Remote Deposit Capture – Scanner Setup

Reference Guide

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Scotiabank

INTRODUCTION

Scotiabank's Remote Deposit is a cheque depositing service that allows you scan and deposit cheques from your office or place of business, eliminating the need to visit a branch or ABM to deposit your cheques. Using a cheque scanner to capture images of cheques, the images are then electronically deposited to your business accounts through our digital banking service, ScotiaConnect.

Getting Started

To get started, you'd need a compatible cheque scanner. If you don't already have a cheque scanner, you can purchase one from any vendor of your choice or from our preferred vendor, CashTech (via email to scotiabankscanners@cashtechcurrency.com). Refer to the Scanner Driver Download Page to see the compatible scanner models.

SCANNER DRIVER INSTALLATION

Pre-installation requirements

- Unplug the scanner from your computer before installing the scanner drivers.
- Ensure you run the installation using Administrator rights on your computer. If you do not have administrator rights, please contact your organization's IT personnel.
- Make sure you have access to Scotia Connect and Remote Deposit service on the platform.
- Determine which browser you are accessing ScotiaConnect with (e.g. Chrome, Firefox, Edge).

Installing scanner driver

To install the scanner driver on your computer, please follow these steps:

1.1 Click the following link to open the Scanner Driver Download page.

1.2 Select your browser and operating system from the drop-down menu.

Install Driver Filter

Choose options that are applicable to you.

Note for Google Chrome users: To download a driver in the options below, please right click on the "Download Driver" and select "Open link in new tab" to successfully open it.

What browser will you be using when depositing your cheques with the scanner? ∨

Operating system of the computer that RDC will be used on? ∨

You are now ready to enjoy the convenience of RDC and use your scanner to start depositing your cheques.

1.3 Look for the scanner model that matches the scanner model you have purchased, then click on the "**Download Driver**" link for that scanner model.
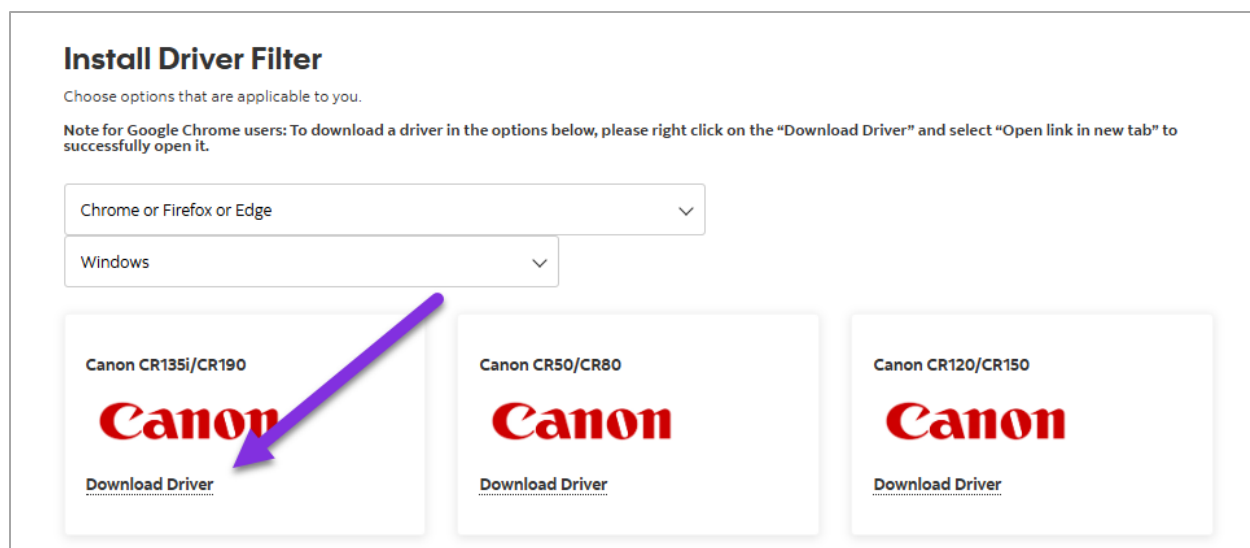
1.4 Once the download is complete, open the ZIP file and double click on the .exe file (for Windows OS) or the .dmg file (for MacOS). You'll receive a prompt, click on 'Extract all' to extract all files into a folder of your choice.

1.5 When the extraction is completed, the location with the files should pop-up or alternatively you can go the folder where the file was extracted into and click on the .exe file (for Windows OS) or the .dmg file (for MacOS).

1.6 If you're prompted with the pop-up message "Do you want to allow this app from an unknown publisher to make changes to your device?", enter your device username and password and then click 'Yes' to allow your computer to run the program. Please note that you might require administrator privileges on your device to do this. Kindly contact your IT personnel if you do not have administrator privileges.

1.7 If a Cmd.exe (black box) appears, allow it to run and press any key to proceed with the installation.

1.8 Once installation is complete, the Ranger Server Icon should be visible in the Windows Taskbar Upon start up. If you do not see it, search for it in your application folders on your computer
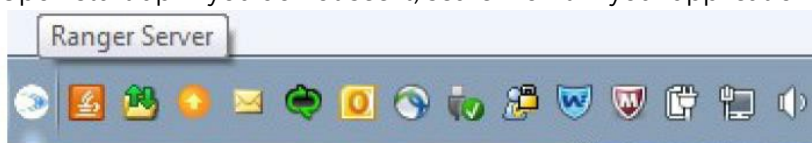
1.9 CONGRATULATIONS! You have successfully installed the ranger that will let you start using Scotiabank's Remote Deposit service.

FREQUENTLY ASKED QUESTIONS

I am getting a prompt to enter a product key, what do I do?

Answer: Please contact our helpdesk team at +1-800-265-5613 for assistance on this item.

I have followed the instructions and cannot get the service to work, what do I do?

Answer: For any inquiries related to software, kindly reach out to hd.ccebs@scotiabank.com and we will be happy to assist you with the installation.

Does Remote Deposit service work on Microsoft Edge browser?
Answer: Yes, Remote Deposit service works on Microsoft Edge browser.

I think the issue is due to a hardware issue (scanner), what can I do?
Answer: For any hardware-related inquires, kindly reach out to our vendor at supplies@cashtechcurrency.com or at 1-800-268-5457 (if you purchased the scanner through them). If you have purchased your scanner from another provider, kindly reach out to the provider for assistance.

Can I use my scanner with multiple computers?
Answer: Yes, treat the scanner like a mouse or keyboard. If your computer is equipped with the Remote Deposit scanner driver, has access to ScotiaConnect online, and is compatible with the scanner USB, you can use the scanner. Please see the service terms and conditions for the acceptable countries where Scotiabank's Remote Deposit service can be used.

The 'Download Driver' link is not loading after I clicked it?
Answer: Right click on the "Download Driver", then click 'Save link as…'. Go to the file location where you saved the file and open it from there. Then, follow the steps outlined in this guide to install the driver.

FOR FURTHER ASSISTANCE

Need Help?
In the footer of any page in ScotiaConnect, you will find a **Help Centre** link.

Privacy ☐   Legal ☐   Security ☐   Contact us ☐   Help centre ☐

Clicking that link will take you to a resource page with documents, videos, webinars and guided tutorials. There is also a knowledge base of Frequently Asked Questions.

Global Business Payments Technical Helpdesk - Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

- 1-800-265-5613 - Toll-free number within North America

- 1-416-288-4600 - Local Toronto area customers

- 1-800-463-7777 - pour le service en français

- 1-800-320-3396 - para servicio en español

- Email: **hd.ccebs@scotiabank.com**. Your email will be answered within 24-48 business hours.

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QUICK TROUBLESHOOTING GUIDE

Scanner Hardware

Issue	Possible resolution
Scanner is not booting up or connecting	This can occur if a restart or reboot is required. Unplug the scanner from the computer and power outlet, restart the computer, plug the scanner back in to the power outlet, then move the USB cable to another port on the computer. If you need additional support, please contact the Helpdesk.
Scanner is jammed	Scanner is jammed and the cheques are not feeding into the scanner. To resolve this, perform a reboot of the scanner and try again. If the issue persists, contact CashTech support for assistance if the scanner was purchased from CashTech. Otherwise, contact the scanner vendor you purchased the scanner from.

Scanner is showing solid red light and you are unable to scan cheques	Unplug the scanner from the computer and plug it into a different USB port on the computer, then open Rangerflex and try to scan again. If you need additional support, please contact the Helpdesk.
Scanner is showing green light but unable to start feeding in cheques	First, open Rangerflex application and then try to scan. If this does not work, try switching to another browser - Chrome/Firefox/Microsoft EDGE. If you need additional support, please contact the Helpdesk.

Error Messages

Error message: "Username is already logged on"	This can occur if the user closes the RDC window without logging off and then tries to log in again. An automatic timeout occurs within 15 to 20 minutes and the user will be able to successfully log in. If a log-in release is required before the automatic timeout or If you need additional support, please contact the Helpdesk.
Error message: "AJAX error"	This can occur if the user is on the RDC application for a long period of time at once or happens to leave the application ideal. To resolve this, reboot the scanner/browser, then wait for the 15 to 20 minutes automatic timeout to restart the session. If you need additional support, please contact the Helpdesk.
Error message: "Initializing"	This can occur if a restart or reboot is required. Unplug the scanner from the computer and power outlet, restart the computer, plug the scanner back in, test Rangerflex and if Rangerflex is feeding, then test scanning cheque on ScotiaConnect. If you need additional support, please contact the Helpdesk.
Error message: "Ranger is not able to communicate with scanner". Error message: "Ranger scanner unable to start feeding".	To resolve this, reboot the scanner and their computer, then open Rangerflex and try to scan again. If the issue persists, download and install the scanner drivers from the [Scotiabank drivers page](#) and try again. If you need additional support, please contact the Helpdesk.
Error message: "Posting rejected"	If you're unable to submit a deposit or a deposit is stuck due to a 'posting rejected' error, please contact the Helpdesk
Error message: "Scanner failed to initiate and API range not communicating"	This error can occur if the scanner is connected to a docking station or some other USB device. Unplug the scanner USB and then plug it directly to their laptop. If you need additional support, please contact the Helpdesk.
Error message: "Error in MICR line"	This can occur if there is an issue with the deposit/cheque amount. To resolve this, review the deposit/cheque amount and fix any discrepancies in the amount where possible. If you need additional support, please contact the Helpdesk.
Error message: "Bad Request"	Clear the cookies on your browser, restart the browser and try to scan again. If you need additional support, please contact the Helpdesk.
Error message: "Hardware exception type 24"	Open and close the lid of the scanner and then try to scan again. If you need additional support, please contact the Helpdesk.
Error message: "Access Denied"	Clear the cache & cookies on your browser or try accessing RDC application using Incognito mode. If you need additional support, please contact the Helpdesk.

Error code 1001	This error can occur if the user has limited entitlements, for example the daily deposit limit of the user's user group is less than the amount the user is trying to deposit. Contact your Super user to review the user's entitlements and make any required changes to the user group's entitlements. If you need additional support, please contact the Helpdesk.
Each time the service is used, it always requires the re-download and re-install of RDC drivers for the service to work.	This can occur if you are using a browser that is not supported. To resolve this, try using any of the supported browsers (Chrome, Microsoft EDGE or Safari) to access the RDC Application. If you need additional support, please contact the Helpdesk.

Pre-deposit

There is no option for Account selection when trying to deposit cheque	Try using a different browser to access the RDC Application. You can choose from any of the supported browsers, Chrome, Microsoft EDGE or Safari. If you need additional support, please contact the Helpdesk.
RDC application freezes when you click 'Scan'	This can occur if the scanner driver is outdated. Download and install the latest drivers available on the Scotiabank driver page and try to scan again. If you need additional support, please contact the Helpdesk.
"Deposit type" field is blank	Completely log out from the RDC application, then log back in and try again. If you need additional support, please contact the Helpdesk.
Cheque image is unclear and unavailable	This can occur if the scanner lens needs to be cleaned. If cleaning the lens does not resolve the issue, please contact CashTech for repairs if the scanner was purchased from CashTech. **Note:** Repairs will only be at zero cost to you if the scanner is still within its warranty period, otherwise, you will cover the repair costs.

Post-deposit

A post-dated cheque was deposited	The deposit can not be cancelled or reprocessed. The cheque will be returned and the payee can request the payor to reissue another cheque for deposit via RDC or re-submit the initial cheque at a branch for paper clearing.
Deposits are in suspended status	To resolve this, delete the suspended deposits and re-scan the cheques.
Cheque was deposited into the wrong account on their SCO via RDC	The deposit can not be cancelled or reprocessed. Account transfer between accounts can be completed on SCO to move the funds to the desired account on SCO.