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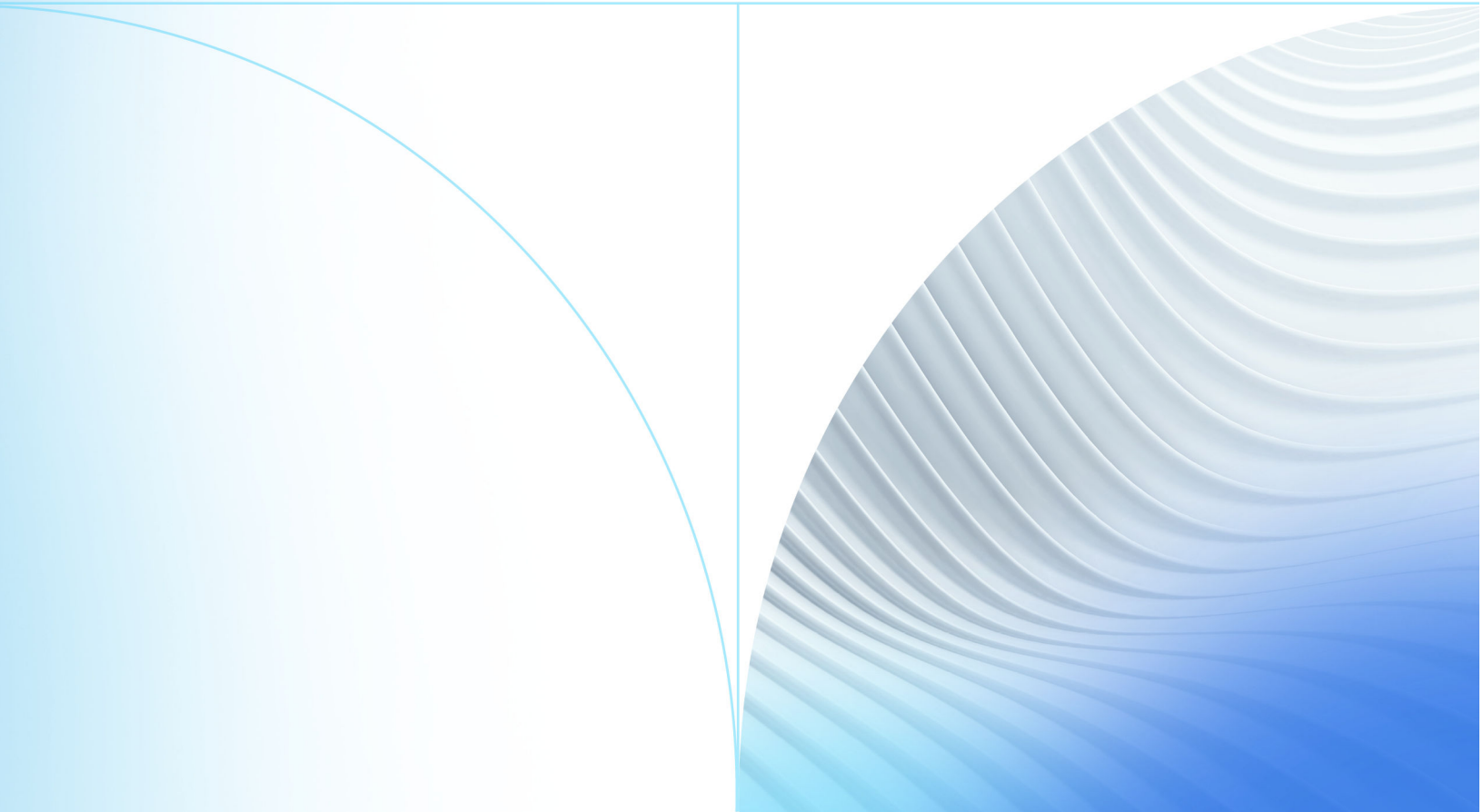
Business RDC - Desktop™

bRDC Device Control Management

Installation and Troubleshooting

04/24/2025



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bRDC Device Control Management

Device Control is a web application that allows appropriately permissioned bRDC (Ensenta Business RDC) end users to download and install scanner drivers for EPS Ensenta-supported high-speed scanners. This document serves as a manual for the Device Control setup and scanner driver installation, as well as a troubleshooting guide for Device Control.

System Requirements and Supported Scanner Models

Your system must be equipped with the correct driver and certificate before you begin using bRDC. This ensures that your check scanner can access the web application. Contact your EPS Ensenta Support representative for driver and certificate information.

Scanner support is provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft® Windows® on a certified platform using a local user account profile. Unsupported platforms include servers, virtual machines (e.g., Parallels®, VMware®), point-of-sale devices, tablets, environments where files are not written to a local hard drive, or Windows® PCs with ARM processors.

Refer to *Ensenta System Requirements* for a list of certified browsers and operating systems.

The following scanners support this application's features.

> **NOTE**
> Models listed as *Legacy Products* are no longer tested or certified for use with the applications.

Scanner	Model Supported
Digital Check	CheXpress® CX30 TellerScan® TS240 *Legacy Products* TellerScan® TS230
Digital Check (Unisys® Burroughs)	SmartSource® Professional SmartSource® Professional Elite SmartSource® Merchant Elite

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Scanner	Model Supported
	SmartSource® Micro Elite
Epson®	CaptureOne™ TM-S1000
Panini®	I:Deal® Vision X® *Legacy Products* MyVision X™
Canon®	imageFORMULA CR-L1 imageFORMULA CR-120 imageFORMULA CR-150 imageFORMULA CR-190i II *Legacy Products* imageFORMULA CR-25 imageFORMULA CR-50 imageFORMULA CR-55 imageFORMULA CR-80 imageFORMULA CR-135i imageFORMULA CR-180 imageFORMULA CR-190i

Using the bRDC Desktop Application

Contact your EPS Ensenta support representative to allow you to download Device Control from the bRDC desktop application. Only users with the appropriate permissions can download and use the service.

1. Log in to the bRDC desktop application to confirm the activation of Device Control.

bRDC Login Page

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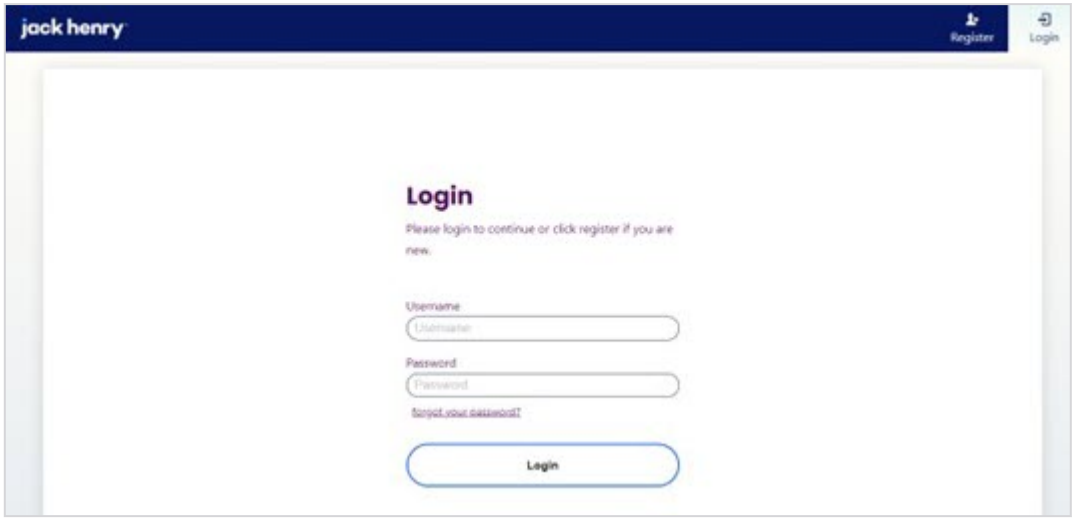
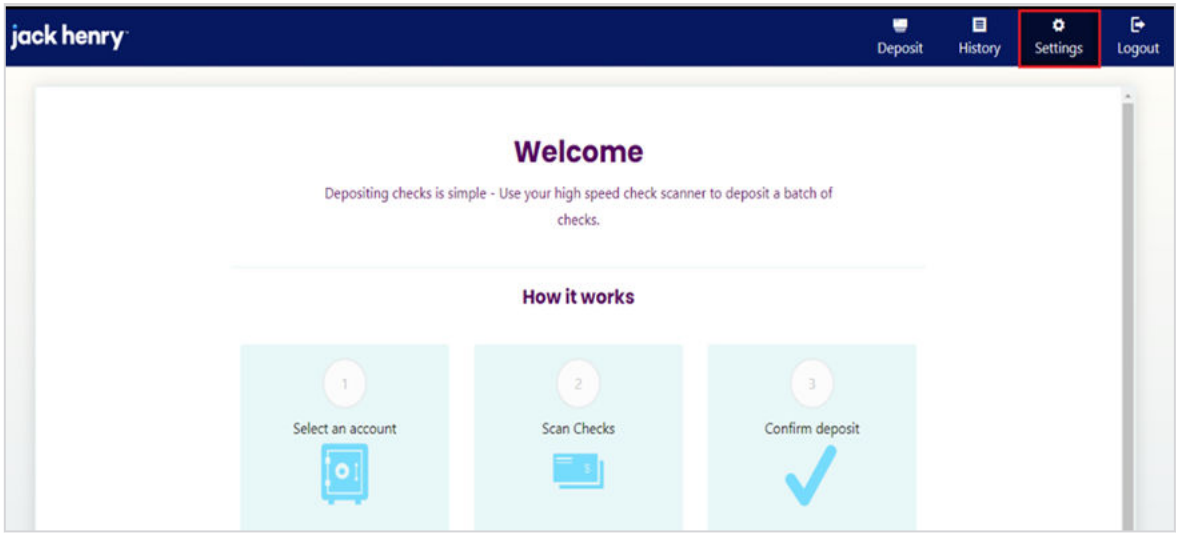


2. Click **Settings** (gear icon) in the top-right corner of the *Welcome* page.

Welcome Page



3. In the *Scanner Settings* section, ensure that Scanner Device Control is activated.

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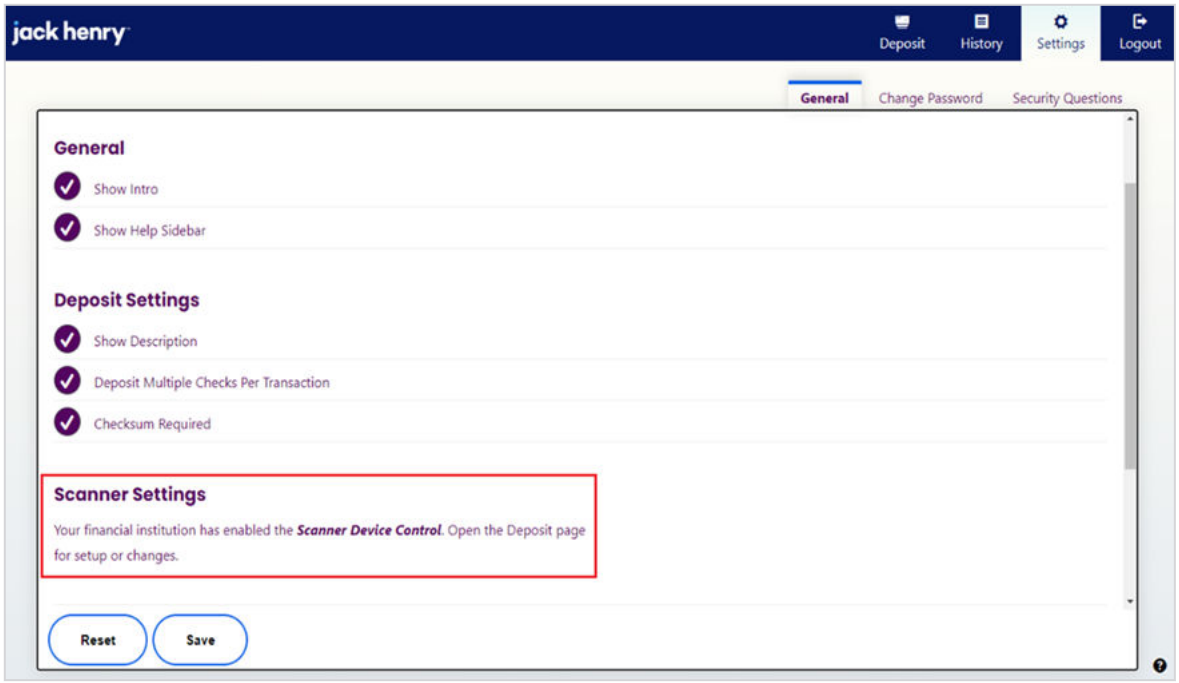
Contact your EPS Ensenta Support representative about applicable *General Settings*.

bRDC Scanner Settings Message



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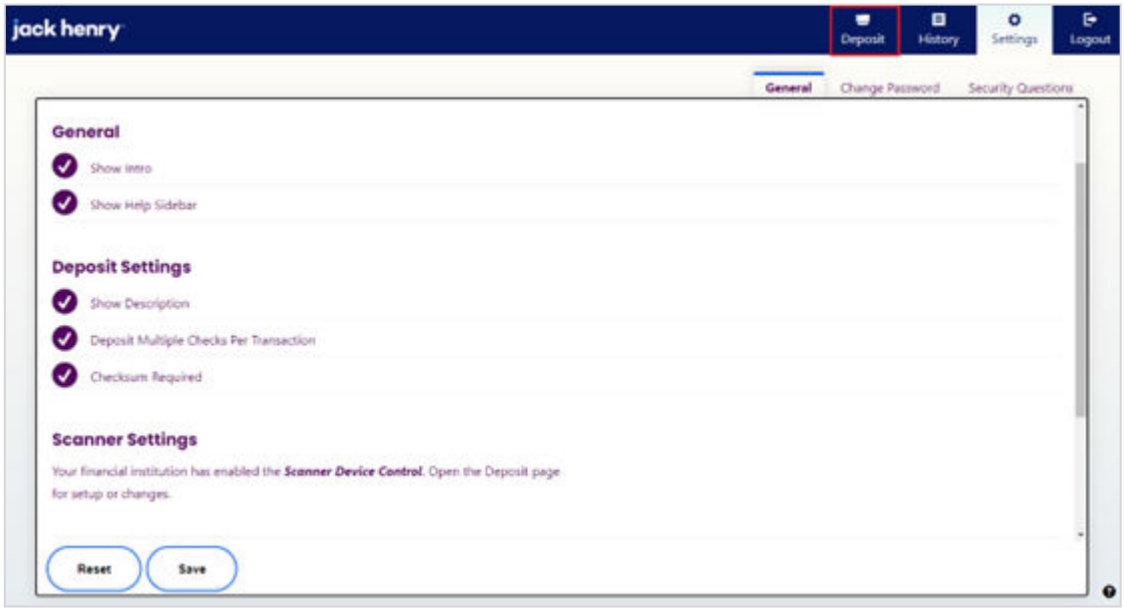
Installing Device Control

Device Control is a separate, executable program that is downloaded through the browser and run on the desktop. Device Control needs to be installed before you can begin making deposits.

1. Click **Deposit** in the top-right corner.

bRDC Deposit Tab



   The *Terms of Service* page appears.

2. Scroll to the bottom of the page and then click **Accept**.

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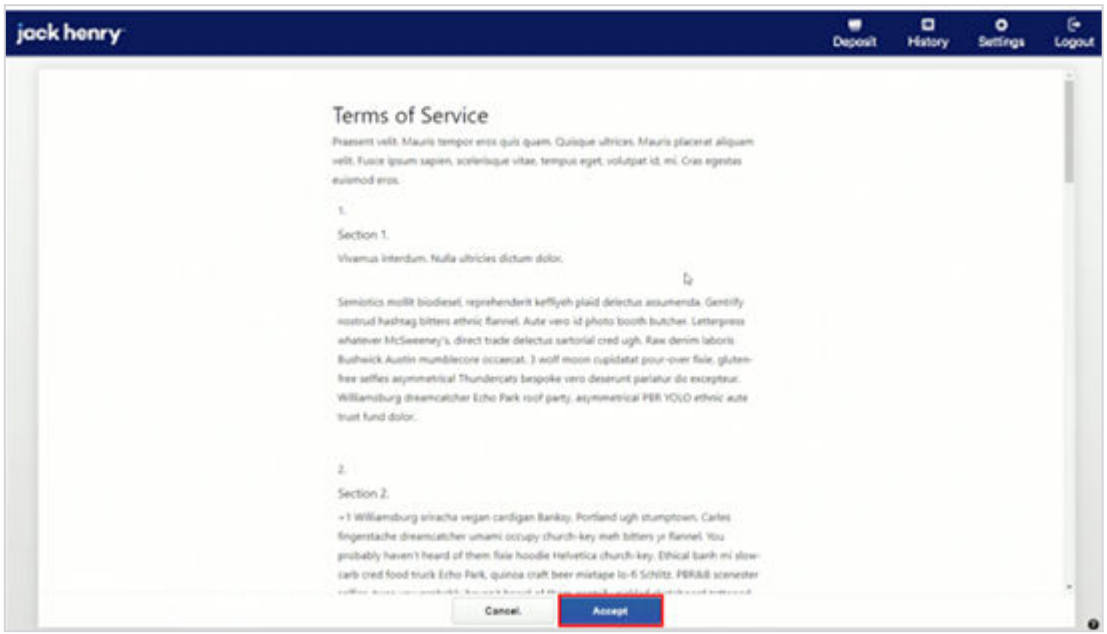
Terms of Service are configurable and may not be available to all users.

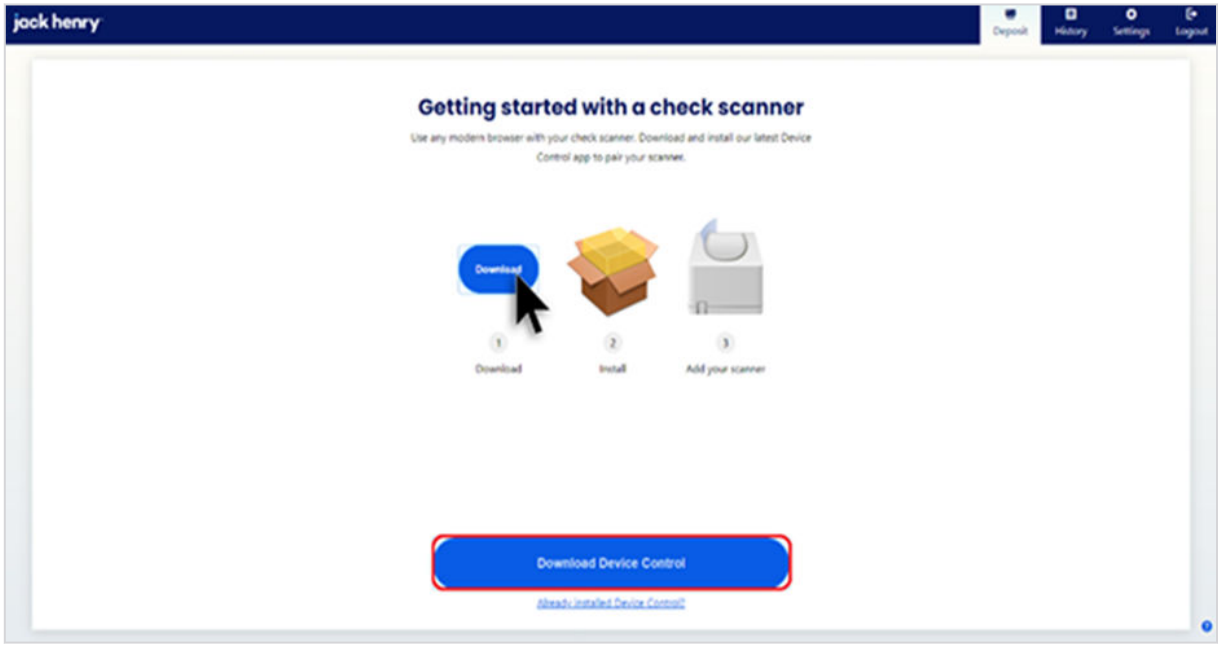
bRDC Terms of Service



The *Getting Started* page appears.

3. Click **Download Device Control**.

bRDC Download Device Control



The Device Control application downloads.

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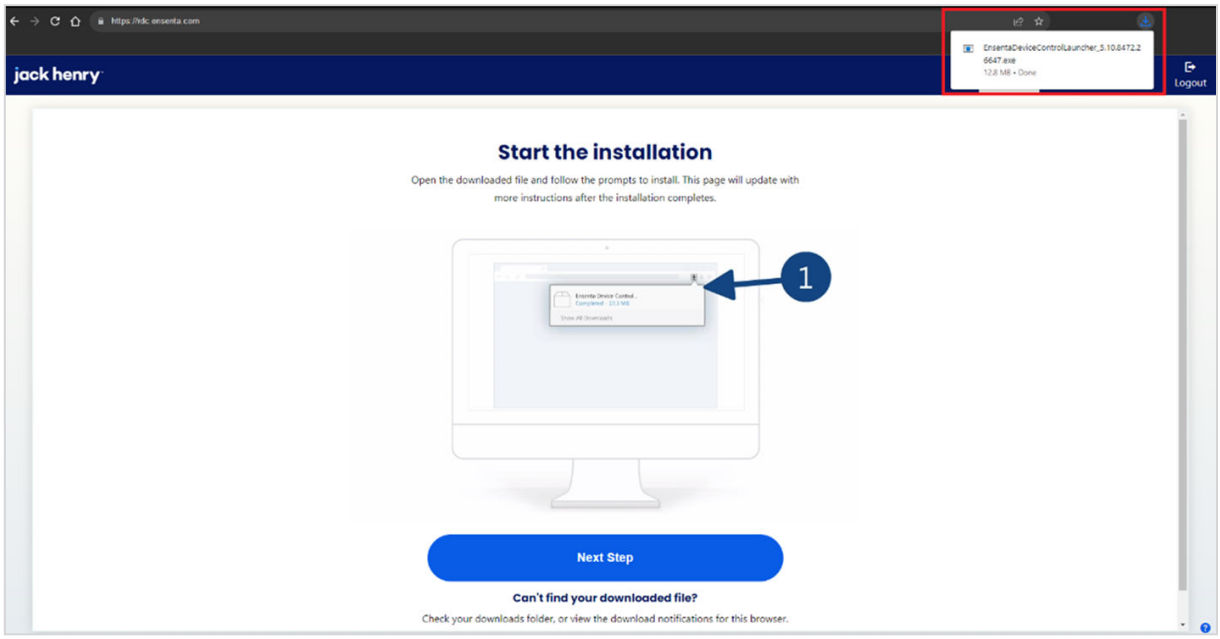
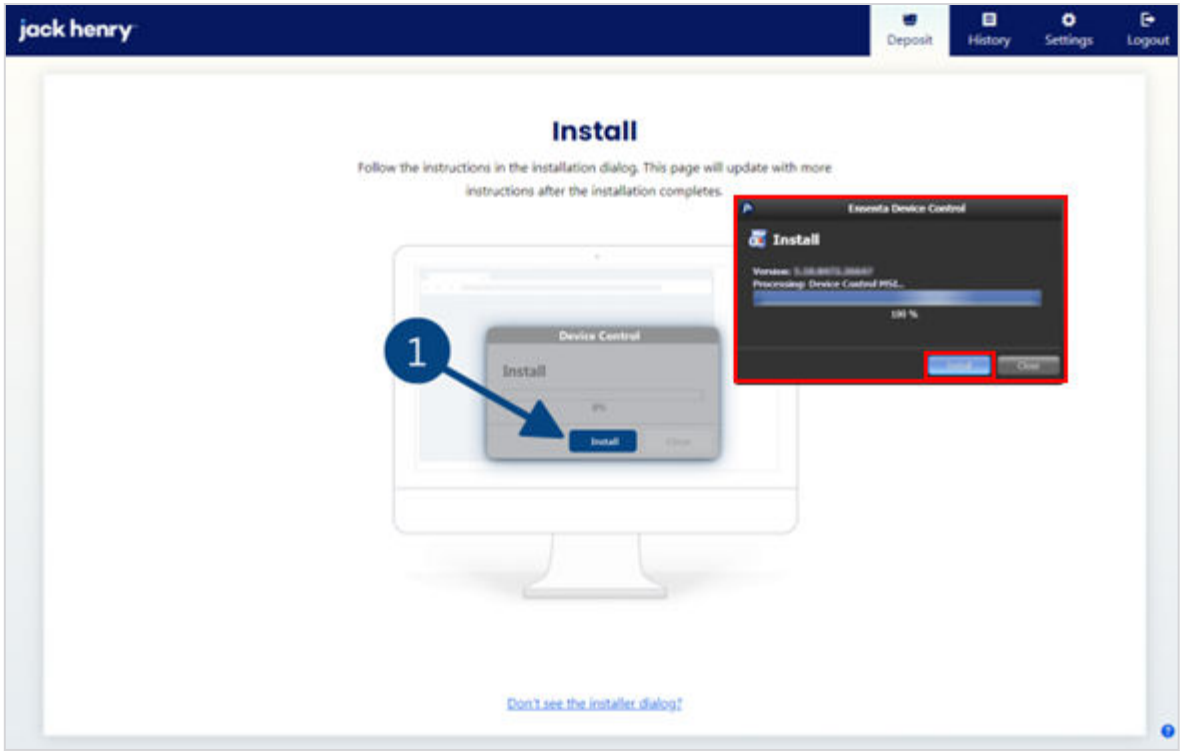
4. Double-click the downloaded file to begin running the Device Control Installer.

Downloading Device Control



5. Click **Install**.

Installing the Device Control Driver



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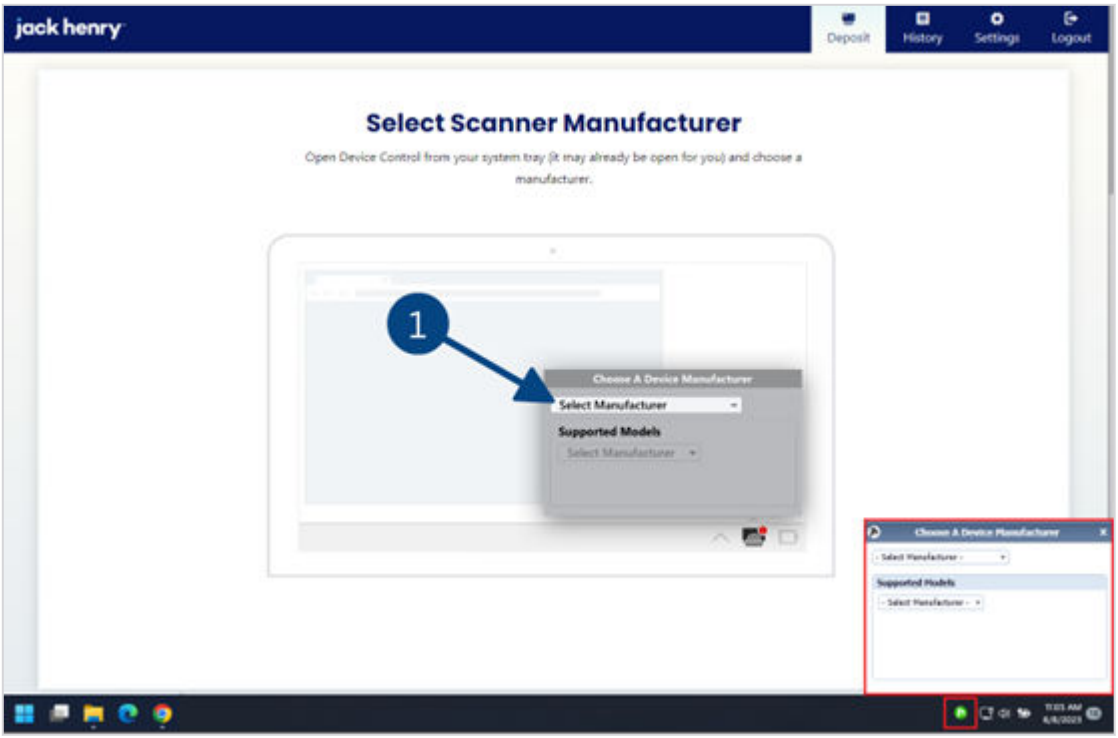
Once installed, the Device Control application launches and appears in the application tray in the lower-right corner of your screen.

Device Control Launch



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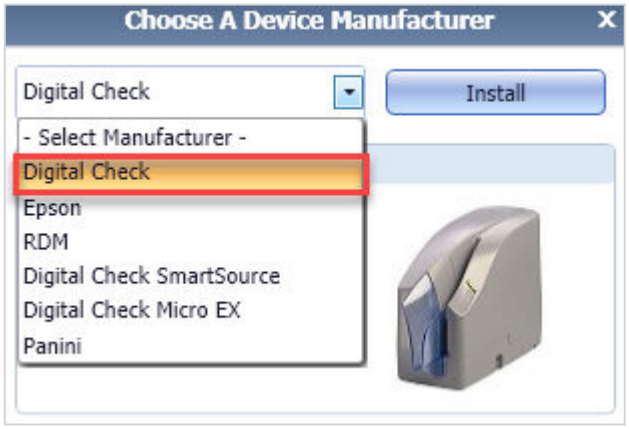
Downloading and Installing Scanner Drivers

You are prompted to select a scanner manufacturer to install the appropriate driver for the scanner device.

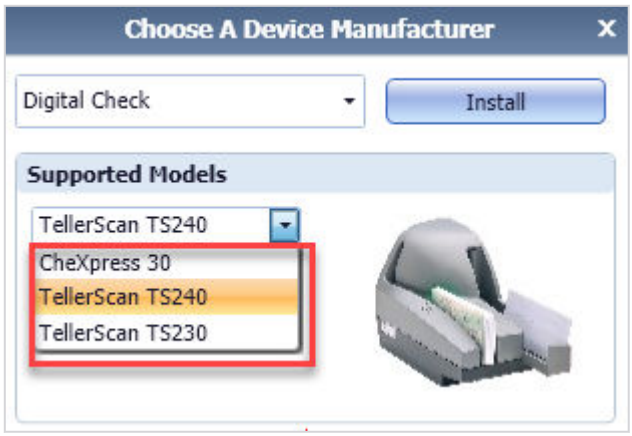
1. Click the **Select Manufacturer** drop-down arrow to choose the appropriate scanner manufacturer.

Select Manufacturer Drop-Down List



2. Click the **Supported Models** drop-down arrow to choose the appropriate scanner model.

Supported Scanner Model List



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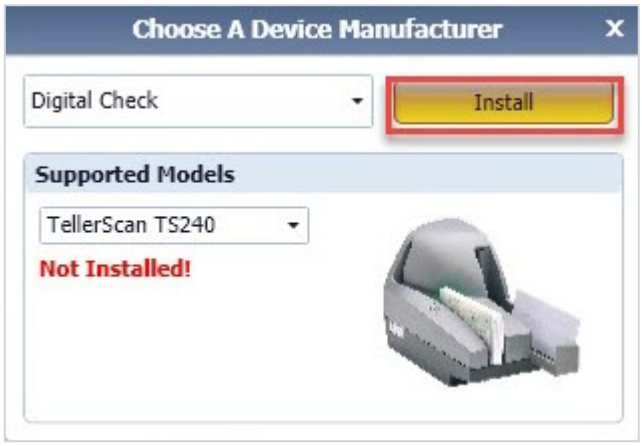
3. Click **Install**.

Device Control Install Button



The *Add/Remove Devices* window appears.

4. Choose the scanner that you want to add.

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5. Click **Install**.

Device Control Installer

The *Install Wizard* appears.

6. Disconnect the scanner's USB or power cable from your computer.

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7. Click **Next** when prompted by the *Install Wizard* to download and install the scanner driver.

Add/Remove Devices Screen

> **NOTE**
> The driver takes several minutes to install.

The *Install Wizard* displays the *Install Done* prompt.

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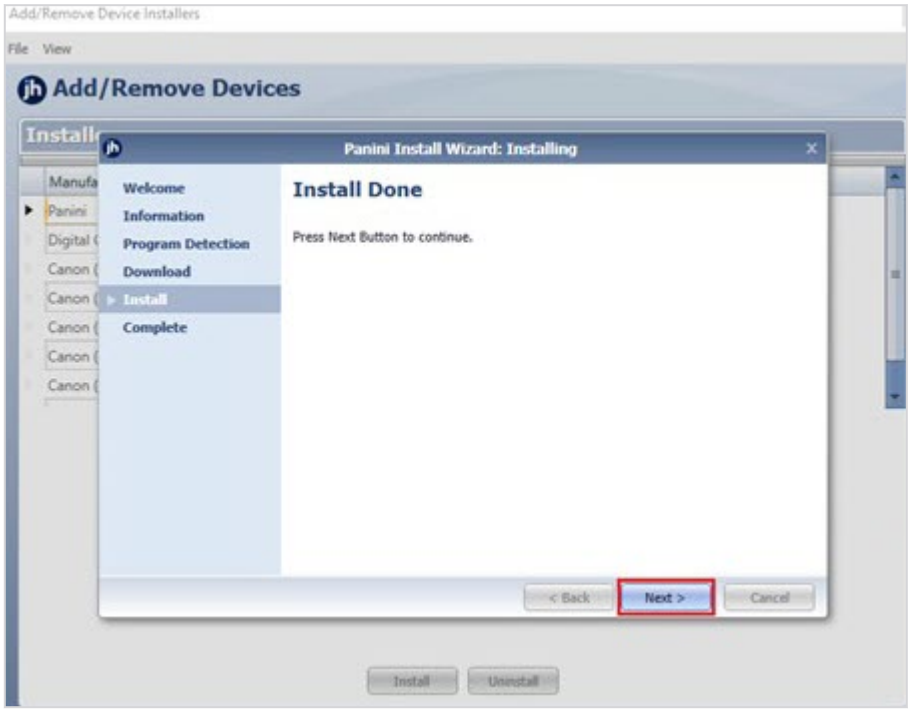
8. Click **Next** to continue.

Installation Complete



9. Connect the scanner to your computer after the *Install Wizard* has been completed.

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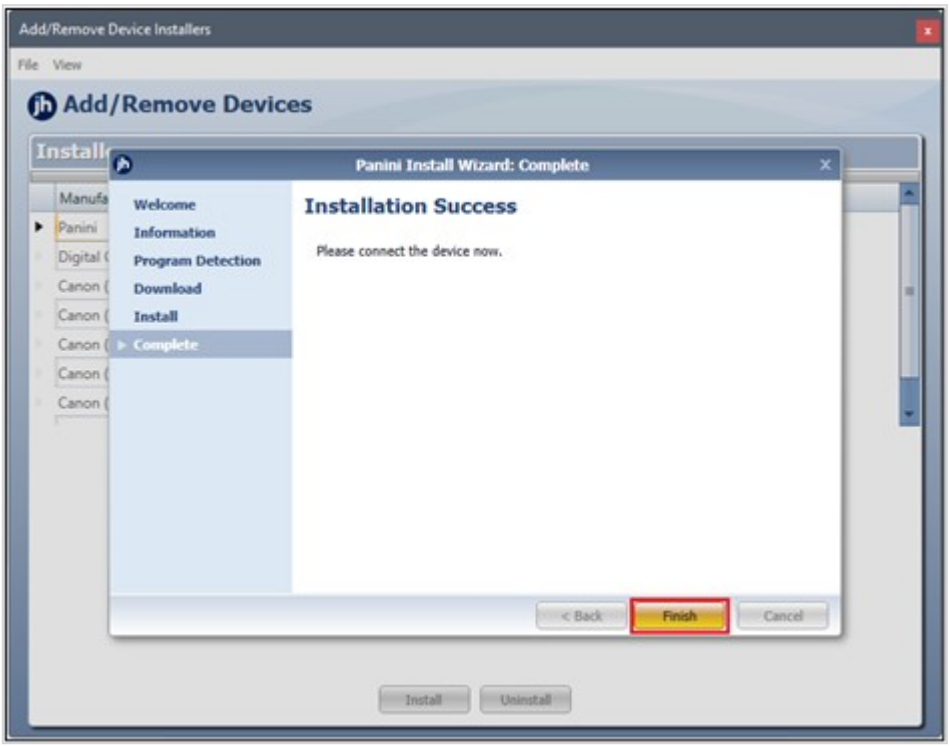
10. Click **Finish**.

Successful Installation Window



The scanner is now installed.

11. Close the *Add/Remove Devices* window.
    Device Control minimizes to the application tray and automatically connect to the scanner, enabling you to scan checks. The message Device Control connected and ready to scan appears when Device Control has successfully connected to the scanner. You are now able to deposit a check.

Troubleshooting

Troubleshooting a scanner involves identifying and resolving issues that prevent the scanner from working correctly.

Device Control Status Indicators

The color of the Device Control icon indicates the application status.

Green

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A green status indicator means the Device Control is online.

Green Device Control Icon

Blue

A blue status indicator means the Device Control is attempting to connect to the scanner.

Blue Device Control Icon

Yellow

A yellow status indicator means the Device Control is connected to the scanner and ready to scan.

Yellow Device Control Icon

Red

A red status indicator means there is a device error. An error message appears on your desktop with instructions to remedy the issue.

Red Device Control Icon

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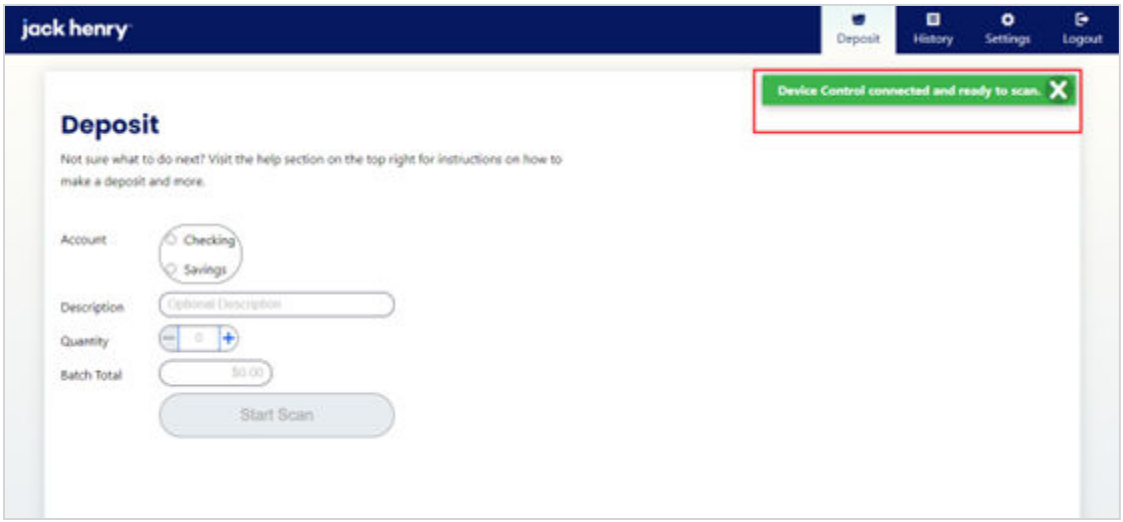
Connections Issues

Follow the warning message instructions, ensure that the power and USB cables are securely connected, and then click **Reconnect**.

The scanner should reconnect with the Device Control.

Scanner Successfully Reconnected



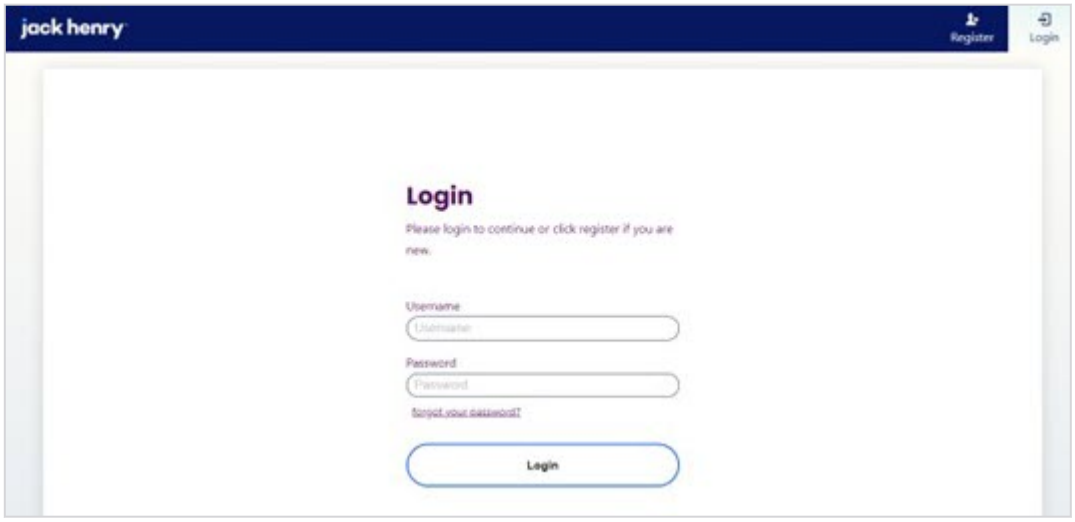
Fixing Device Control Not Running

Once installed, Device Control runs on the computer and launches on Windows® startup, even after the PC is rebooted.

In the event that the application fails to start, follow the steps below.

1. Log out of bRDC desktop and then log in again.

bRDC Desktop Login



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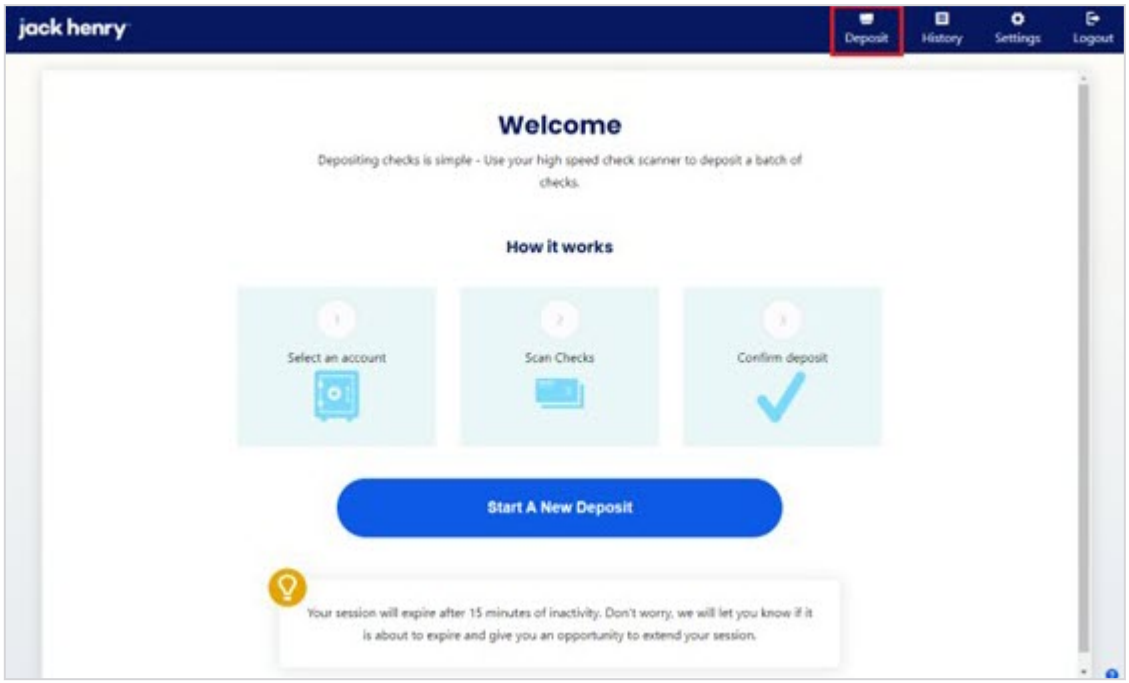
2. Click **Deposit**.

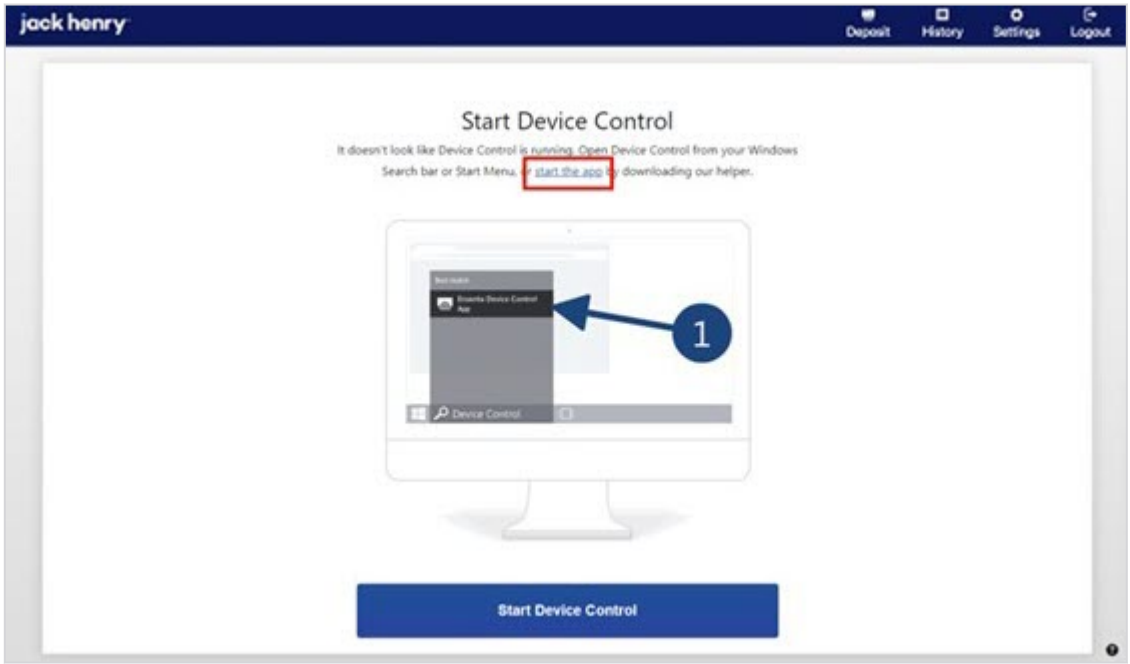
bRDC Deposit Page



A message appears with instructions to restart Device Control.

3. Click **Start the App** or download and relaunch Device Control.

Starting Device Control



4. Follow the prompts, and then click **Start Device Control**.

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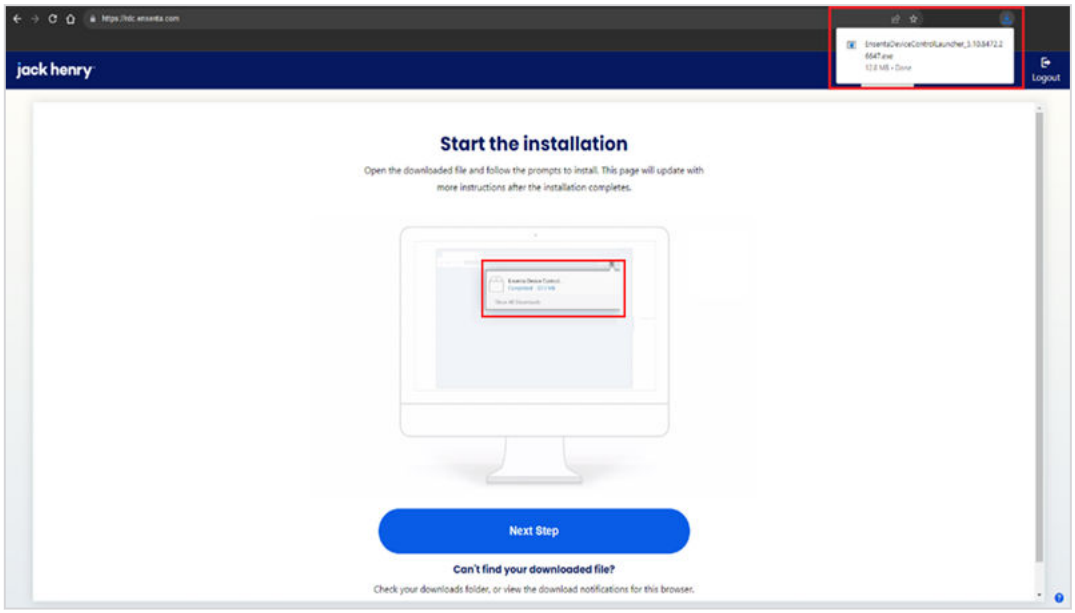
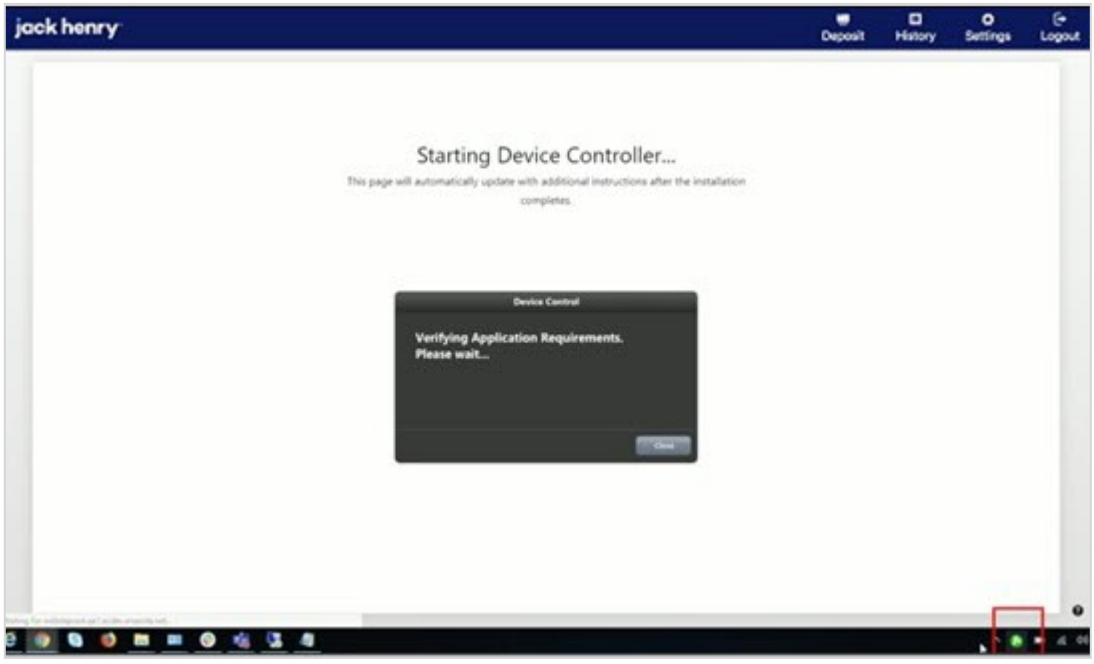
5. Click the **EnsentaDeviceCon...exe** download to launch Device Control.

Launch Downloaded File



Device Control relaunches on your computer. The green Device Control icon appears in the application tray when connected.

Green Device Control Icon



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Ensenta bRDC Additional Resources

For more troubleshooting suggestions, see the *RDC & RDS Hardware Troubleshooting Guide* available from the *Resources* page in JHA SmartPay Manager, or refer to your scanner's user manual.

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