



**Enterprise Payment Solutions (EPS)**

Ensenta Business RDC – Desktop™

September 2023

# **EPS Ensenta Ranger® Driver Installation and Troubleshooting Guide**

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# Introduction

The EPS Ensenta Business RDC (bRDC) service is a revolutionary product that blends the convenience of remote deposit with the functionality and security of new check scanner technology. With Ensenta bRDC, you can now deposit directly into a business account within minutes. Ensenta bRDC also offers the ability to review current and previous check deposits for added security.

You must have a supported scanner type along with the associated software to use bRDC. This document provides the necessary details for scanner setup and testing.

After reading this document, you will know how to:

- Install the check scanner.
- Validate the check scanner is installed properly.
- Troubleshoot common scanner issues.

## Setting Up Your System

You will need to equip your system with the correct check scanner driver or certificate before using bRDC. This ensures that your check scanner can access the web application.

## System Requirements – Ranger Transport Application Programming Interface (API) Driver

The Ranger API driver software is compatible with any PC that meets the requirements of the underlying scanner interface. For example, when using Ranger with a Panini® mI:Deal®, the hardware and software requirements for Ranger are the same as for the Panini mI:Deal.

Supported system requirements include:

- Operating system (OS) – Microsoft® Windows® 10
- Browser – Microsoft Internet Explorer® 11

## Scanner Support Matrix

The table below provides details regarding scanners that are supported for use with the Ranger driver.

Scanner Support Matrix for the Ranger Driver			
Scanner Model	Feed Type	Supported OS	Supported Browsers
Canon® CR-25	Multi	Windows 10	Internet Explorer 11
Canon CR-50			
Canon CR-55			
Canon CR-80			
Canon CR-135i			
Canon CR-180			
Canon CR-190i			
Digital Check® TellerScan® 240 series	Single	Windows 10	Internet Explorer 11
Digital Check CheXpress®	Multi		
Panini ml:Deal series	Single	Windows 10	Internet Explorer 11
Panini My Vision X™ 100	Single		
Panini Vision X™ series	Multi		
Digital Check SmartSource® Professional	Single	Windows 10	Internet Explorer 11
Epson® CaptureOne™ (TM-S1000) series	Multi	Windows 10	Internet Explorer 11

## Scanner Driver Software and Certificates

To retrieve the required scanner driver software, contact Ensenta Support via email at [support@ensenta.com](mailto:support@ensenta.com). Be sure to include the scanner make and model within the email. The Ensenta Support team will send the required files for each scanner type.

# Installing Ranger Transport API

## Silver Bullet Ranger Driver

Review the sections of this guide for the appropriate scanner type:

- For Panini, Digital Check, and Epson scanners refer to the "Panini, Digital Check, and Epson Scanners – Acquire License and Driver" section in this guide.
- For Canon check scanner refer to the "Canon Scanner – Download Latest Driver" section of this guide.

## Panini, Digital Check, and Epson Scanners – Acquire License and Driver

The Panini, Digital Check, and Epson Ranger drivers require a Ranger driver license to be acquired separately and registered during the installation of the scanner (Canon scanners include the license within the Ranger driver itself).

The Ranger driver license can be purchased through check scanner hardware vendors who are partnered with Silver Bullet Technology, Inc. as resellers of the Ranger driver. If you do not work with a check scanner hardware vendor who is a reseller of the Ranger driver, visit <http://www.sbullet.com/partners.html> for a list of resellers, or contact your project manager and ask if they know of any recommended resellers.

Once you have acquired the Ranger driver license, contact Support for a copy of the Ranger driver for the Panini, Digital Check, or Epson scanner.

## Canon Scanner – Download Latest Driver

While you may have received a software compact disc (CD) with your scanner that includes the Ranger Transport API driver, we recommend that you download the latest Ranger driver directly from the Canon website at <https://www.usa.canon.com>.

Follow the steps below to download the latest driver.

1. Navigate to the Canon website at <https://www.usa.canon.com>.
2. In the *Search* box on the top right of the screen, enter the model of your Canon scanner and select the **Search** button.

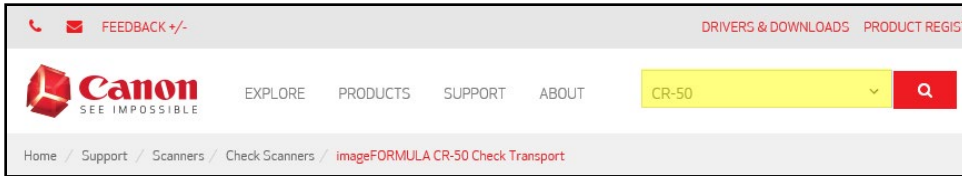


FIGURE 1: CANON USA WEBSITE SEARCH BOX

3. Select the **Drivers & Download** link.

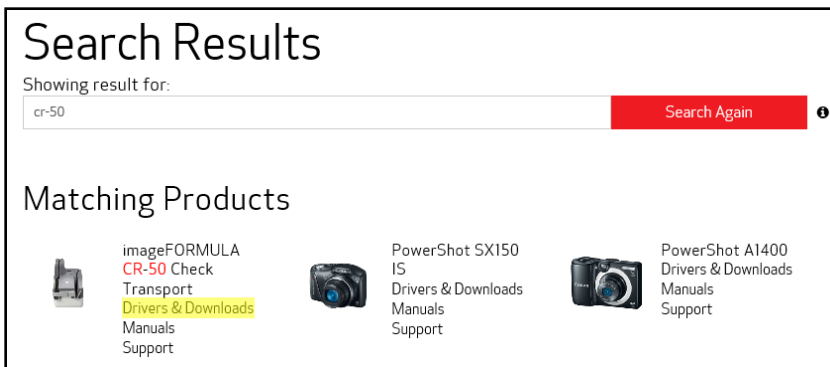


FIGURE 2: SEARCH RESULTS SHOWING DRIVERS & DOWNLOADS LINK

4. Select **Operating System**.
5. From the **Select OS Version** drop-down menu, select your operating system.
6. Select the **Drivers** tab.

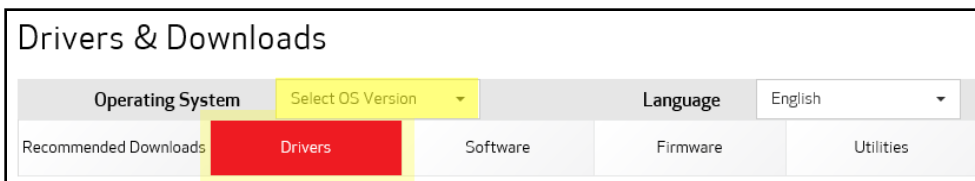


FIGURE 3: DRIVERS TAB

7. Under the *File Name* section, locate the option that includes “Ranger Driver” in the file name, and then choose the **Select** button.

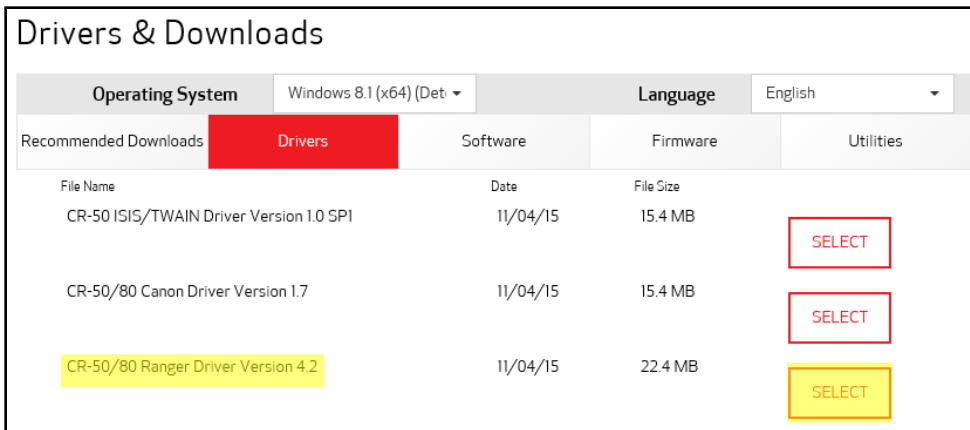


FIGURE 4: SELECT BUTTON ON DRIVERS TAB

- The file name expands. Read the terms of the Disclaimer, and then select the **Check Box** to agree to the terms and continue with the download. You are prompted to save the driver. We recommend that you select **Save As** and save the driver to a location on your computer that you will remember.

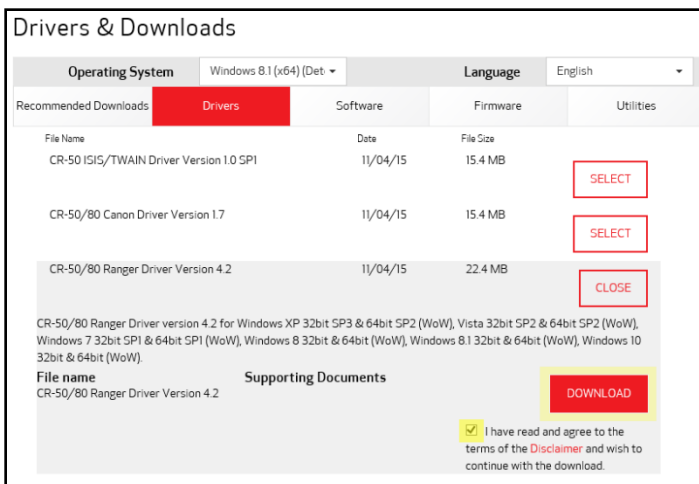


FIGURE 5: TERMS DISCLAIMER

**WARNING!** Do not install any drivers other than the Ranger driver. Installing other drivers in addition to the Ranger driver will likely result in an error when you attempt to run bRDC.

# Ranger Driver Installation

Follow the steps below to install the Ranger driver.

1. Ensure your scanner USB cable is not plugged into the PC.
2. Double-click the installation file that was previously downloaded.

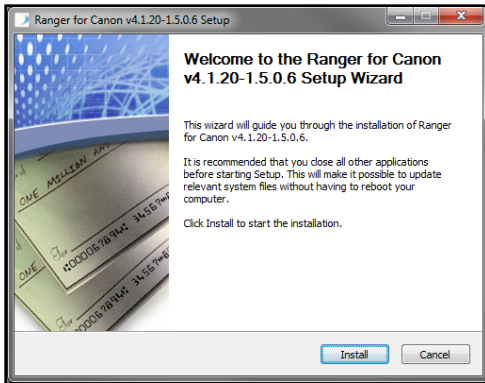


FIGURE 6: RANGER SOFTWARE INSTALLATION WINDOW

3. Select the **Install** button and the Ranger driver will be installed.
4. When complete, select **Finish**. Plug your scanner's USB cable into the PC.

If you do not see *Silver Bullet Technology* in your *Start Menu* or *Program* list, open Windows Explorer and navigate to the below, as applicable.

## Unlocking the Ranger Driver

As described in the "Panini, Digital Check, and Epson Scanner – Acquire License and Driver" section of this guide, you must first acquire a license for the Panini, Digital Check, or Epson Ranger driver. Once you have acquired the correct Ranger driver license, follow the steps below to register and unlock your scanner.

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**IMPORTANT:** The Ranger driver license is only valid for use with the computer that you register and unlock the scanner on. Make sure to follow these steps on the intended computer *only*; otherwise select **Defer Activation**, which allows you to use the scanner for a few days.

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1. Navigate to the Ranger Flex application, which will be located in the Silver Bullet folder in the applications list.
2. Right-click the **RangerFlex.exe** application, and then select **Run as Administrator**. You will be prompted with an *Unlock* screen.

3. On the *Unlock* screen, enter your Product Key (license) in the **Product Key** field (also known as a “License Key”). For example, 1234-5678-0000-abcd-9101-xyz1-a.

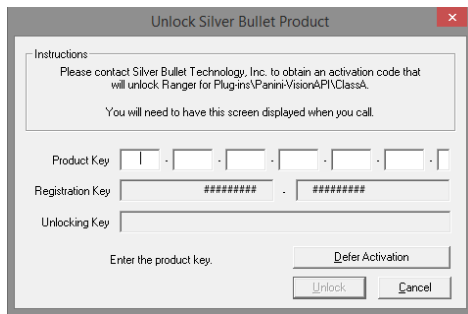


FIGURE 7: UNLOCK SCREEN

4. Navigate to <http://www.sbullet.com/activate/unlock.aspx>.
5. On this webpage, select the check box next to **I am running RangerFlex as administrator**, and then click **Next**.
6. Enter your Product Key (License Key) in the **License Key** field on the webpage and select **Next**.
7. Locate the *Registration Key* on the Ranger Flex application (second line) and enter it on the Silver Bullet site in the **Registration Key** field. Make sure to enter all characters correctly.
8. Select the **Generate Unlock Key** button on the Silver Bullet unlock webpage. You will be given an **Unlock Key** to use in the Ranger Flex application.
9. Enter the **Unlock Key** from the Silver Bullet site in the **Unlocking Key** field in the Ranger Flex application (third line).

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**IMPORTANT:** This code must be entered the same date that it is issued by the website (unlocking site to unlock the software).

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10. Click the **Unlock** button in the Ranger Flex application. The unlocking process will complete.
11. Continue with the test installation in the next section.

If you have any issues with the unlocking process, contact Silver Bullet Technology, Inc. Technical Support at (850) 437-5880, Monday through Friday during the hours of 8:00 a.m.–5:00 p.m. CST.

## Test Installation

Prior to running bRDC, use the below steps to test and ensure the Ranger driver and scanner driver installed correctly.

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**NOTE:** If you have a Panini, Digital Check, or Epson scanner, you must first register/unlock the scanner. See the "Unlocking the Ranger Driver" section of this guide for details.

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1. Plug the power adapter into the scanner.
2. Plug the scanner into a USB port on your computer.
3. Launch the Ranger Flex application.
4. If there are no issues with the scanner, proceed with making a test scan. Click the **Start Feeding** button.

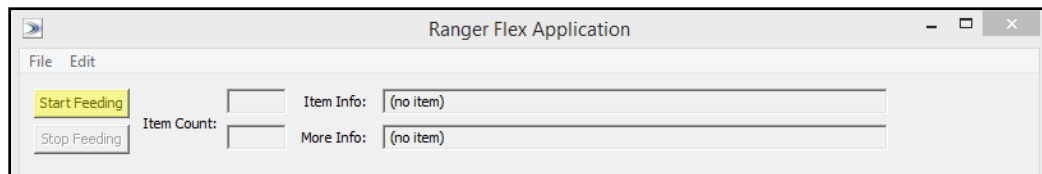


FIGURE 8: START FEEDING BUTTON

5. Once you have successfully scanned a check, click the **Stop Feeding** button and close the application.

If you can successfully scan a check within the Ranger Flex application, the installation of the check scanner is complete. You can proceed with completing a deposit through bRDC. If you are unable to scan a check within the Ranger Flex application, please see "Troubleshooting" section of this guide.

# Troubleshooting

## Check Scanner Issue

If you receive the error message *The transport is dead.* when you launch the Ranger Flex test application, confirm the scanner is plugged into the computer and the power is turned on. Also, verify the PC detects the scanner. If you continue to receive this message, review the below information and the "Uninstall and Reinstall the Ranger Driver" section of this guide.

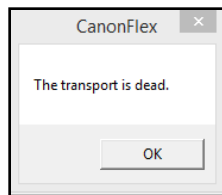


FIGURE 9: RANGER V.2 ERROR MESSAGE

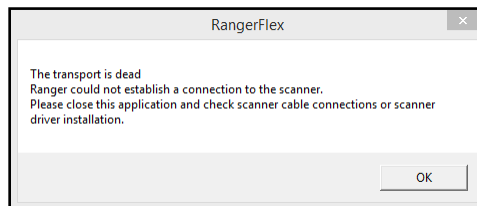


FIGURE 10: RANGER V.4+ ERROR MESSAGE

If your scanner fails to work within the Ranger Flex application, verify the below items.

- Verify that the scanner's power cable is plugged in, and the scanner is turned on.
  - There is a power switch on the back of the check scanner. If turned on, the power light indicator illuminates.
- Validate the USB port on the computer is functional.
  - If your scanner fails to work within the Ranger Flex application, confirm that the USB port used for the scanner is functioning properly by plugging a different USB device into that port. Also, you can try using another USB port.
- The issue may be the USB cable itself. Verify that the USB cable is fully plugged into the scanner and into the USB port on the computer. If you have a different that works in another USB device, try using that cable instead.

## Uninstall and Reinstall the Ranger Driver

If your scanner fails to work within the Ranger Flex application, uninstall and reinstall the Ranger driver using the steps below.

1. In **Search** on the taskbar, enter **Control Panel** to navigate to the *Control Panel*.
2. From those results, select **Programs | Programs and Features**.
3. Select **Uninstall a program**.
4. Depending on the installed Ranger driver version (v.2 or v.4+), you may have one or two items to uninstall.

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**NOTE:** Depending on the installed Ranger driver version (v.2 or v.4+), you may have one or two items to uninstall.

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- a. For the *Ranger v.2*:
  - i. Select the **Ranger** entry name for the applicable scanner model.
  - ii. Select **Uninstall/Change**.
- b. For the *Ranger v.4+*:
  - i. Select the **Ranger** entry name, and then click the **Change/Remove** button.
  - ii. Click the entry **Ranger plug-in: [scanner model]**, and then click the **Change/Remove** button.

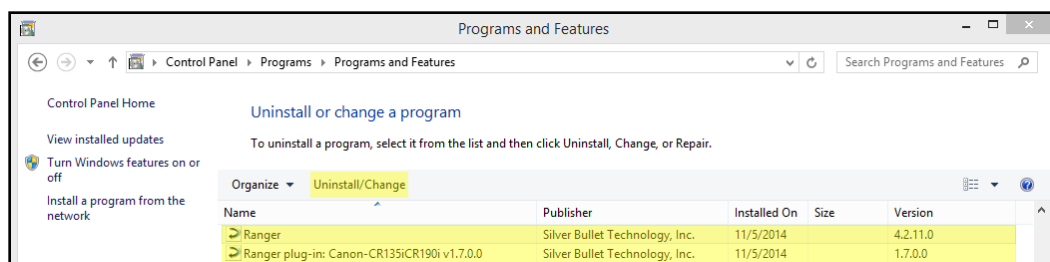


FIGURE 11: RANGER DRIVER INTERFACE

5. Reinstall the Ranger driver and follow the test installation process again.

If your scanner continues to fail after uninstalling and reinstalling the Ranger Transport API driver, contact your scanner manufacturer's support center.