Enterprise Payment Solutions™ (EPS)

EPS Payments Platform

JHA EPS SmartPay Business℠

October 2016

EPS Hardware Troubleshooting Guide

jack henry & ASSOCIATES INC. | jack henry Banking | Symitar | ProfitStars

© 1999 – 2016 Jack Henry & Associates, Inc.
All rights reserved. Information in this document is subject to change without notice.

Printed in the United States of America.

No part of this document may be copied, reproduced, stored in a retrieval system, displayed, distributed or transmitted in any form or any means whatsoever (electronic, mechanical or otherwise), including by photocopying or recording for any purpose, without the prior written permission of Jack Henry & Associates, Inc. Making unauthorized copies of this document for any purpose other than your own personal use is a violation of United States copyright laws.

Any unauthorized use of Jack Henry & Associates, Inc.'s trademarks and service marks is strictly prohibited. The following marks are registered and unregistered trademarks and service marks of Jack Henry & Associates, Inc.:

3rd Party Sweep™; 4|sight™; Account Analysis™; Account Cross Sell™; Account Cross Sell Jumpstart™; Account Number Change™; ACH/Check Conversion Services™; ACH Client™; ACH Manager™; ACH Origination/Processing™; Advanced Card Processing Solutions Portal℠; Advanced Reporting for Credit Unions™; AlertCenter™; AlertManager™; AllAccess™; Alogent®; Alogent® AWARE™; Alogent® Back Counter™; Alogent® Commercial Remote Deposit™; Alogent® Enterprise Duplicate Detection™; Alogent® Front Counter™; Alogent® Image ATM™; Alogent® Interactive Capture™; Alogent® Mobile Remote Deposit™; Alogent® Payment Web Services™; Alogent® Payments Gateway™; Alogent® Remote Deposit Interactive™; Alogent® Retail Remote Deposit™; Alogent® Review™; Andiamo™; Annual Disclosure Statement Online™; ArgoKeys®; ArgoKeys® Branch Sales Automation™; ArgoKeys® DepositKeys™; ArgoKeys® LendingKeys™; ArgoKeys® RelationshipKeys™; ATM Manager Pro®; ATM Manager Pro® – Asset & Site Management™; ATM Manager Pro® – Cash Management™; ATM Manager Pro® – Event Management™; ATM Manager Pro® – Financial Management™; AudioTel™; Banno Marketing™; Banno Mobile™; Banno Monitor™; Basel Report Pro™; BladeCenter™; BondMaster™; Branch Anywhere™; Branch Deposit Reporting Pro™; Brand Management Services™; BusinessManager®; Call Report Pro™; Call Report Pro CU™; Card Holder Controls and Alerts℠; Card Processing Solutions™; Card Processing Solutions Companion App℠; Card Processing Solutions Credit™; Card Processing Solutions Debit™; Cash Automation™; Cash Dispenser™; Cash Recycler™; Centurion Business Continuity Planning™; Centurion Business Recovery Consulting Group™; Centurion Co-Location™; Centurion Disaster Recovery®; Centurion Emergency Notification™; Centurion Enterprise-Level Recovery™; Centurion Episys Hosted Failover™; Centurion Hosted High Availability™; Centurion LiveVault™; Check 21 Cash Letter™; Check 21 Exception Processing™; CheckCollectPlus™; Check Collect Recovery Services™; CheckMaster™; CheckMaster Plus™; Check Writer for Core Director®; CIF 20/20®; CIF 20/20® Teller™; Co-Mingle™; Collateral and Document Tracking™; Commercial Lending Center™; Compliance Access™; Core Director®; Core Director® Teller™; Core Director® Teller Capture™; Cruise®; CruiseNet®; CruiseNet® Mobile CU™; CruiseNet® Mortgage Statement Extract™; CruiseNet® Relationship Pricing™; CTRMaster™; CUPRO® ALM™; CUPRO® ALM Express™; Customer Payment Portal™; Database Cleansing Package™; DataLink CU™; Demand Account Reclassification™; DIME™ (Document Image Management Engagement); DirectLine International™; DirectLine® OFX; DirectLine Wires™; Dynamic Content Modules™; ECS Capture Solutions™; ECS Digital Data Conversion™; ECS OneLook™; ECS Paper-to-Digital Conversion™; ECS RDC Conversion℠; ECS Web™; eCTR™; Electronic Statements™; Electronic Statements – Interactive™; Enhanced Account Analysis™; Enhanced Loan Application™ (ELA); Enhanced Loan Collections™; Enhanced Member Application™ (EMA); Enterprise Backup and Tape Encryption™; Enterprise Capture Solutions™; Enterprise Conversion Solutions™; Enterprise Payment Solutions™; Episys®; Episys® Anywhere™; Episys® Collateral and Document Tracking™; Episys® Collection Toolkit™; Episys® Contact Event Manager℠; Episys® Continuity Plan℠ (ECP); Episys® Continuity Services℠; Episys® Continuity Services Plus℠; Episys® Data Store™; Episys® Dealer Reserve Accounting™; Episys® Escrow Module™; Episys® External Loan Processing Interface™; Episys® Failover Certification℠; Episys® Failover Self-Certification℠; Episys® ID Scanner Interface™; Episys® ID Scoring Integration™; Episys® Management Server™; Episys® Multihost™; Episys® OFAC Integration™; Episys® Overdraw Tolerance™; Episys® PowerCheckUp℠; Episys® Quest™; Episys® Real Time External Loan Interface™; Episys® Replication Failover™; Episys® Skip Payment™; Episys® University™; Episys® Vaulting™; Episys® Virtualization™; EPS Remote Deposit Capture™; Extra Awards®; Failover™; Fed-File Pro™; FlexPass™; First PIN™; FormSmart™; Genesys Check Imaging Suite™; Gladiator®; Gladiator® Advanced Malware Protection™; Gladiator® Consulting Services™; Gladiator® CoreDEFENSE Managed Security Services™; Gladiator® eBanking Compliance Services™; Gladiator® eCommercial SAT™; Gladiator® Enterprise Network Design, Implementation & Support Services™; Gladiator® Enterprise Security Monitoring™; Gladiator® Enterprise Virtualization Services™; Gladiator® eSAT™; Gladiator® eShield™; Gladiator® Help Desk Service℠; Gladiator® Hosted Network Solutions™; Gladiator® IT Regulatory Compliance/Policy Products™; Gladiator® Managed IT Services™; Gladiator® Managed Unified Communications Services™; Gladiator® NetTeller® Enterprise Security Monitoring™; Gladiator® Network Services™; Gladiator® Phishing Defense and Response Service™; Gladiator® Social Media Compliance Services™; Gladiator Technology®; Gladiator® Unified Communications Services™; Gladiator® Website Compliance Review™; goDough®; GoldPass™; Hosted Pay Page™; iBizManager™; Image ATM™; Image ATM Capture and Reconciliation™; ImageCenter™; ImageCenter ATM Deposit Management™; ImageCenter Image Capture™; ImageCenter Interactive Teller Capture™; Intellix CIF 20/20® OutLink Renewal Engagement™; Intellix Consulting™; InTouch Voice Response®; Investor Servicing™; iPay Business Bill Pay™; iPay Consumer Bill Pay™; iPay QuickPay™; iPay Solutions™; Isosceles™; iTalk™; Jack Henry & Associates, Inc.®; Jack Henry Banking®; JHA Client Services℠; JHA Commercial Cash Management™; JHA Consumer Pieces™; JHA EMV™; JHA EPS SmartPay Biller Direct℠; JHA EPS SmartPay Business℠; JHA EPS SmartPay Express℠; JHA Get Smart℠; JHA Hosted ATM Driving℠; JHA Merchant Services℠; JHA Money Center℠; JHA mRDC™; JHA OutLink Processing Services™; JHA Payment Solutions™; JHA Payment Processing Solutions®; JHA Program Management Services℠; JHA Small Business Cash Management™; JHA Treasury Management™; jhaAddress Verify™; jhaCall Center™; jhaCall Center In-House™; jhaCall Center Outsourced Services™; jhaCall Center Outsourced Services After Hours™; jhaCall Center Outsourced Full Business Services™; jhaCall Center Outsourced Select Services™; jhaDirect®; jhaEnterprise Workflow™; jhaID Scan™; jhaKnow™; jhaKnow Express™; jhaPassPort Debit Optimizer™; jhaPassPort™; jhaPassPort.pro™; jhaPassPort Direct™; jhaPassPort Extra Awards™; jhaPassPort Fraud Center™; jhaPassPort Hot Card Center™; jhaPassPort Promotions and Consulting Services™; jhaPassPort Switch™; jhArchive℠; jVault®; jXchange™; Know-It-All Credit Programs™; Know-It-All Education™; Know-It-All Learning Management Portal™; Know-It-All Now™; Landlord/Tenant Security Deposit Tracking™; LendingNetwork®; Loan Collateral Tracking™; Margin Maximiser Interactive™; Margin Maximizer Interactive™; Margin Maximiser MaxConnect™; Margin Maximizer MaxConnect™; Margin Maximiser Pronto™; Margin Maximizer Pronto™; Margin Maximiser Suite®; Margin Maximizer Suite®; Masterlink℠; MaxConnect Interactive™; MedCashManager®; Member Business Services™; Member Privilege™; Mobile Website™; Multifactor Authentication™; Mutual Fund Sweep™; Net.Check™; NetTeller®; NetTeller® Bill Pay™; NetTeller® Cash Management™; NetTeller® MemberConnect™; NetTeller® Online Banking™; NetTeller® Security Manager™; NetTeller® Text Alerts™; NetTeller® Vanity URL℠; OFX Gateway™; OnBoard Deposits™; OnBoard Loans™; OnNet™; OnTarget™; OnX™; OpCon™; Opening Act™; Opening Act Express™; Optimizer™; Optimus Credit Union™; Participation Lending™; PassBook™; PIN Change Service℠; Point℠; PointMobility℠; PowerOn®; PowerOn2™; PowerOn Marketplace®; PowerOn® Studio™; Prepaid Cards™; Professional Consulting Services™; PROFITability®; Organizational PROFITability® Analysis System™; Product PROFITability® Analysis System™; PROFITability® Budget™; PROFITability® Reporting Service™; PROFITstar®; PROFITstar® ALM Budgeting™; PROFITstar® Budget™; PROFITstar® Classic™; PROFITstar® Reporting Service™; ProfitStars®; ProfitStars® Direct™; ProfitStars® Financial Performance Suite℠; ProfitStars Synergy®; Real Time™; Refi Analyzer™; Regulatory Reporting Solutions™; Relationship 360™; Relationship Profitability Management™ (RPM); RemitCentral™; RemitPlus®; RemitPlus® Express™; RemitPlus® HRCM™; RemitPlus® Remittance/Lockbox™; RemitWeb™; Remote Deposit Anywhere™; Remote Deposit Complete™; Remote Deposit Express™; Remote Deposit Now™; Remote Deposit Scan™; ReportHub™; RPM Reporting Service™; Shared Branch™; SigMaster™; Silhouette Document Imaging®; SilverLake Real Time™; SilverLake System®; SilverLake Teller™; Smart EIP™; Smart GL™; SmartSight®; smsGuardian™; Store & Forward™; StreamLine Platform Automation®; StreamLine Platform Automation® – Deposits™; StreamLine Platform Automation® – Loans™; Summit Support®; Sweep Account Processing™; SymAdvisor™; SymApp™; SymChoice Loan™; SymConnect™; SymForm™; SymForm PDF™; Symitar®; Symitar® ATM Services™; Symitar® eNotifications™; Symitar® Fraud Management™; Symitar® EASE™; SymX™; SymXchange™; Synapsys®; Synapsys® Lobby Tracking™; Synapsys® Member Relationship Management™; Synergy AdvancedPDF™; Synergy API Integration Toolkit™; Synergy AutoImport™; Synergy Automated Document Recognition™ (ADR); Synergy Batch Document Recognition™ (BDR); Synergy Check Archive™; Synergy DataMart™; Synergy Document Management™; Synergy Document Recognition™; Synergy Document Tracking™; Synergy eDistribution™; Synergy eMailAssist™; Synergy Enterprise Content Management™ (ECM); Synergy eSign™; Synergy eSignWeb™; Synergy eStorage™; Synergy Express™; Synergy ID Scan™; Synergy iSign™; Synergy Kofax Capture™; Synergy PowerSearch™; Synergy Reports™; Synergy Workflow Management™; TellerMaster™; TheWayiPay®; TimeTrack Human Resources™; TimeTrack Payroll System™; TimeTrack Time and Attendance™; Tokenization™; Transaction Logging and Vaulting Server™; Transaction Logging Server™; ValuePass™; Vehicle Pricing Interface™; Vertex Teller Automation System™; Vertex Teller Capture™; Virtual Transaction Logging Server™; WebEpisys™; Website Design & Hosting™; Website Security Services™; Wire Management™; Yellow Hammer™; Yellow Hammer ACH Origination™; Yellow Hammer BSA™; Yellow Hammer BSA Regulatory Consulting Service™; Yellow Hammer EFT Fraud Detective™; Yellow Hammer Fraud Detective™; Yellow Hammer SAR Center™; Yellow Hammer Wire Origination™; Xperience™

Slogans
Cutting-Edge IT Solutions for the Future of Credit Unions℠; Know-It-All – Empowering Users Through Knowledge℠; Leading through technology … guiding through support℠; Powering Actionable Insight℠; Snap it Send it Spend it®; The Depth of Financial Intelligence℠; We Are Looking Out For You℠; Where Tradition Meets Technology℠

Various other trademarks and service marks used or referenced in this document are the property of their respective companies/owners.

Other Trademarks
Various other trademarks and service marks used or referenced in this document are the property of their respective companies/owners:

Microsoft, Windows, Windows NT, Windows Vista, and Internet Explorer are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Adobe and Acrobat Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. PayPal is a registered trademark of eBay, Inc. PayNearMe is a trademark of PayNearMe, Inc.

Visa Checkout is a trademark of Visa International Service Association.
Portions of this software:
The MIT License (MIT)
Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

AlaSQL

Copyright (c) 2014-2015 Andrey Gershun (agershun@gmail.com) & Mathias Rangel Wulff (mathiasrw@gmail.com)

Angular UI-Router

Copyright (c) 2013-2015 The AngularUI Team, Karsten Sperling

AngularJS

Copyright (c) 2010-2015 Google, Inc. http://angularjs.org

AngularJS UI Bootstrap

Copyright (c) 2012-2015 the AngularUI Team

angular-deferred-bootstrap

Copyright (c) 2014 philippd

angular-file-upload

Copyright (c) 2013 danialfarid

angular-growl

Copyright (c) 2013 Marco Rinck

angular-idle

Copyright (c) 2013 Mike Grabski

angular-mask

Copyright (c) 2014 Igor Rafael

angular-translate

Copyright (c) <2014> <pascal.precht@gmail.com>

angular-zeroclipboard

Copyright (C) 2014 lisposter(Leigh Zhu)

angularUtils

Copyright (c) 2014 Michael Bromley

Bootstrap

Copyright (c) 2011-2015 Twitter, Inc

jasmine.js

Copyright (c) 2008-2014 Pivotal Labs

jQuery
---
jQuery Foundation, Inc. and other contributors

Json.NET

Copyright (c) 2007 James Newton-King

Mordernizr

Generic MIT License

Moment.js

Copyright (c) 2011-2015 Tim Wood, Iskren Chernev, Moment.js contributors

Unity.MVC5

Copyright (c) 2013 FeedbackHound

ui-grid

Copyright (c) 2012-2015 the AngularUI Team

ZeroClipboard

Copyright (c) 2009-2014 Jon Rohan, James M. Greene

Apache License
Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at
http://www.apache.org/licenses/LICENSE-2.0

Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

dotless

Copyright (c) 2009-2010 dotless project, http://www.dotlesscss.com

unity

Generic Apache License, Version 2.0

Microsoft EULA

Microsoft ASP.NET Identity Core Microsoft ASP.NET MVC Microsoft ASP.NET Razor
Microsoft ASP.NET Web Optimization Framework Microsoft ASP.NET Web Pages
Microsoft Token Validation Extension for Microsoft .Net Framework 4.5 Microsoft.Web.Infrastructure
WebGrease

NUnit License

Copyright © 2002-2015 Charlie Poole
Copyright © 2002-2004 James W. Newkirk, Michael C. Two, Alexei A. Vorontsov Copyright © 2000-2002 Philip A. Craig

Contents

System Requirements 7
Other Supported Scanners 8
Windows 10 Users 8
Confirming Your System Administrator Privileges 9
Browser Settings 11
Configuring Temporary Internet Files and History Settings 11
Adding to Trusted Sites in Internet Options 13
Turning on Compatibility View 15
Scanner Device Control 17
Device Control Indicators 17
Disabling Alerts, Launch on Startup, Auto Detect Proxy 17
Changing a Scanner 18
Uninstalling a Scanner 20
Troubleshooting 24
Application Will Not Launch 24
Check Jam 27
“Choose A Device Manufacturer” Prompt Appears Every Time 28
Communication Error/Failure 30
Device Error: SAFETY 31
Device Error for Panini VisionX: Compression Error 31
Error Connecting to Device Control 32
Images With Horizontal Black Lines 33
Verifying Power Options 33
Cleaning Image Cameras 37
Electrical Interference 38
Poor Electrical Circuit 38
Degraded USB Controller or Cable 38
Other USB Devices 38
Outdated BIOS/firmware/chipset 38
Internet Browser Settings Update Loop 38
Pocket Options for Panini I:Deal (RDS and RDC) 43
“Required supported device list not available” Error 44

© 1999-2016 Jack Henry & Associates, Inc.®

Terminal Not Enabled 44
Terminal Not Set Up.....45

© 1999-2016 Jack Henry & Associates, Inc.®

System Requirements

For an optimal experience, a high-speed Internet connection is recommended when working with the system. Virtualization software is not supported.

The following PC components are required for working with the application(s).

- Local Administrative rights
- USB port 2.0 or higher

The following is a list of browsers for use with the system.

NOTE: The current version of Google Chrome™ and its two previous versions are supported.

For Microsoft® Windows®:

- Windows 7 Service Pack 1: Microsoft Internet Explorer® 11 or Google Chrome
- Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome
- Windows 10: Microsoft Internet Explorer 11 or Google Chrome
- .NET® Framework 4.6 or higher

For Mac:

- OS X El Captain
- Google Chrome

The following scanners support this application's features.

Scanner	Model Supported
Panini®	I:Deal® WI: Deal My Vision X Vision X
Digital Check®	CX30 TS230 TS240
RDM®	EC7000i EC7500i
Epson®	Capture One TMS 1000

© 1999-2016 Jack Henry & Associates, Inc.®

Unisys Burroughs®	Micro EX Micro Elite Pro SmartSource® Professional Elite SmartSource Merchant Elite Value

Other Supported Scanners

For a complete list of supported scanners, please refer to the *EPS Compatible Hardware Matrix* document on the *Downloads* page of the Partner Portal.

Windows 10 Users

If you are using Windows 10, ensure that you are using Internet Explorer or Google Chrome. The Microsoft Edge™ browser is currently not supported. The Internet Explorer icon appears as , while the Microsoft Edge browser appears as .

If you mistakenly used the Edge browser, log out and then close the Edge browser windows. Search for and launch Internet Explorer (IE). Log in again using the IE browser to retry.

NOTE: If you cannot find Internet Explorer on the *Start* screen or on the taskbar in the desktop, check to make sure it wasn't accidentally unpinned.

To repin Internet Explorer to the *Start* screen:

1. Swipe inward from the right edge of the screen, and then tap **Search**. (If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and then click **Search**.)
2. Enter “Internet Explorer” in the search box.
3. In the search results, press and hold Internet Explorer, and then tap **Pin to Start**. If you're using a mouse, right-click Internet Explorer, and then click **Pin to Start**.

To repin Internet Explorer to the taskbar:

1. Swipe in from the right edge of the screen, and then tap **Search**. If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and then click **Search**.
2. Type “Internet Explorer” into the search box.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

3. In the search results, swipe down on the Internet Explorer icon, and then tap **Pin to taskbar**. If you're using a mouse, right-click Internet Explorer, and then click **Pin to taskbar**.

Confirming Your System Administrator Privileges

A user needs the necessary privileges for installation purposes. Follow the steps below to determine whether a particular user has system administrator privileges.

1. From your computer desktop, click the **Start** button.
2. For Windows 7, right-click **Computer** or **This PC** and then select **Manage** (as shown below).
3. For Windows 8.1 and 10, right-click the **Start menu** and then select **Computer Management** (as shown below).

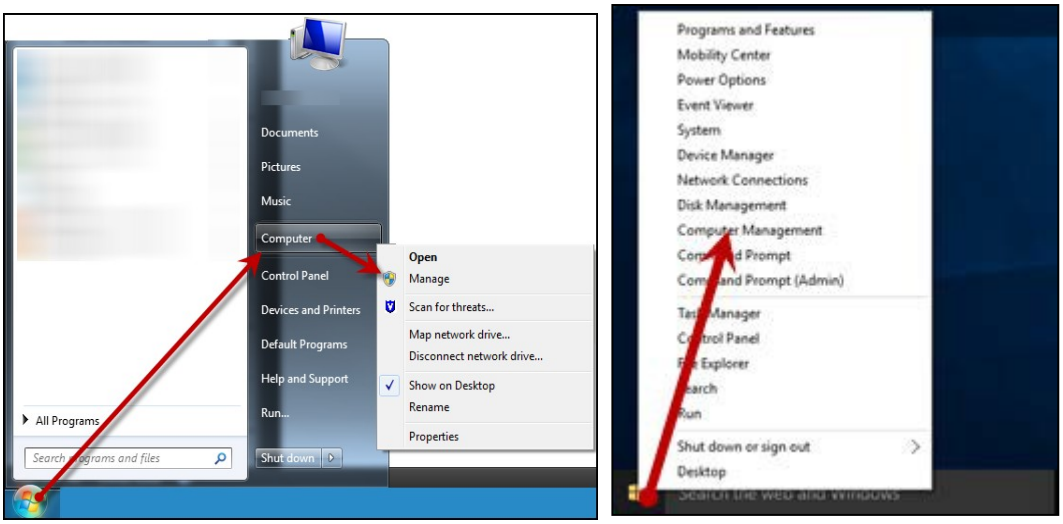


FIGURE 1 – MANAGE OPTION UNDER COMPUTER IN THE START MENU

4. The *Computer Management* window appears. Under **Local Users and Groups**, select the **Groups** folder.
5. Right-click **Administrators** and then select **Properties**, as shown in the image below.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

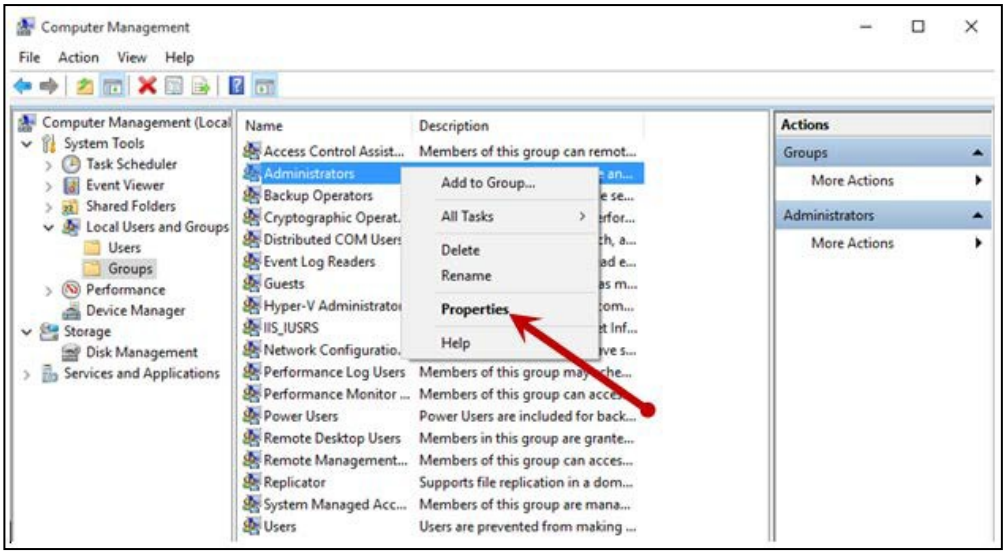


FIGURE 2 – PROPERTIES OPTION FOR ADMINISTRATOR PRIVILEGES

6. The *Administrators Properties* window appears. If the account a person uses to log in is not displayed under the **Members** field, that user does not have administrative privileges.

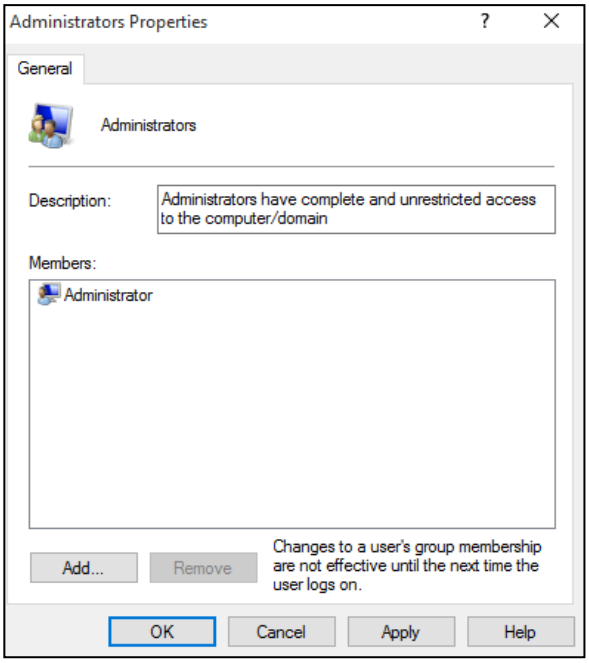


FIGURE 3 - USERS WITH ADMINISTRATIVE PRIVILEGES

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

Browser Settings

Configuring Temporary Internet Files and History Settings

Configuring these settings can keep the pages in the system consistently refreshed with information.

1. Open **Control Panel** from your Start menu.
2. Select **Internet Options**, as pictured below.

NOTE: You may need to select **Network and Internet**, and then choose **Internet Options**.

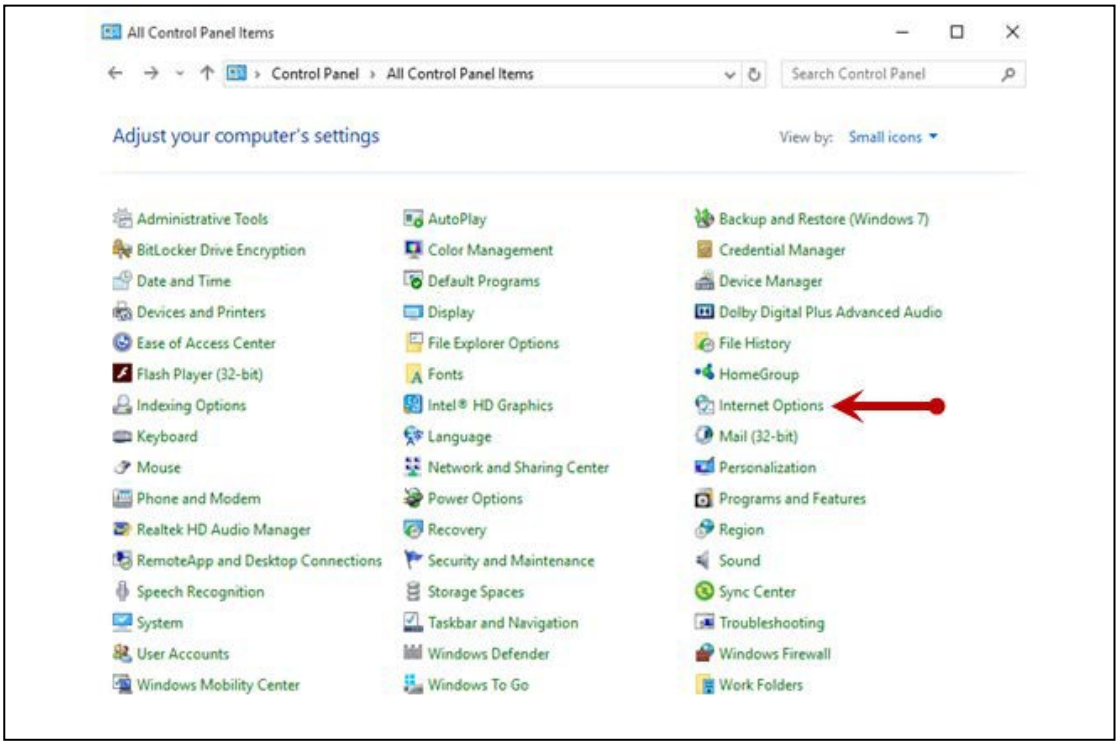


FIGURE 4 –CONTROL PANEL

3. From the tabs at the top of the *Internet Options* window, select **General**.

FIGURE 5 - GENERAL TAB FOR INTERNET OPTIONS

4. Under the *Browsing history* section, choose the **Settings** option.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

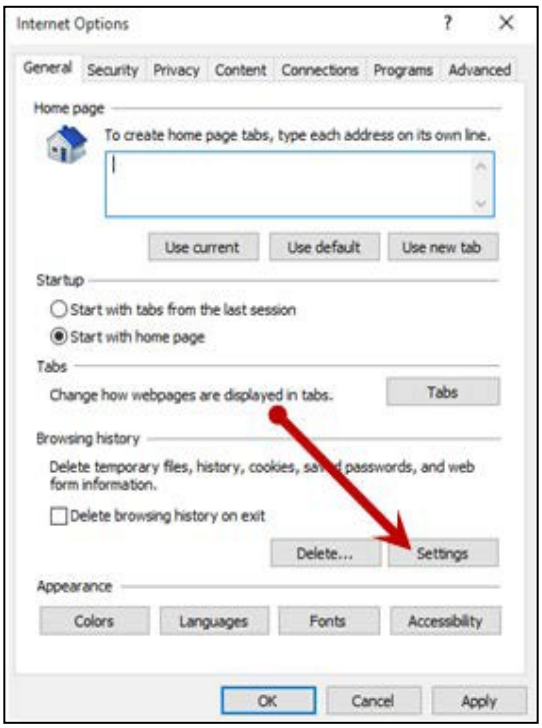


FIGURE 6 - SETTINGS OPTION UNDER BROWSING HISTORY

5. The *Temporary Internet Files and History Settings* window appears. Under *Check for newer versions of stored pages*, select the **Every time I visit the webpage** option.

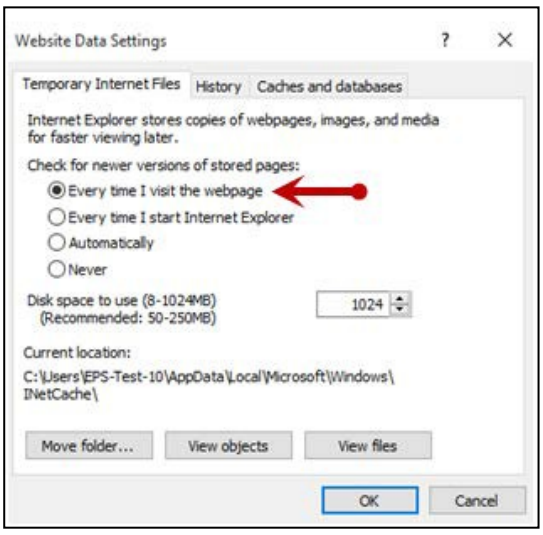


FIGURE 7 - TEMPORARY INTERNET FILES AND HISTORY SETTINGS

6. Select **OK** at the bottom of the *Temporary Internet Files and History Settings* window.

7. Select **OK** from the bottom of the *Internet Options* window.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

Adding to Trusted Sites in Internet Options

A user will need to ensure that the application URL is added to the **Trusted sites** option in **Internet Settings**. Use the following steps to add the website to your Trusted sites.

1. Open Control Panel from your Start menu. Select **Internet Options**. You may need to select **Network and Internet** and then **Internet Options**.
2. From the tabs at the top of the *Internet Options* window, choose **Security**.

FIGURE 8 – SECURITY TAB UNDER INTERNET OPTIONS

3. Select the **Trusted sites** icon to activate the **Sites** option. Click **Sites**.

FIGURE 9 – SITES OPTION UNDER TRUSTED SITES CATEGORY

4. The *Trusted sites* window appears. In the *Add this website to the zone* field, enter the URL: https://smartpay.profitstars.com/business and then click **Add**.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

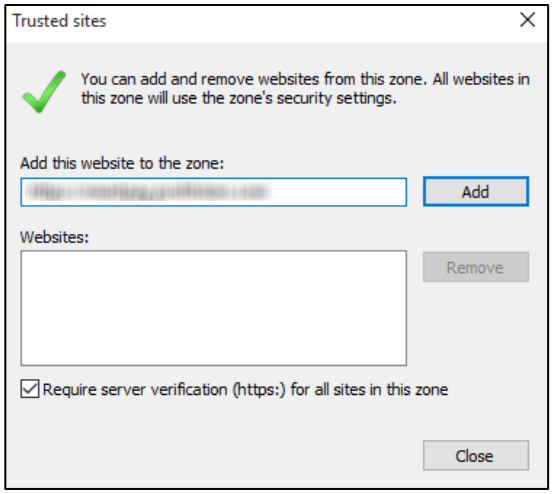


FIGURE 10 - ADDING A TRUSTED SITE

5. Select **Close** at the bottom of the *Trusted sites* window.
6. From the bottom of the *Internet Options* window, select **OK**.

Configuring the Pop-Up Blocker

1. From the *Internet Options* window, select the **Privacy** tab.
2. Under the **Pop-up Blocker** section, if the **Turn on Pop-up Blocker** option is checked, continue with this step. If it is unchecked, proceed to step 3.
   a. Select the **Settings** option, as shown below.

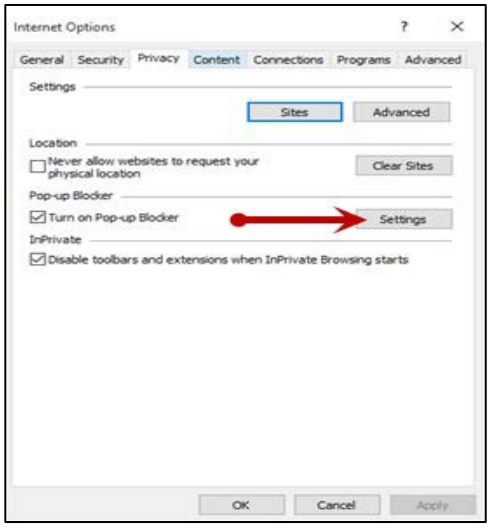


FIGURE 11 - SETTINGS OPTION FOR POP-UP BLOCKER

   b. In the **Address of website to allow** field, type **ssl.selectpayment.com** and select **Add**.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

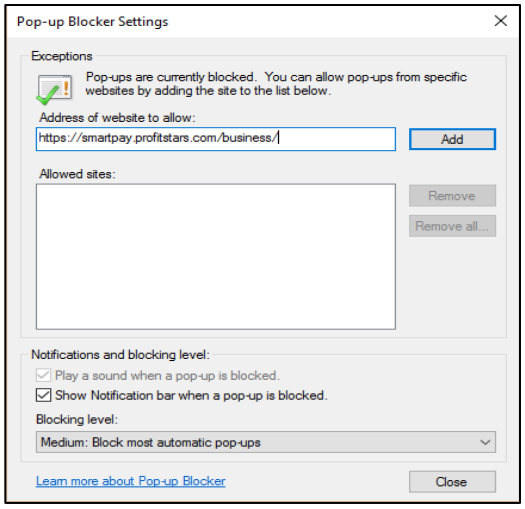


FIGURE 12 - ADDING AN ALLOWED WEBSITE UNDER POP-UP BLOCKER SETTINGS

c. Click **Close** to return to the **Internet Options** window.

3. From the bottom of the **Internet Options** window, select **Apply**.
4. Click **OK** to finish.

Turning on Compatibility View

Adding the application URL to Compatibility View settings in Internet Explorer may help with viewing certain features in the application.

1. Open Internet Explorer. From the top navigational menu, choose **Tools** | **Compatibility View settings**.

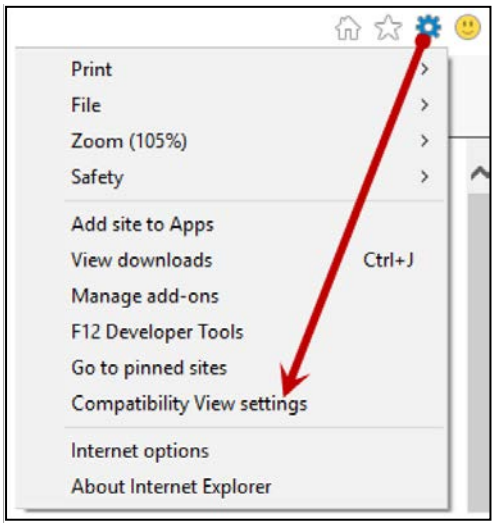


FIGURE 13 - COMPATIBILITY VIEW SETTINGS

2. The *Compatibility View Settings* window appears. Within the **Add this website** field, enter **profitstars.com** and then click **Add**.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

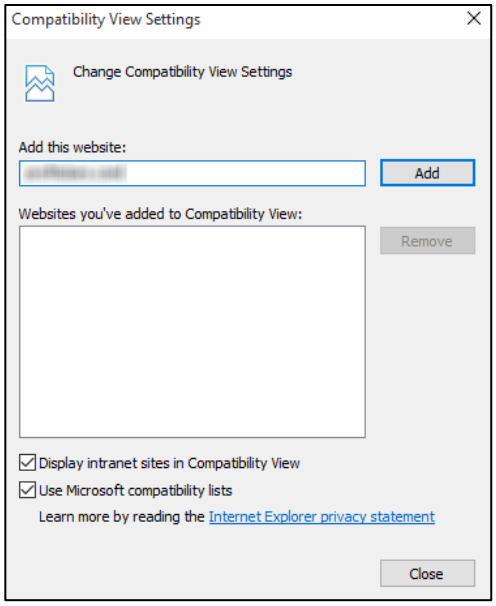


FIGURE 14 - ADD OPTION UNDER COMPATIBILITY VIEW SETTINGS

3. Click **Close** at the bottom of the *Compatibility View Settings* window.
4. Select **OK** from the bottom of the *Internet Options* window.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

Scanner Device Control

Device Control Indicators

The Device Control can be in any one of several statuses. Look to your hidden icons in the task bar of your desktop to view the status of the Device Control. In the following figure, the Device Control icon is yellow, indicating that it is in use.

FIGURE 15 - DEVICE CONTROL ICON

- A green icon indicates the Device Control services are available.
- A black icon indicates that the Device Control services are offline.
- A red icon indicates that an error has occurred with the Device Control.
- A yellow icon indicates that Device Control is in the process of scanning.
- A blue icon indicates that the Middleware for the device is online.
- A orange icon indicates the the device is open.

Disabling Alerts, Launch on Startup, Auto Detect Proxy

Use the following steps to limit the amount of alerts and status messages received from Device Control, disable Device Control from launching on startup or to turn on the auto detecting proxy configuration.

1. On the bottom task bar, select the **Show hidden icons** option.

FIGURE 16 - SHOW HIDDEN ICONS OPTION

2. Right-click the **Device Control** icon and select **Options** then select the option you would like to change. **Display Alert Balloons | Launch on Startup | Auto Detect**

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

Proxy. The option should now be selected or deselected. (Unchecked (off), Checked (on) next to the option).

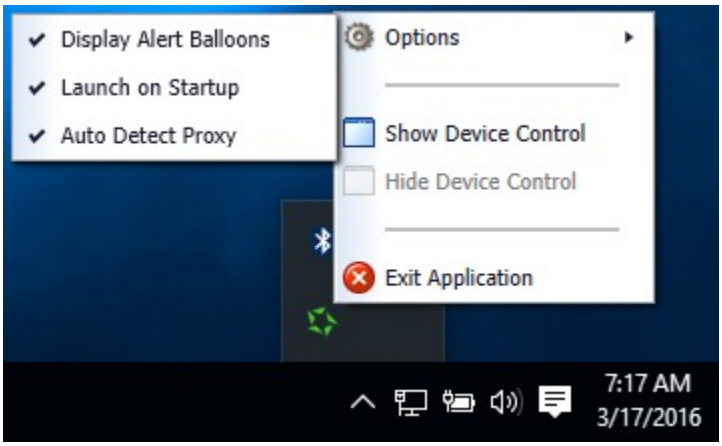


FIGURE 17 - DISPLAY ALERT BALLOONS OPTION, SELECTED

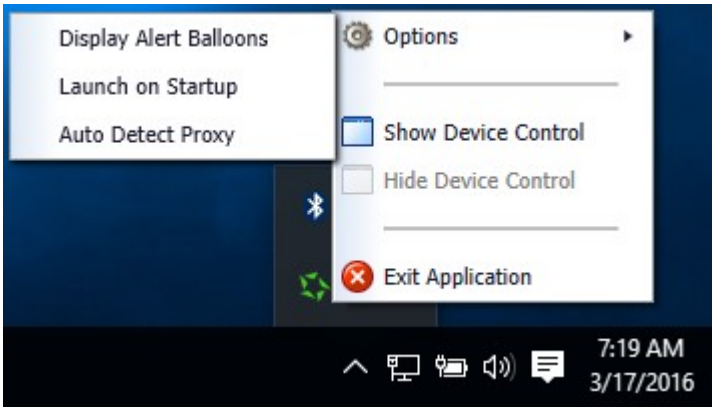


FIGURE 18 - DISPLAY ALERT BALLOONS, DESELECTED

Changing a Scanner

To select a different scanner with the Device Control, follow the steps below.

NOTE: If a merchant has multiple scanner makes/models assigned, you may need to delete your browsing history to clear the scanner cookies used by Device Control. This should allow you to select another scanner.

1. From the *Device Control Information* window, select **Service | Stop**.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

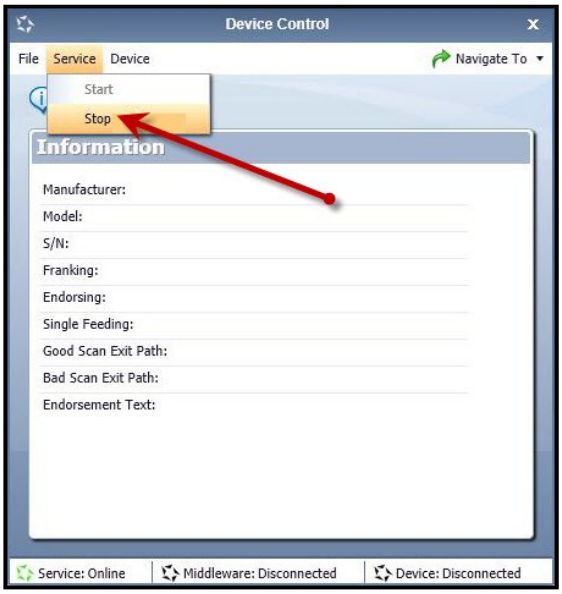


FIGURE 19 - STOP DEVICE CONTROL SERVICE

2. Select **Device | Chooser**.

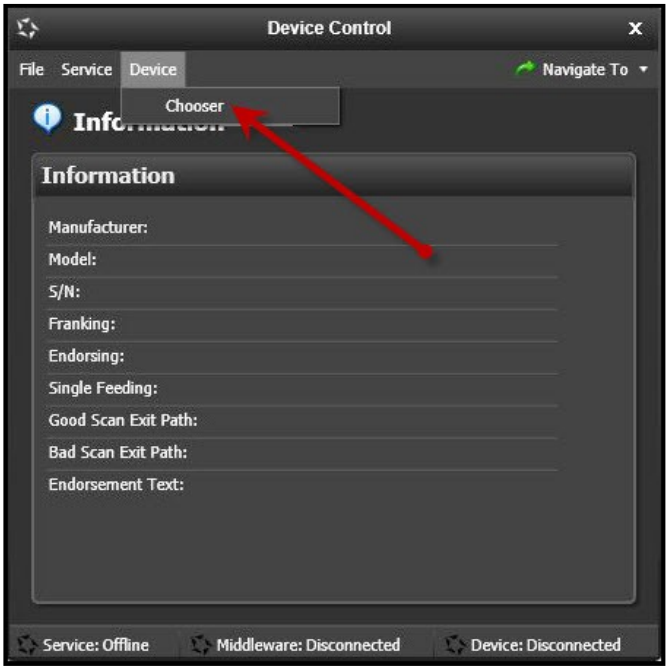


FIGURE 20 - DEVICE | CHOOSER OPTION

3. The *Choose a Device Manufacturer* window appears. Select a manufacturer for the scanner you wish to utilize. You may also opt to select a particular model.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

FIGURE 21 - SELECTING A NEW SCANNER AND MODEL

4. If the scanner model you selected has not yet been installed, the system will display an indicator, *Not Installed!* You have the option of installing this scanner if applicable.

FIGURE 22 - SELECTED DEVICE NOT INSTALLED

Uninstalling a Scanner

Use the following steps to uninstall a scanner once you have Device Control installed.

1. In the *Device Control* window under the *Choose a Device Manufacturer* heading, select the **Uninstall** option.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

FIGURE 23 - UNINSTALL OPTION

2. The *Add/Remove Devices* page appears. Choose the scanner to uninstall, and select **Uninstall**.

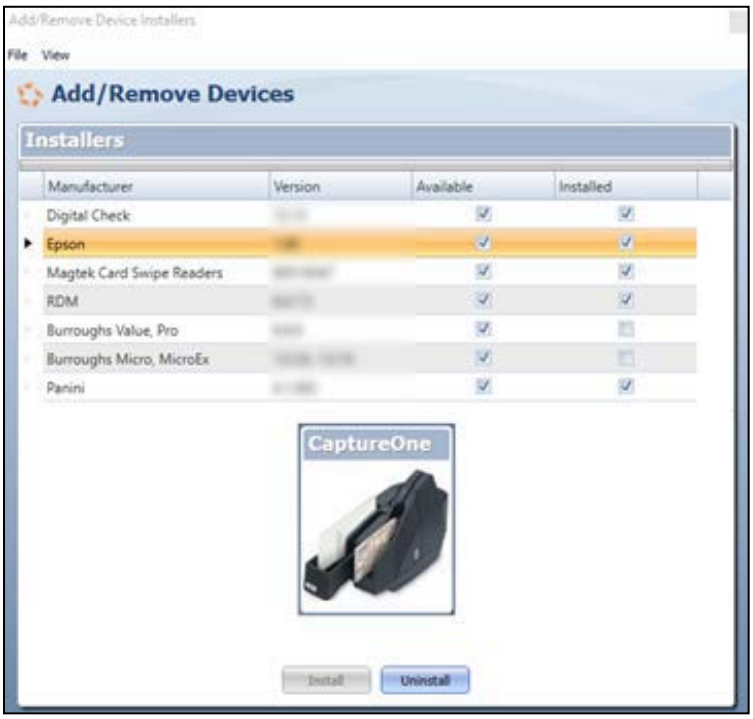


FIGURE 24 - SELECTING A SCANNER WITH UNINSTALL OPTION

3. The Uninstall Wizard initiates. Complete the instructions, and then click **Next** to continue

© 1999-2016 Jack Henry & Associates, Inc.®

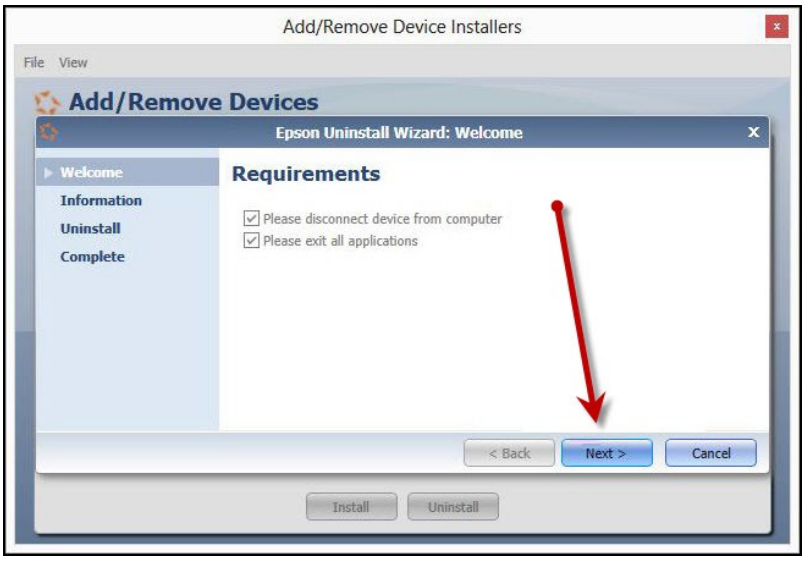


FIGURE 25 - UNINSTALL WIZARD WITH NEXT OPTION

4. The installer information for the scanner appears. Choose **Next** to continue.

FIGURE 26 - UNINSTALL WIZARD WITH INSTALLER INFORMATION

5. The uninstallation process will complete. Select **Next** to continue.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

FIGURE 27 - UNINSTALL PROMPT

6. Once the process is complete, click **Finish**. The scanner you selected will now be uninstalled.

FIGURE 28 - UNINSTALL COMPLETE PROMPT

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

Troubleshooting

Application Will Not Launch

If you receive the following error message, follow the steps below to resolve the issue.

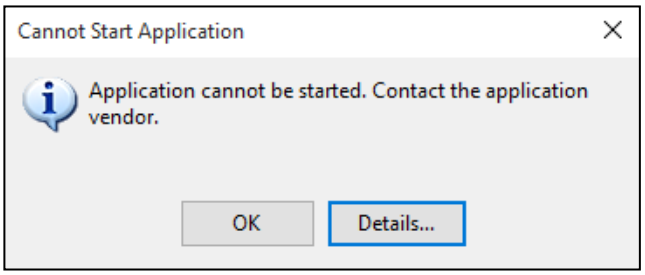


FIGURE 29 - APPLICATION CANNOT START

NOTE: The user performing the following tasks will need administrator privileges.

1. From the Start menu, select **Programs and Features**. Note: If you are using Windows 7 you will need to select **Control Panel** first, and then select **Programs and Features** from the list of items.

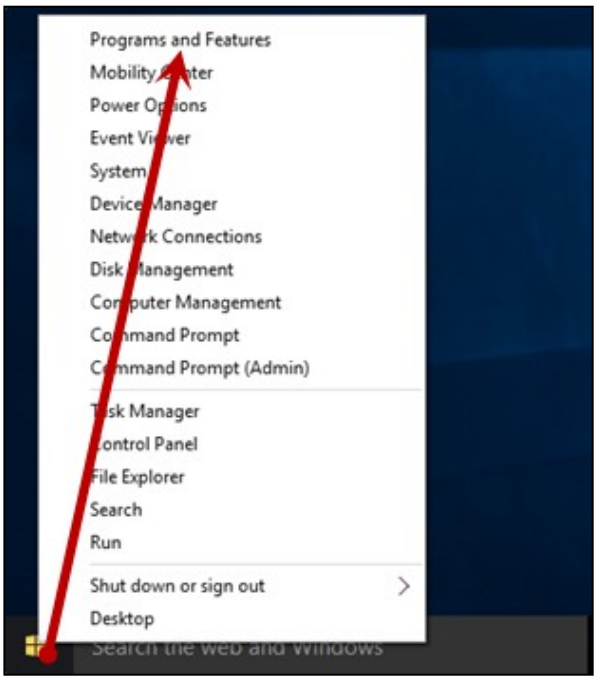


FIGURE 30 - CONTROL PANEL OPTION, WINDOWS 10

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

2. From the *Programs and Features* window, select the **EPS Device Control** application and then select the **Uninstall/Change** option (as shown below).

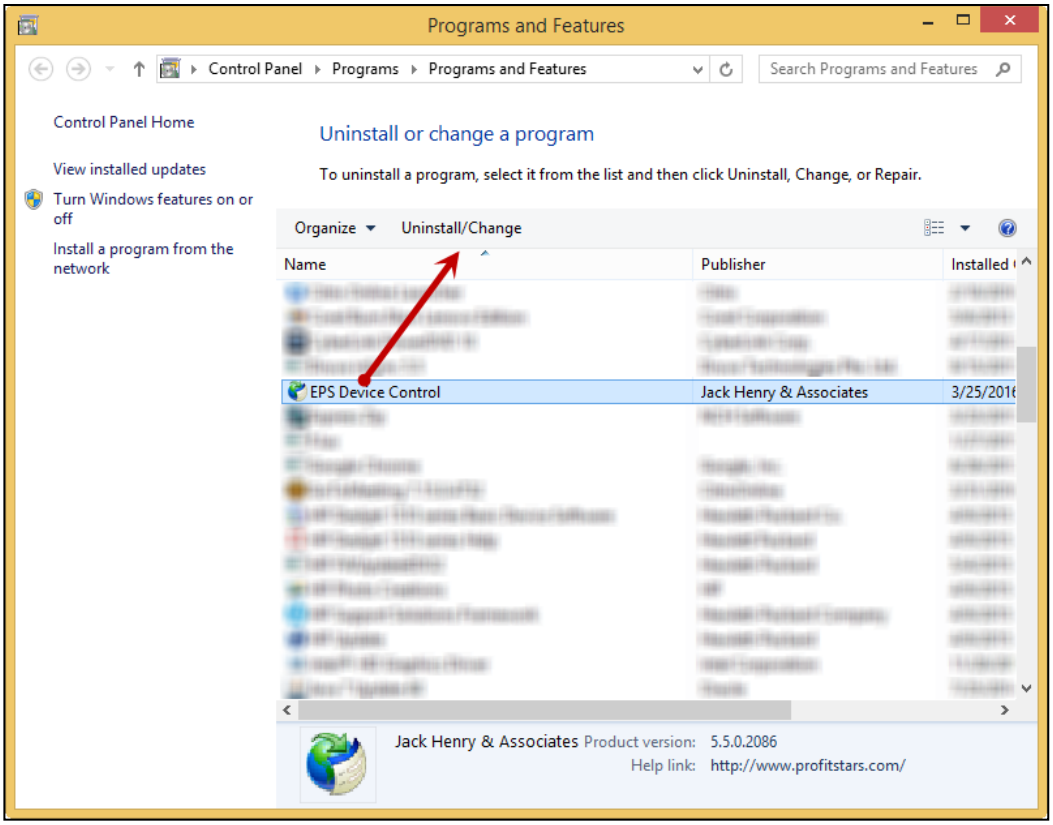


FIGURE 31 - UNINSTALLING EPS DEVICE CONTROL

3. Navigate to the application, and log in. Select the **Transactions** tab from the top of the page.
4. From the left navigational bar, attempt to launch/run Device Control by selecting your Remote Deposit option and creating a deposit. During this process, you may receive the following prompt to reinstall/launch Device Control.

   Depending on your browser type, you will see one of the following prompts:

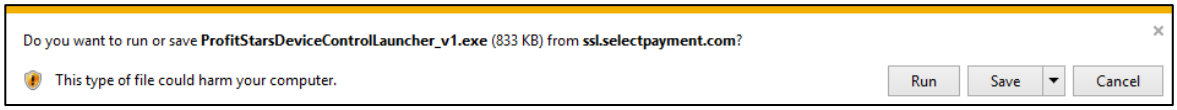


FIGURE 32 – LAUNCH DEVICE CONTROL PROMPT – INTERNET EXPLORER

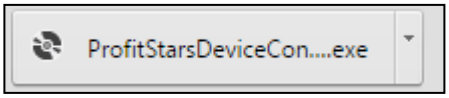
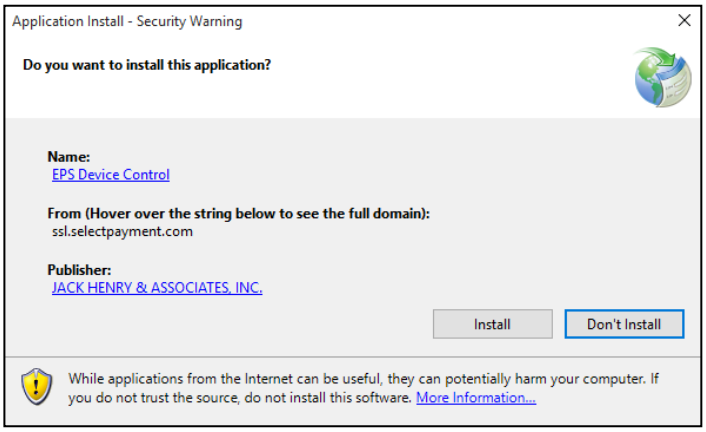


FIGURE 33 - LAUNCH EPS DEVICE CONTROL – GOOGLE CHROME

5. Select **Install** before creating a deposit.

© 1999-2016 Jack Henry & Associates, Inc.®



NOTE: If at this time the system displays an error relating to a browser group policy setting, please contact your first line of technical support.

6. The *Internet Browser Settings Update* window appears. Read the agreement, and select **Accept** to acknowledge and agree to the terms described.

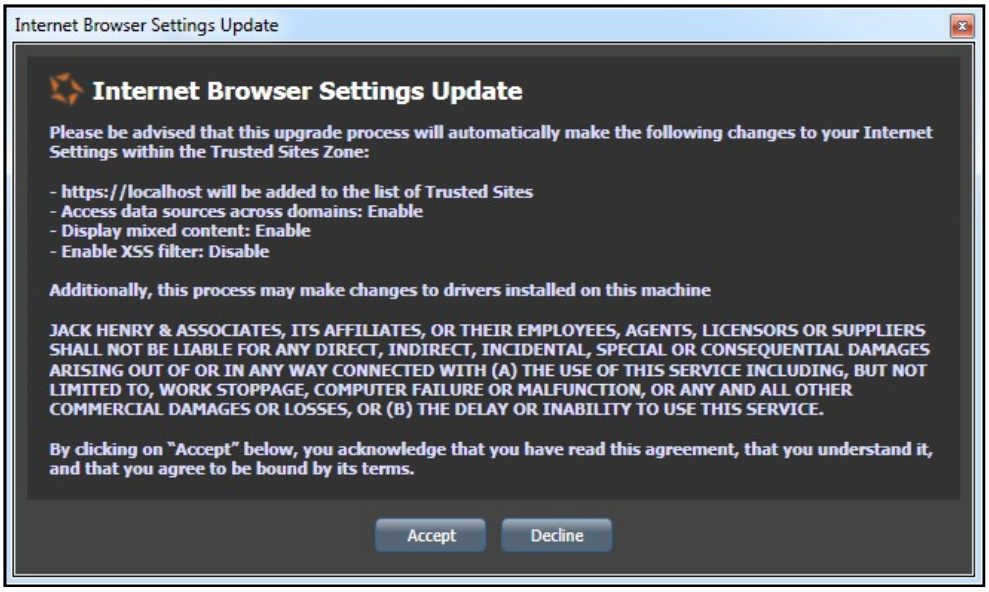


FIGURE 35 - INTERNET BROWSER SETTINGS UPDATE WINDOW

7. The system will ask you to log out of the application. After logging out of the portal, close all Internet Explorer and Google Chrome windows. Select **OK** to continue, and then restart your computer.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

NOTE: If this prompt continues to show, please follow the "Internet Browser Settings Update Loop" section in this document.

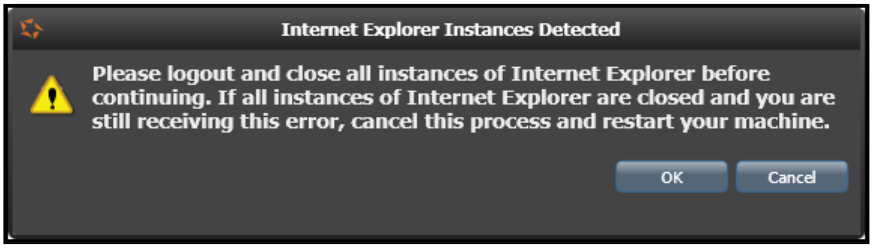


FIGURE 36 - PROMPT TO CLOSE ALL INSTANCES OF IE

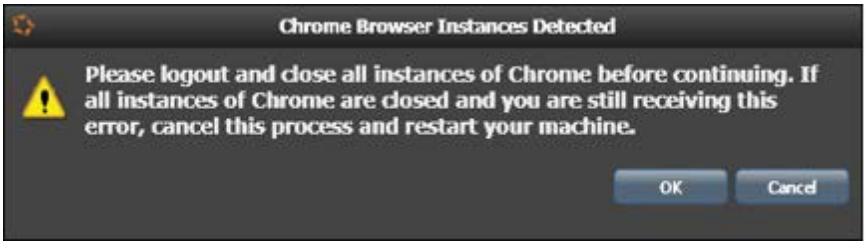


FIGURE 37 - PROMPT TO CLOSE ALL INSTANCES OF CHROME

Check Jam

The figures below are errors that display when a check jams during scanning. Remove the check item from the scanner, select the **Reset Scanner** option, and then try scanning the item again.

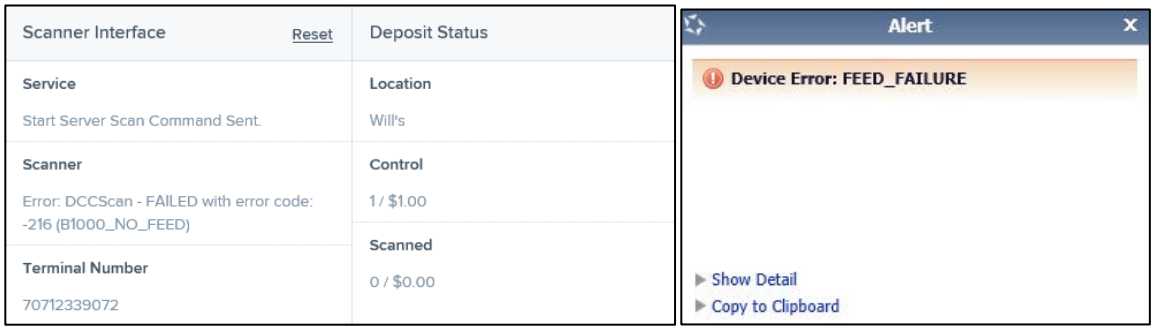


FIGURE 38 - DCC SCANNER ERROR

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

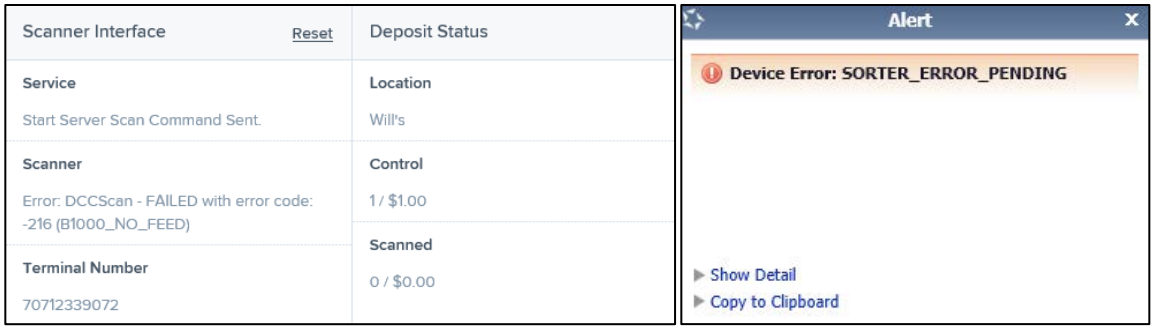


FIGURE 39 - MVX SCANNER ERROR

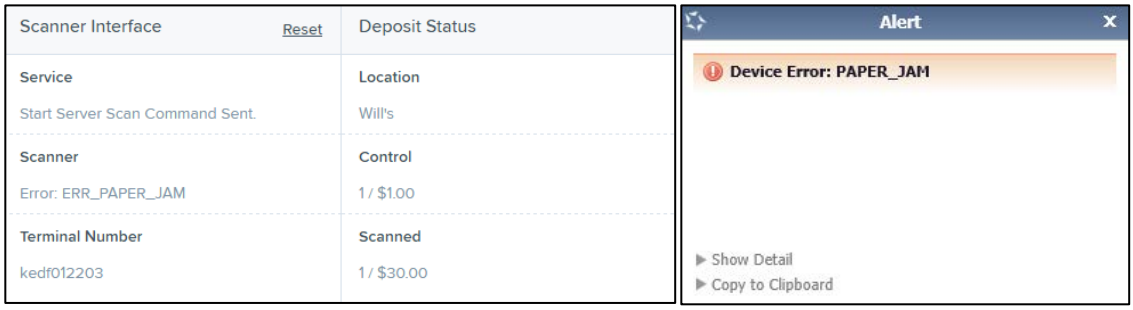


FIGURE 40 - EPSON SCANNER ERROR

"Choose A Device Manufacturer" Prompt Appears Every Time

If Device Control's *Choose A Device Manufacturer* window appears every time you begin making a deposit, you may need to make alterations to your Internet browsing history options. Placing the URL in your **Favorites** will also help to reduce the message frequency.

1. Navigate to the application, and opt to have this URL saved as one of your favorites.
2. Open an Internet Explorer window, and select **Tools | Internet Options**.
3. Under the *General* tab, in the *Browsing history* section, deselect the check box next to **Delete browsing history on exit** so that this option is disabled.

© 1999-2016 Jack Henry & Associates, Inc.®

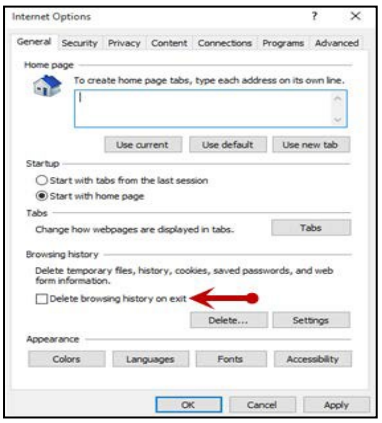


FIGURE 41 - DISABLING THE DELETE BROWSING HISTORY ON EXIT OPTION

4. From the *Browsing history* section, select the **Delete…** option to view the *Delete Browsing History* window.

.

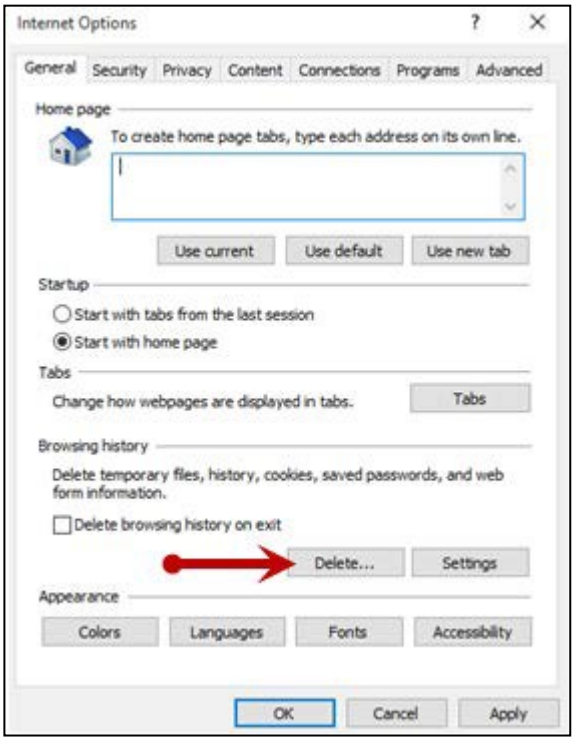


FIGURE 42 - DELETE OPTION

5. The *Delete Browsing History* window appears. Select the check box next to the **Preserve Favorites website data** option, so that this option is enabled.
6. To apply this setting, click the **Delete** option at the bottom of the window. The system will delete any excess browsing history, while preserving the Favorites data.

© 1999-2016 Jack Henry & Associates, Inc.®

Communication Error/Failure

If Device Control cannot communicate with the application, you may receive the error message shown below. Before you follow the steps in this section, make sure the scanner device is connected and the power is turned on.

FIGURE 43 - COMMUNICATION FAILURE

NOTE: If the scanner was plugged in before the device drivers were installed, you will need to verify that the scanner appears correctly in the Device Manager. If the scanner displays a yellow question mark or shows under the *Other Devices* category as a USB device, right-click the icon and then choose **Update Driver**.

1. Log out of the application and restart Device Control by using the following steps. In the bottom right corner of your desktop, select to **Show hidden icons**.

FIGURE 44 - SHOW HIDDEN ICONS OPTION

2. Right-click the Device Control icon and select **Exit Application**.

FIGURE 45 - EXIT APPLICATION OPTION

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

3. Log back into the application and begin to create your deposit. You should be prompted to launch the Device Control once you are on the deposit screen. Once the Device Control is launched, you should be able to scan.
4. If you continue to receive an error, log out of the application, close all instances of Internet Explorer, and restart your computer.
5. Once you have restarted the computer, log in to the application, and try creating the deposit again.

Device Error: SAFETY

If the cover of the scanner has been removed or is not properly in place, Device Control displays an alert message as pictured below, *Device Error: SAFETY*. Please ensure that the cover of the scanner is placed correctly, and then retry your deposit.

FIGURE 46 - DEVICE ERROR: SAFETY

Device Error for Panini VisionX: Compression Error

A compression error occurs when the scanner is not able to compress the image, as shown below.

FIGURE 47 - COMPRESSION ERROR

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

1. Log out of the application.
2. Unplug the scanner from the computer, and instruct the customer/member to clean the contact image sensors (see figure below).

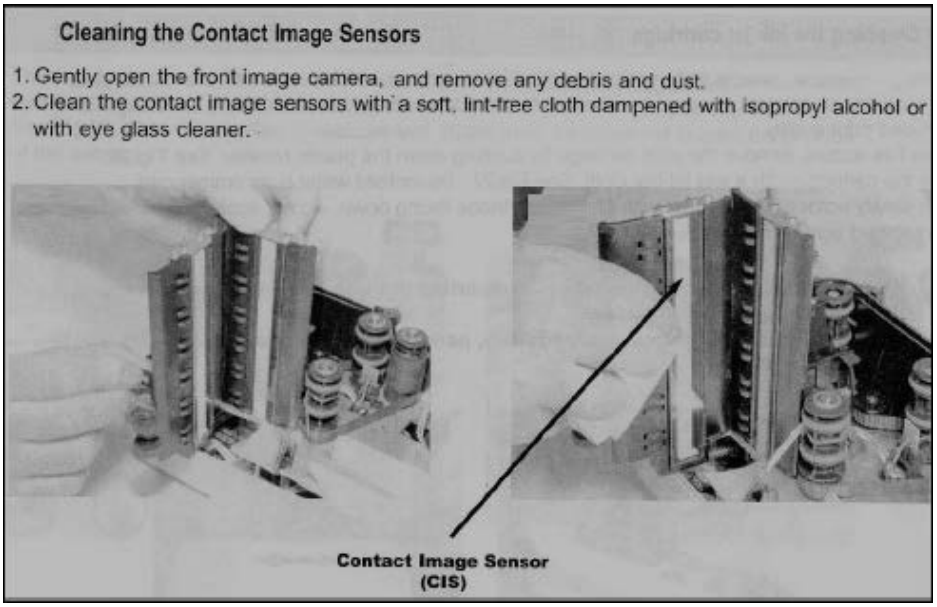


FIGURE 48 - CONTACT IMAGE SENSORS

   a. Gently open the front image camera, and remove any debris and dust.
   b. Clean the contact image sensors with a soft, lint-free cloth dampened with isopropyl alcohol or with eyeglass cleaner.
3. Reassemble the scanner, and then connect the scanner to the computer.
4. Log in to the application and continue scanning.

Error Connecting to Device Control

When creating a new deposit, the system may display a service error in the *Scanner Interface* section and be unable to connect to Device Control (see figure below). Reboot your computer, and retry the deposit. If the problem continues, reinstall the EPS Device Control application under the administrator account on the PC.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

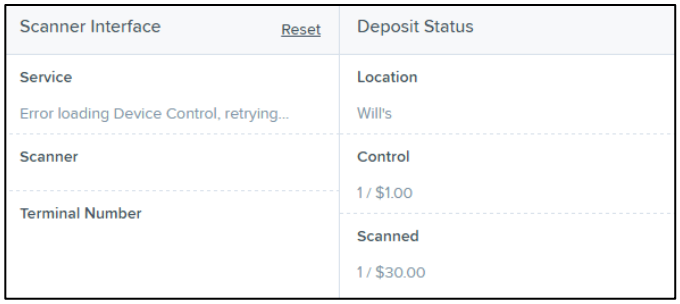


FIGURE 49 - SCANNER INTERFACE ERROR CONNECTING TO DEVICE CONTROL

Images With Horizontal Black Lines

There are a number of potential causes for images that are streaked with horizontal black lines. Implement each of the steps below one at a time in the order presented to resolve the horizontal black lines.

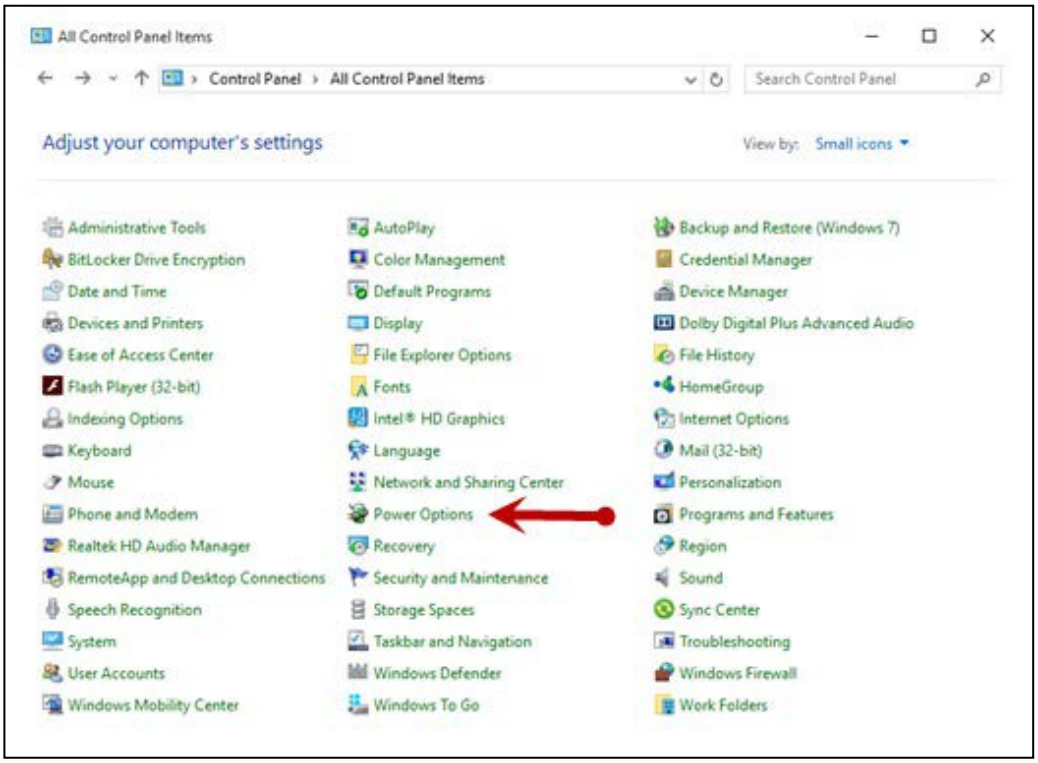
NOTE: If after the completion of one of the solutions below images with horizontal black lines persist, you may opt for the next solution listed. Disconnect the scanner's power and USB cables, and then reboot the computer before attempting the next solution listed.

Installing the latest Panini driver should fix this issue. Following the steps on Page 17 will walk you through uninstalling the old driver and installing the new one. If you are still receiving the black lines then continue with the power options.

Verifying Power Options

1. From your computer's Control Panel, select **Power Options**.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016



2. In the *Power Options* window, to the right of your currently active power plan, select **Change Plan Settings**.

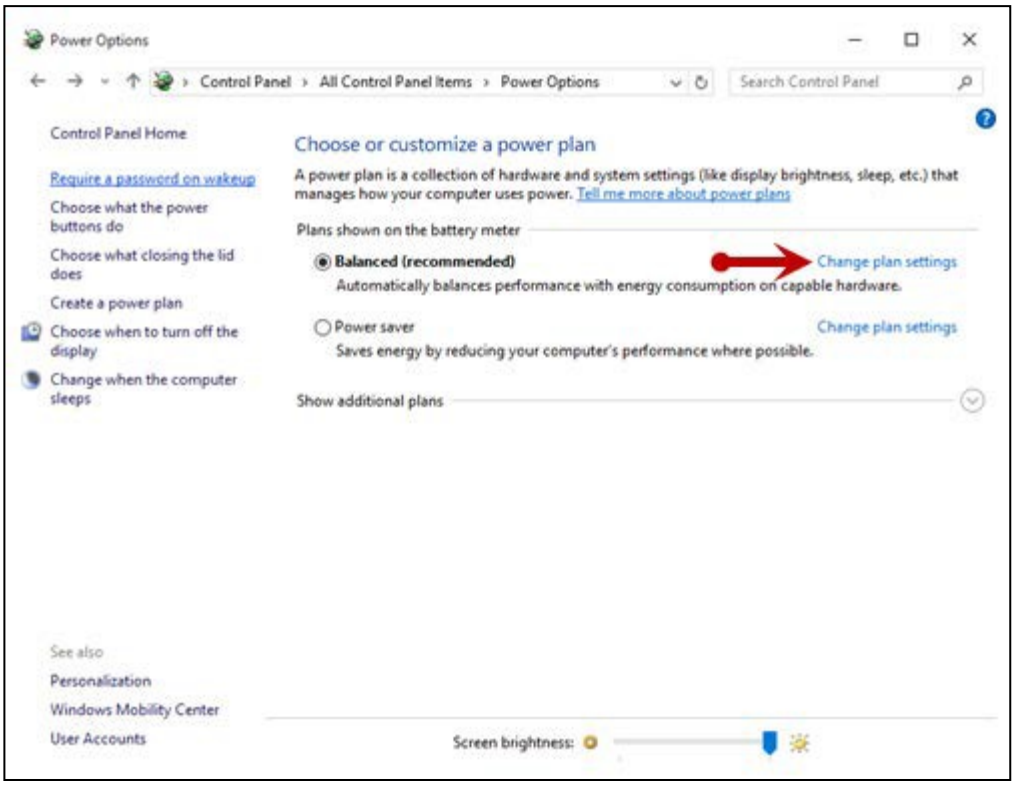


FIGURE 51 – POWER OPTIONS

© 1999-2016 Jack Henry & Associates, Inc.®

3. The *Edit Plan Settings* window appears. As depicted in the image below, ensure that the options are set to **Never** for the fields **Turn off the display** and **Put the computer to sleep**.

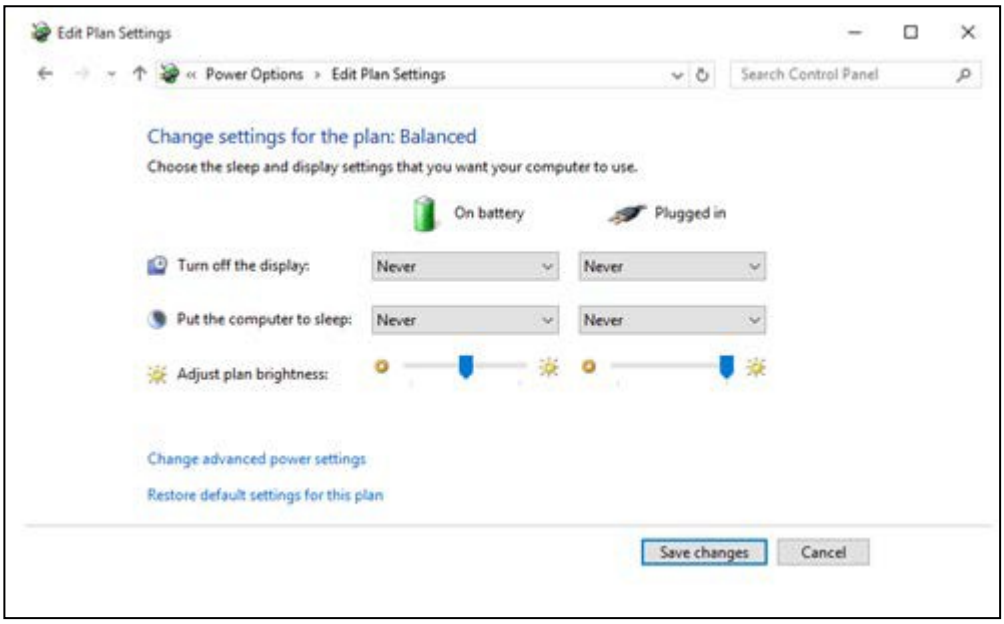


FIGURE 52 – EDIT PLAN SETTINGS SET TO NEVER

4. Navigate back to your Control Panel. From the Control Panel, select **Device Manager** (shown below).

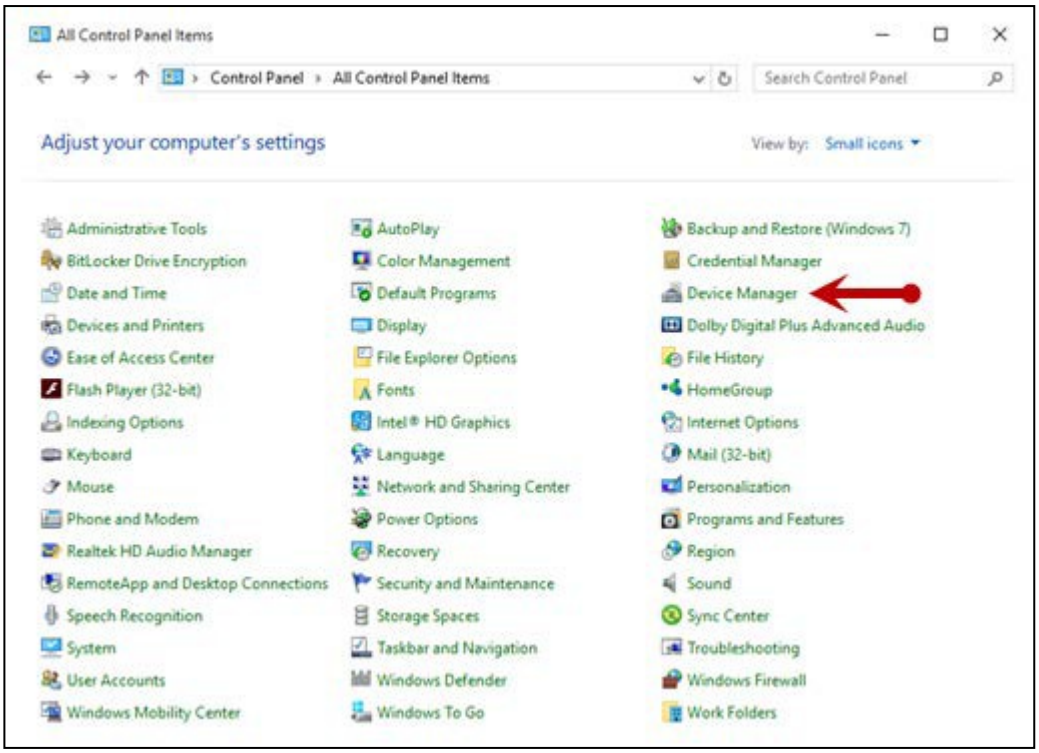


FIGURE 53 - DEVICE MANAGER OPTION

© 1999-2016 Jack Henry & Associates, Inc.®

5. From the *Device Manager* window, scroll down to the *Universal Serial Bus Controllers* section.

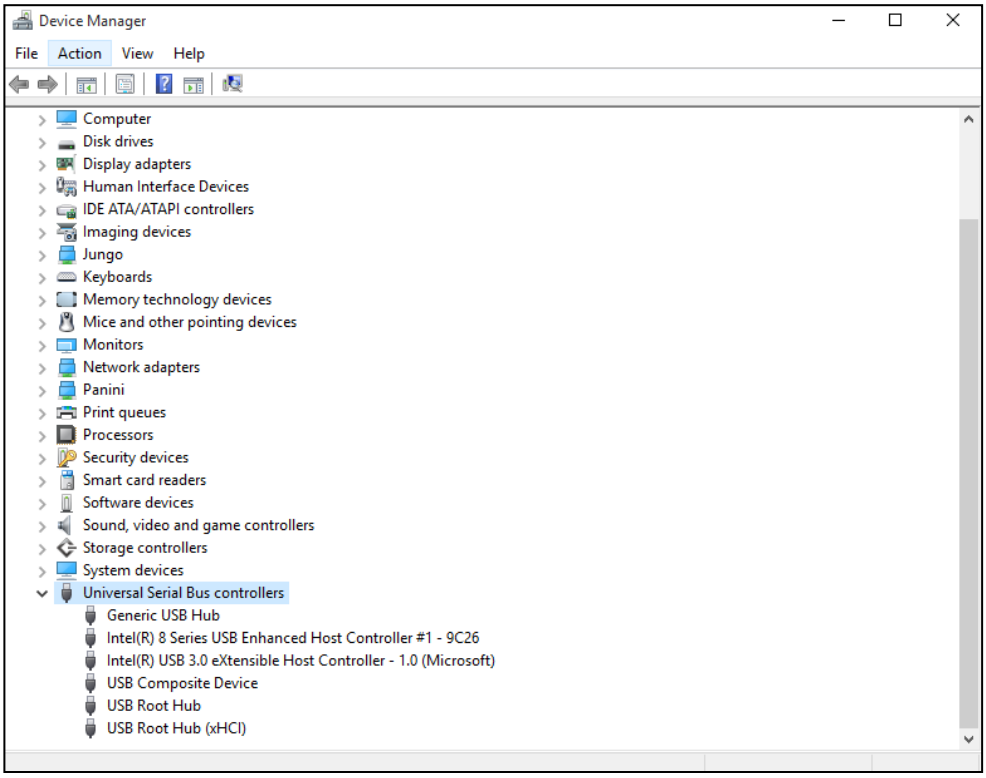


FIGURE 54 - DEVICE MANAGER, USB CONTROLLERS

6. For each instance of a USB connection, right-click the option and then select **Properties**.

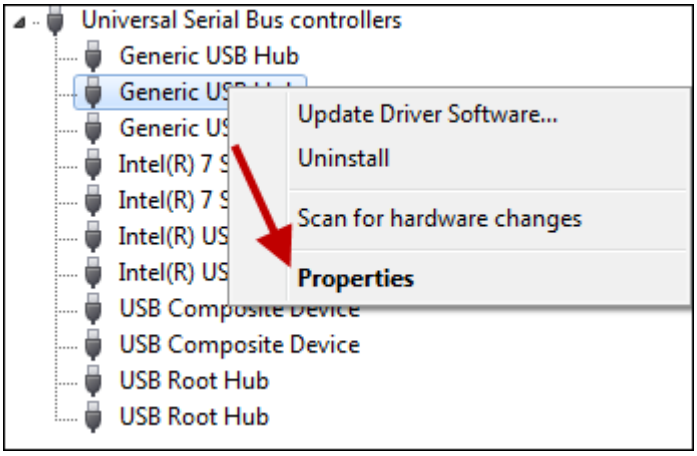


FIGURE 55 - PROPERTIES OPTION FOR USB DEVICE INSTANCE

7. In the *Properties* window, under the *Power Management* tab, make sure the check box next to **Allow the computer to turn off this device to save power** is unchecked—that is, left blank.

© 1999-2016 Jack Henry & Associates, Inc.®

NOTE: Ensure this option is unchecked for every instance of a USB within your Device Manager.

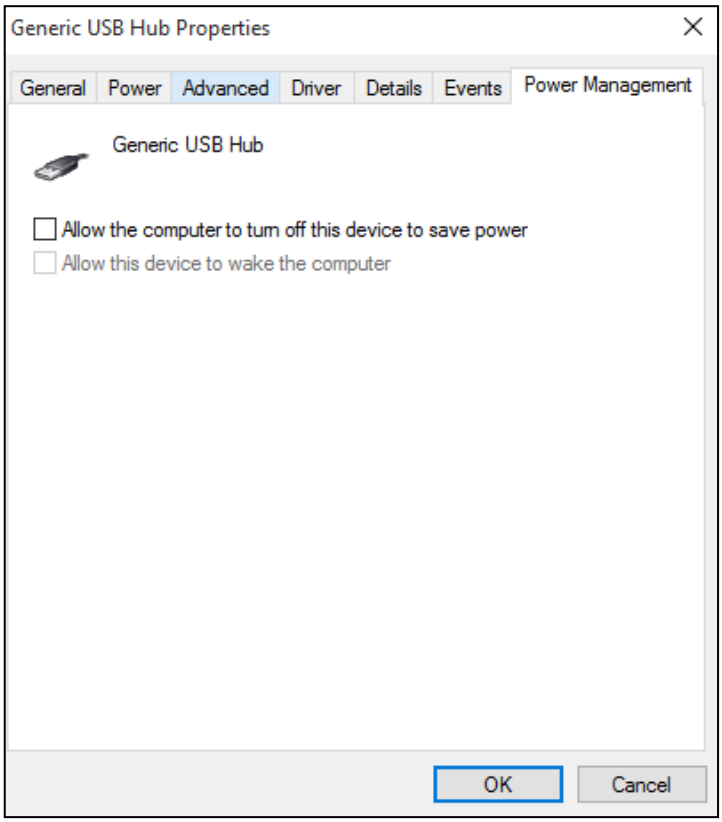


FIGURE 56 - POWER MANAGEMENT FOR USB

Cleaning Image Cameras

Streaks caused by a buildup of ink deposits may develop on the image. If a streak appears on the image and running a cleaning card does not remove it, remove the inner and outer covers of the scanner. Gently remove the front image camera. Using an alcohol-saturated snap swab, wipe the glass on both the front and back cameras (shown below).

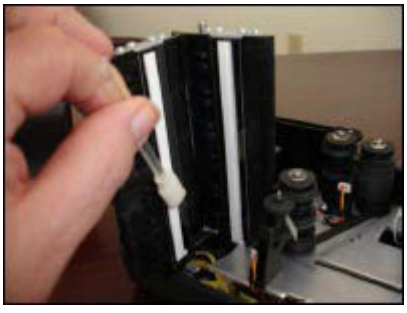


FIGURE 57 - WIPING A CAMERA

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

Electrical Interference

There may be electrical interference from an appliance, such as oscillating fans, a space heater, a CRT-style computer monitor, etc. Move any such appliances at least 18 inches from the scanner.

Poor Electrical Circuit

If there is a poor quality electrical circuit, relocate the scanner's power source to a different electrical outlet.

Degraded USB Controller or Cable

Replace the USB cable. You may also use a powered USB hub for your scanner's USB connection with the computer.

Other USB Devices

Other USB devices connected to your computer, such as a laser printer or a 3-in-1 printer. Turn the power to these types of devices off during scanning, as they sometimes interfere with other USB devices (such as the scanner).

Outdated BIOS/firmware/chipset

Update your computer's firmware. Contact your computer manufacturer for assistance.

Internet Browser Settings Update Loop

In the upgrade process for the user interface, the *Internet Browser Settings Update* window may continually prompt you to ensure that there are no other instances of Internet Explorer or Google Chrome open before you attempt to accept the settings update. At this time you may wish to save any work and close any additional applications in the event your computer needs to be rebooted.

1. If the *Internet Browser Settings Update* window appears when performing the user interface upgrade, do not close this window (see figure below). Instead, log out of the application, and close all other instances of Internet Explorer and Google Chrome.

© 1999-2016 Jack Henry & Associates, Inc.®

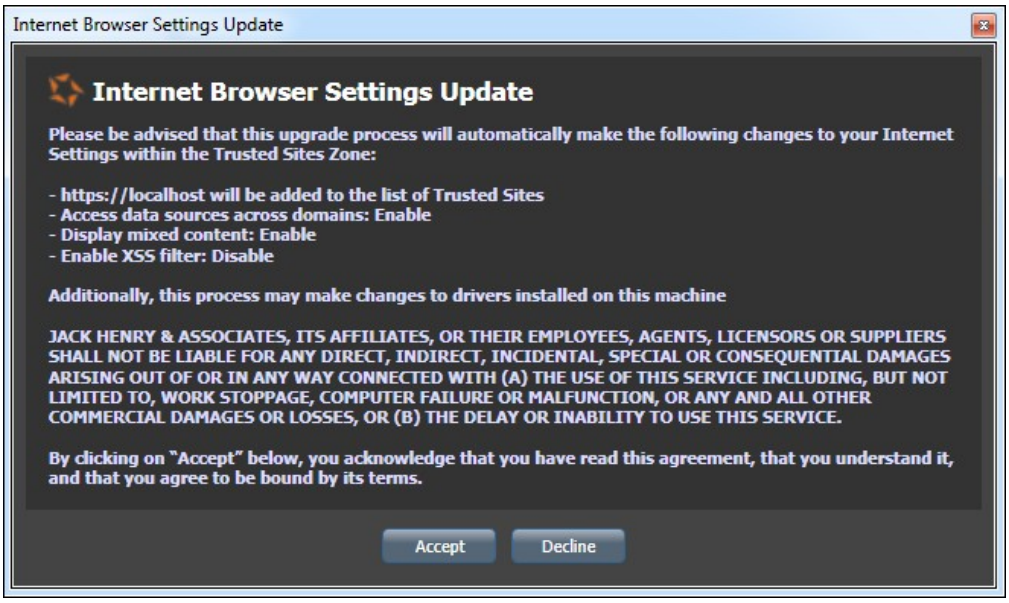


FIGURE 58 - INTERNET BROWSER SETTINGS UPDATE WINDOW

2. Click **Accept**. If all instances of Internet Explorer and Google Chrome have been closed and the system displays the *Internet Explorer Instances Detected* window, you will need to reboot your computer before continuing the upgrade process. Click **Cancel**, and then reboot your computer.

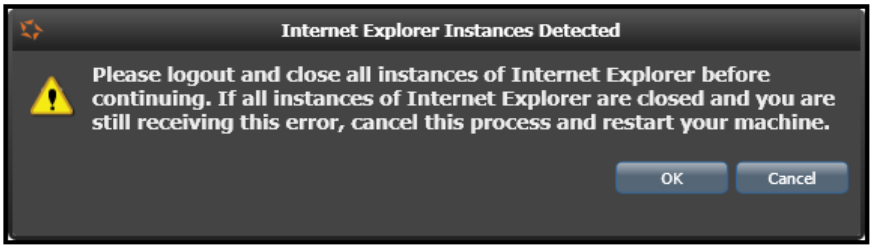


FIGURE 59 - INTERNET EXPLORER INSTANCES DETECTED WINDOW

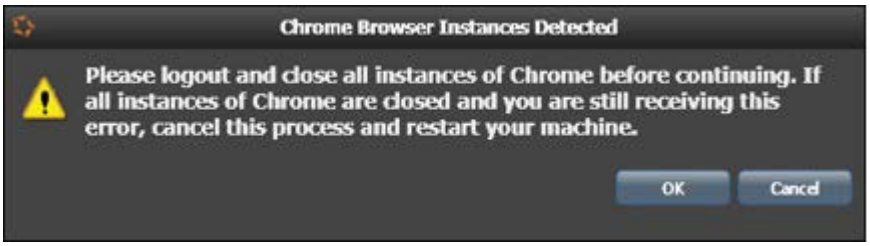


FIGURE 60 - PROMPT TO CLOSE ALL INSTANCES OF CHROME

3. After the reboot, you will need to start EPS Device Control manually by searching for *EPS Device Control* within the **Start Menu**.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

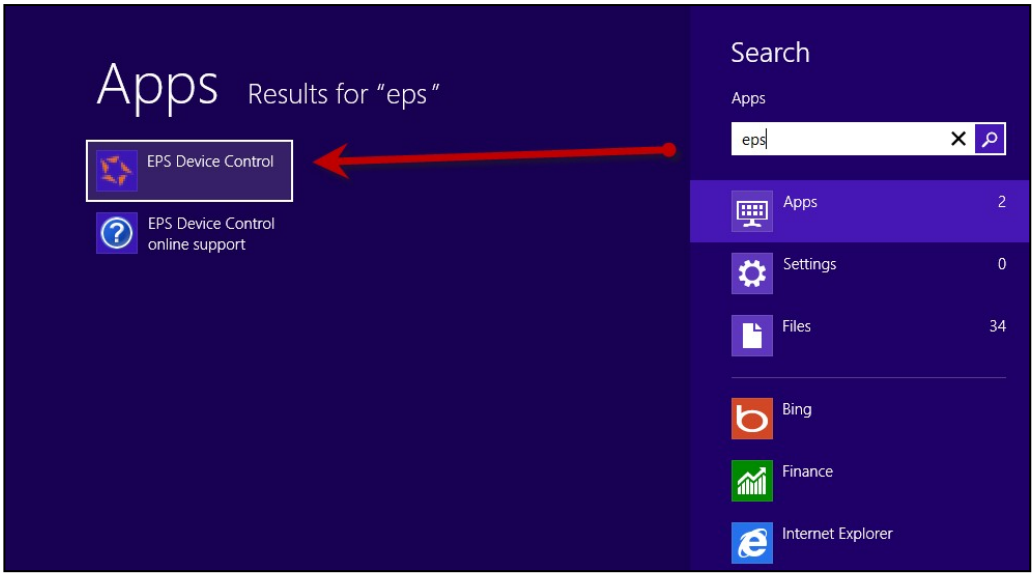


FIGURE 61 - EPS DEVICE CONTROL, WINDOWS 8.1

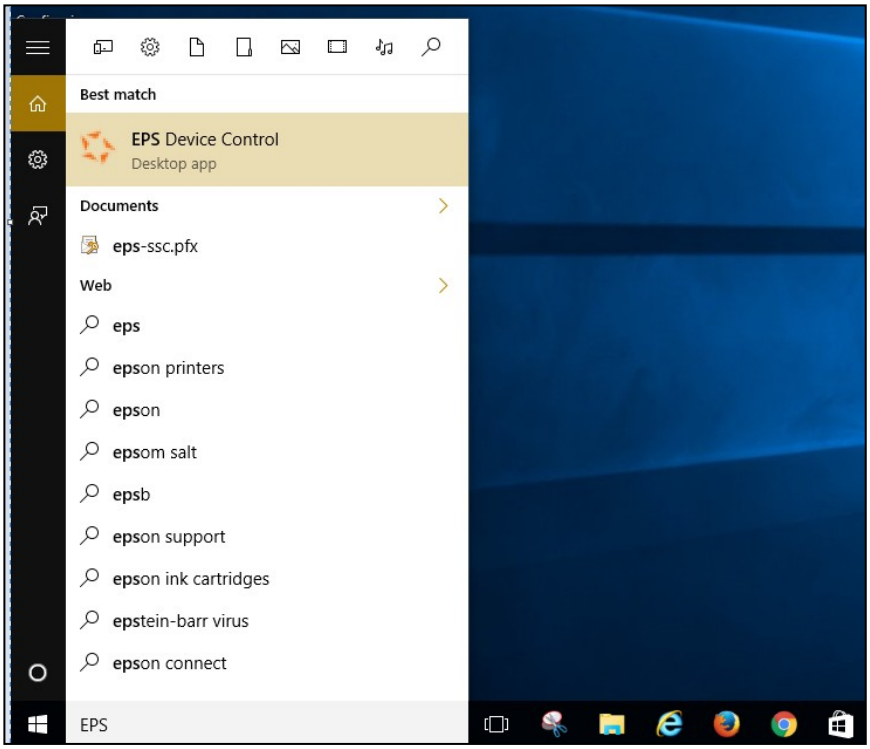


FIGURE 62 - EPS DEVICE CONTROL, WINDOWS 10

4. If all instances of Internet Explorer are closed and you still receive the *Internet Explorer Instances Detected* window, you will need to open the *Task Manager* window. Right-click

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

the task bar (this task bar also houses the **Start** option) and select **Task Manager**.

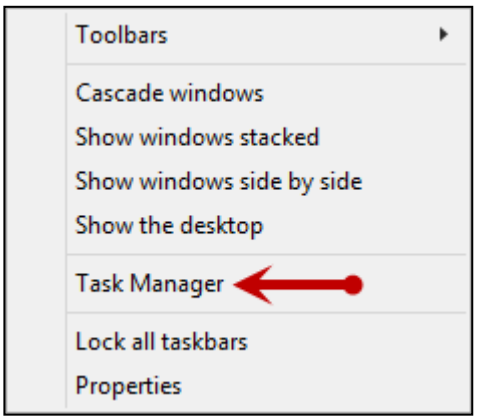


FIGURE 63 - TASK MANAGER

a. For Windows 7: In the *Windows Task Manager* window, select the **Processes** tab. For all instances of **iexplore.exe** and **chrome.exe** right-click each one and select **End Process**.

NOTE: Do *not* close any instances of *explorer.exe*; only close instances of *iexplore.exe* and *chrome.exe*.

b. For Windows 8.1 & Windows 10: In the **Task Manager** window, under the **Details** tab, right-click each instance of **iexplore.exe** and **chrome.exe** and select **End Task**.

NOTE: Do *not* close any instances of *explorer.exe*; only close instances of *iexplore.exe* and *chrome.exe*.

© 1999-2016 Jack Henry & Associates, Inc.®
October 2016

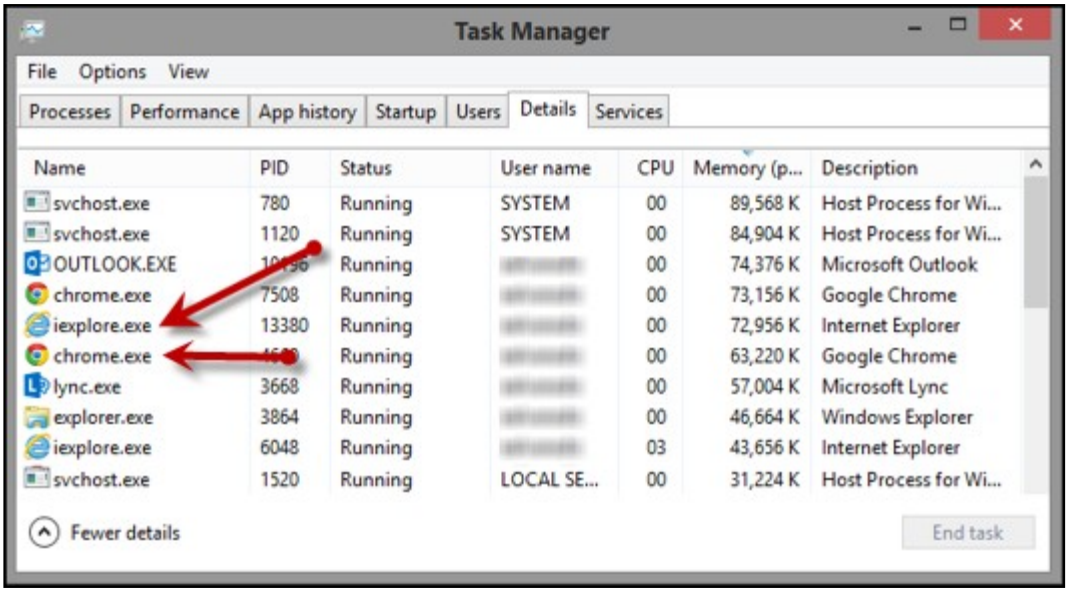


FIGURE 64 - WINDOWS 8.1 AND WINDOWS 10 TASK MANAGER

5. After you have closed all instances of **iexplore.exe** and **chrome.exe**, close the **Task Manager** window. From the *Internet Browser Settings Update* window, select **Accept**.

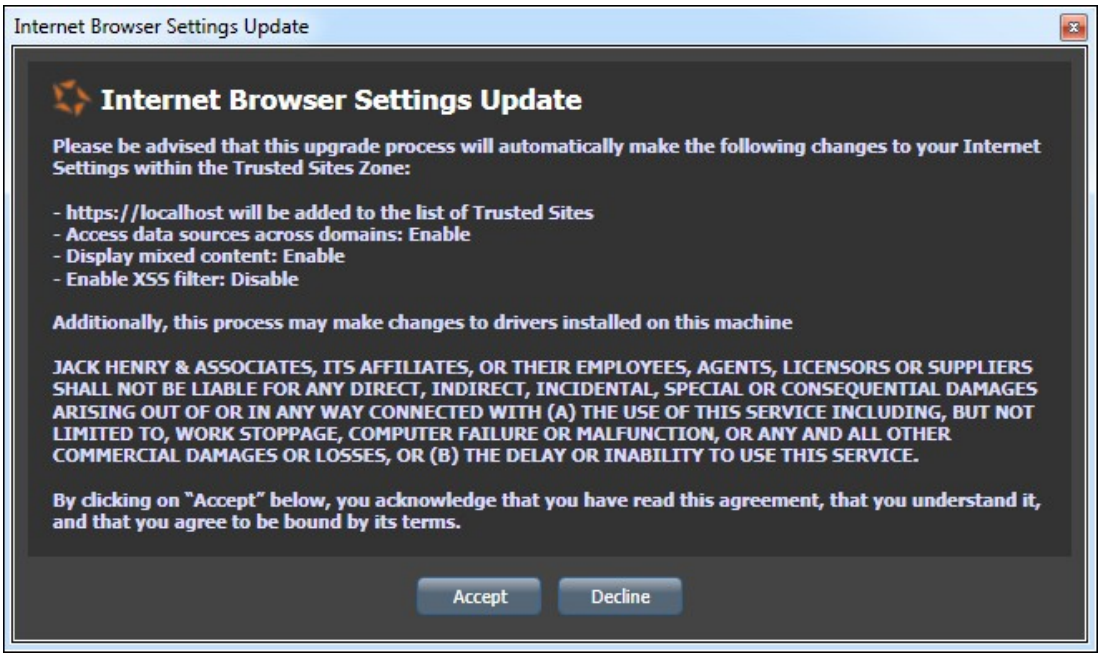


FIGURE 65 - INTERNET BROWSER SETTINGS UPDATE

© 1999-2016 Jack Henry & Associates, Inc.®

Pocket Options for Panini® I:Deal® (RDS and RDC)

When scanning a check, you have the option of designating whether the check exits the scanner in the front or back of the machine. This option is called the Pocket option.

When making a deposit with RDS, select the drop-down menu next to *Pocket* on the *Check Processing: Remote Deposit Scan* page. Designate **Front** or **Back** for your Panini Ideal scanner.

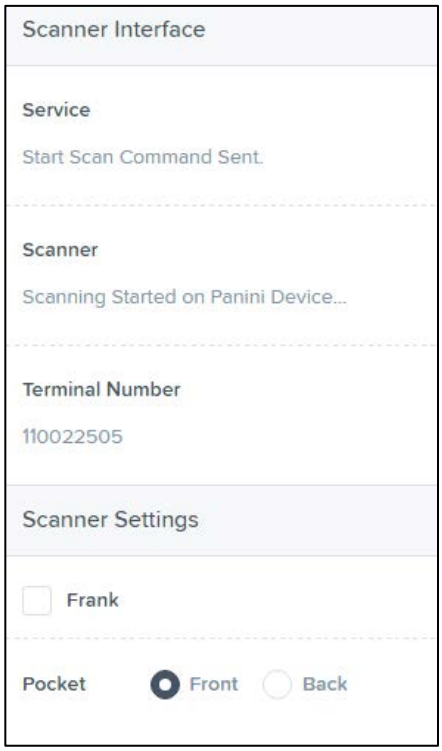


FIGURE 66 - POCKET OPTION IN RDS

When making a deposit with RDC, select the drop-down menu next to *Pocket* on the *Deposit View* page. Designate **Front** or **Back** for your Panini Ideal scanner.

© 1999-2016 Jack Henry & Associates, Inc.®

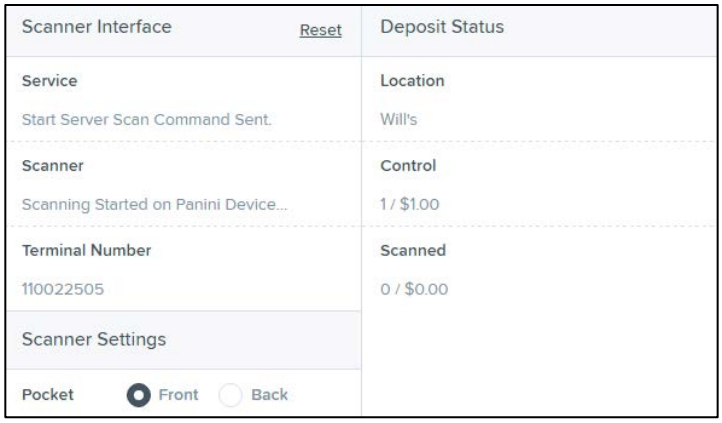


FIGURE 67 - POCKET OPTION IN RDC

"Required supported device list not available" Error

If the scanner type chosen for the merchant in the Partner Portal is not a compatible scanner, Device Control will not launch, and the user will see a *Required supported device list not available* error. You will need to log in to the Partner Portal and add a compatible scanner for the merchant.

Terminal Not Enabled

An error describing a scanner terminal as not enabled may indicate that the scanner has been disabled in the Partner Portal. The scanner will need to be re-enabled for processing to continue.

FIGURE 68 - TERMINAL NOT ENABLED ERROR, REMOTE DEPOSIT COMPLETE

© 1999-2016 Jack Henry & Associates, Inc.®

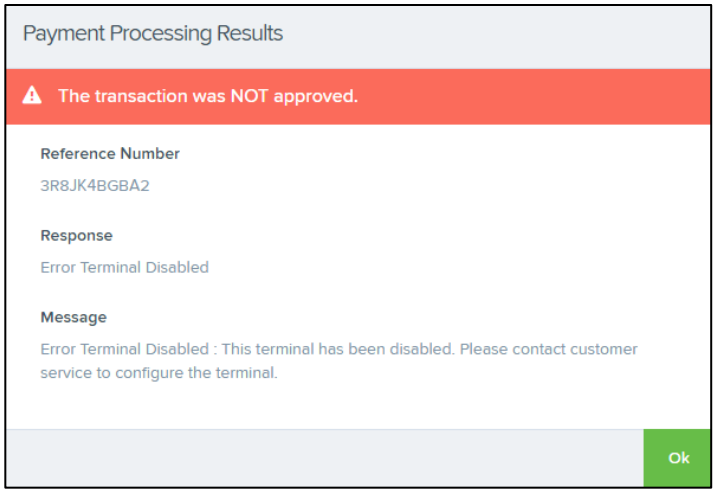


FIGURE 69 - TERMINAL NOT ENABLED ERROR, REMOTE DEPOSIT SCAN

Terminal Not Set Up

If an error describes a terminal as not set up or invalid, the serial number on the scanner has either not been added in the Partner Portal or the serial number was added twice, resulting in two scanners with the same serial number.

FIGURE 70 - REMOTE DEPOSIT COMPLETE, TERMINAL NOT SET UP

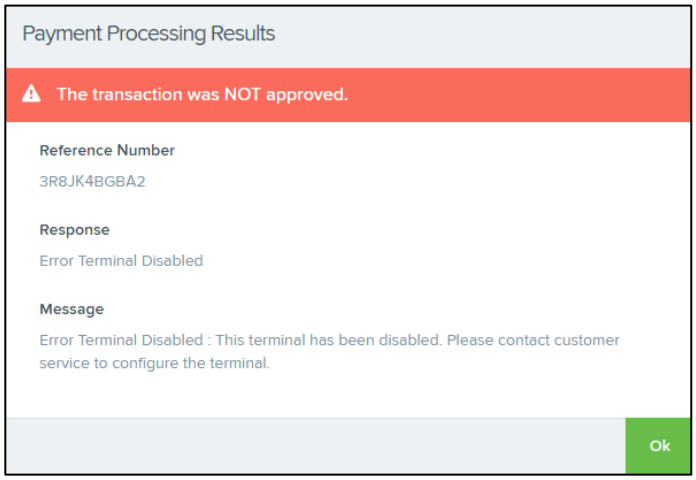


FIGURE 71 - REMOTE DEPOSIT SCAN, TERMINAL INVALID

© 1999-2016 Jack Henry & Associates, Inc.®