

First Internet Bank Business Banking Platform

Enterprise Payment Solutions™

Ensenta Panini 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 Ensenta RDC platform. This installation and troubleshooting guide serves as a resource for Financial Institutions' (FI) administrators to install scanner software, uninstall scanner software, test, diagnose, and correct any technical issues that may arise with the Panini and Digital Check scanners.

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
Panini®	My Vision X® Vision X® I:Deal®



Install Panini Engine Driver

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

Panini Engine Driver Setup

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

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



FIGURE 1 – PANINI EVEREST ENGINE INSTALLER

2. Read the License Agreement and click **I accept the terms of the license agreement**. Click **Next**.

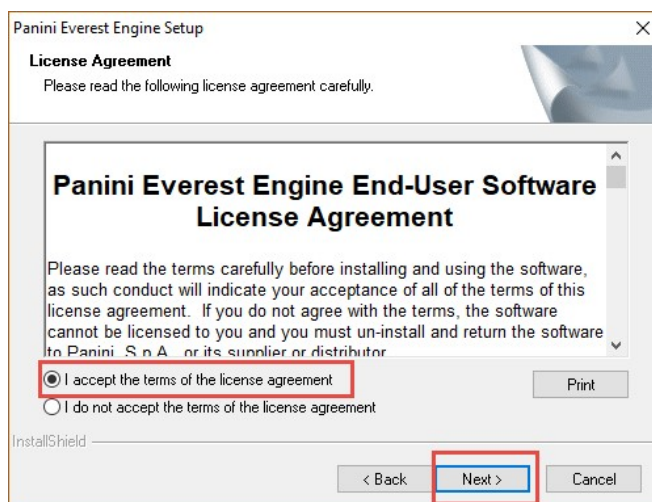


FIGURE 2 – PANINI LICENSE AGREEMENT

3. Choose **Complete** as the Setup Type. Click **Next**.

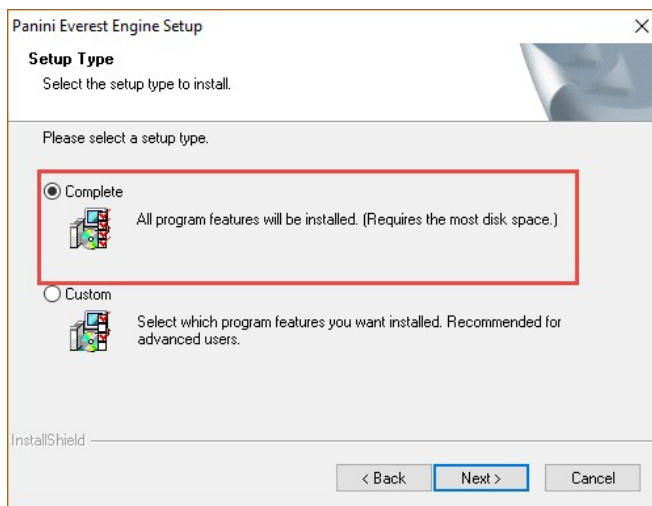


FIGURE 3 – PANINI SETUP TYPE

4. Click **Finish** to complete the Setup.

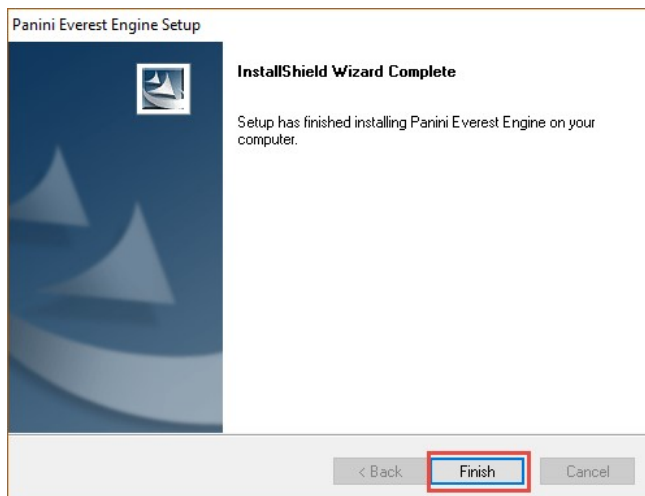


FIGURE 4 – PANINI SETUP COMPLETION

5. Launch the Panini Everest Engine application by clicking the Panini logo on the desktop.



FIGURE 5 – PANINI EVEREST ENGINE

6. The Panini test application page will appear. The **Engine Status** should read **Available for Connection**.
7. Click **Connect**.



FIGURE 6 – PANINI EVEREST ENGINE DEMO APPLICATION

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



FIGURE 7 – PANINI EVEREST ENGINE DEMO APPLICATION

8. Scanners only operate with one driver, so any attempt to connect to a scanner already in use will prompt 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).
9. The scanner will make a sound as it connects to the Panini Everest Engine. The following page will appear:



FIGURE 8 – PANINI EVEREST ENGINE DEMO APPLICATION

10. Click **Disconnect** and close the browser tab for the Panini Everest Engine before moving on to the next step.

Connect Panini Scanner to bRDC Web 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.

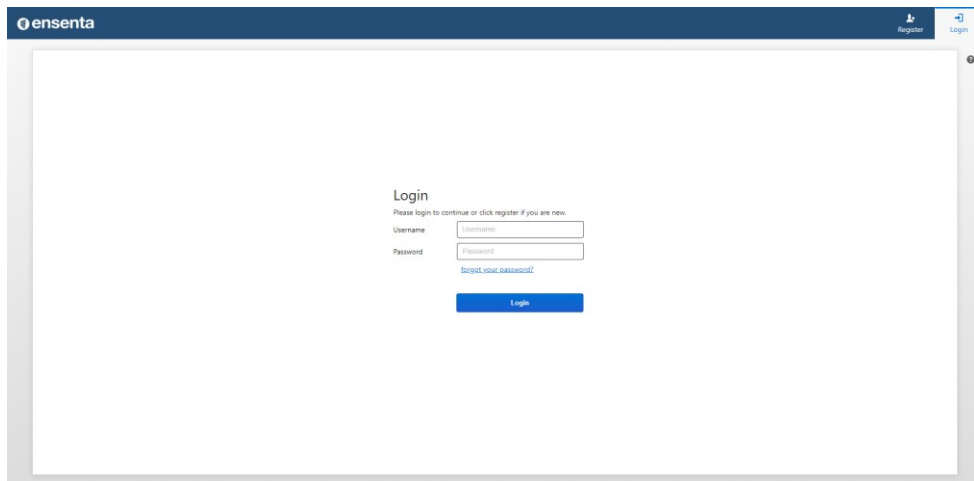


FIGURE 9 – ENSENTA BRDC LOGIN

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

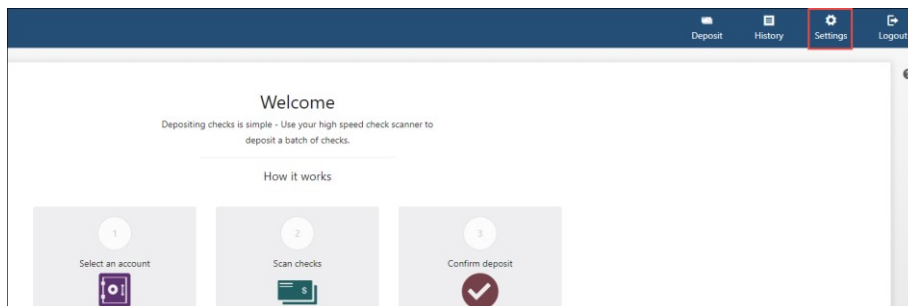


FIGURE 10 – ENSENTA BRDC WELCOME PAGE

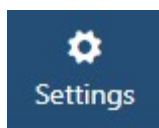
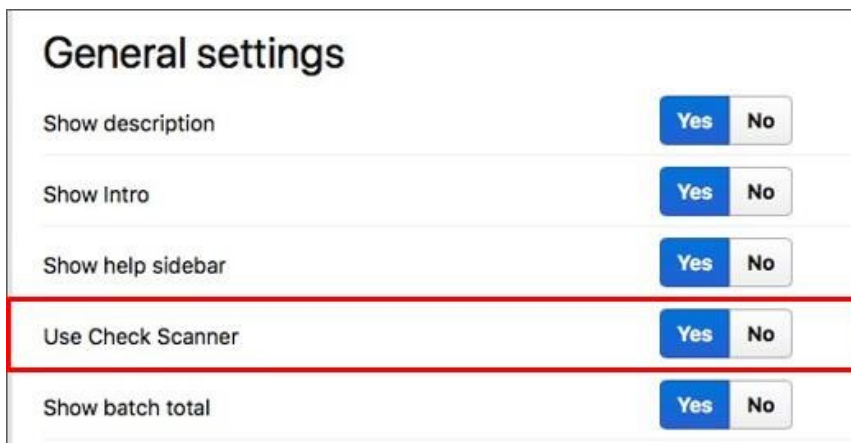


FIGURE 11 – ENSENTA BRDC SETTINGS ICON

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.

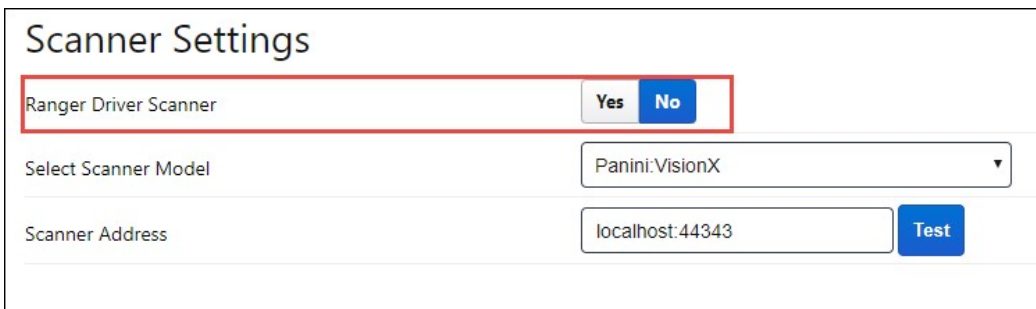


General settings

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 12 – ESENTA 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	<input type="text" value="Panini:VisionX"/>
Scanner Address	<input type="text" value="localhost:44343"/> <input type="button" value="Test"/>

FIGURE 13 – ESENTA SCANNER SETTINGS

5. Choose **Panini VisionX®** as your scanner model.

***Note:** If using the Panini Ideal® you will still need to select Panini VisionX® as your scanner model.

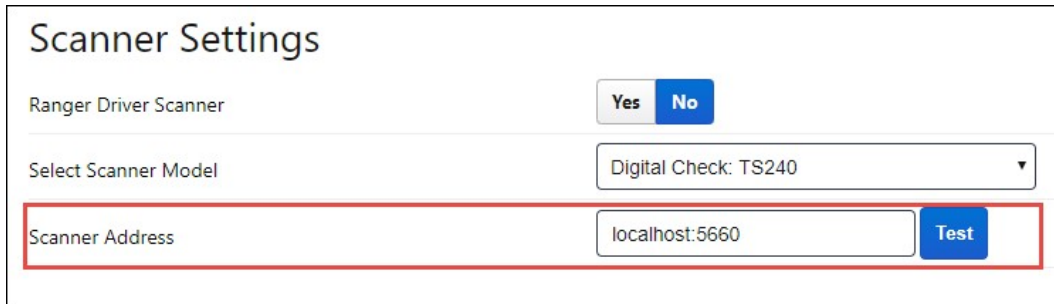


Scanner Settings

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

FIGURE 14 – ESENTA SCANNER MODEL SELECTION

6. Type **localhost: 44343** into the **Scanner Address** textbox if using Internet Explorer®. Click **Test**.



The 'Scanner Settings' dialog box contains the following elements: a 'Ranger Driver Scanner' label with 'Yes' and 'No' buttons; a 'Select Scanner Model' dropdown menu showing 'Digital Check: TS240'; and a 'Scanner Address' text input field containing 'localhost:5660' with a blue 'Test' button to its right. A red rectangular box highlights the 'Scanner Address' field and the 'Test' button.

FIGURE 15 – ESENTA SCANNER ADDRESS SETTINGS

7. Type **127.0.0.1:8080** into the **Scanner Address** textbox if using Google Chrome™ or Mozilla Firefox®. Click **Test**

***NOTE:** It is recommended to have one primary browser for bRDC as Scanner Address settings will **NOT** automatically carry over if you switch browsers.



The 'Scanner Settings' dialog box contains the following elements: a 'Ranger Driver Scanner' label with 'Yes' and 'No' buttons; a 'Select Scanner Model' dropdown menu showing 'Panini:VisionX'; and a 'Scanner Address' text input field containing '127.0.0.1:8080' with a blue 'Test' button to its right. A red rectangular box highlights the 'Scanner Address' field and the 'Test' button.

FIGURE 16 – ESENTA SCANNER ADDRESS SETTINGS FOR GOOGLE CHROME™ & MOZILLA FIREFOX®

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

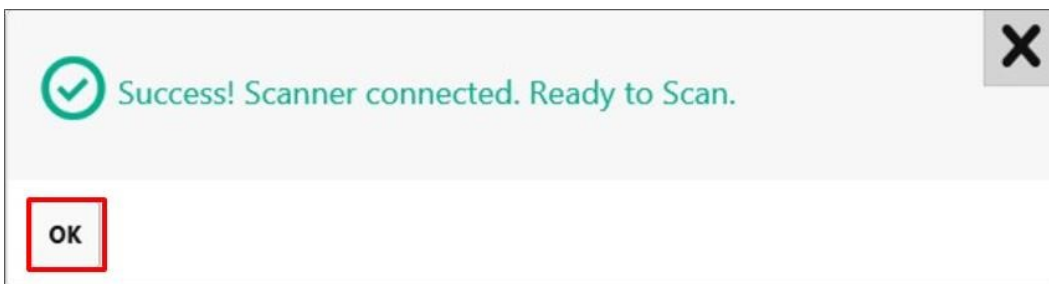
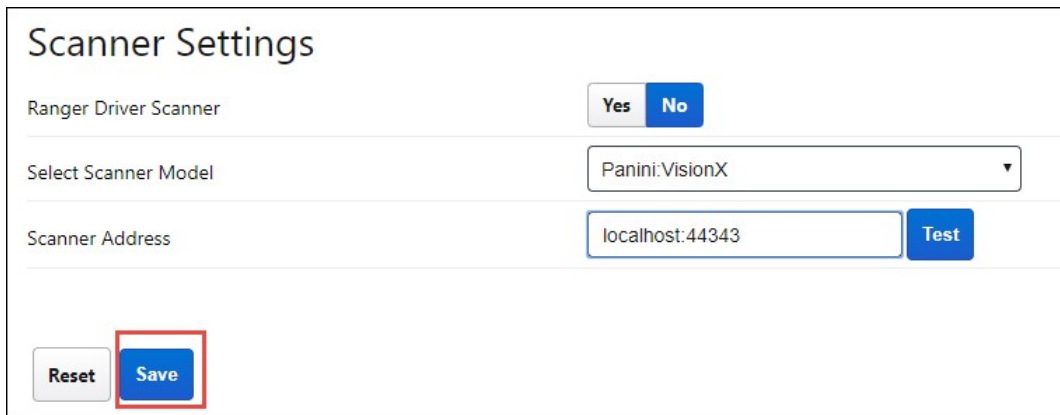


FIGURE 17 – SCANNER TEST SUCCESSFUL

10. Click Save.



The image shows a web form titled "Scanner Settings". It contains three main sections: "Ranger Driver Scanner" with "Yes" and "No" radio buttons (where "No" is selected), "Select Scanner Model" with a dropdown menu showing "Panini:VisionX", and "Scanner Address" with a text input field containing "localhost:44343" and a "Test" button. At the bottom left, there are "Reset" and "Save" buttons, with the "Save" button highlighted by a red rectangular box.

FIGURE 18 – SAVE SCANNER SETTINGS

You are now ready to make check deposits.

Troubleshoot 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.

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

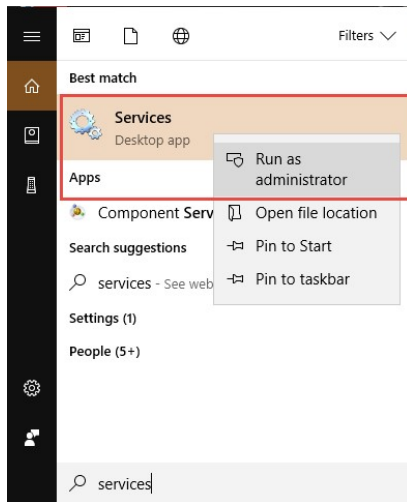


FIGURE 19 – WINDOWS® START MENU

2. Locate **Panini Everest Guardian**. Click on **Stop**.

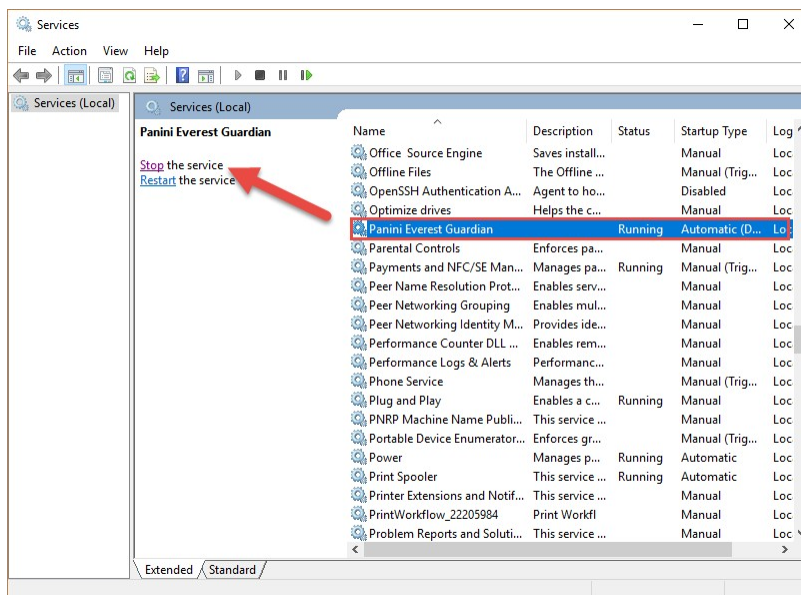


FIGURE 20 – WINDOWS® SERVICES MODULE

3. Click **Start** to restart the Panini service.

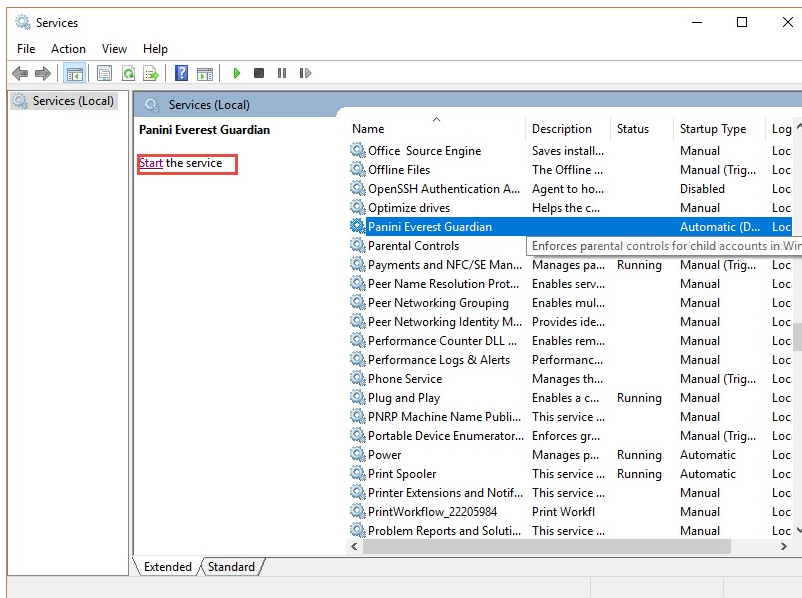


FIGURE 21 – WINDOWS® SERVICES MODULE

4. Double-click the Panini Everest Engine logo from the desktop.



FIGURE 22 – PANINI EVEREST ENGINE DEMO ICON

5. The **Panini Everest Engine** screen will appear. The Engine Status should read Available for Connection. Click **Connect**.



FIGURE 23 – PANINI EVEREST ENGINE DEMO APPLICATION

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



FIGURE 24 – PANINI EVEREST ENGINE DEMO APPLICATION

6. Scanners only operate with one driver, so any attempt to connect to a scanner already in use will prompt 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).
7. The scanner will make a sound as it connects to the Panini Everest Engine. The following page will appear as shown below. Click **Disconnect** and close the browser tab for the Panini Everest Engine and attempt to connect again using bRDC.



FIGURE 25 – PANINI EVEREST ENGINE DEMO APPLICATION

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 click **Device Manager**.

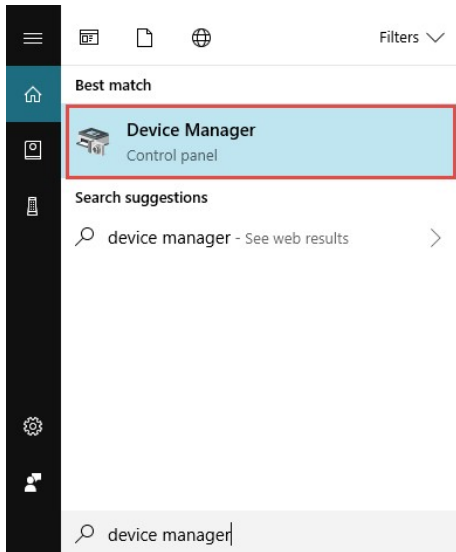


FIGURE 26 – WINDOWS® START MENU

2. Locate Panini

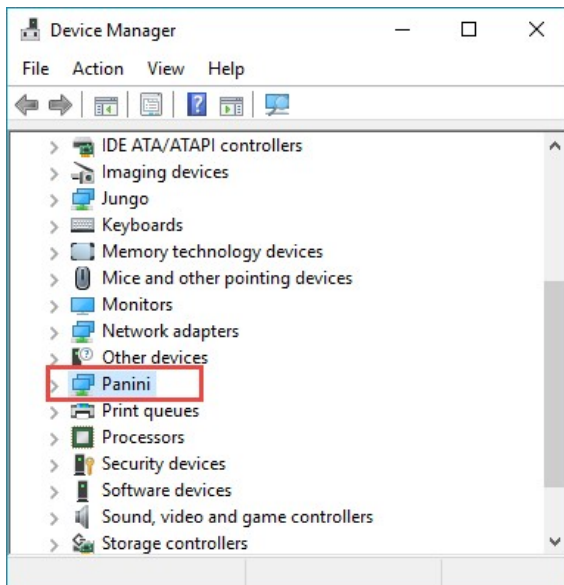


FIGURE 27 – WINDOWS® DEVICE MANAGER

3. Expand the Panini entry. Notice two sub files: **Panini USB Driver** and **Vision X with Firmware**.

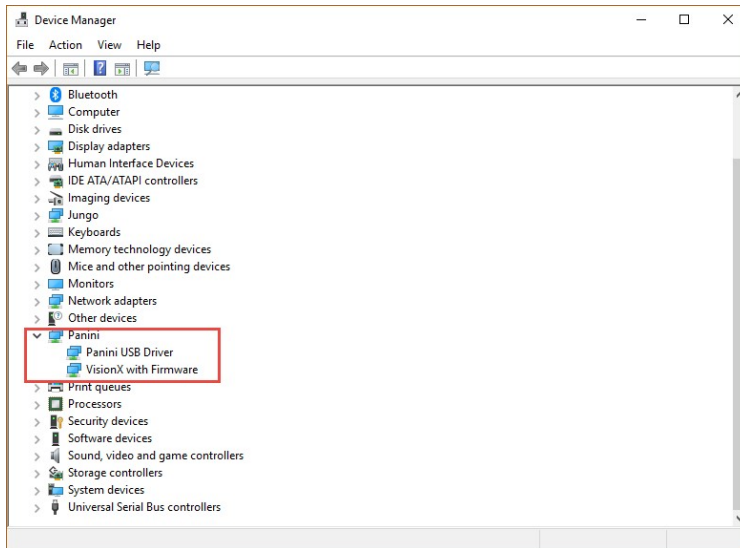


FIGURE 28 – WINDOWS® DEVICE MANAGER

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

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



FIGURE 29 – PANINI EVEREST ENGINE DEMO ICON

5. Click **Connect**.



FIGURE 30 – PANINI EVEREST ENGINE DEMO

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

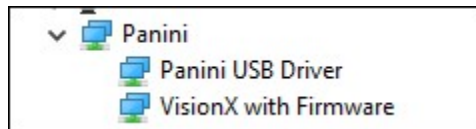


FIGURE 31 – WINDOWS® DEVICE MANAGER

6. Click **Disconnect**.



FIGURE 32 – PANINI EVEREST ENGINE DEMO

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 Ensenta Support if the problem persists.

Uninstall Panini Driver

In the event you need to 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, it is recommended 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 launch **Device Manager** from the Start menu.

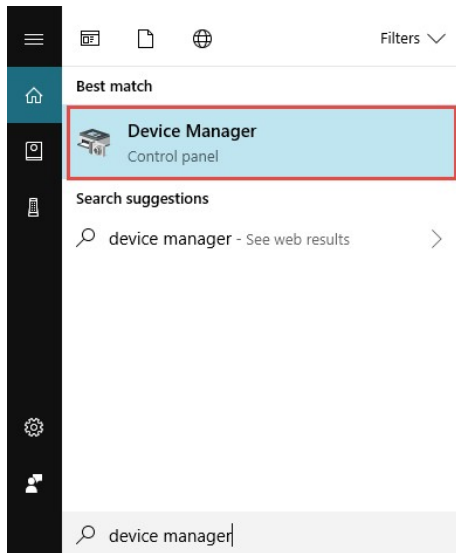


FIGURE 33 – WINDOWS® START MENU

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

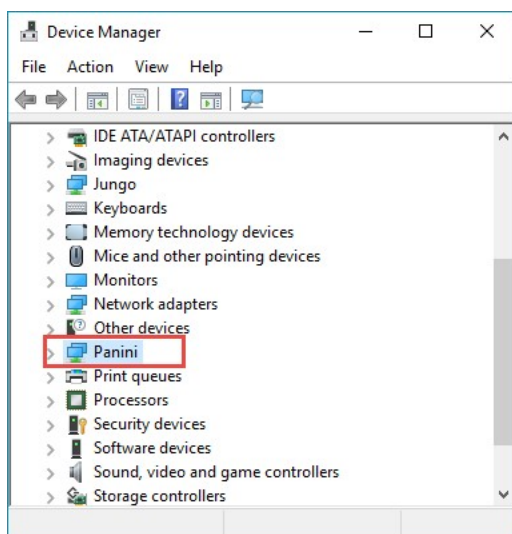


FIGURE 34 – WINDOWS® DEVICE MANAGER

3. Expand Panini and right-click **Vision X with Firmware**.
4. Click **Uninstall Device**.

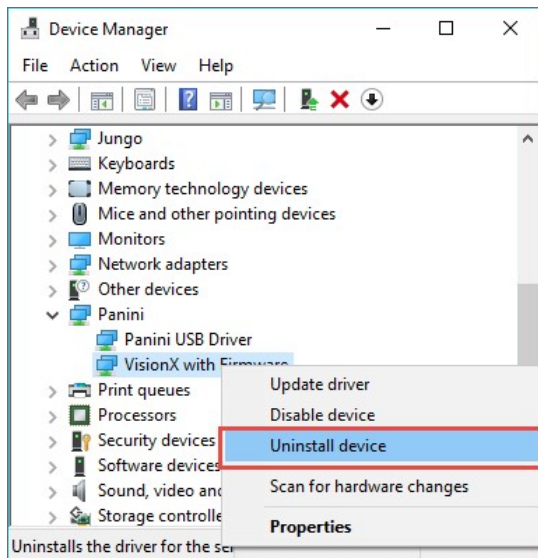


FIGURE 35 – WINDOWS® DEVICE MANAGER UNINSTALL DEVICE

5. Check **Delete the driver software for this device**. Click **Uninstall**. **Note:** Some drivers may replace **Uninstall** with **OK**.

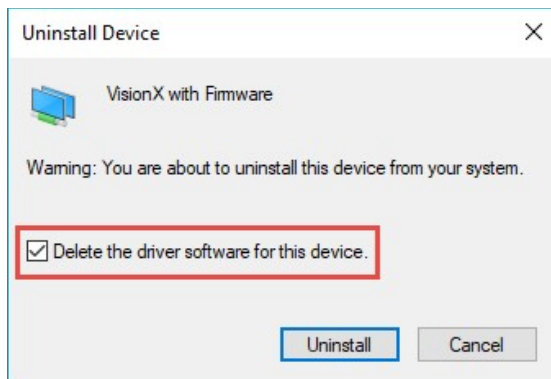


FIGURE 36 – WINDOWS® DEVICE UNINSTALLER

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

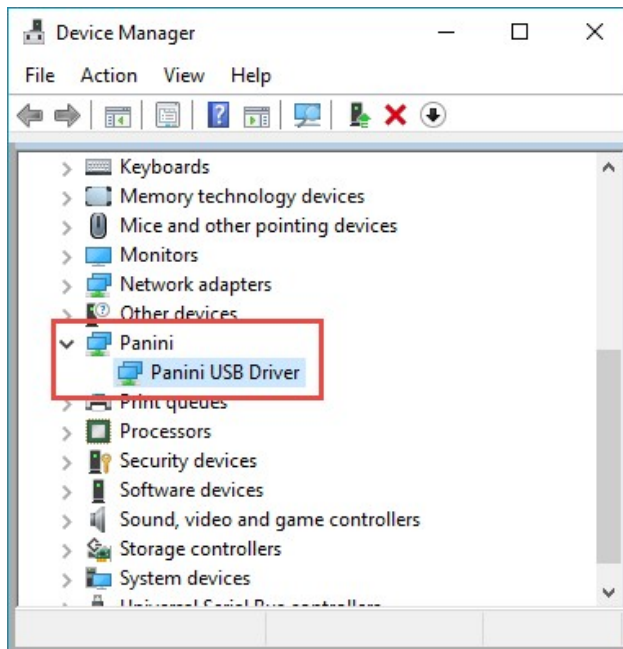


FIGURE 37 – WINDOWS® DEVICE MANAGER

7. Click **Uninstall Device**.

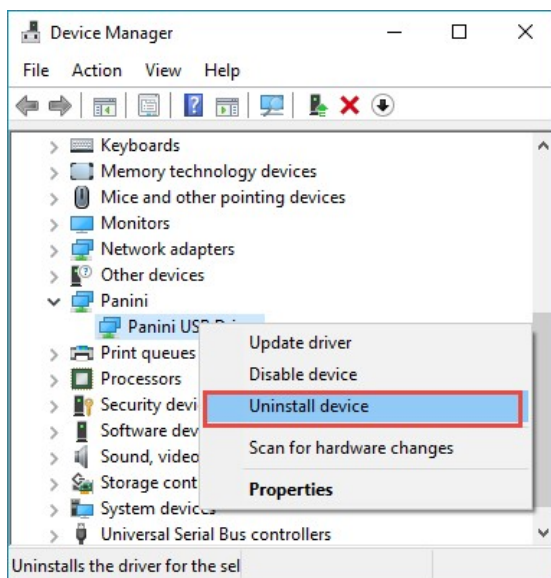


FIGURE 38 – WINDOWS® DEVICE MANAGER UNINSTALL DEVICE

8. Check **Delete the driver software for this device**. Click **Uninstall**. **Note:** Some drivers may replace **Uninstall** with **OK**.

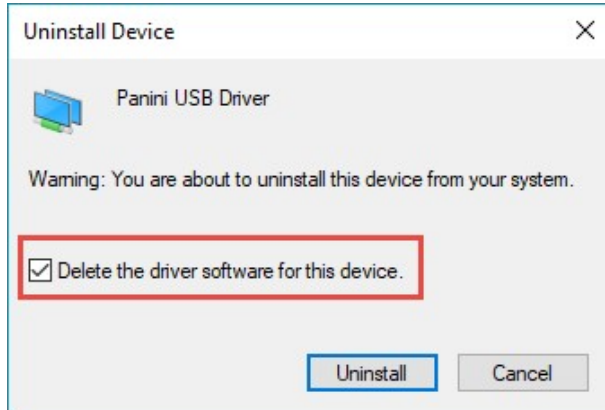


FIGURE 39 – WINDOWS® DEVICE UNINSTALLER

9. Panini will be completely removed from the Device Manager. Unplug the scanner from the PC to ensure complete uninstallation.

Uninstall Panini Everest Engine Software

1. To remove Panini software, open the **Control Panel** and select **Programs and Features**.

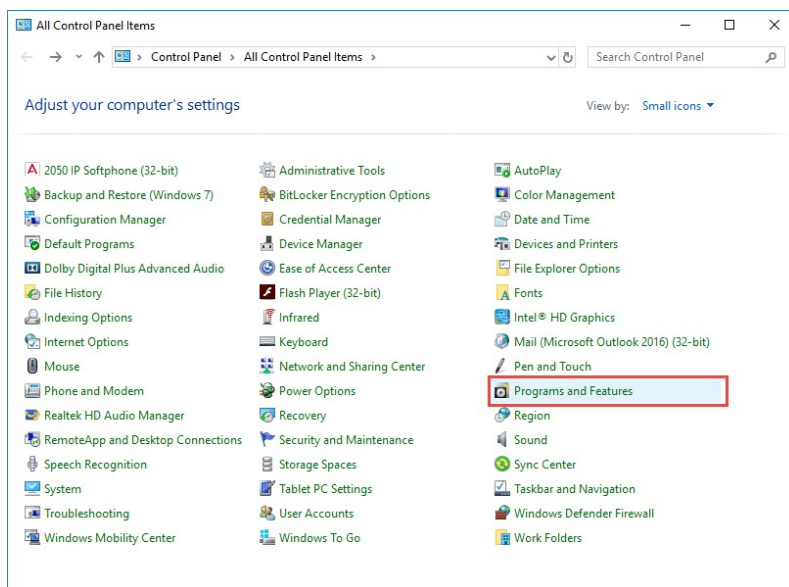


FIGURE 40 – WINDOWS® CONTROL PANEL

2. Scroll down to locate and click **Everest Engine**. Click **Uninstall**.

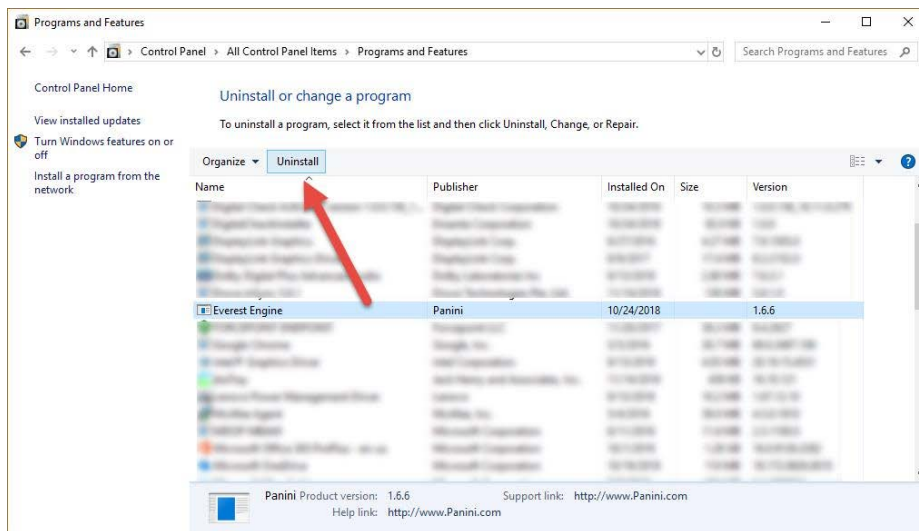


FIGURE 41 – PROGRAMS AND FEATURES

You may be 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 42 – PANINI EVEREST ENGINE UNINSTALLING

3. Click **Yes** to completely remove Panini Everest Engine.

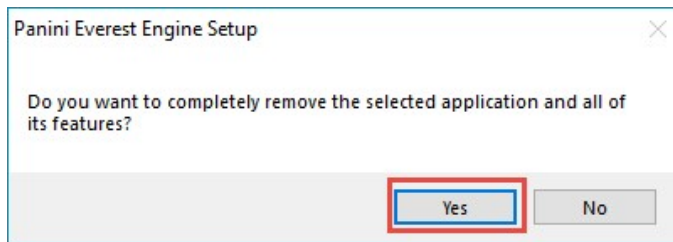


FIGURE 43 – PANINI EVEREST ENGINE UNINSTALLING

4. Click **Finish**

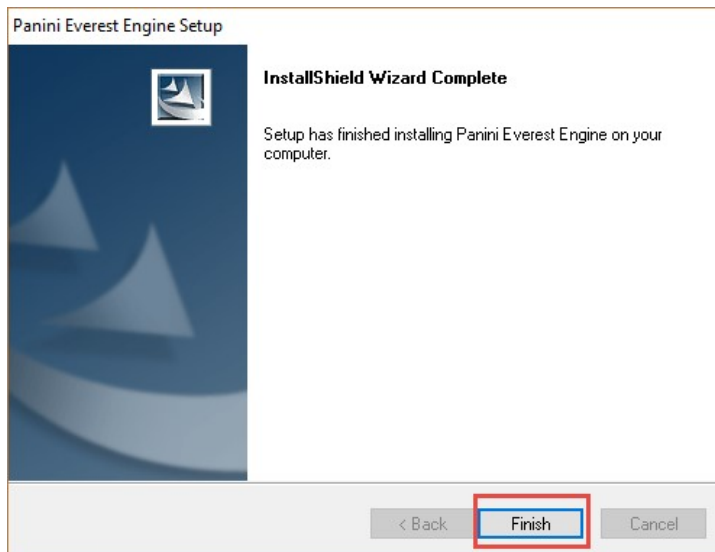


FIGURE 44 – PANINI EVEREST ENGINE UNINSTALLER COMPLETE

You have successfully uninstalled the Panini software 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.

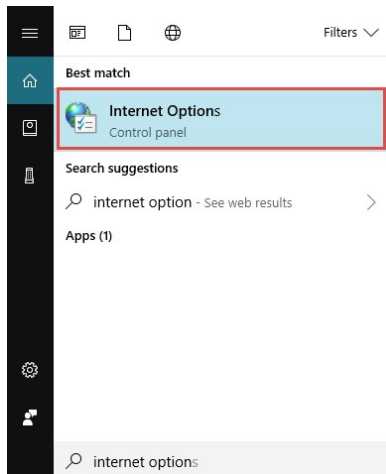


FIGURE 74 – WINDOWS® START MENU

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

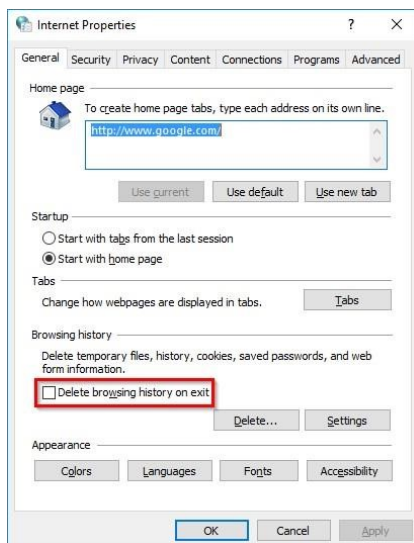


FIGURE 75 – WINDOWS® INTERNET OPTIONS

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.

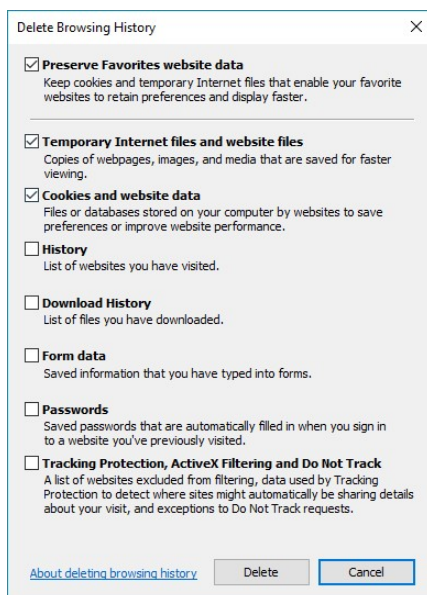


FIGURE 77 – INTERNET OPTIONS CACHE/COOKIES/TEMP FILES DELETE

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.