Scanner Installation Procedures for eDeposit



Updated 12.07.17



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GETTING STARTED

This manual is intended to provide instructions for installing the scanners for use with eDeposit.

MINIMUM SYSTEM REQUIREMENTS

Before using eDeposit, your workstation should meet the following minimum requirements: ▶ Pentium 4 2.0 GHz processor (recommend 3.0 GHz due to processing required for CAR/LAR)

- ▶ Windows or Windows 7-10
- ▶ 512 MB RAM
- ► 40 GB hard drive
- Network card
- ► Broadband internet access
- ► USB 2.0 port
- ► Windows Internet Explorer 9 or greater
- ► Screen resolution (display) at 1024 x 768
- User ID and password (See your system administrator if you do not have these)
- ► A check scanner connected to your workstation
- ► eDeposit is not compatible with Macs

SCANNER INSTALLATION FOR SMARTSOURCE SCANNERS



THE STEPS FOR COMPLETING THE INSTALLER FILE ARE AS FOLLOWS:

This must be performed as a Windows administrator.

- how to do this.
 - 1. Launch your browser and go to the bank's homepage New Mexico Bank & Trust (https://www.nmb-t.com).
 - 2. From your bank homepage, mouse over the **Business** menu.



Note: If you have a VisionX scanner, skip ahead to page 19.

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Note: If you have previous check scanner drivers installed on your machine, you will need to uninstall these before proceeding. Please refer to Appendix A at the end of the document for instructions on

3. Select **Treasury Management > Collections & Deposits** or **eDeposit** from the drop-down.



4. Click on Scanner Driver Download.



5. Select the CAPI scanner driver.

s	CANNER DRIV INSTALLATIO (MERCHANT)
Canon-18	0
Canon-19	0
PvisionX	
PvisionX-0	64bit
RDM	
SmartSou	rce
SmartSou	rce-64bit
SmartSou	rce-Elite
CAPI (use	with SmartSource)
TellerScan	n
TellerScan	n-64bit

6. Select Save As.

W	indo	ws Internet Explorer
	Wha	at do you want to do with C/
	Size: 2 From	24.7 MB : evision.htlf.com
	ð	Open The file won't be saved automatical
	ð	<u>S</u> ave
	ð	Save <u>a</u> s

RETURN TO CONTENTS

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	×
API 8.8.9.zip?	
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	Cancel
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7. Be sure the drop down specifies Desktop. Select **Save**.







8. Check to see if you have a 32 bit or 64 bit version of Windows. To do so, click on your start menu, then right click on Computer and choose Properties. The Window that opens may say 32 or 64 bit under "System Type." If it does not specify either way, you have a 32 bit operating system.

9. Repeat the same process to download the SmartSource driver. Make sure you choose the correct one based on your version of Windows. Choose SmartSource for 32 bit versions of Windows and SmartSource-64bit for 64 bit versions of Windows

SCANNER DRIVER INSTALLATION (MERCHANT)
Canon-180
Canon-190
PvisionX
PvisionX-64bit
RDM
SmartSource
SmartSource-64bit
SmartSource-Elite
CAPI (use with SmartSource)
TellerScan
TellerScan-64bit

10. Make sure your scanner cable is disconnected from your computer.

11. Double click on the CAPI 8.8.9.zip file on the desktop.

Note: It is important to install the CAPI program before you install the SmartSource driver.



L + CARLER perice + Extract all fi Tops and - See CAPIBLE File Solder 1 item a e 5 1- W

12. Double click on the CAPI folder.

13. Double click on Setup file. (Right click, run as Administrator)



RETURN TO CONTENTS



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		7/52/2010 12:52 PM				
1.03	25	3/59/2087 13:49 AM				
2.93	50%	3/6/2013 2.21 PM				
250 KB	10%	5/32/2823 9-24 AM				
13,758 KB	1%	6/6/2013 1242 PM				
2.03	72%	3/3/2006 B-26 AM				
ation						
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			- * 8		1215	

14. Select Next.



15. Select Standard Installation and Next.



16. Select Next.



17. Select **OK**.



RETURN TO CONTENTS

	×
atSource in the following folder. ent folder, click Browse, and select	
click Next. to install SmartSource by clicking Ca	ncel
Browse	
Back Next> Can	cel

18. Select **OK**.

Image Storage Path	×
Specify the storage path for the	image files.
For Windows Network: \\comp	utername\directory
Pathname:	
Click the OK button to Click Cancel to abort th	o continue. e installation.
ОК	Cancel

19. Select Finish.



20. You will be prompted to restart. Save any open programs you have and click **OK**.



RETURN TO CONTENTS



22. Double Click the setup program. (Right click, run as Administrator)

Organics . Extend al	The		
Narme	7,04	Composition filter	Passard.
R] setup	Application	2,039.48	740

21. After you've rebooted your computer, double click on the Scanner Driver SmartSource folder on



23. Click Next.



24. Click Install.

Ready to Install the Pro	gram			6	Sec. 7
The wizard is ready to be	pin installation.				200
Click Install to begin the in	stallation.				
If you want to review or o exit the wizard.	hange any of	your installatio	on settings, d	ick Back. Click	Cancel to
stallShield					
		< Back	Ins	tal	Cancel



25. Click Finish.



26. Plug in the scanner to the computer and the power source.

- scanner registration.
- choose **Copy**.



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alled Smi wizard.	art Sou	rce	
_		_	
	lancel		

Note: The SmartSource program that was just installed will need to be running anytime you wish to scan checks. The following section describes how to setup this program to run automatically every time you start windows. If you do not wish to have this program run automatically, you will need to remember to run the SmartSource program from your desktop each time you go to scan your checks. If do not wish to have this program run at startup, please skip ahead to page 30 for instructions on the required browser settings and

27. After installing the drivers, Right click on the SmartSource Startup icon on the desktop and

28. Then open the Start menu, go under All Programs, and find the Startup folder. Right click on Startup and chose **Explore all Users**.





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29. In the Startup folder you've just opened, right click and choose **Paste Shortcut**.

30. You should then see our SmartSource icon in this folder; it will now run whenever you start your

You can see if the program is running by checking the task bar for the icon:

SCANNER INSTALLATION FOR PANINI VISIONX SCANNERS



31. Go to page 30 for instructions on our required browser settings and how to register your scanner.



Note: If you have a SmartSource scanner, go back to <u>page 2</u>.



THE STEPS FOR COMPLETING THE INSTALLER FILE ARE AS FOLLOWS:

This must be performed as a Windows administrator.

Note: If you have previous check scanner drivers installed on your machine, you will need to uninstall these before proceeding. Please refer to Appendix A at the end of the document for instructions on how to do this.

- 1. Launch your browser and go to the bank's homepage New Mexico Bank & Trust (https://www.nmb-t.com).
- 2. From your bank homepage, mouse over the **Business** menu.

NEWMEXICO	73 Mar	inol Business Private Client	insurance Resources Logi	•
Small Beammer Crecking and Cash Management Savings and Menny Martan Online Earsting and Pepromis Credit Casi Menting Capital and Pessennes Armon Menting Cammandat Creating Saving Manay Market/Cla Landprett Landing Creating Landprett Landing Armonis	Anisten y Management Internation & Cantral Frank Caster Payment & Oktor executs Calertions & Deposits Calertions & Deposits Transary Management Team Anisational Service International Service International Service International Service	mentific deservations deservations Francial Planning Investions Hanagement Frank Services Antiferentific Flan Services Contour Plan Design Tradrec Responsibility Services & Support Employee (Accessor Response Flan Services Trans	Ensurance Learn Mass Moreprofil Chevring Water Advisory Services Missiones (Plan Services Missiones Chevrice Banking Missiones Chevrice Banking Missiones Chevrice Banking Missiones Chevrice Banking Missiones Chevrice Banking Missiones (Chevrice) Missiones (Chevrice) Missiones (Chevrice) Missiones (Chevrice)	

3. Select **Treasury Management > Collections & Deposits** from the drop-down.



4. Click on Scanner/Driver Download.



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5. Check to see if you have a 32 bit or 64 bit version of Windows. To do so click on your start menu, then right click on Computer and choose Properties. The Window that opens may say 32 or 64 bit. If it does not specify you have a 32 bit operating system.





Windows.

SCANNER DRIVER INSTALLATION (MERCHANT)
Canon-100
Canon 100
Canon-190
PvisionX
PvisionX-64bit
RDM
SmartSource
SmartSource-64bit
SmartSource-Elite
CAPI (use with SmartSource)
TellerScan
TellerScan-64bit

7. Select Save or Save As.



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6. Select the correct PvisionX driver. Make sure you choose the correct one based on your version of Windows. Choose PvisionX for 32 bit versions of Windows and PvisionX--64bit for 64 bit versions of



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8. Be sure the drop down specifies Desktop. Select **Save**.



9. Click on Close.

Download complete	X
Download Complet	
Saved: er_UnisysMyVisionXROHS.zi	o from evisionhtlf.com
Downloaded: 6.60 MB in Download to:\Scanne Transfer rate: 147 KB/Sec	46 sec Driver_UnisysMyVisionXROHS.zip
Cose this dialog box when	download completes
<u>Q</u> ;	en Open Folder Orse



run as Administrator)



RETURN TO CONTENTS

11. Double click on the Setup.exe file and follow the instructions to complete installation. (Right click,

12. Select Next.



13. Select Install.



HyVisionX Software Setup MyVisionX

14. Select Next.

15. Make sure your scanner cable is disconnected from your computer and click **OK**.



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16. Select **Next**.

	-
hoose Destination Location	
Select folder where Setup will install files.	
Setup will install MyVisionX in the following folder.	
To install to this folder, click Next. To install to a diff another folder.	ferent folder, click Browse and select
D. C. C. F.H.	
Destination Folder	
Destination Folder C:\Program Files\Panini\MyVisionK	Browse
Destination Folder C:\Program Files\Panini\MyVisionK	Biowse
Destination Folder C:\Program Files\Panini\My\VisionX ta/Shield	Biowse
Destination Folder C:\Program Files\Panini\My\/isionX tal/Shield	Browse

17. Select Next.

Choose the components Setup will install.	elect Components		
Select the components you want to install, and clear the components you do not want to install. MyDemo for MyVisionX Files Description This component includes MyDemo for MyVisionX	Choose the components Setup will install	L	S.
USB Drivers files	Select the components you want to insta install.	II, and clear the c	omponents you do not want to
USB Drivers files This component includes MyDemo for MyVisionX	MyDemo for MyVisionX Files		Description
	USB Drivers files		This component includes MyDemo for MyVisionX
		< Back	Cancel

18. Select Finish.



19. Vision X scanners will have one more popup box that will come up; once completed click **Finish**.20. The screen below will be displayed again, close it.

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Name -	Type	Packed	Has	Sa
setup.exe	Application	6,765 KB	No	7,35

21. Plug in the scanner to the computer and the power source.22. Proceed to the next page for browser security and scanner registration instructions.

RETURN TO CONTENTS

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BROWSER SECURITY SETTINGS

Within Internet Options, add the External Web Server's domain to the Trusted Sites list (i.e. https://evision.htlf.com).

ADDING EXTERNAL WEB SERVER TO TRUSTED SITE LIST

- 1. Launch Internet Explorer to your homepage.
- 2. Select Tools from the drop-down menu.
- 3. Select Internet Options.
- 4. Select Security Tab.
- 5. Click on **Trusted Sites**.
- 6. Select Sites.

Internet Options
General Security Privacy Content Connections Programs Advanced
Select a Web content zone to specify its security settings.
Internet Local Intranet Trusted Sites Restricted sites
Trusted sites This core contains Web sites that you tust not to damage your computer or data. Security jevel for this zone
Custom Custom settings. - To change the settings, circk Custom Level. - To use the recommended settings, circk Default Level.
Quatom Level
OK Cancel App)

- 7. Enter the address of the domain (https://evision.htlf.com).
- 8. Select Add.
- 9. Choose OK.

Trusted sites	
You can add and remove Web sites from this zon in this zone will use the zone's security settings.	e. J
Add this Web site to the zone:	
https://evision.htfl.com	
Web sites:	
Require gerver verification (https:) for all sites in this a	100
OK	_

10. Select Custom Level.





11. Set the level to Medium Low.

12. Press **Reset**. It will ask if you are sure you want to make the changes, Click **Yes**.

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(i) (i)	Sisplay video and anim	ation on a webp	age that d	loes not use +
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feser inc	Medium-low		•	Reset

13. Set the Download Signed ActiveX Controls and Access Data Sources Across Domains to **Enable**.

• Display Mixed content set to Enable



Settings		
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14. Choose **OK** twice.

15. Select **Tools** from the drop down menu.

16. Select Compatibility Settings.

17. Add HTLF.com to the Compatibility View list.

Compatibi	lity View Settings
	You can add and remove websites to be disp Compatibility View.
Add this	website:
Websites	s you've added to Compatibility View:
heartla httf.cor	nd.inc n
Induc Displa Displa Displa	fe ypdated website lists from Microsoft w intranet sites in Compatibility View w all websites in Compatibility View

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SCANNER REGISTRATION

- 1. Launch Internet Explorer and go to the bank's homepage New Mexico Bank & Trust (https://www.nmb-t.com).
- 2. From your bank homepage, click the **Login** button.



3. Select **eDeposit** in the left column of the pop-up window. The eDeposit login screen will open in a new window.



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5. You will be prompted to begin Multi-Factor Authentication. Click on **Begin Setup**.

4. Enter your User ID and press Login.







	A
ation	
protect you from fraudulant online activity. It provides you know that you are on our website and it is sets to enter algo us ensure that only authorized individuals can access	
phrase. These viewal cues are displayed when you sign safe to enter information. These questions may be asked during the signon process dual can access financial information online. (e) (optioned). We ask that you register computers you ciel information online. This authorization helps us ensure coessing your information online.	

7. Answer the security questions, and then click Continue Setup.

Set Up	Set Up Secure Authentication				
Step 2 d	f 3 - Set up confirmation que	stions			
Select your "Continue o These quest access fine When aske	confirmation questions. When you have pro intel.* fons may be asked when you sign on to co- vaial information online. 6, you must correctly enswer these question	ided enrivers for the questions, click firm that en authorized individual is trying to a to sign on.			
Question	Please select a question	×			
Answer					
Question:	Please select a question	×			
Acomic.					
Question:	Please select a question	×			
Anower:					
Question:	Please select a question	×			
Anonex.					

- 8. Register your computer (optional), and then click **Continue Setup**.
 - NOTE: If the computer is registered, each time the user logs in, he or she will not be required to answer the security questions. If they delete history or clear their cache it will remove the cookie that is placed when a customer registers the computer. They would have to answer questions then.

If the user chooses not to register the computer, he or she will have to answer the security questions each time he or she logs in.



9. Verify that all information entered is correct, enter the password, and click **Submit**.



10. Click on the **Registration** tab.

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11. The information on this screen will automatically be populated. Be sure that the Scanner type is correct. If it is not, arrow down the drop down menu until the correct scanner is selected. Click Register.



12. Wait for confirmation that the machine has successfully registered.

🖉 Direct Nerchard Registration - Windows Interv	of Explorer provided by Heartland Financia	d Uid, Iac,		500
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Client Registration				
Register Client @				
	This machine h	as been successfully registered.		
	Machine Description	8HD8T-0-CUT2		
	Lanationer	Dubuque 14		
	Soamwerz	VhinsX (*		
		Re register		

Installation is now complete. Refer to the eDeposit User Guide for instructions on operating the system.

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APPENDIX A

UNINSTALLING PREVIOUS DRIVERS

If you have drivers for a check scanner installed from a previous setup, you'll need to uninstall these drivers before you can install the drivers from our site. This is true even if you are using the same physical device you had previously.

- 1. Click on the start menu and choose **Control Panel**.
- 2. Choose Uninstall a program under Programs and Features.





3. Find the driver that corresponds with your previous scanner setup and right click on the item. Then choose **Uninstall**. In some cases there may be more than one item to uninstall.

File Edit View Tools Hele						
Control Famel Horne	Uninstall or change a program					
Wew installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Rep.	air.			
9 Turn Windows features on an						
	Organize + Univetall Change Repair					51 •
Initial a program from the initiants	Name	Publisher	Installed On	See	Vesion	
	R Microsoft Wood Vitamin Statistics (ddl)	Mcreat Corporation	3/10.2983	708.68	83.WIR	
	NTMonard Variation VI Presidential (41)	Mossel Companies	3/55/0862	572.48	8342000	
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	WTM crossely Visual Core 2008 Redistributable - dil 8-3.3	Monach Corporation	3/55/0863	600 KB	0.0.30739-6545	
	Wildersonth Visual C++ 2000 and Radiatributable - 55.0	Moreart Corporation	5/04/2018	118 MB	10.0.4029	
	RTMcrosoft Vesal C++ 2000 alli Redistributable - 10.0	Moreart Corporation	5/04/2018	11.3 MB	10.0.4029	
	KTMOME 4.0 SP2 (KRISHER)	Manual Corporation	3/55/2063	1.27 MB	4.20.0675.0	
	HTMS/ML4.0 SP2 (KBR70688)	Moreash Corporation	3/55/2010	1.33 MB	420.00%.0	
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	@Panini pVisionil 54-88 Scanner Driver		105/264	3.31 MB	12888	
	RTPassword Pulicy Client 7d	ANEIGS	12/56/2983	304 KB	7.6	
	KTPOF Weber		5/34/2853			
	#ScanaeDriver, CanonOR10	15	10/14/2013	11.7 MB	12888	
	KT Scanning Unity for CR-125y5355	Canon Electronics	30/04/2013		1.1.2018.0527	
	#Smart Source 64-68t Scanner Driver		2/06/2854	3.01 MB	12.8.8.0	
	RR SmartSource	Burroughs, Inc.	2/05/2664		8.8.9	
	BE Synaptics Pointing Device Driver	Synaptics Incorporated	5/34/2853	46.4 MB	16.2.18.12	
	System Center Endpoint Protection	Moresell Corporation	3/24/2014		4.4.304.0	
	W Validity Fingerprint Sensor Driver	Validity Sensors, Inc.	5/04/2863	21.8 MB	4.4.228.8	
	RT Valent	Panini	3/05/2854		3.3.2	
	El Windows Firewall Configuration Provider	Mcresell Corporation	2/3/2814	342.68	123420	
	Product version \$284.0 Son 333.040					
S 6 199	PO 13 (M) 577			_		All:

Note: If you're uninstalling a SmartSource you may see the following message.



Note: If you're uninstalling a SmartSource, you will also need to delete the SCO folder on their hard drive.

Go the start menu and click on **Computer**. Double click on the C:\ drive often called "Local Disk."

Organize * Properties	System properties	Drinstall or change a program.	Mag national drive	
Hard Disk Drives (2)	4	P Local Disk (Q)		
 Network Location (7) 				

Then find the folder named "SCO," right click on it and choose **Delete**.

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S and H	Shared Folder Sy	ncheorization .			application enters	804.03
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for SmartSource scanners and page 19 for VisionX scanners.

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4. Reboot your computer. Then you may continue to install our driver as described above on page 2

APPENDIX B

TOP FIVE ERRORS EXPERIENCED DURING AN EDEPOSIT INSTALL AND THE MOST COMMON SOLUTIONS

- 1. Error 1720 or 1722 during driver install Unzip the install files to a separate folder and rerun the setup. Make sure you are signed in as a Windows Administrator.
- 2. When installing the driver you see **Please contact your Administrator** or you are asked for a password Make sure you are signed in as a Windows Administrator. You must be signed in as an Administrator until the first time you start the scanner. Just having the administrator put their password in during the installation will not be enough.
- When trying to scan a check you see, Active X Control Failed to Load Please Check Browser Security settings – This error is often caused by an issue with the driver, not the browser. Make sure the driver is fully installed (you see both items listed on the programs list). Make sure there is not another scanner driver installed. Make sure the correct driver is installed for that scanner (32 bit vs. 64 bit). Make sure you are not using the 64 bit version of Internet Explorer.
- 4. When trying to scan a check you see, **Device Library Failed to load**. This is the most common error, and can be caused by many different things: Unplug the USB cable from the back of the computer and plug it back in to a different port. If that does not work, restart the computer. This might also happen if you click on the "Start Scan" button too quickly when using a VisionX scanner. For VisionX's, make sure to wait for the scanner to "wake up," it will make noise as it runs it's rollers for a few seconds.

Check that "protected mode" is not checked under the compatibility view settings window or under the Trusted Sites tab (under the Tools/Internet options/Trusted Sites menu). Make sure the driver is installed fully, if one of the two parts of the driver doesn't install fully it might cause this error.

5. When trying to scan a check you see, **Communication Failure with Device.** – This is usually a physical issue with the scanner or cords. Make sure the scanner is plugged in to the computer and to the wall for power. Sometimes the connection can come loose even if the cables look secure. Have the customer unplug and re-plug every cable. Restarting the computer may also help. This is also the most likely error you'll receive if the scanner itself is non-functional, but most cases of this error are solved by reseating the cables



