

Troubleshooting in Corporate Capture21 (CC21) - Remote Deposit

SYMPTOM	CAUSE	POSSIBLE SOLUTION
The computer does not detect the scanner.	<ul style="list-style-type: none"> ● Scanner connections may be loose, scanner is powered off. ● USB Cable is defective. 	<ul style="list-style-type: none"> ● Check all USB and power connections. ● Replace the USB cable if necessary. ● Check that scanner is powered on. ● If available, use the manufacturer's test program to see if the scanner will start. (multiDemo for Panini / ScanLite for Digital Check)
The computer does not detect the scanner or appropriate driver - driver download page is displayed.	<p>The Driver is not installed, or the incorrect Driver is installed.</p> <p>The CC21 Client program is not installed.</p>	<ul style="list-style-type: none"> ● Check that the scanner make and model is consistent with what is defined in CC21 for your installation. Ask your Bank Representative to check this setting. ● Proceed with the driver install from the download page. <p>Install the CC21 Client program from the sign-on landing page, or the download page. This install only needs to be done once.</p>

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After sign-on, you receive a message to Open or Save a file.	Browser settings - need to create a file association to automatically run this file without prompting the user. The CC21 client install will create the association at install time.	<p>If you receive this a message to save or open:</p> <ul style="list-style-type: none"> ● Choose save. ● In View Downloads - Right-click the file that just downloaded. ● Uncheck the option labled "Always ask before opening this type of file."
The scanner status indicates "Ready to Scan" but will not pull the documents.	Check to see if any items are stuck in the scanner, clear the path and try again.	If the problem persists, log off the CC21 site, restart the scanner manually by unplugging the scanner and then plugging it back in. Return to CC21 and sign in. If the problem persists, contact your Bank Representative.
The Scanner pulls documents but a message displays regarding the ink cartridge.	No ink cartridge is installed in the scanner	Install the ink cartridge. Make sure it is firmly seated in the scanner. Refer to the manufacturer's instruction manual for details.
The scanner is not printing on the back of the checks.	The ink cartridge is empty	Replace the ink cartridge. Refer to the manufacturer's instruction manual for details.
It takes a long time to initialize the scanner each time I want to begin scanning.	The scanner takes several seconds (10-15) to initialize when it is powered up and the initial items are scanned.	Wait for the "Ready to Scan" message in the Scanner Status area at the bottom right of the screen.

SYMPTOM	CAUSE	POSSIBLE SOLUTION
Two items have been scanned together.	Items have inadvertently stuck together.	Delete the piggyback items, remove any substance that may have caused them to stick together, and rescan.
Item appears to be stuck in the scanner.	Clear any stuck items and then follow scanner jam recovery process.	If problem persists, clean the scanner's document track. Refer to the manufacturer's instruction manual for details. If unable to re-process item, contact your Bank Representative.



RDM Troubleshooting Tips

Initial Scanner Setup (Both USB and Network)

- Navigate to <https://rdmcorp.com/start>
- Select the appropriate scanner model type
- Perform any updates to the scanner firmware and certificate.
 - If the update stalls at 96%, close the page, power-cycle the scanner (disconnect both cables from the scanner, let rest for 2 minutes, re-connect) and re-try at the site again.
- If a new installation, or if issues connecting, first verify connectivity based on the type of scanner. Thereafter, this should not be necessary.
 - Network Scanners:
 - ▼ The RDM administrator page is <https://{IP ADDRESS}>
 - USB Scanners:
 - ▼ The RDM administrator page for the Windows PC is <https://rd{SERIALNUMBER}>
 - ▼ The RDM administrator page for the Mac is <https://rd{SERIALNUMBER}.local>

Note: Replace {SERIALNUMBER} with the 15-digit serial number, located on the bottom of the scanner.

- On the RDM administrator page, if clicking the Administrator tab, the login credentials are:
 - Username: administrator
 - Password: rdm123

RDM Troubleshooting Tips

CC21 Status Bar

- The scanner model is shown on status bar
 - SF = single-feed
 - AF = auto-feed
- The transit speed is shown on the status bar, when greater than one second, the time to transfer the front and back image for a check to the database at DCI

CC21 Troubleshooting

- If a blank "placeholder" image displays after saving changes, click the refresh button to load the image
- If "no active transaction" displays - cancel the transaction and re-try
- If the user refreshes the browser page itself (e.g. Ctrl-R) during scanning, images might be skipped in processing: use [x] auto-refresh checkbox, or click the refresh button
- If a popup message occurs, indicating a particular item # has an issue (e.g. MICR error): that check is dropped, and will need to be re-scanned; the item # is the item number in the transaction
- If a popup message occurs, indicating 'connection lost': pull any items left in the hopper and allow the status to return to 'ready to scan'; then put items back in hopper; if unable to get back to 'ready to scan' you may have to power-cycle the scanner
- If a popup message occurs, indicating "data error:0x30nn:restart, attempting to recover; if scanning a document it may need to be re-scanned", if recovery fails, go into the RDM administrator page (see above), and go to the Administrator tab; click the Reboot button to reboot the scanner