Fast Track! Remote Deposit
Version 1.0
Installation Guide
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**Prior to Installation**

Before Fast Track! installation can be completed, a few steps need to be taken to ensure the installation will be successful. Before getting started, ensure the user is a Local Administrator on the workstation. The IT Department at your institution may have to enable this function specifically for the installation. Once access is verified, complete the sections listed below before beginning the installation process.

**Note:** At this time, Fast Track! is not certified for Firefox, Chrome, Safari, Opera or any other web browser other than Internet Explorer. Fast Track! is also not certified for Apple/Macintosh or Linux operating systems.

**Disabling ActiveX Filtering**

If ActiveX Filtering is enabled, add-ons may be prevented from loading and may cause check images to not be visible. The ActiveX setting can be found under the Tools menu in Internet Explorer. Ensure ActiveX Filtering is not checked.

![Disabling ActiveX Filtering](image)

**Verifying Version of Internet Explorer**

Fast Track! does not work on any 64-bit version of Internet Explorer. Financial institutions using WebCapture should be using the 32-bit version.

**To verify the version of Internet Explorer:**

1. Click the **Tools** icon

![Tools Icon](image)
2. Select **About Internet Explorer**

![Internet Explorer Options Menu]

If the 32-bit version is being used, only the version number will be seen.

![Internet Explorer Version]

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Prior to Installation

If the 64-bit version is being used, you will see **64-bit Edition** after the version number.

![Internet Explorer Version Information]

**Using 32-bit Version Internet Explorer**

To use the 32-bit version of Internet Explorer, there are two different options:

1. Pin Internet Explorer to the task bar. This will open up the 32-bit version of Internet Explorer when selected.
   a. Go to `C:\Program Files\Internet Explorer`
   b. Drag `iexplore.exe` to the taskbar
Prior to Installation

2. Create a link to force websites to open with the 32-bit version of Internet Explorer.
   a. Right click on the desktop
   b. Select **New**
   c. Select **Shortcut**

A Create Shortcut screen will open.
d. Enter the following for the location:
   C:\Program Files\Internet Explorer\iexplore.exe https://IPBBCPROD.FISERVSCO.COM/WebCaptureWeb

   e. Click **Next**

   f. Enter a name for the shortcut

   g. Click **Finish**

The following icon will appear on the desktop (name will match what was entered in step f):

![WebCapture icon](image)

Clicking this icon will ensure that WebCapture is opened using 32-bit Internet Explorer.
Prior to Installation

Adding FiservSCO.com to Compatibility View Settings

The website FiservSCO.com needs to be added to compatibility view for Internet Explorer 9, 10 and 11.

To add FiservSCO.com to compatibility view:

1. Open Internet Explorer
2. Select Tools
3. Click Compatibility View settings

Note: If you cannot see the Tools option, click the Alt key on the keyboard while in Internet Explorer. This will make the Menu Bar visible and the Tool option can be selected.

3. Type fiservsco.com then click Add.
   Type secureinternetbank.com then click Add.
   Type sccountybank.com then click Add.
The website will now display in compatibility view each time it is accessed unless the cache is cleared. The following demonstrates how a website looks in compatibility view and not in compatibility view.

This website is not showing in compatibility view.

![Image](image1)

This website is showing in compatibility view.

![Image](image2)

**Tip:** When a change is made in Internet Explorer, all open browser windows are closed in order for the change to take effect.

### Rolling Back Internet Explorer 11 to a Previous Version

**Note:** This step should only be completed if the website still cannot be properly viewed using compatibility view. If compatibility view is working correctly, please skip this section.

Uninstalling Internet Explorer 11 will roll the version back to what it was prior to being updated.

To uninstall Internet Explorer 11:
1. Click the **Start** icon
2. Select **Run**
3. Type `appwiz.cpl` and click the program
Prior to Installation

This will open the Programs and Features in the Control Panel.

4. Click **View installed updates**

![Image showing how to view installed updates in Control Panel](image)

**Note:** This may take several minutes.

5. Click **Windows Internet Explorer 11**

6. Click **Uninstall**

**Tip:** Another option is to right click Windows Internet Explorer 11 and select Uninstall.

![Image showing how to uninstall Windows Internet Explorer](image)

Once this is completed, the computer will restart. Internet Explorer will now be rolled back to the version previously used.
Prior to Installation

Note: Windows 7 users should complete the steps below to ensure new versions of Internet Explorer are not automatically installed.

1. Open Internet Explorer
2. Click the Tools icon
3. Select About Internet Explorer

![Image of Internet Explorer settings]

4. Uncheck the box beside Install new versions automatically

Note: Windows 8 users – In order to get Windows 8 to roll back from Internet Explorer 11 to Internet Explorer 10, technology associates at your financial institution should be contacted to uninstall the 8.1 updates and change the entire operating system back to 8.0. Fiserv is unable to assist with this process.
Antivirus Software

Antivirus software may block the Fast Track! installation. To prevent this from happening, complete the following:

1. Download or copy the driver files to a folder created on the [C:] or local default drive
2. After downloading the driver file, right click on the file and select Properties
3. If the antivirus is blocking the file from loading, you will see an Unblock button
   
   ![Unblock Button](image)

   - Attributes: Read-only, Hidden
   - Security: This file came from another computer and might be blocked to help protect this computer.

4. Click Unblock
5. Click Apply
6. Click OK
7. Proceed with the driver install

**Note:** If AVG antivirus software is being used, it will need to be temporarily disabled until the installation package is completed. The AVG console panel can be accessed from the AVG icon in the system tray. Select the option to temporarily disable the antivirus until the next restart. Assistance may be needed from your financial institution’s IT department to make this change.
Important Installation Notes

- With Fast Track!, the scanner driver installation will complete the below tasks related to the installation process:
  - Adjustments are made to Internet Explorer by adding Source Capture to Trusted Sites and allowing JavaScript and ActiveX to run.
  - The Power Management to the USB Hubs is disabled to ensure the scanner is not disabled by another device.
  - The user is verified as a Local Administrator.
  - Older copies of the check scanner files are deleted when the driver is updated.
  - The User Account Control (UAC) is disabled which may inhibit full installation.

- **The user must be logged into Windows as a Local Administrator in order for the installation to work properly.**
  - Turn off the scanner and unplug the scanner’s USB cable from the workstation.
  - Uninstall any scanner software or Silver Bullet Technology Ranger drivers.
  - Delete any Silver Bullet Technology directories and folder resident on the C:\ drive. These may be found in the following locations:
    - C:\Silver Bullet Technology
    - C:\Program Files/Silver Bullet Technology
    - C:\ProgramData/Silver Bullet Technology
Installation Instructions

Download and launch the installation package by completing the following:

2. Login using the following credentials:
   - **Username**: ipscoclient
   - **Password**: Ip$co0628

   **Note**: If an Install the Upload/Download Wizard screen appears, select **Disable the Wizard**.

3. Open the **Ranger Drivers and Software** folder

4. Open the appropriate scanner folder

5. Download the executable file

   **Note**: When downloading the file from the FTP site, the file should be saved and should not be run directly from the FTP site.

The installation package will detect if the current Windows profile is a Local Administrator.
6. Click **Yes**

The installation package will continue to install the drivers and different components.
An Internet Explorer window will automatically open.

7. Click **Allow Blocked Content**

![Allow blocked content dialog]

When finished, a prompt will appear to restart the workstation.

8. Click **Yes**

![Restart prompt]

The installation is now complete.
Adding *.fiservsco.com to Trusted Sites

If the *.fiservsco.com site was not added to Trusted Sites during the installation process, complete the following:

1. Open Internet Explorer
2. Click Tools
3. Select Internet Options
4. Select the Security tab
5. Choose Trusted Sites
6. Click Sites
If *.fiservsco.com is not listed, it will need to be added along with secureinternetbank.com and scountybank.com

7. Uncheck the Require server verification (https:) for all sites in this zone box, if checked.
8. Type *.fiservsco.com, then click Add. Type secureinternetbank.com, then click Add.
   Type scountybank.com, then click Add.
Testing the Installation

Once the installation is finished, testing should be completed to ensure the install was successful.

Running the RangerFlex Application

Once the computer has been restarted and the scanner is connected, run the RangerFlex application to verify the scanner is working properly.

1. Click Start
2. Select All Programs
3. Select Silver Bullet Technology
4. Enter Ranger for the Scanner Name
5. Open RangerFlex
6. Click Start Feeding and scan one item, verifying the image appears
7. Click Stop Feeding
8. Click Exit

After scanning an item through RangerFlex while still logged in as a Local Administrator, you must log into Source Capture and scan one item to view an image. This will ensure all of the ActiveX controls are installed correctly.

Troubleshooting Ranger API Errors

If a user is experiencing a Ranger API error, please verify all of the following before contacting Fiserv for assistance.

- Verify the power and USB cables are firmly attached at both ends of the connection.
- If the power cord has a brick on it, verify the light is green.
- Try a different USB port.
- Turn the scanner off and then back on.
- Reboot the computer.
- Uninstall and reinstall the drivers.
For Business Online Banking, log on through the homepage at www.sccountybank.com

Click Account Services, then select Fast Track! from the drop down menu.

Create a Deposit

1. Click Deposit Capture
2. Enter the following:
   Deposit Name = 
   Select WorkType = optional 
   Deposit Amount = 
   Select Account = any account 
   Store Number = Optional

   Then click Create.

4. Click the Scan button
5. Scan a deposit
6. When finished, click **Delete Deposit**

7. Click **Yes**
Clearing an Item Jam

If an item jams, the scanner will stop and a message will appear similar to the following:

```
To remove the jam:
1. Remove the items from the exit pocket and place face down
2. Remove the items from the scanner and place face up
3. Follow the steps in the error message

Note: Clicking OK may clear any items jammed in the scanner. If the scanner does not clear, the user will need to manually remove the items.
```