




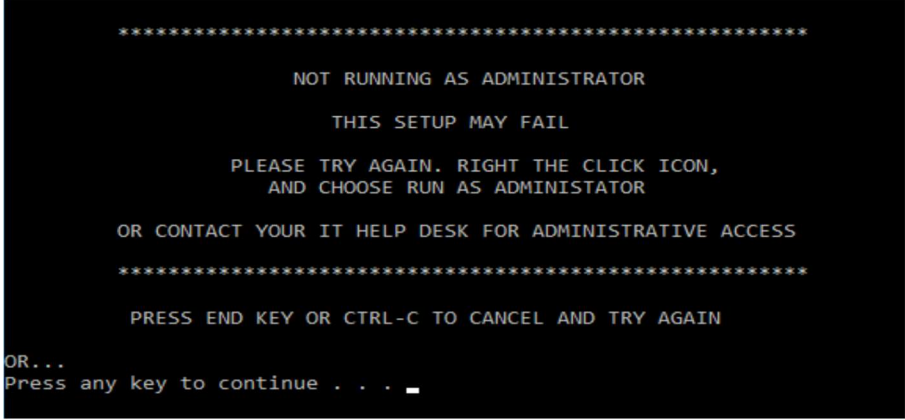
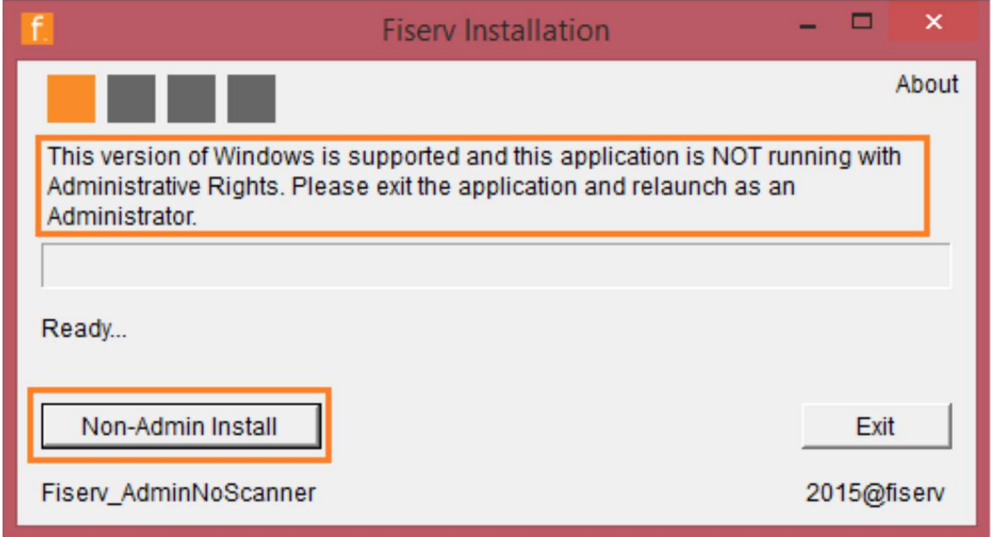
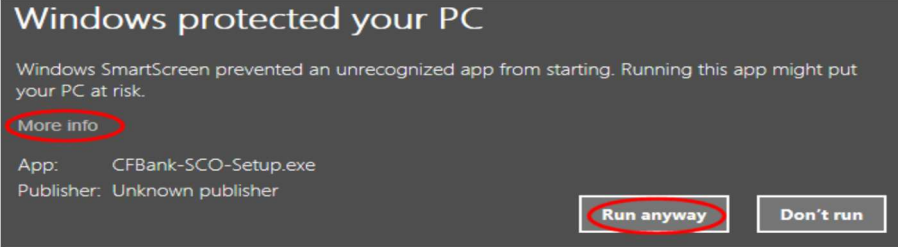
Merchant Capture

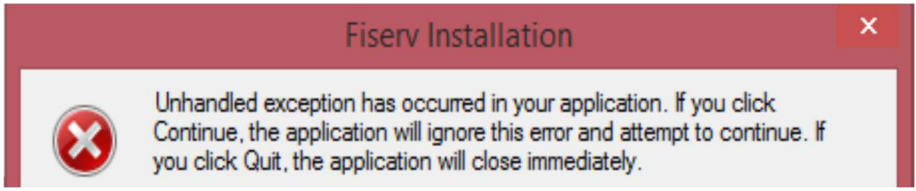
Remote Deposit Source Capture

Basic Troubleshooting Guide

November, 2016

Common Issues and troubleshooting Tips

<p>Non-Administrator</p> <p>If you see the screen to right, the program was not run as administrator or you do not have administrator rights and the setup will fail. Press the End Key on your keyboard and try again making sure you right click and choose 'Run as administrator'. If you continue to see this message contact your IT help team for administrative access to your computer.</p> 	 <pre>***** NOT RUNNING AS ADMINISTRATOR THIS SETUP MAY FAIL PLEASE TRY AGAIN. RIGHT THE CLICK ICON, AND CHOOSE RUN AS ADMINISTATOR OR CONTACT YOUR IT HELP DESK FOR ADMINISTRATIVE ACCESS ***** PRESS END KEY OR CTRL-C TO CANCEL AND TRY AGAIN OR... Press any key to continue . . . _</pre>
<p>Non Administrator</p> <p>It is not suggested to run a Non-Admin Install as the installation will likely fail to complete.</p> <p>Click Exit and run the program as an administrator</p>	 <p>The screenshot shows a window titled "Fiserv Installation" with a red header. A message box is displayed with the text: "This version of Windows is supported and this application is NOT running with Administrative Rights. Please exit the application and relaunch as an Administrator." Below the message is a text input field. At the bottom, there are two buttons: "Non-Admin Install" and "Exit". The window also shows "Fiserv_AdminNoScanner" and "2015@fiserv" at the bottom.</p>
<p>SmartScreen</p> <p>Some Windows 8 and Windows 10 computers may show a "Windows protected your PC" warning when you run programs downloaded from the Internet. Click on More Info...then click Run Anyway.</p>	 <p>The screenshot shows a "Windows protected your PC" warning. The text reads: "Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk." Below this, there is a "More info" link circled in red. The app details are: "App: CFBank-SCO-Setup.exe" and "Publisher: Unknown publisher". At the bottom, there are two buttons: "Run anyway" (circled in red) and "Don't run".</p>

<p>Miscellaneous Setup Error</p> <p>If you see this error message during the installation:</p> <ol style="list-style-type: none">1. Click Quit2. Verify the user is logged in as a full Admin3. Ensure all anti-virus applications are disabled4. Verify the system is supported5. Verify the user has access to write to the C: drive6. Reattempt the installation	
<p>Internet Explorer Default Settings</p> <p>This screen will show if you have not used Internet Explorer before.</p> <p>Choose 'Use recommended security and compatibility settings' then click Ok.</p>	