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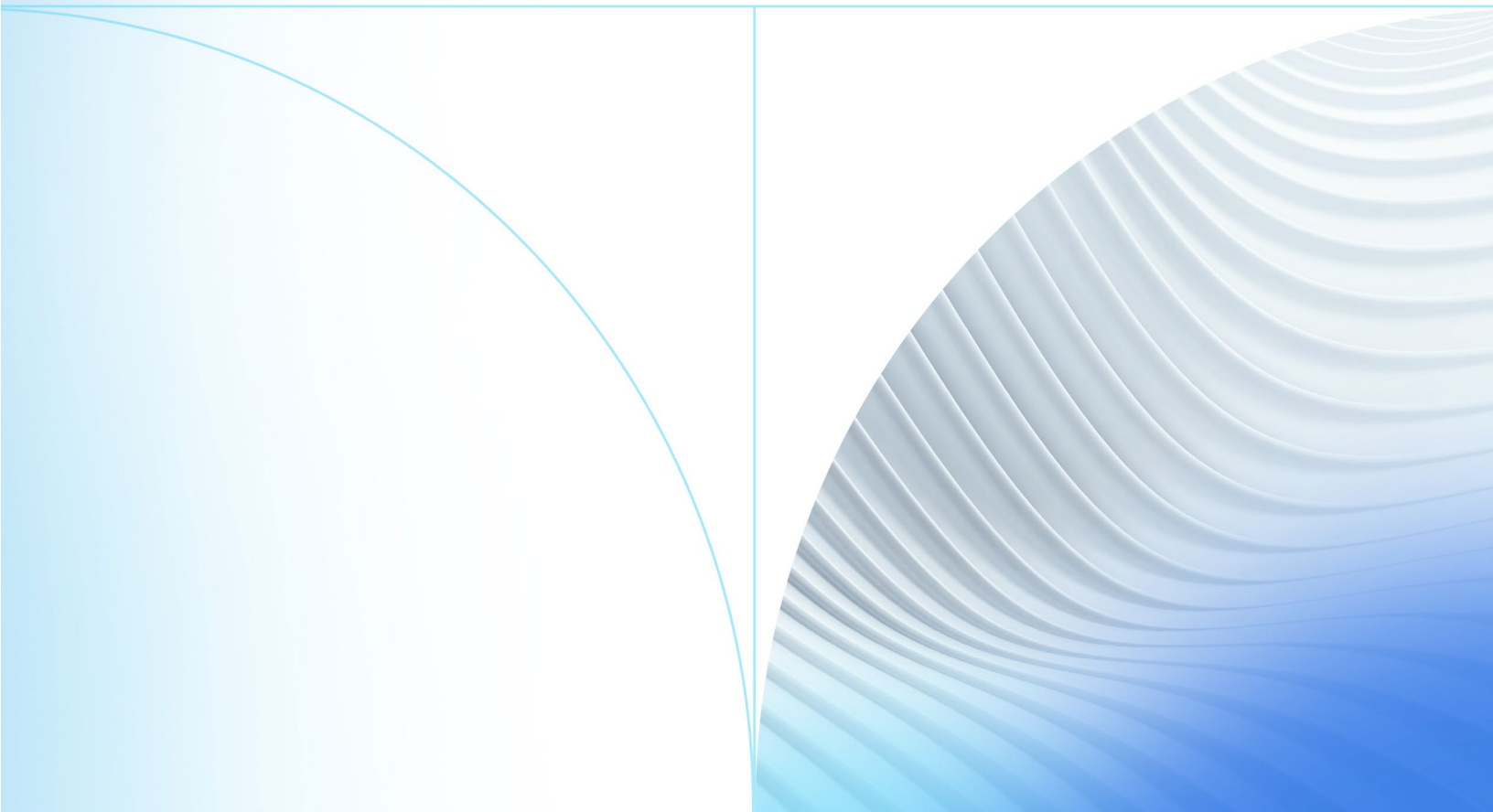
**Enterprise Payment Solution (EPS)**

Scanner Installation Support

January 2024

# **Panini® and Digital Check® Direct Integration**

Installation and Troubleshooting Guide



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## Overview

The Panini Everest Engine and Digital Check AJAX API are two Windows® services that work in tandem with respective check scanner drivers when used with the EPS Ensenta RDC platform. This installation and troubleshooting guide serves as a resource for financial institution (FI) administrators to install/uninstall scanner software, test, diagnose, and correct any technical issues that may arise with the Panini and Digital Check scanners.

## Browser Compatibility

Scanner Model	Feed Type	Supported Browsers
Digital Check Digital Check Express TellerScan® 240-50 NJ	Multi	Supported browsers include the latest version and two prior versions.  Chrome™
Digital Check Express TellerScan® 240-75 NJ		
Panini Vision X® 1F	Single	
Panini Vision X 50	Multi	
Panini Vision X 75		
Panini Vision X 100		

## Hardware Requirements

Ensure that your computer meets the following system requirements:

- Operating System: Windows® 10 or greater
- RAM: 4 GB or greater
- CPU: Dual Core or greater
- Internet: Broadband connection 3 Mbps or greater

# Installing Panini Engine Driver

The Panini Everest Engine is a Windows service driver that enables the use of Panini Vision X on the Ensenta Business RDC Desktop™ (bRDC) platform. Once you have received the files for your scanner, download and save the .exe file to your desktop.

## Panini Engine Driver Setup

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**IMPORTANT!** Ensure that the scanner is not plugged into your computer prior to installation.

---

1. Select the Panini logo on your desktop to launch the Panini Everest Engine Setup installer.



FIGURE 1: PANINI EVEREST ENGINE SETUP

2. Read the License Agreement and then select **I accept the terms of the license agreement**. Select **Next**.

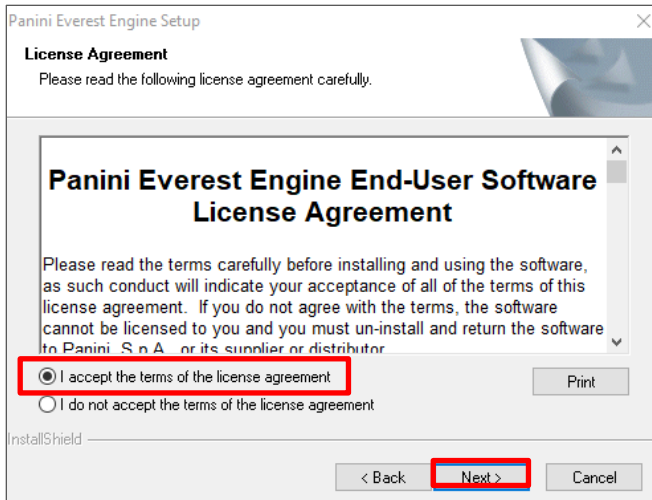


FIGURE 2: PANINI LICENSE AGREEMENT

3. Choose **Complete** as the setup type. Select **Next**.

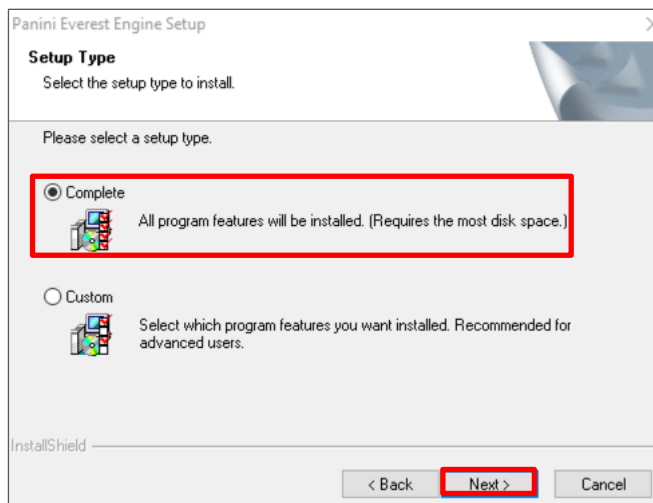


FIGURE 3: SETUP TYPE

4. Select **Finish** to complete the setup.

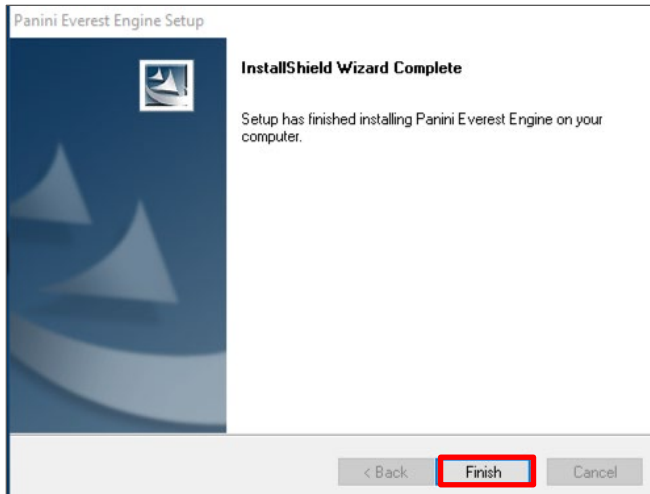


FIGURE 4: SETUP COMPLETE

5. Launch the Panini Everest Engine application by selecting the **Panini Everest Engine** logo on your desktop.



FIGURE 5: PANINI LOGO

6. The Panini test application page appears. The *Engine Status* should read *Available for Connection*.
7. Select **Connect**.



FIGURE 6: CONNECT BUTTON



Depending on your PC, the connection time may vary between 30 seconds and one minute.



FIGURE 7: WELCOME SCREEN

Scanners only operate with one driver, so any attempt to connect to a scanner already in use prompts an override code to proceed. See [Uninstall Panini](#) for general steps on how to uninstall drivers (steps and file names may vary depending on the other drivers that have been previously installed on your PC).

The scanner makes a sound as it connects to the Panini Everest Engine before the *Welcome* screen appears.

8. Select **Disconnect** and close the browser tab for the Panini Everest Engine.



FIGURE 8: DISCONNECT

## Connecting Panini Scanner to Business Remote Deposit Complete (bRDC) Web Platform

1. Log in to your online banking platform and access the deposit feature. Depending on your configuration, you may not see the login screen. Rather, you may be directed immediately to the *Welcome* screen shown in Step 2.

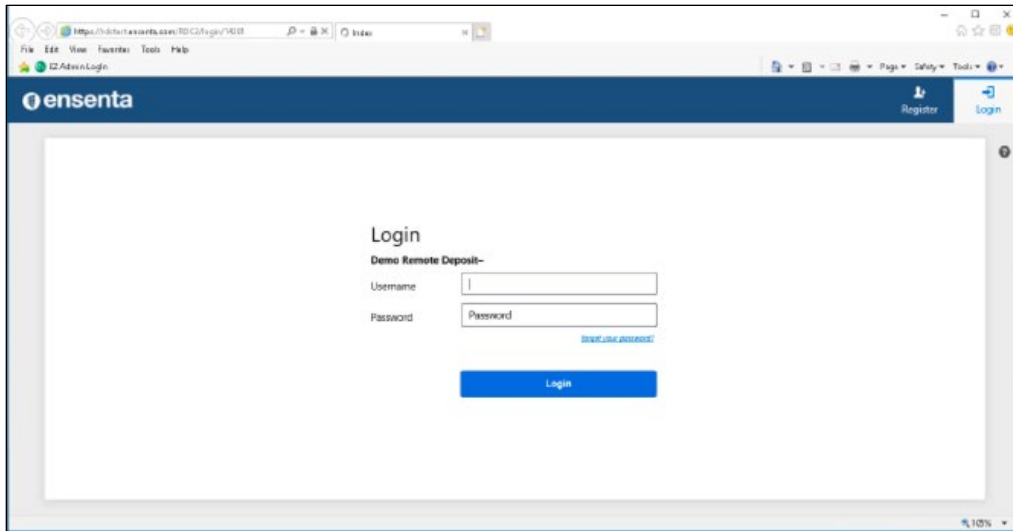


FIGURE 9: LOGIN SCREEN

2. Select **Settings** in the top right corner of the page.

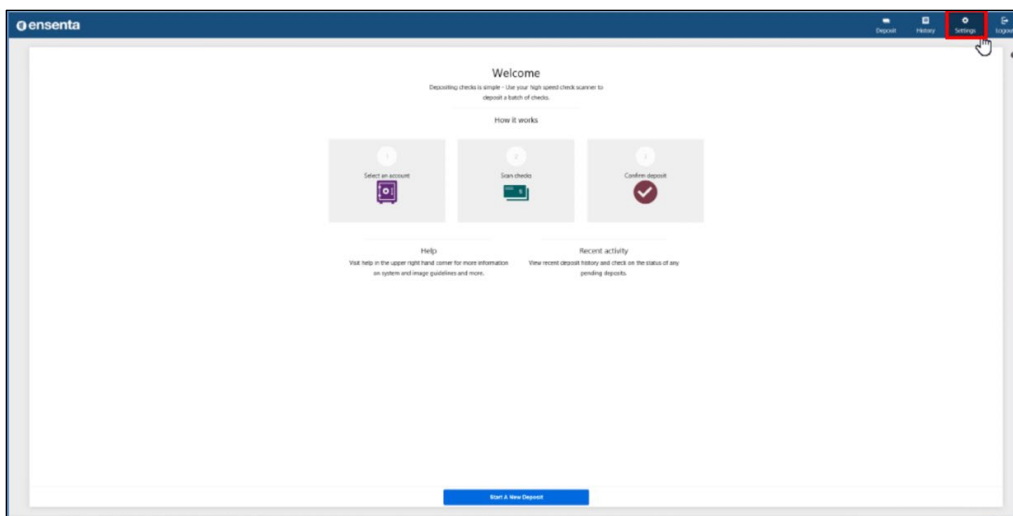


FIGURE 10: SETTINGS

3. In the *General Settings* section, ensure that **Use Check Scanner** is set to **Yes**. (Depending on your configuration, your options may be different.)

**General settings**

Show description	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
Show Intro	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
Show help sidebar	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
<b>Use Check Scanner</b>	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
Show batch total	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>

FIGURE 11: GENERAL SETTINGS

4. Select **No** for the **Ranger Driver Scanner** option.

**Scanner Settings**

Ranger Driver Scanner	<input type="button" value="Yes"/> <input checked="" type="button" value="No"/>
Select Scanner Model	Panini:VisionX <input type="button" value="v"/>
Scanner Address	localhost:44343 <input type="button" value="Test"/>
<input type="button" value="reset"/> <input type="button" value="save"/>	

FIGURE 12: SCANNER SETTINGS

5. Select **Panini Vision X** from the **Select Scanner Model** drop-down menu.

**Scanner Settings**

Ranger Driver Scanner	<input type="button" value="Yes"/> <input checked="" type="button" value="No"/>
<b>Select Scanner Model</b>	<b>Panini:VisionX</b> <input type="button" value="v"/>
Scanner Address	localhost:44343 <input type="button" value="Test"/>
<input type="button" value="reset"/> <input type="button" value="save"/>	

FIGURE 13: SELECT SCANNER MODEL

6. Type **127.0.0.1:8080** into the **Scanner Address** textbox, if you are using browsers such as Chrome™ or Safari®.

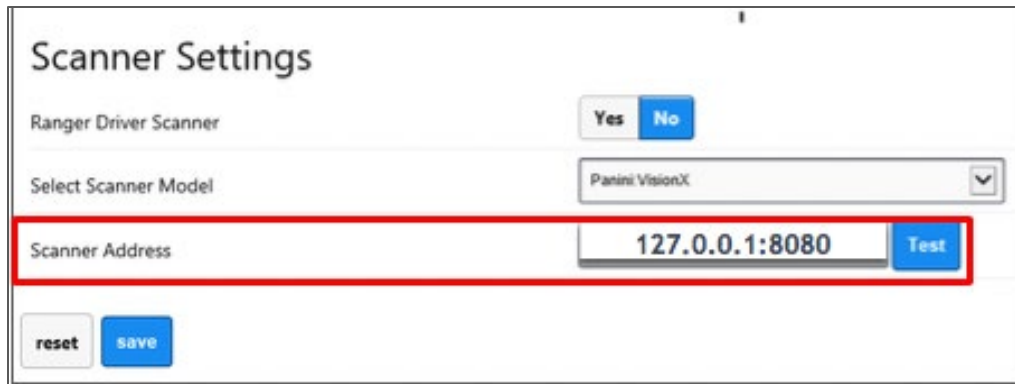
The image shows a web form titled "Scanner Settings". It contains several fields: "Ranger Driver Scanner" with "Yes" and "No" buttons; "Select Scanner Model" with a dropdown menu showing "Panini VisionX"; and "Scanner Address" with a text input field containing "127.0.0.1:8080" and a "Test" button. The "Scanner Address" field and its "Test" button are highlighted with a red rectangular border. At the bottom, there are "reset" and "save" buttons.

FIGURE 14: SCANNER ADDRESS

7. Select **Test**.

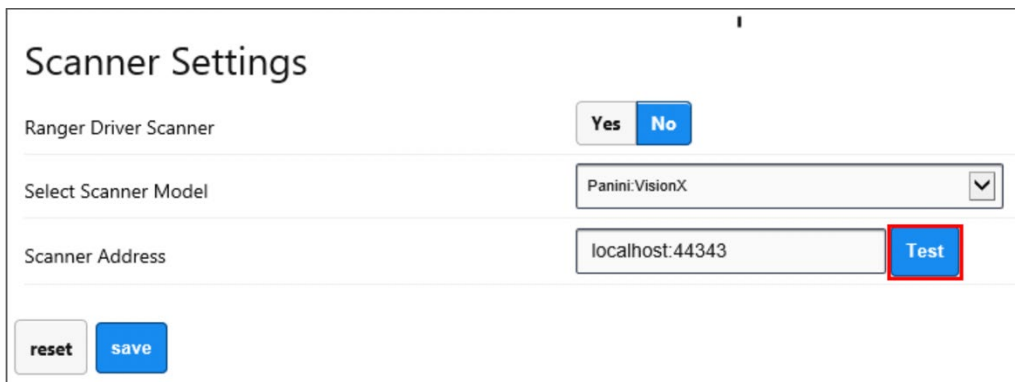
The image shows the same "Scanner Settings" form as Figure 14, but the "Scanner Address" field now contains "localhost:44343". The "Test" button next to the address field is highlighted with a red rectangular border. The "Ranger Driver Scanner" and "Select Scanner Model" fields remain the same. The "reset" and "save" buttons are at the bottom.

FIGURE 15: TEST BUTTON

The scanner connects to bRDC.

8. Select **OK** to return to the bRDC page.

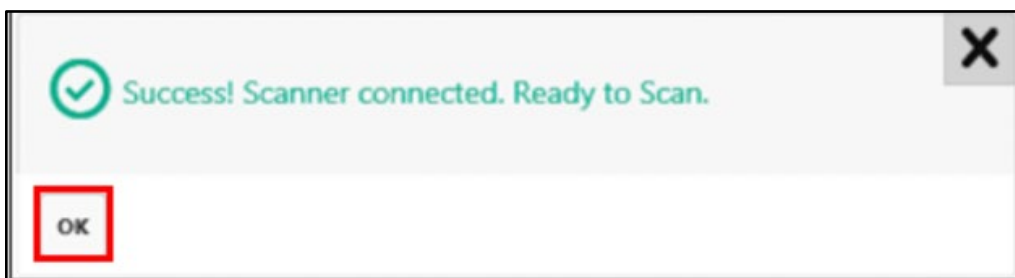
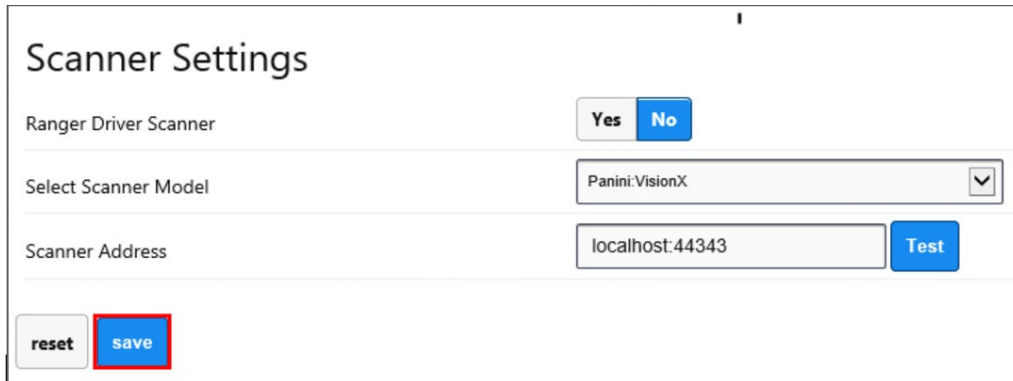
The image shows a success message dialog box. It has a green checkmark icon and the text "Success! Scanner connected. Ready to Scan." in green. There is a close button (X) in the top right corner. At the bottom left, there is an "OK" button highlighted with a red rectangular border.

FIGURE 16: OK BUTTON

9. Select **Save**.

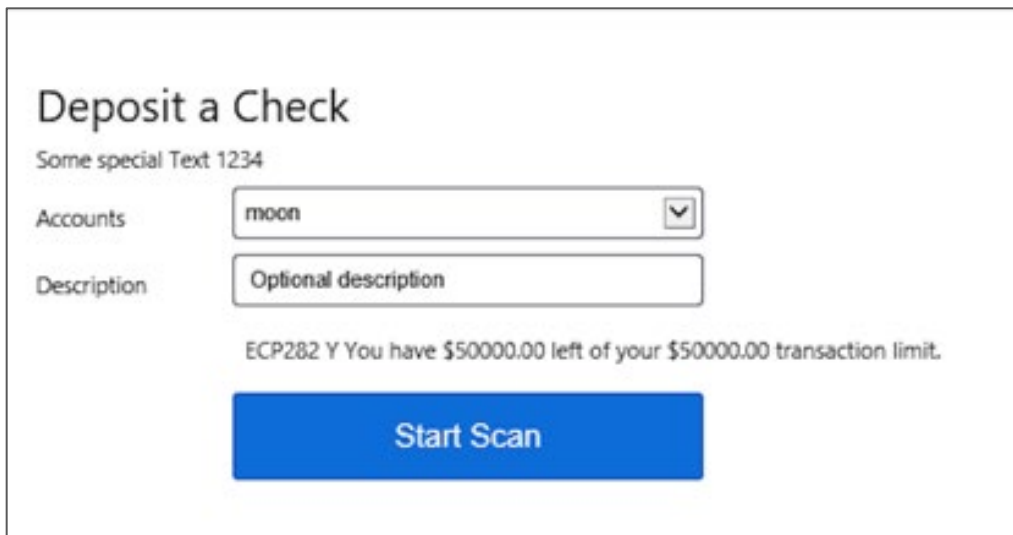


The 'Scanner Settings' form contains the following elements:

- Ranger Driver Scanner:** A toggle switch with 'Yes' and 'No' options. 'No' is currently selected.
- Select Scanner Model:** A dropdown menu showing 'Panini:VisionX'.
- Scanner Address:** A text input field containing 'localhost:44343' and a 'Test' button.
- Buttons:** 'reset' and 'save' buttons at the bottom. The 'save' button is highlighted with a red border.

FIGURE 17: SAVE BUTTON

You are now ready to make check deposits.



The 'Deposit a Check' form contains the following elements:

- Header:** 'Deposit a Check' title and 'Some special Text 1234' text.
- Accounts:** A dropdown menu showing 'moon'.
- Description:** A text input field containing 'Optional description'.
- Message:** 'ECP282 Y You have \$50000.00 left of your \$50000.00 transaction limit.'
- Button:** A large blue 'Start Scan' button.

FIGURE 18: DEPOSIT A CHECK SCREEN

# Troubleshooting Panini

## Restarting the Panini Service

You may need to restart the Panini Service if the scanner is not connecting to either the Panini Everest Engine or bRDC.

If you are attempting to connect the Panini Everest Engine service to a scanner that is already in use, restart the service with the following actions:

1. Close the *Panini Everest* window, if it's running.
2. Type **services.msc** into the *Windows Start* menu.
3. Right-select **Services** and then select **Run as administrator**.

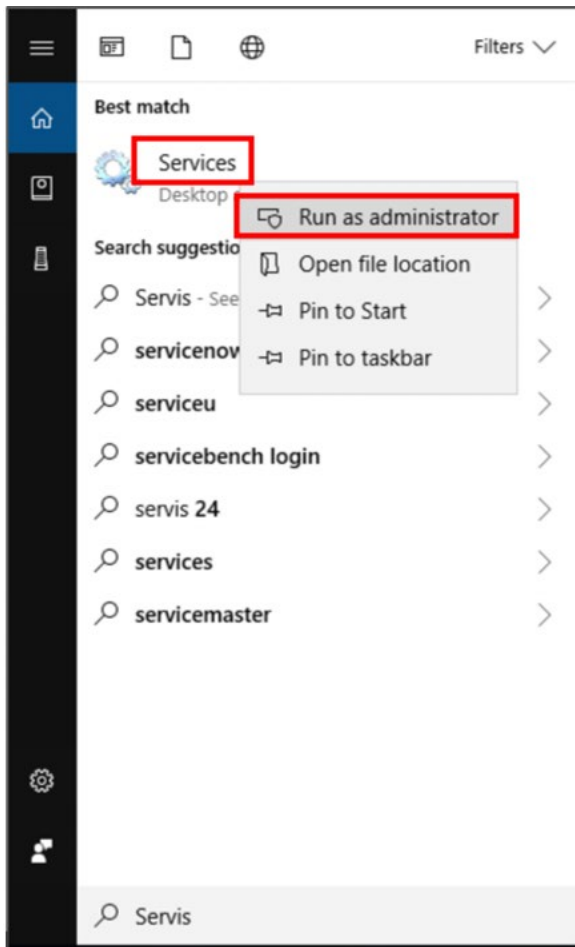


FIGURE 19: SERVICES SCREEN

4. Locate **Panini Everest Guardian** in the list and then select it.

Name	Description	Status	Startup Type	Log On As
Net.Tcp Port Sharing Service	Provides abi...	Running	Manual	Local Service
Netlogon	Maintains a ...	Running	Automatic	Local Syste...
Network Connected Device...	Network Co...		Manual (Trig...	Local Service
Network Connection Broker	Brokers con...	Running	Manual (Trig...	Local Syste...
Network Connections	Manages o...	Running	Manual	Local Syste...
Network Connectivity Assis...	Provides Dir...		Manual (Trig...	Local Service
Network List Service	Identifies th...	Running	Manual	Local Service
Network Location Awareness	Collects an...	Running	Automatic	Network S...
Network Setup Service	The Networ...		Manual (Trig...	Local Syste...
Network Store Interface Ser...	This service ...	Running	Automatic	Local Service
Office Source Engine	Saves install...		Manual	Local Syste...
Offline Files	The Offline ...		Manual (Trig...	Local Syste...
Optimize drives	Helps the c...		Manual	Local Syste...
<b>Panini Everest Guardian</b>		Running	Automatic (D...	Local Syste...
Payments and NFC/SE Man...	Manages pa...	Running	Manual (Trig...	Local Service
Peer Name Resolution Prot...	Enables serv...		Manual	Local Service

FIGURE 20: PANINI EVEREST GUARDIAN

5. Right-select on **Panini Everest Guardian** and then Select **Stop**.

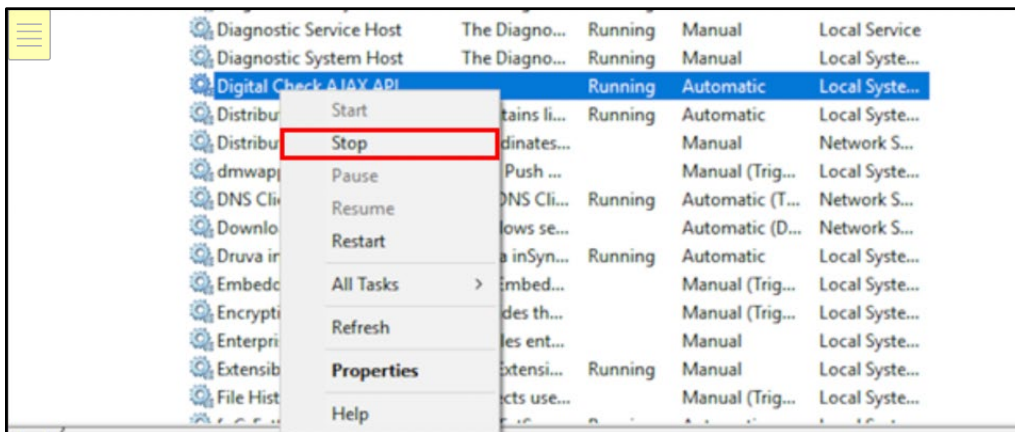


FIGURE 21: SELECT STOP

6. Right-select again on **Panini Everest Guardian** and then Select **Start** to restart the Panini services.

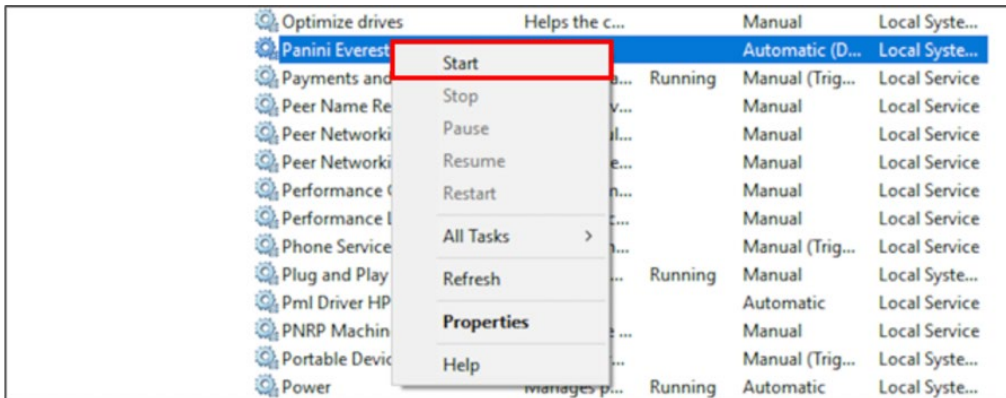


FIGURE 22: SELECT START

7. Double-select the **Panini Everest Engine Setup** logo on the desktop.



FIGURE 23: PANINI LOGO

8. The *Panini Everest Engine* screen appears. The *Engine Status* should read *Available for Connection*.



FIGURE 24: PANINI EVEREST ENGINE SCREEN

9. select **Connect**.



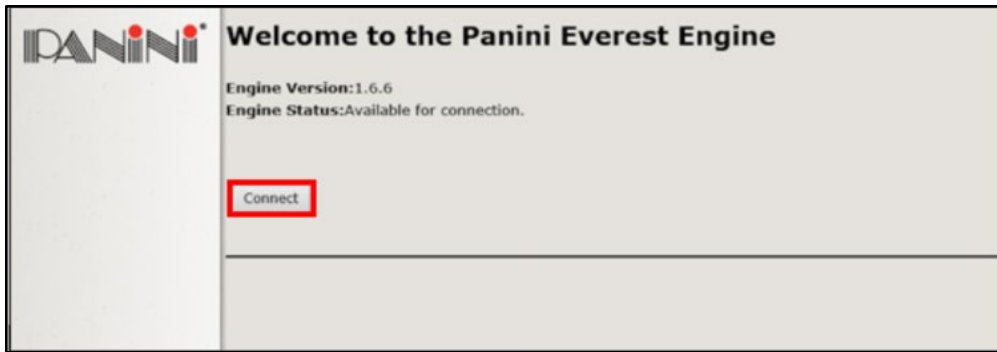


FIGURE 25: SELECT CONNECT

Depending on your PC, the connection time may vary between 30 seconds and one minute.

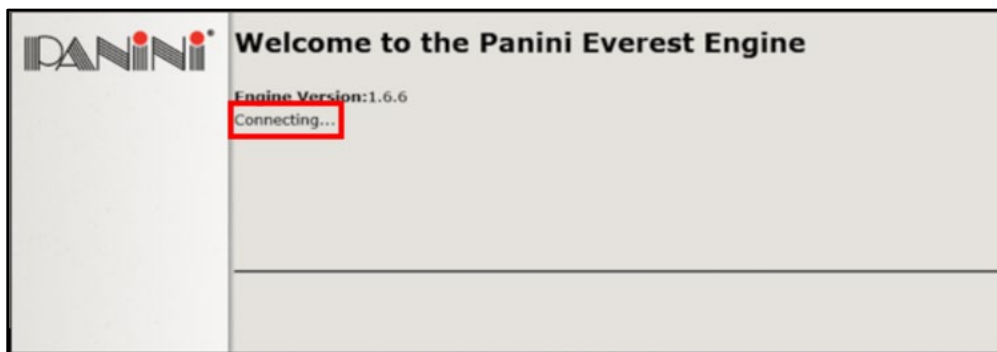


FIGURE 26: PANINI CONNECTING

Scanners only operate with one driver, so any attempt to connect to a scanner already in use prompts an override code to proceed. See [Uninstall Panini](#) for general steps on how to uninstall drivers (steps and file names may vary depending on the other drivers that have been previously installed on your PC).

The scanner makes a whirring sound as it connects to the Panini Everest Engine before the *Welcome* screen appears:

- 10.** Select **Disconnect** and close the browser tab for the Panini Everest Engine.
- 11.** Attempt to connect again using bRDC.



FIGURE 27: DISCONNECT PANINI EVEREST ENGINE

## Updating Device Manager

If you cannot connect to bRDC, you may need to replace **Vision X without Firmware** with **Vision X with Firmware** in your Device Manager.

1. Type **Device Manager** into the *Start* menu and then select **Device Manager**.

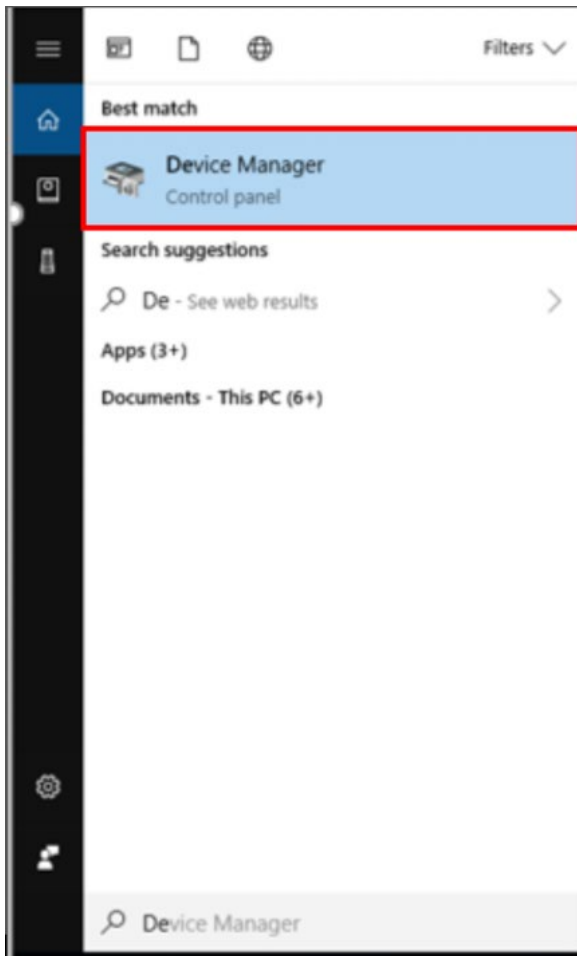


FIGURE 28: DEVICE MANAGER

2. Locate **Panini** in the list.

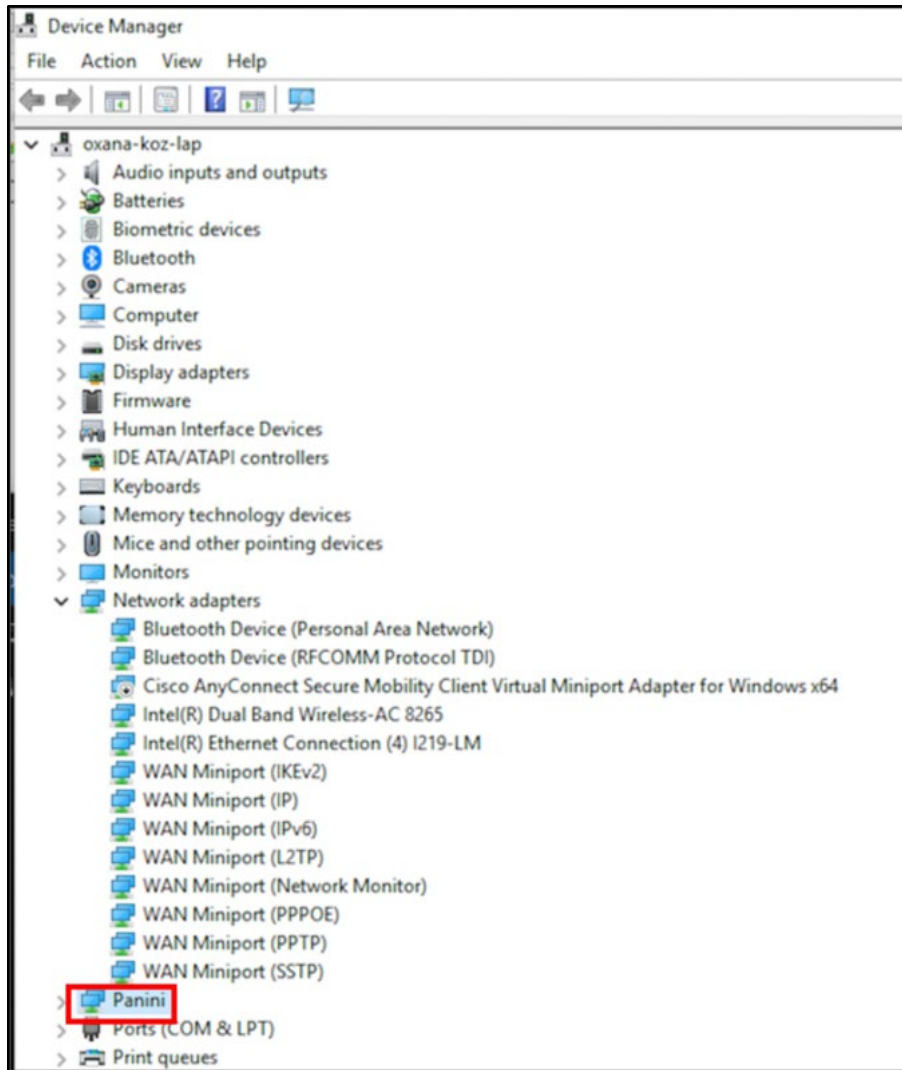


FIGURE 29: PANINI LOCATION

3. Expand the **Panini** file. Notice two subfiles: **Panini USB Driver** and **Vision X with Firmware**.

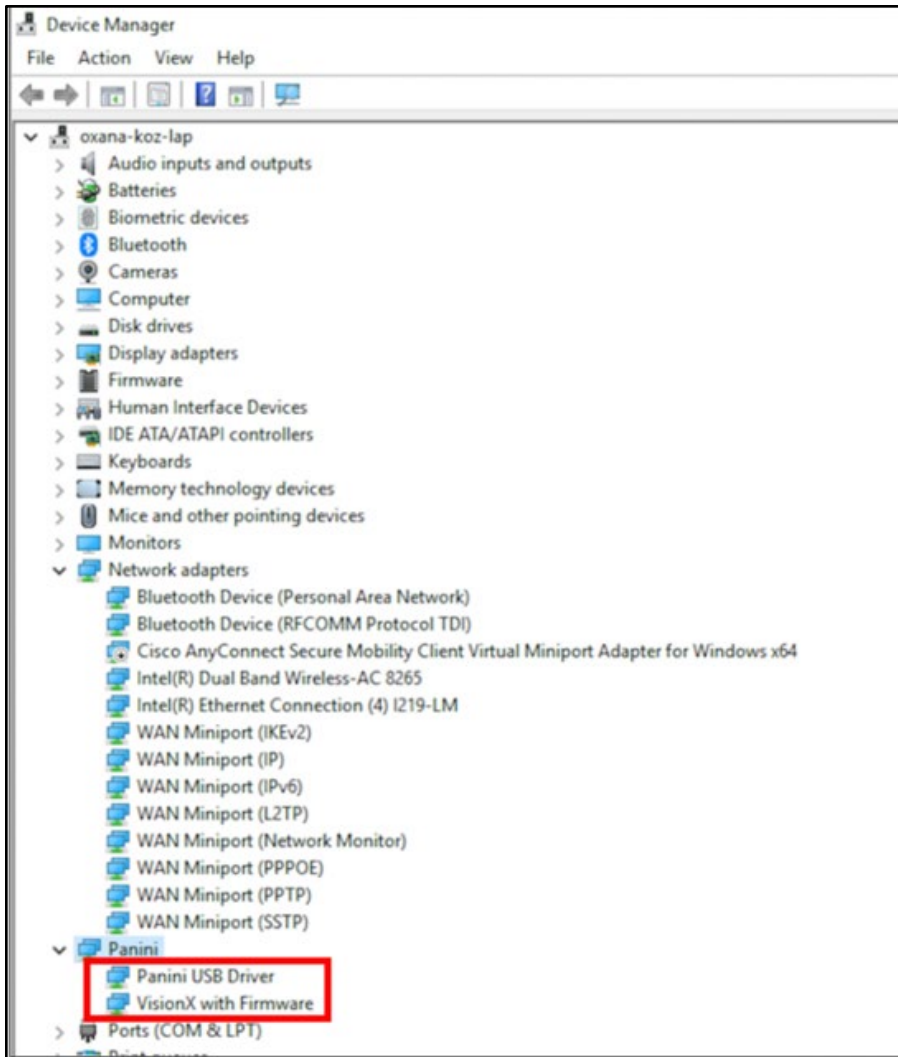


FIGURE 30: PANINI SUBFILES

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**NOTE:** If the Panini Everest Engine service has never been used with the scanner, **Vision X** displays as **Vision X without Firmware**. Firmware must be installed by connecting to the Panini Everest Engine application.

---

4. To install **Vision X with Firmware**, select the **Panini Everest Engine** application on your desktop.



FIGURE 31: PANINI EVEREST ENGINE LOGO

5. Select **Connect**.



FIGURE 32: CONNECT BUTTON

In your *Device Manager* window, *Vision X without Firmware* is replaced with *Vision X with Firmware*.

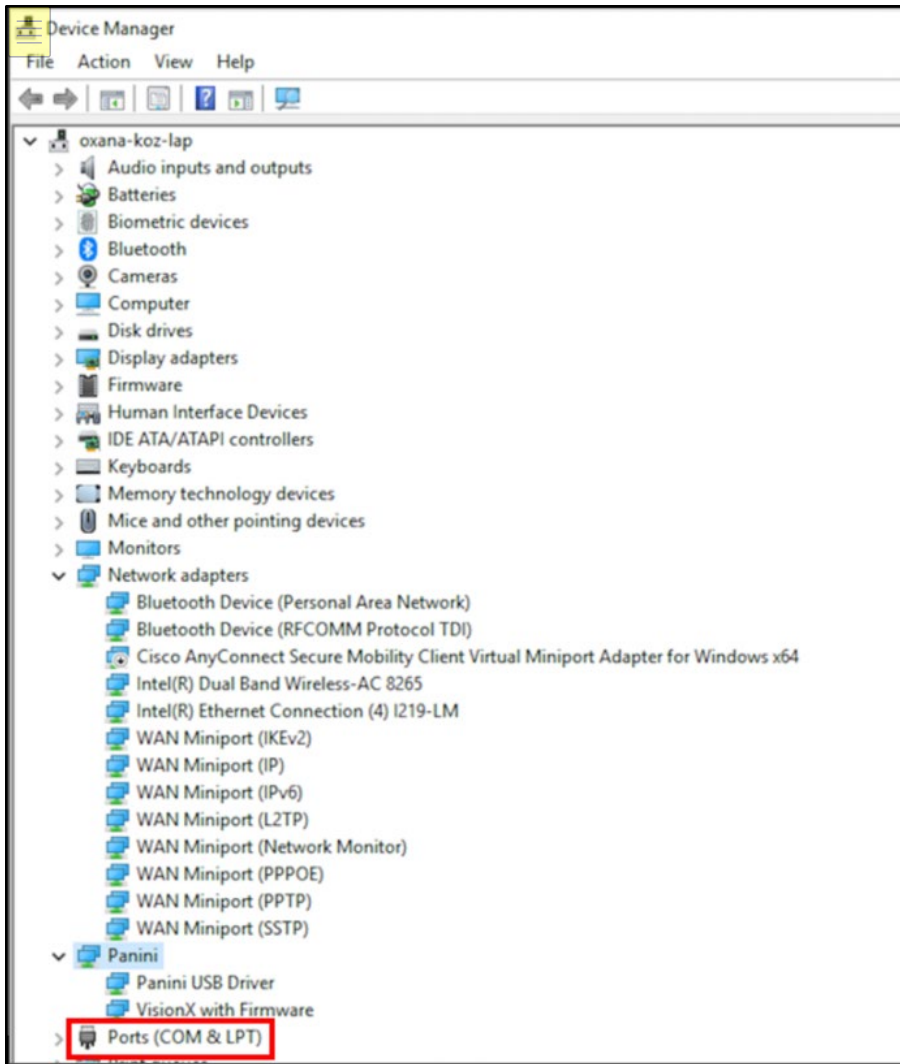


FIGURE 33: PORTS (COM & LPT)

## 6. Select **Disconnect**.



FIGURE 34: DISCONNECT BUTTON

It is imperative to disconnect the Panini Everest Engine after each launch. Only one connection is possible with the device, so disconnect from the test page before scanning checks.

---

**NOTE:** If the Panini Everest Engine fails to operate after you have launched and disconnected from the test page, restart your PC and relaunch the Panini Everest Engine application. Contact EPS Ensenta Support if the problem persists.

---

## Uninstalling Panini Driver

In the event you must uninstall the Panini Everest Engine, follow the steps outlined below. If you have operated a Panini scanner on your computer using different software for remote deposit capture, we recommend that you uninstall all other Panini drivers. Only the Panini Everest Engine driver provided to you for bRDC should remain on your PC.

1. Ensure that the Panini scanner is plugged in during the uninstallation process and then launch **Device Manager** from the Start menu.

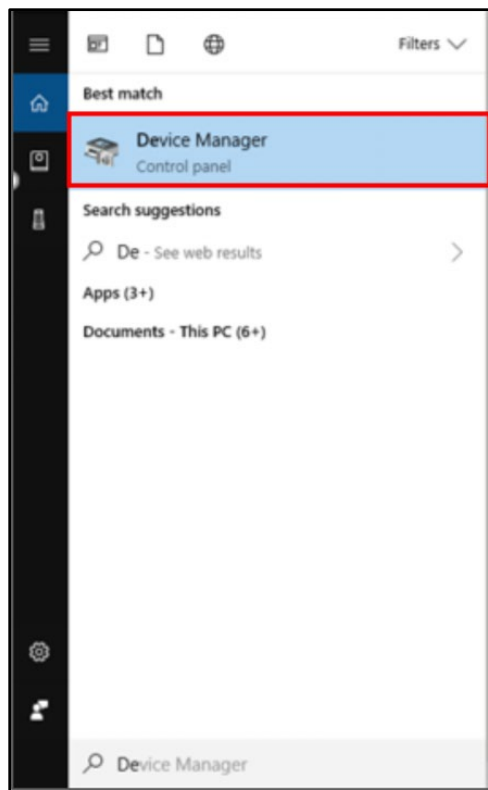


FIGURE 35: DEVICE MANAGER



2. Locate the **Panini** file within the Device Manager.

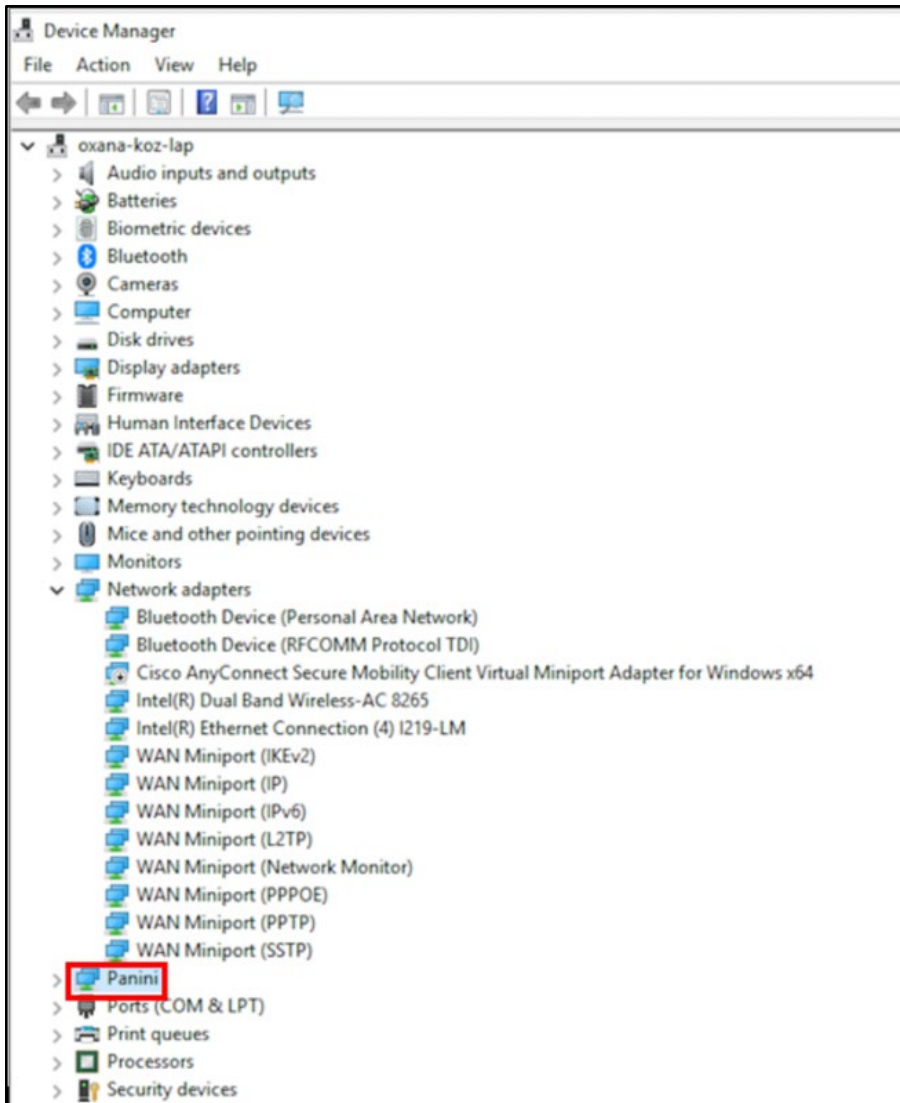


FIGURE 36: PANINI FILE

3. Expand **Panini** and then right-select **Vision X with Firmware**.
4. Select **Uninstall device**.

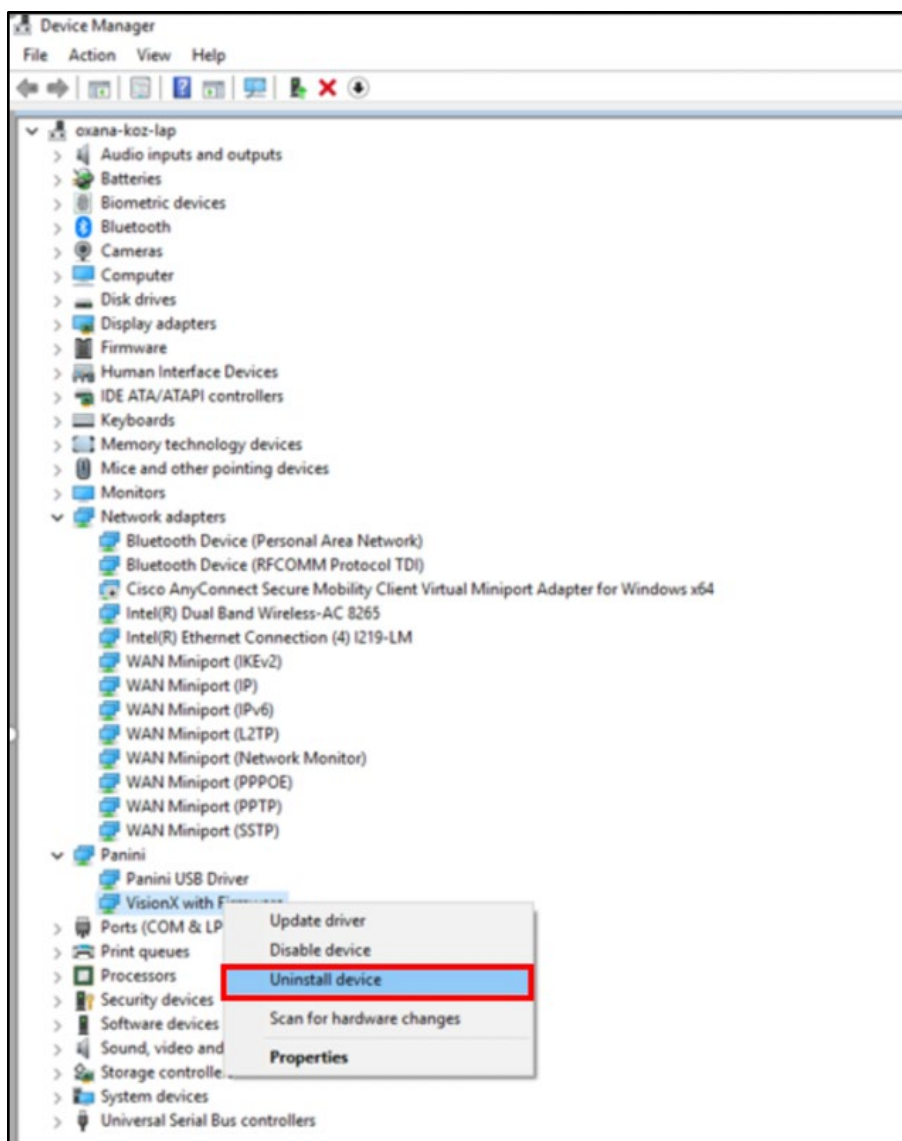


FIGURE 37: UNINSTALL DEVICE

5. Check **Delete the driver software for this device**. Select **Uninstall**.

---

**NOTE:** Some driver windows may include **OK** instead of an **Uninstall** button.

---

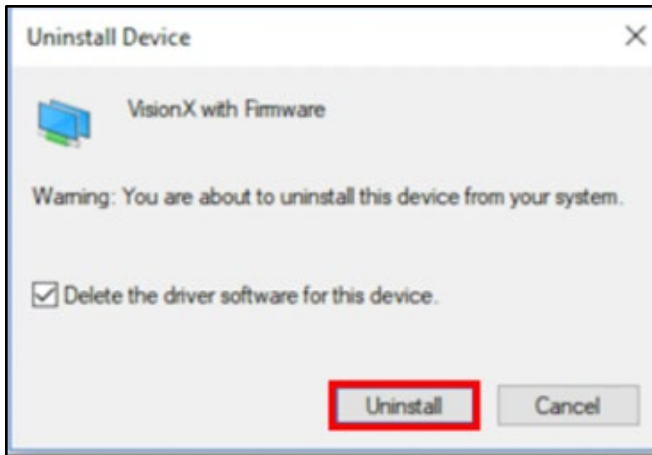


FIGURE 38: UNINSTALL DEVICE

6. In Device Manager, locate and then right-select **Panini USB Driver**.

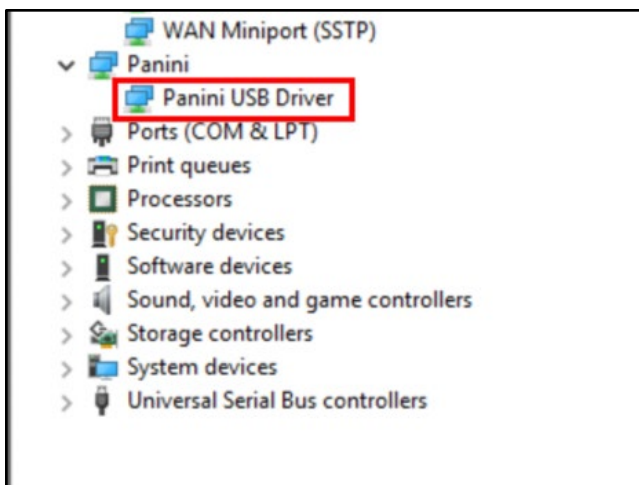


FIGURE 39: PANINI USB DRIVER

7. Select **Uninstall device**.

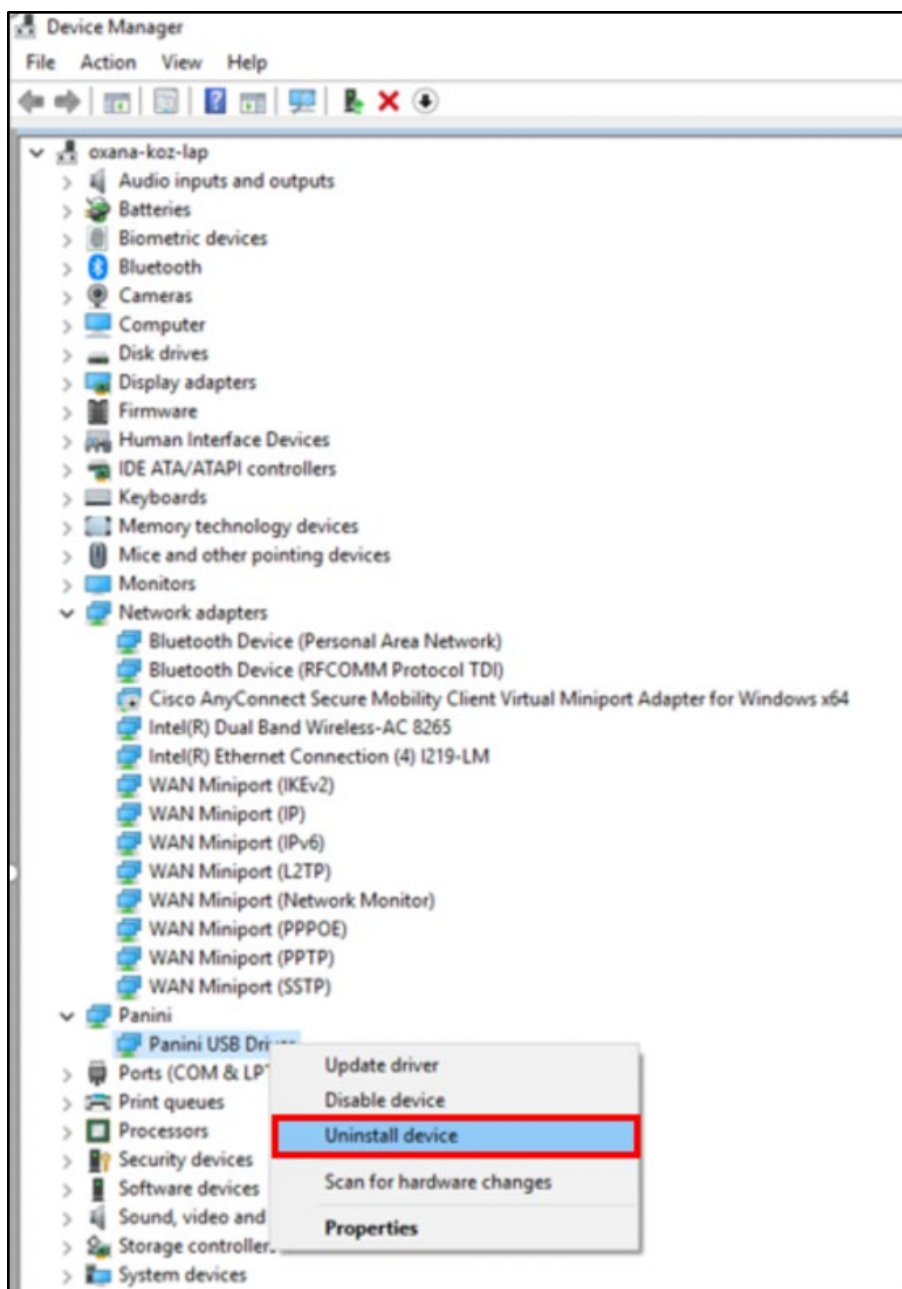


FIGURE 40: UNINSTALL DEVICE

## 8. Select **Uninstall**.

**NOTE:** Some install versions may replace the **Uninstall** button with an **OK** button.

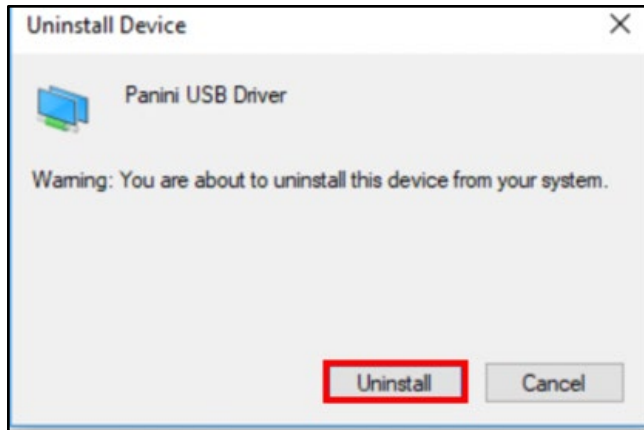


FIGURE 41: UNINSTALL BUTTON

9. Panini is then removed from the Device Manager. Unplug the scanner from the PC to ensure complete uninstallation.

## Uninstalling Panini Everest Engine Software

1. To remove Panini software, type **Add or remove programs** into the Start menu. Select **Add or remove programs**. A menu of applications appears.

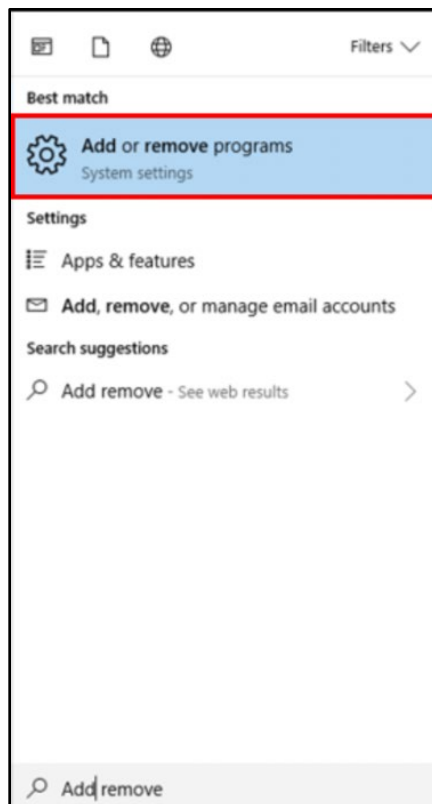


FIGURE 42: ADD OR REMOVE PROGRAMS

2. On the left column, locate and select **Apps & features**. On the right column, scroll down to locate and select **Everest Engine**.

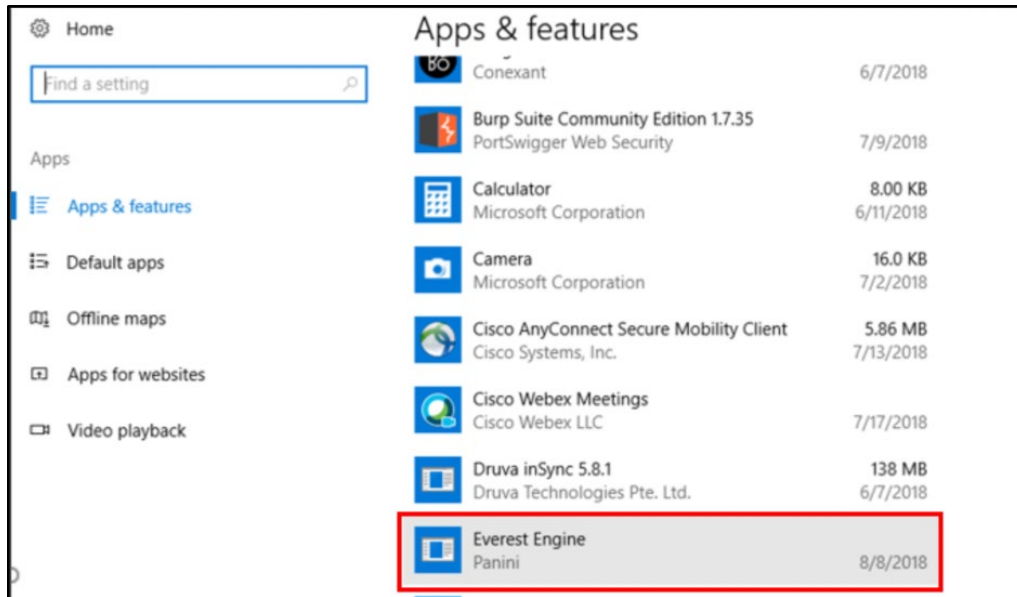


FIGURE 43: APPS & FEATURES SCREEN

3. select **Uninstall**.

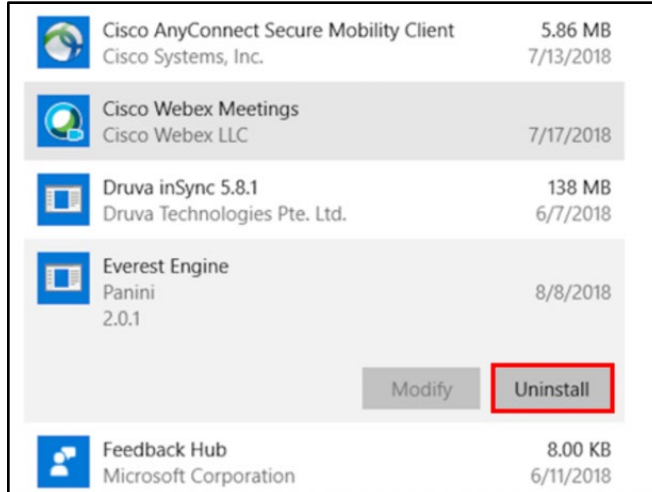


FIGURE 44: UNINSTALL BUTTON

4. Select **Uninstall** again to remove the app and its relatable contents from your PC.

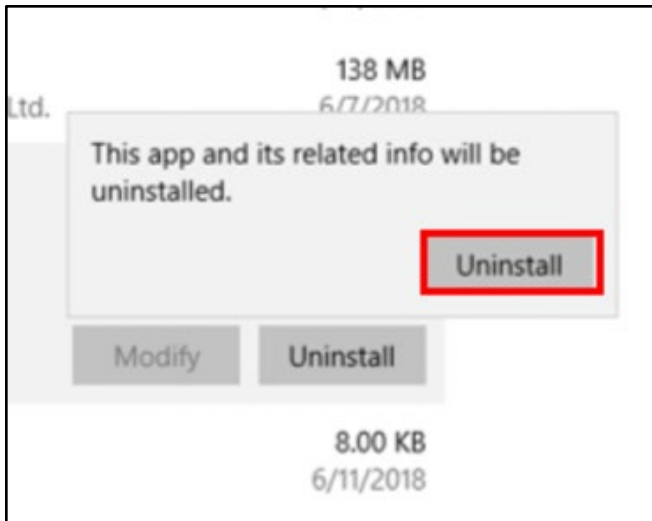


FIGURE 45: UNINSTALL BUTTON

You are prompted to enter your administrator's credentials to proceed. Depending on your device, you may have to wait for up to 30 seconds while the Panini Everest Engine uninstalls from your PC.

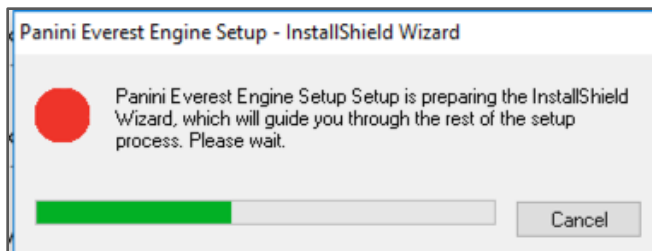


FIGURE 46: PANINI EVEREST ENGINE UNINSTALL

5. Select **Yes** to remove Panini Everest Engine.

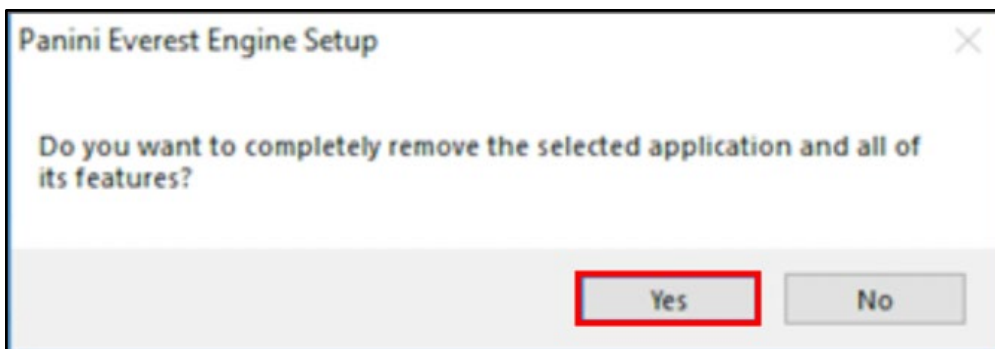


FIGURE 47: YES BUTTON

6. Select **Finish**.

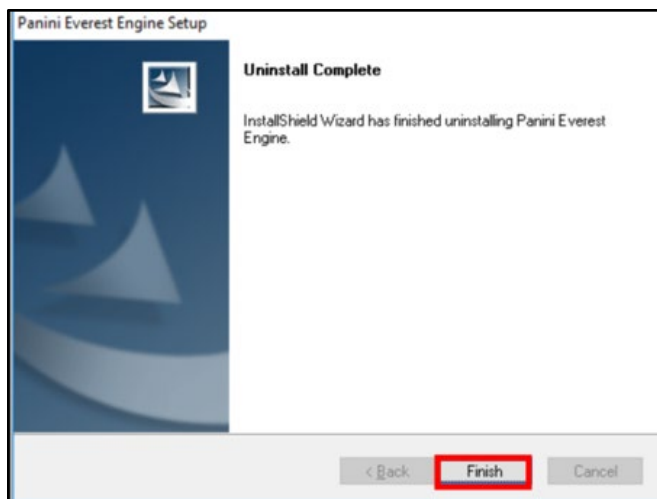


FIGURE 48: FINISH BUTTON

You have successfully uninstalled the Panini software from your device.



# Installing Digital Check

## Digital Check Setup

Prior to installing the Digital Check driver, we recommend that all other Digital Check drivers are removed from your PC. See [Uninstall Digital Check](#) to learn how to uninstall a driver.

1. Open the **Digital Check** driver that was sent to you from EPS Ensenta. Ensure that the scanner is unplugged until after the software installation is complete.

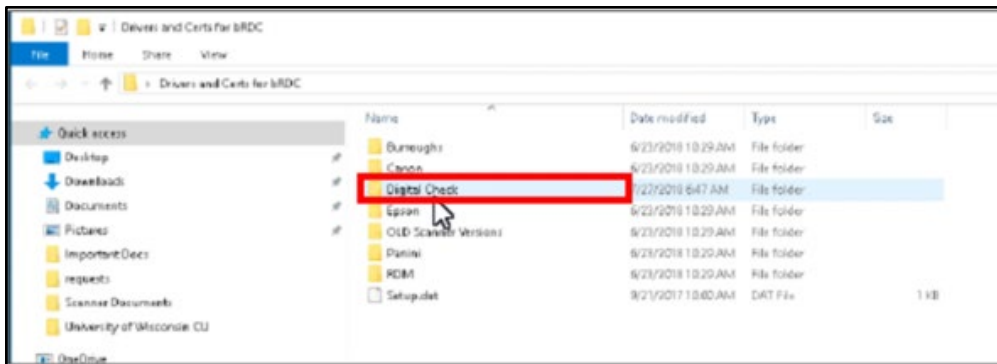


FIGURE 49: DIGITAL CHECK FOLDER

2. Open the Digital Check **Combined Installer** folder.

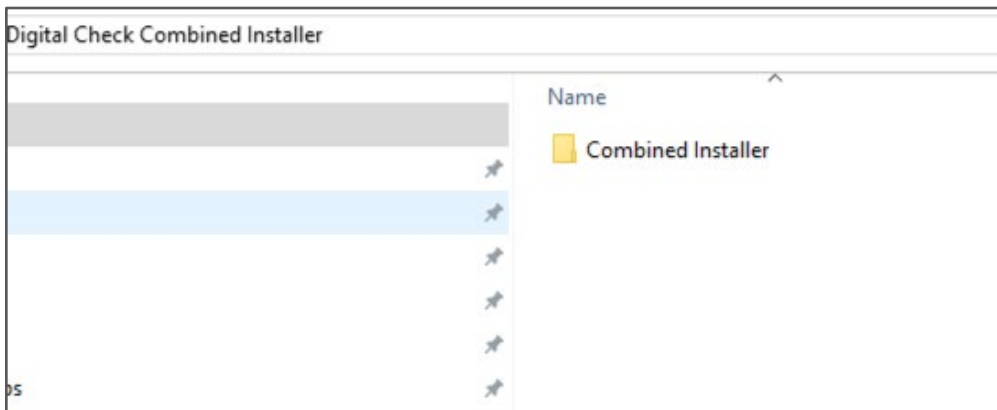


FIGURE 50: COMBINED INSTALLER FOLDER

3. Right-select **setup.exe**.

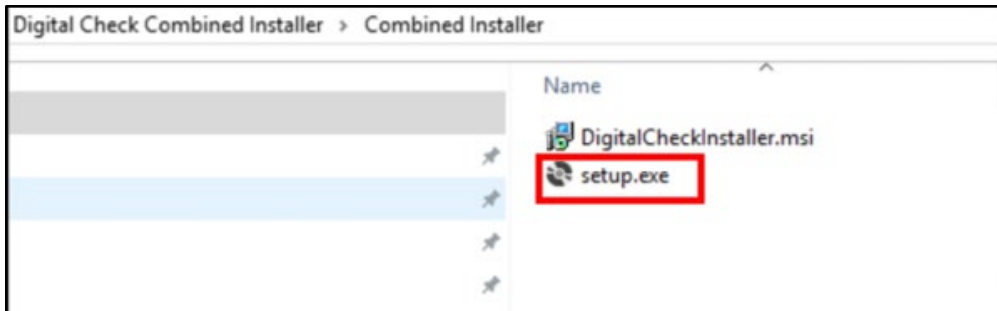


FIGURE 51: SETUP.EXE

4. Select **Run as administrator**.

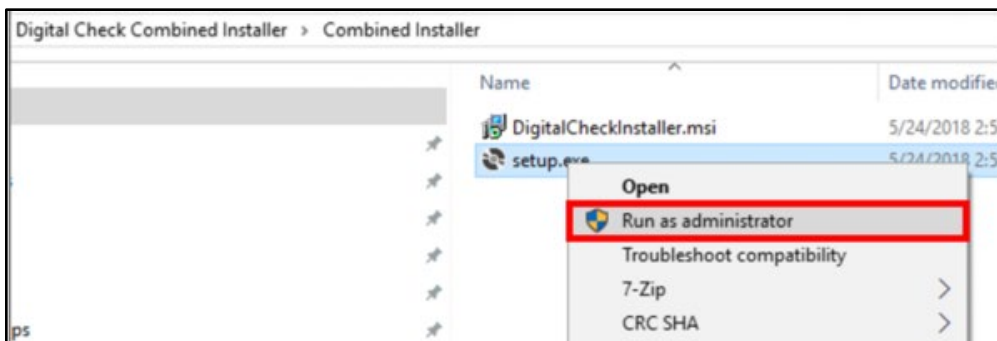


FIGURE 52: RUN AS ADMINISTRATOR

5. Select **Next** to begin the Digital Check installation process.

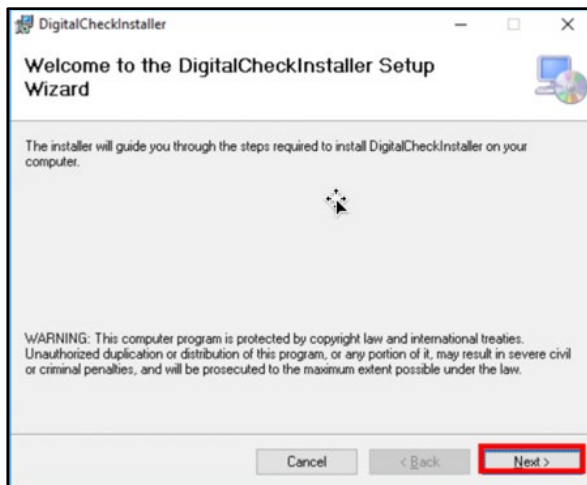


FIGURE 53: NEXT BUTTON

6. Select **Everyone** so that anyone who uses your device may have access to Digital Check.

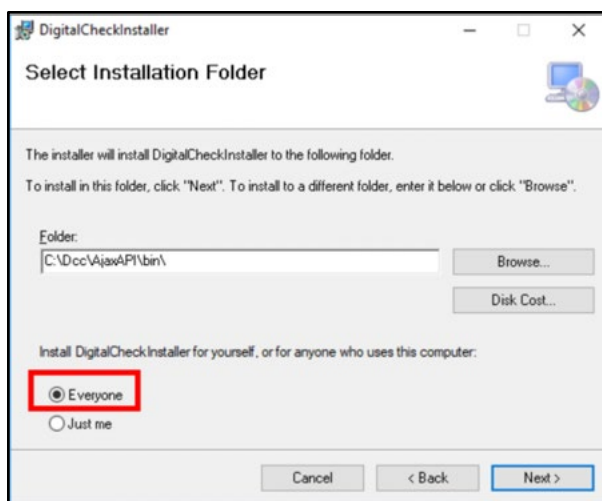


FIGURE 54: EVERYONE SELECTION

**7. Select **Next**.**

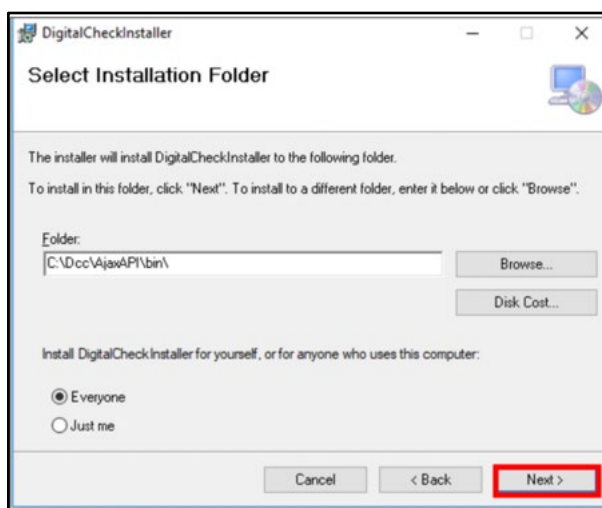


FIGURE 55: NEXT BUTTON

**8. Select **Next** to confirm the installation.**

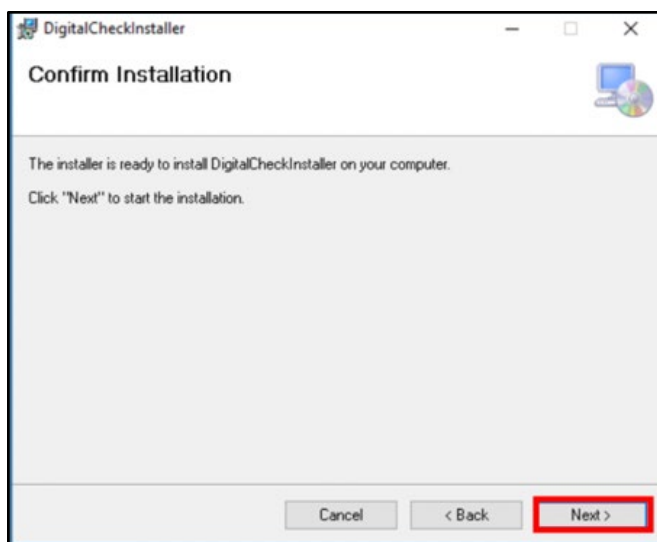


FIGURE 56: CONFIRM INSTALLATION SCREEN

9. Wait 30 seconds for the Digital Check Installer to finish installing.
10. Select **Next** to initiate the TellerScan Combined Driver Setup Wizard.



FIGURE 57: TELLER SCAN COMBINED DRIVER SETUP WIZARD

**11. Select *Install*.**

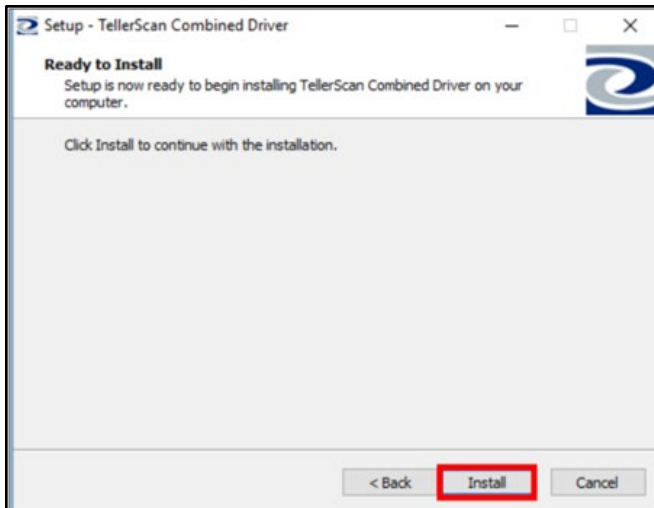


FIGURE 58: READY TO INSTALL SCREEN

**12. Wait 30 seconds to complete the installation process.**

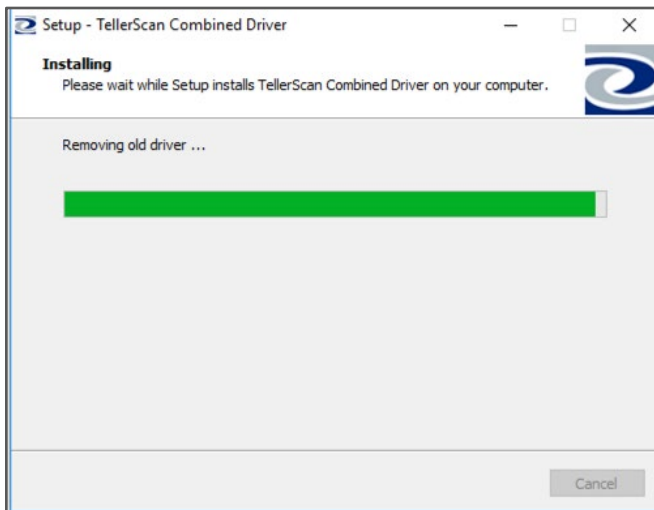


FIGURE 59: INSTALLATION PROCESS CONTINUED

**13. Select Finish.**



FIGURE 60: COMPLETING THE TELLERSCAN COMBINED DRIVER SETUP WIZARD

The prompts for the Digital Check AJAX API Setup Wizard automatically appear after you complete the TellerScan setup.

**14. Select Next.**

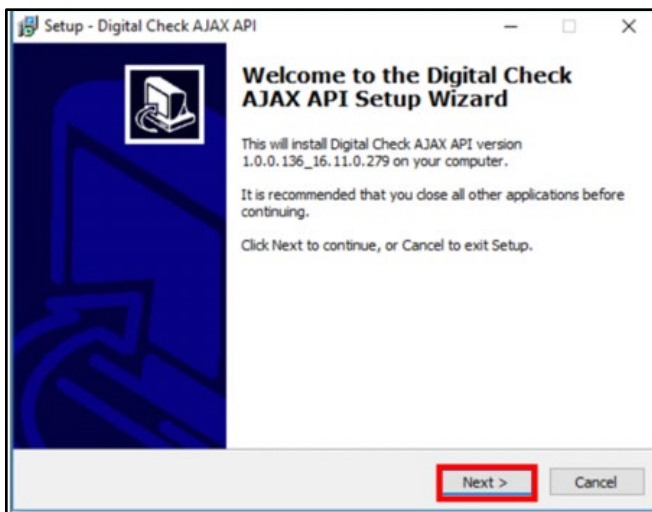


FIGURE 61: NEXT BUTTON

**15. Accept the License Agreement and then Select Next.**

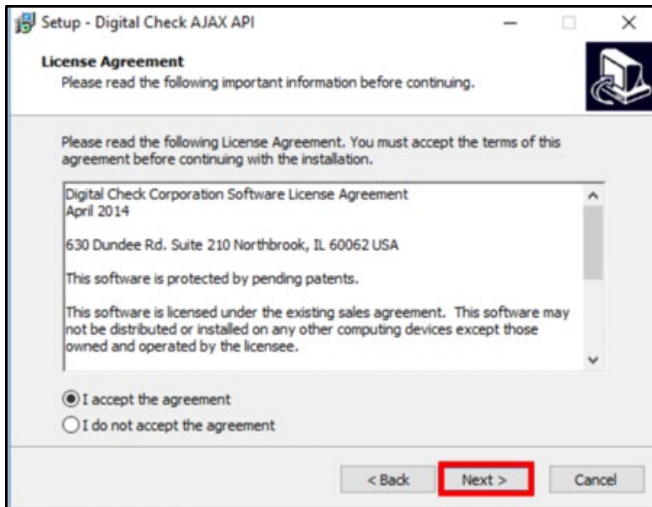


FIGURE 62: LICENSE AGREEMENT

**16.** Select any additional tasks that apply to your needs and select **Next**.

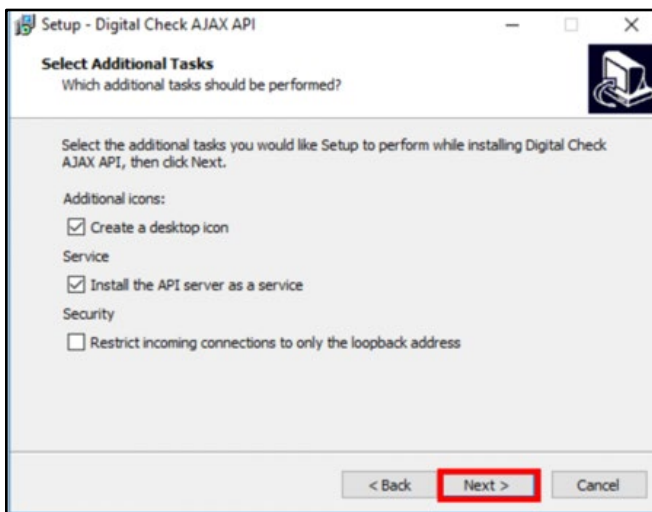


FIGURE 63: SELECT ADDITIONAL TASKS

**17.** Select **Install**.

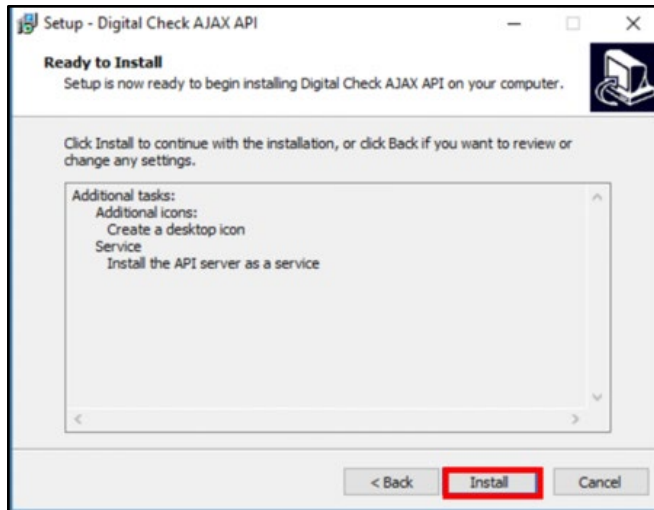


FIGURE 64: READY TO INSTALL

**18. Select **Automatically close the application.****

**19. Select **Next.****

**20.** Wait 30 seconds while Digital Check AJAX API is installed on your computer.

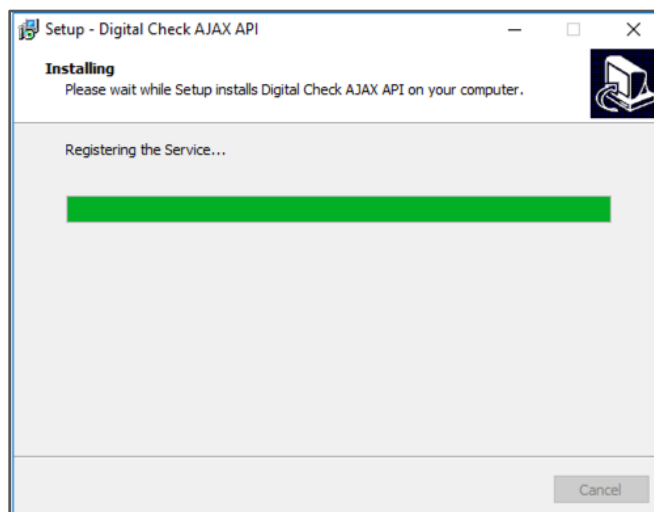


FIGURE 65: DIGITAL CHECK AJAX API

**21. Select **Finish.****



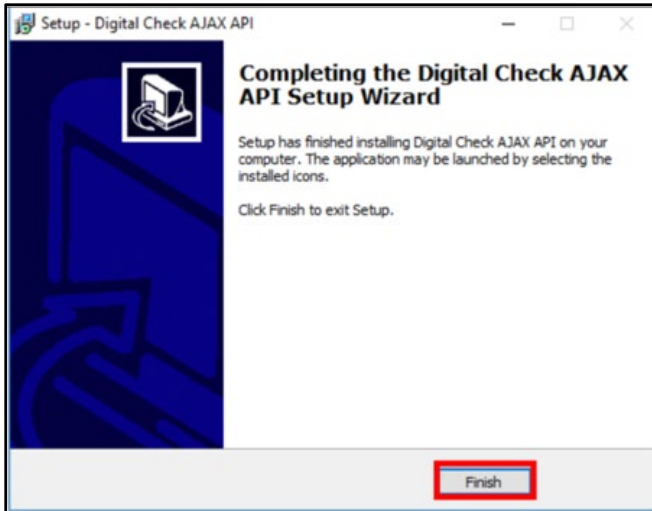


FIGURE 66: FINISH BUTTON

22. Wait 30 seconds for the *Digital Check Installer* to complete the installation process.
23. Select **Close**.

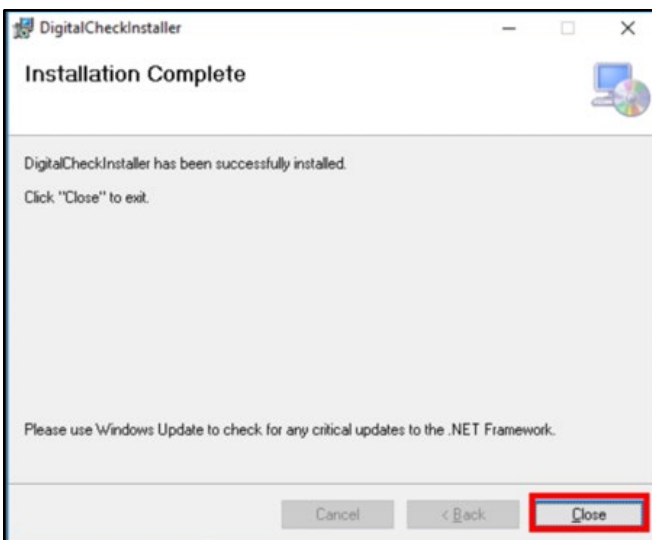


FIGURE 67: CLOSE BUTTON

You have successfully installed Digital Check to your device.

## Connecting Digital Check to bRDC Platform

1. Log in to your online banking platform and then access the deposit feature. Depending on your configuration, you may not see the *Login* screen. Rather, you may be directed immediately to the *Welcome* page shown in Step 2.

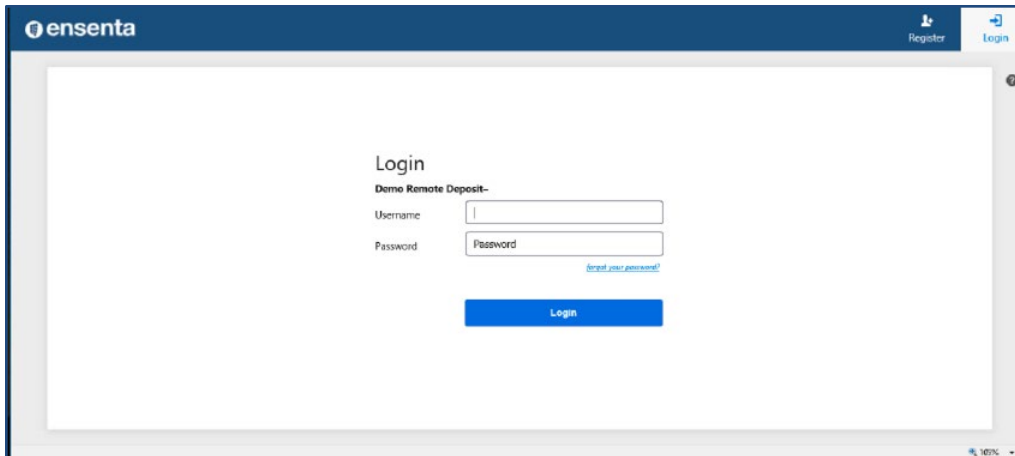


FIGURE 68: LOGIN SCREEN

2. Select **Settings**.

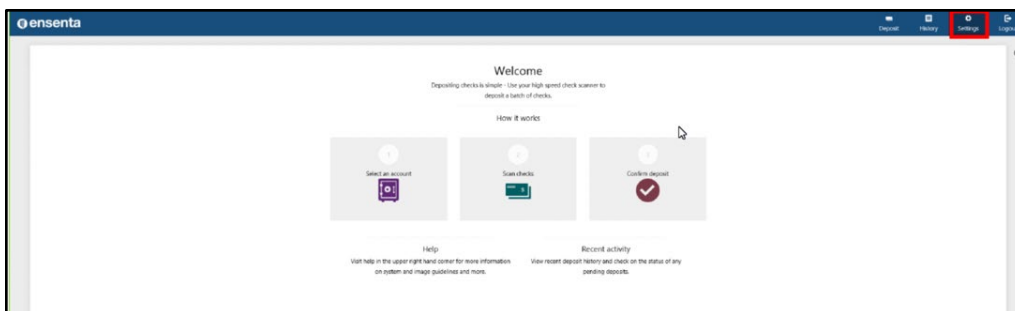


FIGURE 69: SETTINGS

3. In the *General Settings* section, ensure that **Use Check Scanner** is set to **Yes**. (Depending on your configuration, your options may be different.)

## General settings

Show description	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
Show Intro	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
Show help sidebar	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
<b>Use Check Scanner</b>	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
Show batch total	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>

FIGURE 70: GENERAL SETTINGS

4. Ensure that the **Ranger Driver Scanner** is set to **No**.

## Scanner Settings

<b>Ranger Driver Scanner</b>	<input checked="" type="button" value="Yes"/> <input type="button" value="No"/>
Select Scanner Model	Panini:VisionX <input type="button" value="v"/>
Scanner Address	localhost:44343 <input type="button" value="Test"/>

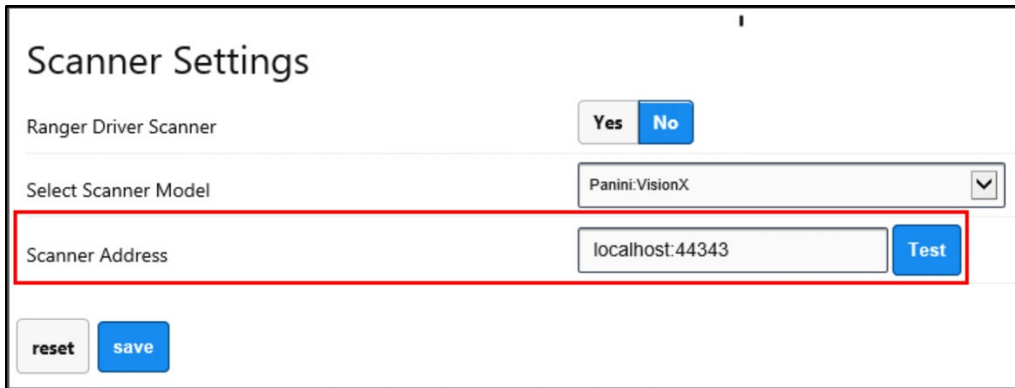
FIGURE 71: SCANNER SETTINGS

5. Choose **Digital Check T5240** as the scanner model.
6. Type **localhost:5660** into the **Scanner Address** textbox.

---

**NOTE:** This scanner address is universal and can be used on any browser.

---



**Scanner Settings**

Ranger Driver Scanner Yes No

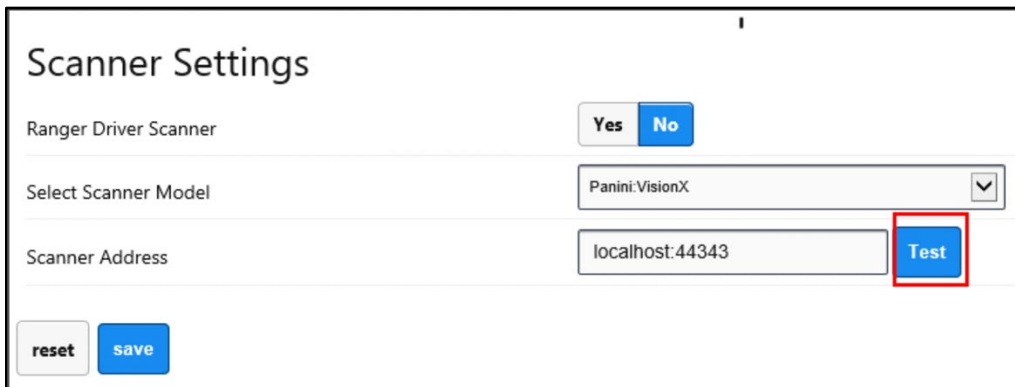
Select Scanner Model Panini:VisionX

Scanner Address localhost:44343 Test

reset save

FIGURE 72: SCANNER ADDRESS

7. Select **Test**.



**Scanner Settings**

Ranger Driver Scanner Yes No

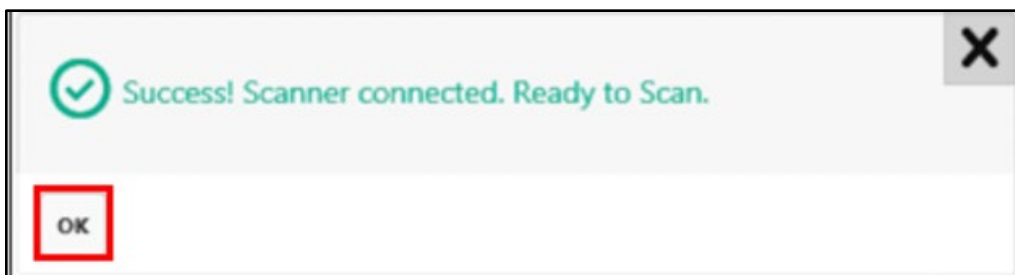
Select Scanner Model Panini:VisionX

Scanner Address localhost:44343 Test

reset save

FIGURE 73: CONDUCT TEST

8. The scanner connects to bRDC. Select **OK** to return to the bRDC page.

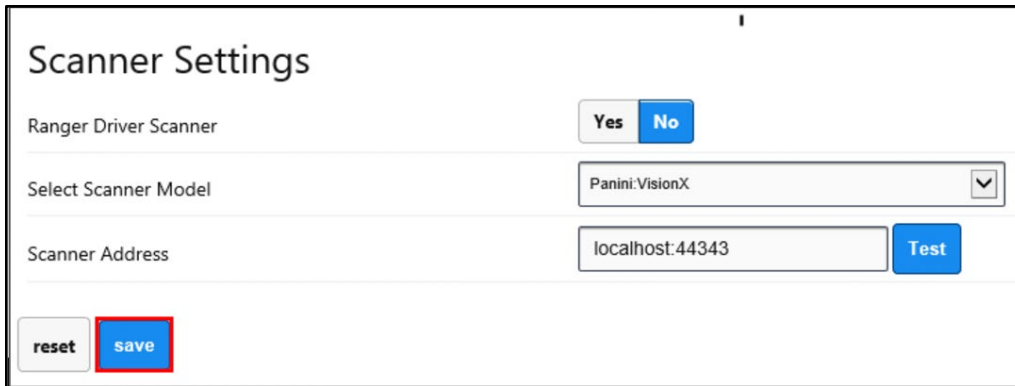


Success! Scanner connected. Ready to Scan.

OK

FIGURE 74: SCANNER READY MESSAGE

9. Select **Save**.



**Scanner Settings**

Ranger Driver Scanner Yes No

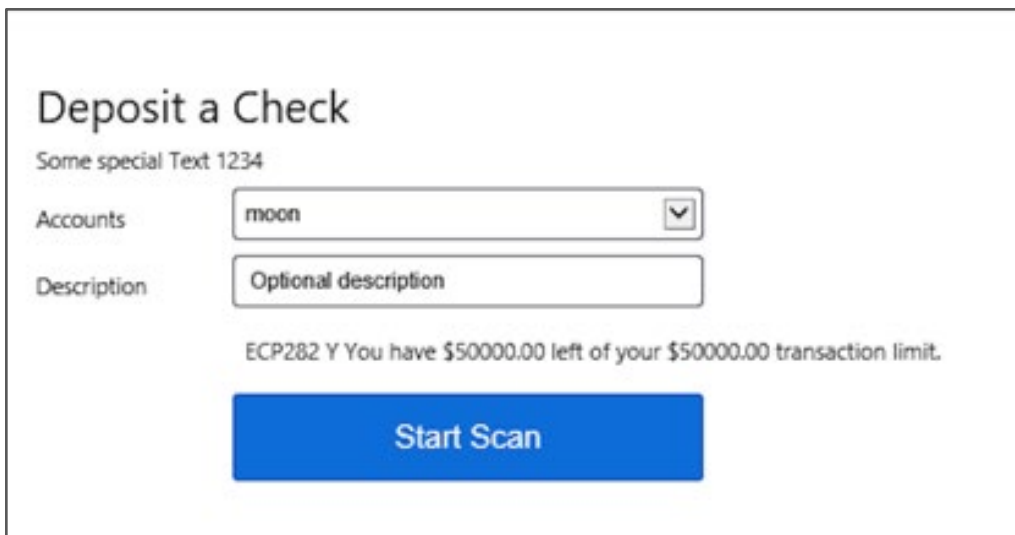
Select Scanner Model Panini:VisionX

Scanner Address localhost:44343 Test

reset save

FIGURE 75: SAVE SCANNER SETTINGS

You are now ready to make check deposits.



**Deposit a Check**

Some special Text 1234

Accounts moon

Description Optional description

ECP282 Y You have \$50000.00 left of your \$50000.00 transaction limit.

Start Scan

FIGURE 76: DEPOSIT A CHECK SCREEN

# Troubleshooting Digital Check

## Restarting Digital Check Services

In the event that the scanner does not connect to bRDC, restarting the Digital Check Services may be necessary.

1. Type **Services.msc** into the **Start** menu.
2. Right-select on **Services** and then select **Run as administrator**.

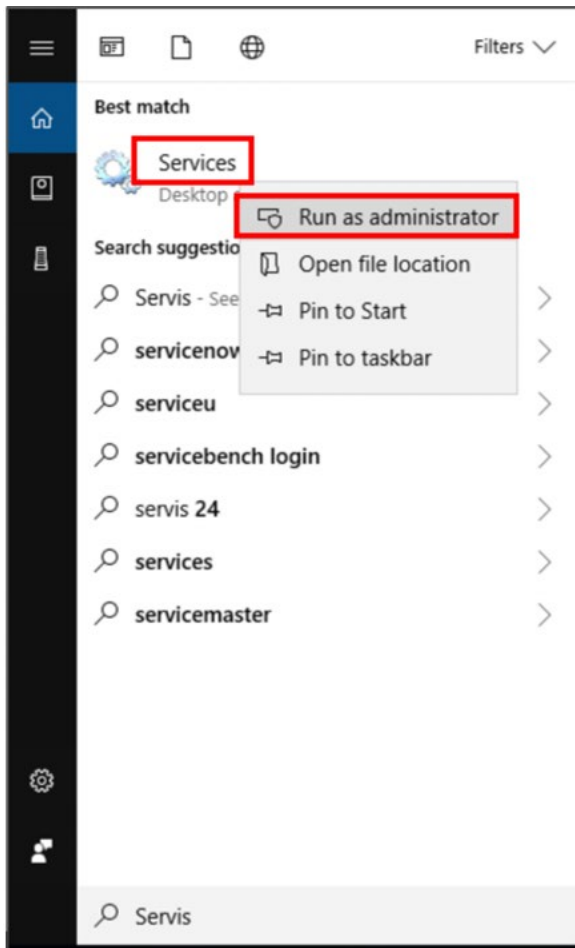


FIGURE 77: SERVICES

3. Locate and select **Digital Check AJAX API**.

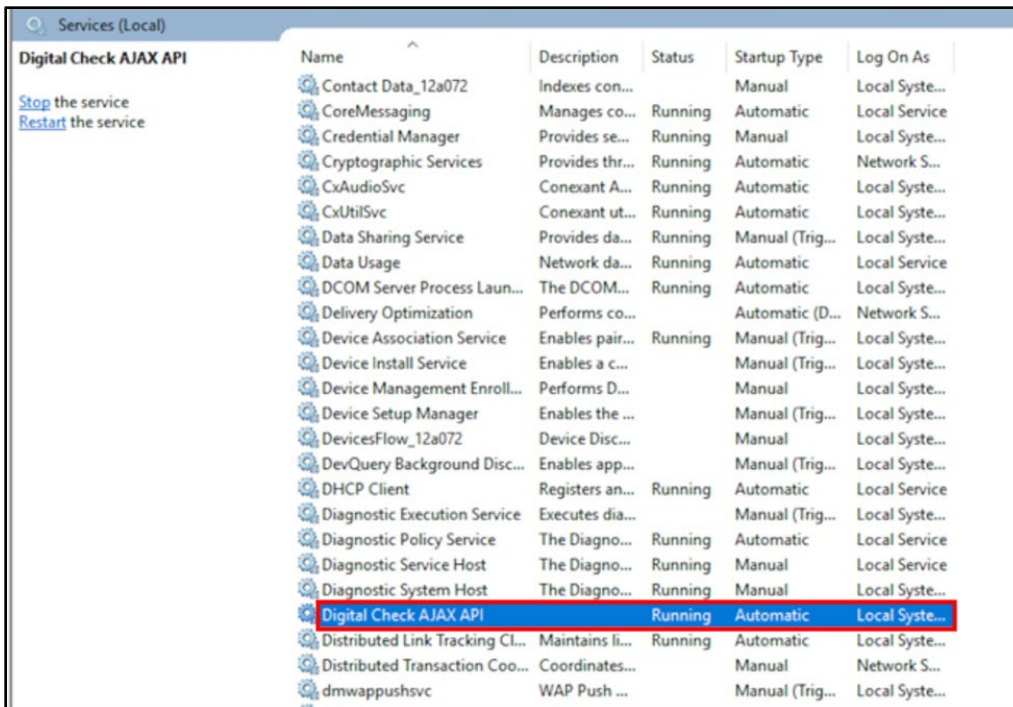
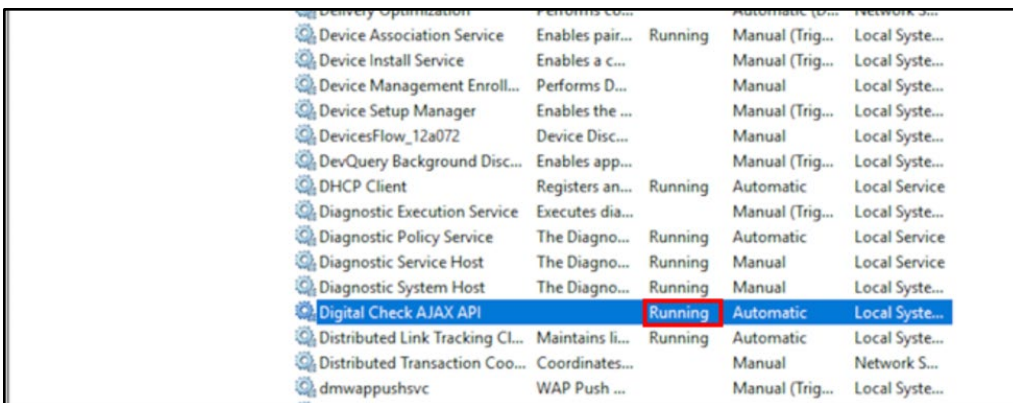


FIGURE 78: DIGITAL CHECK AJAX API

4. Check to ensure that the status of Digital Check AJAX API is *Running*.



5. Right-select on **Digital Check AJAX API** and then select **Stop**.

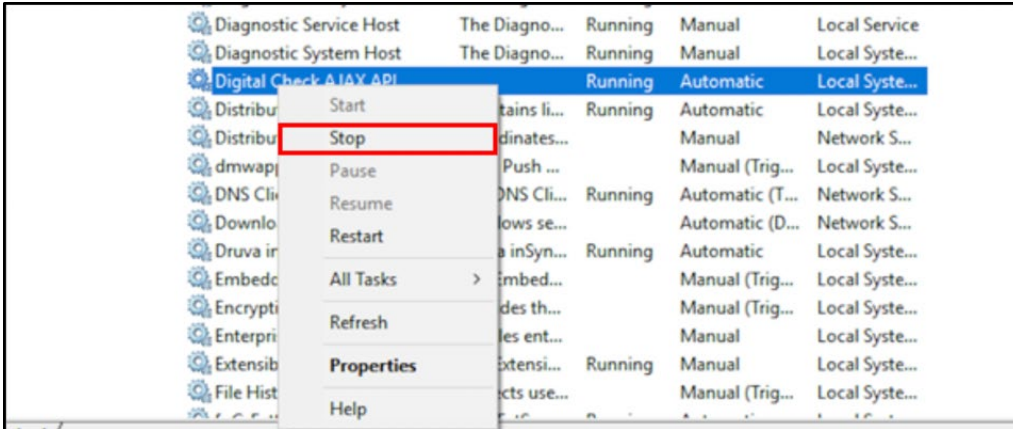


FIGURE 79: STOP DIGITAL CHECK AJAX API

6. Ensure that the **Digital Check AJAX API** is not running.

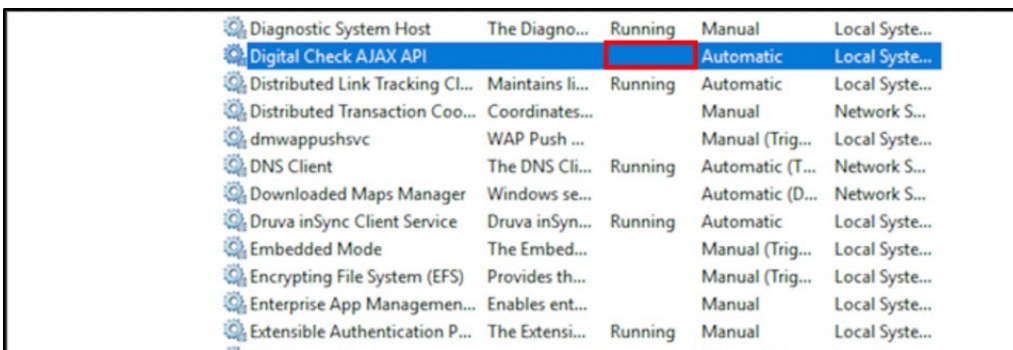


FIGURE 80: DIGITAL CHECK AJAX API NOT RUNNING

7. Right-select **Digital Check AJAX API** and then select **Start**.

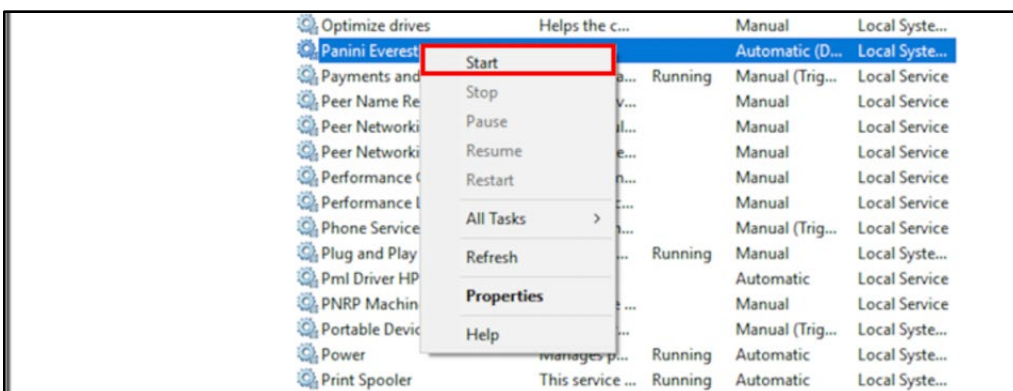


FIGURE 81: START DIGITAL CHECK AJAX API

8. Log in to bRDC and connect the scanner.



## Uninstalling Digital Check

In the event that you must uninstall Digital Check, follow the steps outlined below. If you have operated a Digital Check scanner on your computer using different software for remote deposit capture, we recommend that you uninstall all other Digital Check drivers. Only the Digital Check driver provided to you for bRDC should remain on your PC.

1. Type **Add or Remove Programs** into the Start menu and then select to open it.

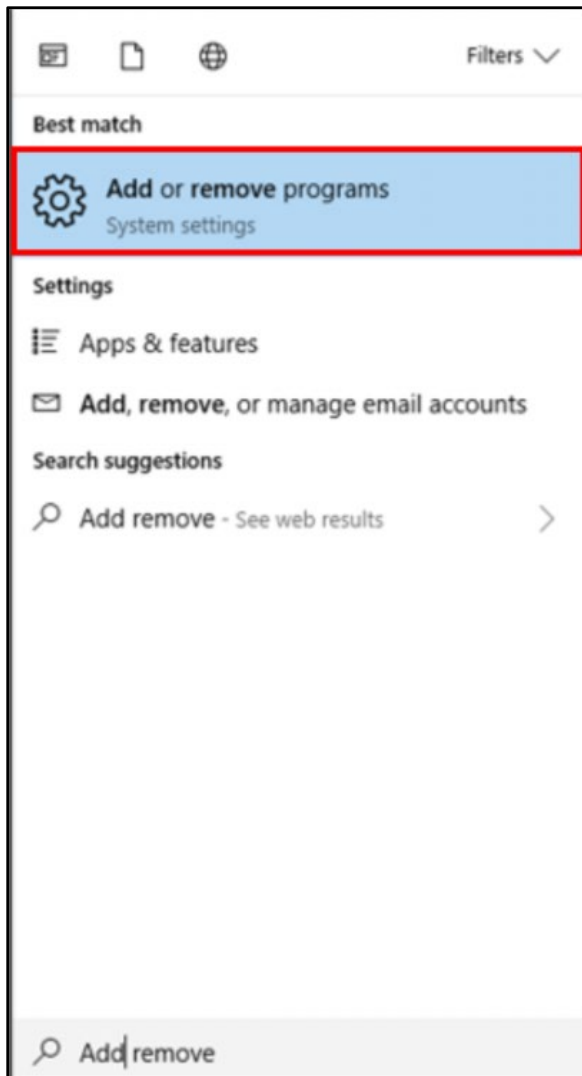


FIGURE 82: ADD OR REMOVE PROGRAMS

2. Locate and right-select **Digital Check & AJAX API version 1.0.0.136.16**.

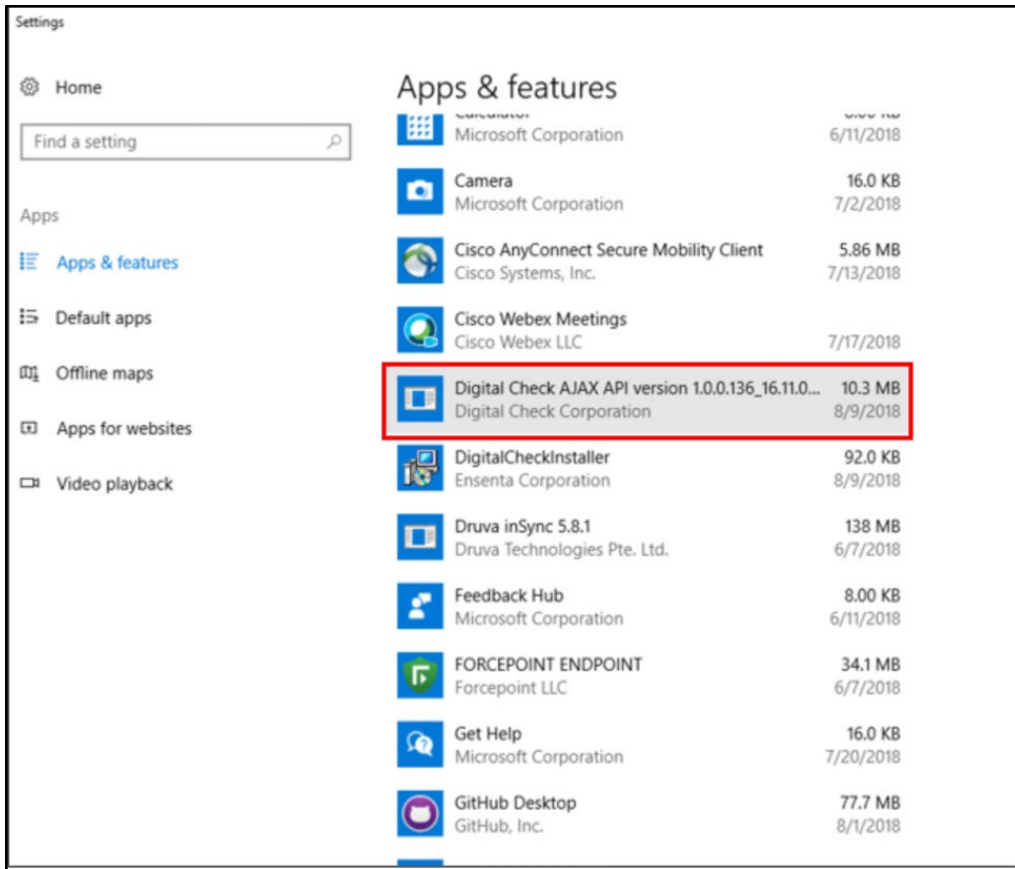


FIGURE 83: DIGITAL CHECK & AJAX API VERSION 1.0.0.136.16

### 3. Select **Uninstall**.

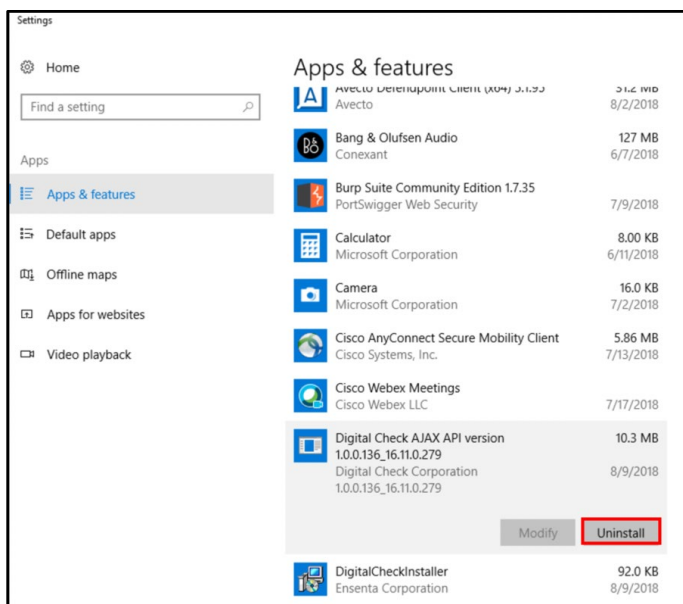


FIGURE 84: UNINSTALL BUTTON

4. Select **Uninstall** again to remove Digital Check and its components.

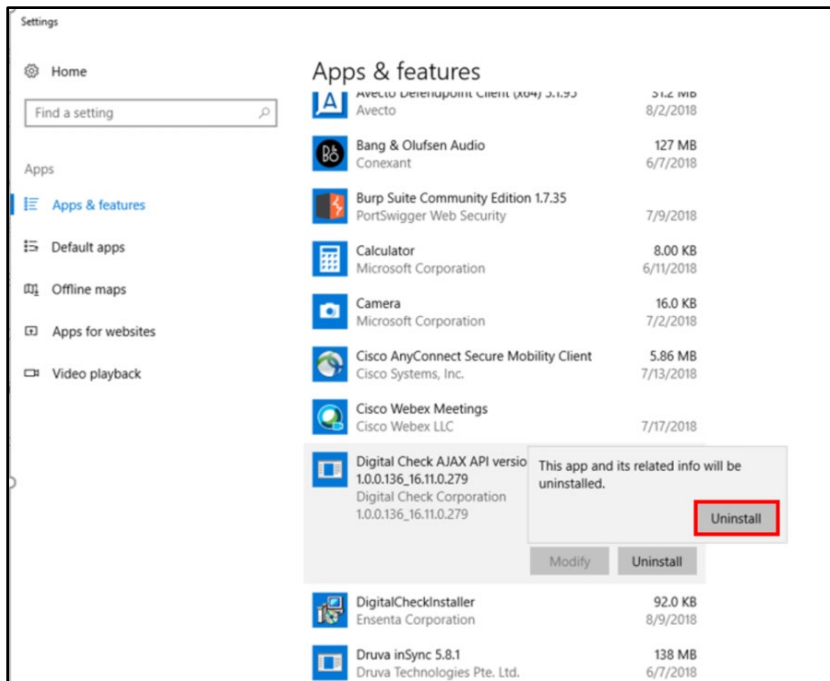


FIGURE 85: CONFIRM UNINSTALL

You have successfully uninstalled Digital Check and all its components from your device.

# Additional Troubleshooting

## Clearing Scanner Settings from bRDC

The scanner settings are saved as temporary internet files on your PC. Sometimes, third-party applications, system policies, and browser configurations are set to clear or remove these files automatically. Perform the steps below to resolve these issues.

### Google Chrome™

1. Open Google Chrome.
2. Select the **vertical ellipses** in the upper right corner.

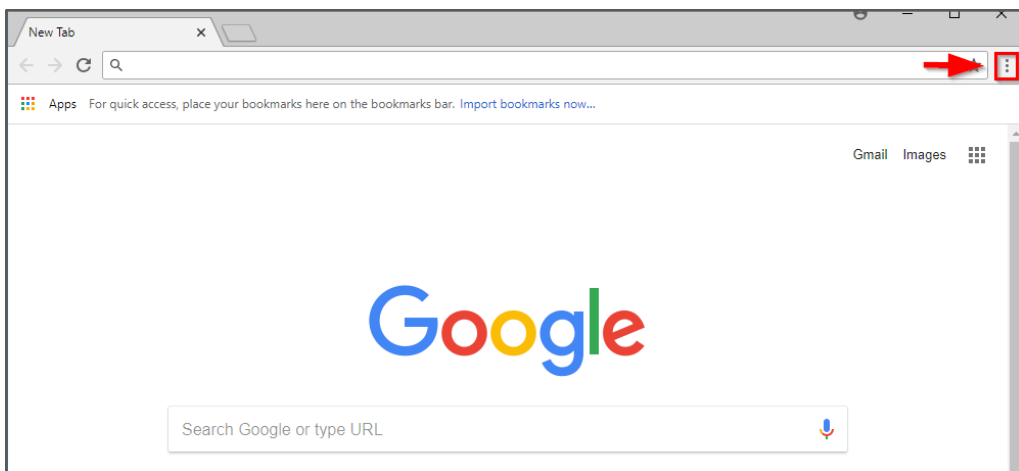


FIGURE 86: GOOGLE CHROME

3. Select **Settings** from the drop-down menu.

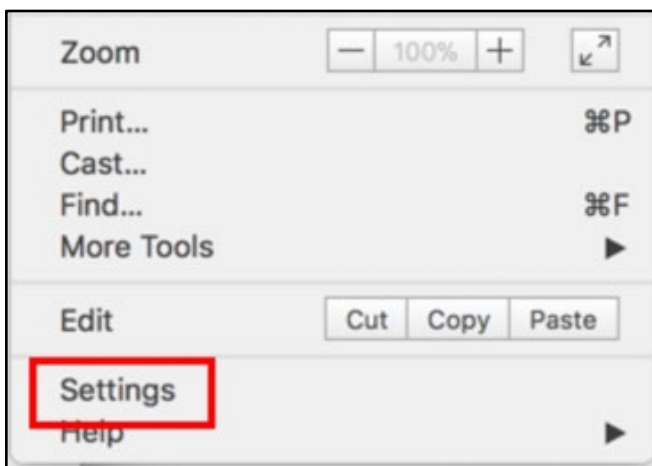


FIGURE 87: SELECT SETTINGS

4. Scroll down and then select **Advanced**.

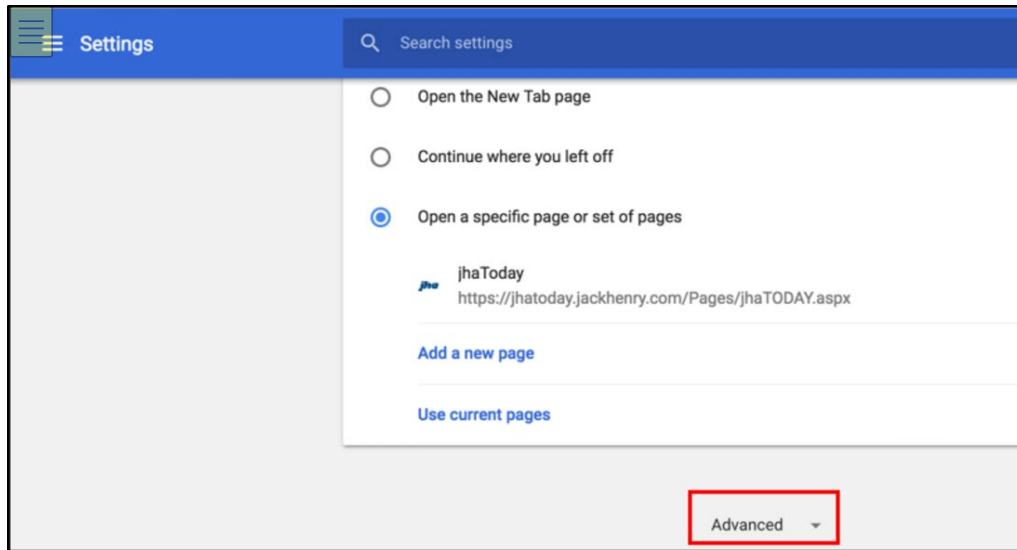


FIGURE 88: ADVANCED DROP-DOWN MENU

5. Scroll down and then select **Clear browsing data**.

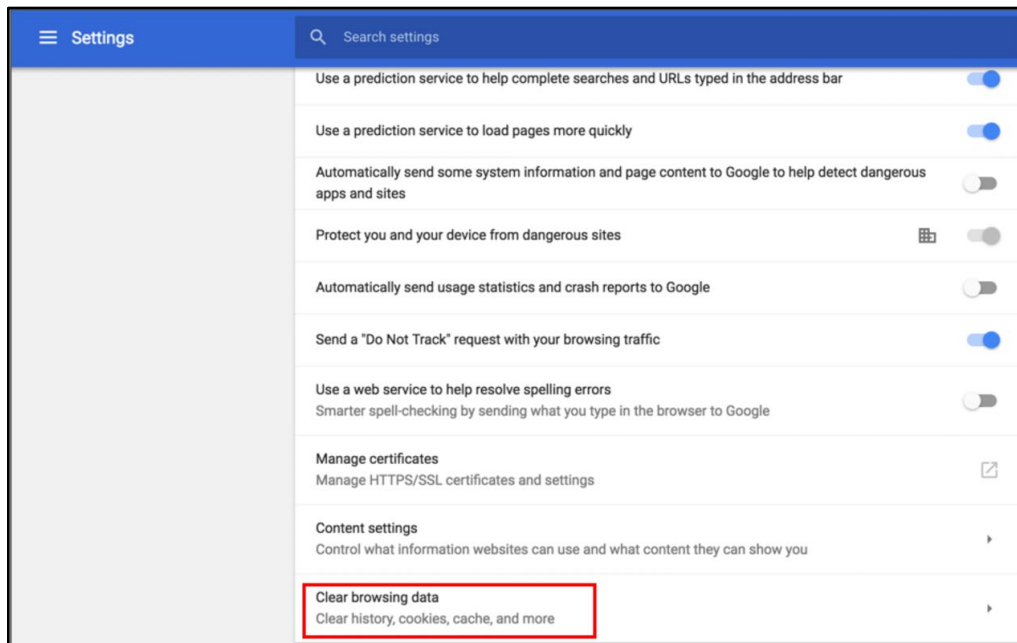


FIGURE 89: CLEAR BROWSING DATA

6. Select the **Basic** tab when prompted.

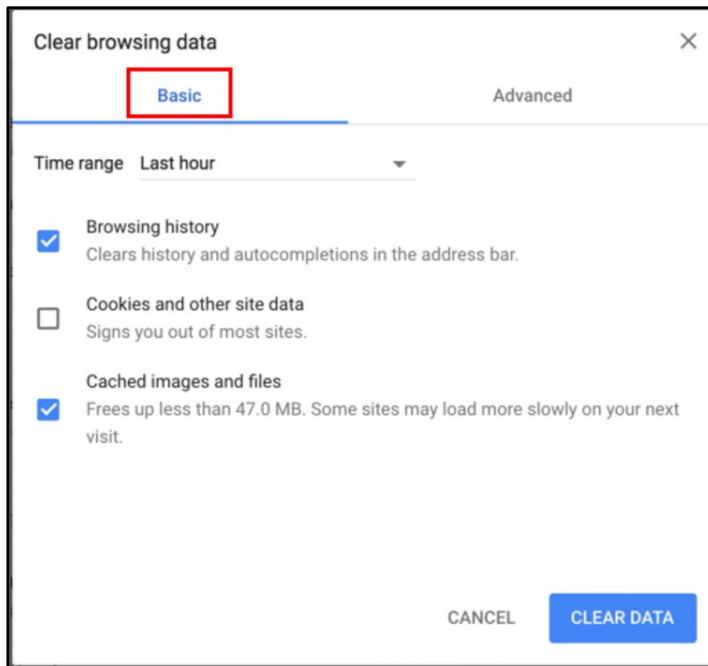


FIGURE 90: CLEAR BROWSING DATA – BASIC

7. Confirm that the **Cookies and other site data** option is **not** checked and then close the window by Selecting **X** in the upper-right corner of the window.

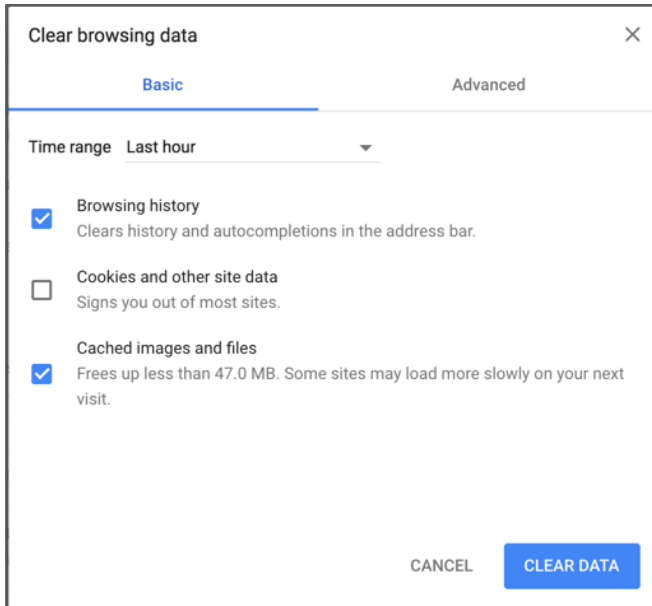


FIGURE 91: COOKIES AND OTHER SITE DATA

8. Confirm with your IT department that there are no system policies that would delete cached files.

9. Examine the system for any maintenance or system cleaning software, such as CCleaner™, or System Mechanic®. Contact EPS Ensenta Support or your FI's administrator if the problem persists.