PaymentStream™ Corporate Capture

Troubleshooting Guide

October 2016

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1 Scanner Cleaning and Maintenance

Over time, dirt, ink, and dust can build up in the scanner document track and rollers which affects image quality as well as overall scanner performance and reliability. Image quality is critical in order to capture clear and legible images. Therefore, cheque scanners must be cleaned on a regular basis. The exact frequency will depend on the number of items scanned. However, it is recommended that scanners are cleaned weekly. Failure to do so may result in images that are illegible, which may be dishonoured by another financial institution.

Ensure that the scanner manufacturer's cleaning protocol and maintenance procedures are followed. Only use authorized cleaning supplies. Failure to use authorized cleaning supplies may result in the following:

- roller degradation

- camera lens damage

- document damage

- excessive build-up of solvents and other liquids.

Use of non- authorized cleaning supplies may result in the scanner's service provider charging service fees for any necessary repairs and may result in the voiding of any remaining warranty on the scanner. For maintenance instructions pertaining to a specific scanner, refer to the user manual that came with the scanner.

2 Shared Workstation Browser Settings

Browsers can be set to save cookies and/or temporary internet files for frequently visited websites. This is done in order to retain preferences and/or to make websites load faster. If you share a workstation with other staff members, saved browser settings may prevent them from logging in to Corporate Capture. To clear this information, follow the procedures below.

Important: Corporate Capture users, who share a workstation, must clear the cookies and/or temporary internet files and close the browser after completing deposits.

Note: The steps taken may vary depending on the browser version being used.

2.1 Internet Explorer

1. Click **Tools** [icon] **> Internet Options**.

2. Under **General**:

   - Select the **Delete browsing history on exit** check box [☑ Delete browsing history on exit].

   - Click **Delete…**.

3. In the **Delete Browsing History** dialogue box:

   - Click to clear the **Preserve Favorites website data** check box.

   - Select the **Temporary Internet files**, **Cookies**, and **History** check boxes. See Figure 1.
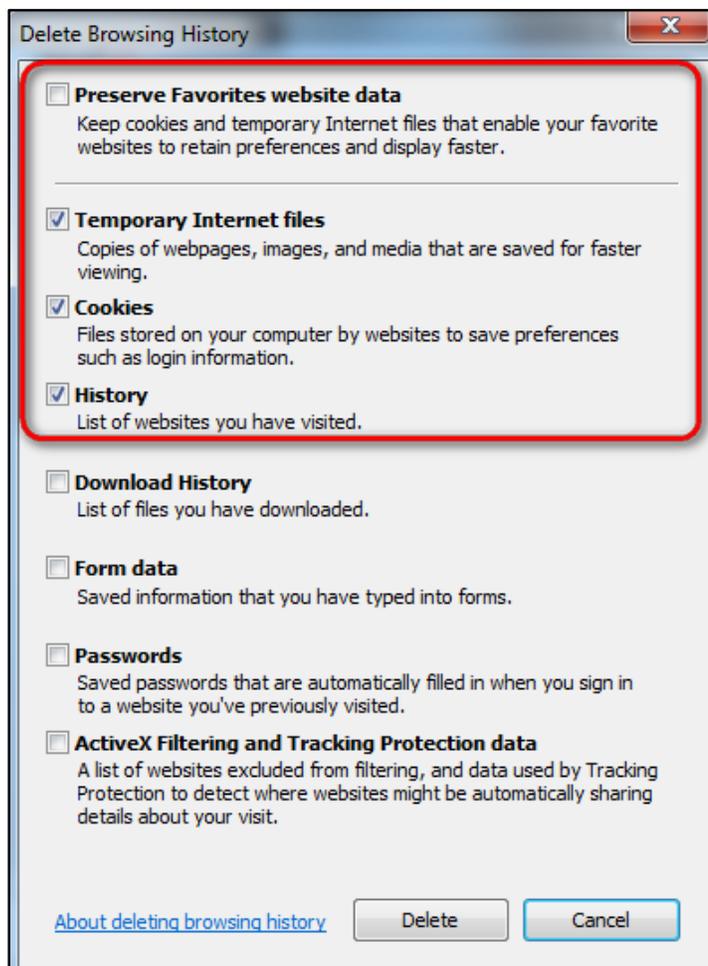
Figure 1: Delete Browsing History

4. Close the **Delete Browsing History** dialogue box.

5. On **Internet Options**, click **Apply**.

6. Click **OK**.

2.2 Firefox (Applies to Version 44.0)

1. Click the **Open menu** button ☰ > **Options**.

2. Click **Privacy**.

3. Under **History**, select **Never remember history** from the **Firefox will:** drop-down list. See Figure 2.
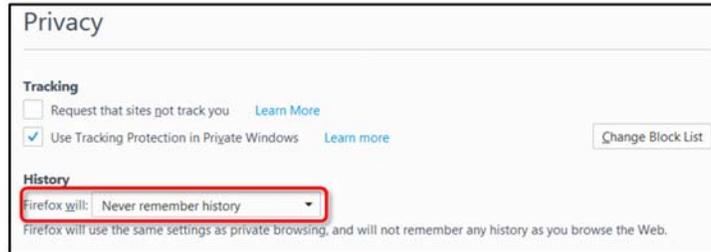
Figure 2: Never Remember History

2.3 Google Chrome

1. Click the **Open menu** button ☰ **> Settings**.

2. Under **Settings**, click **Show advanced settings…**. See Figure 3.
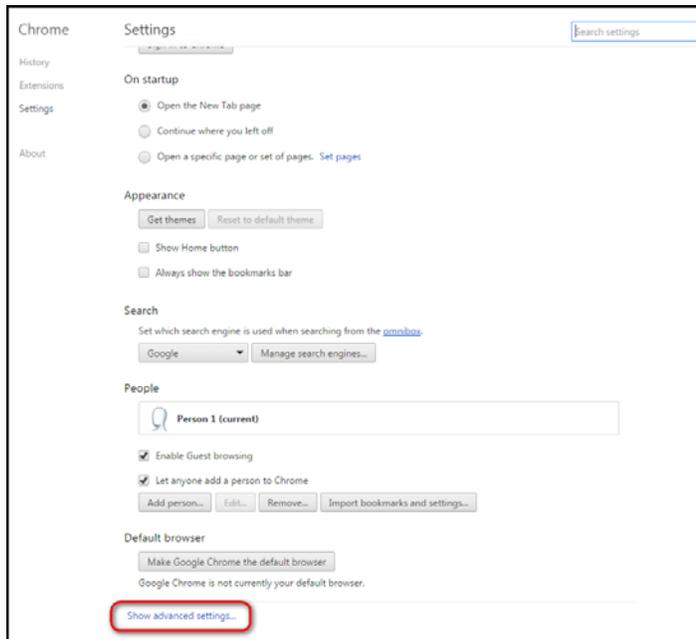
Figure 3: Show Advanced Settings

3. Under **Privacy**, click **Content Settings…**. See Figure 4.
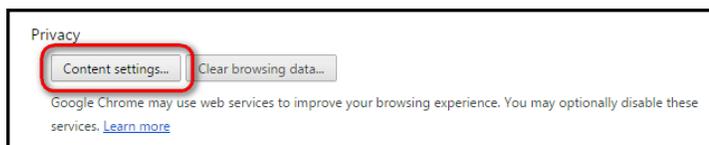
Figure 4: Content Settings

4. Under **Cookies**, select **Keep local data only until you quit your browser**. See Figure 5.
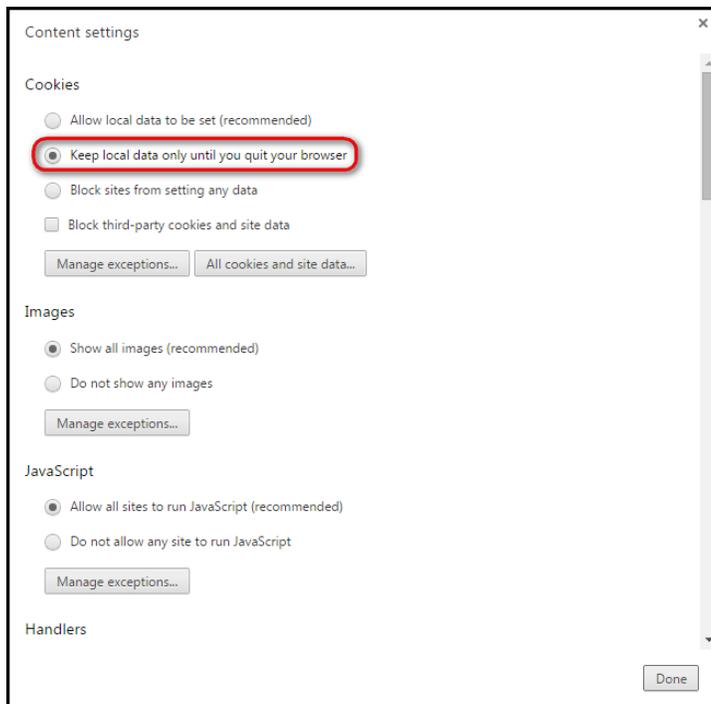
Figure 5: Keep Local Data Only Until You Quit Your Browser

5. Click **Done**.

3 Using the Scanner Diagnostics Tool

The scanner diagnostic tool allows users to initialize and test scanner connectivity and generate driver logs, which can be used to analyze issues with the scanner. It is recommended that you initialize the scanner regularly to ensure the scanner and the workstation are interacting properly, because the workstation, USB port, or scanner can go into a standby mode if unused for a period of time.

3.1 Accessing the Scanner Diagnostic Tool

To access the scanner diagnostic tool, Corporate Capture users:

1. Enter: **http://localhost/pptcdrvrdiag** in the address bar of a web browser or go to the workstation's **Start** menu and click **All Programs > Passport Web Edition Client > WebClient Diagnostics**.

2. The links on the page can be used to perform diagnostics on the scanner and application.

3.2 Testing or Resolving Issues with a Scanner's Connectivity

To test or resolve issues with a scanner's connectivity:

1. Click **Initialize Scanner**. See Figure 6.

Figure 6: Initialize Scanner

2. Verify that the **Scanner Initialization** message **STATUS_SUCCESS** is displayed.

3. Put a cheque in the scanner hopper.

4. Click **Get Next Cheque**. See Figure 7
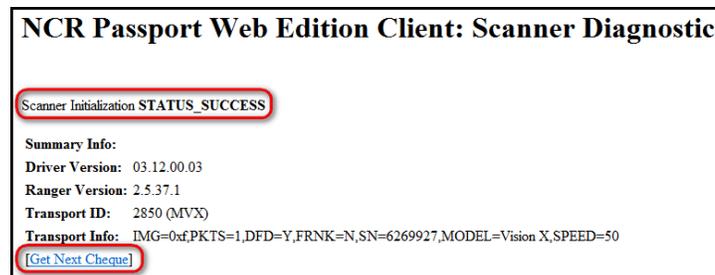
Figure 7: Status Success

5. Verify that the **Code Line:** MICR information read by the system matches the cheques MICR. See Figure 8.

NCR Passport Web Edition Client: Scanner Diagnostic

[Get Next Cheque]

Code Line: <c002c d87024-849d 12345-678c   45>

OCR: <c002c d87024-849d 12345-678c   45   >

OCR Line: OCRFRONTZONE1

Best Line: MICR

Front Greyscale Image:
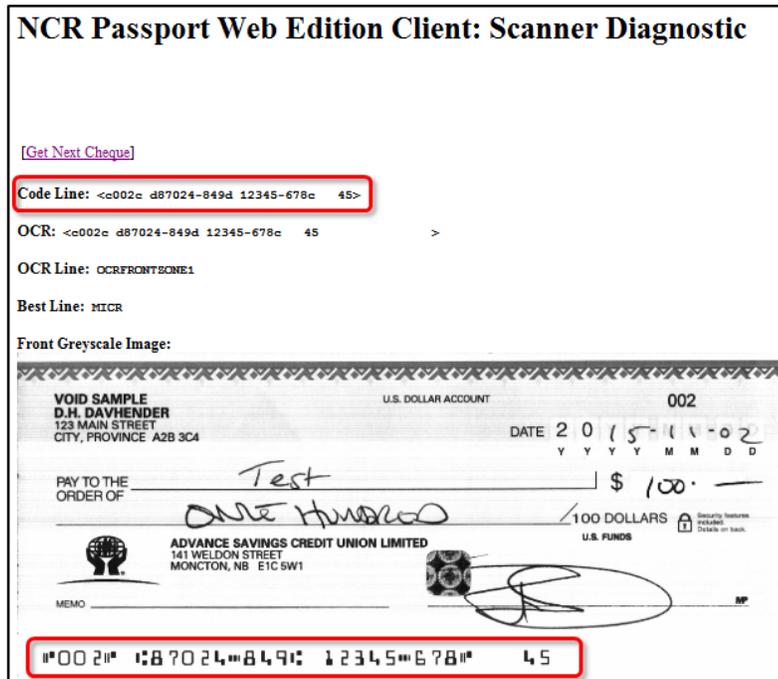
Figure 8: Captured MICR

3.3   Scanner Initialization Messages

If you get a Scanner Initialization message that is either Status Ranger Timeout, Deposit in Progress, or Scanner_Transport Off:

3.3.1   Status Ranger Timeout

Status Ranger Timeout indicates a cheque was not loaded in the hopper prior to clicking **Get Next Cheque**.

Put a cheque in the scanner hopper and click **Get Next Cheque**.

3.3.2   Deposit in Progress

Deposit in Progress indicates an active deposit session is open.

Delete the current deposit and initialize the scanner again.

3.3.3 Scanner_Transport Off

Scanner_Transport Off indicates the scanner is not interacting with the driver.

1. Verify the scanner power source is plugged in and the scanner is on.

2. Verify the USB cable is plugged into the scanner and into an available (2.0) USB (or greater) port on the workstation.

3. Install the Corporate Capture driver before plugging the scanner into the computer. If you plug the scanner into the computer before installing the NCR driver, Windows will not detect the NCR driver and will default to Windows drivers. As a result, the NCR driver will not be recognized and you will not be able to scan your deposits.

4. If the scanner cannot be initialized, restart the workstation.

3.3.4 Resolving a Scanner Transport Off Error

To resolve a scanner transport off error by uninstalling and reinstalling the driver as Local Administrator:

1. Right-click the driver installation file.

2. Click Run as Administrator, and follow the on-screen instruction.

If the uninstall and reinstall of the driver is unsuccessful, proceed as follows:

1. Go to Device Manager in System Properties.

2. Update the driver path to C:\Program Files (x86)\NCR\Passport Web Edition.

3. After updating the driver path,

   - Go to the Start menu.

   - Click **All Programs > Passport Web Edition Client > WebClient Diagnostics**.

   - Ensure that **port 80** is available for the driver to use.

4. Plug into a different USB port on the workstation.

5. Initialize the scanner.

6. If you are still unable to successfully initialize the scanner, restart the workstation.

3.4 Other Functions Available on the Scanner Diagnostic Page

Other functions available on the Scanner Diagnostic page are as follows:

- **Start Debug Monitor** – manually turns the scanner driver debug monitor on or off. The monitor is typically set to on, but users may be instructed by their financial institution's support personnel to temporarily override these settings.

- **Save Logs** – exports and saves a zip file containing the scanner driver log files. These logs are used by your financial institution's support personnel to troubleshoot driver issues.

3.4.1 Exporting the Scanner Driver Logs

If directed by support personnel to export the scanner driver logs:

1. Click **Save Logs** on the WebClient Diagnostics page. See Figure 9.

NCR Passport Web Edition Client Diagnostic

Summary Info:

Driver Version:	03.18.00.07
Transport ID:	2850
Receipt Printer Port:	Not Found
Receipt Printer Model:	Unknown
Log File Name:	[None]
Driver Http Svr:	Port 80 functioning
Driver Https Svr:	Port 443 functioning

[Initialize Scanner]
[Print Test Receipt]
[Start Debug Monitor]
[Save Logs]
[End Deposit Client side for Diagnostics - Log off application first]
[Shutdown Scanner - Log off application first (Takes 30 seconds)]
[MicrFont : E13B (Toggle Font)]

Figure 9: Save Logs

2. Record the **Log File Name** and where the zip file was saved on the workstation.

   Note: To save the file to a different location, right-click **Log File Name**. Depending on your browser, click **Save Target As** or **Save Link As** and select where you want to save the zip file.

3. Locate the scanner log zip file.

4. Follow the instructions from support personnel on where to send the log zip file for analysis.

3.4.2 Additional Scanner Support

- **End Deposit Client Side for Diagnostics** – ends a capture session if you are unable to do so in the Corporate Capture application.

- **Shutdown Scanner** – shuts down the scanner and clears the driver processing state if a third-party scanner utility or another diagnostic application will be used.

4 Reducing Scanner Jams

To reduce scanner jams:

1. If using a multi-feed scanner, sort cheques in your deposit by small and large sizes. Put the larger cheques behind the smaller items in the scanner hopper. Ensure that the cheques are in the same order as they are listed on the tape listing.

2. Repair cheques with torn edges with clear tape. Ensure that the leading and lower edges are aligned. Clear tape can also be used to smooth out wrinkles in a cheque that cause MICR or amount misreads.

3. If the scanner model does not come with a built-in jogger, fan the cheques to separate them and then tap the bundle to align the leading edges together.

5 Handling Scanner Jams

Scanner jams occur when items get caught in the scanner's track or a double feed is detected. If the scanner detects a jam or double feed, a message appears on the **Deposit Item List** page indicating that there's an error `Transport Problem: The hopper is jammed.`.

To resolve scanner jams:

1. Click **Recover** `Recover` on the upper right side of the **Deposit Item List** page. A **Transport Recovery** page will display.

2. Review the error message.

3. Remove all items from the scanner's track and the feed area. If an item is stuck in the scanner track, follow your scanner model's instructions to access the document track.

4. Inspect the items for any cheques that are damaged. Smooth out wrinkled cheques and make any repairs with clear tape if needed.

5. Sort the cheques and start the bundle with the item after the one displayed onscreen. Put the cheques in the scanner hopper.

6. Click **Restart Scanner** [Restart Scanner] to scan the remaining items.

7. If an item does not feed through the scanner, scan the item on its own or scan the cheque between two other cheques that have clean edges.

If the scanner jams every time you process a deposit:

1. Log out of Corporate Capture.

2. Unplug the scanner's power supply.

3. Unplug the scanner's USB cable from the computer.

4. Restart the computer.

5. Plug in the scanner's power supply.

6. Plug the scanner's USB cable into the computer.

7.   Use the Scanner Diagnostics Tool to initialize the scanner.

8. Navigate back to the deposit and add the remaining items to the deposit, or delete the deposit and rescan it.

6   Scanner Troubleshooting Tips

If the scanner will not scan an item in poor condition (i.e., the cheque is being misfed by the scanner hopper or the cheque is causing a scanner jam, proceed as follows:

1. If using a multi-feed scanner, sort the items in your deposit by small and large sizes. Put the larger items behind the smaller items in the scanner hopper. Ensure that the items are in the same order as they are listed on the tape listing.

2. Repair any items with torn edges with clear tape. Ensure the leading and lower edges are smooth. Clear tape can also be used to smooth out wrinkles in a cheque that cause MICR or amount misreads.

3. If the scanner model does not come with a built in jogger, fan the cheques to separate them and then tap the bundle to align the leading edges together.

4. If an item does not feed through the scanner, scan the item on its own or scan the cheque between two other cheques that have clean edges.

If the scanner jams every time you process a deposit:

1. Unplug the scanner's power supply.

2. Unplug the scanner's USB cable from the computer.

3. Restart the computer.

4. Plug in the scanner's power supply.

5. Plug in the scanner's USB cable into the computer.

6. Use the Scanner Diagnostics Tool to initialize the scanner.

7   Black Lines Appear on Scanned Images

It is very important that only the best quality images are sent for processing. Financial institutions can dishonour an Item with poor image quality up to 90 days after clearing. If single or multiple horizontal streaks are appearing on images, there are four potential reasons why this is occurring:

1. There may be electrical interference from an appliance such as an oscillating fan, a space heater, or an old style CRT monitor, etc.

   Solution:

   Ensure that any appliances are at least 18 inches away from the scanner.

2. The scanner may be plugged into a poor quality electrical circuit.

   Solution:

   Relocate the scanner's power source to another electrical outlet.

3. The USB controller or USB cable is degraded.

   Solution:

   - Replace the USB cable.

   - Use a powered USB hub for your scanner's USB connection to the workstation.

4. Other USB devices are connected to the workstation (e.g., laser or 3-in-one printer). These types of devices can sometimes cause interference with other USB devices attached to the workstation.

   Solution:

   To eliminate interference, turn the power to these devices off when scanning deposits.

8 Reducing Piggybacks

To reduce piggybacks:

1. Clean the scanner.

   Note: Scanners should be cleaned on a weekly basis to help to prevent poor quality images, scanner jams, and piggybacks. Follow the scanner manufacturer's cleaning and maintenance procedures.

2. Ensure items are fanned or jogged to remove static. If using a multi-feed scanner, sort items by size and align the lower and leading edge of cheques before putting them in the scanner hopper.

9 Items Added to a Deposit Do Not Appear on the Deposit Item List

After a period of inactivity, click **Add Items** prior to adding items to a deposit. This will ensure that the **Deposit Item List** page is refreshed.

10 Restarting the Scanner Driver

To restart the scanner driver:

1. Click the Windows **Start** menu.

2. Click **All Programs > Passport Web Edition Client > Restart WebClient Driver**.

   Note: For computers that have Windows 8 installed, right-click on the Start screen and click **All Apps**. Click on **WebClient Diagnostics** under **Passport Web Edition Client**.

3. Use the scanner diagnostic tool to initialize the scanner.

   Note: If the driver does not restart or the scanner continues to jam or feed cheques slowly, restart the computer.

11   Re-enabling a Disabled Scanner

The Corporate Capture system has been configured to disable a scanner when it encounters a large number of consecutive image quality errors or when a more serious system error occurs.

If the issue is directly related to the scanner being disabled due to image quality errors, a user with **Supervisor** permissions proceeds as follows:

1. Clean the scanner according to the manufacturer's instructions.

2. Log in to the Corporate Capture application via the Corporate Capture URL.

3. Click **ADMINISTRATION** ADMINISTRATION .

4. Click **Scanners**.

5. Click **Show All Disabled** Show All Disabled to display the scanner that has been disabled (i.e., in the event there is more than one scanner at a location). See Figure 10.
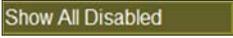
Figure 10: Scanner Search

6. The disabled scanner(s) will appear in the **List of Scanners**. See Figure 11.

Figure 11: List of Scanners

7. Click **Enable** to re-enable the scanner.

12   Replacing a Scanner with a New Scanner

In the event a scanner becomes inoperable and must temporarily or permanently be replaced with a back-up scanner, it may be necessary to uninstall the current driver and reinstall a new driver.

- If replacing a scanner with the same scanner model, the existing scanner driver can be used.

- If replacing a scanner with a different model of scanner, you must uninstall the current driver and download and install the applicable driver for the new scanner.

Important: Scanner billing references the scanner serial number that is recorded when items are scanned and transmitted for processing. In the event that a scanner is replaced with a different scanner than was previously used during the month, please contact your financial institution to advise them of the replacement.

To uninstall the current scanner driver:

1. Go to **Control Panel > Programs > Program and Features** and locate **PassportWebClient** in the list of programs. See Figure 12.
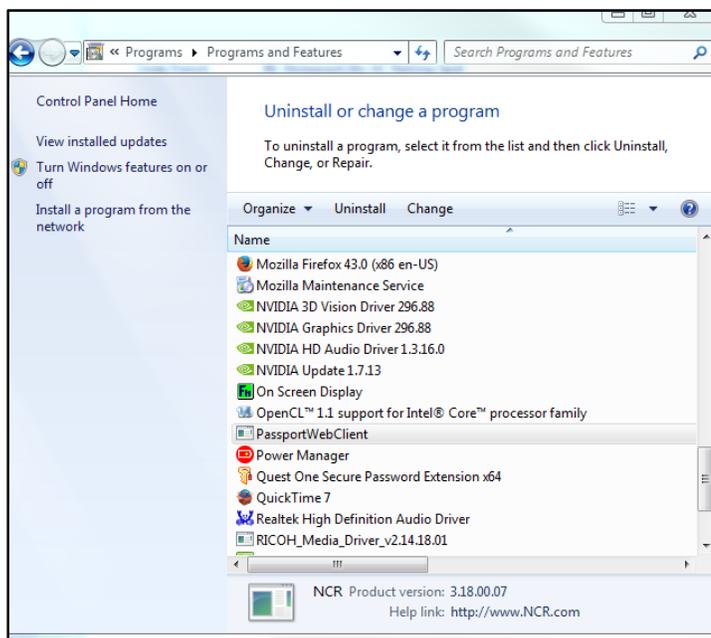
Figure 12: Locating the Scanner Driver

2. Click **PassportWebClient**.

3. Click **Uninstall.** See Figure 13.
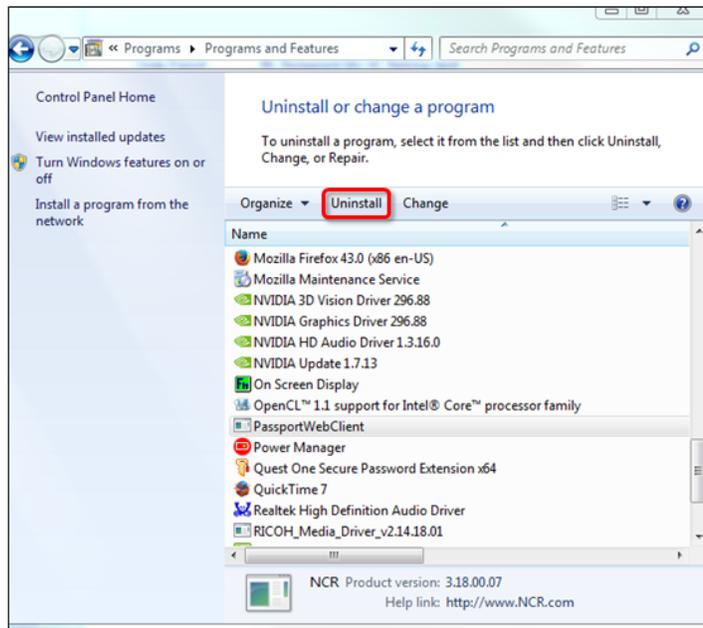
Figure 13: Uninstalling the Scanner Driver

4. Ensure that the scanner is disconnected from the workstation when prompted and then click **OK**. See Figure 14.
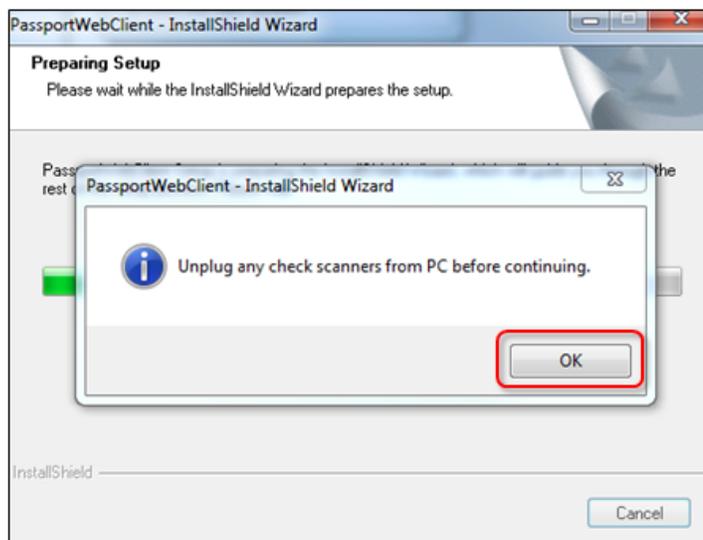
Figure 14: Disconnecting the Scanner

5. Click **Yes** to confirm. See Figure 15.
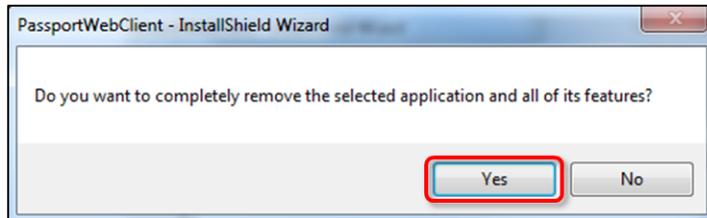
Figure 15: Confirming Scanner USB is disconnected

6. Click **Finish**. See Figure 16.
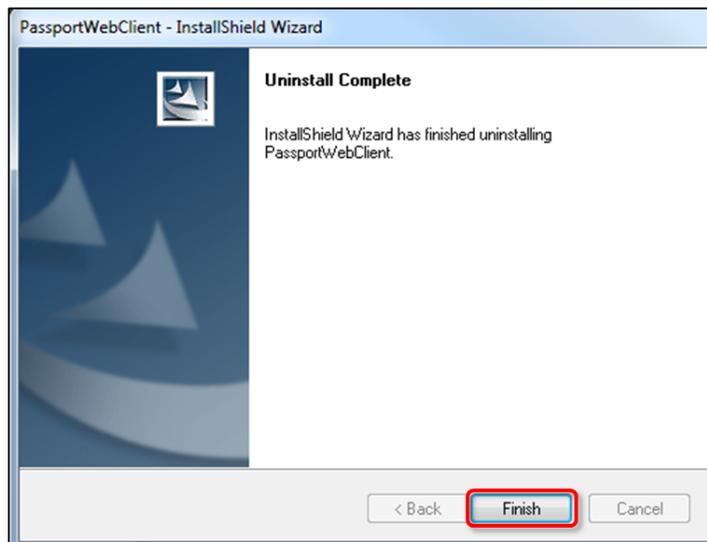
Figure 16: Confirming the Driver is Uninstalled

For instructions on how to install and test a new scanner driver, refer to the Installing and Testing the Scanner Driver User Guide, Form 5933.

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