Remote Deposit Cheque Scanner Setup Guide

Quick Scanner Driver Install Process

& Troubleshooting Checklist

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Start Here

Quick Scanner Driver Install Process for New Customers

Disclaimer: **Before starting the download please ensure the scanner is not plugged in to the USB port on the Computer until the installation is complete.**

1. Open this link → http://www.scotiabank.com/scannerdriver/
2. Locate your scanner model and click the corresponding "Download Driver" link see Figure 1

Scotiabank® Remote Deposit for Business
Cheque Scanners Driver Download Page

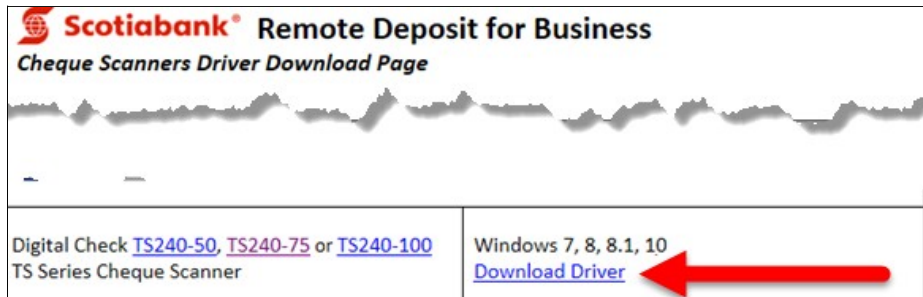| Digital Check TS240-50, TS240-75 or TS240-100 TS Series Cheque Scanner | Windows 7, 8, 8.1, 10 Download Driver |

Figure 1

3. Click "**Save**" to download the install file to your hard drive. See figure 2.
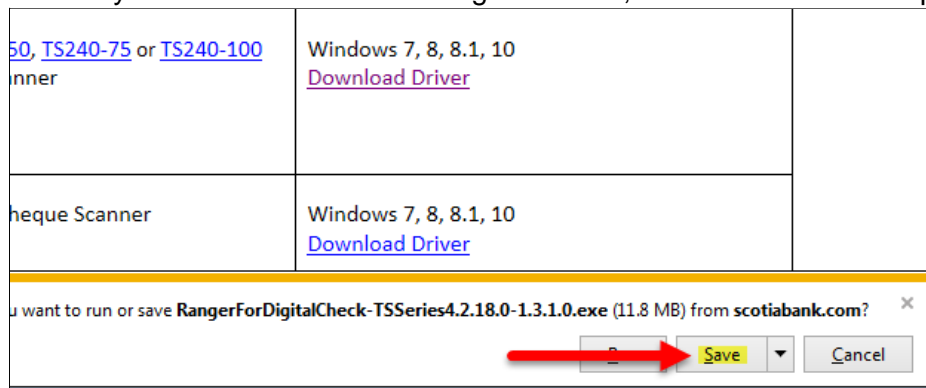   **Note**: If your default browser is Google Chrome, Firefox the download prompt will be a bit different.

| 50, TS240-75 or TS240-100 nner | Windows 7, 8, 8.1, 10 Download Driver |
| heque Scanner | Windows 7, 8, 8.1, 10 Download Driver |

u want to run or save **RangerForDigitalCheck-TSSeries4.2.18.0-1.3.1.0.exe** (11.8 MB) from **scotiabank.com**?   [R]   [Save] [▼]   [Cancel]

Figure 2

4. Click "**Open folder**" to locate the install file. See figure 3.

| Check TS240-50, TS240-75 or TS240-100 es Cheque Scanner | Windows 7, 8, 8.1, 10 Download Driver |
| Check CX30 Cheque Scanner | Windows 7, 8, 8.1, 10 Download Driver |

The RangerForDigitalCheck-TSSeries4.2.18.0-1.3.1.0 (3).exe download has completed.   [Open folder] [View downloads]
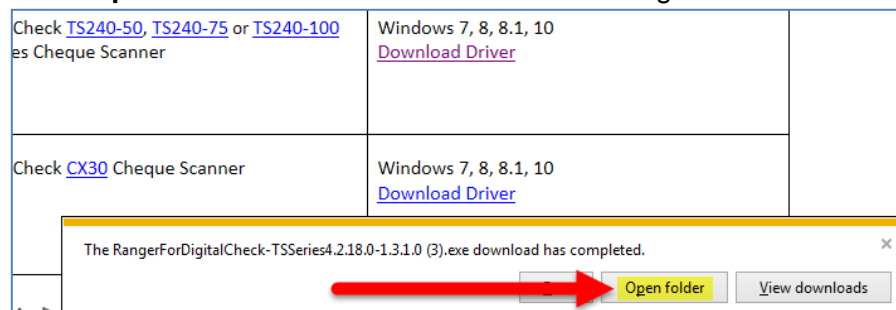
Figure 3

5. In the download folder put your mouse over the scanner driver setup executable e.g. if you downloaded the Digital Check scanner driver it would be called somehting like "Scotiabank_Scanner_Driver_DigitalCheck_42180_1310.exe", then click your "**Right Mouse Button**" and select the "**Run as administrator**" menu item. See Figure 4.
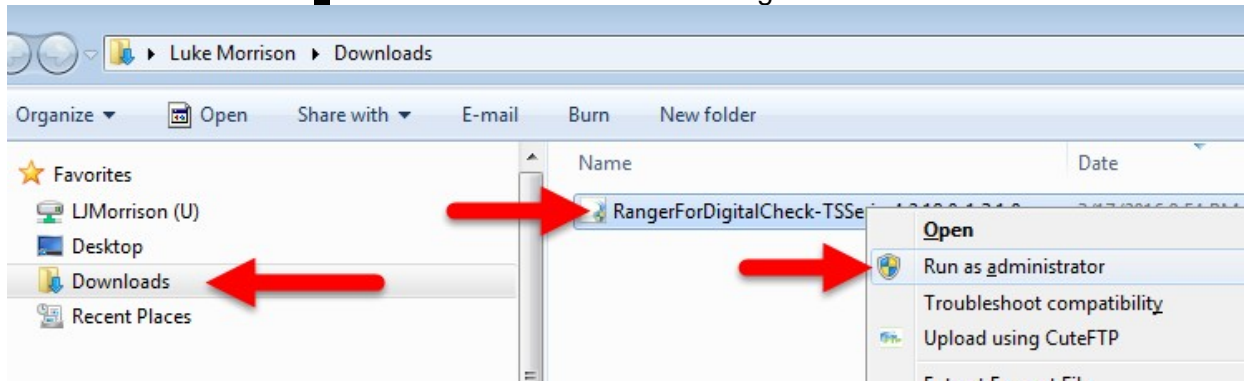

Figure 4

6. If you see this dialogue click "**Yes**". See Figure 5.
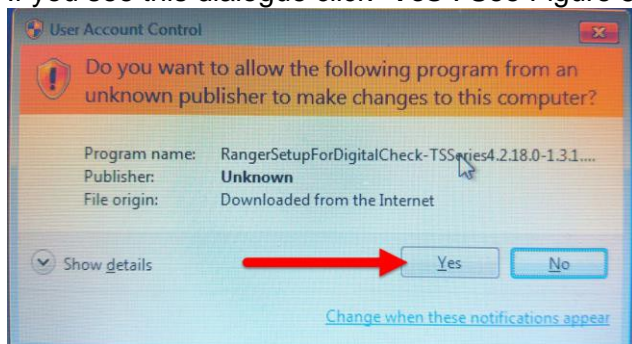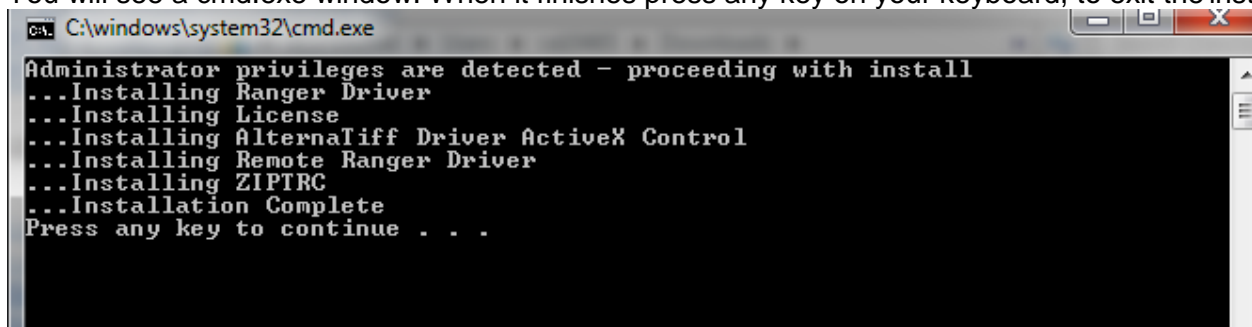

Figure 5

7. You will see a cmd.exe window. When it finishes press any key on your keyboard, to exit the install.


Note: ZIPTRC is an error logging application that is also installed with the Ranger driver. The error logs are found in the C:\Temp\Wc-Client-Logs folder.

8. Once Installation is complete, the Ranger Server Icon should be visible in the Windows taskbar upon start-up.


9. Pictured below are the Digital Check scanner drivers, ZIPTRC error logging application, and Ranger Remote Application listed in the Windows control panel after installation.
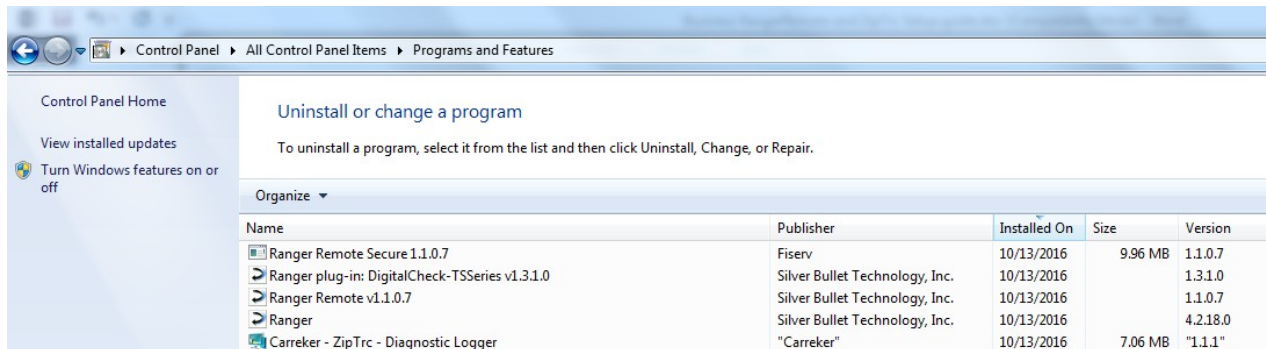
Ranger Server Install Process for Existing Customers

Note that in order for existing customers to use RDC with non-IE browsers it is necessary to remove the previously installed driver and install the latest driver as detailed in the previous section.

1. Please check Driver version under Control Panel → allControlPanelItems→ Programs and features
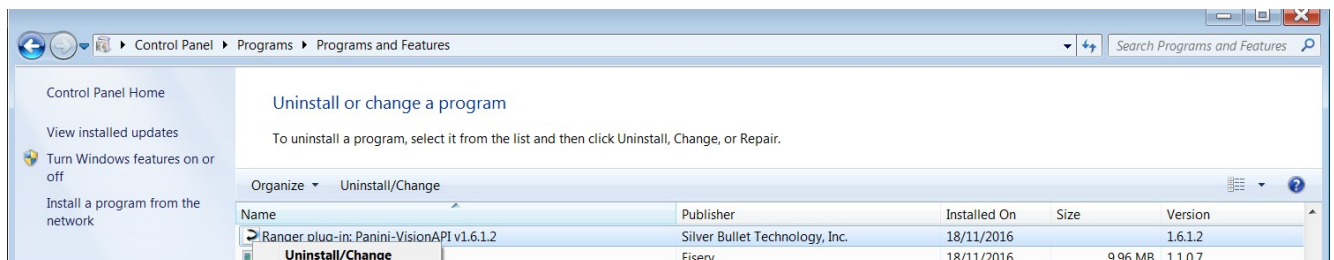
2. If an older version RangerRemote is already installed, please uninstall if the Ranger Version driver and install the latest version.

Open this link → http://www.scotiabank.com/scannerdriver/

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If You Have Trouble Read This

If you have users with workstations that are not permitted to install applications, you will need a system administrator to complete some or all of the following Scanner Driver Installation Processes (see below).

If you or your administrator still has problems with the install process please complete the checklist below and email it to ccebs.hd@scotiabank.com then contact the helpdesk to speak to a customer support analyst.

Trouble Shooting Checklist – Internet Explorer

Network Administrator To Complete	Response
1. Indicate your version of Windows (Windows Vista, Win7, Win8, Win8.1 or Win10)	
1. Indicate if your workstation has Internet Explorer (IE) Installed? (Yes or No)	
2. Indicate your browser version[1] (Chrome + Version #, Firefox + Version #, Internet Explorer + Version # e.g IE8, IE9, IE10 or IE11)	
3. Do you have permission to install software on your workstation (Yes or No)	
4. Does your user (The user that is logging into the workstation to run Scotiabank's Remote Deposit service vs the Admin User) have full permissions to read and write files to their workstation? (Yes or No)	
5. Does the user have a local/physical install or a virtual install e.g. Citrix or Remote Desktop etc.	
6. Does the user have full permissions to their %SystemDrive% usually C: drive and their $documents and Settings folders (Yes or No)	
7. Does user have full read write permission to %:\Program Files\ and all it's subfolders? **Note**: Once the driver is installed they specifically need access to "C:\Program Files (x86)\Silver Bullet Technology\Ranger" folder.	
8. Are 'cookies' enabled on your browser (Yes or No)	
9. Is 'automatic prompting for ActiveX controls enabled' on your browser (Yes or No)	
10. Is 'binary and script behaviours' enabled on your browser? (Yes or No)	
11. Is 'download signed ActiveX controls' enabled on your browser? (Yes or No)	
12. Is 'download unsigned ActiveX controls' disabled on your browser? (Yes or No)	
13. Is 'Initialize and script ActiveX controls not marked as safe' disabled on your browser?(Yes or No)	
14. Is 'Run ActiveX controls and plug-ins' enabled (Yes or No)	
15. Is 'Script ActiveX controls marked safe for scripting' enabled on your browser (Yes or No)	
16. Is the Ranger Server Running (Yes or No)	

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[1] *Browser Version Notes*

☐ Firefox Versions 50.0 or above both (32-bit or 64-bit) are supported
☐ Chrome Versions 54.0.2840.99 or above both (32-bit or 64-bit) are supported
☐ Internet Explorer Version 8 or 9 (32 bit) is required if Microsoft Windows VISTA is the operating system.
☐ Internet Explorer Version 8, 9 (32 bit), 10 or 11 is required if Microsoft Windows 7 is the operating system.
☐ Internet Explorer Version 10 or 11 is required if Microsoft Windows 8 is the operating system.
☐ For best results and to take advantage of all available features Internet Explorer Version 9 or higher is recommended

License not installed

Note: If when launching the service it prompts to enter a product key, please contact our helpdesk team at 1-800-265-5613 to further assist you.

If your default browser is Internet Explorer

## Verify Your Windows Internet Explorer Is Setup Correctly

Note: This process might be slightly different if you are not running IE 11

First add https://www.remotedeposit.scotiabank.com to the IE 11's Trusted Site List so that ActiveX controls are not be blocked.

1. Click the IE 11 Settings Cog Icon
2. Click Internet Options menu
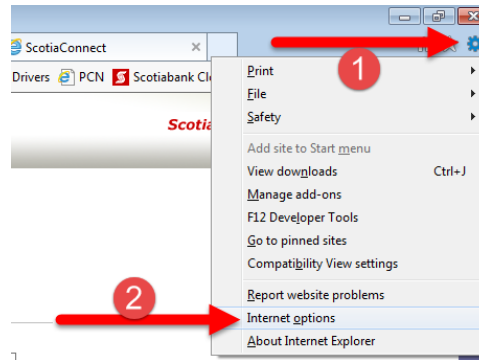
3. Click the "**Security**" tab in the "**Internet Options**" dialogue.
4. Click **"Sites"** button.
5. Type https://www.remotedeposit.scotiabank.com/ (remember to include the https://) and then click "**Add**"
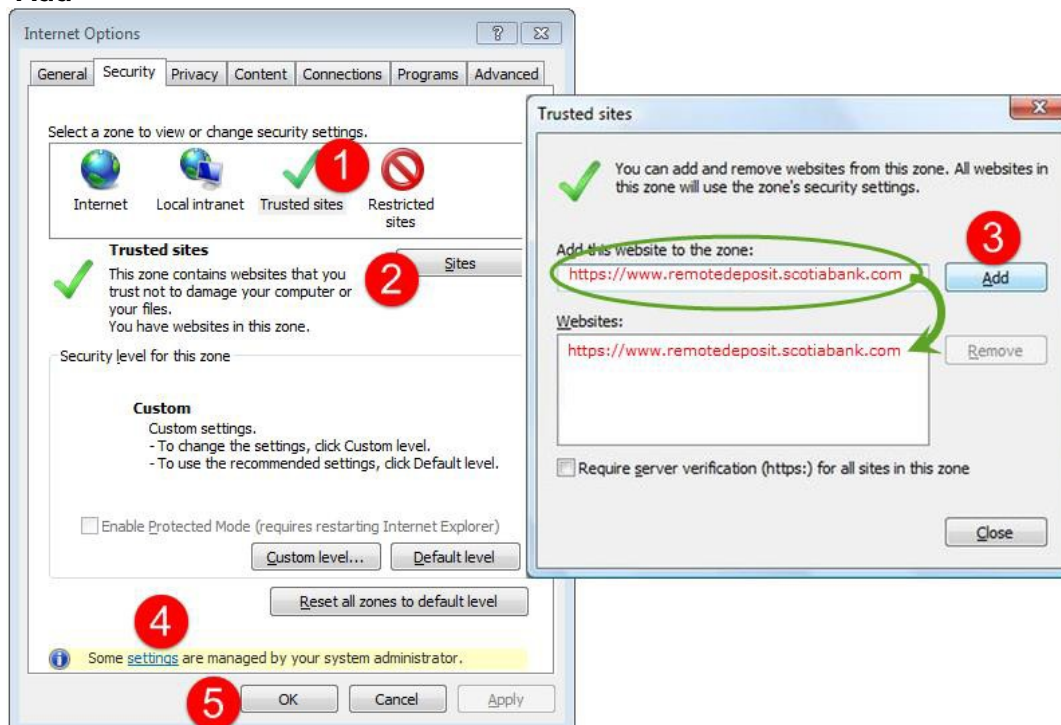
What components to uninstall before reinstalling the scanner driver

1. Pictured below are both the Digital Check and Panini scanner drivers, ZIPTRC error logging application, and Ranger Remote Application listed in the Windows control panel that need to be uninstalled.

Name	Publisher	Installed On	Size	Version
☑ 🍵 Java 8 Update 111	Oracle Corporation	2017-05-15	94.1 MB	8.0.1110.14
🔲 Panini Universal Installer 4.4.201	Panini	2017-04-04		4.04.201
⊃ Ranger plug-in: Panini-VisionAPI v1.6.1.2	Silver Bullet Technology, Inc.	2017-04-04		1.6.1.2
⊃ Ranger	Silver Bullet Technology, Inc.	2017-04-04		4.2.23.0
🔲 Ranger Remote Secure 1.1.0.7	Fiserv	2017-03-13	9.96 MB	1.1.0.7
⊃ Ranger plug-in: DigitalCheck-TSSeries v1.3.1.0	Silver Bullet Technology, Inc.	2017-03-13		1.3.1.0
⊃ Ranger Remote v1.1.0.7	Silver Bullet Technology, Inc.	2017-03-13		1.1.0.7
⊋ TellerScan 32-bit and 64-bit Combined Driver version 11.07	Digital Check Corp.	2017-03-13	4.83 MB	11.07
▩ Carreker - ZipTrc - Diagnostic Logger	"Carreker"	2017-02-23	7.06 MB	"1.1.1"
🔲 Microsoft Visual C++ 2010 x64 Redistributable - 10.0.40219	Microsoft Corporation	2017-02-01	13.8 MB	10.0.40219
🛡 McAfee Host Intrusion Prevention	McAfee, Inc.	2017-02-01		8.00.0702
🔲 Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.4148	Microsoft Corporation	2016-02-26	588 KB	9.0.30729.4148

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2. If your "**Sites**" button and/or "**Trusted sites**" dialogue (see Figure 3) is greyed out you will need to speak to your systems administrator or use "**Enterprise Mode Site List Manager**" if it is installed on your workstation (see Figure 4) to configure your trusted site.
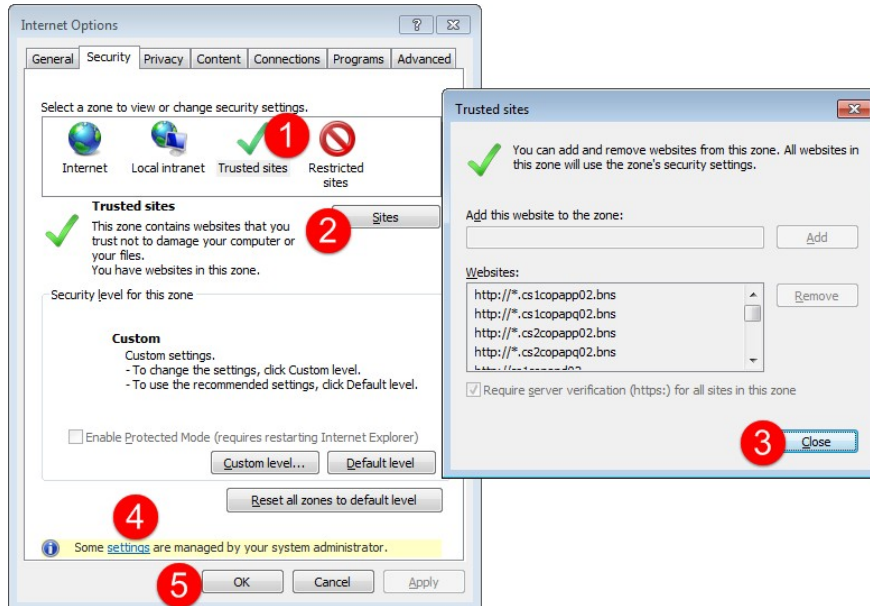

Figure 6

3. Ask your systems administrator how to run the "**Enterprise Mode Site List Manager**"
4. Click "**Add**" (Figure 4) and then type in www.remotedeposit.scotiabank.com/ **without** the https://
5. Set the "Launch in:" dropdown to "IE 11 Document Mode"
6. Check off "**Open in IE**"
7. Click "**Save**"
8. Click "**Yes**" (Figure 5) if you are prompted with "Something timed out while validating the URL. Do you want to add it to the site list anyway?"
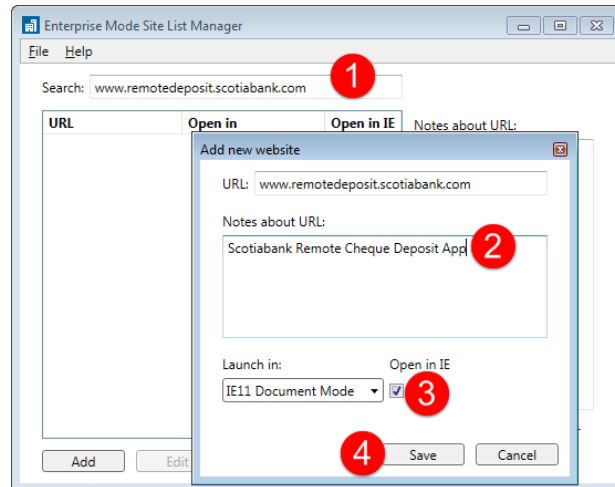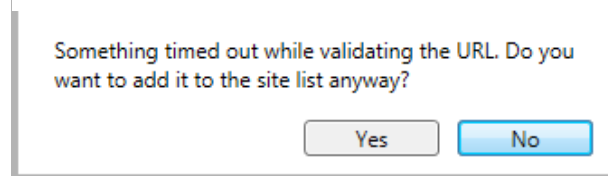

Figure 7

Figure 8

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Verify Your Windows Internet Explorer (IE) 11 Security Settings – Trusted Sites

1. Next set "Security Settings" → "Trusted Sites Zone" → "Custom Level.."
2. Verify these settings:

Set "Automatic prompting for ActiveX controls" to **Enable**
Set "Binary and script behaviors" to **Enable**
Set "Download signed ActiveX controls" to **Enable**
Set "Download unsigned ActiveX controls" to **Disable**
Set "Initialize and script ActiveX controls not marked as safe" to **Disable**
Set "Run ActiveX controls and plug-ins" to **Enable**
Set "Script ActiveX controls marked safe for scripting" to **Enable**

Verify Your Windows Internet Explorer (IE) 11 Security Settings – Cookies

3. Then enable browsers cookies.
4. Click the IE 11 Settings Cog Icon
5. Click "Internet Options" menu
6. Select the "**Privacy**" Tab
7. Check "Override automatic cookie handling"
8. Under "First-party Cookies" check "Accept"
9. Click "**OK**"
10. Click "**OK**"
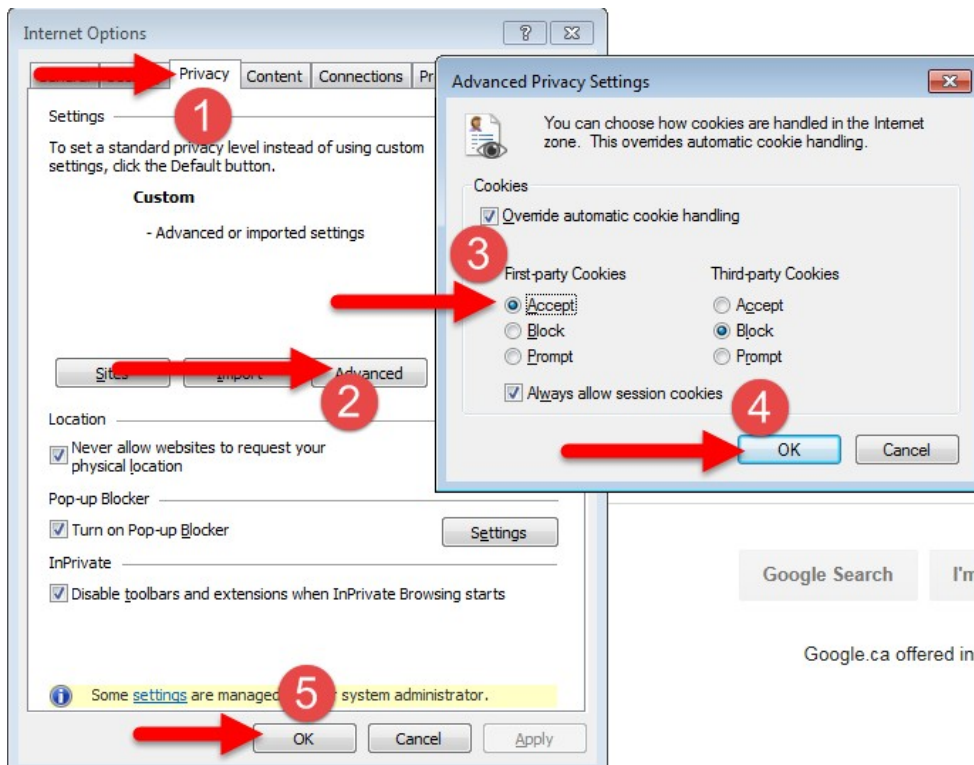
Verify Your Windows Internet Explorer (IE) 11 ActiveX Image Viewer Settings

1. Verify the AltemaTIFF ActiveX control form Fiserv is "Enabled"
2. Go to "Internet Options" → "Programs" → "Manage add-ons"
3. Select "Toolbars and Extensions"
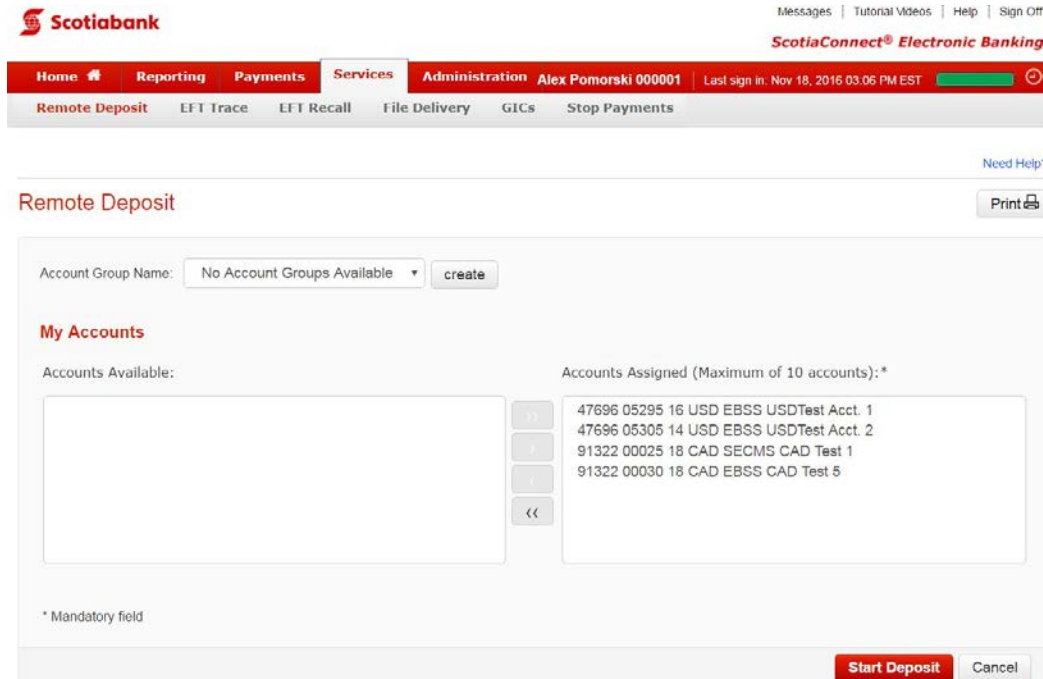4. Locate the **AltemaTIFF ActiveX** control
5. Verify the status is "**Enabled**"
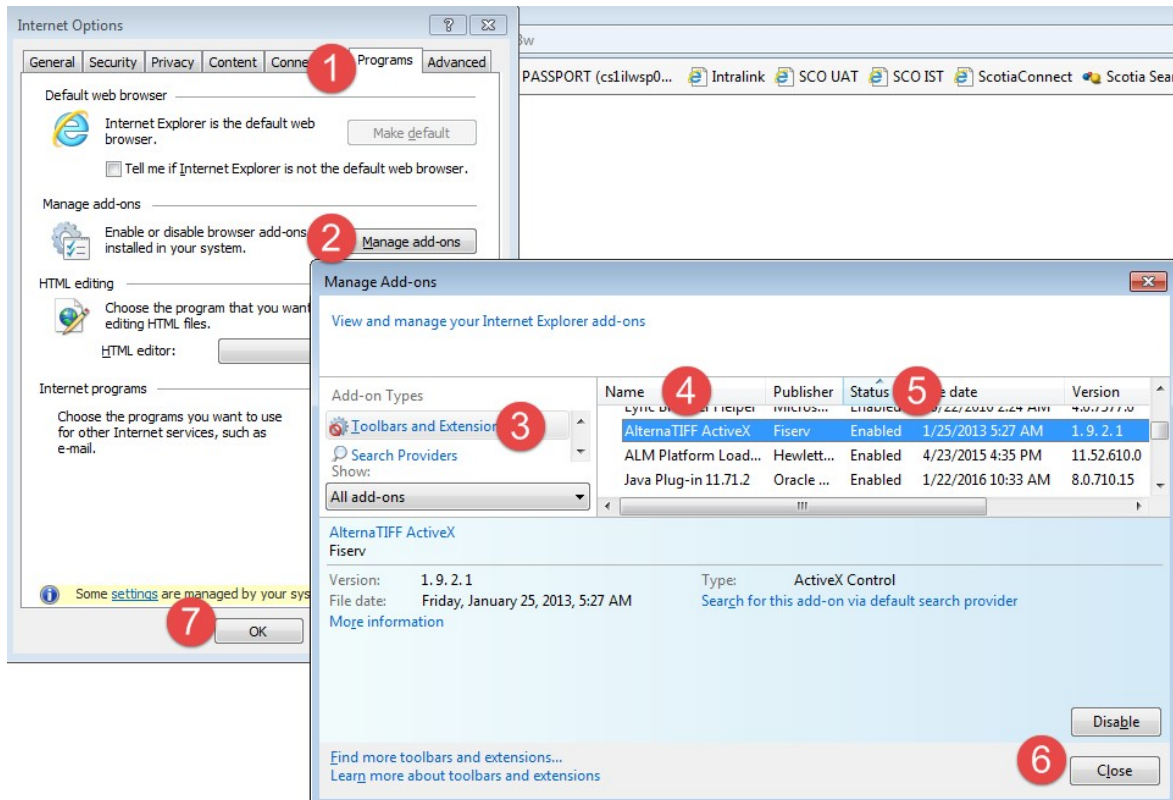
Verify Your Windows Internet Explorer (IE) 11 AlternaTIFF ActiveX Test Process

1. Go to http://www.alternatiff.com/testpage.html you should see all three images.

Trouble Shooting Checklist – Google Chrome

Note the first time accessing the Remote Deposit Application through the Google Chrome Browser it will be necessary to configure Google Chrome to allow pop-ups from www.1scotiaconnect.scotiabank.com.
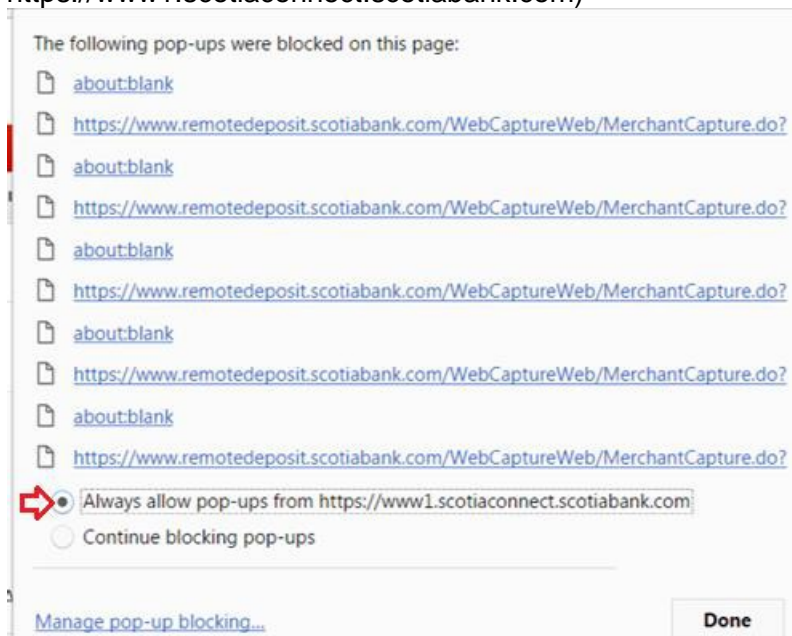
1. Navigate to the Remote Deposit Service in you ScotiaConnect Account and log into the Remote deposit application (by selecting your deposit accounts and clicking on the "Start Deposit" button).

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2. The first time logging into the RDC application, Google Chrome will automatically block the required RDC pop-ups (see the notification icon in the top right hand corner of the browser window).

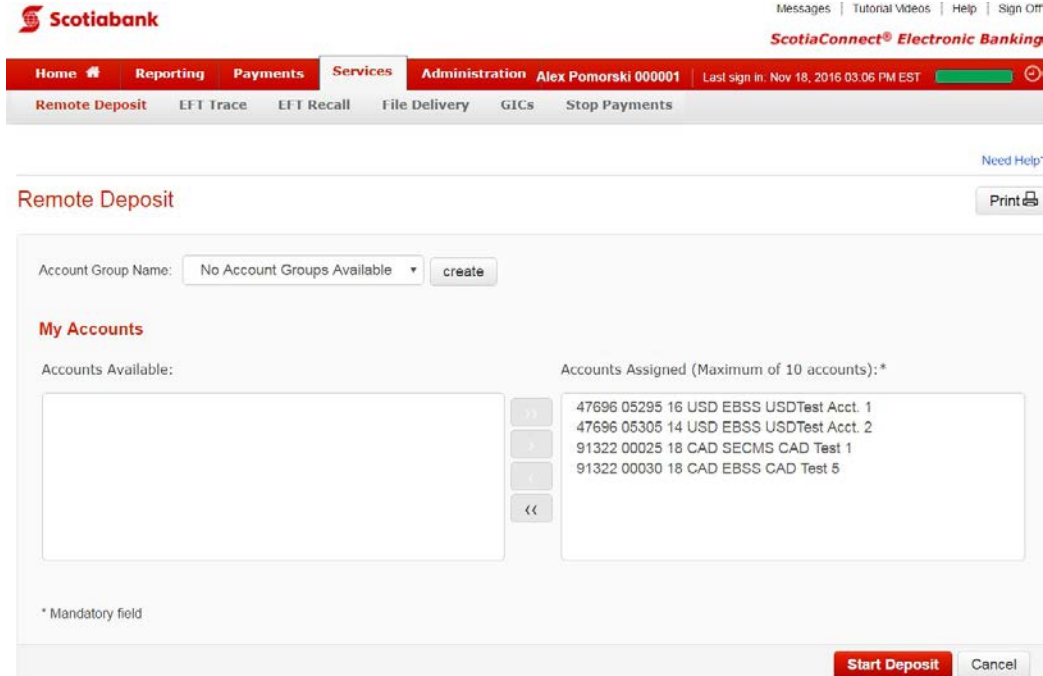3. Click on the notification and choose to accept all pop-ups from https://www1.scotiaconnect.scotiabank.com)

The following pop-ups were blocked on this page:

- about:blank
- https://www.remotedeposit.scotiabank.com/WebCaptureWeb/MerchantCapture.do?
- about:blank
- https://www.remotedeposit.scotiabank.com/WebCaptureWeb/MerchantCapture.do?
- about:blank
- https://www.remotedeposit.scotiabank.com/WebCaptureWeb/MerchantCapture.do?
- about:blank
- https://www.remotedeposit.scotiabank.com/WebCaptureWeb/MerchantCapture.do?
- about:blank
- https://www.remotedeposit.scotiabank.com/WebCaptureWeb/MerchantCapture.do?

○ Always allow pop-ups from https://www1.scotiaconnect.scotiabank.com
○ Continue blocking pop-ups

Manage pop-up blocking...   Done

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Trouble Shooting Checklist – Google Chrome

| Network Administrator To Complete	Response
6. Indicate your version of Google Chrome	
7. Do you have permission to install software on your workstation (Yes or No)	
8. Does your user (The user that is logging into the workstation to run Scotiabank's Remote Deposit service vs the Admin User) have full permissions to read and write files to their workstation? (Yes or No)	
9. Does the user have a local/physical install or a virtual install e.g. Citrix or Remote Desktop etc.	
10. Does the user have full permissions to their %SystemDrive% usually C: drive and their $documents and Settings folders (Yes or No)	
11. Does user have full read write permission to %:\Program Files\ and all it's subfolders? **Note**: Once the driver is installed they specifically need access to "C:\Program Files (x86)\Silver Bullet Technology\Ranger" folder.	
12. Are 'cookies' enabled on your browser (Yes or No)	
13. Is the Ranger Driver installed (Yes or No)	
14. Is the Ranger Remote V 1.1.07 Installed (Yes or No)	
15. Is the Ranger Server Running (Yes or No)	
16. Are pop-ups being blocked by the Google Chrome browser (Yes or No)	

Trouble Shooting Checklist – Mozilla Firefox

Note the first time accessing the Remote Deposit Application through the Mozilla Firefox web browser it will be necessary to configure the browser to allow pop-ups from www.1scotiaconnect.scotiabank.com.

1. Navigate to the Remote Deposit Service in you ScotiaConnect Account and log into the Remote deposit application (by selecting your deposit accounts and clicking on the "Start Deposit" button).

2. The first time attempting to access the RDC application, Firefox will attempt to block pop-up windows from www1.scotiaconnect.scotiabank.com.
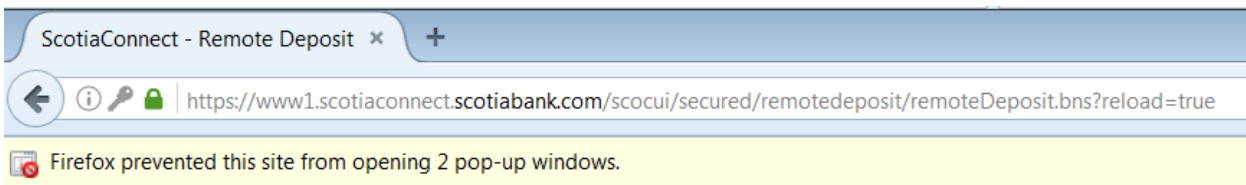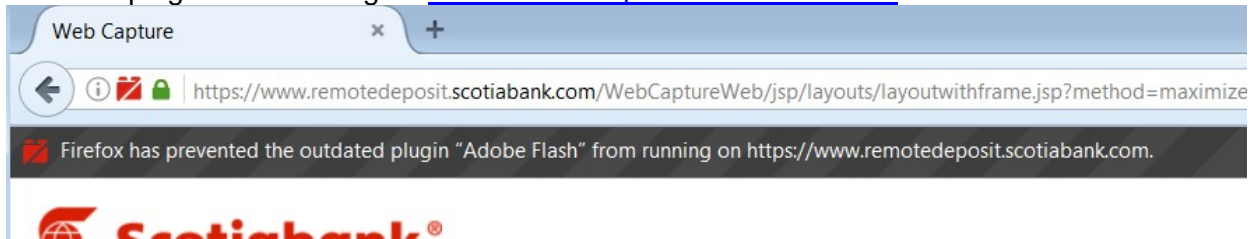

3. In the pop-up block notification, click on the "Options" button in the right hand corner of the notification and choose to allow pop-ups for www1.scotiaconnect.scotiabank.com.
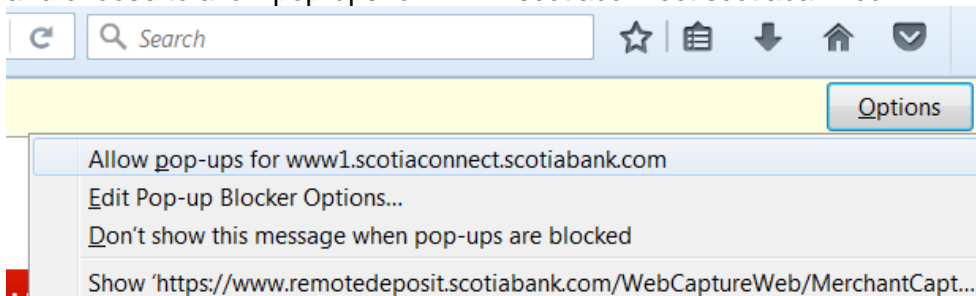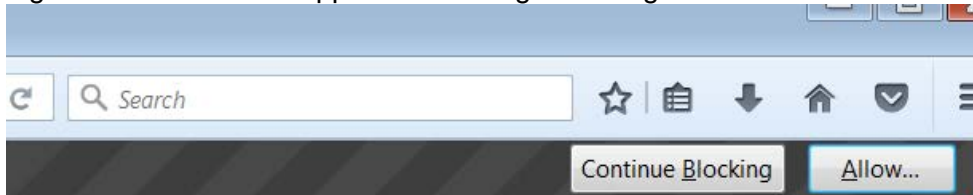
4. Upon logging into the RDC Application window, the user will be notified that Firefox is preventing an outdated plugin from running on www.remotedeposit.scotiabank.com.

5. Choose to "Allow" the plugin to run on www.remotedeposit.scotiabank.com. It will then be necessary to log back into the RDC application through SCO again.

Trouble Shooting Checklist – Monzilla Firefox

1. Indicate your version of Mozilla Firefox	
2. Do you have permission to install software on your workstation (Yes or No)	
3. Does your user (The user that is logging into the workstation to run Scotiabank's Remote Deposit service vs the Admin User) have full permissions to read and write files to their workstation? (Yes or No)	
4. Does the user have a local/physical install or a virtual install e.g. Citrix or Remote Desktop etc.	
5. Does the user have full permissions to their %SystemDrive% usually C: drive and their $documents and Settings folders (Yes or No)	
6. Does user have full read write permission to %:\Program Files\ and all it's subfolders? **Note**: Once the driver is installed they specifically need access to "C:\Program Files (x86)\Silver Bullet Technology\Ranger" folder.	
7. Are 'cookies' enabled on your browser (Yes or No)	
8. Is the Ranger Driver installed (Yes or No)	
9. Is the Ranger Remote V 1.1.07 Installed (Yes or No)	
10. Is the Ranger Server Running (Yes or No)	
11. Are pop-ups being blocked by the Mozilla Firefox browser (Yes or No)	
12. Is the Adobe Flash plugin configured to run in RDC by Firefox (Yes or No)	

How to verify Your Windows WorkStation Drive Privilege Settings

1. Verify user has full permissions on $drive$Documents and Setting

Verify users have read/write permission to $drive$\WebExcella

Verify user(s) have read/write permission to the Ranger Driver Directories[2]. They are usually located in: C:\Program Files\Silver Bullet\Ranger
Users must have 'create' file permission for the $drive$ directory.

_____

[2] This folder is usually located on the c drive. This directory (and its subdirectories based on specific scanner used) has initialization and configuration files for the Scanner Driver.