

Remote Deposit Capture Installation Guide

May 2022

This guide provides instructions and where to get to additional information.

- 1. Uninstalling Old Drivers
- 2. Installing RDC Driver Software (Fiserv Ranger)
- 3. Installing RDC Browser Compatibility Software (Fiserv Ranger Remote)
- 4. Installing RDC Driver Software: Mac OS



1. Uninstalling an RDC Scanner

Locating Device Control

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 green, indicating that in the services are available.



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



2. Right-click the Device Control icon, select Options, and then choose "Show Device Control."

Display Alert Balloons	Options
Launch on Startup Auto Detect Proxy	Show Device Control
	Hide Device Control
2	Exit Application
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Uninstalling a Scanner in Device Control

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

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



- 2. The Add/Remove Devices page appears. Choose the scanner to uninstall and select Uninstall.
- **3.** The Uninstall Wizard initiates. Complete the instructions and select **Next** to continue.







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

View			
Add/Rem	ove Devices		
1	Epson Uninstall Wi	zard: Information	x
Welcome	Installer Inform	ation	
Information			-
Complete	Version: Supported Models:	CaptureOne	1.04
	Install	C Back Uninstall	Next > Cancel

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

le View	Add/Remove Device Installers
🟠 Add/Rem	ove Devices
\$	Epson Uninstall Wizard: Uninstalling X
Welcome Information	Uninstall Done
► Uninstall	Press Next Button to continue.
Complete	
	< Back Next > Cancel
	Install

6. <u>Once the process is complete, click Finish</u>. The scanner you selected will now be uninstalled.

le View	
Add/Rem	ove Devices
\$	Epson Uninstall Wizard: Complete ×
Welcome Information Uninstall > Complete	Uninstall Done The Device Uninstall Wizard is now complete.
	Install



2. Installing RDC Scanner Software

Installation Information

Important: Disable all anti-virus programs before running the installation. Failing to do so can cause issues with the install.

The application will verify that the user is an Admin.

Note: The installation will only work for users with local admin rights.

Installation will not begin until the user clicks the Install button. Once installation begins, it will check for any previously installed Ranger scanner drivers.

- If prompted, click Yes and the application will attempt to delete the previous driver. Once the uninstallation is complete, the installation will start automatically.
- If multiple Ranger scanner drivers are to be on the same machine, click No and the installation will start automatically.
- If no Ranger drivers are found, the installation will start immediately.

If installation contains Silver Bullet Ranger scanner drivers, they will be installed.

• Any setting files needed for specific scanner models will be copied over.

Installation will set up the computer to use Enterprise Source Capture:

- Installation will install Alternatiff and ZipTrace; these applications are required to use Source Capture.
- Links to the Support Portal will be created on all user desktops.
- Installation will add RDC URLs to the IE Trusted Sites and will change the IE Trusted Sites settings to enable most of the Active X settings.
- Installation will next disable USB selective sleep (suggested for most scanner types).
- Sets DCOM settings to Connect/Identify; this is needed to launch Source Capture.

Once complete, the user will be prompted to restart the computer. The workstation should be restarted before using the Source Capture system.



Installation

Important: The installation should be saved to the C: drive or desktop. Do not run the application from the FTP site.

To run the application:

1. Double click the file icon, or



2. Right click the icon and select Run as administrator

		Y C
	Open	
۲	Run as administrator	4

A splash screen will appear.





3. The application will verify if the user is an administrator

a. If the user is an admin, the button will read Install

f	Fiserv Installation -		×
			About
This version of Windows is Administrative Rights. Plea	s supported and this application is running w ase click Install to continue.	/ith	
Ready	6		
Install		Ex	t
Fiserv_AdminNoScanner	2	015@)fiserv

4. Click Install

The application window will be unresponsive while the installation runs.

- 5. The application will check for any currently installed Ranger drivers.
 - a. Click Yes to uninstall the current drivers
 - b. Click **No** to leave the existing drivers and continue the install



f	Fiserv Installation	-		×
				About
Beginning In	🚺 Previous Range Driver D 🗕 🗖 💌			
	Aprevious version of Ranger has been found. Would you like to uninstall it now?			
Ready	Yes No			
Installin	g		Ex	it
Fiserv_AdminN	loScanner	20	15@	fiserv

6. When prompted, click the affirmative option on additional message boxes that may appear to continue the installation

During the installation, Internet Explorer will open.



7. Click Allow blocked content

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	Internet Explorer restricted this webpage from running scripts or ActiveX controls.		Allow blocked content	×

8. Close the Internet Explorer page once the image is visible



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C:\Users\Adam.Stowe\AppData\Roaming\Fiserv\Alternatiff\InstallTiffViewer.html	♀ ♂ 🤗 Install Tiff Viewer 🛛 ×	↑ ★ ¤
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Once the installation is complete, the workstation must be restarted before using Source Capture.

9. Click Yes





When the message box is closed, the application will show complete.

10. Click **Complete** or **Exit** to close the application

1	Fiserv Installation	3 -		×
				About
Installation Complete Please Restart the Compute	r			
Installation Complete				
Complete			Exit	
Fiserv_AdminNoScanner		20	15@fi	iserv

Technical Information

Please review the following:

- Enterprise Source Capture is supported on Internet Explorer with Windows 7, Windows 8.0, Windows 8.1, and Windows 10. Some scanner models are limited. For a full overview, consult the Enterprise Source Capture Solutions Scanner Guide.
- The 2.0 installation package is coded using Microsoft VB.NET which requires Microsoft .NET Framework 4.0 or higher. This version should be on any up-to-date machine running Windows 7, Windows 8, Windows 8.1 or Windows 10. If the installation does not run or an error is encountered before the main window loads, it will be necessary to verify the operating system, install Windows updates on the computer, or attempt the installation using the Legacy installation packages.
- Google Chrome, Mozilla Firefox and Microsoft Edge are now supported internet browsers with Ranger Remote (step 3 of this guide)
- Virtual Machines, Thin Clients, Embedded Systems, and Linux Operation Systems are not supported.
- Enterprise Source Capture scanners should not be used in conjunction with other scanning applications or check scanners. Doing so can cause issues to one or both systems.



Important: If you are using Internet Explorer, the **fiservsco.com** site needs to be added to the Compatibility View list.

To add a site to the Compatibility View list:

- 1. Open Internet Explorer
- 2. Click **Tools** (if not visible, click the alt key and the toolbar should appear) 3. Type

fiservsco.com

4. Click Add

Compatibility View Settings	×
Change Compatibility View Settings	
Add this website:	
fiservsco.com	Add



3. Ranger Remote Browser Compatibility Installation

Ranger Remote allows Ranger scanner drivers to work in Chrome, Firefox, and Edge browsers with Contemporary View. This is only available for merchant capture.

Before You Begin

• Make sure you have installed the Ranger scanner drivers for your model before attempting to use Ranger Remote.

Install Ranger Remote

After logging into FFB Online Banking site, save the installation to the C: drive or desktop.

NOTE: The file requires admin rights to run correctly, you may need to enter admin credentials.

Click Install to begin. The process may take a few minutes.

E Fiserv Installation			×
			About
This version of Windows is supported and this application Administrative Rights. Please click Install to continue.	is running	g with	
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Fiserv_RangerRemote		2017@	ofiserv

First Foundation Bank. Member FDIC.



Fiserv Installation	<u></u>		×
			About
Installation Complete Please Restart the Computer			
Installation Complete			
Complete		Ex	tit
Fiserv_RangerRemote		2017@)fiserv

Once complete, click Exit to close the form.



Starting up Ranger Remote the First Time

NOTE: These steps are only required right after installing Ranger Remote if it does not automatically start post-installation. The application will automatically start up when you log into Windows each time.

To launch Ranger Remote, go to **Start -> All Programs -> Silver Bullet Technology -> Ranger - > Ranger Remote** and start **Ranger Remote**.



An Icon will appear in the bottom right taskbar.

Right click the icon and select **Start Server**.

About	
Display Status Window	
Start Server	
Show Log Viewer	
Exit	



Using Ranger Remote

Once the application is loaded and the server started, log into the RDC Application on Chrome, Firefox, or Edge browsers and scan like normal.

NOTE: This has been tested with default settings with these browsers, but special settings (such as add-ons or extensions) may cause conflicts with the application.

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Session Started @ 0'	7-20:51 AM (Berns Scanned: 1 /B	No of Item Sca	enter to update field s 2 Error: 0 Ø Detect Double red; 1	1 Depo	sit Total \$1.00	Difference:\$0.00	Correct	Al Errors Fo	hecks Total \$1.	00 Swei Dorc	

Chrome



Firefox





Edge

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4. Driver Installation Guide for Mac OS

Download the (.zip) installer to the computer from the Source Capture Download Page.

From The Download Page within RDC Application

Below are the steps to download and run the Mac application to install the current scanner driver and Ranger Remote.

Note: Ranger Remote is only supported for Merchant Capture.

- 1. Log in to FFB Online Banking and Launch RDC.
- 2. Select the Help option and select Download Page.

User - User Audit C	Customer Help - Logout
	About
	Set Logging Level
	Download Page
	Workstation Status

3. Find Mac and select Install Now.

usable on MAC systems with Safari browser.
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Note: If you do not see a Mac option, contact us.

4. To view the progress of the download, in the upper right hand corner of Safari, click the down arrow button.





Install Instructions

- 1. Double click on the file located in the Downloads folder.
- 2. Right click the **RangerInstaller** icon and select the **Open** option from the selection. There are three icons to choose from. Select the icon that matched your scanner model.

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SmartSource	Copy Share	•						`
	Quick Actions							>

Note: Right click is the same as control clicking with a single button mouse. It is very important to not double click the RangerInstaller as you will bypass the Mac's Security Gatekeeper settings by control clicking. Bypass any Gatekeeper security by clicking **Open**.

3. Proceed through the installation steps by selecting **Continue**.





4. Select Install.



5. Enter the Administrator Apple **User Name** and **Password.** Depending on the OS version, there be a second prompt for the certificates



•••	Install SmartSource	-
 Introduction Destination S Installation Installation Summary 	Installer is trying to install new software. Enter your password to allow this. User Name: RCS iMac Password: ••••••••••••••••••••••••••••••••••••	re
	Change Install Loca Go Back	tion

6. Select **Close** to complete and close the installer.



Gatekeeper Message

Receiving the below message means you need to go back and **right click** the item and select **Open**.



Note: Right click is the same as control clicking with a single button mouse. It is very important to not double click the Ranger Installer as you will bypass the Mac's Security Gatekeeper settings by control clicking. Bypass any Gatekeeper security by clicking **Open**.



Technical Information

Supported Scanners with 4.9-2.2.1.8

- Panini iDeal
- Panini Vision X
- Digital Check TellerScan(TS)240/CX30
- Digital Check SmartSource Micro Elite SE
- Digital Check SmartSource Elite 55 SE

Browser Support

Supported and certified versions of Safari:

- Safari 15 Safari 14 Safari 13
- Safari 12
- Safari 11 or older: If your user is on Safari 11 or older still, we recommend to use the Chrome browser instead. If the user requires use of Safari 11, you will have to download the legacy Mac installer from the FTP site, which is not described in the scope of this document.

Other Supported Browsers:

- Chrome
- Firefox requires a "manual" installation of RangerRemote Certificate file. Unlike Chrome and Safari 12, Firefox requires additional installation steps after running the .pkg. The manual certificate install instrutions are listed on the following page.

MacOS Support

We have certified up to MacOS Monterey 12.x with FiservRangerForMac_4.9-2.2.1.8.

We recommend updating your software using this 4.9-2.2.1.8 container no matter what MacOS version you are on.

Installing the Certificate for Firefox

1. Type <u>about:preferences#privacy</u> into the URL window and press enter (shown below).





2. Scroll all the way down to where you see "Certificates" and select "View Certificates".



3. Select Import.

c	ertificate Ma	anager		
Your Certificates	People	Servers	Authorities	
You have certificates on file th	at identify f	these certific	ate authorities	
Certificate Name		Security De	vice	103
AC Camerfirma S.A.				
Chambers of Commerce	Root - 2	Builtin Objec	t Token	
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~ AC Camerfirma SA CIF A82	743287			
Camerfirma Chambers of	f Comme	Builtin Objec	t Token	
Camerfirma Global Cham	bersign	Builtin Objec	t Token	
~ ACCV				
ACCVRAIZ1		Builtin Obiect	t Token	
View Edit Trust	Import	Export	Delete or Distrust.	
				OK



4. Choose the rootCA.cer file to import. This file is located at /Library/RangerRemote/rootCA.cer.

< > ≡• □	7	Macintosh HD	0	Q Search		
Favorites	Name		~ I	Date Modified	Size	Kind
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Yellow						
Options					Cancel	Open

5. Check the two boxes to trust the certificate



6. The certificate is now installed for Firefox





Additional Notes about the Mac Installer

- Combined Ranger Remote container version 2.2.1.8.
 - Ranger Core 4.9.x
 - SmartSource Merchant and Micro Elite SE(IJ) 2.0.0.10S; o TS 2.1.3.25;
 - o Panini 2.5.4.7
- This version installs Ranger Remote For Macutilizing listening port 9003s (SSL) **needed for** Safari 12 and up, Chrome, and FireFox.
- If a Mac user still has the legacy Safari 11 or older browser versions, please have them use the Chrome browser instead of Safari 11 or older.
- RangerFlex installs to / Applications/Silver\Bullet Technology/RangerFlex.app.
- Ranger Remote Demo HTML application installs to /Applications/Silver\Bullet\ Technology/Demo/RangerImageFromBase64.html.
- SBTLogViewerinstalls to / Applications/Silver\Bullet\Technology/SBTLogViewer.app.
- These tools are meant to be used for troubleshooting issues in the event an issue occurs, and this folder is not pertinent to the actual drivers that are installed in the MacOS root Library.

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Favorites	Name	Date Modified	Size	Kind
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Documents	U Reminders	Sep 18, 2018 at 11:04 PM	5.8 MB	Application
Applications	📀 Safari	Sep 18, 2018 at 11:04 PM	25.5 MB	Application
Dealsten	h Safari.zip	Sep 18, 2018 at 2:47 PM	21 MB	ZIP archive
Desktop	🔻 🧱 Silver Bullet Technology	Feb 5, 2019 at 3:46 PM		Folder
🖂 iCloud 🔿	🔻 🔜 Demo	Nov 29, 2018 at 2:01 PM		Folder
Recents	Ranger.js	Nov 29, 2018 at 2:01 PM	82 KB	JavaSct script
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tiserv	sbullet.css	Nov 29, 2018 at 2:01 PM	2 KB	Text Document
O Downloads	LogDump	Nov 29, 2018 at 2:01 PM	313 KB	Unix executable
	RangerFlex	Today at 12:25 PM	54.3 MB	Application
Devices	RangerRemote_ReleaseNotes.txt	Nov 29, 2018 at 2:01 PM	12 KB	Plain Text
🛄 fiserv's Mac	 SBTLogViewer 	Today at 12:25 PM	1 MB	Application
BootDrive	🔕 Siri	Sep 18, 2018 at 11:04 PM	1.8 MB	Application
	i Stickies	Sep 18, 2018 at 11:04 PM	9.8 MB	Application
Remote Disc	System Preferences	Sep 18, 2018 at 11:04 PM	6 MB	Application
Tags	🚺 TextEdit	Sep 18, 2018 at 11:04 PM	5.6 MB	Application
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Uninstalling Ranger Software and Driver

In the event you need to uninstall the driver and software, follow the below steps.

1. Load Terminal and type in the sudo command below WITHOUT the quotations a. "sudo sh/Library/RangerRemote/uninstall.sh"



2. You will be prompted to type in the Mac's administrator's password. Type this in the terminal and then press **Enter**.

Note: Please be aware that when typing in your password, the actual characters will not show inside the terminal window. This is normal and the characters are registering.

