

# Fast Track! Remote Deposit

Version 1.0 Installation Guide



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# **Prior to Installation**

Before Fast Track! installation can be completed, a few steps need to be taken to ensure the installation will be successful. Before getting started, ensure the user is a Local Administrator on the workstation. The IT Department at your institution may have to enable this function specifically for the installation. Once access is verified, complete the sections listed below before beginning the installation process.

**Note:** At this time, Fast Track! is not certified for Firefox, Chrome, Safari, Opera or any other web browser other than Internet Explorer. Fast Track! is also not certified for Apple/Macintosh or Linux operating systems.

## **Disabling ActiveX Filtering**

If ActiveX Filtering is enabled, add-ons may be prevented from loading and may cause check images to not be visible. The ActiveX setting can be found under the Tools menu in Internet Explorer. Ensure ActiveX Filtering is not checked.

	Tool	Tools Help					
P		De	elete browsing history	Ctrl+Shift+Del			
		InPrivate Browsing		Ctrl+Shift+P			
		Tr	acking Protection				
ſ		A	ctiveX Filtering				
		Diagnose connection problems					
		Reopen last browsing session					
		Add site to Start menu					
		vi	ow downloads	Ctrlul			

## **Verifying Version of Internet Explorer**

Fast Track! does not work on any 64-bit version of Internet Explorer. Financial institutions using WebCapture should be using the 32-bit version.

### To verify the version of Internet Explorer:

1. Click the **Tools** icon



#### 2. Select About Internet Explorer



If the 32-bit version is being used, only the version number will be seen.



If the 64-bit version is being used, you will see 64-bit Edition after the version number.



### **Using 32-bit Version Internet Explorer**

To use the 32-bit version of Internet Explorer, there are two different options:

- 1. Pin Internet Explorer to the task bar. This will open up the 32-bit version of Internet Explorer when selected.
  - a. Go to C:\Program Files\Internet Explorer
  - b. Drag iexplore.exe to the taskbar



- 2. Create a link to force websites to open with the 32-bit version of Internet Explorer.
  - a. Right click on the desktop
  - b. Select New
  - c. Select Shortcut

	View	•		Folder
	Sort by	•	5	Shortcut
	Refresh		A	Microsoft Access Database
	Paste			Bitmap image
	Paste shortcut			Contact
	Undo Rename	Ctrl+Z	e)	Microsoft Word Document
s	Shared Folder Synchronization	•	£	Journal Document
	Graphics Properties		m	Microsoft Project Document
	Graphics Options	•	(P)	Microsoft PowerPoint Presentation
	New	•		Microsoft PowerPoint Presentation
IL	1100	, i	<b>1</b>	Microsoft Publisher Document
<b>1</b>	Screen resolution			Text Document
	Gadgets			Microsoft Visio Drawing
2	Personalize			Microsoft Excel Worksheet

A Create Shortcut screen will open.

What item would you like to c	reate a shortcut for?	
This wizard helps you to create shortcu Internet addresses,	ts to local or network programs, files,	folders, computers, or
Type the location of the item:		Browse
Click Next to continue.		

d. Enter the following for the location:

C:\Program Files\Internet Explorer\iexplore.exe https://IPBBCPROD.FISERVSCO.COM/WebCaptureWeb

- e. Click Next
- f. Enter a name for the shortcut
- g. Click Finish

		×
🚱 🙍 Create Shortcut		
What would you like to name the shortcut?		
Turner for this had not		
<u>Iype a name for this shortcut:</u>	_	
iexplore.exe		
Click Finish to create the shortcut.		
	Finish	ncel

The following icon will appear on the desktop (name will match what was entered in step f):



Clicking this icon will ensure that WebCapture is opened using 32-bit Internet Explorer.

## Adding FiservSCO.com to Compatibility View Settings

The website FiservSCO.com needs to be added to compatibility view for Internet Explorer 9, 10 and 11.

To add FiservSCO.com to compatibility view:

- 1. Open Internet Explorer
- 2. Select Tools
- 3. Click Compatibility View settings
- **Note:** If you cannot see the Tools option, click the Alt key on the keyboard while in Internet Explorer. This will make the Menu Bar visible and the Tool option can be selected.

File	Edit	View	Favorite	25	Tools	Help	
	- 🔊	- <u>-</u>	-	P	1	Delete browsing history	Ctrl+Shift+Del
					1	inPrivate Browsing	Ctrl+Shift+P
						Tracking Protection	
						ActiveX Filtering	
					1	Diagnose connection problems	
					1	Reopen last browsing session	
						Add site to Start menu	
					1	/iew downloads	Ctrl+J
					I	Pop-up Blocker	+
					:	SmartScreen Filter	•
					I	Manage add-ons	
					(	Compatibility View	
						Compatibility View settings	
					:	Subscribe to this feed	
					1	Feed discovery	) F
					١	Windows Update	
						12 developmente ele	

3. Type **fiservsco.com** then click **Add**. Type **secureinternetbank.com** then click **Add**. Type **sccountybank.com** then click **Add**.

Compatibility View Settings	x
You can add and remove websites to be display Compatibility View.	yed in
Add this website:	Add
Websites you've added to Compatibility View:	Remove

The website will now display in compatibility view each time it is accessed unless the cache is cleared. To following demonstrates how a website looks in compatibility view and not in compatibility view.

This website is not showing in compatibility view.



This website is showing in compatibility view.



**Tip:** When a change is made in Internet Explorer, all open browser windows are closed in order for the change to take effect.

### **Rolling Back Internet Explorer 11 to a Previous Version**

**Note:** This step should only be completed if the website still cannot be properly viewed using compatibility view. If compatibility view is working correctly, please skip this section.

Uninstalling Internet Explorer 11 will roll the version back to what it was prior to being updated.

#### To uninstall Internet Explorer 11:

- 1. Click the Start icon
- 2. Select Run
- 3. Type appwiz.cpl and click the program

Programs (1) (2) appwiz.cpl
₽ See more results
appwiz.cpl × Shut down >
S (2) 🖸 🖪 😕 🕅

This will open the Programs and Features in the Control Panel.

### 4. Click View installed updates

🕞 🔵 – 🔯 🕨 Control Panel	All Control Panel Items      Programs and Feat	ures	🕶 🐓 Search	Programs and I	Features	~
Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the Organize 🔻	list and then click Uninstall, Change, or Repair.				0
Install a program from the network	Name	Publisher	Installed On	Size	Version	
network	7-Zip 9.20     7-Zip 9.20     Adobe Elack Player 12 Active Y	Igor Pavlov Adobe Systems Incorporated	1/9/2014 1/10/2014 3/11/2014	3.44 MB	9.20.00.0	

Note: This may take several minutes.

5. Click Windows Internet Explorer 11

### 6. Click Uninstall

Tip: Another option is to right click Windows Internet Explorer 11 and select Uninstall.

	and were a Testalling Underson of Con-			-
Control Panel Home Uninstall a program Turn Windows features on or off	Uninstall an update To uninstall an update, select it from the list an	nd then click Uninstall o	or Change.	
	Organize 🔻 Uninstall		III • 🔞	0
	Name Update for Microsoft Windows (KB2798162) Update for Microsoft Windows (KB2834140) Update for Microsoft Windows (KB2670838) Windows Internet Explorer 11	Program Microsoft Windows Microsoft Windows Microsoft Windows Microsoft Windows	Version	4 III
Uninstall	Aicrosoft Windows English Spelling Package Microsoft Windows English Hyphenation Pac Update for Microsoft Windows (KB2799926) Update for Microsoft Windows (KB2763523) Update for Microsoft Windows (KB2750841) Update for Microsoft Windows (KB2732059) Update for Microsoft Windows (KB2719857) Update for Microsoft Windows (KB2791765) Security Update for Microsoft Windows (KB282	Microsoft Windows Microsoft Windows Microsoft Windows Microsoft Windows Microsoft Windows Microsoft Windows Microsoft Windows Microsoft Windows		

Once this is completed, the computer will restart. Internet Explorer will now be rolled back to the version previously used.

- **Note:** Windows 7 users should complete the steps below to ensure new versions of Internet Explorer are not automatically installed.
- 1. Open Internet Explorer
- 2. Click the Tools icon
- 3. Select About Internet Explorer



4. Uncheck the box beside Install new versions automatically



Note: Windows 8 users – In order to get Windows 8 to roll back from Internet Explorer 11 to Internet Explorer 10, technology associates at your financial institution should be contacted to uninstall the 8.1 updates and change the entire operating system back to 8.0. Fiserv is unable to assist with this process

## **Antivirus Software**

Antivirus software may block the Fast Track! installation. To prevent this from happening, complete the following:

- 1. Download or copy the driver files to a folder created on the [C:] or local default drive
- 2. After downloading the driver file, right click on the file and select Properties
- 3. If the antivirus is blocking the file from loading, you will see an Unblock button

f Fiserv_RangerForCanonCR180II_v2.5.33 (1) Properties 🛛 🖄							
General Comp	patibility Security Details Previous Versions						
Fiserv_RangerForCanonCR180II_v2.5.33 (1)							
Type of file:	Application (.exe)						
Description:	Fiserv compiled installation for Ranger for Canon CR						
Location:	C:\Users\robbie.stephens\Desktop						
Size:	10.6 MB (11,165,696 bytes)						
Size on disk:	10.6 MB (11,165,696 bytes)						
Created:	Tuesday, March 11, 2014, 9:36:19 AM						
Modified:	Tuesday, March 11, 2014, 9:10:59 AM						
Accessed:	Tuesday, March 11, 2014, 9:36:19 AM						
Attributes:	Read-only Hidden Advanced						
Security:	This file came from another computer and might be blocked to Unblock help protect this computer.						
I	OK Cancel Apply						

- 4. Click Unblock
- 5. Click Apply
- 6. Click OK
- 7. Proceed with the driver install
- **Note:** If AVG antivirus software is being used, it will need to be temporarily disabled until the installation package is completed. The AVG console panel can be accessed from the AVG icon in the system tray. Select the option to temporarily disable the antivirus until the next restart. Assistance may be needed from your financial institution's IT department to make this change.

## **Important Installation Notes**

- With Fast Track!, the scanner driver installation will complete the below tasks related to the installation process:
  - Adjustments are made to Internet Explorer by adding Source Capture to Trusted Sites and allowing JavaScript and ActiveX to run.
  - The Power Management to the USB Hubs is disabled to ensure the scanner is not disabled by another device.
  - The user is verified as a Local Administrator.
  - Older copies of the check scanner files are deleted when the driver is updated.
  - The User Account Control (UAC) is disabled which may inhibit full installation.
- The user must be logged into Windows as a Local Administrator in order for the installation to work properly.
- Turn off the scanner and unplug the scanner's USB cable from the workstation.
- Uninstall any scanner software or Silver Bullet Technology Ranger drivers.
- Delete any Silver Bullet Technology directories and folder resident on the C:\ drive. These may be found in the following locations:
  - C:/Silver Bullet Technology
  - C:/Program Files/Silver Bullet Technology
  - C:/ProgramData/Silver Bullet Technology

# **Installation Instructions**

Download and launch the installation package by completing the following:

- 1. Go to https://ftp.ipsfiserv.com
- Login using the following credentials: Username: ipscoclient Password: lp\$co0628

Note: If an Install the Upload/Download Wizard screen appears, select Disable the Wizard.

### 3. Open the Ranger Drivers and Software folder

RangerDriversAndSoftware

4. Open the appropriate scanner folder



- 5. Download the executable file
- **Note:** When downloading the file from the FTP site, the file should be saved and should not be run directly from the FTP site.

The installation package will detect if the current Windows profile is a Local Administrator.

### 6. Click Yes

f. Admir	nistrator: preInstallNotice.vbs - You have Admin Rights 🛛 – 🗖 🗙	
Launching preInstallNo	otice.vbs A	
	Pre-Installation Notice - You have Admin Rights	
	This installation is specific to installing CR180 Ranger (v2.5.33.1) drivers You must be logged in to the Windows desktop as an administrator in order for the installation to work properly. Additionally, a registry change is made during the install to apply appropriate Internet Explorer Trusted Sites zone configurations for all users logging in to windows. For security purposes some IT staff may prevent certain Administrators from modifying the registry by applying specific policies. If this type of policy restriction applies for the given Administrator logged in, the endusers IT staff will need to ensure a more appropriate Administrator is logged in.	
and the second	Below, select Yes if you want to continue or No if you want to cancel this install.	
	Admin Status:You have Admin Rights	
	Yes No	

The installation package will continue to install the drivers and different components.

	Administrator: Installing Ranger Drivers	-	×
**************************************	(XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX		^
Please wait			
			~

An Internet Explorer window will automatically open.

### 7. Click Allow Blocked Content

3		- 🗆 🗙
¢.	(今) 🕘 C:\Users\steven.throne\AppData\Roaming\F ター C 🧔 Install Tiff Viewer 🛛 🛛	ሰ 🖈 🔅
100	Internet Explorer restricted this webpage from running scripts or ActiveX controls.	

When finished, a prompt will appear to restart the workstation.

#### 8. Click Yes



The installation is now complete.

## Adding \*.fiservsco.com to Trusted Sites

If the \*.fiservsco.com site was not added to Trusted Sites during the installation process, complete the following:

- 1. Open Internet Explorer
- 2. Click Tools
- 3. Select Internet Options



- 4. Select the Security tab
- 5. Choose Trusted Sites
- 6. Click Sites

General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
Security level for this zone Allowed levels for this zone: All - Medium - Prompts before downloading potentially unsafe - content - Unsigned ActiveX controls will not be downloaded
Enable Protected Mode (requires restarting Internet Explorer) Custom level Default level
Reset all zones to default level

If \*.fiservsco.com is not listed, it will need to be added along with secureinternetbank.com and sccountybank.com

- 7. Uncheck the Require server verification (https:) for all sites in this zone box, if checked.
- Type \*.fiservsco.com, then click Add. Type secureinternetbank.com, then click Add. Type sccountybank.com, then click Add. 8.

Trusted sites	×
You can add and remove websites from this zone will use the zone's security s	m this zone. All websites in ettings.
Add this website to the zone:	
*.fiservsco.com	Add
Websites:	
	Remove
Require server verification (https:) for all si	tes in this zone
	Close

# **Testing the Installation**

Once the installation is finished, testing should be completed to ensure the install was successful.

## **Running the RangerFlex Application**

Once the computer has been restarted and the scanner is connected, run the RangerFlex application to verify the scanner is working properly.

- 1. Click Start
- 2. Select All Programs
- 3. Select Silver Bullet Technology
- 4. Enter Ranger for the Scanner Name
- 5. Open RangerFlex
- 6. Click Start Feeding and scan one item, verifying the image appears
- 7. Click Stop Feeding
- 8. Click Exit

After scanning an item through RangerFlex while still logged in as a Local Administrator, you must log into Source Capture and scan one item to view an image. This will ensure all of the ActiveX controls are installed correctly.

## **Troubleshooting Ranger API Errors**



If a user is experiencing a Ranger API error, please verify all of the following before contacting Fiserv for assistance.

- Verify the power and USB cables are firmly attached at both ends of the connection.
- If the power cord has a brick on it, verify the light is green.
- Try a different USB port.
- Turn the scanner off and then back on.
- Reboot the computer.
- Uninstall and reinstall the drivers.

For Business Online Banking, log on through the homepage at www.sccountybank.com



Click Account Services, then select Fast Track! from the drop down menu.



### **Create a Deposit**

1. Click Deposit Capture

Fast Track! Remote Bectronic Deposit							Switch To: Contemporary View				
Deposit Capture   C	uery Help	Logout		_	_	_	_	_		_	2
Pending Deposits	All Dep	osits	]								
Display/Hide Se	arch									Sumn	nary Report
Search Options											
Creation From Date:	2015-01-08		To Date:	2015-01-0	8		From Amoun	it 🗌	Т	o Amount:	
Deposit Status:		•	Site ID:				Capture Use	r:			
Deposit ID:			Account						Include	e Deletes:	
									s	earch	Clear
- Deposit Report											+6
No Page											Total Rows: 0
Select Site Depo	sit Deposit Name 👄	Account # 🕤	Account Name 👄 Last Update User 👄	Capture User 🖨	Created Time ⊖	Processing Date 🖨	Submit Date/Time	Deposit Status	Check Count 🖨	Deposit Total 🔶	Comments 🖨
					No items in li	st					

 Enter the following: Deposit Name = Select WorkType = optional Deposit Amount = Select Account = any account Store Number = Optional

Then click Create.

Deposit Capture   Query	Fast Track! Remote Bectronic Deposit Help   Logout	SiteID:1111	Switch To: Contemporary View
Merchant Create New I	Deposit		
*Deposit Name:			
Select WorkType:	29 - 29-MER-WC-19:00 💌		
*Deposit Amount:	0		
* Select Account:	Payroll 5592 - *****5592		
Store Number (optional):			
		Cancel Create	)

### 4. Click the **Scan** button

Home Help - Logout				
( <b>)</b>	ltem # 🔺	Check #	Error	Amount Actions
Deposit ID: 277494				
Deposit Name: Test				
Account No.: 123456789				
Account Name: Store #1				
More Details				
Export As   Delete Deposit				
Training 🔻				
Messages 🔺				
News/Promotions V	No of Items:0 Error:0	Deposit Total:\$20.00	Difference:\$0	Checks Total:\$0
	Scan Detect Dou	ible-Feed	Please Fix Errors then Submit	Fix Errors Save Deposit

- 5. Scan a deposit
- 6. When finished, click Delete Deposit

Home Help	- Logout				
	<b>«</b>	Item # 🔺	Check #	Error	Amount Actions
Deposit ID:	277494				
Deposit Name:	Test				
Account No.:	123456789				
Account Name	Store #1				
More Details Export As - Training	Delete Deposit				
Messages					

### 7. Click Yes



### **Clearing an Item Jam**

If an item jams, the scanner will stop and a message will appear similar to the following:



#### To remove the jam:

- 1. Remove the items from the exit pocket and place face down
- 2. Remove the items from the scanner and place face up
- 3. Follow the steps in the error message
- **Note:** Clicking OK may clear any items jammed in the scanner. If the scanner does not clear, the user will need to manually remove the items.