

September 13, 2018

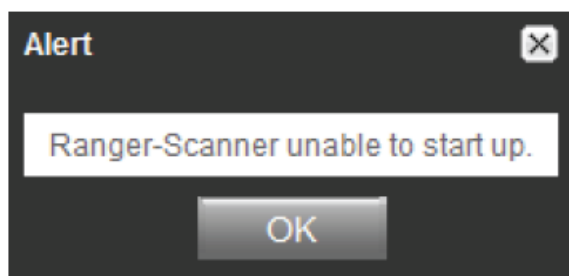
611: FRMS SCO – Merchant Capture Users

Dear Merchant Capture Clients:

SCO Merchant Capture operators using the Google Chrome, Microsoft Edge, or Mozilla Firefox browsers may experience scanning problems. Scanning is working in Microsoft Internet Explorer.

Symptoms and Errors

Symptoms of the issue are user does not receive the Silver Bullet 'splash screen' when logged in using one of these browsers and, therefore, can't scan items in the batch. The following error message is received: "Ranger-Scanner unable to start up"



Environment

Product: SCO

Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox

Cause

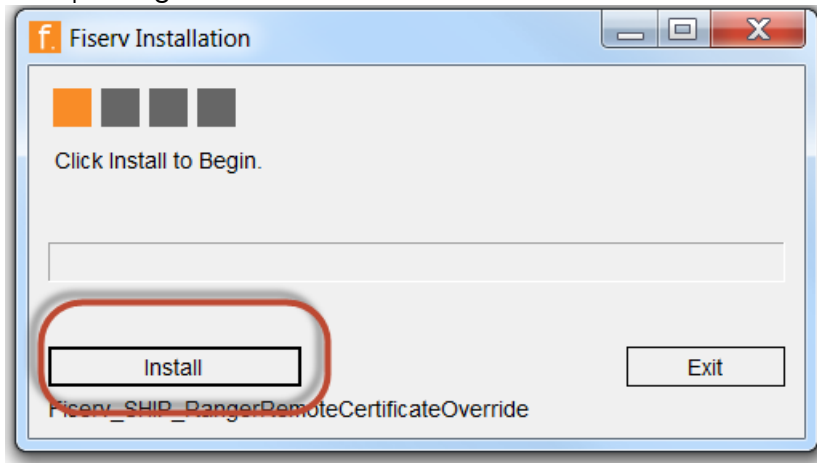
The problem has been identified as expired certificate issue with the Ranger Remote package.

Resolution

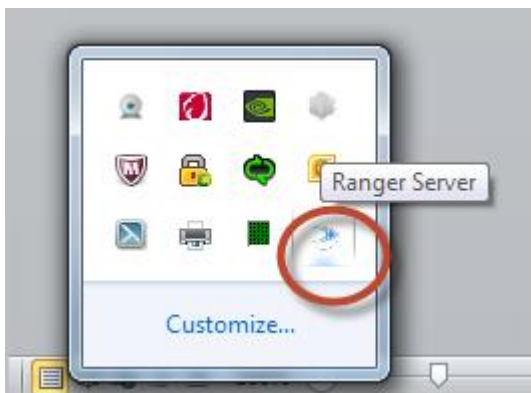
Google Chrome and Microsoft Edge Users

Users can utilize a patch provided by Fiserv to update the Ranger Remote certificates. Contact your Fiserv Client Services team for details.

1. Download the **Fiserv_SHIP_RangerRemoteCertificateOverride.exe** package
2. Run package as administrator



3. Once complete, ensure the Ranger Remote server is started.



Click → Start Server

You should now be able to resume logging into your Merchant Capture application and see the Silver Bullet 'splash screen' when logging into application.

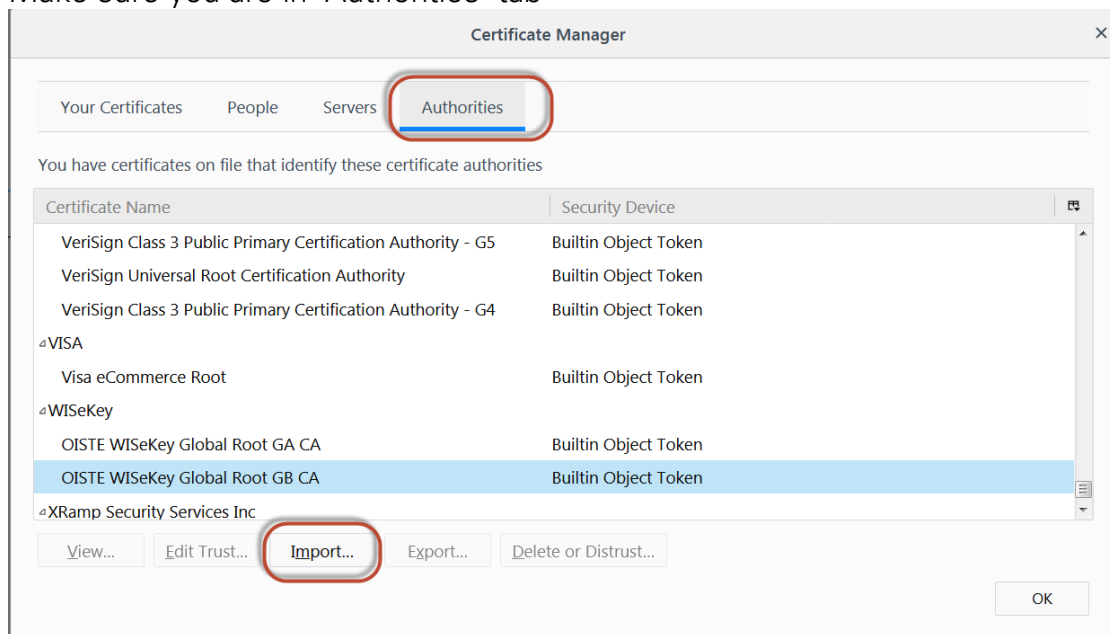
If you experience issues with the workaround solution, contact your Fiserv Client Services team for assistance.

Mozilla Firefox Users

Mozilla Firefox doesn't use the Windows certificate store, but comes with its own hardcoded list of trusted Certificate Authorities. Mozilla Firefox has made additional changes in the latest version (v61 or later version) which is causing vendor certificate to not be added in the Authorities.

Users can utilize a patch provided by Fiserv to update the Ranger Remote certificates. Contact your Fiserv Client Services team for details.

1. Download the **firefox_add-certs** patch.
2. Open Firefox. Click the 3 horizontal bars in the upper right hand corner to 'Open menu'
3. Select 'Options'
4. Select 'Privacy & Security'
5. Scroll down to 'Certificates.' Select 'View Certificates...'
6. Make sure you are in 'Authorities' tab



7. Select 'Import...'
8. The location for the certificate file should be:
C:\Program Files (x86)\Silver Bullet Technology\Ranger\Ranger Remote\Certificates\firefox_add-certs\cacert\rootCA.pem.
9. Click 'Open'
10. Click Ok

You should now be able to resume logging into your Merchant Capture application and see the Silver Bullet 'splash screen' when logging into application.

If you experience issues with the workaround solution, contact your Fiserv Client Services team for assistance

If you have any questions about this document or its contents, please contact Fiserv Solution Center via the ServicePointSM Client Portal <https://servicepoint.fiservapps.com>.