

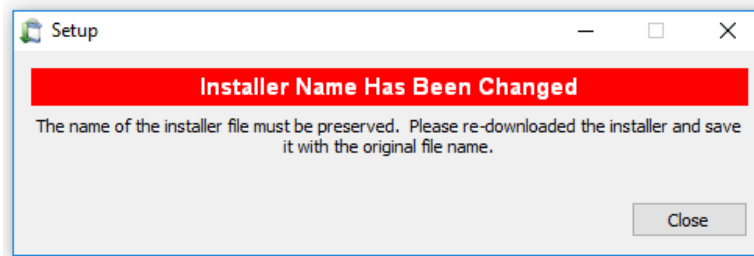
MIPS

Remote Deposit

Troubleshooting Guide

Client Download

Problem: Error Message: “Installer name has been changed”



Solution:

Remember to use **INTERNET EXPLORER** or **FIREFOX** to download the installation package. Google Chrome will change the name of your file when it downloads it and installation will not begin because the installer must be intact and named correctly.

It is important to remember that Chrome no longer supports Microsoft Silverlight and will not work for any of the Remote Deposit steps.

Client Connection

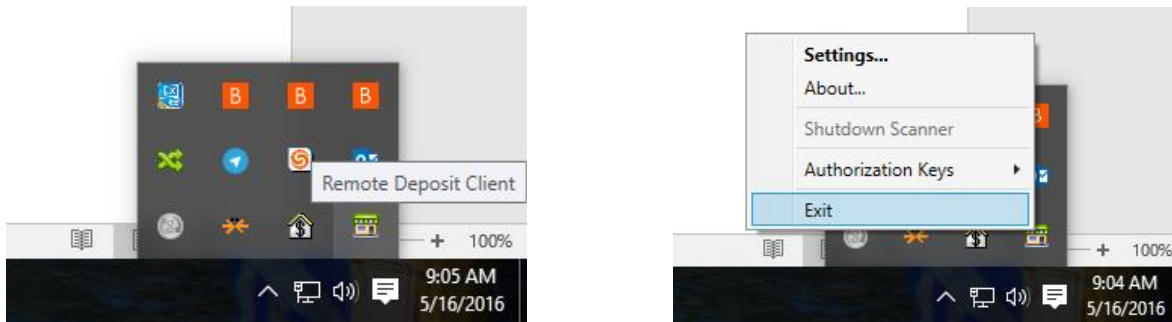
Problem: Unable to connect to Remote Deposit Client



Solution: If the machine is unable to contact the client service, you will see the above error. The most common cause of this is if the client service on the machine has either not started after a reboot, or it is no longer responding.

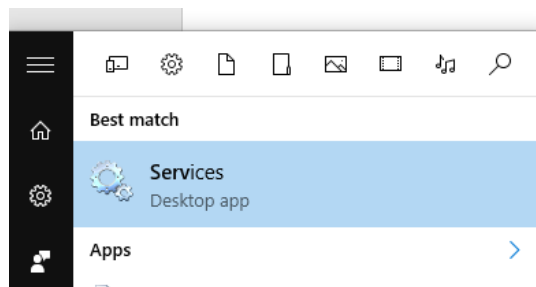
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If the tray icon is running you will need to close it so that it can be refreshed after service restart.



Right click on the tray icon and click exit to close it.

To get to the Services click on the start button and begin typing “Services” you will see a program with a gears icon come up.

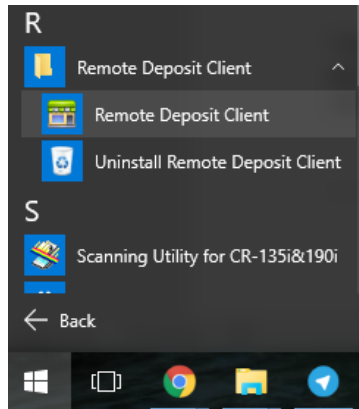


Clicking on this program will take you to the list of installed services on the pc.

Services (Local)						
	Name	Description	Status	Startup Type	Log On As	
Remote Deposit Client Service						
Stop the service	Relativity Monitor	Monitors an...	Running	Automatic	Local Syste...	
Restart the service	Remote Access Auto Connection Manager	Creates a co...		Manual	Local Syste...	
	Remote Access Connection Manager	Manages di...		Manual	Local Syste...	
	Remote Deposit Client Service	Provides cli...	Running	Automatic	Local Syste...	
Description:	Remote Desktop Configuration	Remote Des...	Running	Manual	Local Syste...	
Provides client access policy for Remote Deposit silverlight application	Remote Desktop Services	Allows user...	Running	Manual	Network S...	
	Remote Desktop Services UserMode Port Re	Allows the r...	Running	Manual	Local Syste...	

Restarting, or starting the Remote Deposit Client Service will correct this error and allow the customer to reconnect and sign in correctly. If the service is not currently running, start the service. If the service is running, stop the service, wait a few moments and then click Start.

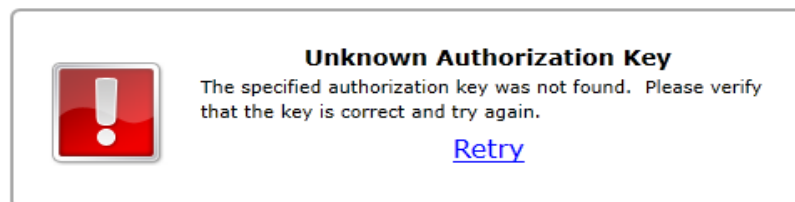
Once service is started the tray icon will also need restarted, it can be accessed from the start menu under Remote Deposit Client. Once located click on the program to restart the tray icon.



**Also note that the tray icon may correct scanner connection issues. If the customer is able to create a deposit, but while connecting to the scanner, controls do not appear, try performing this restart method to see if it fixes the problem.

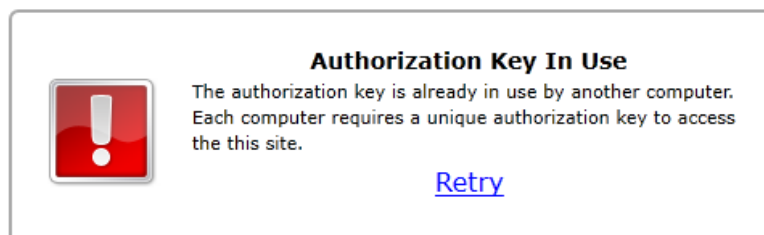
Authorization Keys

Problem: Unknown Authorization Key



Solution: The key needs to be double checked to ensure it is accurate and matches the key given.

Problem: Authorization Key in Use



Solution: Try rebooting the PC and confirming that another user has not accidentally used this key on another machine. If this does not work you will need to contact NWBT to address the problem.

If this error comes up saying the key is already in use. There are a couple of different scenarios. The one that causes the biggest issues is using different networks. Or wireless vs wired connection. If a customer has Remote Deposit on a laptop and go from home to office. These are all examples of things that will cause this error to come up.

****DO NOT ISSUE A NEW KEY**** If you issue the customer a new key you will be billed for BOTH keys. Any key that has been used for scanning each month is valid for billing so if you issue a new one and the customer uses both, they will be billed for both.

Scanner Problems

Problem: Cannot download scanner drivers.

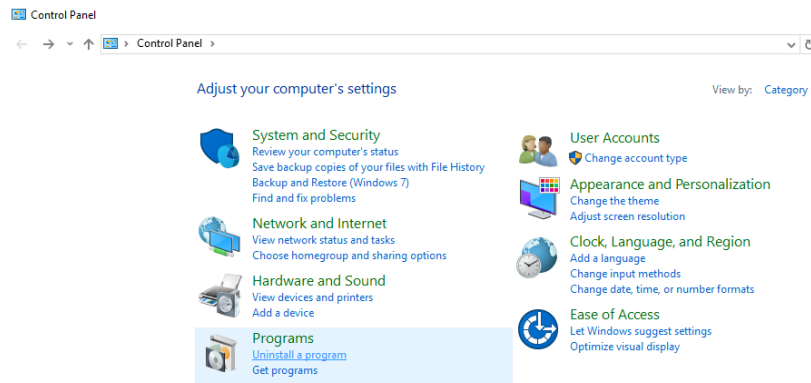
Solution: Verify TLS security settings. If TLS 1.0 or 1.1 are not active on the server, Remote Deposit system will need updated to a TLS 1.2 compatible version.

Problem: Remote Deposit Is Unable to Communicate with the Scanner

Solutions: These are things that can be tried with any scanner.

- Try to reboot the scanner itself. Power it off then back on.
- Attempt to plug the USB cable into a different port on the PC itself.
- Lastly if these did not work and a replacement USB cable is available, see if the replacement cable restores connection.

If after the installation you cannot connect to a scanner, make sure that the drivers are installed correctly. Check the Programs listing in control panel and ensure that the correct drivers are in the list.



From the Control Panel click on Uninstall a program to show a list of programs and drivers installed. If the scanner you are attempting to use did not complete installation successfully, you will not see the drivers in this list.

An important thing to remember is to make sure that the scanner is **NOT CONNECTED TO THE PC** during install. Most installers will give a warning before they begin to make sure this is done.

Burroughs: Make sure that the Smart Source Startup has been run before your first connection to the Remote Deposit Client.

They have an information form that comes up on the first run that will sometimes cause the scanner not to connect if starting the first time while in Remote Deposit This will also make sure your scanner is installed to the PC correctly.

Once it has been run you may close the items in the tray icon. Remote Deposit will begin the startup automatically when it tries to connect and it cannot connect if it is already running.

Panini: Once the drivers are installed, run the Multi Demo shortcut that gets placed on the desktop to ensure that firmware is updated and that your scanner connects to the PC. If the Multi Demo connects and you see a status of “online” then your scanner is ready.

Canon(Ranger): You will simply want to make sure that when you connect the device to the PC that it installs and shows that your device is ready to use.

Digital Check: Once driver installation is complete and the device plugged into the PC ensure that it shows drivers are installed and the device is ready to use.