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Enterprise Payment Solutions™ (EPS)

EPS Payments Platform

JHA EPS SmartPay BusinessSM

October 2020



EPS RDC/RDS Hardware Troubleshooting Guide

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System Requirements

For an optimal experience a high-speed Internet connection is recommended, in addition the following components are required for working with the application(s).

NOTE: The application does not support Apple® Boot Camp® or any virtualization software.

For the PC:

- Local administrative rights
- Local User Profile
- USB port 2.0 or higher
- .NET® Framework 4.7 or higher

For Microsoft® Windows®:

- Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome
- Windows 10: Microsoft Internet Explorer 11, Microsoft Edge®, or Google Chrome

NOTE: The current version of Chrome and its two previous versions are supported.

The following scanners support this application's features.

Scanner	Model Supported
Panini®	I:Deal® WI: Deal My Vision X Vision X
Digital Check®	CX30 TS230 TS240
RDM®	EC7000i EC7500i
Epson®	Capture One TMS 1000

Scanner	Model Supported
Digital Check SmartSource (Unisys Burroughs®)	Micro EX Micro Elite SmartSource Professional® SmartSource Professional Elite SmartSource Merchant Elite SmartSource Value

Other Supported Scanners

For a complete list of supported scanners, please refer to the *EPS RDC RDS Compatible Hardware Matrix* document on the *Resources* page of SmartPay Manager

Microsoft Edge Users

If you are using Windows 10 with Microsoft Edge, ensure that <https://smartpay.profitstars.com> is not in trusted sites.

1. From the **Start** menu, select **Control Panel**. Choose **Internet Options**.

NOTE: You may need to select **Network and Internet** and then **Internet Options**. (To view a screenshot for reference, refer to *Figure 7 – Control Panel* below.)

2. From the tabs at the top of the *Internet Options* window, choose **Security**.



FIGURE 1 - SECURITY TAB UNDER INTERNET OPTIONS

3. Select the **Trusted sites** icon to activate the **Sites** option. Choose **Sites**.



FIGURE 2 - SITES OPTION UNDER TRUSTED SITES CATEGORY

4. The *Trusted sites* window appears. In the **Websites** field, click the URL: <https://smartpay.profitstars.com> and then select **Remove**.

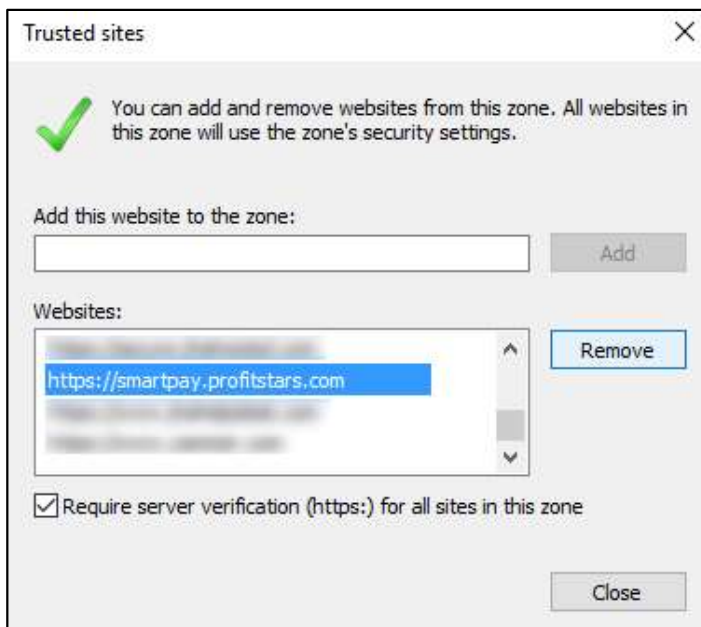


FIGURE 3 – REMOVING A TRUSTED SITE

Confirming Your Local Administrator Privileges

A user needs the necessary privileges for installation purposes. Follow the steps below to determine whether a particular user has system administrator privileges.

1. From your computer desktop, click the **Start** button.
2. For Windows 8.1 and 10, right-click the **Start** menu and then select **Computer Management** (as shown below).

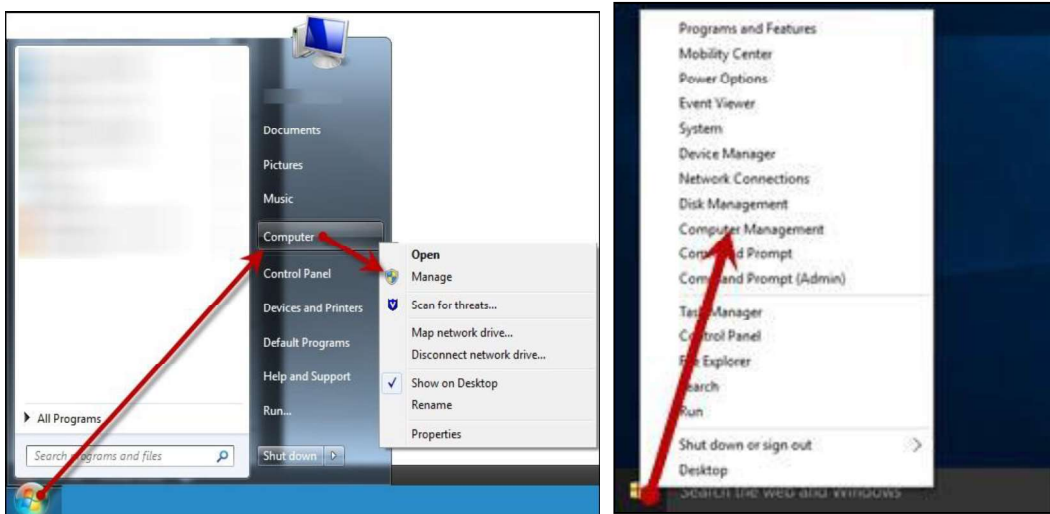


FIGURE 4 – MANAGE OPTION UNDER COMPUTER IN THE START MENU

3. The *Computer Management* window appears. Under **Local Users and Groups**, select the **Groups** folder.
4. Right-click **Administrators** and then select **Properties**, as shown in the image below.

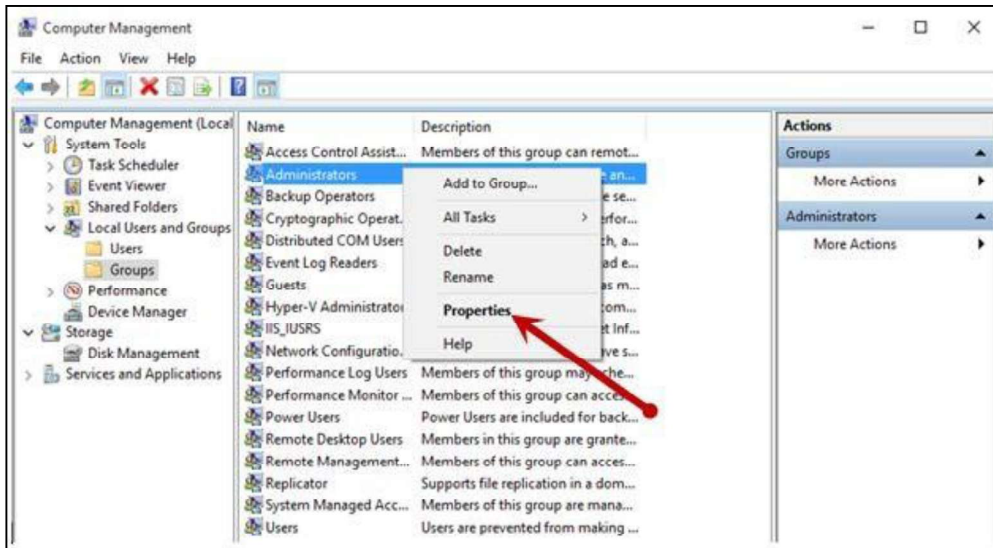


FIGURE 5 – PROPERTIES OPTION FOR ADMINISTRATOR PRIVILEGES

5. The *Administrators Properties* window appears. If the account a person uses to log in is not displayed under the **Members** field, that user does not have administrative privileges.

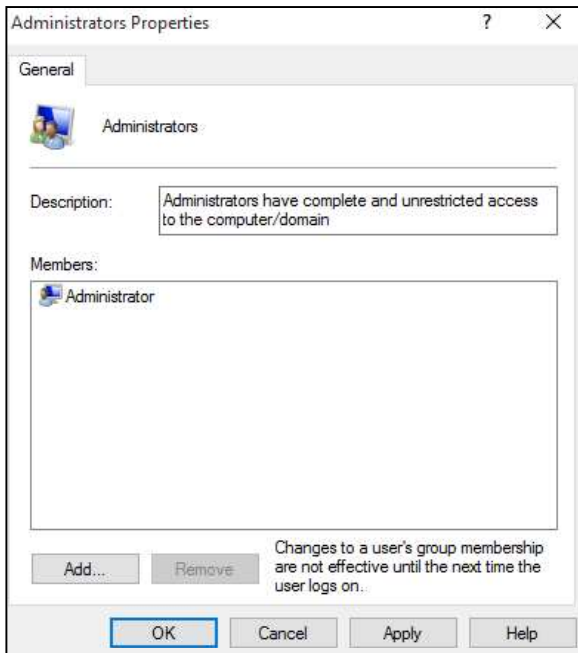


FIGURE 6 – USERS WITH ADMINISTRATIVE PRIVILEGES

Browser Settings

Configuring Temporary Internet Files and History Settings – IE Only

Configuring these settings can keep the pages in the system consistently refreshed with information.

1. Choose **Control Panel** from your **Start** menu.
2. Select **Internet Options**, as pictured below.

NOTE: You may need to select **Network and Internet**, and then choose **Internet Options**.

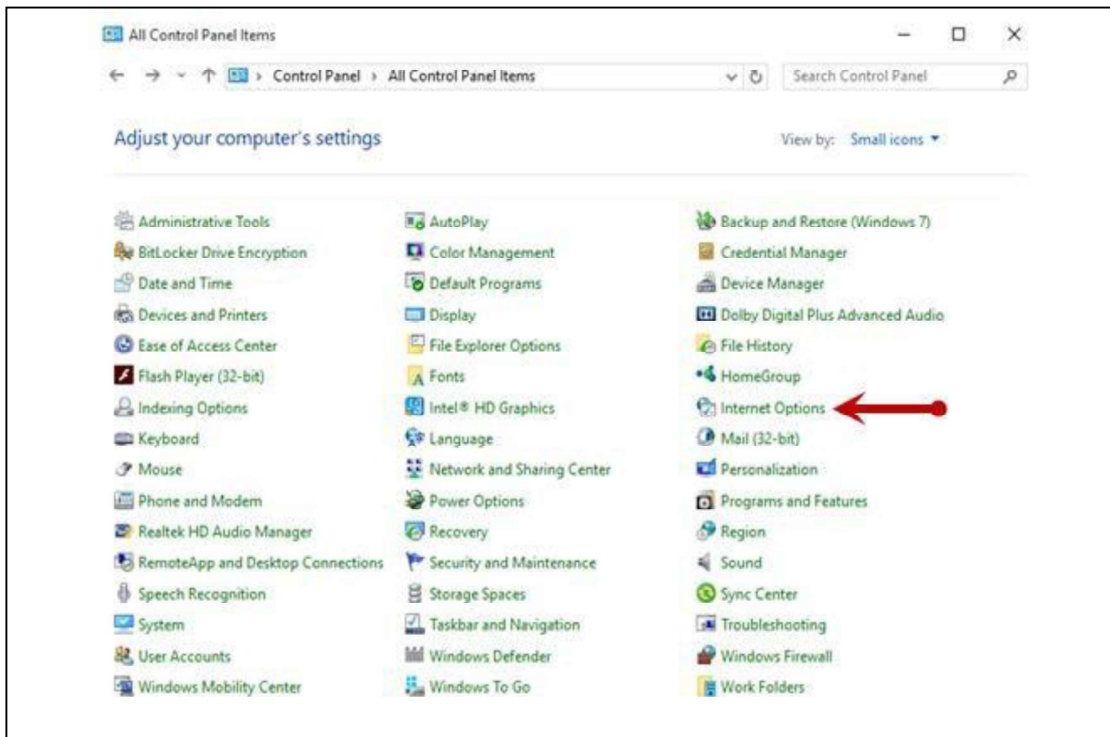


FIGURE 7 – CONTROL PANEL

3. From the tabs at the top of the *Internet Options* window, select **General**.



FIGURE 8 - GENERAL TAB FOR INTERNET OPTIONS

4. Under the *Browsing history* section, choose the **Settings** option.

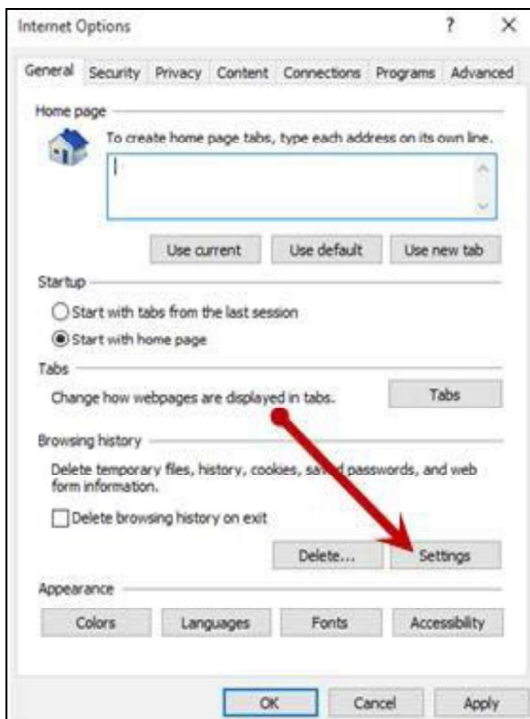


FIGURE 9 - SETTINGS OPTION UNDER BROWSING HISTORY

5. The *Temporary Internet Files and History Settings* window appears. Under *Check for newer versions of stored pages*, select the **Every time I visit the webpage** option.

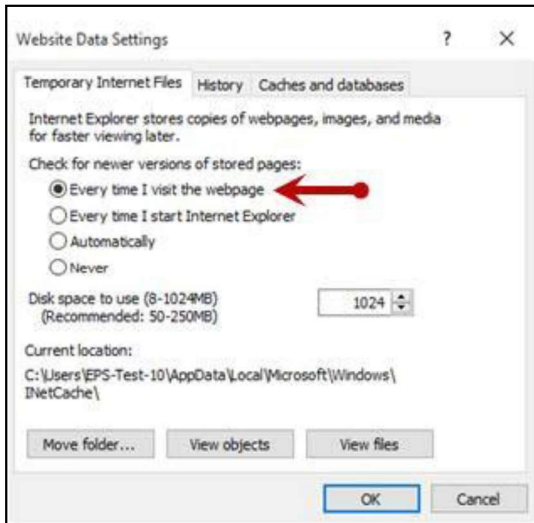


FIGURE 10 – TEMPORARY INTERNET FILES AND HISTORY SETTINGS

6. Select **OK** at the bottom of the *Temporary Internet Files and History Settings* window.
7. Select **OK** from the bottom of the *Internet Options* window.

Scanner Device Control

Device Control Indicators

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 yellow, indicating that it is in use.



FIGURE 11 - DEVICE CONTROL ICON

- 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.
- A orange icon indicates that the device is open.

Disabling Alerts, Launch on Startup, Auto Detect Proxy

Use the following steps to limit the amount of alerts and status messages received from Device Control, disable Device Control from launching on startup or to turn on the auto detecting proxy configuration.

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



FIGURE 12 - SHOW HIDDEN ICONS OPTION

2. Right-click the **Device Control** icon and select **Options**.
3. As shown below, select the option you would like to change, **Display Alert Balloons**, **Launch on Startup**, or **Auto Detect Proxy**. The option should now be selected or deselected. (An unchecked option means that the setting is off, while a checked option means the setting is enabled.)

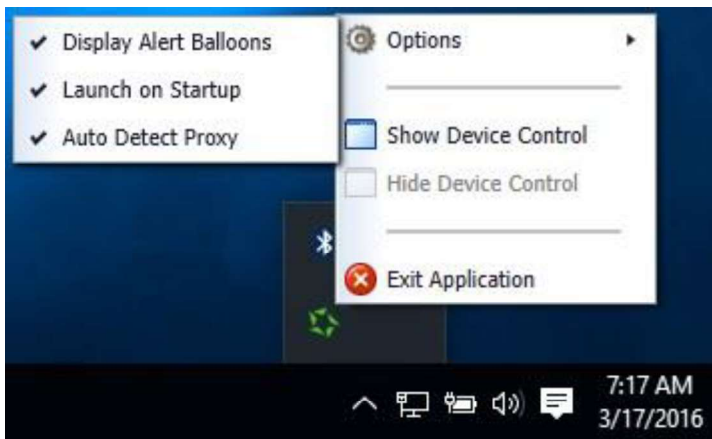


FIGURE 13 - DISPLAY ALERT BALLOONS OPTION, SELECTED

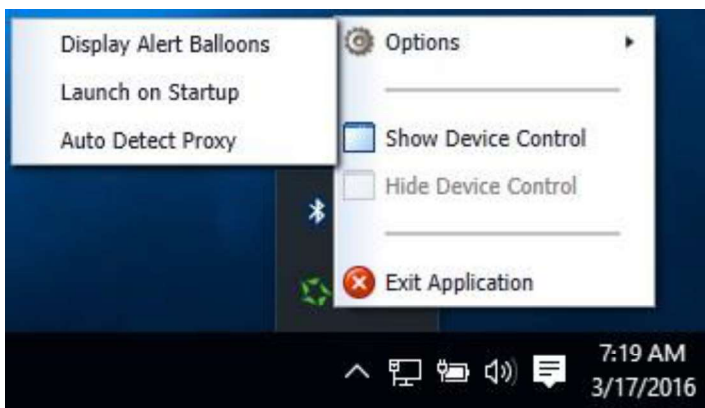


FIGURE 14 - DISPLAY ALERT BALLOONS, DESELECTED

Changing a Scanner

To select a different scanner with the Device Control, follow the steps below.

NOTE: If a merchant has multiple scanner makes/models assigned, you may need to delete your browsing history to clear the scanner cookies used by Device Control. This should allow you to select another scanner.

1. From the *Device Control Information* window, select **Service | Stop**.



FIGURE 15 - STOP DEVICE CONTROL SERVICE

2. Select **Device | Chooser**.

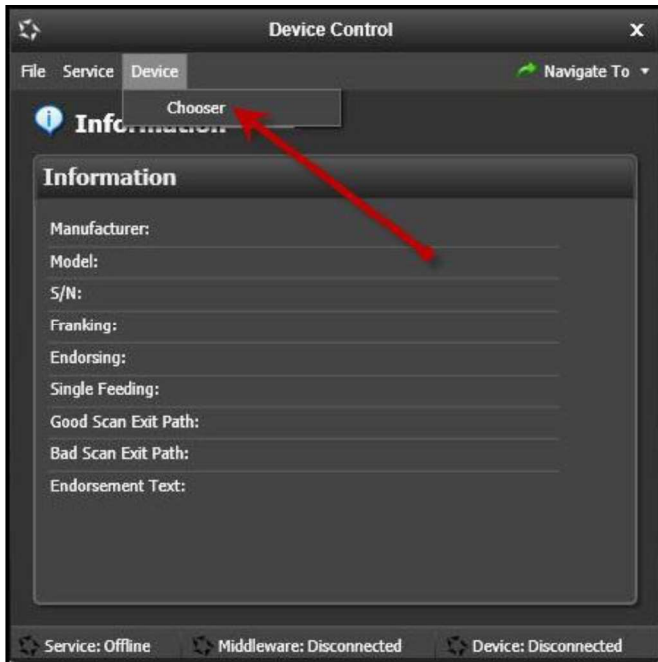


FIGURE 16 - DEVICE | CHOOSER OPTION

3. The *Choose a Device Manufacturer* window appears. Select a manufacturer for the scanner you wish to utilize. You may also opt to select a particular model.



FIGURE 17 - SELECTING A NEW SCANNER AND MODEL

4. If the scanner model you selected has not yet been installed, the system will display an indicator, *Not Installed!* You have the option of installing this scanner if applicable.



FIGURE 18 - SELECTED DEVICE NOT INSTALLED

Uninstalling a Scanner

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

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



FIGURE 19 - UNINSTALL OPTION

2. The *Add/Remove Devices* page appears. Choose the scanner to uninstall, and select **Uninstall**.



FIGURE 20 - SELECTING A SCANNER WITH UNINSTALL OPTION

3. The Uninstall Wizard initiates. Complete the instructions, and then click **Next** to continue

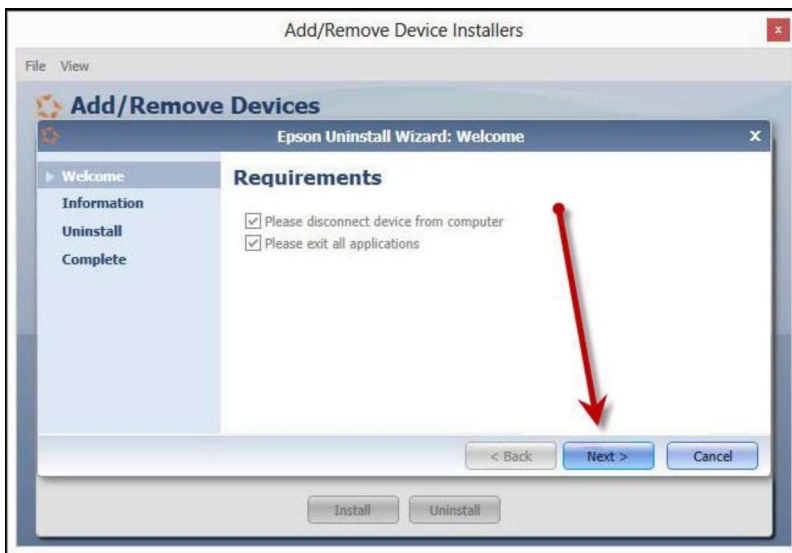


FIGURE 21 - UNINSTALL WIZARD WITH NEXT OPTION

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



FIGURE 22 - UNINSTALL WIZARD WITH INSTALLER INFORMATION

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

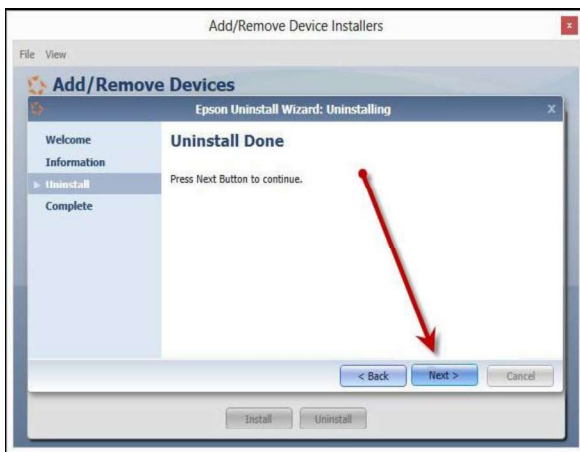


FIGURE 23 - UNINSTALL PROMPT

6. Once the process is complete, click **Finish**. The scanner you selected will now be uninstalled.



FIGURE 24 - UNINSTALL COMPLETE PROMPT

Troubleshooting

Application Will Not Launch

If you receive the following error message, follow the steps below to resolve the issue.

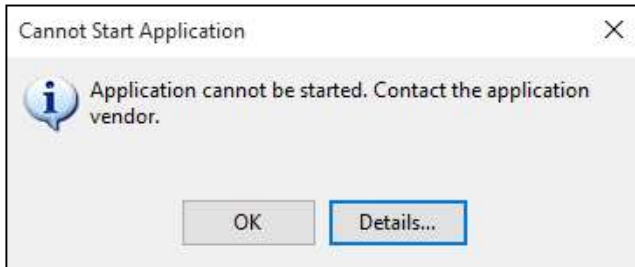


FIGURE 25 - APPLICATION CANNOT START

NOTE: The user performing the following tasks will need administrator privileges.

1. From the Start menu, select **Programs and Features**.

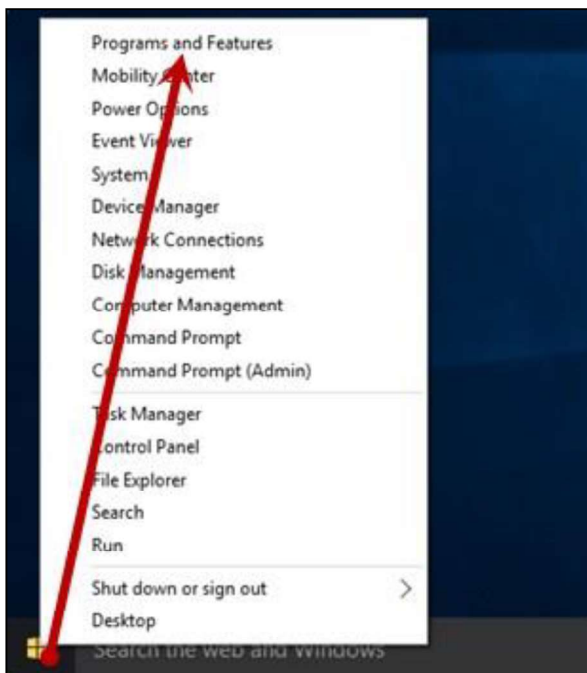


FIGURE 26 - CONTROL PANEL OPTION, WINDOWS 10

- From the *Programs and Features* window, select the **EPS Device Control** application and then select the **Uninstall/Change** option (as shown below).

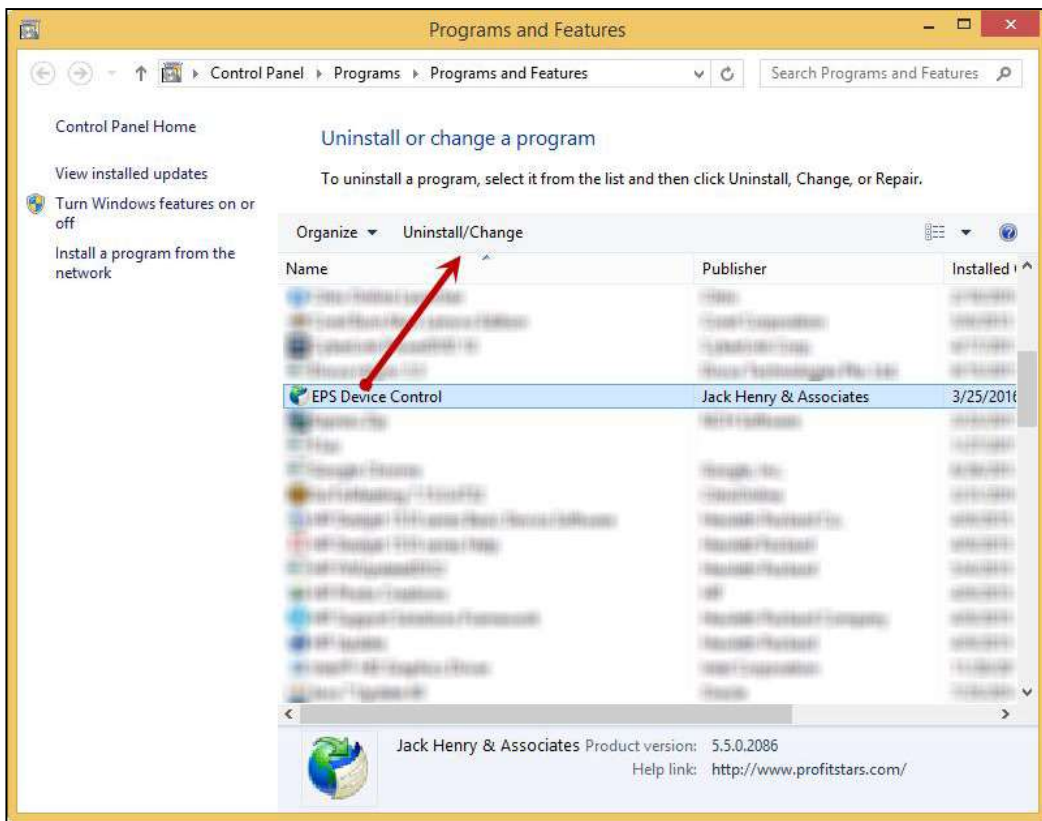


FIGURE 27 - UNINSTALLING EPS DEVICE CONTROL

- Navigate to the application, and log in. Select the **Transactions** tab from the top of the page.
- From the left navigational bar, attempt to launch/run Device Control by selecting your Remote Deposit option and creating a deposit. During this process, you will receive the following prompt to reinstall/launch Device Control.

Depending on your browser type, you will see one of the following prompts:

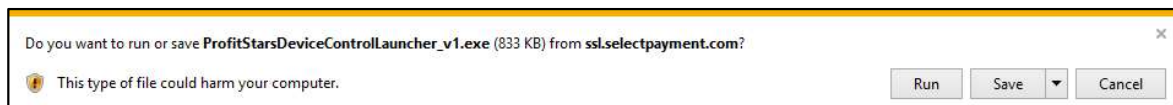


FIGURE 28 – LAUNCH DEVICE CONTROL PROMPT – INTERNET EXPLORER



FIGURE 29 - LAUNCH EPS DEVICE CONTROL – GOOGLE CHROME

5. Select **Install** before creating a deposit.

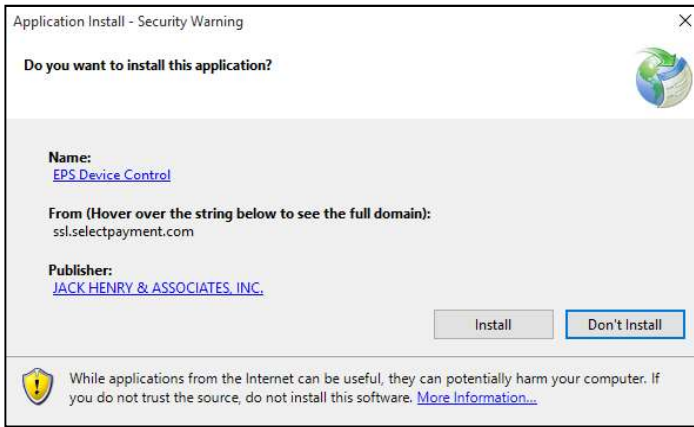


FIGURE 30 - PROMPT TO INSTALL DEVICE CONTROL

Check Jam

The figures below are errors that display when a check jams during scanning. Remove the check item from the scanner, select the **Reset Scanner** option, and then try scanning the item again.

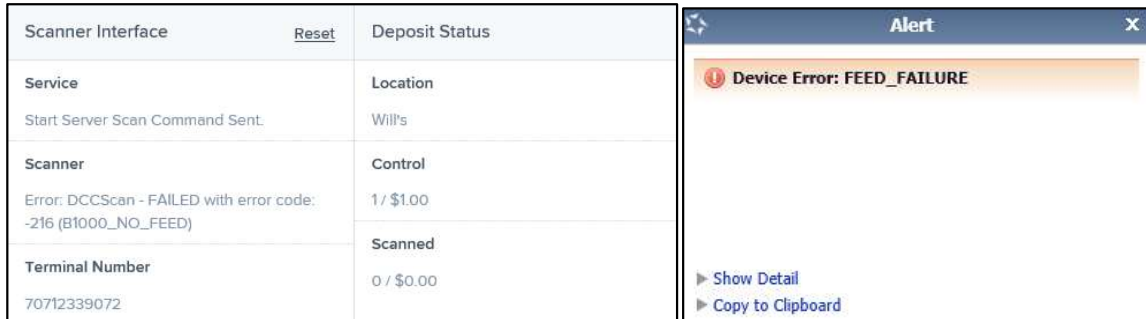


FIGURE 31 - DCC SCANNER ERROR

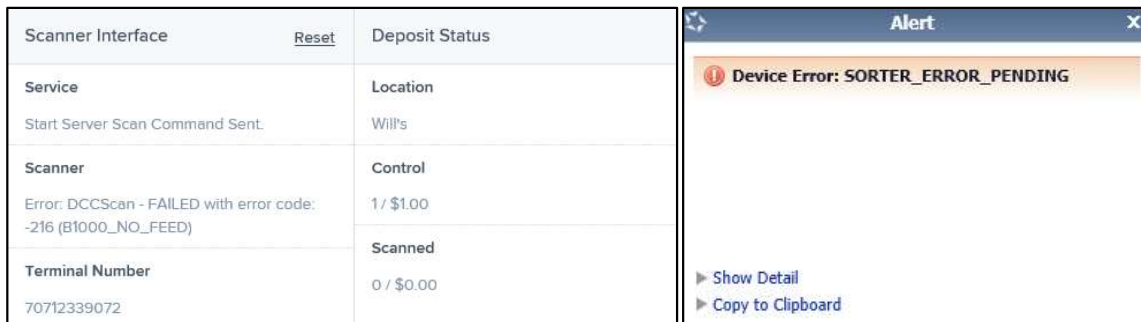


FIGURE 32 - MVX SCANNER ERROR

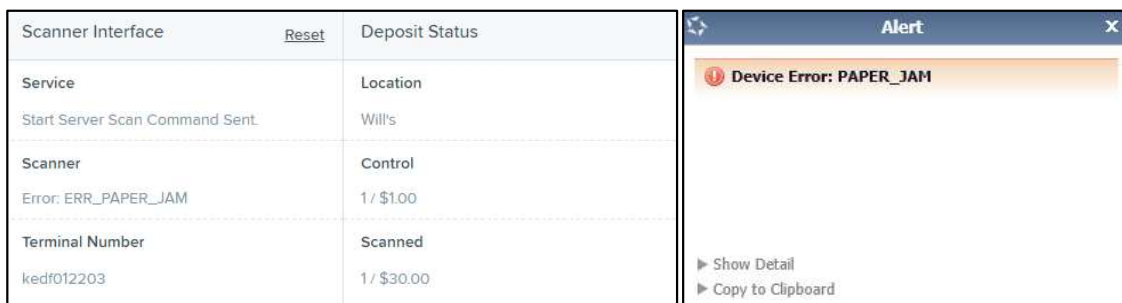


FIGURE 33 - EPSON SCANNER ERROR

“Choose A Device Manufacturer” Prompt Appears Every Time

If Device Control’s Choose A Device Manufacturer window appears every time you begin making a deposit, you may need to make alterations to your Internet browsing history options. Placing the URL in your **favorites will also help to reduce the message frequency**. Navigate to the application, and opt to have this URL saved as one of your favorites.

1. Open an *Internet Explorer* window and select **Tools | Internet Options**.
2. Under the General tab, in the *Browsing history* section, deselect the check box next to **Delete browsing history on exit** so that this option is disabled.

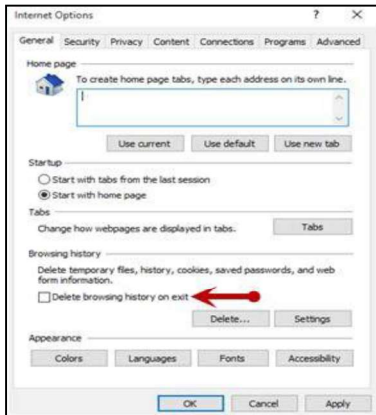


FIGURE 34 - DISABLING THE DELETE BROWSING HISTORY ON EXIT OPTION

3. From the *Browsing history* section, select the **Delete...** option to view the *Delete Browsing History* window.

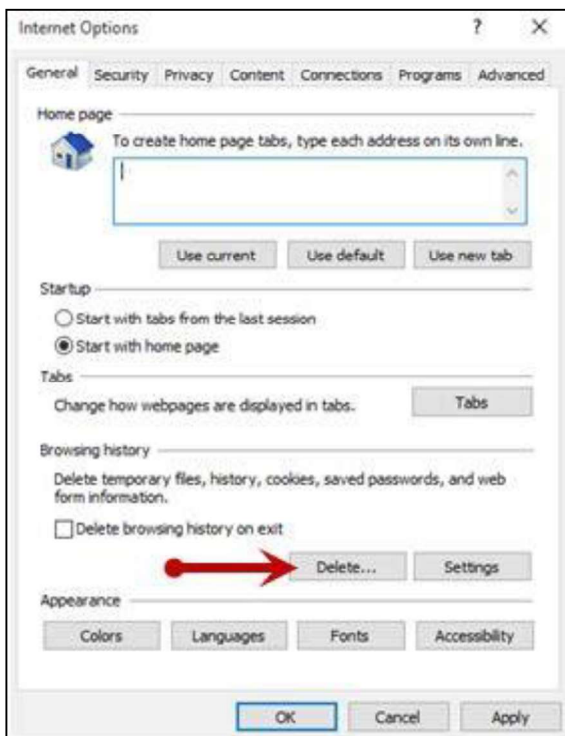


FIGURE 35 - DELETE OPTION

4. The *Delete Browsing History* window appears. Select the check box next to the **Preserve Favorites website data** option, so that this option is enabled.

5. To apply this setting, click the **Delete** option at the bottom of the window. The system will delete any excess browsing history, while preserving the Favorites data.

Communication Error/Failure

If Device Control cannot communicate with the application, you may receive the error message shown below. Before you follow the steps in this section, make sure the scanner device is connected and the power is turned on.



FIGURE 36 - COMMUNICATION FAILURE

NOTE: If the scanner was plugged in before the device drivers were installed, you will need to verify that the scanner appears correctly in the Device Manager. If the scanner displays a yellow question mark or shows under the *Other Devices* category as a USB device, right-click the icon and then choose **Update Driver**.

1. Log out of the application and restart Device Control by using the following steps. In the bottom right corner of your desktop, select to **Show hidden icons**.



FIGURE 37 - SHOW HIDDEN ICONS OPTION

2. Right-click the Device Control icon and select **Exit Application**.

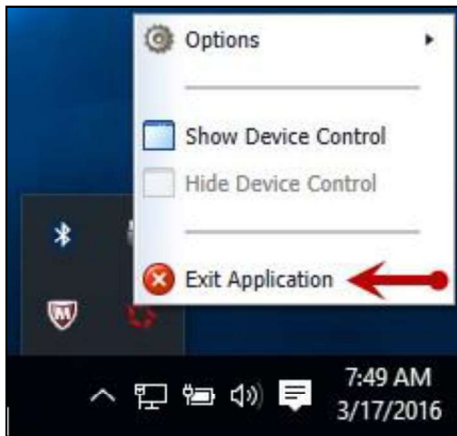


FIGURE 38 - EXIT APPLICATION OPTION

3. Log back into the application and begin to create your deposit. You should be prompted to launch the Device Control once you are on the deposit screen. Once the Device Control is launched, you should be able to scan.
4. If you continue to receive an error, log out of the application, close all instances of Internet Explorer, and restart your computer.
5. Once you have restarted the computer, log in to the application, and try creating the deposit again.

Device Error: SAFETY

If the cover of the scanner has been removed or is not properly in place, Device Control displays an alert message as pictured below, *Device Error: SAFETY*. Please ensure that the cover of the scanner is placed correctly, and then retry your deposit.



FIGURE 39 - DEVICE ERROR: SAFETY

Device Error for Panini VisionX: Compression Error

A compression error occurs when the scanner is not able to compress the image, as shown below.



FIGURE 40 - COMPRESSION ERROR

1. Log out of the application.
2. Unplug the scanner from the computer, and instruct the customer/member to clean the contact image sensors (see figure below).

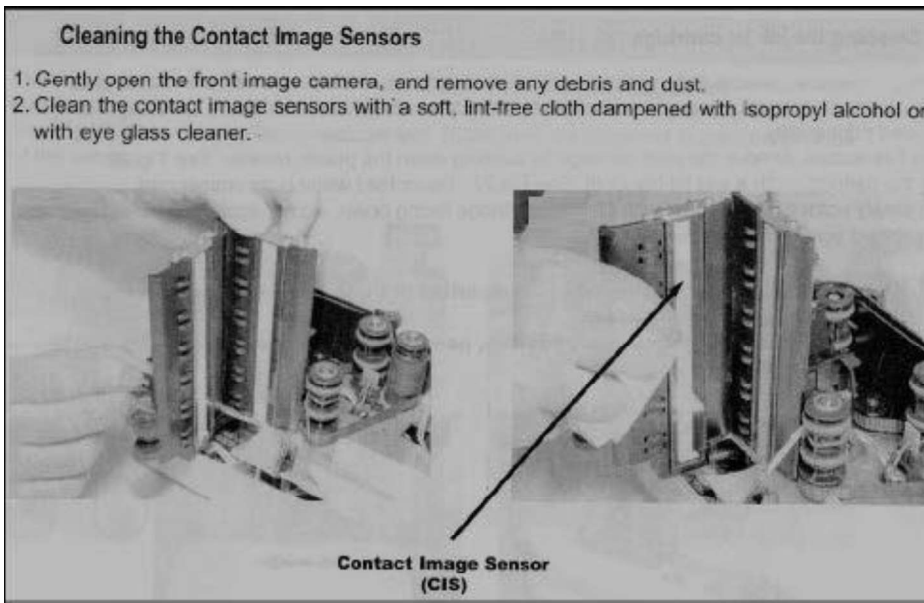


FIGURE 41 - CONTACT IMAGE SENSORS

- a. Gently open the front image camera, and remove any debris and dust.

- b. Clean the contact image sensors with a soft, lint-free cloth dampened with isopropyl alcohol or with eyeglass cleaner.
3. Reassemble the scanner, and then connect the scanner to the computer.
4. Log in to the application and continue scanning.

Error Connecting to Device Control

When creating a new deposit, the system may display a service error in the *Scanner Interface* section and be unable to connect to Device Control (see figure below). Reboot your computer, and retry the deposit. If the problem continues, reinstall the EPS Device Control application under the administrator account on the PC.

Scanner Interface	Reset	Deposit Status
Service		Location
Error loading Device Control, retrying...		Will's
Scanner		Control
		1 / \$1.00
Terminal Number		Scanned
		1 / \$30.00

FIGURE 42 - SCANNER INTERFACE ERROR CONNECTING TO DEVICE CONTROL

Images With Horizontal Black Lines

There are a number of potential causes for images that are streaked with horizontal black lines. Implement each of the steps below one at a time in the order presented to resolve the horizontal black lines.

NOTE: If after the completion of one of the solutions below images with horizontal black lines persist, you may opt for the next solution listed. Disconnect the scanner's power and USB cables, and then reboot the computer before attempting the next solution listed.

Installing the latest Panini driver should fix this issue. Following the steps on Page 17 will walk you through uninstalling the old driver and installing the new one. If you are still receiving the black lines then continue with the power options.

Verifying Power Options

1. From your computer's Control Panel, select **Power Options**.

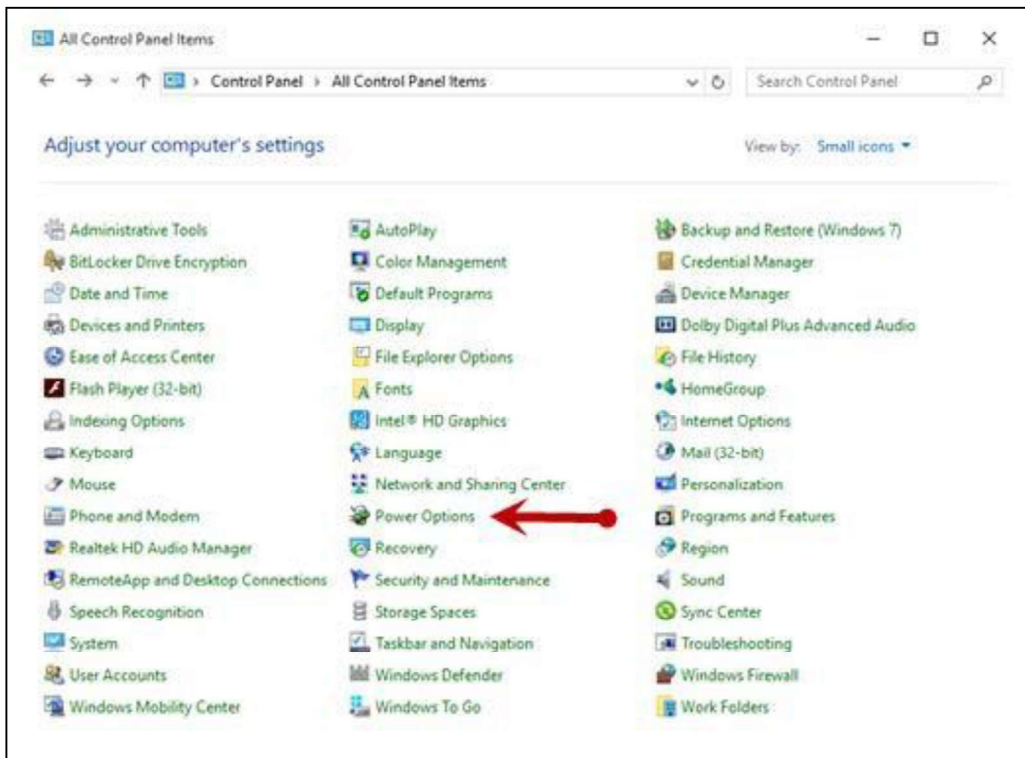


FIGURE 43 – CONTROL PANEL

2. In the *Power Options* window, to the right of your currently active power plan, select **Change Plan Settings**.

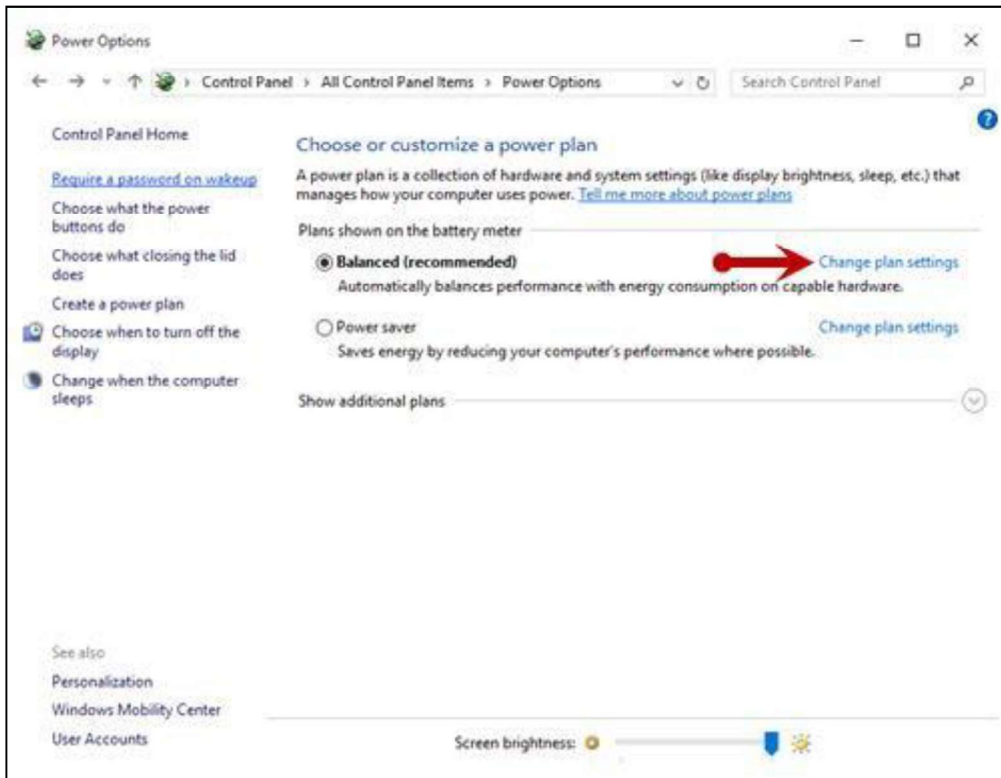


FIGURE 44 – POWER OPTIONS

3. The *Edit Plan Settings* window appears. As depicted in the image below, ensure that the options are set to **Never** for the fields **Turn off the display** and **Put the computer to sleep**.

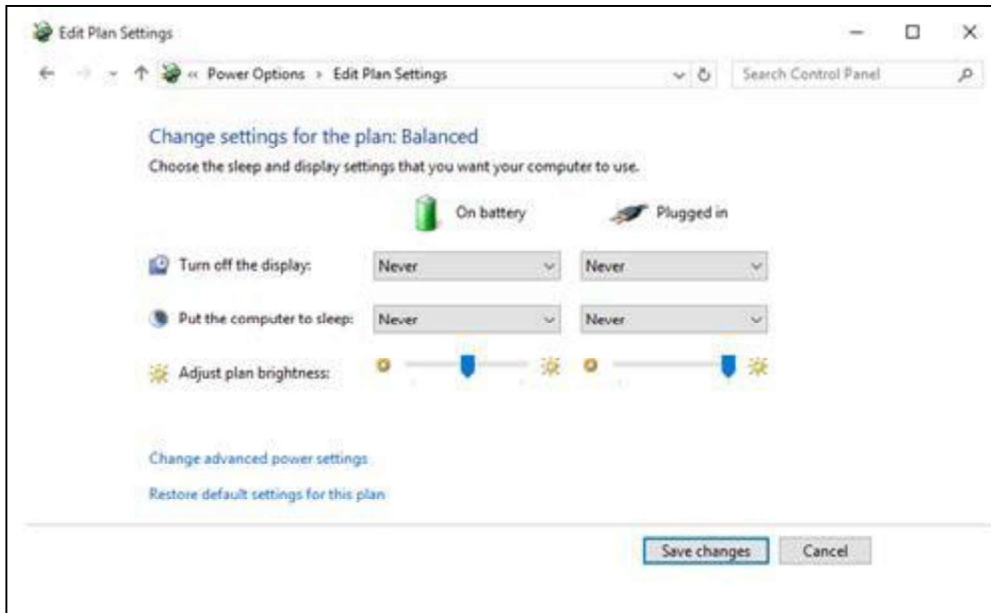


FIGURE 45 – EDIT PLAN SETTINGS SET TO NEVER

4. Navigate back to your Control Panel. From the Control Panel, select **Device Manager** (shown below).

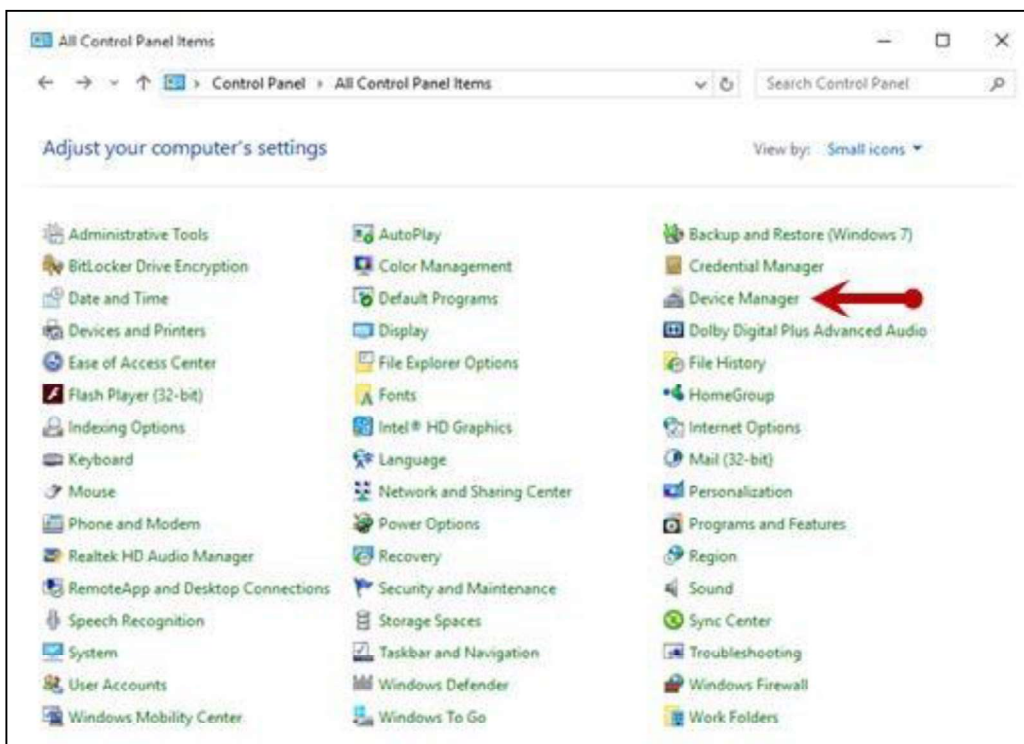


FIGURE 46 - DEVICE MANAGER OPTION

- From the *Device Manager* window, scroll down to the *Universal Serial Bus Controllers* section.

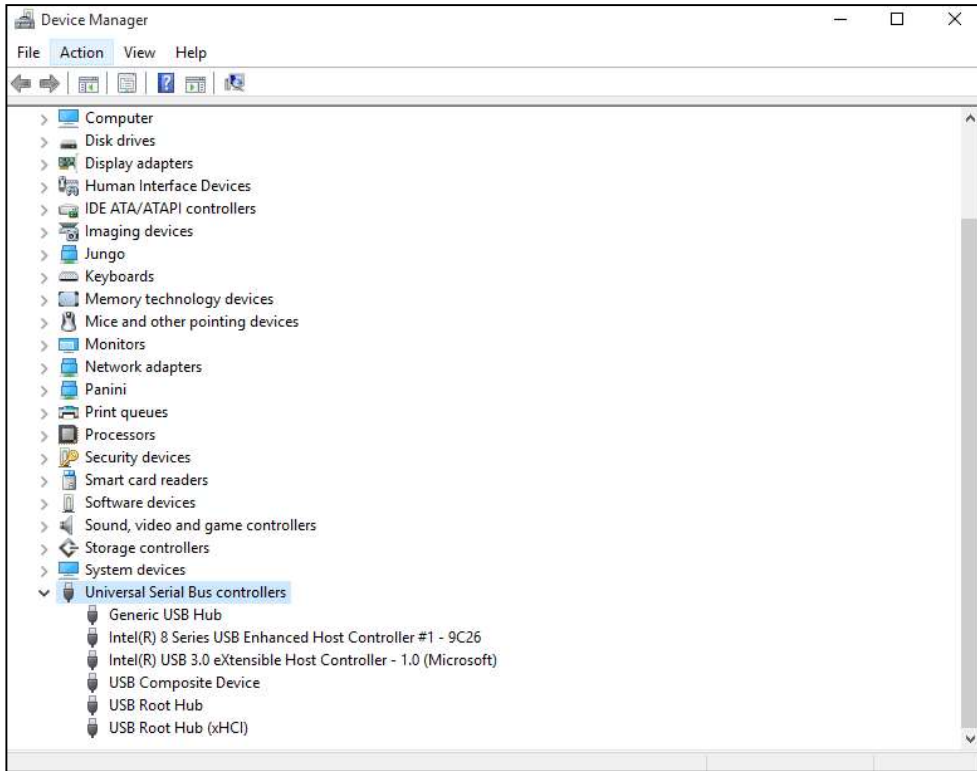


FIGURE 47 - DEVICE MANAGER, USB CONTROLLERS

- For each instance of a USB connection, right-click the option and then select **Properties**.

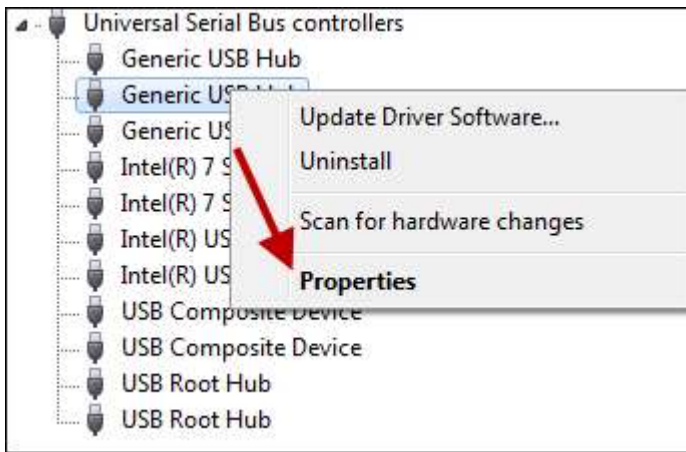


FIGURE 48 - PROPERTIES OPTION FOR USB DEVICE INSTANCE

7. In the *Properties* window, under the *Power Management* tab, make sure the check box next to **Allow the computer to turn off this device to save power** is unchecked—that is, left blank.

NOTE: Ensure this option is unchecked for every instance of a USB within your Device Manager.

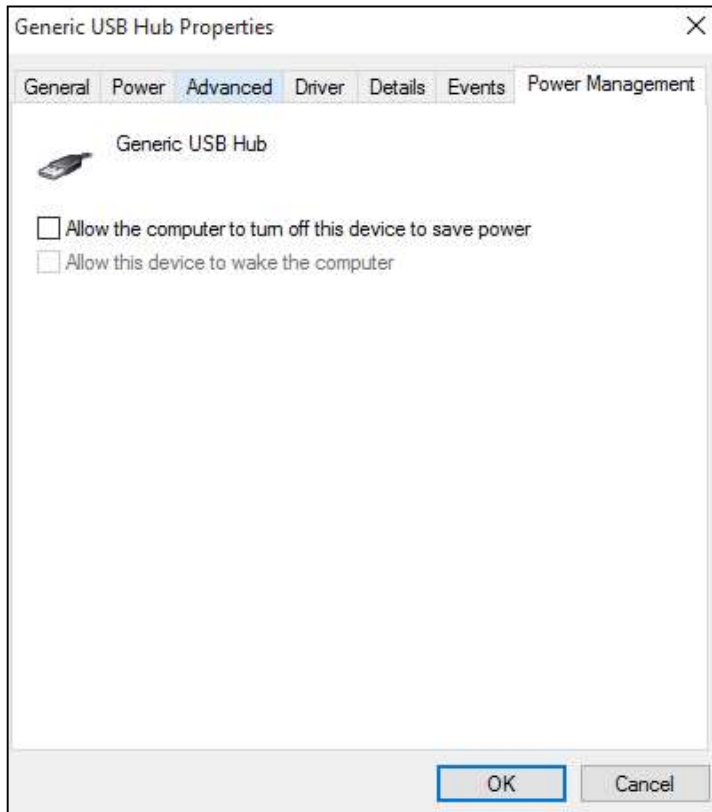


FIGURE 49 - POWER MANAGEMENT FOR USB

Cleaning Image Cameras

Streaks caused by a buildup of ink deposits may develop on the image. If a streak appears on the image and running a cleaning card does not remove it, remove the inner and outer covers of the scanner. Gently remove the front image camera. Using an alcohol-saturated snap swab, wipe the glass on both the front and back cameras (shown below).

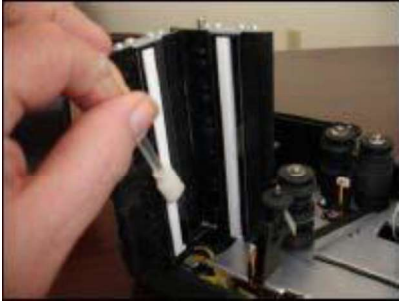


FIGURE 50 - WIPING A CAMERA

Electrical Interference

There may be electrical interference from an appliance, such as oscillating fans, a space heater, a CRT-style computer monitor, etc. Move any such appliances at least 18 inches from the scanner.

Poor Electrical Circuit

If there is a poor quality electrical circuit, relocate the scanner's power source to a different electrical outlet.

Degraded USB Controller or Cable

Replace the USB cable. You may also use a powered USB hub for your scanner's USB connection with the computer.

Other USB Devices

Other USB devices connected to your computer, such as a laser printer or a 3-in-1 printer. Turn the power to these types of devices off during scanning, as they sometimes interfere with other USB devices (such as the scanner).

Outdated BIOS/firmware/chipset

Update your computer's firmware. Contact your computer manufacturer for assistance.

Pocket Options for Panini[®] I:Deal[®] (RDS and RDC)

When scanning a check, you have the option of designating whether the check exits the scanner in the front or back of the machine. This option is called the Pocket option.

When making a deposit with RDS, select the drop-down menu next to *Pocket* on the *Check Processing: Remote Deposit Scan* page. Designate **Front** or **Back** for your Panini Ideal scanner.

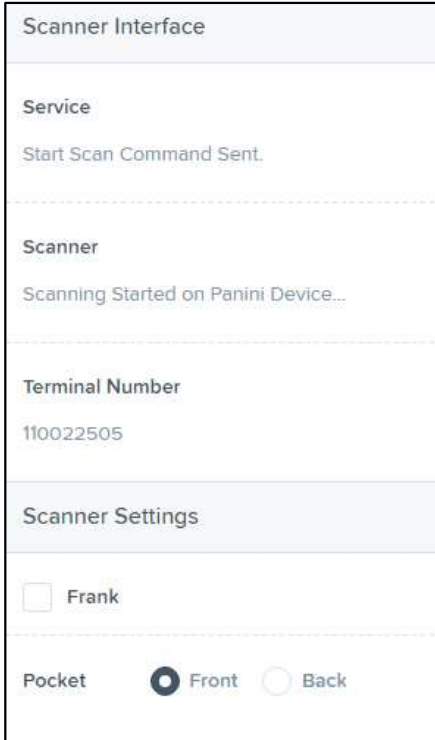


FIGURE 51 - POCKET OPTION IN RDS

When making a deposit with RDC, select the drop-down menu next to *Pocket* on the *Deposit View* page. Designate **Front** or **Back** for your Panini Ideal scanner.

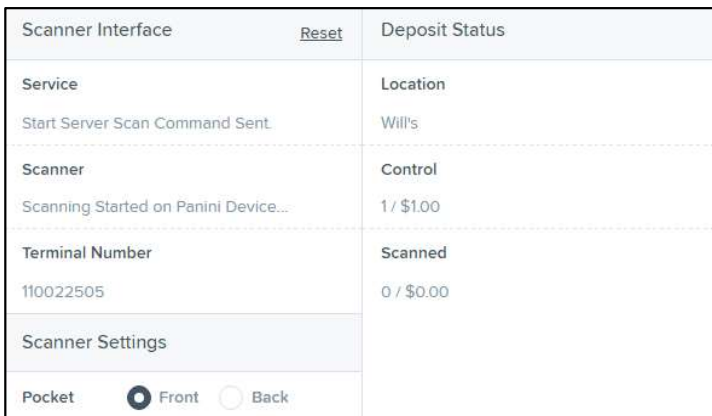


FIGURE 52 - POCKET OPTION IN RDC

“Required supported device list not available” Error

If the scanner type chosen for the merchant in the SmartPay Manager portal is not a compatible scanner, Device Control will not launch, and the user will see a *Required supported device list not available* error. You will need to log in to the SmartPay Manager portal and add a compatible scanner for the merchant.

Terminal Not Enabled

An error describing a scanner terminal as not enabled may indicate that the scanner has been disabled in the SmartPay Manager portal. The scanner will need to be re-enabled for processing to continue.

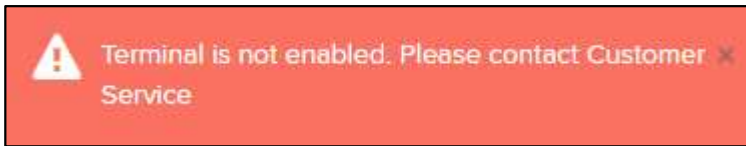


FIGURE 53 - TERMINAL NOT ENABLED ERROR, REMOTE DEPOSIT COMPLETE

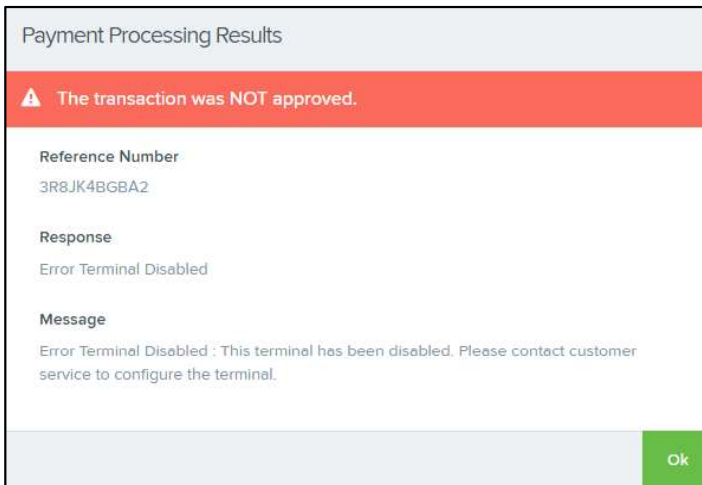


FIGURE 54 - TERMINAL NOT ENABLED ERROR, REMOTE DEPOSIT SCAN

Terminal Not Set Up

If an error describes a terminal as not set up or invalid, the serial number on the scanner has either not been added in the SmartPay Manager portal or the serial number was added twice, resulting in two scanners with the same serial number.



FIGURE 57 - REMOTE DEPOSIT COMPLETE, TERMINAL NOT SET UP

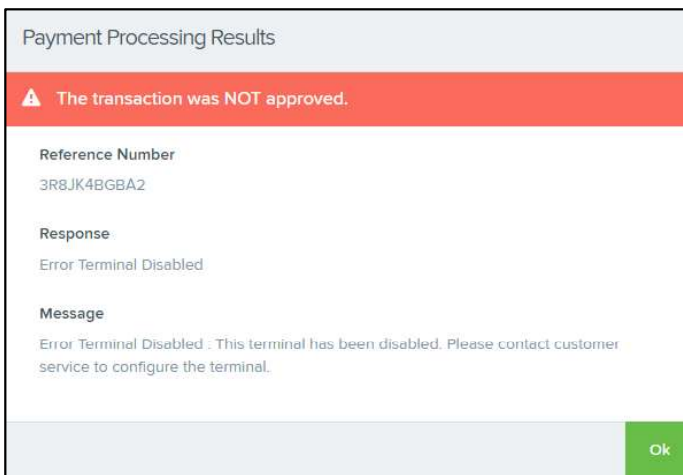


FIGURE 55 - REMOTE DEPOSIT SCAN, TERMINAL INVALID