Introducing your new
COMMERCIAL eDEPOSIT USER GUIDE
Website Interface Instructions

NEW MEXICO BANK & TRUST

Updated 12.07.17

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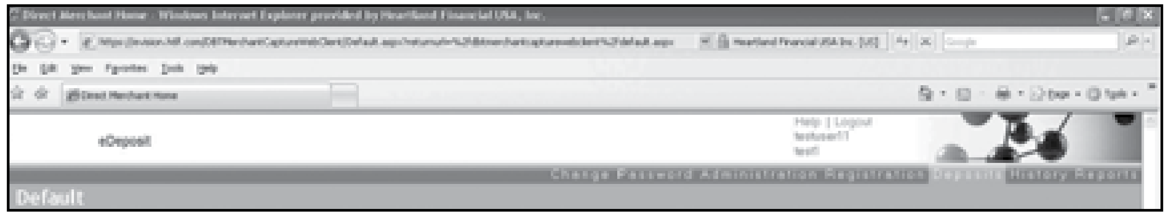
GENERAL INFORMATION

With eDeposit there are six tabs that the user can access: Change Password, Administration, Registration, Deposits, History and Reports.



The actual tabs available will be dependent on the system role assigned to the user. The Administration and Registration tabs will only be present for the following roles:

- Administrator
- Supervisor

When the user first logs into eDeposit, the Deposits tab is initially presented. The top right corner of the web page displays the following:

Help	Selecting this link displays an online user guide for the eDeposit application.
Logout	Selecting this link will exit the user from the eDeposit application.
Username	This name identifies the user that is currently logged into the eDeposit application.
Merchant name	This name identifies the merchant that is currently logged into the eDeposit application.

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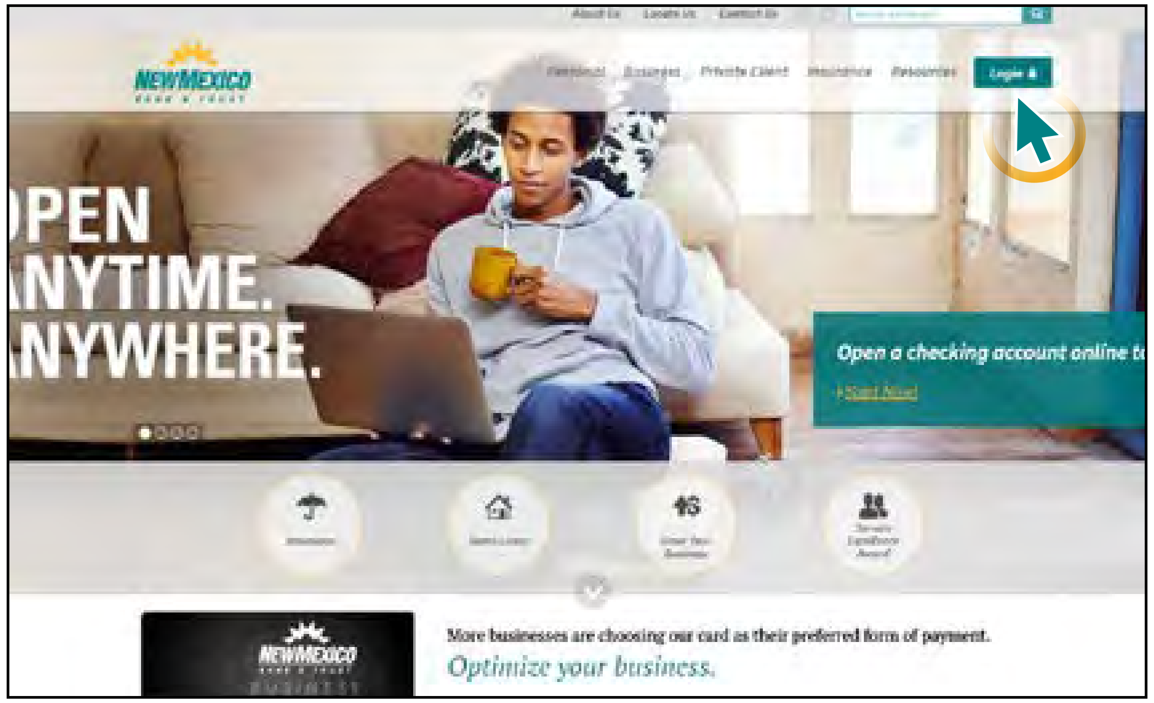
LOGGING IN TO THE SYSTEM

Be sure that your scanner is installed connected, and powered on. For directions on installation, please reference your scanner installation procedures.

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



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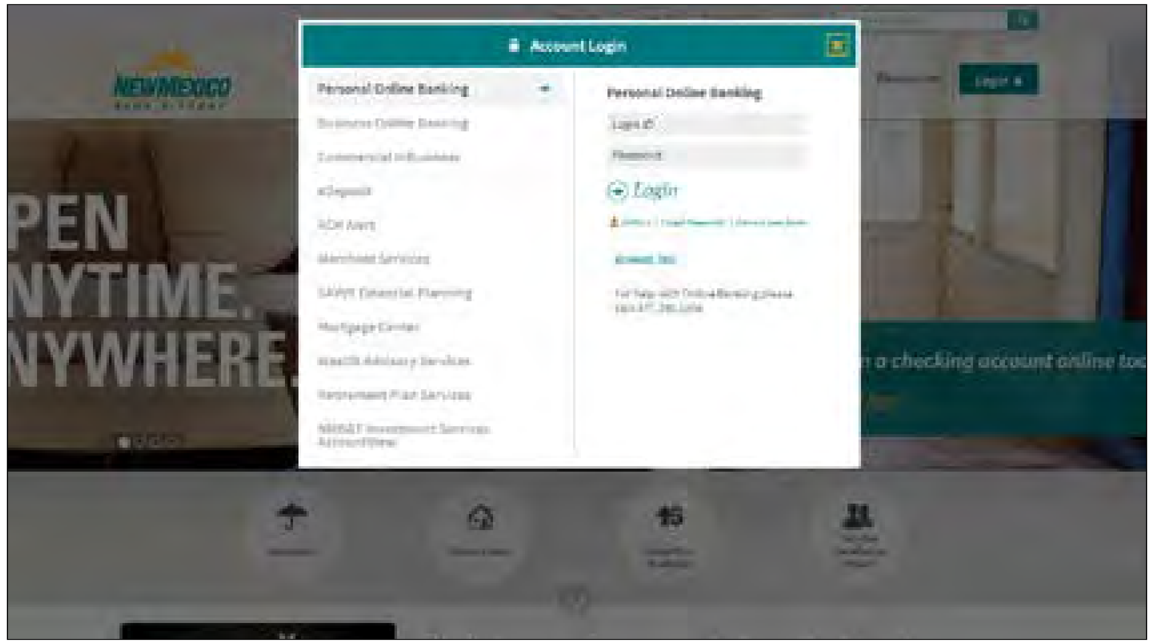
3. From the Login pop-up window, select **eDeposit**.



4. You will be directed to the eDeposit Login Screen. Type in your user ID and click the **Login** button.
   - Your user ID will be provided to you in your welcome letter from the bank.

     NOTE: If you did not register your computer, you will need to answer the multifactor authentication questions at this time. Please reference pages in your scanner installation procedures for scanner registration instructions.

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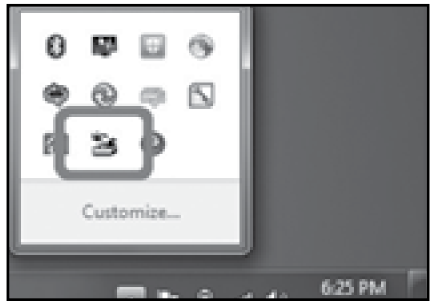
SMARTSOURCE SCANNER USERS ONLY

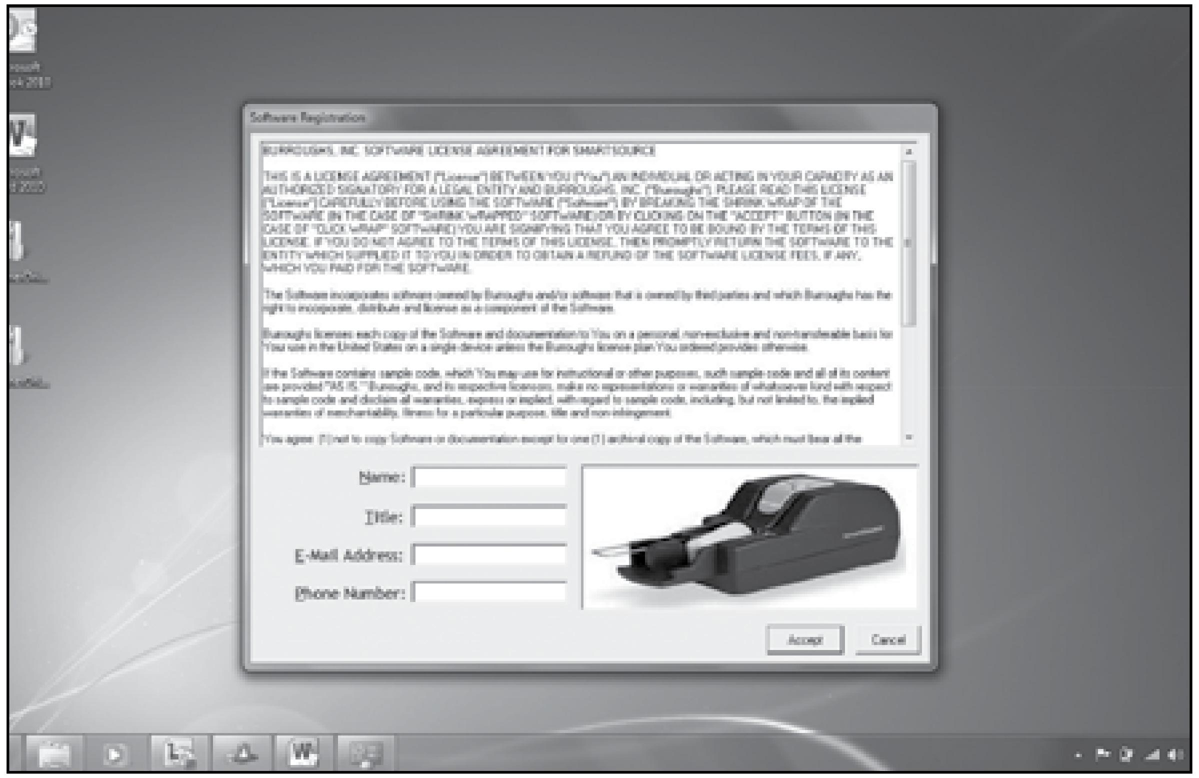
Please skip to next page if not a Smartsource Scanner user.



NOTE: If you are using a SmartSource scanner you will need to have the SmartSource Startup program running at this point. Check to see if it is already running by looking in your taskbar.

If it is not running, double click the SmartSource Startup icon on your desktop. If you do not see the icon, please reference your scanner installation procedures.

If this is the first time you have run this program it will ask you to register the software. Fill in the fields shown below. This is a one-time setup procedure.



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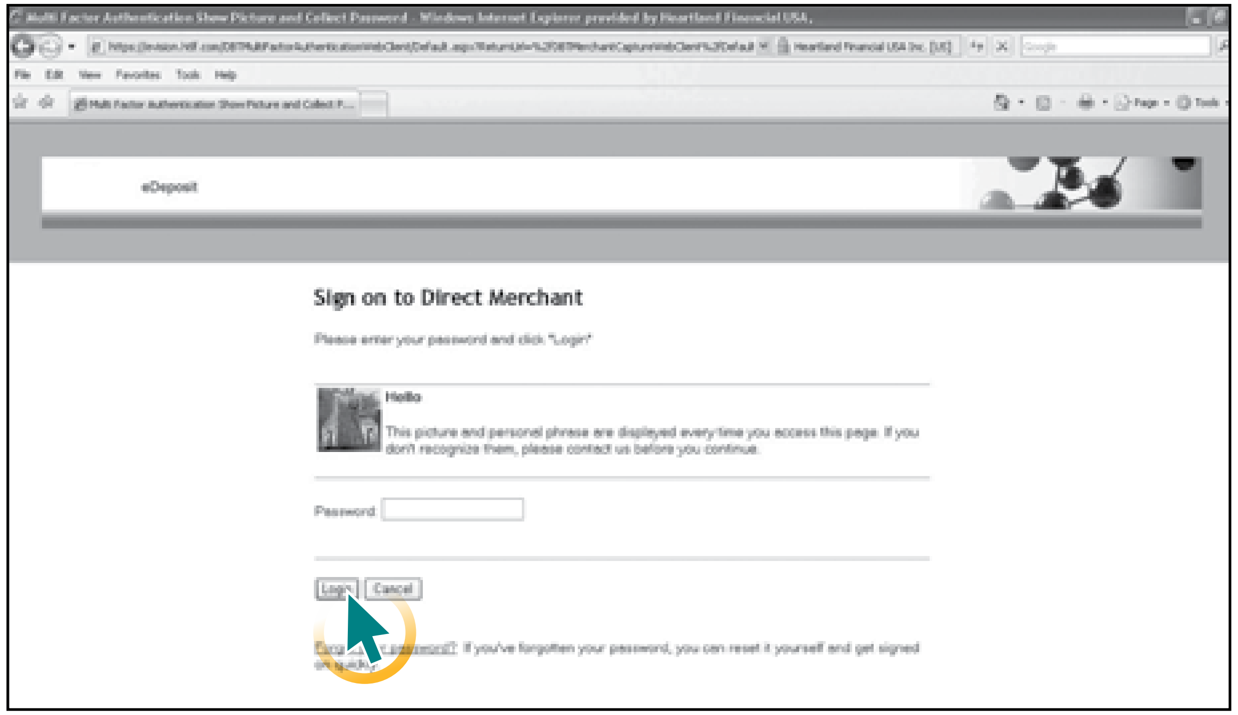
5. Type your password, click the **Login** button. Your password will be provided to you by the Bank.



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USING eDEPOSIT

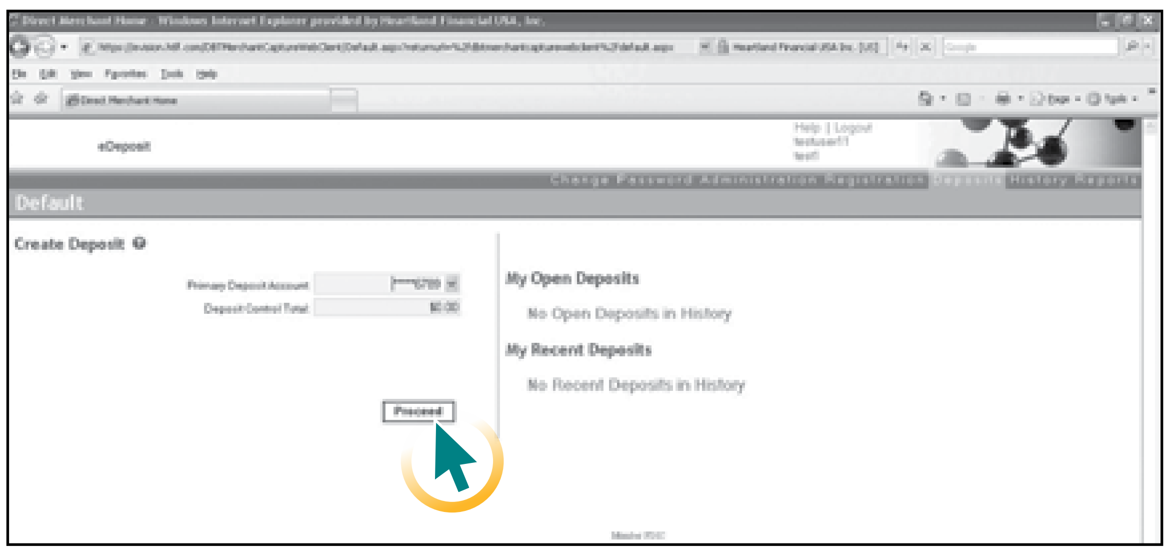
The Deposits tab allows the user to create a deposit and view open and recent deposits.

Create Deposit	This functionality allows a user to create a new deposit providing the Account, Deposit Control Total and any other additional, optional fields.
My Open Deposits	Open deposits are deposits that have not been finalized (i.e. submitted for deposit). Additional items can be captured to an open deposit.
My Recent Deposits	All deposits that have been finalized are listed in the My Recent Deposits section.

You can create new deposits, update, modify and delete any open deposits, and review the history and detail of submitted deposits. To use eDeposit on your internet browser, follow the steps described in this section.

CREATING A NEW DEPOSIT

1. Select the account you are depositing to from the **Account** drop-down list.
2. Calculate the deposit total and enter the amount into the **Deposit Control Total** field.
3. Click on **Proceed**.



4. The **Capture Item** page appears.

   NOTE: If you DO NOT have electronic endorsement, be sure to have your checks properly endorsed before proceeding to step 5.

5. Load the item(s) into the scanner.
   a. Make sure your check(s) are aligned to the bottom right corner.
   b. Items should face to the right.

   NOTE: If using a Teller Scan, items are loaded facing out to the left.

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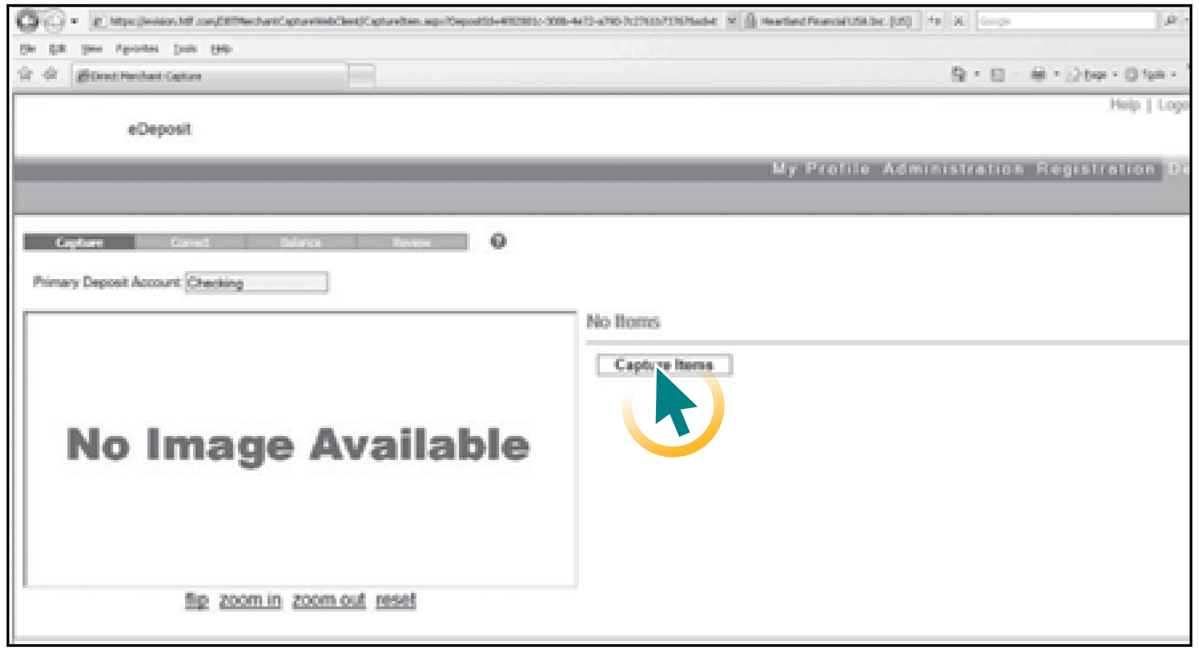
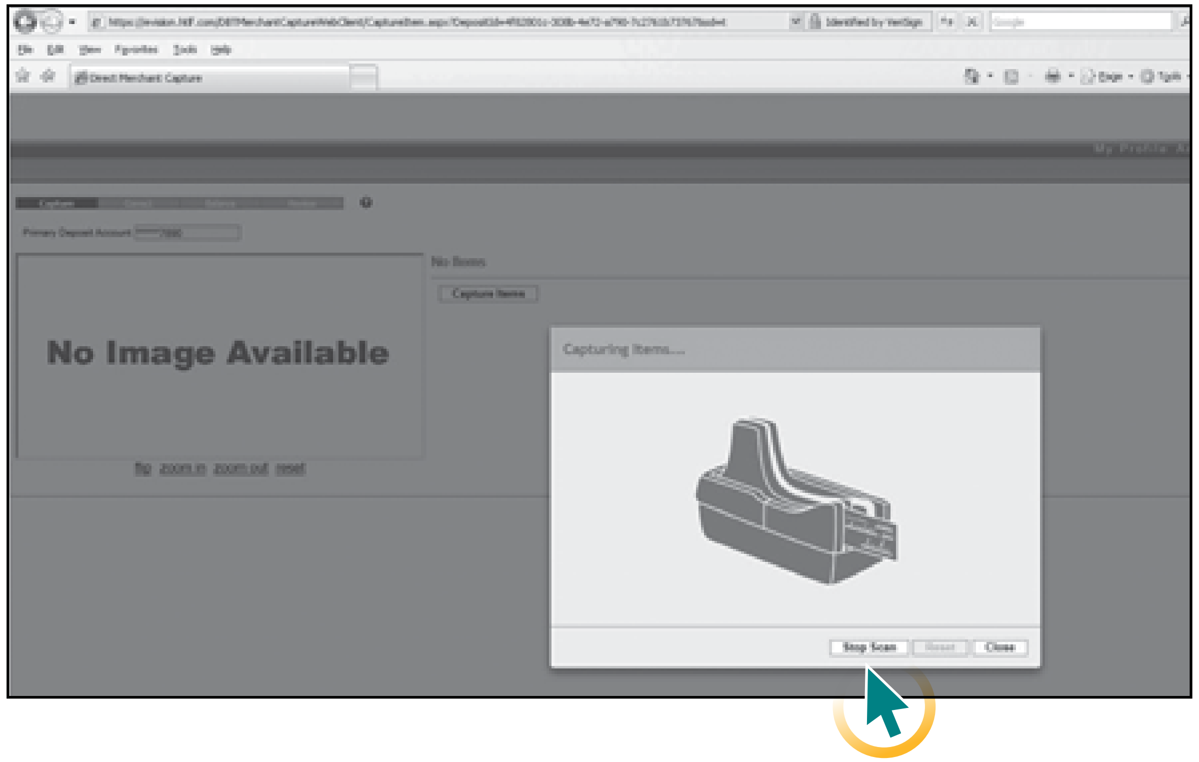
6. Click **Capture Items** and the Capture Items pop-up box appears, then items are scanned and added to the deposit.
   NOTE: If you are using a SmartSource Scanner you will need to press the button on the top once to begin the scan.



7. When you are finished, click **Stop Scan** in the Capture Items pop-up box.



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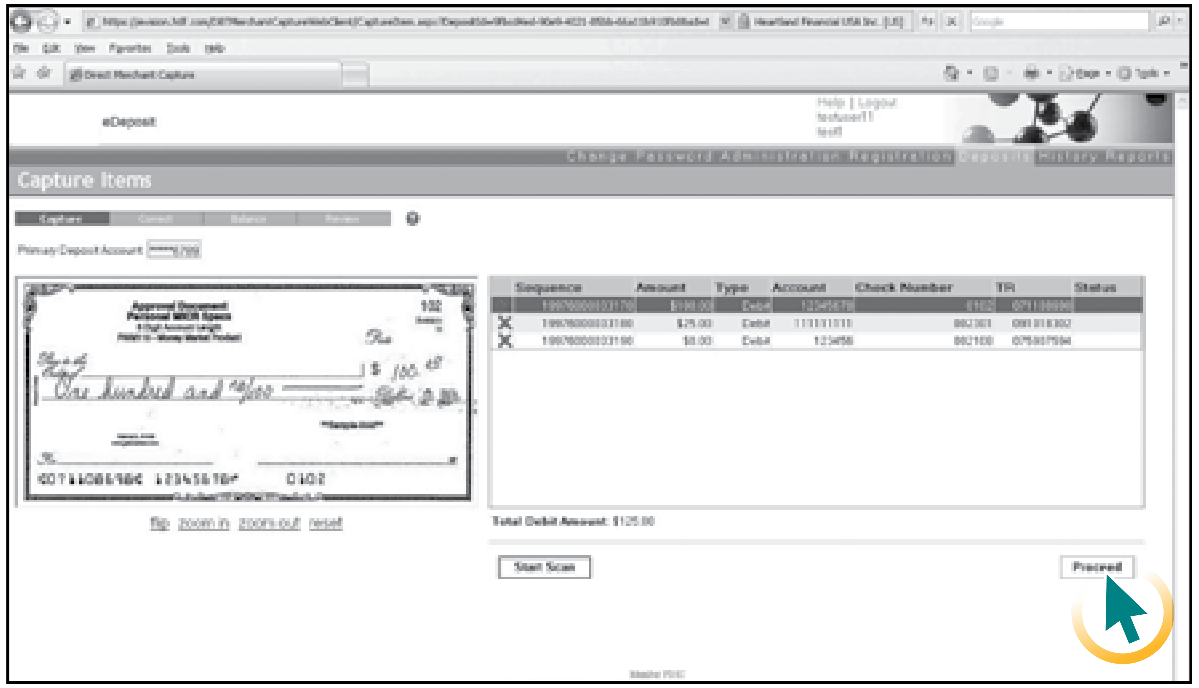
8. The Capture Items page appears again, as shown below.
9. Review the deposit, then click **Proceed**.



- If there are any failed items, the Correct Items webpage will appear and display those items and their corresponding failures and exceptions.
- If there are no failures, the Balance webpage appears.

NOTE: You can add more items to the current deposit by loading the items into the scanner and selecting Start Scan on this screen.

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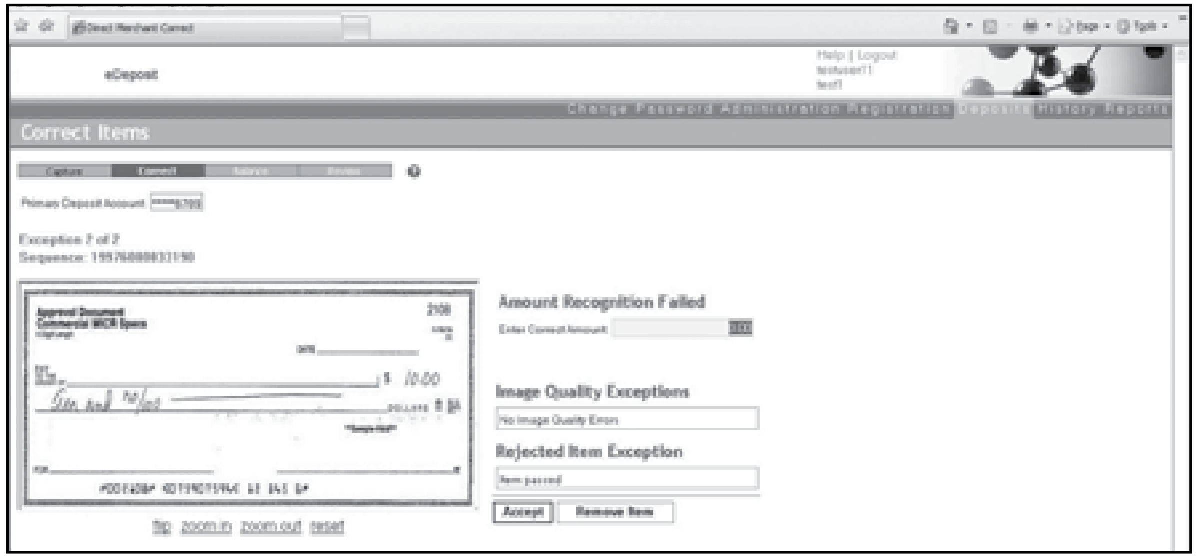
10. If any exceptions exist within the deposit, then the Correct Items webpage appears. This webpage allows for items to be repaired for any of the following conditions:

Duplicate Item	If a duplicate item is captured, then the user is presented both the current and original images for verification. Only a user assigned the role of administrator can accept a duplicate item into the deposit.
Amount Recognition Failed	The user must manually enter the amount of the item if eDeposit does not successfully identify the amount during capture.
Item Data Entry	The section allows for a user to enter data that will be assigned to the item in question. The user must enter data for any field highlighted in yellow; however, any field that is not highlighted in yellow is optional.
Image Quality Exceptions	This section lists all of the image quality and usability errors associated with each item. Only the user assigned the role of administrator can accept an image with image quality and usability errors.
Reject Item Exception	This section provides an explanation of why an item is labeled a reject. An item can be considered a reject based on the following: ▶ The item is foreign (i.e. item drawn in Canada or Mexico) ▶ The scanner is unable to successfully read the MICR ▶ The item routing number is not a valid U.S. number

NOTE: Any user that is not assigned the Administrator or Supervisor role will not be able to accept any item into a deposit that is a duplicate item or a critical failure/reject.

- To accept an Exception Item into the deposit, all required data entry fields must contain data. Click Accept once all required fields are populated with data.
- If the choice to remove the item is made by selecting the Remove button, the item will be removed and the operator will be asked to acknowledge and verify that this is what is wanted.

NOTE: Any item that is removed can be recaptured.



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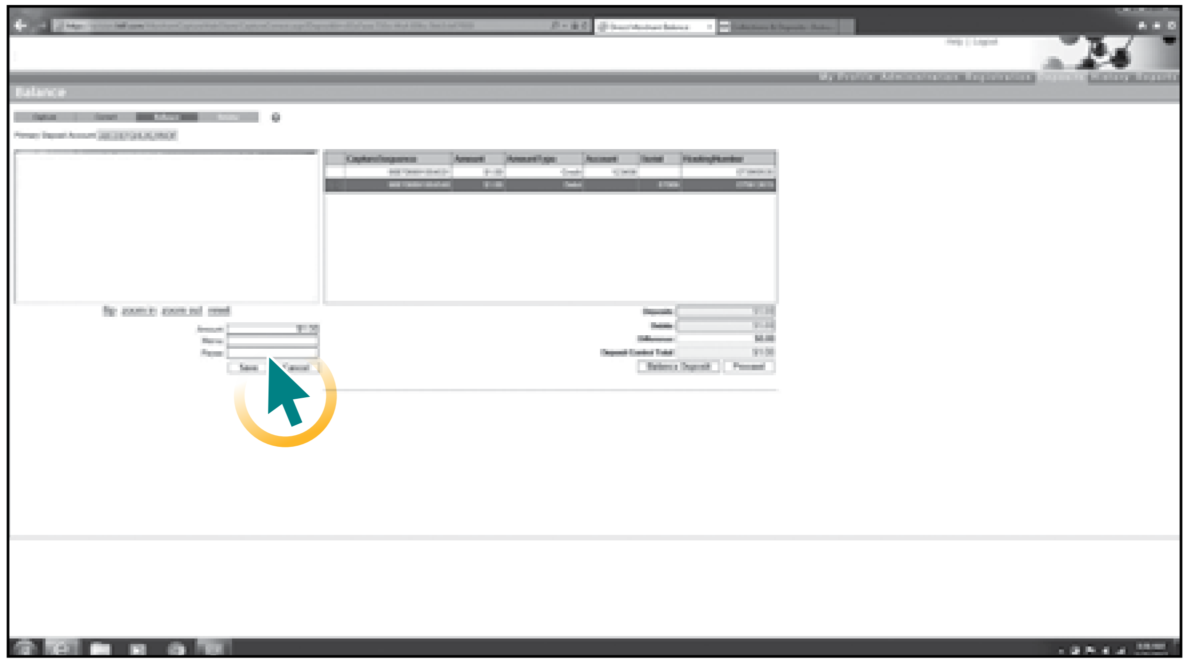
11. When the last exception in the Correct Item webpage is corrected, the Balance webpage appears, as shown below.

- If the combined item total does not match that of the deposit, then the deposit can be balanced and is eligible for submission. Click **Proceed** to continue.
- To edit the amount of an item, select the item in the grid and edit the amount below the image. Click **Save** to finalize any change
- If the calculated total matches the deposit total, and there are no failed items, then a virtual deposit ticket is created.
- Memo & Payee line—The field is a free form and allows any data to be typed in. This information is available within reports. Please refer to page 16 for details on accessing these custom fields within reports.

NOTE: This feature is not a standard feature. To add these fields, please contact the bank.

NOTE: If Save is not selected, then any changes made will not be implemented.

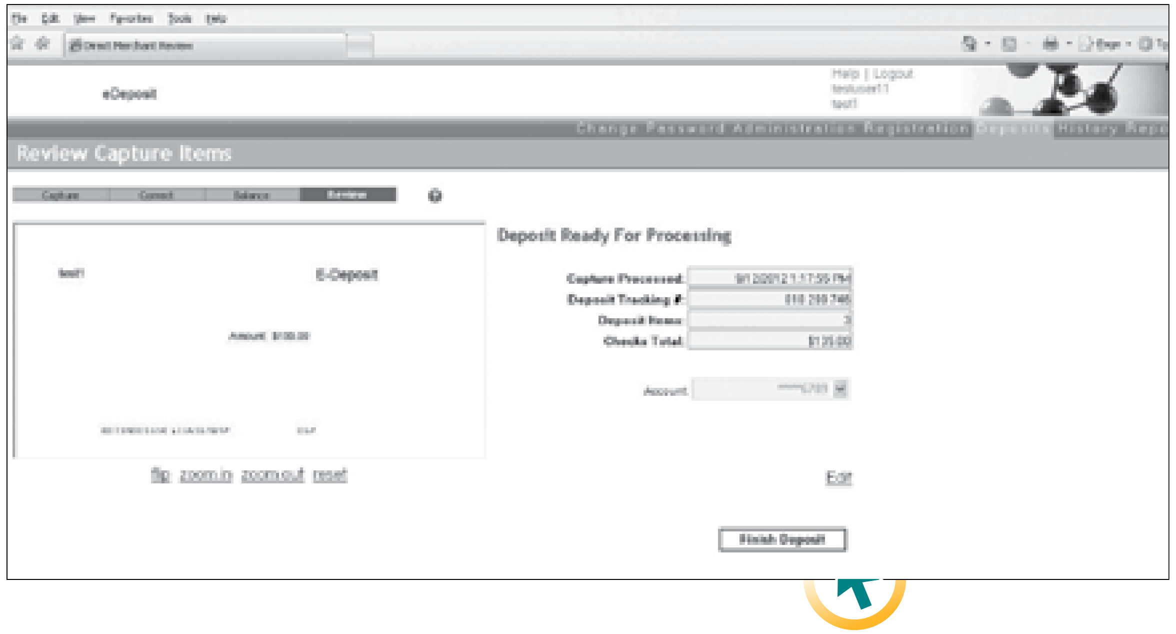
- Click **Proceed**.



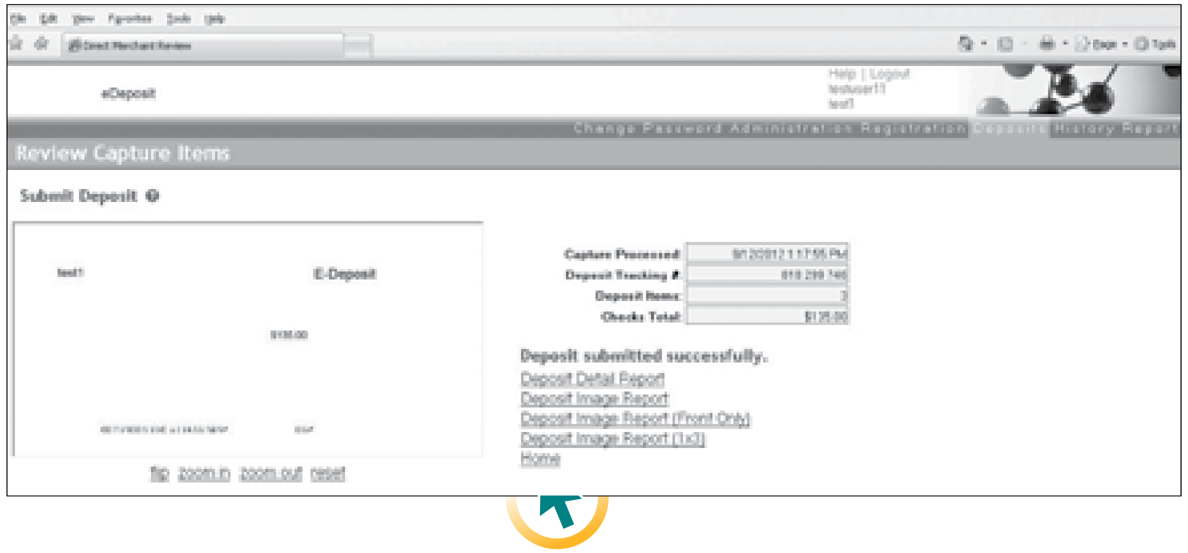
12. When the deposit is in balance, the Review Capture Items webpage appears.

NOTE: Once the Finish Deposit button is pressed, the Deposit is transmitted to the Financial Institution and no further changes are possible.

Verify the information here and select **Finish Deposit**. The user will be given options to view reports immediately following this selection.



The following webpage appears once the deposit is submitted for processing.



The operator is given four options here for viewing reports. To return to the Initial Deposits webpage, click **Home**.

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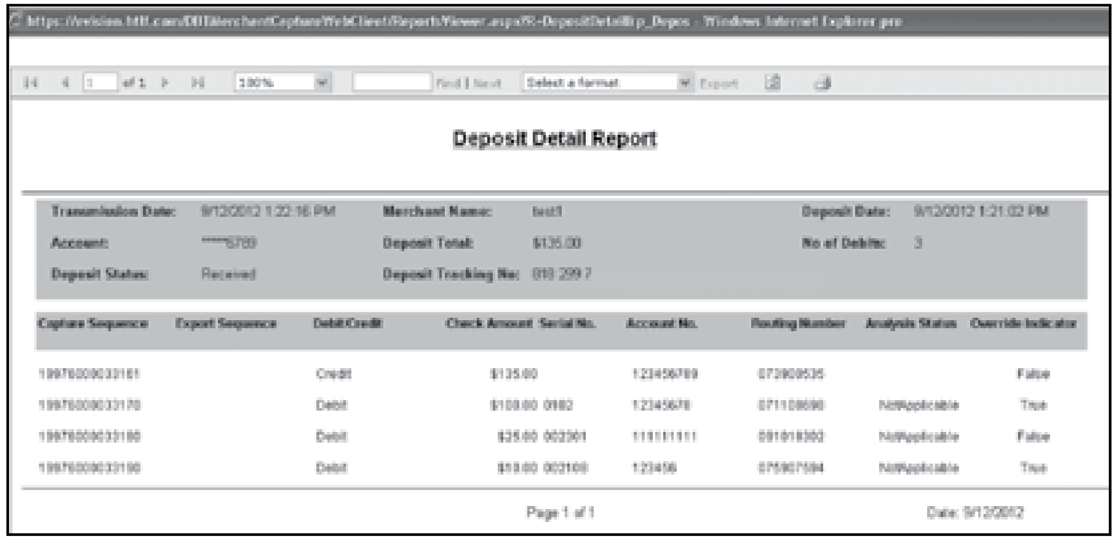
If you forget to pull the report immediately following the deposit, needed reports are still available for review within the system. Instructions for pulling the reports are available by clicking the reports tab, then choosing **View Reports Instructions**.

All deposit reports are available within the eDeposit system for 30 days. Images of deposited items are available through the InBusiness Online Banking system for 12 months.

A sample of the Deposit Detail Report can be seen below.



Deposit Detail Report

Transmission Date: 9/12/2012 1:22:16 PM   Merchant Name: test1   Deposit Date: 9/12/2012 1:21:02 PM
Account: *****6789   Deposit Total: $135.00   No of Debits: 3
Deposit Status: Received   Deposit Tracking No: 818 299 7

Capture Sequence	Export Sequence	Debit/Credit	Check Amount	Serial No.	Account No.	Routing Number	Analysis Status	Override Indicator
199760000033161		Credit	$135.00		123456789	073909535		False
199760000033170		Debit	$100.00	0102	12345678	071108690	NotApplicable	True
199760000033180		Debit	$25.00	002301	111111111	091018302	NotApplicable	False
199760000033190		Debit	$10.00	002100	123456	075907594	NotApplicable	True

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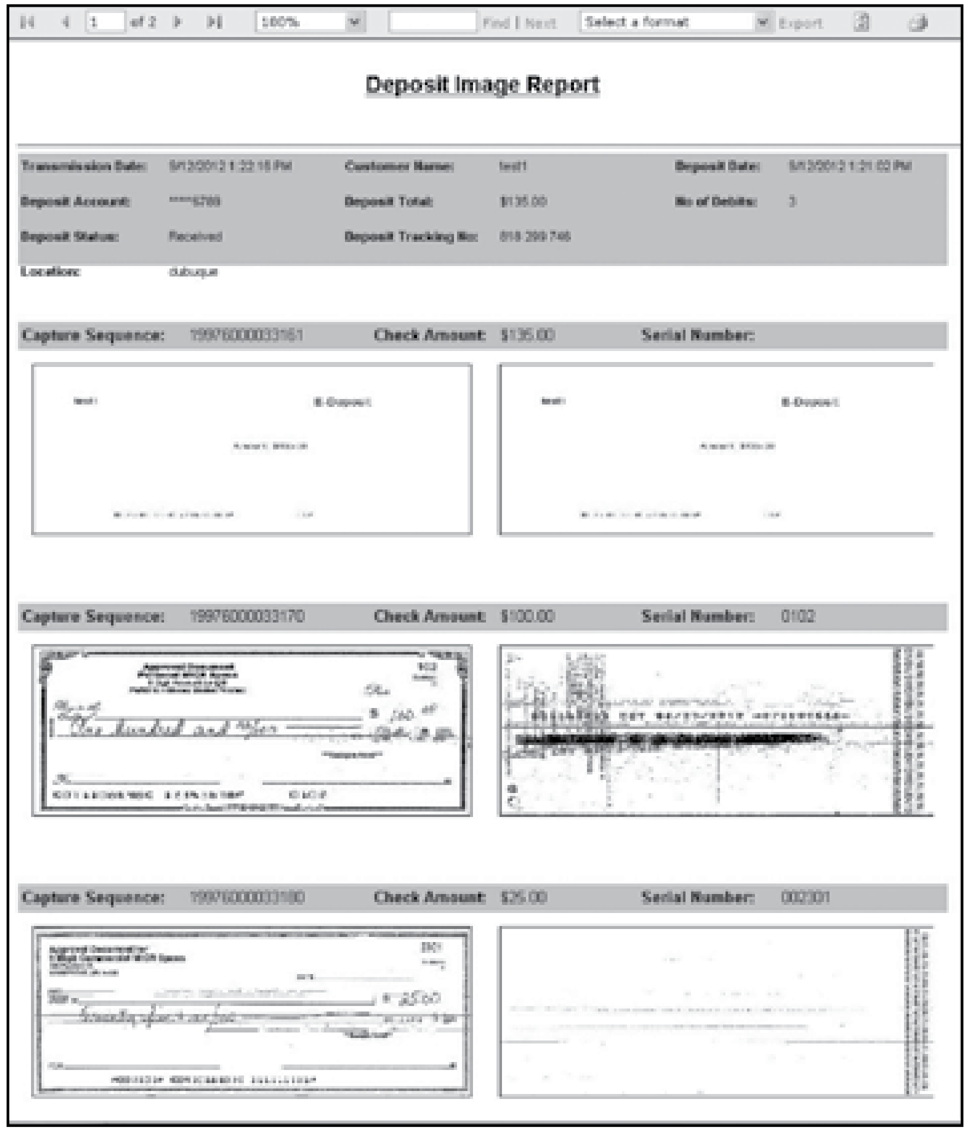
A sample of the Deposit Detail Image Report can be seen below.



Deposit Image Report

Transmission Date: 9/12/2012 1:22:16 PM   Customer Name: test1   Deposit Date: 9/12/2012 1:21:02 PM
Deposit Account: *****6789   Deposit Total: $135.00   No of Debits: 3
Deposit Status: Received   Deposit Tracking No: 818 299 746
Location: dubuque

Capture Sequence: 199760000033161   Check Amount: $135.00   Serial Number:

Capture Sequence: 199760000033170   Check Amount: $100.00   Serial Number: 0102

Capture Sequence: 199760000033180   Check Amount: $25.00   Serial Number: 002301

NOTE: The other reports are as follows:

Deposit Image Report (Front Only)

- This is the Deposit Image Report with images of the front of the checks only.

Deposit Image Report (1x3)

- This is the Deposit Image Report with front-only images in a 1x3 format (default is 2x6). Use this report if larger images on printed pages are needed.

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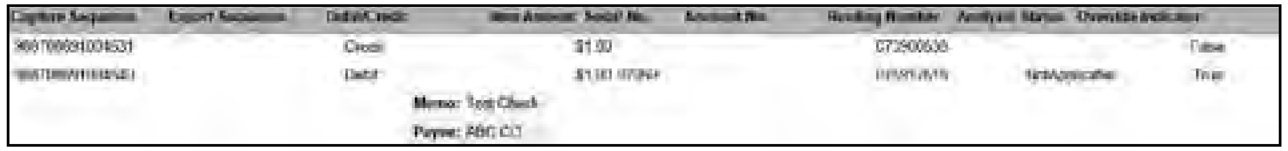
PULLING A REPORT WITH CUSTOM MEMO/PAYEE DATA FIELDS

In the **Reports** table, check the **Include Custom Fields** box. The Memo and Payee field will then be visible in the report.

NOTE: Memo and Payee fields are not standard features when creating a deposit. To add these fields, please contact the bank.



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MODIFYING AN OPEN DEPOSIT

You can add items to, and modify individual items within an open deposit. To modify an open deposit, do the following:

Add Items

1. If you have not already done so, log in as described under Creating a New Deposit.
2. Under **My Open Deposits**, click the link for the deposit you need. The Capture Items page appears.
3. Load items into the scanner and click **Start Scan**. The Capture Items pop-up box appears, then items are scanned and added to the selected open deposit.
4. Continue by stopping the capture process as described in Creating a New Deposit.

Modify Items

1. If you have not already done so, log in as described in under Creating a New Deposit.
2. Under **My Open Deposits**, click the link for the deposit you need. The Capture Items page appears.
3. Select the item you need, then modify the item as described in the correction process under Using eDeposit.

   Note: Items can only be modified within the Balance section of an open deposit.

Delete Items

1. If you have not already done so, log in as described in under Creating a New Deposit.
2. Under **My Open Deposits**, click the link for the deposit you need. The Capture Items page appears.
3. Click on the red **X** to the left of the item.
4. You will then be prompted with a box confirming that you want to delete the item. Press OK.

Delete a deposit

1. If you have not already done so, log in as described in under Creating a New Deposit.
2. Under **My Open Deposits**, click on the red **X** to the left of the deposit you want to delete.
3. You will then be prompted with a box confirming that you want to delete the item. Press OK.

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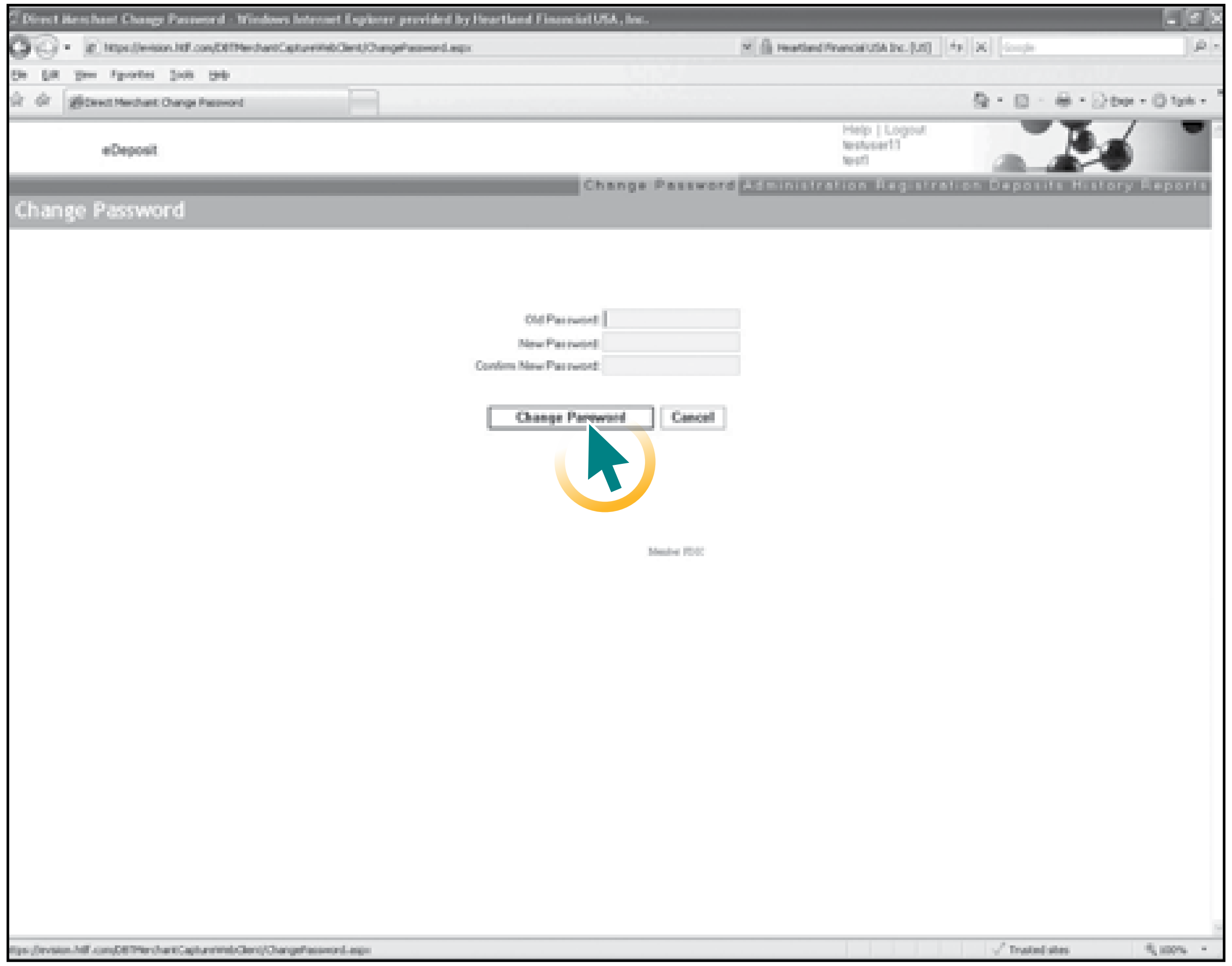
CHANGE PASSWORD

This tab allows for a user to reset his/her password. To reset the password, follow the instructions provided below.

NOTE: Your user name and password are case sensitive.

NOTE: When changing the password it must be seven characters and have one unique character (for example: password@)

1. Enter the current user password in the **Password** field.
2. Enter the new user password in the **New Password** field.
3. Re-enter the new user password in the **Confirm New Password** field.
4. Select **Change Password** to complete the process.



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ADMINISTRATION

This tab allows for a user assigned the role of Administrator or Supervisor to perform the following functions:

- Create a new user (Only available to the Administrator Role)
- Remove an existing user (Only available to the Administrator Role)
- Edit user properties
- Set user access (Enabled or disabled)
- Reset a user password
- Reset Duplicate Item History

Below is a list of the functions available to each role that is set up. More than one role may be assigned to each user. In order to have access to all functions all roles must be selected.

Merchant Supervisor

- Register Client
- Override Capture Errors
- Modify User Information
- Delete Duplicate Items
- Reset Duplicate Deposits

Merchant Depositor

- View Reports (all users)
- View History (all users)
- Run/View Queries (all users)

Merchant Receiver

- Create, Capture, Correct, Balance and Transmit Deposits
- View Reports (own items only)
- View History (own items only)
- Run/View Queries (own items only)

Merchant Operator (Smart Client Only)

- Option not in use at this time.

NOTE: Having the Supervisor role does not implicitly give the user the subsequent privileges. For full access, give the user all available roles.

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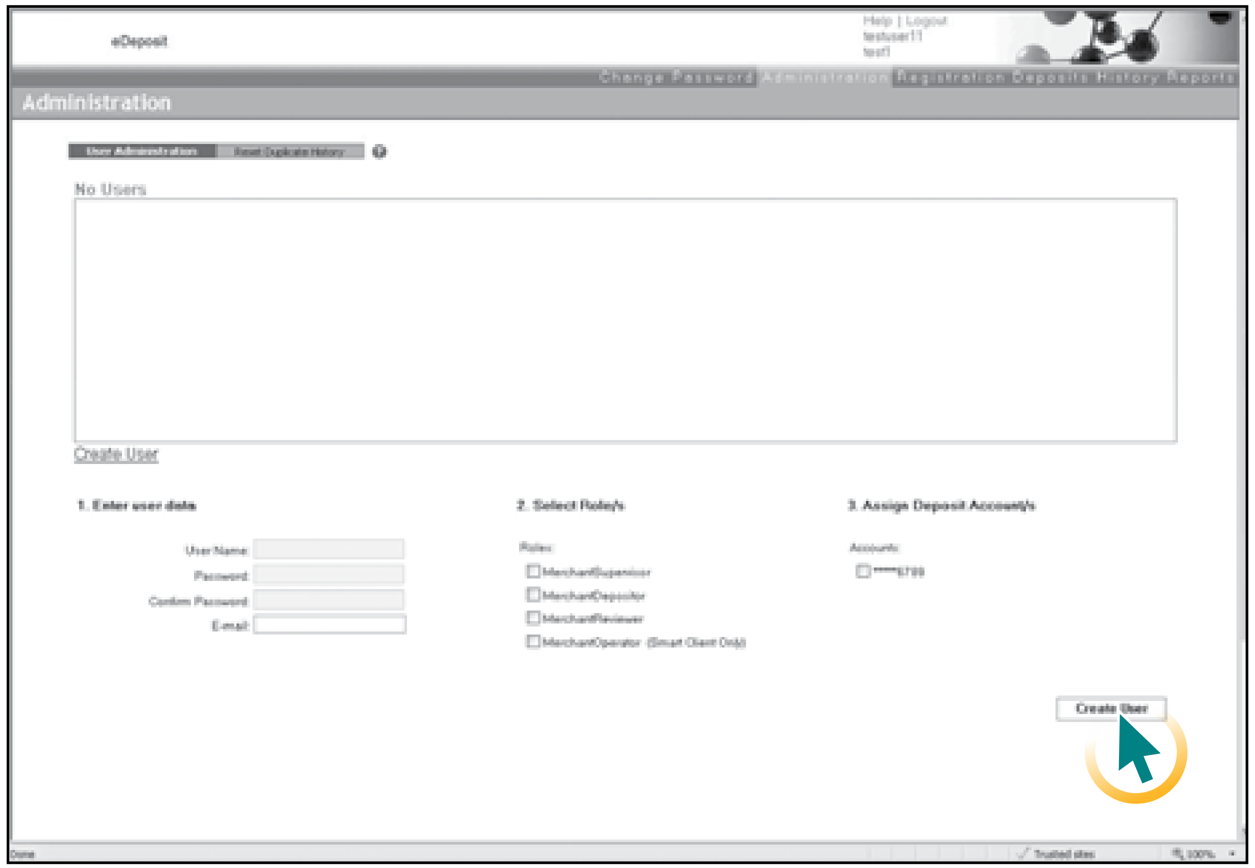
CREATING A NEW USER

This option allows an administrator to create a new user.

1. To do so, click **Create User**. Type in the User Name, Password, Confirm Password and Email.
2. Assign the necessary Roles and Accounts by checking the boxes to the left of the various Roles and Accounts.
3. **Click Create** User to complete.

The user should appear automatically within the user list provided in the User Administration tab.



REMOVING AN EXISTING USER

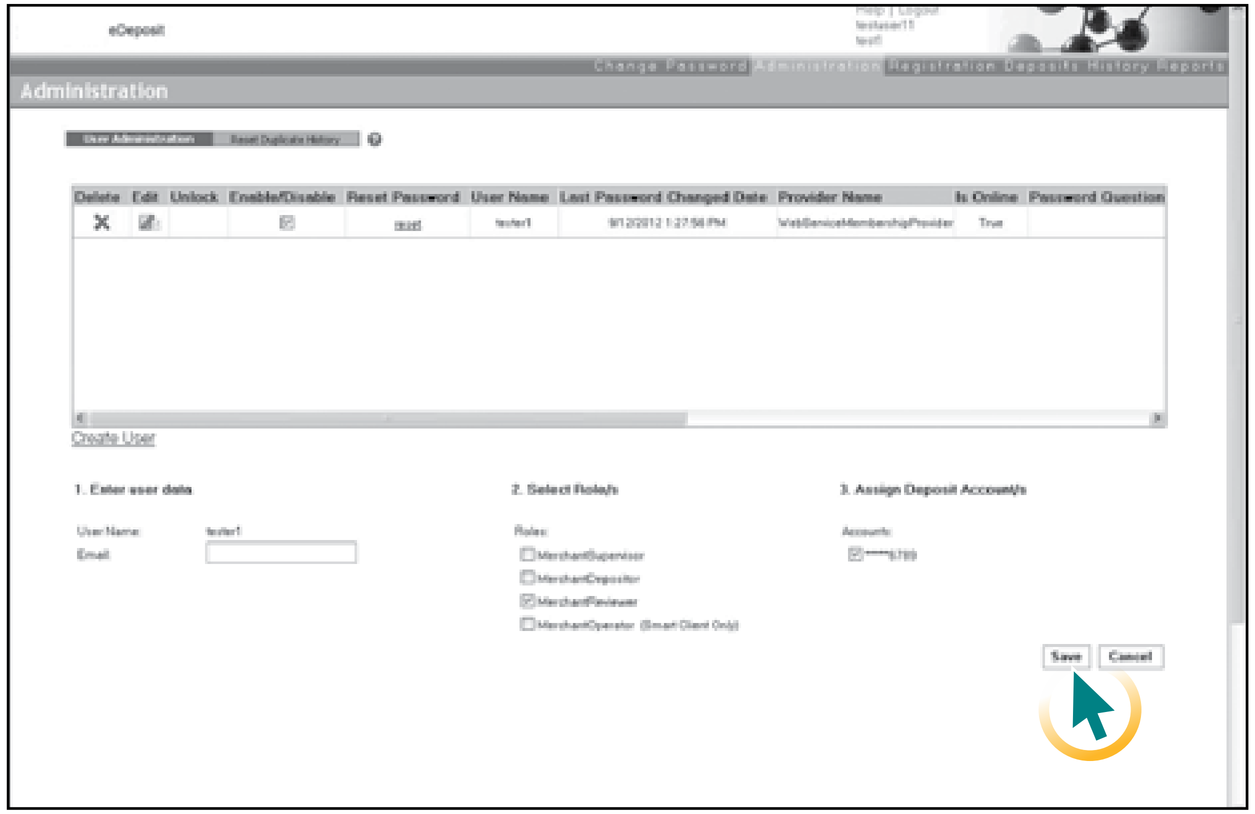
This option allows an administrator to delete a user. To do so, select the Delete icon next to the user to be removed. Click **OK** to complete.

EDITING USER PROPERTIES

This option allows an Administrator or Supervisor to configure a user's email, assign deposit accounts and roles. To edit the user properties, follow the instructions provided below.

1. Select the **Edit** icon to configure a user's email, role(s) and deposit accounts.
   - To configure a user's email, enter the email in the **Email** field.
   - To assign/unassign role(s), select/uncheck the appropriate role(s).
   - To assign/unassign Deposit Accounts.

   NOTE: Any user assigned the role of Administrator is not displayed in this section.
2. Select **Save** to confirm all configurations.



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SETTING USER ACCESS

This option allows an Administrator or Supervisor to prevent a user from logging into the application. To prevent a user from logging into eDeposit, unselect the **Enable/Disable** box.

RESETTING PASSWORDS

This option allows an Administrator or Supervisor to reset a user's password. To reset a user's password, select the **Reset** link, enter the password and select **Save**.

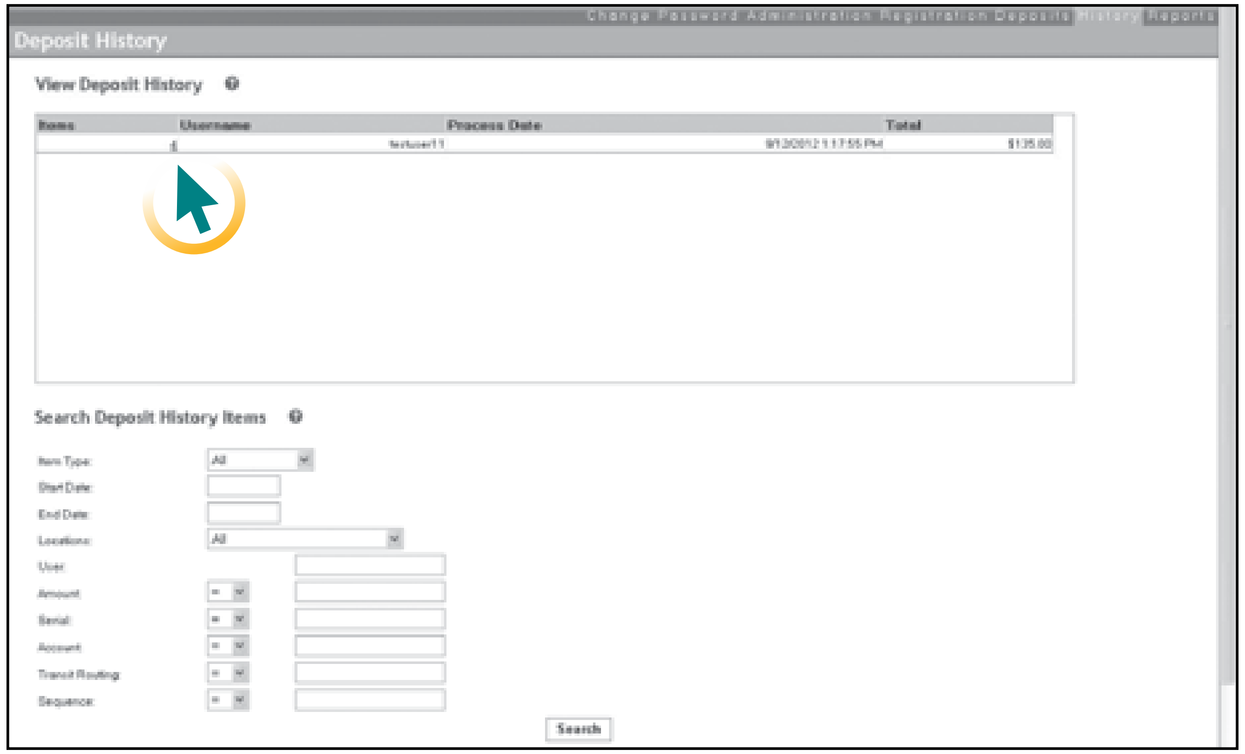
REGISTRATION

This tab allows for a scanner to be registered for capture to the local client PC. The scanner is registered during installation and should not need to be done again. Please reference your scanner installation procedures.

DEPOSIT HISTORY

This tab allows viewing of the deposit history submitted. After clicking on the History tab, a summary of all deposits made will be displayed.

To view deposit history details, click on the items as shown below.



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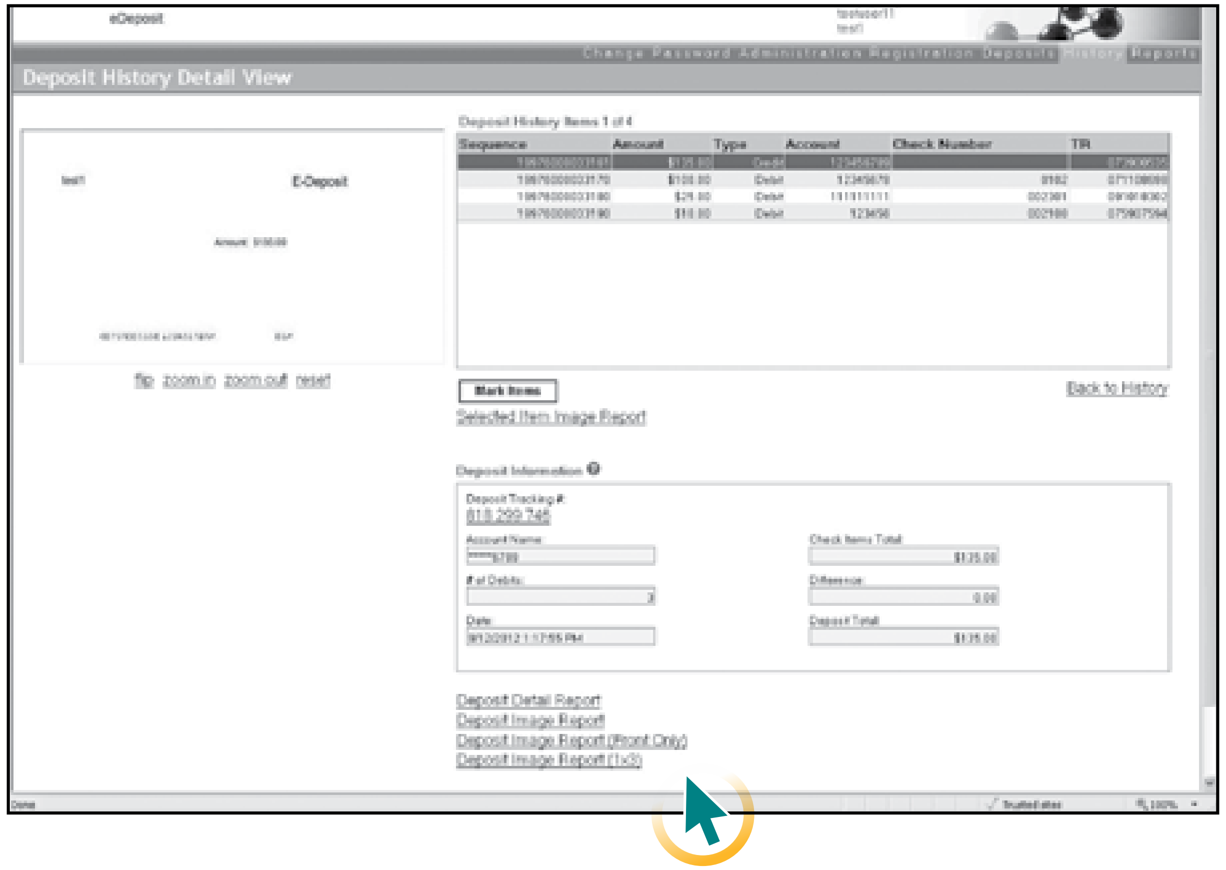
VIEW DEPOSIT HISTORY DETAIL

Once on the Deposit History Detail screen, you can choose to generate and view Deposit Detail Reports or Deposit Detail Images by clicking on the links as shown below.



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SEARCH ITEMS

This option allows the user to search for specific items within the current database. To search for an item(s), perform the following:

1. Configure the search requirements by selecting the appropriate fields and entering the necessary text.
2. Select **Search** to initiate the search criteria.

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REPORTS

This tab allows for the configuration, presentation and output of direct merchant-related reports.

VIEW REPORTS

This option allows the user to select one of the following reports:

- Deposit Detail Report
- Deposit Image Report
- Deposit Image Report (Front Only)
- Deposit Image Report (1x3)
- Deposit Summary Report
- All Deposits Summary Report
- Export Capture Data
- Location Summary Report

NOTE: Scanners are currently setup with one location.

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Deposit Detail Report

This report provides details of a selected deposit. To run this report, perform the following steps:

1. Select **Deposit Detail Report**. The Input Field Entry page displays.
2. Select a **Date**.
3. Select a **Deposit Description**.
4. Optional: Click the **Include Custom Fields** check box to display all relevant custom field data in the report.
5. Select a report layout of either **Tab** or **Window**.
6. Click the **View Report** button.

Deposit Image Report

This report provides summary detail of a deposit and front/back images of each item in that deposit.

To run this report, perform the following steps:

1. Select **Deposit Image Report**. The Input Field Entry page displays.
2. Select a **Date**.
3. Select a **Deposit**.
4. Select a report layout of either **Tab** or **Window**.
5. Click the **View Report** button.

Deposit Image Report (Front Only)

This is the Deposit Image Report with front-only images.

Deposit Image Report (1x3)

This is the Deposit Image Report with front-only images in a 1x3 format (default is 2x6). Use this report if larger images on printed pages are needed.

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Deposit Summary Report

This report provides a summary of deposits for a specified account in the selected date range.

To run this report, perform the following steps:

1. Select **Deposit Summary Report**. The Input Field Entry page displays.
2. Select the deposit **Account**.
3. Enter a **Location**, or keep **All Locations** selected.
4. Enter a **Start Date** and **End Date**.
5. Optional: Click the **Include Custom Fields** check box to display all relevant custom field data in the report.
6. Select a report layout of either **Tab** or **Window**.
7. Click the **View Report** button.

All Deposits Summary Report

This report provides a detailed summary of all deposits captured on a given date or date range.

To run this report, perform the following steps:

1. Select **All Deposits Detail Report**. The Input Field Entry page displays.
2. Enter a **Location**, or keep **All Locations** selected.
3. Enter a **Start Date** and **End Date**.
4. Optional: Click the **Include Custom Fields** check box to display all relevant custom field data in the report.
5. Select a report layout of either **Tab** or **Window**.
6. Click the **View Report** button.

   NOTE: The Analysis Status column is primarily for items captured using Smart Deposit.

   - Blank - Smart Deposit Virtual Items
   - Not Applicable - eDeposit All Items
   - Override - Smart Deposit Physical Items that have been edited.
   - Passed - Smart Deposit Physical Items that have not been edited\viewed in the correction phase.

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Location Summary Report
This report provides a detailed summary of all deposits and debits captured on a given date or date range by location.

NOTE: Scanners are currently setup with one location.

To run this report, perform the following:

1. Select **Location Summary Report**. The Input Field Entry page displays.
2. Enter a **Start Date** and **End Date**.
3. Select an **Account**.
4. Select a report layout of either **Tab** or **Window**.
5. Click the **View Report** button.

Export Capture Data
This feature allows deposit data to be exported in a CSV format. To run this report, perform the following:

1. Select **Export Capture Data**.
2. Enter a **Start Date** and **End Date**.
3. Select **Export Report**.
4. Choose to **Save** or **Cancel** the Export Capture Data Report.
5. If saving the report, configure a report name and select a location in which to save the file.

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REPORT LAYOUT

This section of the documentation discusses the functionality and features available within all reports.

Flip Page	This feature allows the user to display the next or previous report page.
Back to First/ Last Page	This feature allows the user to display the First or Last report page.
Refresh	This feature performs a refresh of the active report web page.
Print	This feature allows the user to print the report.
Export	This feature allows the user to output and save deposit data in one of three formats. These formats include CSV, PDF and XLS.
Zoom In/Out	This feature allows the user to increase or decrease the resolution of the report.
Find | Next	This feature allows the user to locate text within the report.

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eDEPOSIT TROUBLESHOOTING

SOURCE OF ISSUE	PROBLEM/ERROR	RECOMMENDED SOLUTION
Cannon 190	Machine consistently double feeds, jams or reads the wrong amounts.	Adjust sensitivity knob on the side of the machine.
Cannon 190	Scanner gives "***Device not responding***" error. Driver is installed, cords are plugged in.	Verify you have Microsoft Visual C++ 2005 & 2008 Redistributable Packages installed. You can download them from the following links: Microsoft Visual C++ 2005 SP1 Redistributable Package: (x86): http://www.microsoft.com/en-us/download/details.aspx?id=5638 Microsoft Visual C++ 2008 SP1 Redistributable Package: (x86): http://www.microsoft.com/en-us/download/details.aspx?id=5582
Epson	Check advances to the middle "error" tray. Error message comes up and says "***Double feed detected.***" There will not be a way to proceed.	Scan the check upside down. Scan a photocopy of the check. Clean the sensor on the bottom of the intake tray. Send other checks through to see if all checks are causing this error or only one specific check. If all fails, contact bank to order new scanner.
Smart Source	When uninstalling the CAPI/Smart Source program, it cannot find the install log and will not uninstall.	Contact bank.
Smart Source	Smart Souce scanner does not feed check, gives no error.	This is usually an issue with timing. Wait to press start scan until the light is blinking (usually about 2-3 seconds). Then wait until the light is a solid green before pressing the button on the scanner. Also make sure to press the button and release quickly, don't hold it down.
Computer	If a firewall, Ports needed to have open.	Ports 80, 443, and 6655 // Our IP if needed 65.125.110.132
HTLF Web Server	"***The server has encountered an error with your configuration. Please contact your system administrator.***"	Contact bank.
HTLF Web Server	"***Failed to initiate new deposit.***"	Contact bank.
HTLF Web Server	"***Error: unable to get exceptions.***"	Contact bank.
Installation	"***Error 1722: There is a problem with this Windows Installer package.***"	Unzip the .exe file. Disable Norton temporarily.
Installation	"***Error 2738: Could not access VBScript run time for custom action***" when installing driver.	Disable Anti-Virus completely and try again. If issue persists, contact bank.
Installation	Installation locks up without giving an error.	Wait at least 15 min, sometimes the install will seem to lock up, but will go though if you let it sit long enough. Happens most often on Windows 8.
Installation	"***Windows cannot verify the digital signature.***" Driver is not registerring after install.	Make sure they have the latest windows updates, uninstall and reinstall the driver. You may need to use the removal tool to completely uninstall.
Installation	Computer asks you to enter install disk. Saying that it's looking for a specific file.	Contact bank.
Installation	"***Error 1720: There is a problem with this Windows Installer package. A script required for this install to complete could not be run.***"	Unzip the .exe file and run again; OR unzip and right click on setup.exe and run as admin; OR reboot computer. Check to see if Norton AntiVirus is running. If that doesn't work--uninstall, re-install, reboot and try again. Re-create the user profile in windows for the user. On Windows 10; make sure when extracting the file, that it is also extracting the CD Install file.

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Installation	Failed to load client print control.	Install the Microsoft Visual C++ 2010 Redistributable Package (x86): https://www.microsoft.com/en-us/download/details.aspx?id=5555. Reboot the computer and try again.
Internet	Object reference error	See if the site is on the trusted list and the security settings are correct. Also, check to be sure you are not using a scanner from another bank on the same PC. Make sure the correct scanner is registered.
Internet	No box to edit amounts	Change to Compatibility View under Tools.
Internet	Multi-feed MyVision X only takes one check at a time, or moves much slower.	Change to Compatibility View under Tools.
Internet	Internal Web Serivce Error	Do not use a desktop shortcut to access the login page.
Internet	Customer gets a bubble pop-up in the system tray that tells them that WinDriver has 30 days left in an evaluation period.	Install the 64-bit driver if using Windows XP 64-bit. This is not supported, but has worked periodically.
Internet	htlf.com not responding	Try a driver reinstall. Make sure the user is a full admin on Windows. If they are an admin, make sure you can open the c:\program data\advanced financial solutions folder, if not, reinstall by using "Run as Administrator." Update folder permissions using guide in eDeposit shared folder.
Internet	Server Error in/Application—Runtime Error	Load the site from the main bank webpage instead of using a shortcut or favorite link.
Internet	Screen Sticks on Verifying Client	Add htlf.com to Compatibilty View settings under Tools. Also, redo the standard security settings under internet options.
Internet	IE Crashes after scanning the check, "***Internet Explorer has stopped working.***"	Check to make sure it registered fully. See above if the registration isn't sticking. Check to make sure the user has access to C:\Program data\Advanced Finacial Solutions by trying to open that folder. If not, and if this user is an admin, contact FIS for help with this. We need to take ownership of this file.
Internet	Scanner has to register each time they login.	Check the browser security settings.
Internet	Cannot change IE browser settings	Contact IT to assist with settings.
eDeposit Webpage	Page gets stuck on initial login page and cannot navigate to any page after that.	Remove any leading or trailing spaces in the account description. Spaces in the middle of the description are ok. For example "Bill Doran" is ok. "Bill Doran ," with an extra space after 'Doran' is not.
eDeposit Webpage	Checks scan correctly, but when you click "finish deposit," the deposit disappears without giving an error; clicking on a report gives "no report found" or loads a report with no images, and nothing shows in recent deposits.	Make sure their isn't a space anywhere in the user name or any other invalid character.
eDeposit Webpage	Did not receive an email for a transmitted deposit.	Go in to File>Research Date then select the date and okay. Next go to file>retransmit. From here select the files to retransmit and enter okay. Enter transmission user ID and password to make sure it goes correctly.
Scanner	Scanner will advance checks, but produces no image and gives no error.	Re-install the driver, replace the power supply.
Scanner	Read failure error	Clean the machine to ensure nothing is stuck in it, then reboot. Uninstall and reinstall.
Scanner	USB Device not recognized	Power down computer completely; then unplug the power from the outlet. Wait a few minutes, then plug the power back ino the wall outlet and power the computer back on. This should reset everything.
Scanner	Check goes through the machine, but reads "Processing 0 of 1"(or however many checks were ran) - no image appears.	Reset Windows Internet Explorer multiple times.

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eDEPOSIT TROUBLESHOOTING (continued)

Scanner/Internet	"***Device Library Failed to Load***"	Unplug the USB cable from the back of the computer, plug it back in to a different port. If that does not work, restart the computer. This can happen if the "Start Scan" button is clicked too quickly. Wait until the page fully loads, ~5 sec for most. Check that "protected mode" is not checked under the Compatibility View settings under Tools.
Scanner/Internet	"***Unexpected behavior occurred.***" Merchant configuration was not available while performing authorization. User may have to re-login to get this issue resolved.	Check the standard Internet Options, "Download Signed ActiveX…" and "Access data sources across domains." Make sure they are set to Enable. Do not use a desktop shortcut. Reinstall the driver.
Scanner/Internet	"***Communication error with device***"	Unplug and replug BOTH cords from both sides. Check the standard Internet Options, "Download Signed ActiveX…" and "Access data sources across domains." Make sure they are set to Enable. Do not use a USB hub. Scanner should be directly plugged into the computer. USB cable could also be faulty. Change it out to see if it makes a difference. Make sure the Protected Mode is not on for Trusted Sites; if it is - turn it off. Confirm that no firewall is setup.
Scanner/Internet	"***Active X control failed to load***"	Must be using Internet Explorer (IE). IE without add ons or IE 64-bit will create same error. Check for IE icon that does not say 64-bit. Reinstall the driver, or check for missing driver. Confirm there is no other scanner driver installed. Check the standard security settings, "Signed Active X, access data sources" etc. Under Tools >Manage Add On, check to make sure Active X is enabled. Reset the Browser: Tools > Internet Options > Advanced > Reset Click "delete Personal Settings." ***This will delete everything in IE but the favorites.***
Scanner/Internet	Browser refreshes after scanning checks and does not move to next screen.	Make sure the user has full permissions. If you are the admin, contact bank.
Scanner/Internet	You receive an error saying, "***64 bit browser not supported,***" but are certain you are in IE 32 bit.	Re-install the driver and reboot.
Scanner/Internet	Error on the Page, not going anywhere after clicking on "Capture Items."	Verify Internet Explorer version. Version 8 is not compatible. Needs to be highter.
	Issue not found or resolved.	Contact TM Support.

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