/55	
<b>Canon</b> CR-50/80	- ProfitStars Scan Service - CanonCR50 - Canon Driver for CR-50/80	
<b>Canon</b> CR-50/80/L1	- ProfitStars Scan Service - Canon Driver for CR-50/80/L1 - CanonCR_50_80_L1	
<b>Canon</b> CR-80	- ProfitStars Scan Service - CanonCR80 - Canon Driver for CR-50/80	
<b>Canon (32bit)</b> CR-120/150	- ProfitStars Scan Service - Canon CR-120 and CR-150 - Canon driver for CR-120/150	
<b>Canon (64bit)</b> CR-120/150	on (64bit)- ProfitStars Scan Service- Canon CR-120 and CR-150120/150- Canon driver for CR-120/150 (x64)	

Scanner Model	Add/Remove Program Listing
<b>Canon</b> CR-135i	- ProfitStars Scan Service - CanonCR135 - Canon Driver for CR-135i/190i
<b>Canon</b> CR-180	- ProfitStars Scan Service - CanonCR180 - Canon Driver for CR-180II
<b>Canon</b> CR-190i	- ProfitStars Scan Service - CanonCR190 - Canon Driver for CR-135i/190i

- 4. Select Uninstall.
- **5.** Navigate through the removal process, following the steps presented on the screen. Repeat the removal process for all relevant components, as listed in the table above.

# Troubleshooting

## **Restarting the ProfitStars Scan Service**

Connectivity errors such as *Invalid State* can often be resolved by restarting the ProfitStars Scan Service.

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

1. Locate and click the ProfitStars Scan Service icon in your icon tray (note that it may be in hidden icons).



2. Stop the ProfitStars Scan Service.



FIGURE 31 - PSSCAN SERVICE STOPPED

×

**3.** Start the ProfitStars Scan Service.

≷ PSScan Service Manager	_		×	
	tSta N OF JACK H	<b>TS</b> <sup>®</sup>		
Service Status Current State: Start	Running			
Alert Notificatio	n	_	_	×
The ProfitStars Sc	an Service ha	s started	1.	

FIGURE 32 - PSSCANSERVICE STARTED

## **Communication Error/Failure**

If the application is unable to communicate with the check scanner, you may receive an error message similar to the one shown below. Before proceeding with the steps in this section, verify that the scanner's power and USB cables are connected and the scanner is powered on (if applicable).

# *Warning Error Code: 0 Error Message: The following error was returned by the scanner E\_NO\_SCANNER.*

1. Right-click your Windows Start button and then select Device Manager, as shown below.

	System	
	Device Manager	
	Network Connections	
	Disk Management	
	Computer Management	
	Windows PowerShell	
	Windows PowerShell (Admin)	
	Task Manager	
	Settings	
	File Explorer	
	Search	
	Run	
	Shut down or sign out	
Start	Desktop	
	arphi Type here to search	

FIGURE 33 - DEVICE MANAGER IN THE START MENU

**2.** Verify that the scanner is detected by the computer and listed properly in Device Manager. The table below lists where and how each scanner is displayed.

**NOTE:** The Panini and SmartSource drivers have designated listings in the Device Manager separate from the physical check scanners.

Scanner Model	Device Manager Listing
<b>TellerScan</b> CheXpress CX30 TS215 / TS230 / TS240	<ul> <li>Universal Serial Bus controllers</li> <li>TSDevice (before scanner has initialized)</li> <li>Tellerscan (when scanner has initialized)</li> </ul>
Digital Check SmartSource	<ul> <li>Jungo</li> <li>SmartSource (Kernel)</li> <li>SmartSource Pro/Value</li> </ul>

Scanner Model	Device Manager Listing
Epson	Universal Serial Bus controllers
CaptureOne (TM-S1000)	EPSON USB Controller for TM/BA/EU Printers
<b>Panini</b> My Vision X / Vision X	• Panini • Panini USB Driver • VisionX with(out) Firmware
<b>Panini</b> I:Deal	• Panini • I-Deal • Panini USB Driver
Canon	Imaging devices
CR-25	• Canon CR-25 USB
Canon	Imaging devices
CR-55	• Canon CR-55 USB
Canon	Imaging devices     Canon CR-50 USB
Capon	
CR-80	• CANON CR-80 USB
Canon	Imaging devices
CR-L1	• CANON CR-L1 USB
Canon CR-120	<ul> <li>Imaging devices</li> <li>CANON CR-120 USB</li> </ul>
Canon	Imaging devices
CR-150	CANON CR-150 USB
Canon	• Imaging devices
CR-135i	CANON CR-135 USB
Canon	Imaging devices
CR-180	CANON CR-180 USB
Canon	Imaging devices
CR-190i	CANON CR-190i USB

RDN Hardware Troubleshooting Guide

**NOTE:** If you do not see your device listed in the Device Manager, the computer does not recognize the device is connected. Double check all cable connections and verify the scanner is powered on (if applicable). Switch USB ports if necessary.

- 3. Restart the ProfitStars Scan Service, as shown in the section above.
- 4. Dismiss the connection error in RDN, if it is still present, by clicking the red X.
- 5. Click Start and attempt to scan your deposit again.

If you continue to receive an error, log out of the application, close all instances of your web browser, and restart your computer. Once you have restarted the computer, log in to the application and attempt creating the deposit again.

**NOTE:** If the scanner was connected before the device drivers were installed, you may need to verify that the scanner is recognized in Device Manager. Refer to the section *Updating Drivers Using Device Manger* listed below.

## **Updating Drivers Using Device Manger**

If the scanner drivers have been installed but the application is unable to recognize the scanner, follow the steps below. Refer to the *Communication Error/Failure* section above before proceeding.

- 1. From your computer desktop, right-click the Windows **Start** button and then open the **Device Manager**.
- 2. Right-click on your scanner in the Device Manager, and then select **Update Driver**. Alternatively, you can right-click the device, click **Properties**, select the **Driver** tab, and then choose **Update Driver**.
- 3. Select Search automatically for updated driver software, as shown below.



FIGURE 34 - DRIVER SEARCH OPTIONS

4. Once updated, attempt creating the deposit again.

If the issue persists, reinstalling the scanner driver may be required. Refer to *Uninstalling a Scanner* above.

## Paper Jam

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 from the scanner, following the instructions in your scanner's manual.
- **2.** Dismiss the error by clicking the red X in the alert.
- 3. Click Stop (if applicable).
- 4. Click Start and then try scanning the item again.

## **Frequent Check Jams**

Most multi-feed scanners feature double-feed, or "piggyback," detection. This feature is to prevent more than one check from running through the scanner at a time. Should individual documents repeatedly stop or jam in the scanner, the following suggestions may resolve the issue.

### Digital Check TS230/TS240

The scanner's double-feed detection parameters can be re-calibrated to properly recognize thicker documents. Please contact support for assistance.

### Epson CaptureOne (TM-S1000)

A locking switch (scanner cover open lever) may be cracked or broken. This prevents the side door (scanner cover) from closing properly and causes the check to stop about 1/4 way through the scanner. This can be confirmed by holding the side door closed. If the check runs through while holding the door closed, the lever has likely broken.

### Canon

Refer to the scanner's user manual for instructions on properly calibrating the paper thickness and/or adjusting the double feed detection.

## **Device-Specific Errors**

### Panini

### Device Error: 11 - SAFETY

If the cover of the scanner has been removed or is not properly in place, the application will display an alert message *11-DEVICE\_ERR\_SAFETY*. Verify that the cover of the scanner is placed correctly, re-seating the cover(s) if necessary. On the I:Deal scanner, ensure both blue exit pocket flaps are positioned vertically.

### Device Error: 51 - Ultrasonic DFD Self-Test

This error suggests the ultrasounds double feed sensor has failed the self-test. You may notice the scanner is not making its unique initialization sound. Should you encounter a Communication Error with a detail of *StartFeeding - FAILED with DEVICE error code 51* ("Ultrasonic DFD Self-Test failed"), re-seat the scanner covers and try again. The scanner should now initialize.

Should the issue persist, it is possible the double feed sensor has malfunctioned. Contact your financial institution or scanner supplier to request that the scanner be refurbished or replaced.

### Device Error: 23 - Compression Error (Panini VisionX)

There are several potential causes for receiving no check image or an image with horizontal black lines. You may also receive the error *WMPAR\_SORTER\_EXCEPTION with error code:* 23 ("Device Error: Compression Error"). The following will discuss different solutions for eliminating the problem. It is suggested that you attempt each of the potential solutions in the order presented.

1. Power cycling the scanner - The issue is usually caused by a USB selective suspend feature on Windows which allows the system to conserve power by putting USB ports into a suspended state. There is a possibility the scanner remains in a low power state when the USB port comes back online, resulting in multiple black lines on the check image or no image at all. Power cycling the scanner should reset this.



FIGURE 35 - POWER CYCLE

2. USB Selective suspend settings - In the Control Panel, access the Power Options and then click Change plan settings.

ä	Power Options			-	×
<	🗧 🔿 👻 🛧 🗃 > Control Par	el > All Control Panel Items > Power Options	~ Ō	Search Control Panel	<i>م</i>
	Control Panel Home	Choose or customize a power plan			?
	Choose what the power buttons do	A power plan is a collection of hardware and system settings (like display brightness, sleep, etc.) that manages how your computer uses power. <u>Tell me more about power plans</u>			
	Choose what closing the lid Plans shown on the battery meter				
	Create a power plan	Balanced (recommended)     Change plan settings     Automatically balances performance with energy consumption on canable bardware.			
Ľ	Choose when to turn off the display	O JHA_Power  Change plan settings			
۲	Change when the computer sleeps	Show additional plans			
	See also				
	Windows Mobility Center				
	User Accounts	Screen brightness: 🧿 🛛 🖡 🔆			

FIGURE 36 - POWER OPTIONS

3. Click Change advanced power settings.

灐 Edit Plan Settings	-	×
← → × ↑ 🗟 > Control Panel > All Control Panel Items > Power Options > Edit Plan Settings 🗸 ⊘	Search Control Panel	P
Change settings for the plan: Balanced Choose the sleep and display settings that you want your computer to use.		
🧊 On battery 🛷 Plugged in		
Turn off the display: 5 minutes V		
Put the computer to sleep: 15 minutes		
💥 Adjust plan brightness: 🛛 O 🔤 🐺 O 🔤 🐺		
Change advanced power settings Restore default settings for this plan		
Save changes Cancel		

FIGURE 37 - EDIT PLAN SETTINGS

4. Expand the USB selective suspend setting under USB settings, select Disabled, click Apply, and then click OK.

NOTE: The settings On battery and Plugged in appear for laptop users.

Power Options	?	×		
Advanced settings				
Select the power plan that you want to customize, and then choose settings that reflect how you want your computer to manage power.				
Balanced [Active]				
Desktop background settings     Wireless Adapter Settings     Sleep		^		
USB settings				
USB selective suspend setting				
Plugged in: Disabled				
Intel(R) Graphics Settings				
Power buttons and lid				
PCI Express				
Drocessor nower management				
Restore plan defaults				
OK Cancel	Ap	pły		

FIGURE 38 - ADVANCED SETTINGS

5. In the Device Manager, right-click each USB Root Hub to access their **Properties**, as shown below.



FIGURE 39 - DEVICE MANAGER

6. Click the **Power Management** tab (requires Admin privileges). Uncheck the box to **Allow the computer to turn off the device to save power**, and then click **OK**.

USB Root Hub (USB 3.0) Properties	Х
General Driver Details Events Power Management	
USB Root Hub (USB 3.0)	
Allow the computer to turn off this device to save power Allow this device to wake the computer	
OK Cancel	
OK Cancel	

FIGURE 40 - USB ROOT HUB PROPERTIES

**7.** Cleaning the contact image sensors – Remove both covers from the scanner, gently open the front image camera, and wipe down both contact image sensors using a lint-free cloth or snap swab saturated with isopropyl alcohol or eyeglass cleaner.



FIGURE 41 - CLEANING CONTACT IMAGE SENSORS

- 8. Poor quality electrical outlet Relocate the scanner's power source to another electrical outlet.
- **9. Electrical interference from other devices** Move any devices that may be causing electrical interference at least 18 inches from the scanner or simply turn off the power to these devices during scanning operations to eliminate any interference.
- **10. Degraded USB controller or USB cable -** Replace the scanner's USB cable.

- **11. Outdated scanner firmware** VisionX scanners manufactured between 4/16 8/16 may require a firmware update. Contact technical support for assistance.
- **12. Defective scanner** The scanner may be failing to compress the check image data due to a hardware issue. Contact your financial institution or scanner supplier to request the scanner be refurbished or replaced.

### Epson

#### **Device Error: Main Pocket Full**

This error indicates the tray which holds the scanned checks (pocket guide) has reached capacity. Remove the scanned checks from the exit pocket, dismiss the error, and then click **Start** in the RDN application to scan the remaining checks.

#### Device Error: 0 - ERR\_HANDLE

This error is often resolved by restarting the ProfitStars Scan Service. See *Restarting the ProfitStars Scan Service* above.

### **Digital Check**

### Device Error: 553 - E\_NO\_PRINT\_HEAD

This error suggests the scanner is attempting to physically endorse the back of the check but no inkjet cartridge is detected as installed in the scanner. Verify that the cartridge is present and properly seated OR disable the physical endorsement option.

- If an ink cartridge is installed in the scanner, open the scanner, reseat the cartridge, and try again.
- If an ink cartridge is **not** installed in the scanner, click the arrow next to **Start** and select **Scanner Settings**. Expand the **EndorserSettings** category and then deselect the **Enabled** check box. Click **OK** and try again.

✓EndorserSettings		
Enabled		
TextHeight	16	
Bold		
Italic		
NumberOfEndorseLines	1	
		Cancel OK

FIGURE 42 - ENDORSER SETTINGS

## Maintenance

Due to several factors, your scanner may malfunction or stop scanning altogether. Refer to your scanner's user manual for instructions on properly maintaining your check scanner.