
First Internet Bank Business Banking Platform

Enterprise Payment Solutions™

Ensenta Digital Check Direct Integration

Installation and Troubleshooting Guide



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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™; The Depth of Financial Intelligence™; We Are Looking Out For You™; Where Tradition Meets Technology™

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System Requirements

For the PC:

- Ram: 4GB or greater
- CPU: Dual Core or greater
- Internet: Broadband connection 3 Mbps or greater

For Microsoft® Windows®:

- Windows 7: Microsoft Internet Explorer®, Google Chrome™, Mozilla® Firefox®
- Windows 8/8.1: Microsoft Internet Explorer®, Google Chrome™, Mozilla® Firefox®
- Windows 10: Microsoft Internet Explorer®, Google Chrome™, Mozilla® Firefox®

***NOTE:** Supported browsers include the latest version and two prior versions.

The following scanners support this application's features

Scanner	Model Supported
Digital Check®	CX30 TS240



Install Digital Check

Digital Check Setup

Prior to installing the Digital Check driver, it is recommended 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 Combined Installer** folder that was sent to you from Ensenta. Ensure that the scanner is unplugged until after the software installation is complete.
2. Right-click **setup.exe** and select **Run as administrator**.

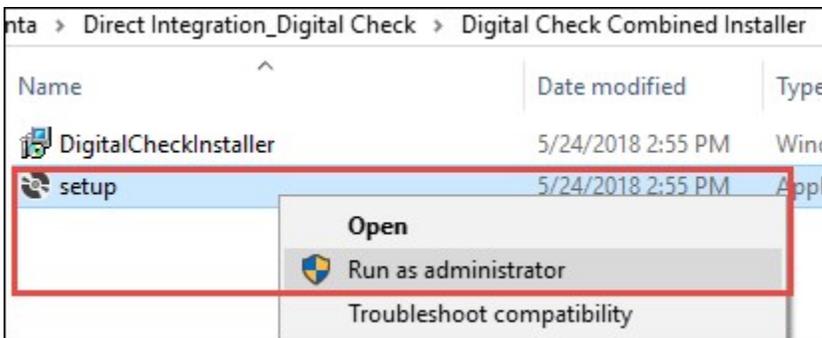


FIGURE 45 – DIGITAL CHECK EXECUTABLE

3. Click **Next** to begin the Digital Check installation process.
4. On the Select Installation Folder window, make sure **Everyone** is selected at the bottom of the window then click Next.

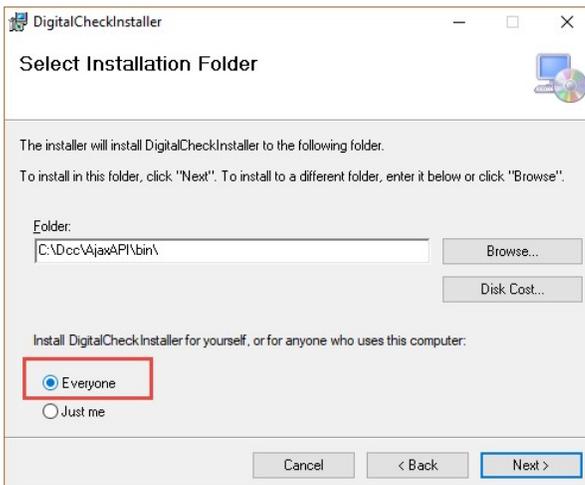


FIGURE 46 – DIGITAL CHECK INSTALLER

Click Next to confirm installation and the TellerScan Combined Driver Setup Wizard will launch.

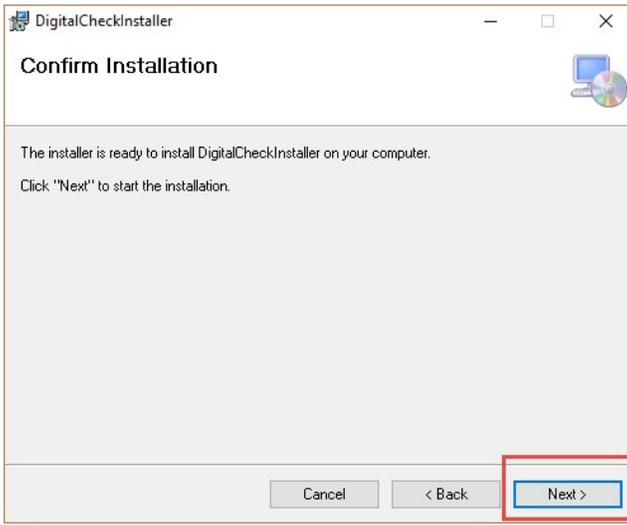


FIGURE 47 – DIGITAL CHECK INSTALLER

5. Once the TellerScan Combined Driver Setup Wizard has launched, click **Next** to begin the installation.

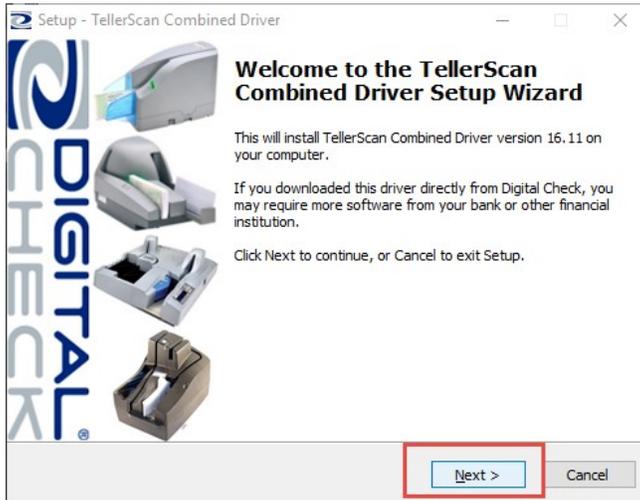


FIGURE 48 – TELLERSCAN COMBINED DRIVER INSTALLATION

6. Click Install.
7. Once the install is complete, click **Finish**.

8. The **Digital Check AJAX API Setup Wizard** will launch. Click **Next** to begin the installation process.

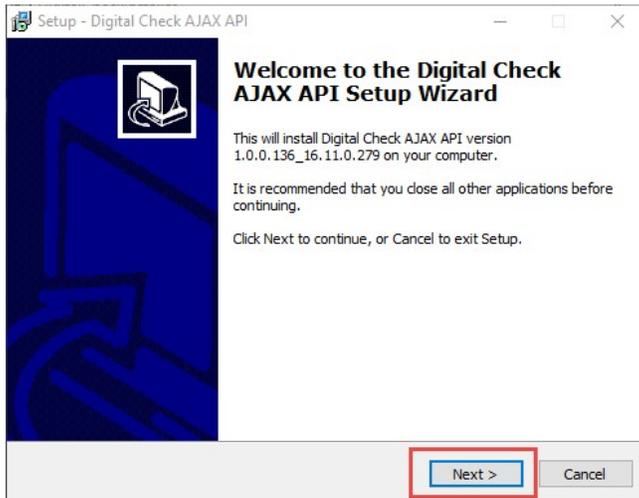


FIGURE 49 – DIGITAL CHECK AJAX API INSTALLER

9. Select **I accept the agreement** towards the bottom of the window, then click **Next**.

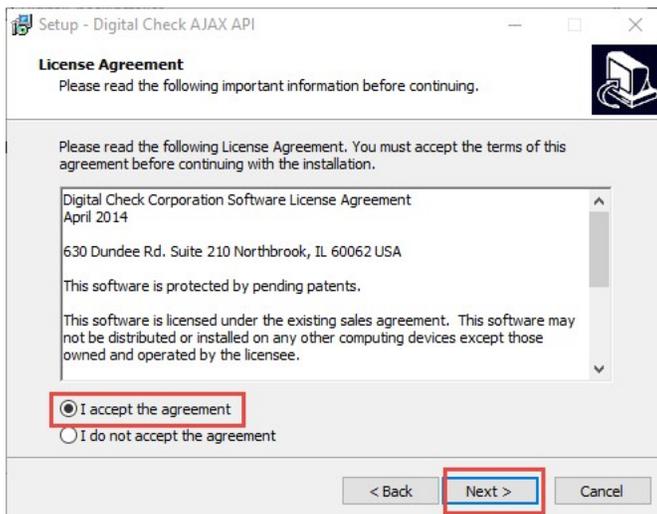


FIGURE 50 – DIGITAL CHECK AJAX API INSTALLER AGREEMENT

10. Make sure **Install the API server as a service** is checked and then click **Next**.

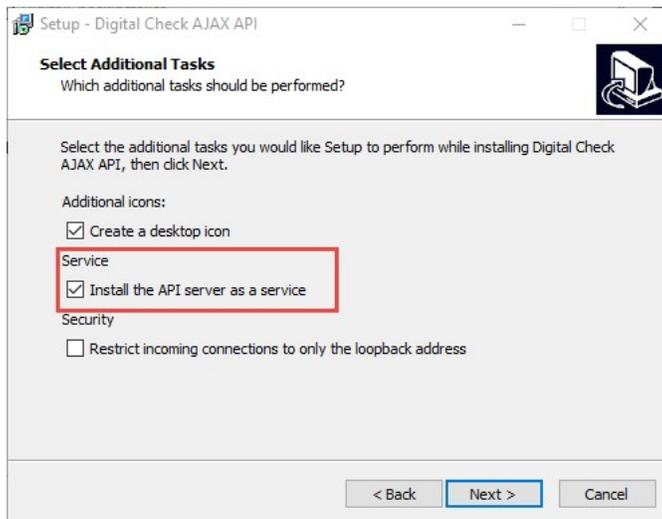


FIGURE 51 – DIGITAL CHECK AJAX API INSTALLER

11. Once the install completes click on **Finish** and then **Close**.

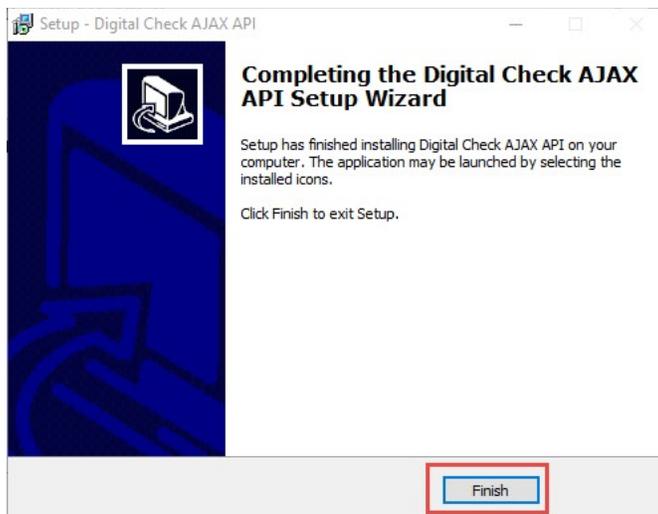


FIGURE 52 – DIGITAL CHECK AJAX API INSTALLER COMPLETE

You have successfully installed Digital Check to your device.

Connect Digital Check to bRDC Platform

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

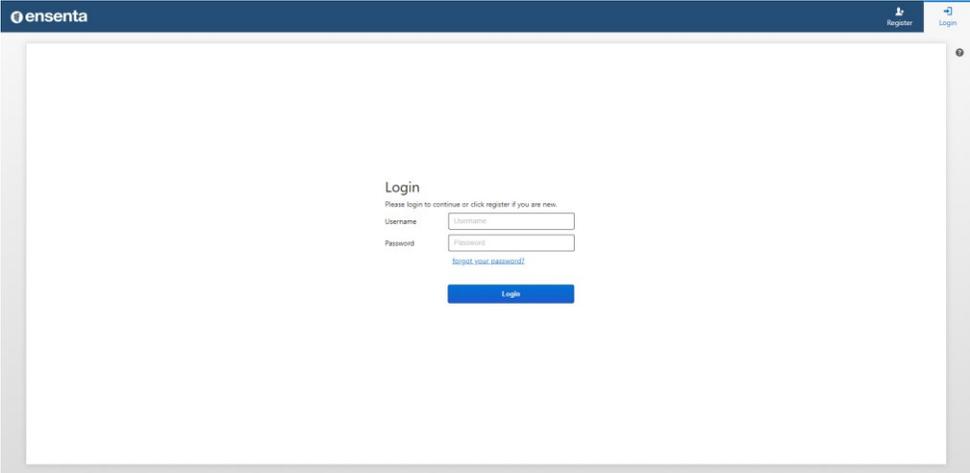


FIGURE 53 – ENSENTA BRDC LOGIN

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

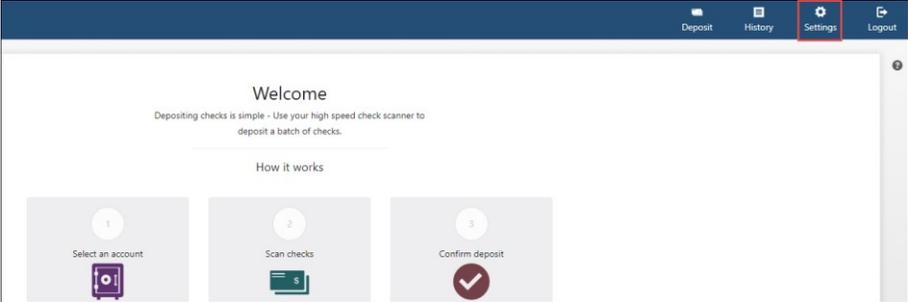


FIGURE 54 – ENSENTA BRDC WELCOME PAGE



FIGURE 55 – ENSENTA BRDC SETTINGS ICON

3. In the General Setting section, ensure that **Use Check Scanner** is set to **Yes**.
Note: Depending on your configuration, your Settings 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"/>
Use Check Scanner	<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 56 – ESENTA BRDC GENERAL SETTINGS

4. Under Scanner Settings, ensure that the **Ranger Driver Scanner** option is set to **No**.

Scanner Settings	
Ranger Driver Scanner	<input type="button" value="Yes"/> <input checked="" type="button" value="No"/>
Select Scanner Model	Digital Check: TS240
Scanner Address	localhost:5660 <input type="button" value="Test"/>

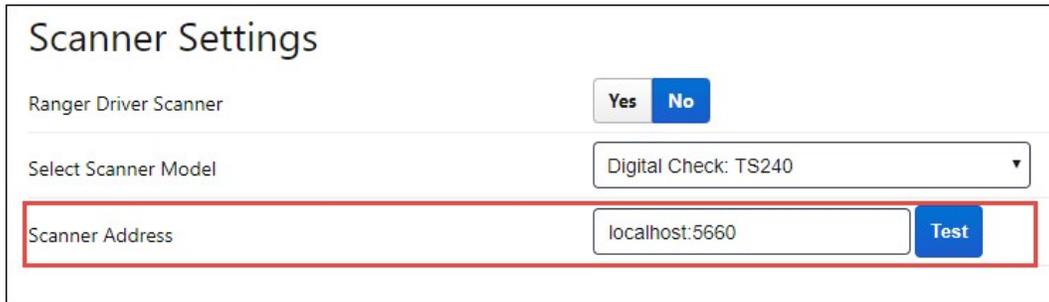
FIGURE 57 – ESENTA BRDC SCANNER SETTINGS

5. Choose your correct Digital Check scanner model. Either Digital Check TS240 or CX30.

Scanner Settings	
Ranger Driver Scanner	<input type="button" value="Yes"/> <input checked="" type="button" value="No"/>
Select Scanner Model	Digital Check: TS240
Scanner Address	localhost:5660 <input type="button" value="Test"/>

FIGURE 58 – ESENTA BRDC SCANNER MODEL SELECTION

- Type **localhost:5660** into the Scanner Address textbox and click **Test**.
Note: This scanner address is universal and can be used by any browser.



Scanner Settings

Ranger Driver Scanner Yes No

Select Scanner Model Digital Check: TS240

Scanner Address localhost:5660

FIGURE 59 – ESENTA BRDC SCANNER ADDRESS SETTINGS

- The scanner will attempt to connect to bRDC.
- Click **OK** to return to the bRDC page.

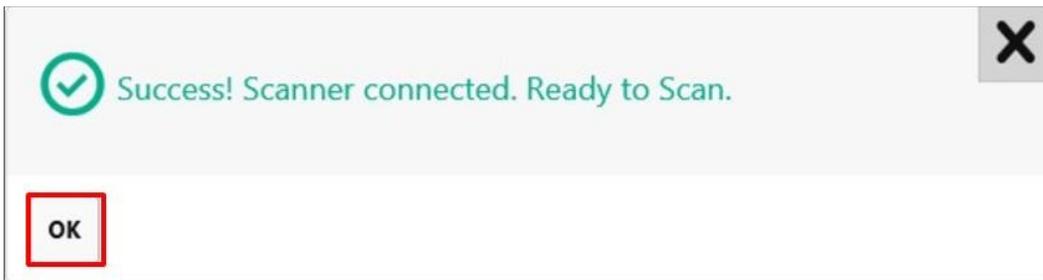
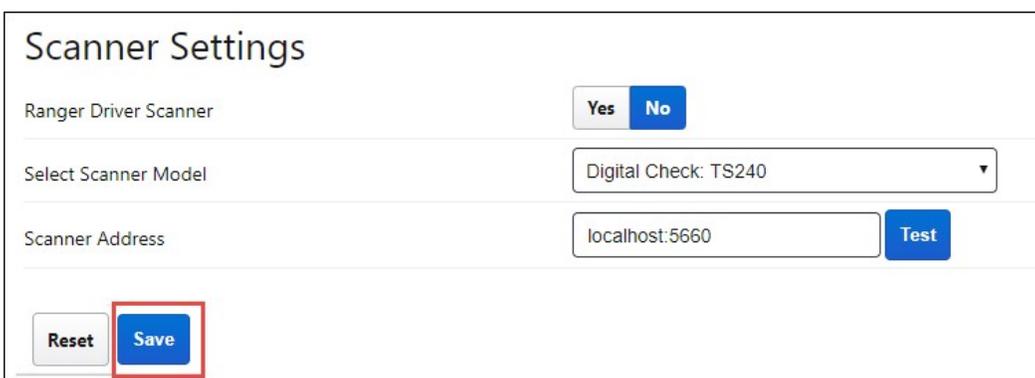


FIGURE 60 – SCANNER TEST SUCCESSFUL

- Click **Save**.



Scanner Settings

Ranger Driver Scanner Yes No

Select Scanner Model Digital Check: TS240

Scanner Address localhost:5660

FIGURE 61 – SAVE SCANNER SETTINGS

You are now ready to make check deposits.

Troubleshoot Digital Check

Restart Digital Check Services

In the event the scanner does not connect to bRDC, you may need to restart the Digital Check Services.

1. Open the start menu and type in **services.msc**. Right-click on Services and select **Run as administrator**.

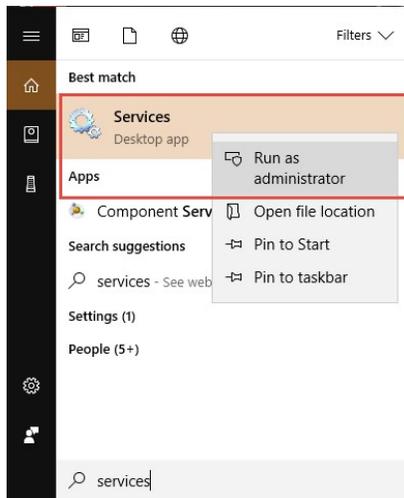


FIGURE 62 – WINDOWS® START MENU

2. Locate **Digital Check AJAX API**. Click on **Stop**.

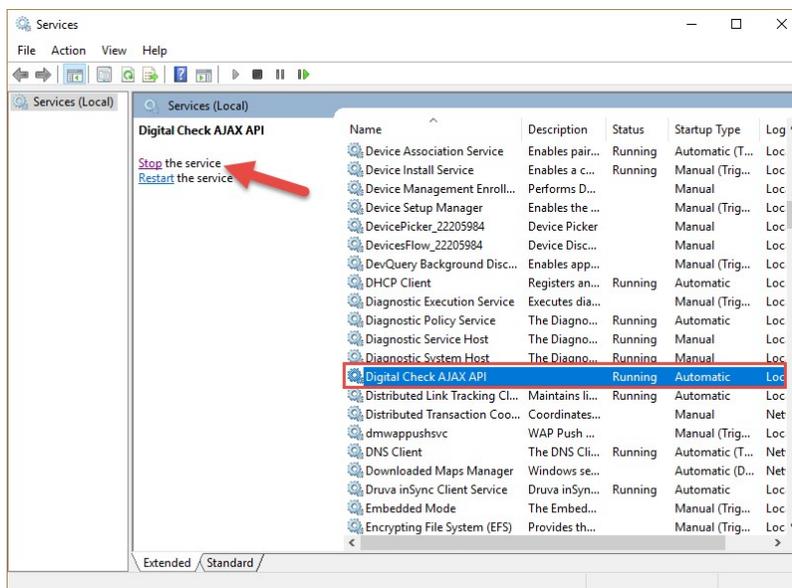


FIGURE 63 – WINDOWS® SERVICES MODULE

3. Click **Start** to restart the Digital Check service.

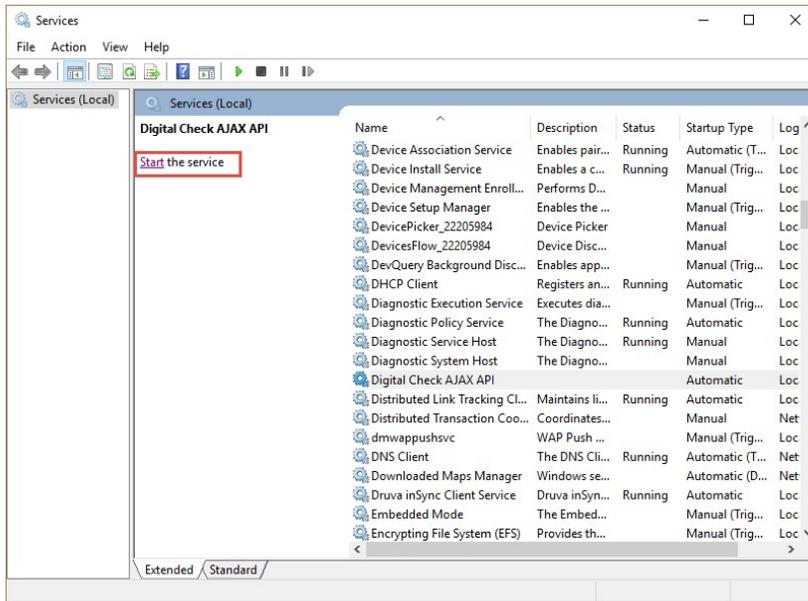


FIGURE 64 – WINDOWS® SERVICES MODULE

4. Log into bRDC and connect the scanner.

Uninstall Digital Check

In the event you need to 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, it is recommended that you uninstall all other Digital Check drivers. Only the Digital Check driver provided to you for bRDC should remain on your PC.

- 1. To remove Digital Check software, open the **Control Panel** and select **Programs and Features**.

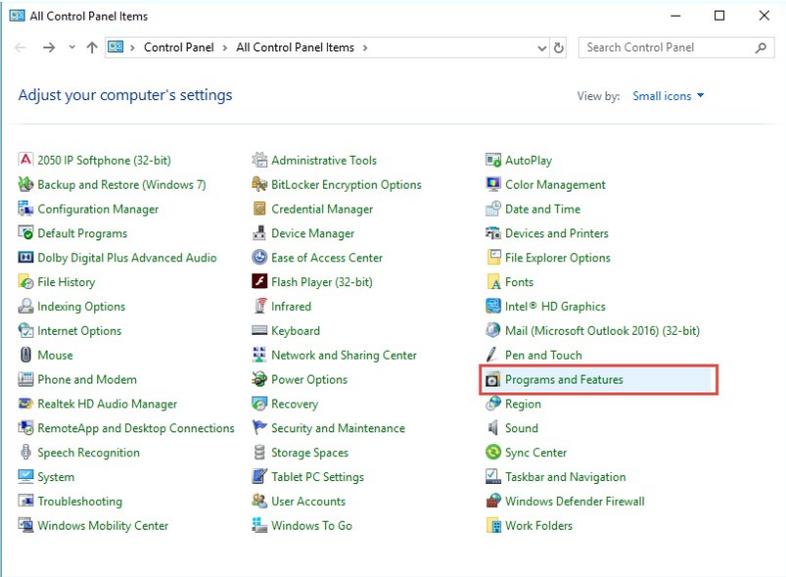


FIGURE 65 – WINDOWS® CONTROL PANEL

- 2. Scroll down to locate **DigitalCheckInstaller**. Click **Uninstall**.

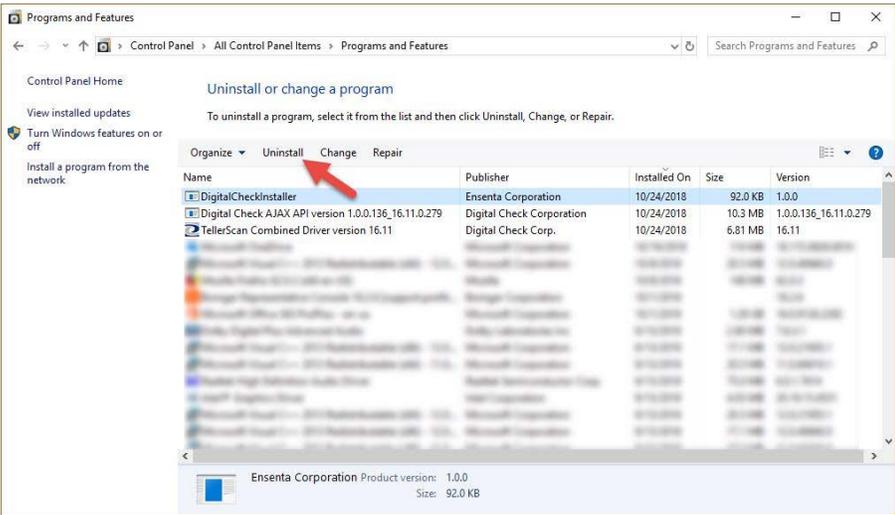


FIGURE 66 – PROGRAMS AND FEATURES

3. Click **Yes** to begin the uninstallation process.

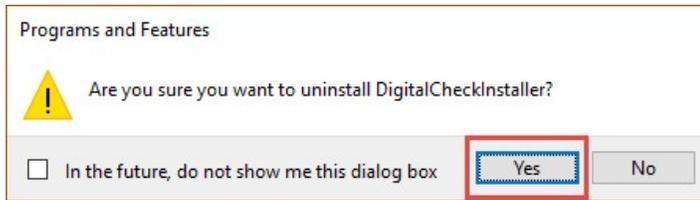


FIGURE 67 – DIGITALCHECKINSTALLER REMOVAL

4. Navigate back to **Programs and Features** and locate **Digital Check AJAX API version 1.0.0.136_16.11.0.279** and click **Uninstall**.

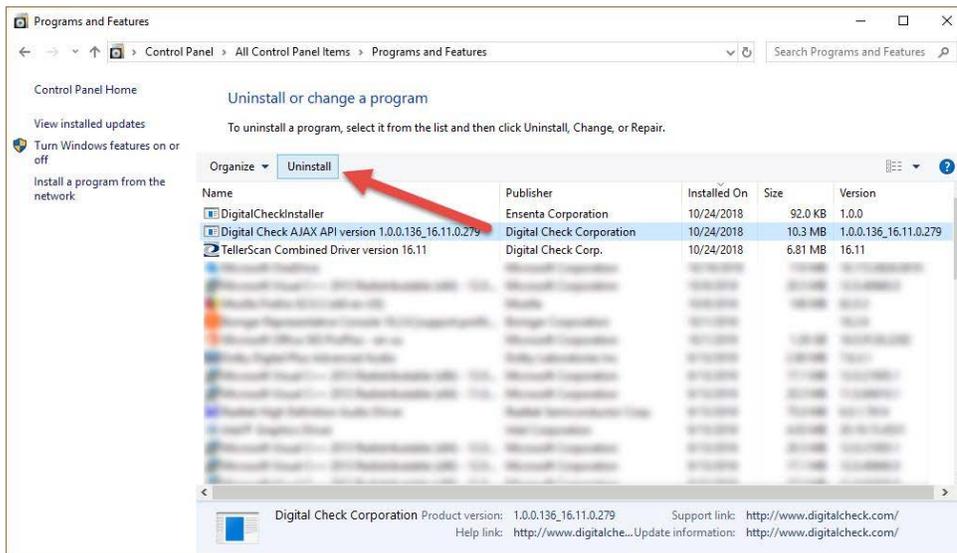


FIGURE 68 – PROGRAMS AND FEATURES

5. Click **Yes** to remove the software and the uninstallation process will begin.

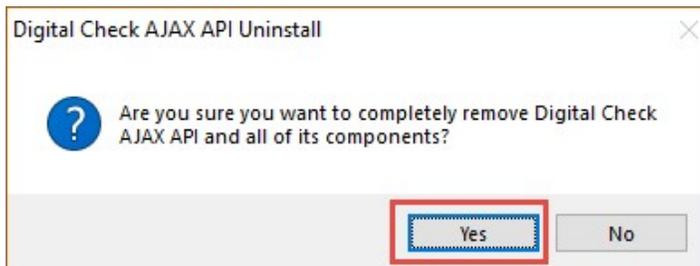


FIGURE 69 – DIGITAL CHECK AJAX API REMOVAL

6. Click **OK**.

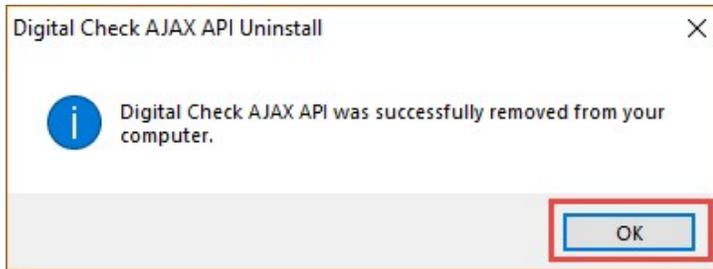


FIGURE 70 – DIGITAL CHECK AJAX API REMOVAL

7. Navigate back to **Programs and Features** and locate **TellerScan Combined Driver version 16.11**. Click on **Uninstall**.

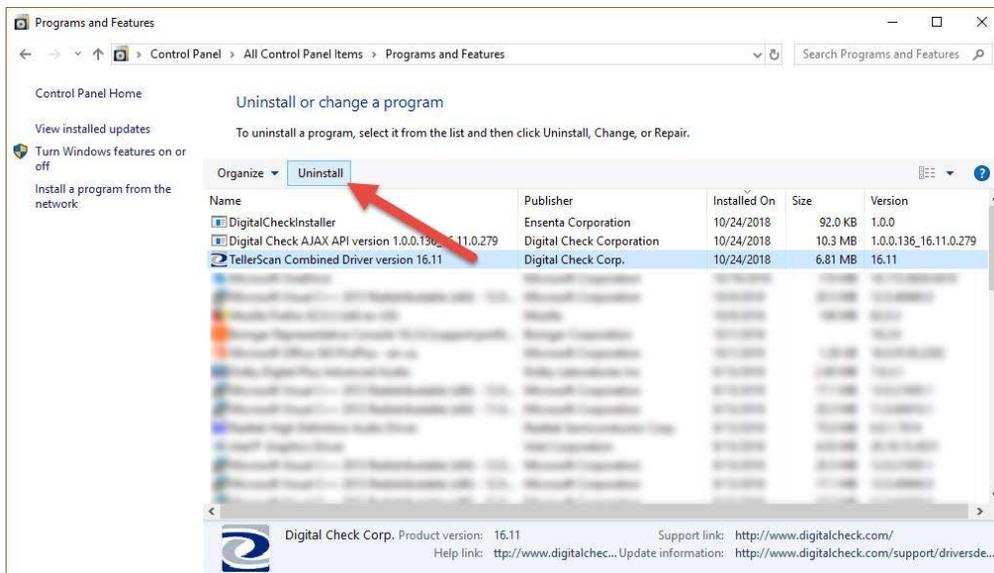


FIGURE 71 – PROGRAMS AND FEATURES

8. Click **Yes** to begin the uninstallation process.

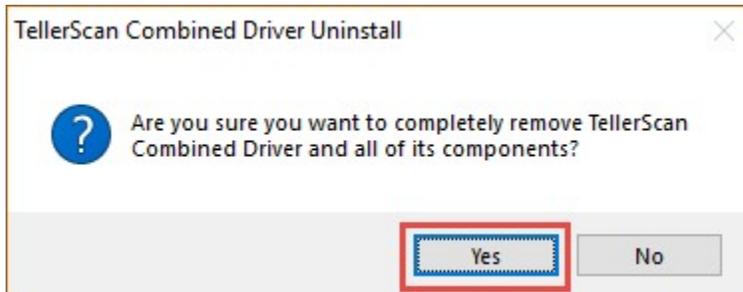


FIGURE 72 – TELLERSCAN COMBINED DRIVER REMOVAL

9. Click **OK**.

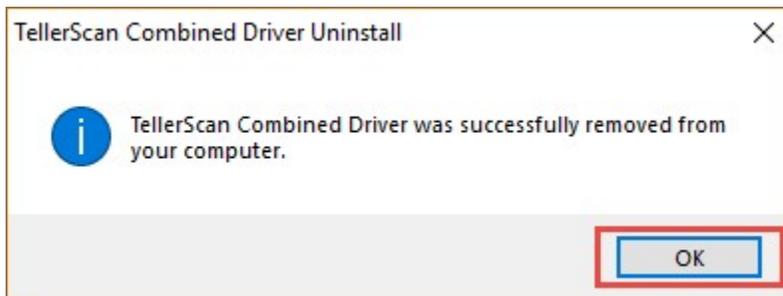


FIGURE 73 – TELLERSCAN COMBINED DRIVER REMOVAL

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

Additional Troubleshooting

Clear 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.

Internet Explorer

1. Open the **Start** Menu and type **Internet Options**. Select Internet Options.

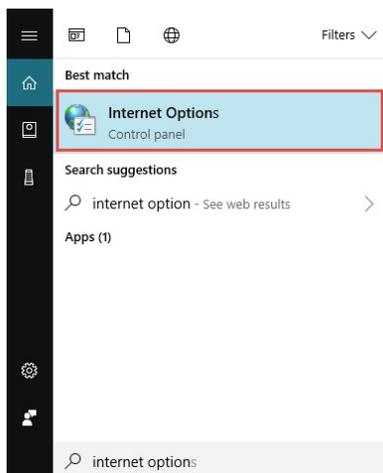


FIGURE 74 – WINDOWS® START MENU

2. In the Internet Properties window under **Browsing History**, ensure that the **Delete browsing history on exit** is not checked

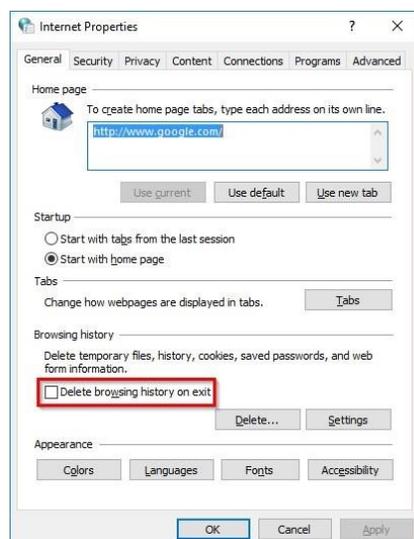


FIGURE 75 – WINDOWS® INTERNET OPTIONS

3. In Browsing History, click **Delete**.



FIGURE 76 – INTERNET OPTIONS BROWSING HISTORY DELETE

4. Check the Preserve Favorites website, Temp. Internet files and Cookies boxes. Select Delete.

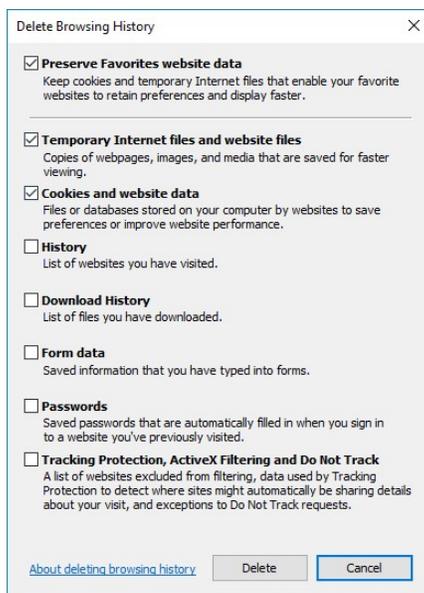


FIGURE 77 – INTERNET OPTIONS CACHE/COOKIES/TEMP FILES DELETE

5. Click **OK** or **Apply**.

Notes:

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

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