Enterprise Payment Solutions (EPS)

JHA SmartPay Business^{SM}
JHA SmartPay Remote Deposit Now^{SM}

June 2022

Remote Deposit Now Hardware Troubleshooting Guide

Open-Source Statements

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Contents

System Requirements

Scanner support will be provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft Windows® or macOS® 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® 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® Framework 4.7 or higher

For Microsoft® Windows®:

- Windows 10: Microsoft Edge® or Google Chrome™
- 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® CX30 TellerScan® TS240 *TellerScan TS230* *TellerScan TS215*
Digital Check (Unisys Burroughs®)	SmartSource® Professional
Epson®	CaptureOne™ (TM-S1000)

Scanner	Model Supported
Panini®	I:Deal Vision X™ *My Vision X*
Canon®	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:

1. 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**.
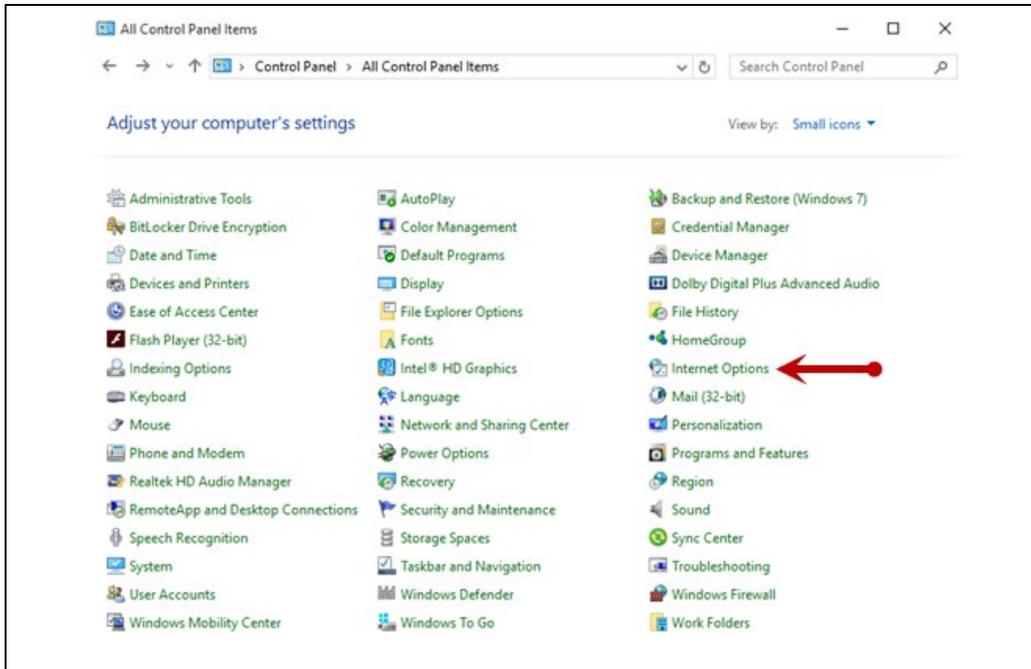
FIGURE 1 – CONTROL PANEL

2. Select the **Security** tab at the top of the *Internet Options* window.
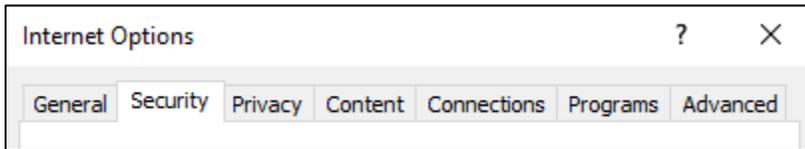
FIGURE 2 - INTERNET OPTIONS SECURITY TAB

3. Select the **Trusted sites** icon to activate the **Sites** button, and then click **Sites**.
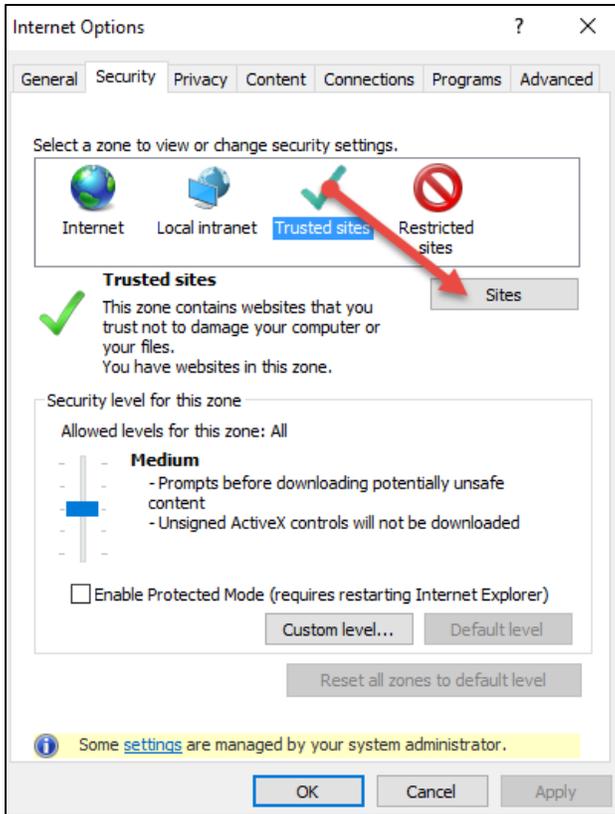
FIGURE 3 - SITES OPTION UNDER TRUSTED SITES CATEGORY

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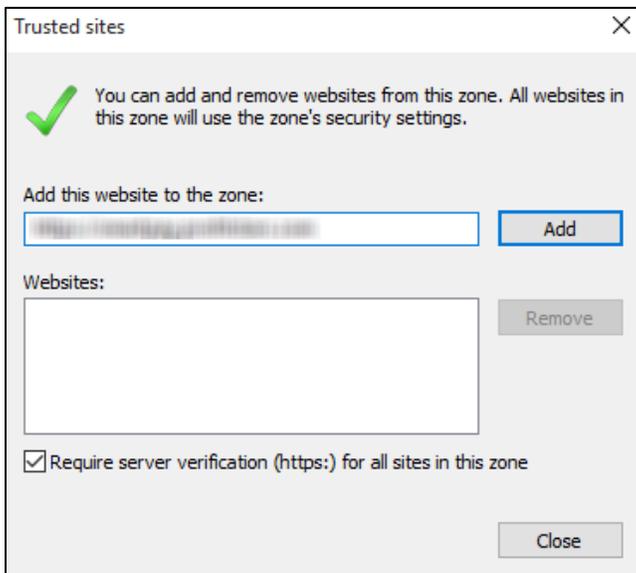
FIGURE 4 - ADDING A TRUSTED SITE

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.
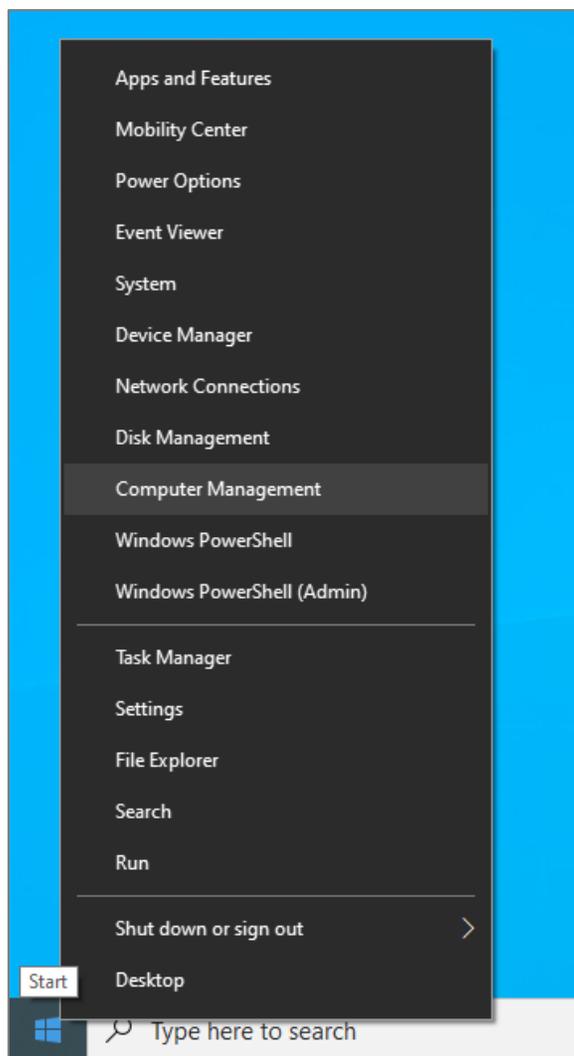
FIGURE 5 – COMPUTER MANAGEMENT OPTION IN THE START MENU

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.
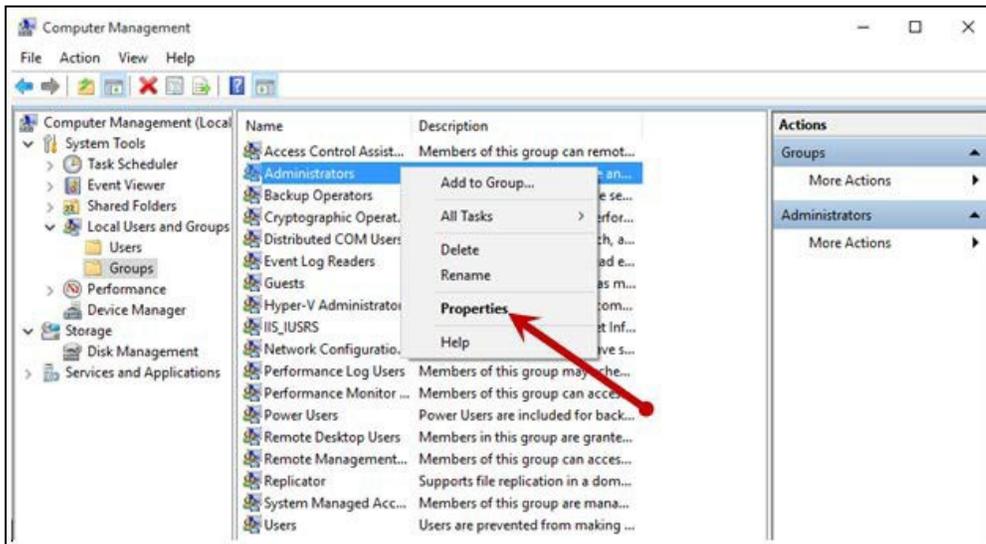
FIGURE 6 – PROPERTIES OPTION FOR ADMINISTRATOR PRIVILEGES

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.
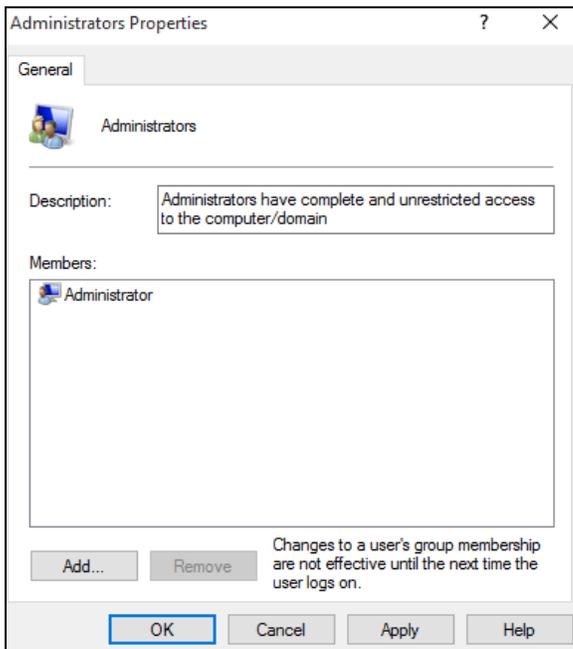
FIGURE 7 – USERS WITH ADMINISTRATIVE PRIVILEGES

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.
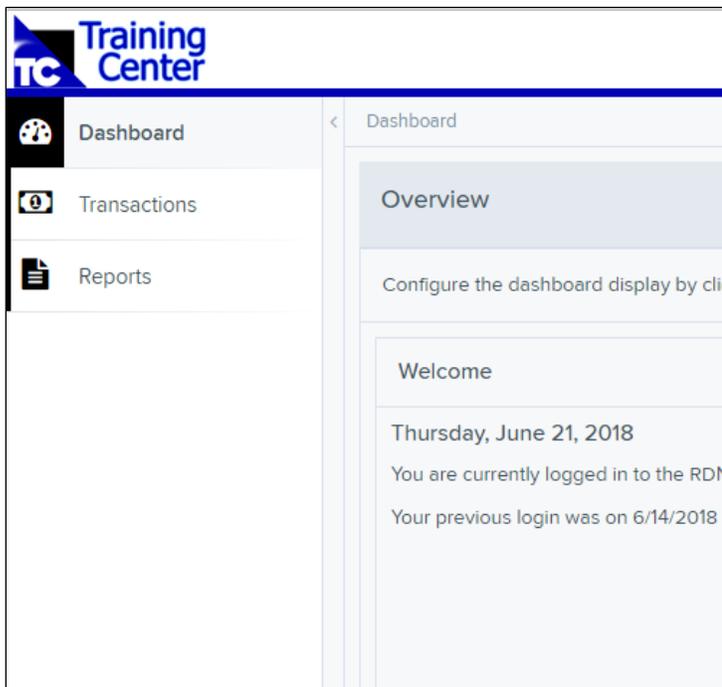
FIGURE 8 – MAIN MENU

3. Choose **Remote Deposit Now**.
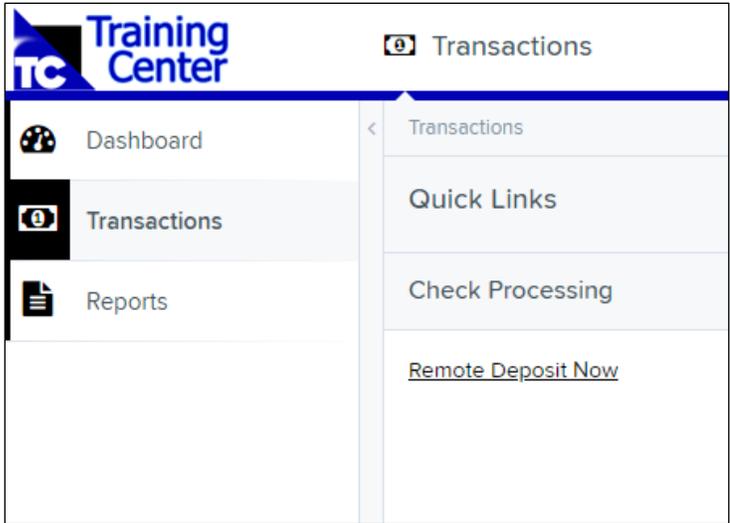
FIGURE 9 – TRANSACTIONS SECTION

4. The *Remote Deposit Now* window appears. Select **Scan** from the top menu bar.
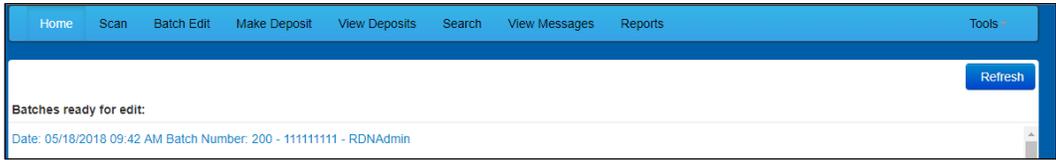
FIGURE 10 – REMOTE DEPOSIT NOW SCAN OPTION

5. The *Scanner Service Installer* window will appear. Click **Download** to begin.
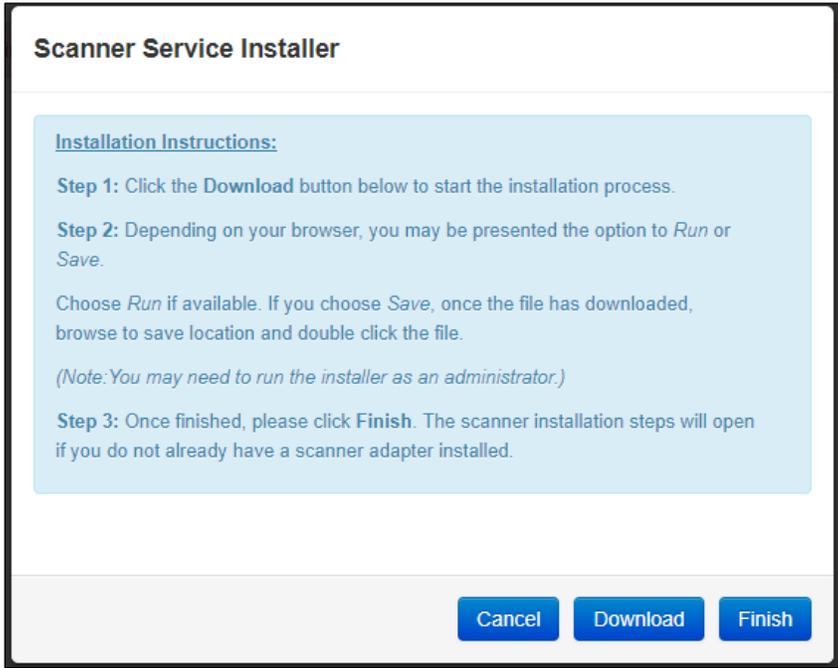
FIGURE 11 – SCANNER SERVICE INSTALLER

6. Depending on your browser, you will see one of the following downloads to click:
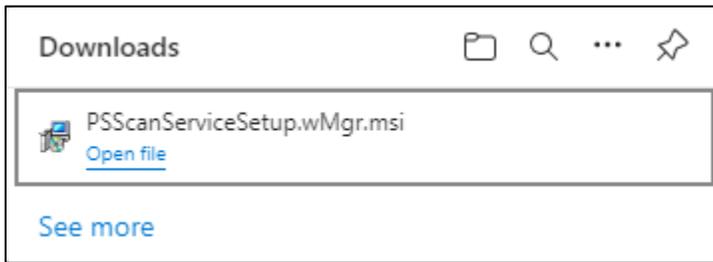
FIGURE 12 - MICROSOFT EDGE (UPPER RIGHT)

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.
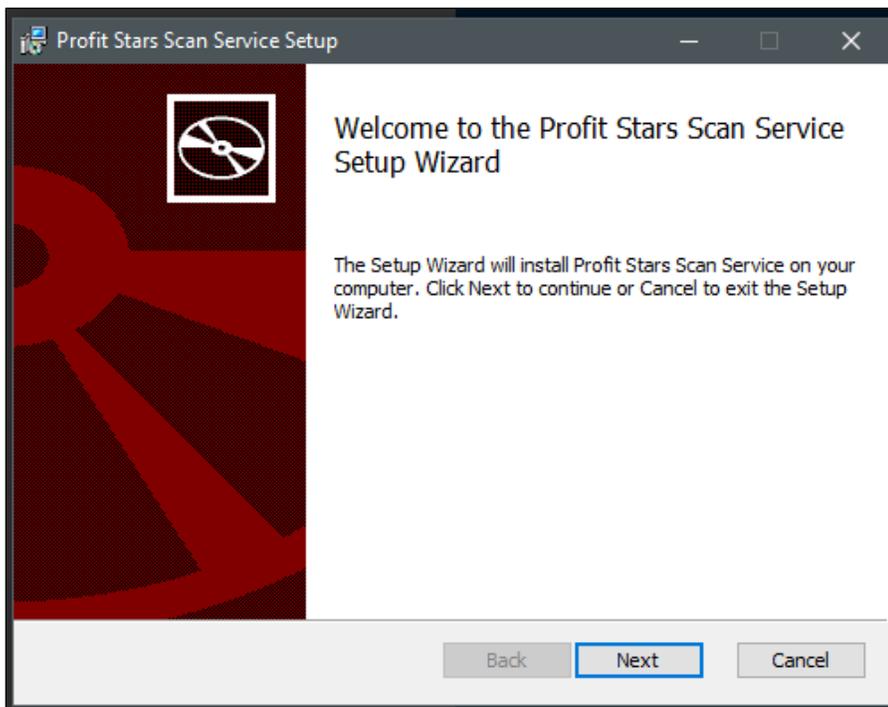
FIGURE 14 - SETUP WIZARD

8. The *Install Wizard* displays the install prompt. Click **Install** to continue.
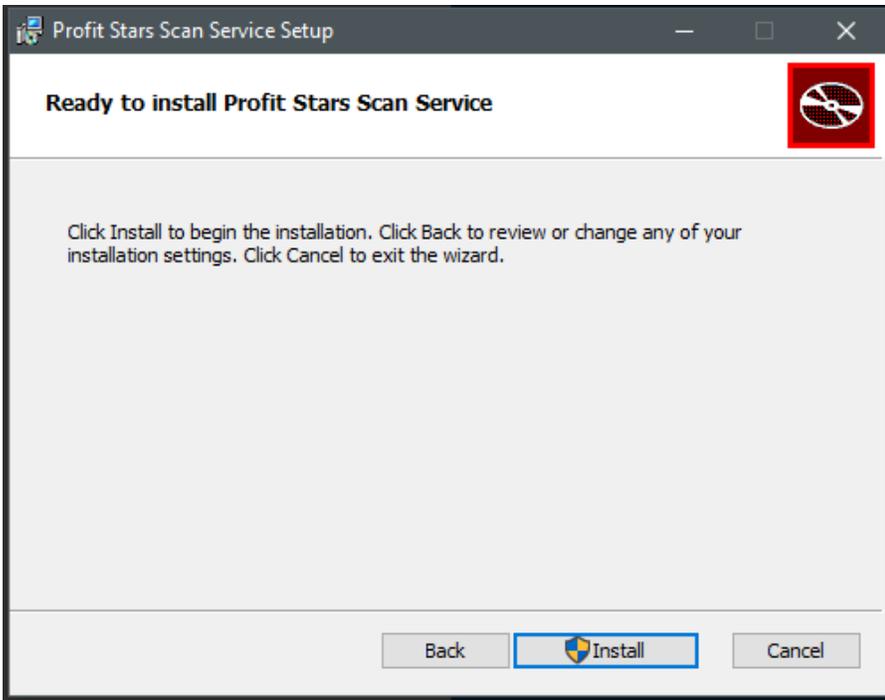
FIGURE 15 - INSTALLATION WINDOW

9. Select **Finish** to complete the installation.
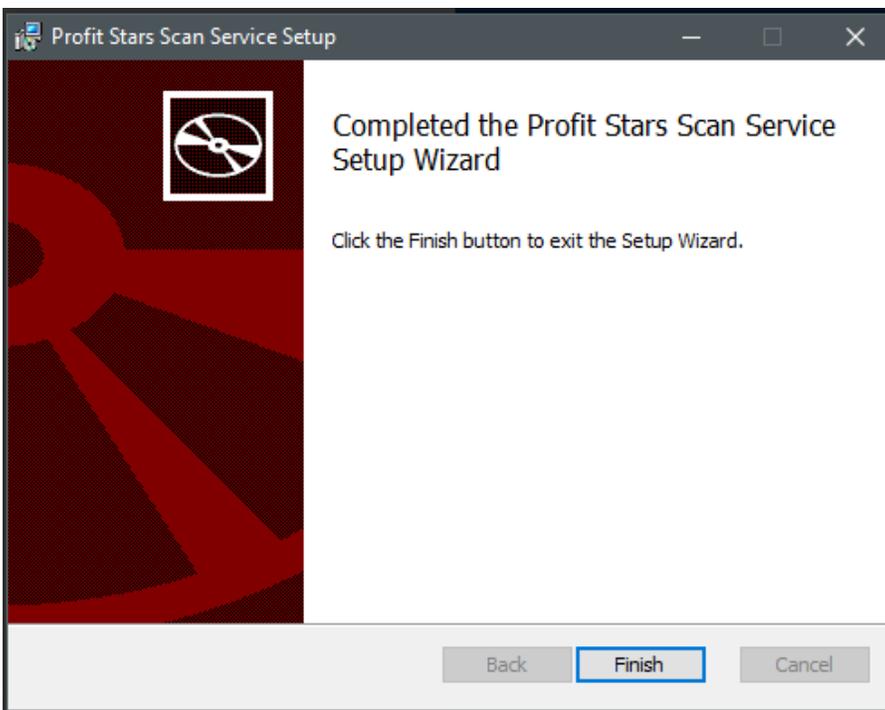
FIGURE 16 - SETUP CONFIRMATION

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**.
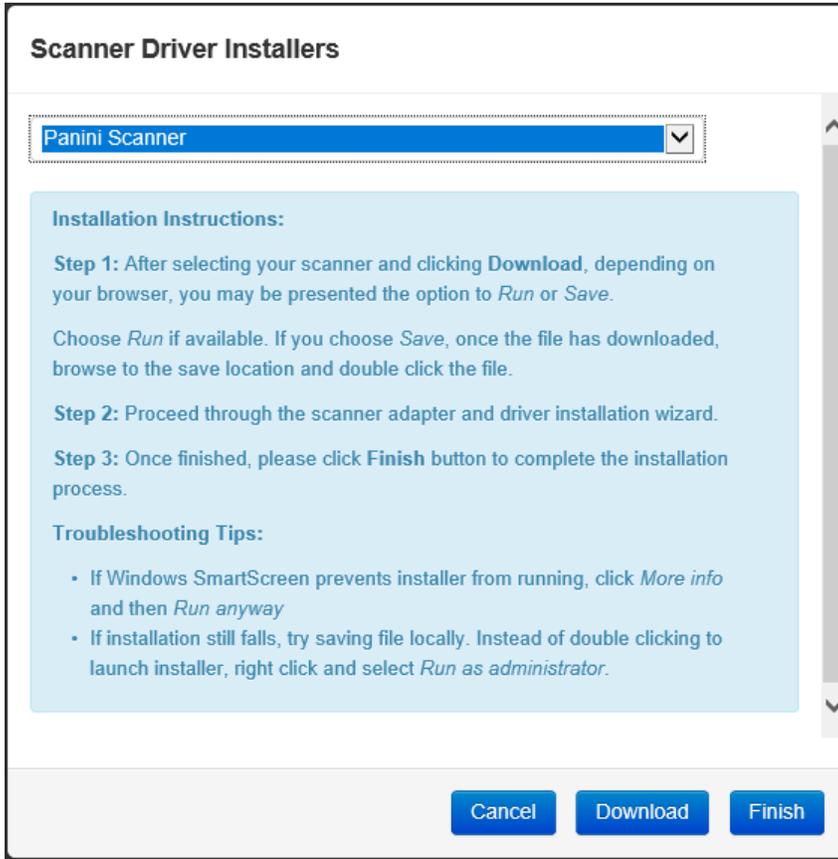
FIGURE 17 - DRIVER INSTALLER

2. Click the **InstallAdapter.exe** download to begin the install.
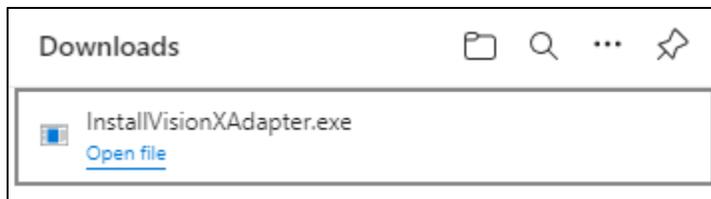
FIGURE 18 - MICROSOFT EDGE (UPPER RIGHT)
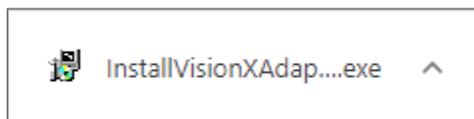
FIGURE 19 - GOOGLE CHROME (BOTTOM LEFT)

June 2022

3. Depending on the scanner model, you may receive the following adapter setup message. Click **Next** to continue.
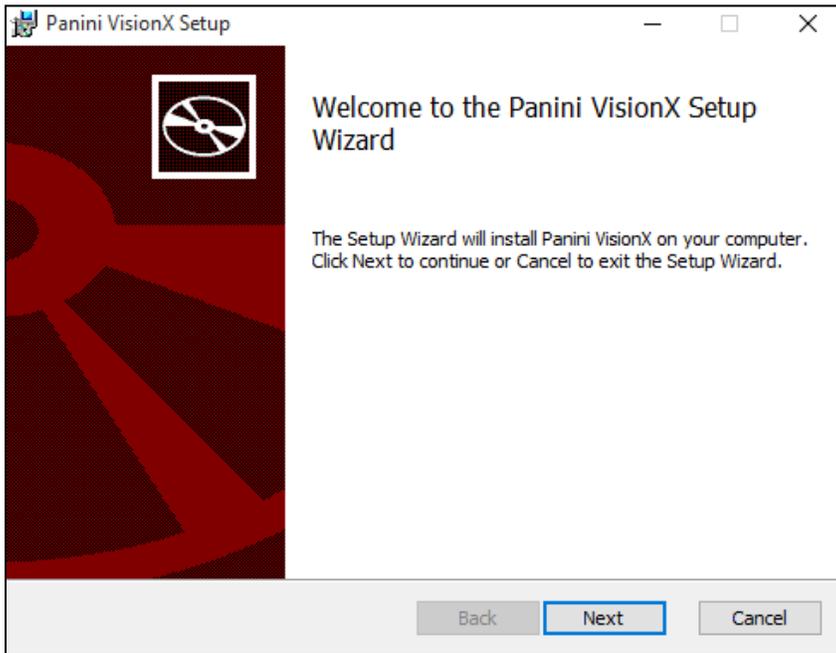
FIGURE 20 - SETUP CONFRIMATION

4. The following window displays information regarding the destination folder for the adapter. Click **Next** to continue.
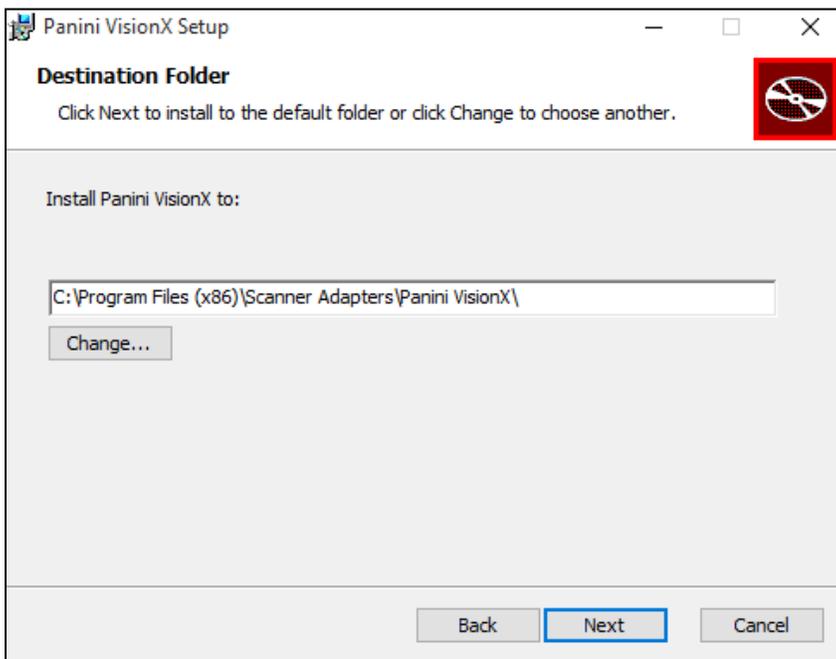
FIGURE 21 - DESTINATION FOLDER WINDOW

June 2022

5. Click **Install** to continue.
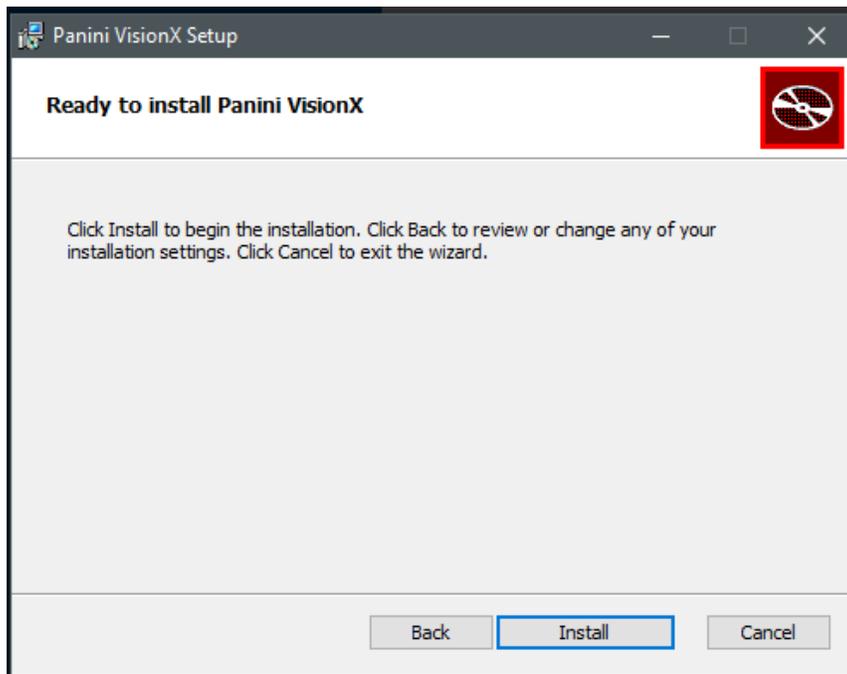
FIGURE 22 - READY TO INSTALL WINDOW

6. A confirmation for completing the adapter setup appears. Click **Finish**.
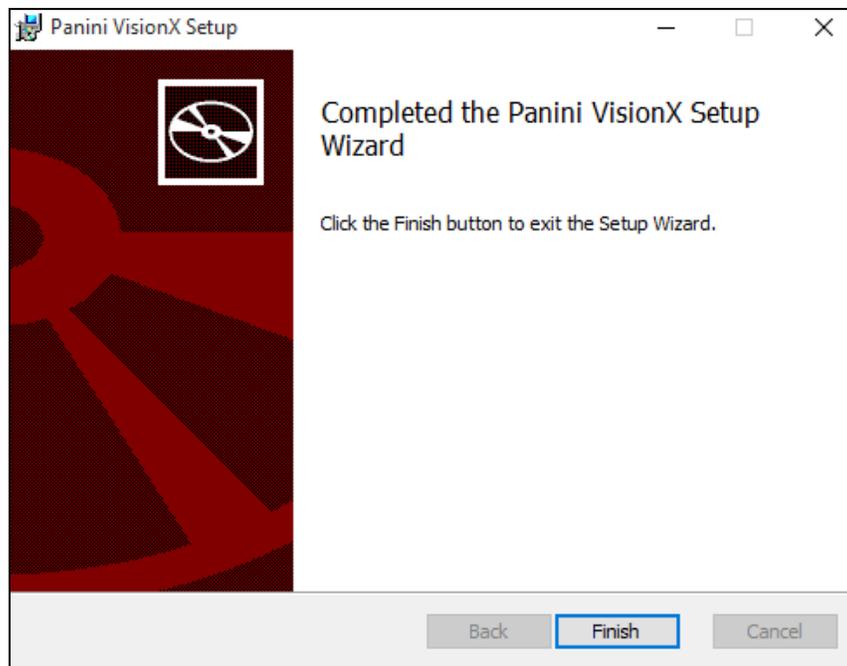
FIGURE 23 - SETUP CONFIRMATION

7. The installation prompt for the driver portion appears. Click **Next** to continue.
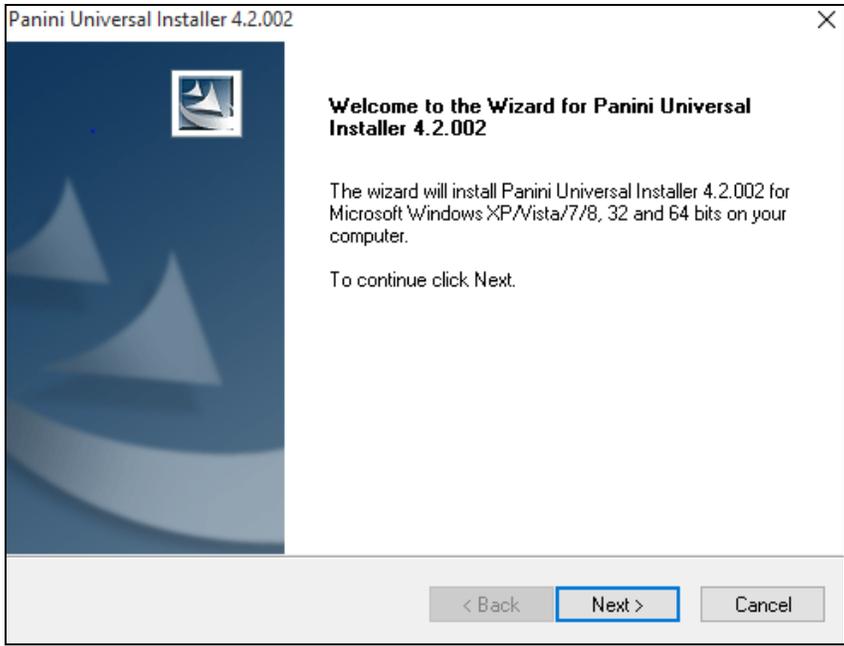
FIGURE 24 - INSTALLATION PROMPT

8. An *End User License Agreement* appears. Select the **I accept the terms of the license agreement** radio button, and then click **Next**.
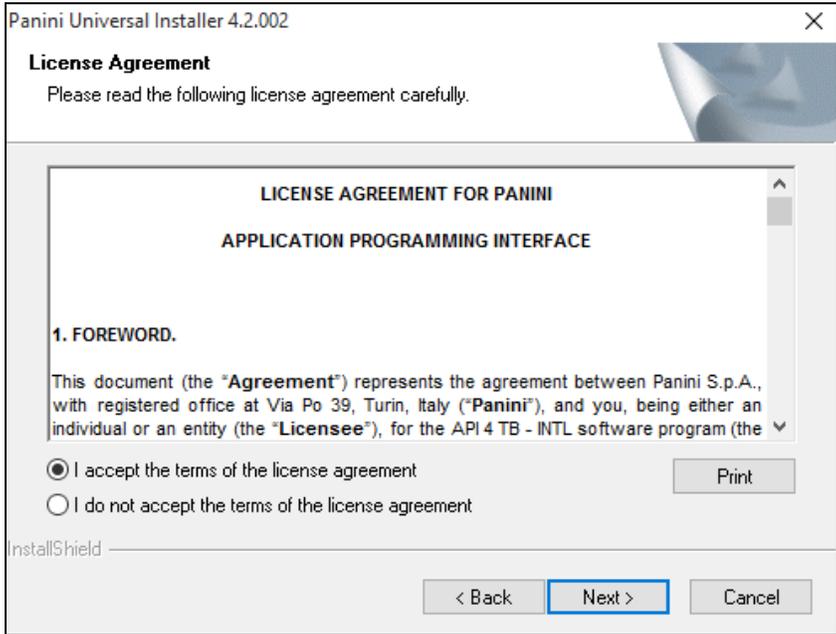
FIGURE 25 - LICENSE AGREEMENT

9. The following window displays information regarding the destination folder for the driver. Click **Next** to continue.
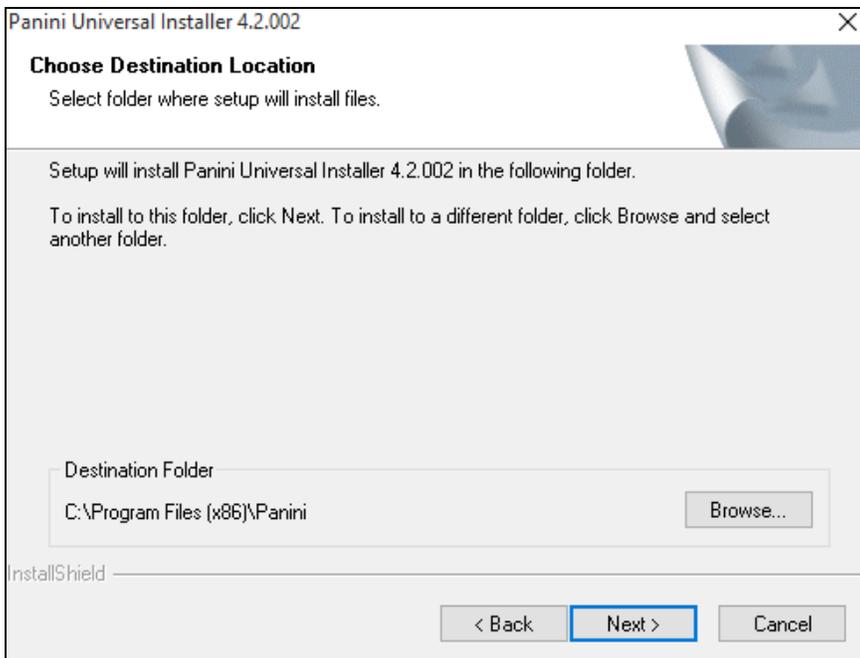
FIGURE 26 - CHOOSE DESTINATION LOCATION PROMPT

10. A prompt appears for the features that will be installed. Click **Next** to continue.
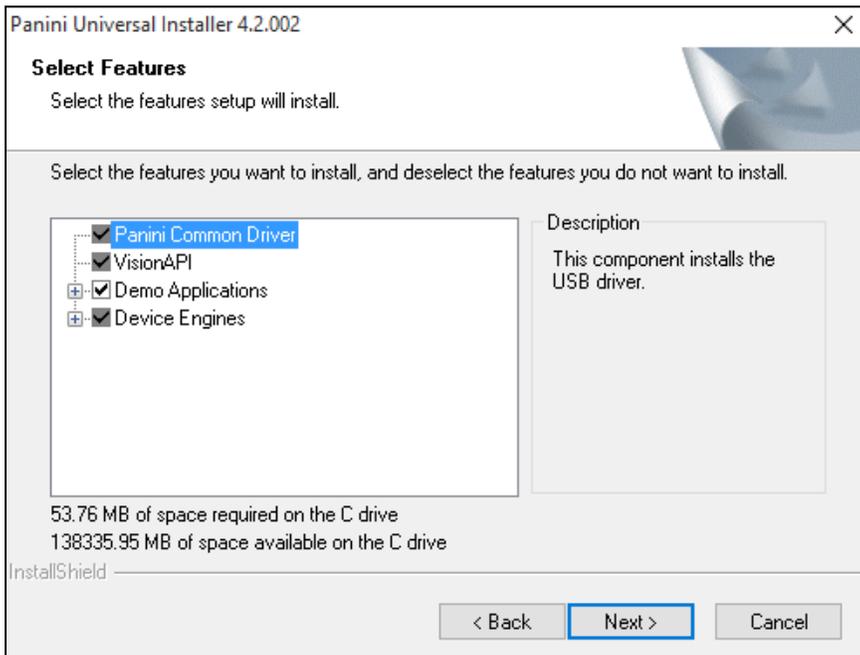
FIGURE 27 - SELECT FEATURES PROMPT

11. A confirmation for completing the installation appears. Click **Finish**.
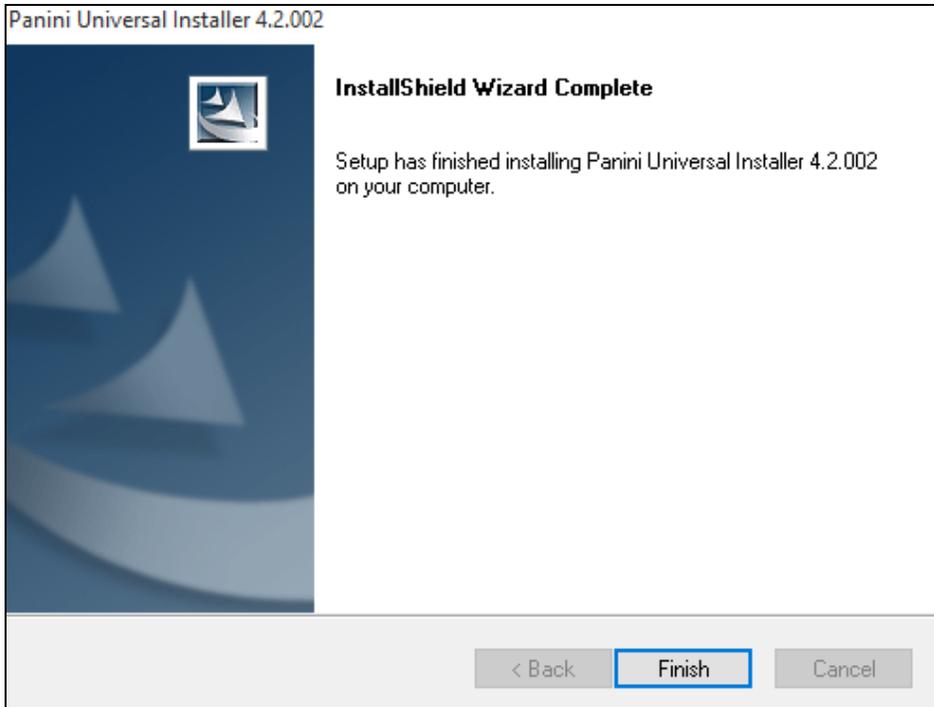
FIGURE 28 - INSTALLSHIELD WIZARD COMPLETE CONFIRMATION

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.
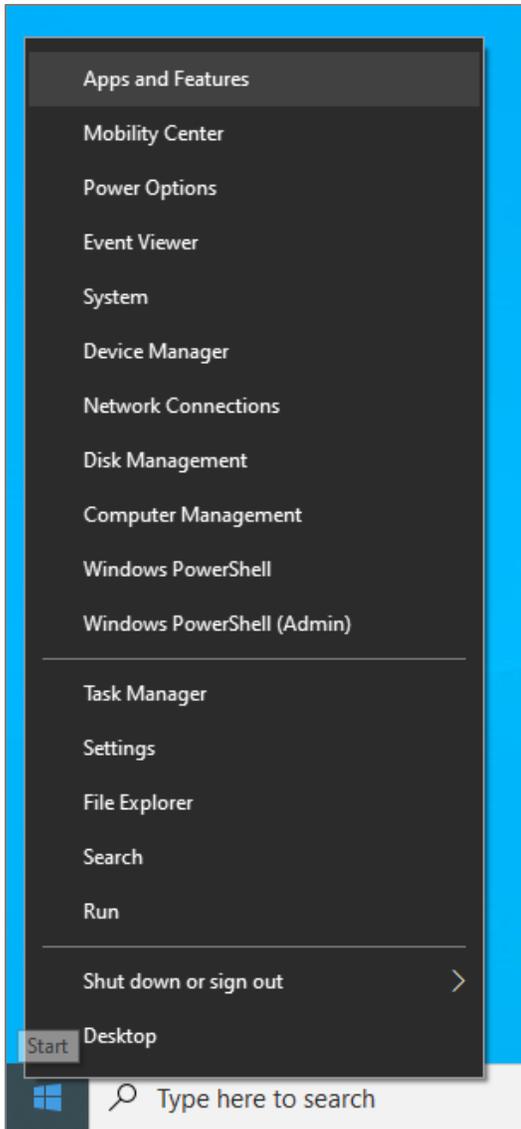
FIGURE 29 - APPS AND FEATURES OPTION IN THE START MENU

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 CheXpress CX30 TS215, TS230, TS240	- ProfitStars Scan Service - TellerScan - TellerScan Combined Driver version 17.02
Burroughs SmartSource	- ProfitStars Scan Service - SmartSource - SmartSource

18

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

Scanner Model	Add/Remove Program Listing
Canon CR-135i	- ProfitStars Scan Service - CanonCR135 - Canon Driver for CR-135i/190i
Canon CR-180	- ProfitStars Scan Service - CanonCR180 - Canon Driver for CR-180II
Canon 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).

FIGURE 30 - PSSCANSERVICE ICON

2. Stop the ProfitStars Scan Service.
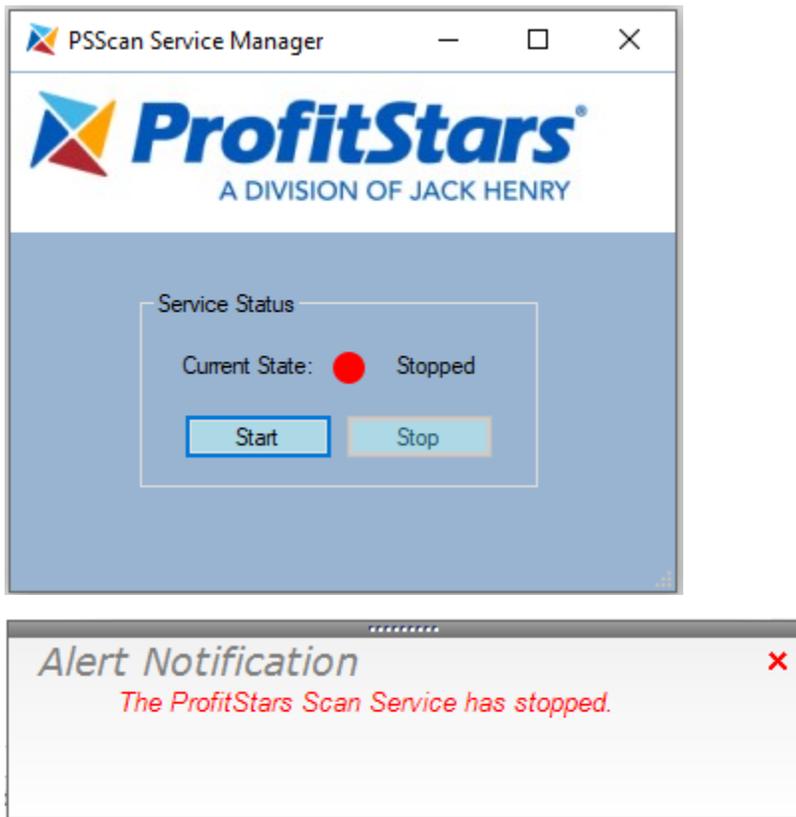
FIGURE 31 - PSSCAN SERVICE STOPPED

3. Start the ProfitStars Scan Service.
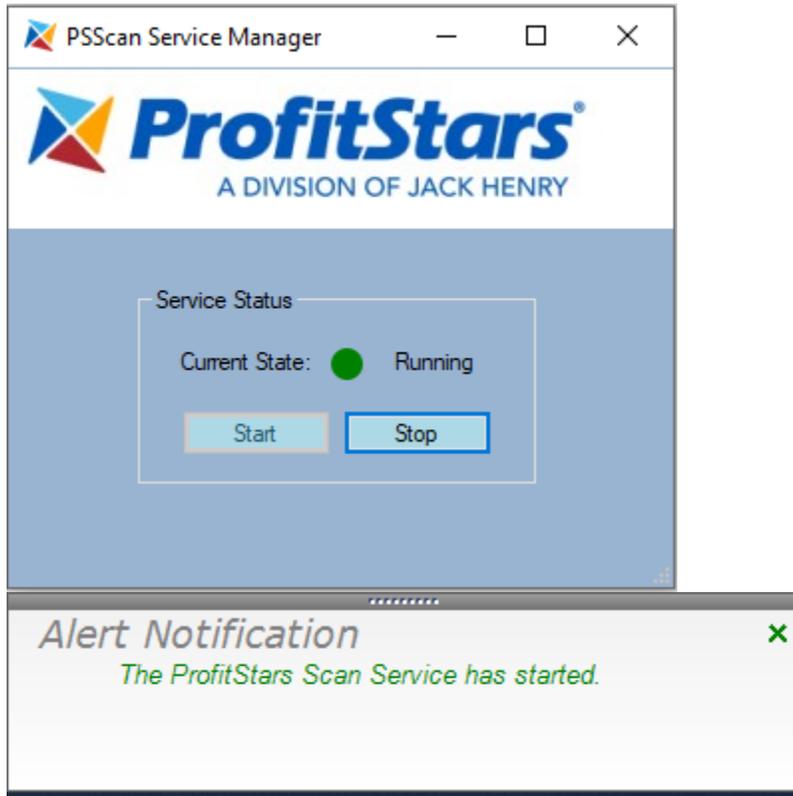
FIGURE 32 - PSScanSERVICE STARTED

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.
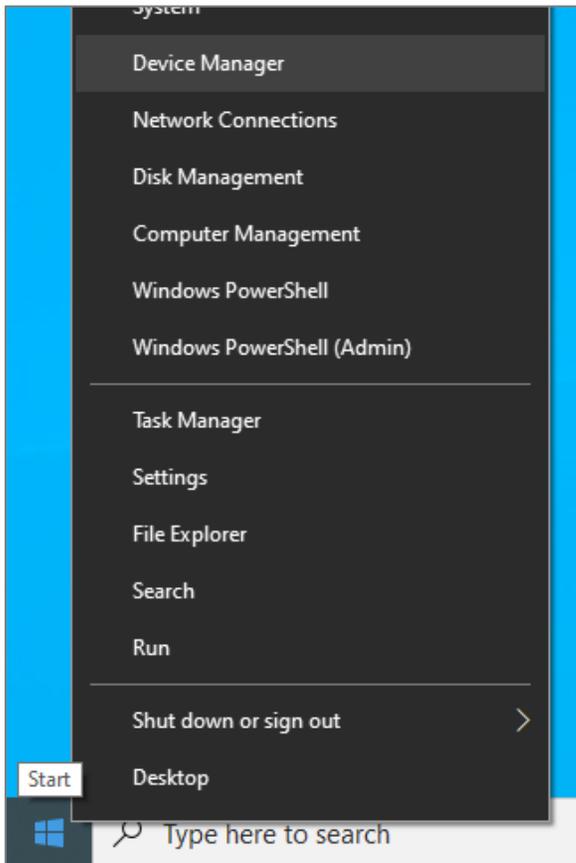
FIGURE 33 - DEVICE MANAGER IN THE START MENU

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

TellerScan
CheXpress CX30
TS215 / TS230 / TS240
	• Universal Serial Bus controllers
	    • TSDevice (before scanner has initialized)
	    • Tellerscan (when scanner has initialized)

Digital Check
SmartSource
	• Jungo
	    • SmartSource (Kernel)
	    • SmartSource Pro/Value

Scanner Model	Device Manager Listing
Epson CaptureOne (TM-S1000)	• Universal Serial Bus controllers • EPSON USB Controller for TM/BA/EU Printers

Panini
My Vision X / Vision X
	• Panini
	    • Panini USB Driver
	    • VisionX with(out) Firmware

Panini
I:Deal
	• Panini
	    • I-Deal
	    • Panini USB Driver

Canon CR-25	• Imaging devices • Canon CR-25 USB
Canon CR-55	• Imaging devices • Canon CR-55 USB
Canon CR-50	• Imaging devices • Canon CR-50 USB
Canon CR-80	• Imaging devices • CANON CR-80 USB
Canon CR-L1	• Imaging devices • CANON CR-L1 USB
Canon CR-120	• Imaging devices • CANON CR-120 USB
Canon CR-150	• Imaging devices • CANON CR-150 USB
Canon CR-135i	• Imaging devices • CANON CR-135 USB
Canon CR-180	• Imaging devices • CANON CR-180 USB
Canon CR-190i	• Imaging devices • CANON CR-190i USB

> **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.

How do you want to search for drivers?

→ Search automatically for updated driver software
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.

→ Browse my computer for driver software
Locate and install driver software manually.

Cancel
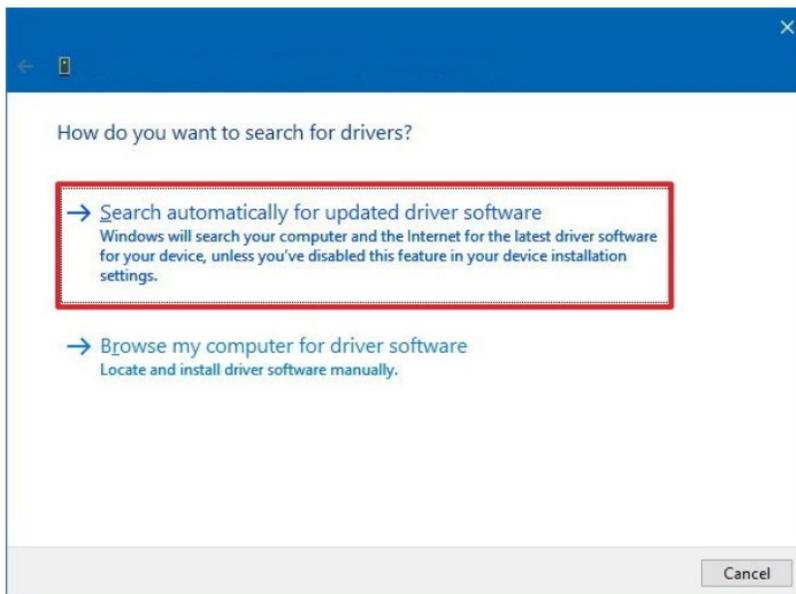
FIGURE 34 - DRIVER SEARCH OPTIONS

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**.
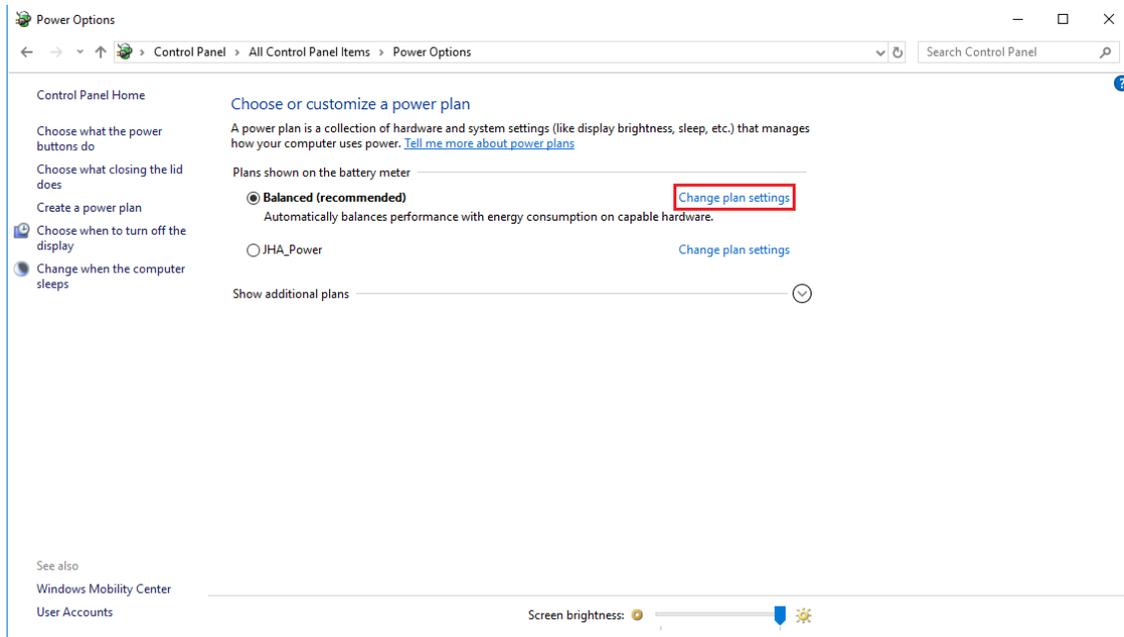
FIGURE 36 - POWER OPTIONS

3. Click **Change advanced power settings**.
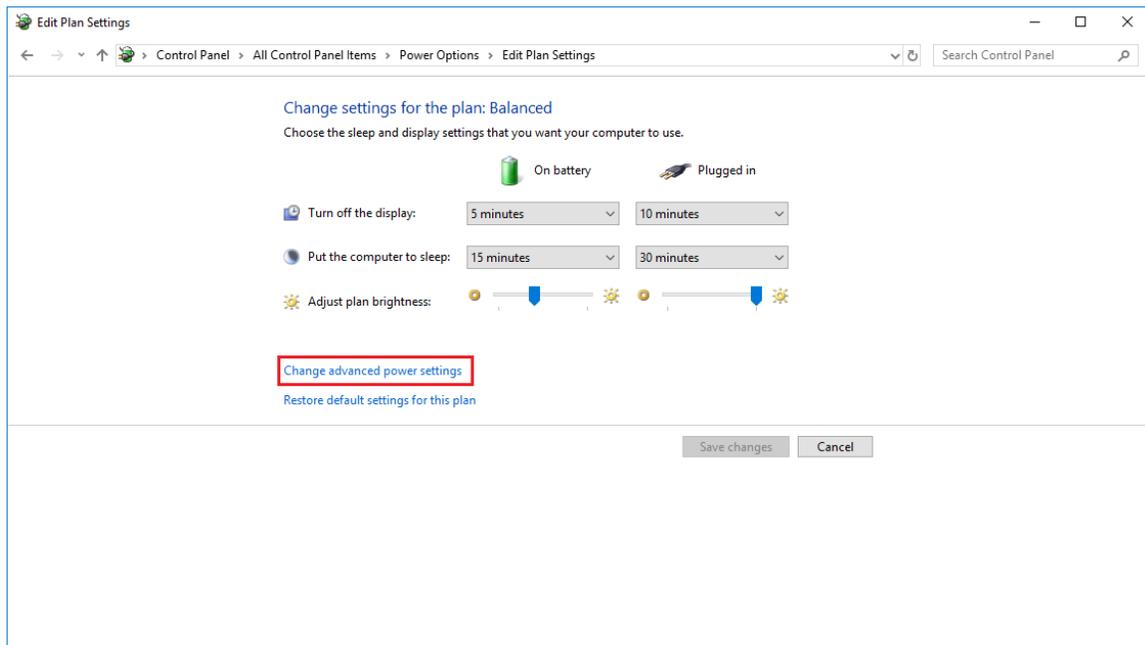
FIGURE 37 - EDIT PLAN SETTINGS

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.
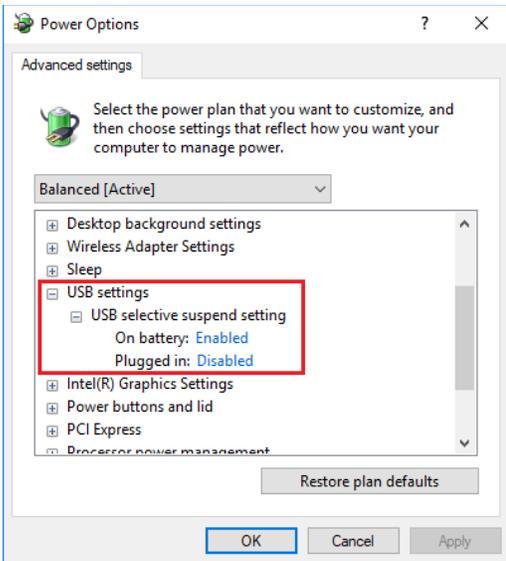
FIGURE 38 - ADVANCED SETTINGS

5. In the Device Manager, right-click each **USB Root Hub** to access their **Properties**, as shown below.
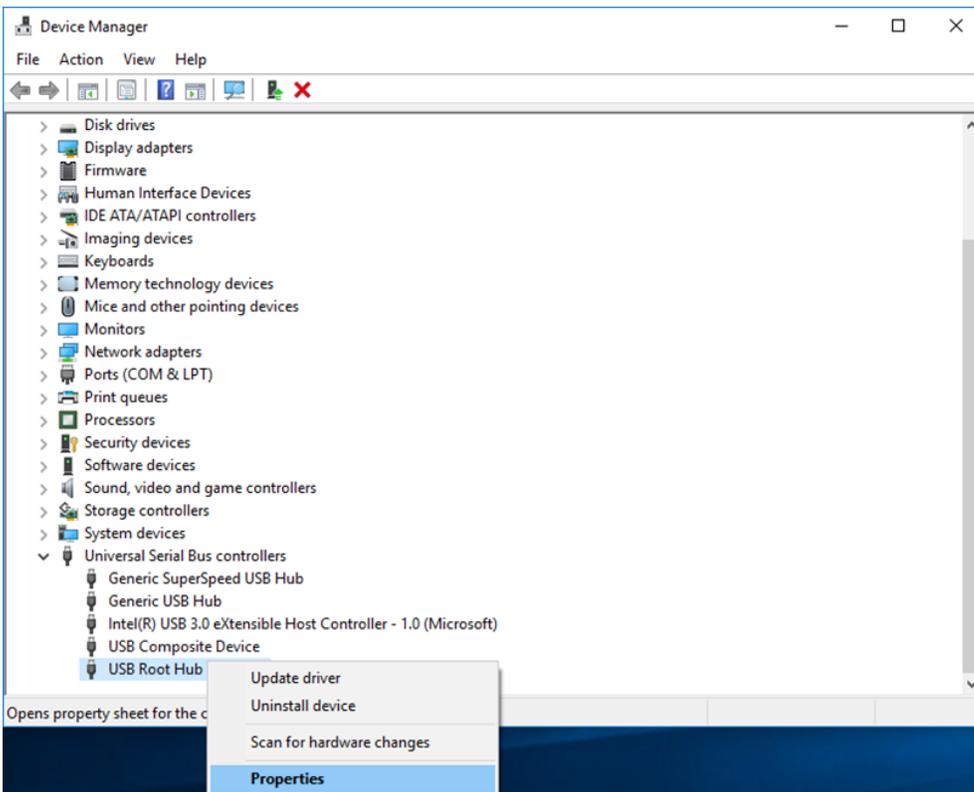
FIGURE 39 - DEVICE MANAGER

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**.
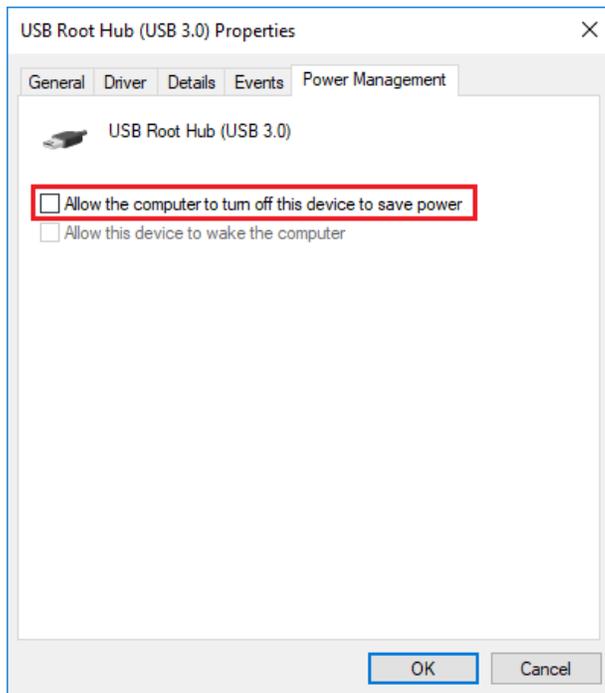
FIGURE 40 - USB ROOT HUB PROPERTIES

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.
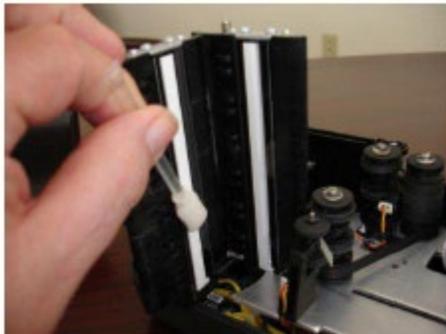
FIGURE 41 - CLEANING CONTACT IMAGE SENSORS

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.
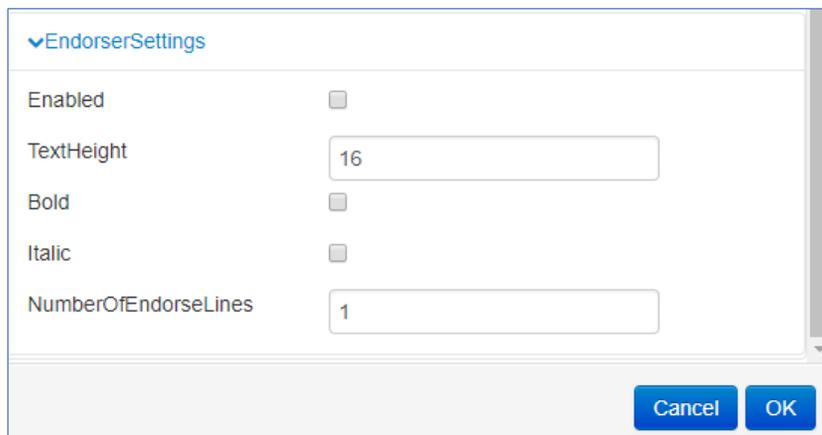
FIGURE 42 - ENDORSER SETTINGS

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.