Remote Deposit Capture (RDC)

Installation Guide

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Items needed to access Remote Deposit Capture:

- **Remote Deposit Capture URL**–Links to site login page.

- **Domain Name**—Name of Company

- **Username–**Identifies user as authorized user for company.

- **Temporary Password**–Confirms identity of user as authorized for company.

    - Identifies the Locations and Accounts user may access.

- If applicable, **Computer Activation Code—**Confirms computer is authorized to access to Remote Deposit Capture site.

- **Administrative Rights**—Administrative Rights will be needed to install the items described in this document.

- Gather setup information

Client Application Installation Checklist

- Gather setup information

- Review Minimum Client PC Requirements are met.

    - Remote capture application URL.

    - Password and Login rules.

    - Computer activation code (for multifactor authentication).

    - Administrator login and password.

- Review Minimum Client PC Requirements are met.

- Complete Install Prerequisites

- Access client application with supplied URL.

    - Log in to client application with Administrative login information.

- Install Scanner Services.

- Install Scanner Driver.

- Verify that all modules can be successfully opened.

- Capture items and Transmit to verify functionality.

    - The first transaction should be captured by a user with administrative rights on the PC.

Minimum Client Workstation & RDC v5.0 Requirements

If any of the following requirements are not met for the client PC, stop the installation process. Either establish the PC with the required components or load the remote capture application on a different PC that meets the requirements listed below.

- Certified Operating Systems
  - Windows 11 Pro Versions–64 bit

    NOTE: Not all scanners are supported in v5.0, See Scanner Matrix.

- Browser Support:
  - Google Chrome
  - Edge

- RAM (Memory): Minimum Requirement: 4GB RAM

- Primary Hard Drive: 5GB available hard drive space

- NIC: (1) 100/1000 NIC-Minimum 256K

- Scanner Connections/Ports: One available USB 2.0 port

- Screen Resolution: Screen Resolution of 1320 x 768 with 1MB Video RAM or better.

- Software Dependencies: The following software components are necessary for the application to operate correctly and should be loaded or installed prior to the remote capture installation process.

- .Net v4.6.2 (Minimum Required) for the servers and Windows clients

- WinZip (Optional)
  - Version 9.0 or higher

    NOTE: A zip file utility is required for Image Archive file exports.

- QuickBooks®: Desktop and Online Edition (Optional)

  NOTE: QuickBooks® is required to import a QuickBooks® file export.
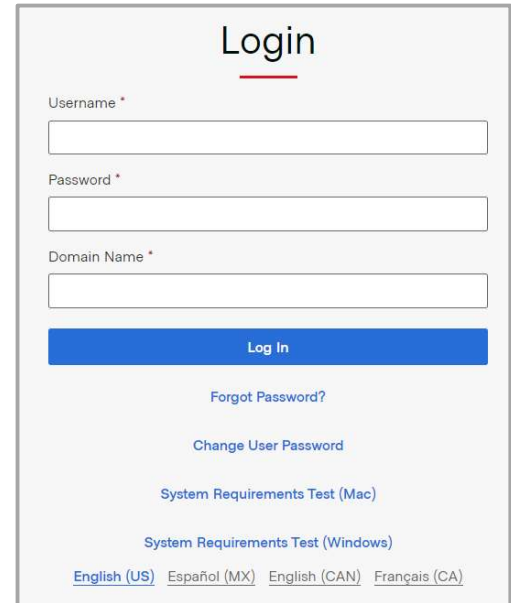
Log in to the client application

NOTE: If logging in to RDC v5.0 via SSO, skip to Setup within Application.

1. Open web browser.
2. Enter RDC v5.0 URL.

First Time Login

3. Enter Username.

4. Enter Password.

5. Enter Domain Name.

6. Click Log In.

7. First time log in ONLY: Enter Old Password.

8. Enter new Password.

9. Enter new Password to confirm.

10. Click Change Password.
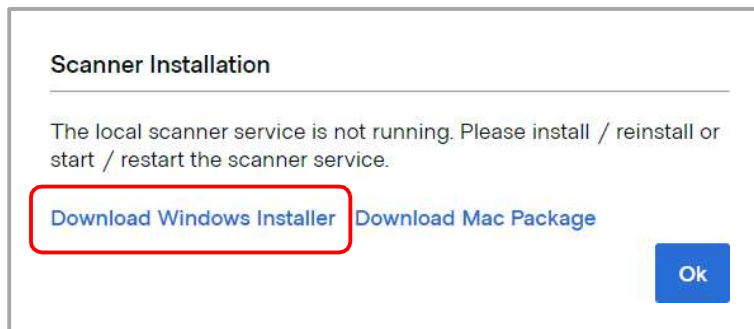
11. Log into application using the *new* password.

NOTE: If NOT utilizing computer authentication, skip to Setup within Application.

Install Scanner Service

NOTE: If this is the first time the user is activating the PC, they will be prompted to download the RDC scanner service. This is needed to complete the activation process.

12. Click Download Windows Installer option to install the scanner service.

13. Open the downloaded scanner service file.

14. Follow the applicable computer prompts to install the scanner services.

15. Click OK.

Computer Activation

16. The Computer Activation box will display. Enter the computer activation key.

17. Click Log In.

18. The user will be redirected to the RDC v5.0 Dashboard and be logged in.

NOTE: RDC 5.0 stores the MFA credentials in an XML file that is stored locally on the machine. The name of the XML file is ComputerCredentials.xml and is stored at:
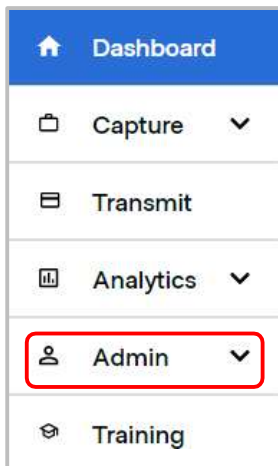
C:\Program Files(x86)\WausauFinancial\ComputerCredentials\ComputerCredentials.xml
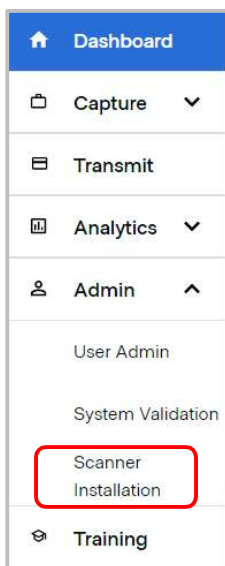
Setup within Application

Install Scanner Driver

Ensure that all pre-requisites have been completed before installing scanner drivers.

1. Ensure scanner is NOT connected to the computer.

2. Click Admin or click the Admin icon.

3. Click Scanner Installation.

5. Click Download Services to install the scanner services if not already completed after login.

6. Open the downloaded scanner service file.

7. Follow the applicable computer prompts to install the scanner services.

8. Select the scanner to be used for capture from the dropdown.

   NOTE: Full-page scanners with Twain must install drivers from the installation media that is provided by the manufacturer (e.g., disc, etc.) in addition to the Full Page Scanner (Windows) bundle.


9. Click Install.

   NOTE: Installation needs to be completed by a user with administrator rights.

10. Click on the downloaded file.

11. Click Install.

12. Follow applicable computer prompts to install the scanner driver.

    NOTE: Some scanners do not display any prompts during install.

13. When the install shield completes, connect the scanner to the computer.

14. Turn on the scanner if applicable.

15. If any issues are encountered when attempting to scan, verify the drivers successfully installed.

    a.   Enter Device Manager to a Windows search.

    b.   Click to open Device Manager.
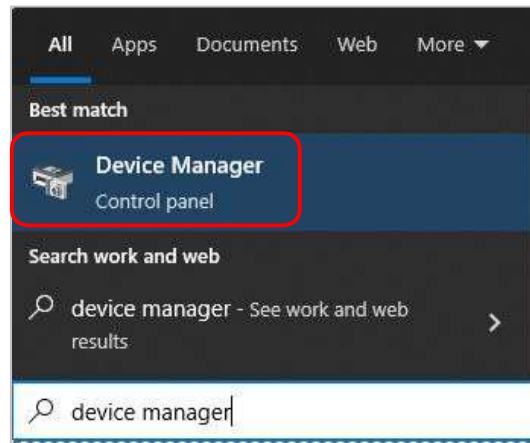
    c.   Expand Universal Serial Bus Controllers.

    d.   Locate the connected scanner.

    e.   Verify there are no errors next to the device.

    NOTES:

    ▪   Panini creates its own node in device manager.

    ▪   RDM EC9600i & EC9700i series scanners display under Network Adapters in device manager.

    ▪   SmartSource scanners display under the Jungo node in device manager.

Change Log

Date	Description
3/29/2023	Removed .NET 3.5 from Requirements section. Made minor updates to notes.
9/15/2023	Replaced screen shot in Install Scanner Driver section that includes Full Page Scanner (Windows) & added note for installing manufacturer drivers.