

JHA Payment Solutions™

Enterprise Payment Solutions

Version 1.0



bRDC (Ensenta Business RDCSM) Device Control Installation and Troubleshooting Guide

External

Phase I

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Overview

The Device Control is a web application that allows appropriately permissioned bRDC (Ensenta Business RDCSM) end users to download and install scanner drivers for Ensenta-supported high-speed scanners. This document serves as an internal manual for the Device Control setup and scanner driver installation, as well as a troubleshooting guide for Device Control.

System Requirements and Supported Scanner Models

Setting Up Your System

You will need to equip your system with the correct driver or certificate before you begin using bRDC. This will ensure that your check scanner can access the web application. Contact your Ensenta Support representative for driver and certificate information.

For an optimal experience, a high-speed Internet connection is recommended. In addition, the following components are required for working with the application.

NOTE: The application does not support Apple® Boot Camp® or any virtualization software.

For the PC:

- Local administrative rights
- USB port 2.0 or higher
- .NET® Framework 4.6.2 or higher

For Microsoft® Windows®:

- Windows 8.1: Microsoft® Internet Explorer® 11, Google Chrome™, or Mozilla® Firefox®
- Windows 10: Microsoft Internet Explorer 11, Microsoft Edge®, Google Chrome, or Mozilla Firefox

NOTE: The current version of Chrome and its two previous versions are supported.

The following scanners support this application's features.

Scanner	Model Supported
Panini®	I:Deal® My Vision X™ Vision X™
Digital Check®	CX30 TS230 TS240

Scanner	Model Supported
Canon®	CR-L1 CR-50 CR-80 CR-120 CR-150 CR-135i CR-190i CR-25 CR-55 CR-180
Epson®	CaptureOne™ TMS 1000

bRDC Desktop Application

Contact your Ensenta support representative to enable you to download the Device Control from the bRDC desktop application. Only appropriately permissioned users may download and utilize the service.

1. Log in to the bRDC desktop application to confirm the enablement of the Device Control.

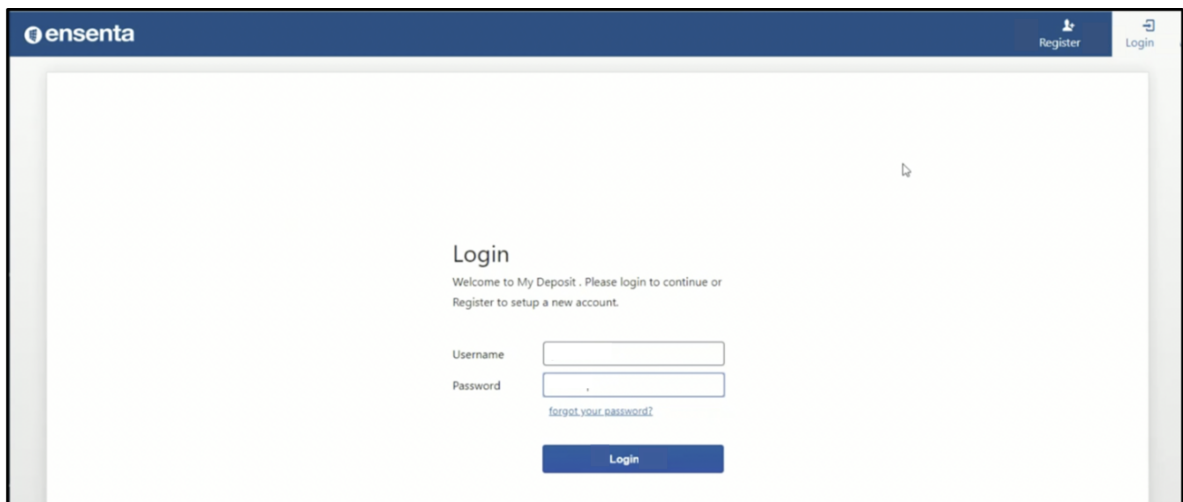


FIGURE 1 – BRDC LOGIN PAGE

2. Click **Settings** (gear icon) in the top-right corner of the *Welcome* page.

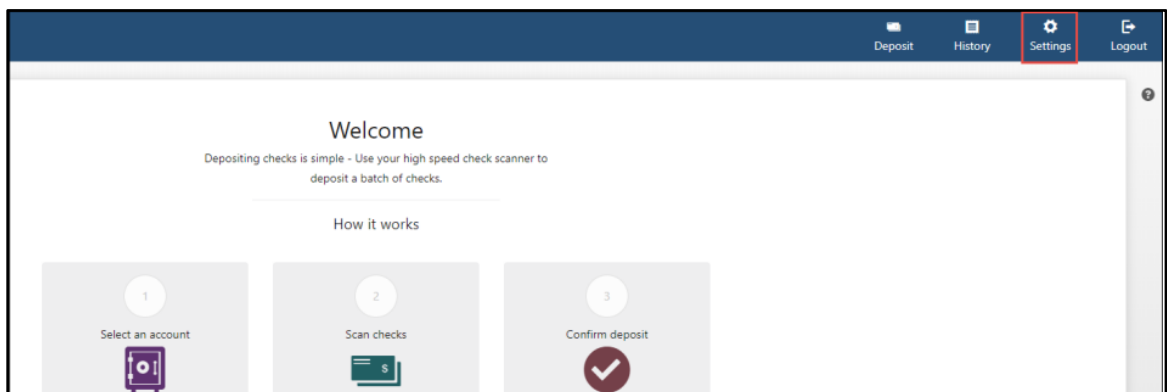


FIGURE 2 – BRDC WELCOME PAGE

3. In the *Scanner Settings* section, ensure Device Control is enabled. Contact your Ensenta Support representative about applicable *General Settings*.

ensenta

Deposit

History

Settings

Logout

Change Password

Change Challenge Questions

Add Account

Manage Users

General settings

Deposit Multiple Checks Per Transaction

Yes

No

Show help sidebar

Yes

No

Use Plain Scanner

Yes

No

Use Check Scanner

Yes

No

Show batch total

Yes

No

Scanner Settings

Your financial institution has enabled the **Scanner Device Control**. Open the Deposit page for setup or changes.

Reset

Save

FIGURE 3 – BRDC SCANNER SETTINGS MESSAGE

Installing Device Control

Device Control is a separate, executable program that is downloaded through the browser and run on the desktop. Device Control will need to be installed before you can begin making deposits.

1. Click **Deposit** in the top right corner.

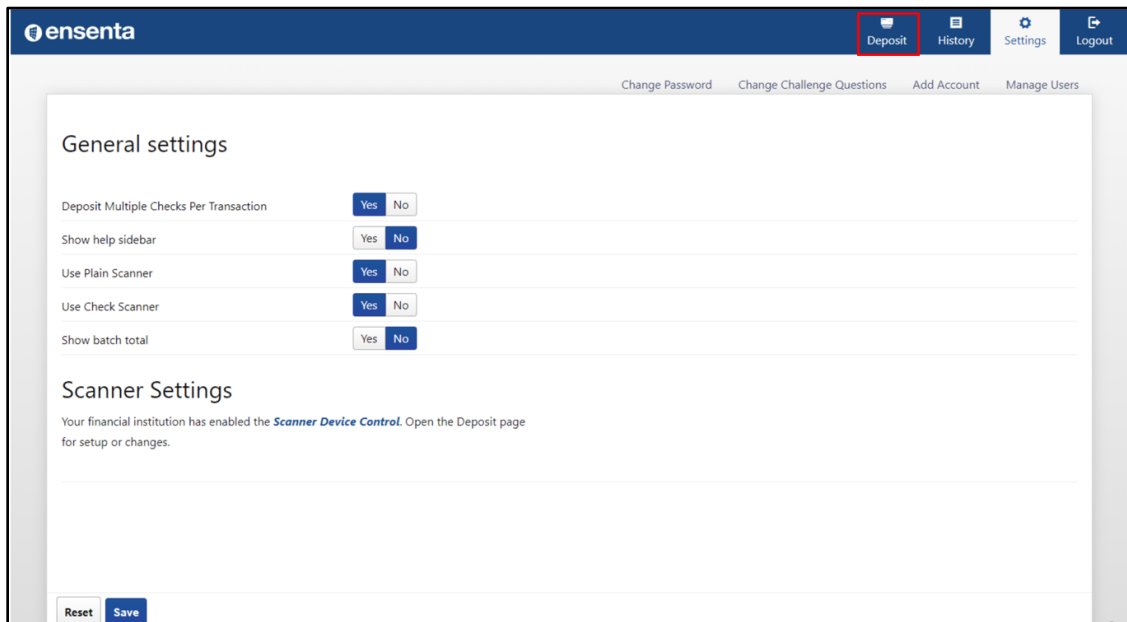


FIGURE 4 – BRDC DEPOSIT TAB

2. The *Terms of Service* page appears. Scroll to the bottom of the page and click **Accept**. Terms of Service are configurable and may not be available to all users.

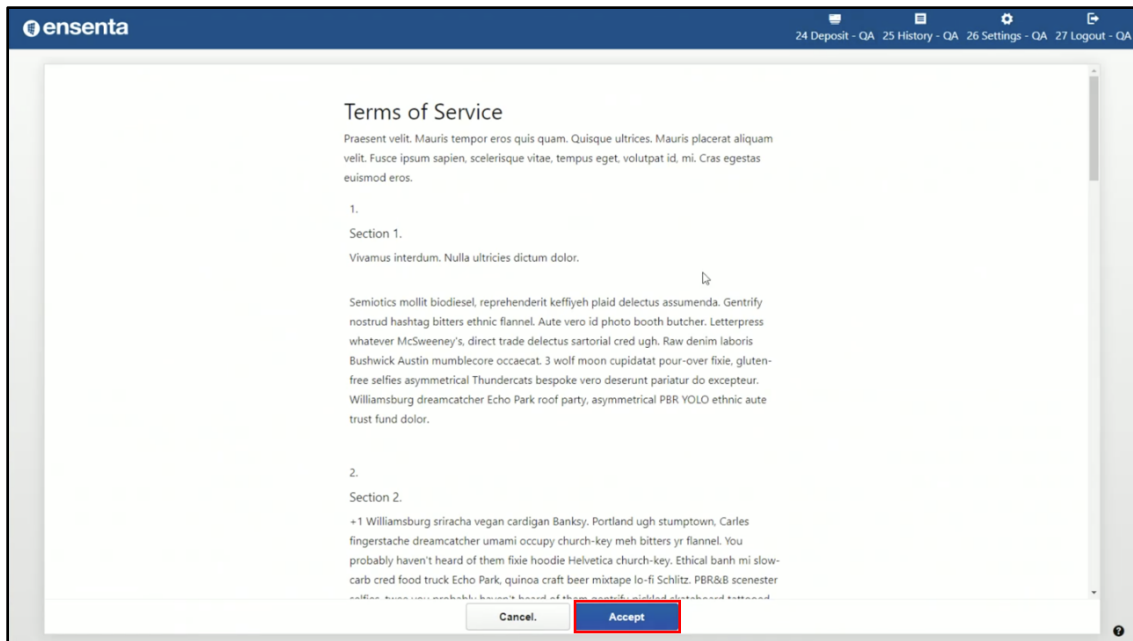


FIGURE 5 – BRDC TERMS OF SERVICE

3. A *Getting Started* page appears. Click **Download Device Control**.

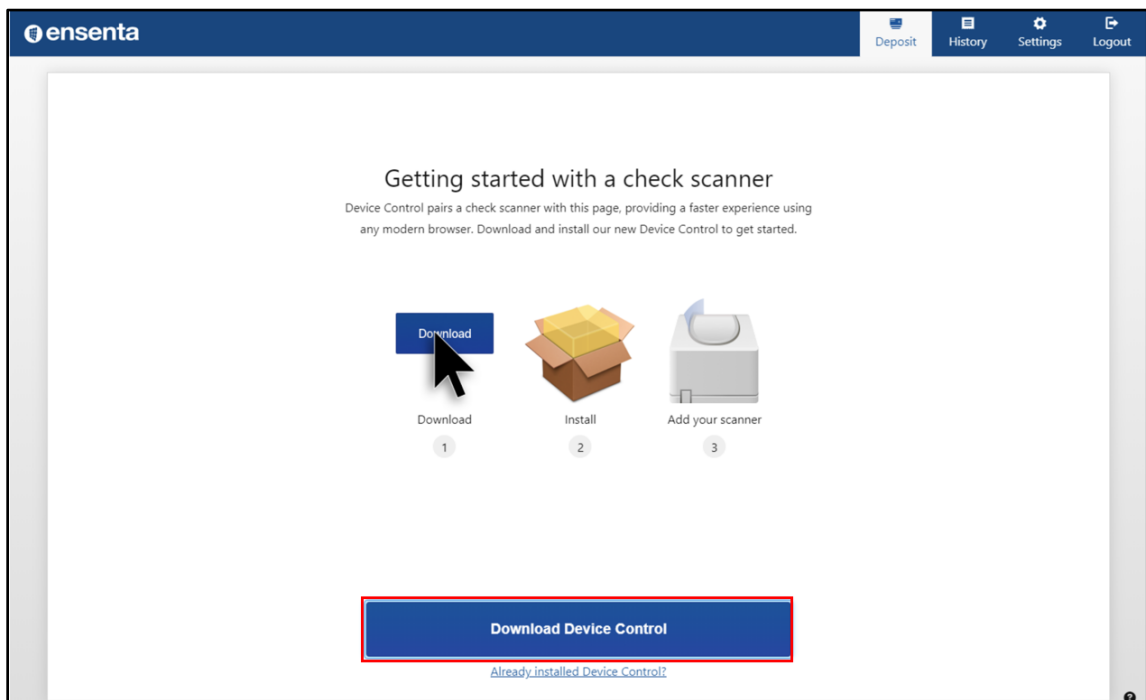


FIGURE 6 – BRDC DOWNLOAD DEVICE CONTROL

4. The Device Control application downloads. Double-click the completely downloaded file to begin running the Device Control Installer.

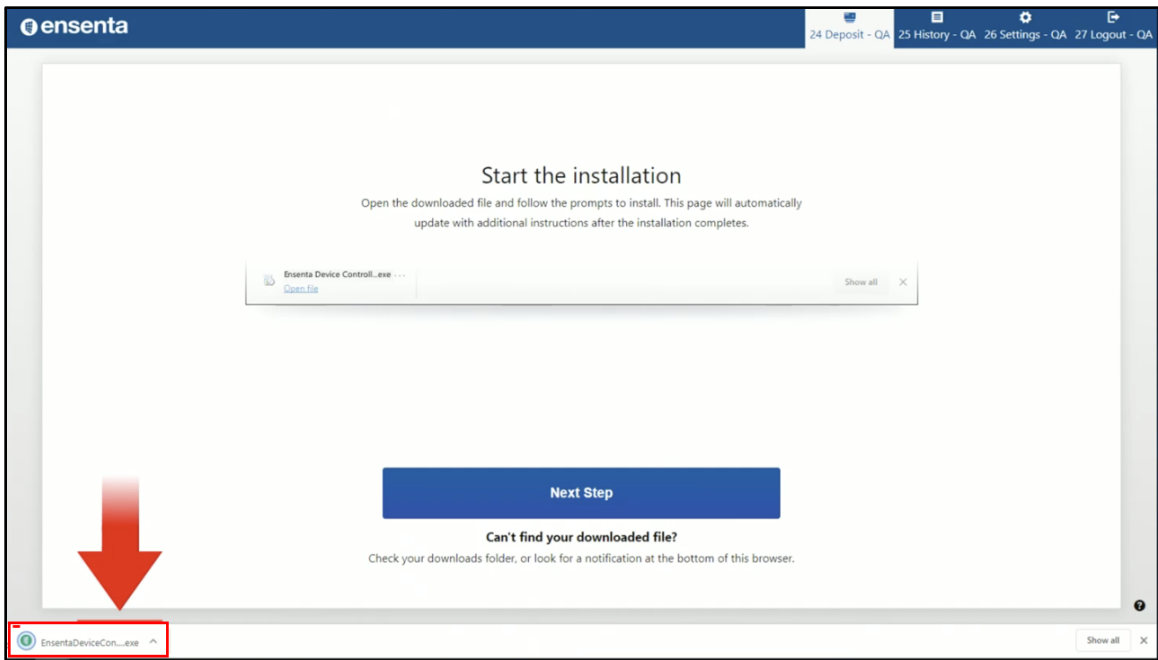


FIGURE 7 – DOWNLOADING DEVICE CONTROL

5. Click **Install**.

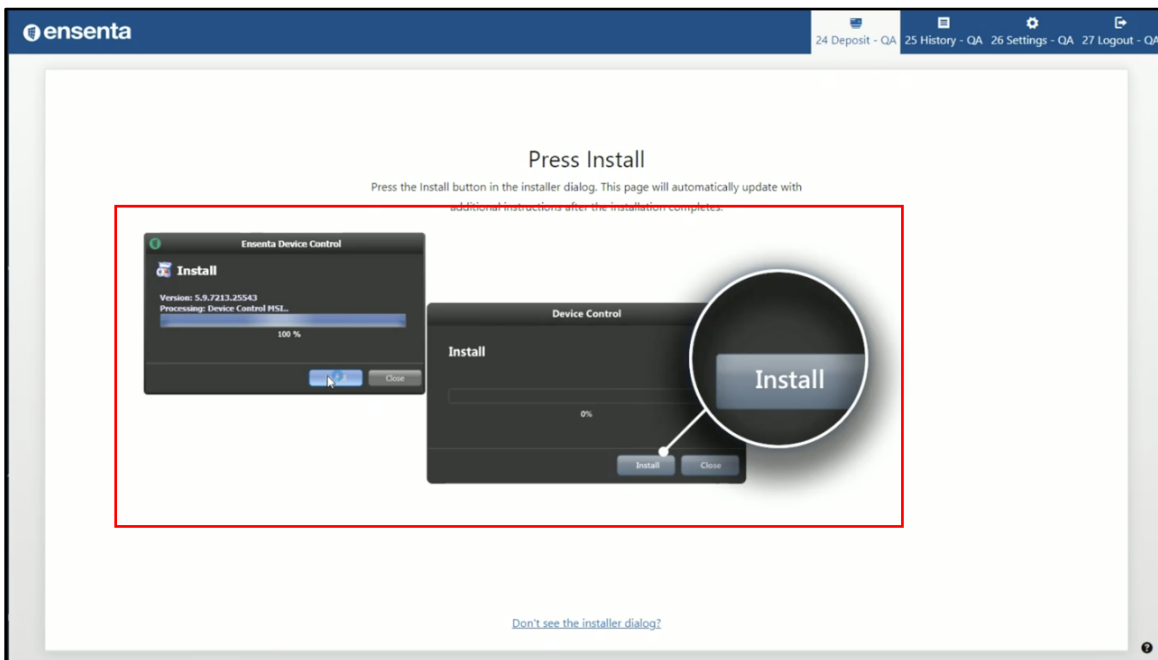


FIGURE 8 – INSTALLING THE DEVICE CONTROL DRIVER

6. Once installed, the Device Control application launches and appears in the application tray located in the lower-right corner of your screen.

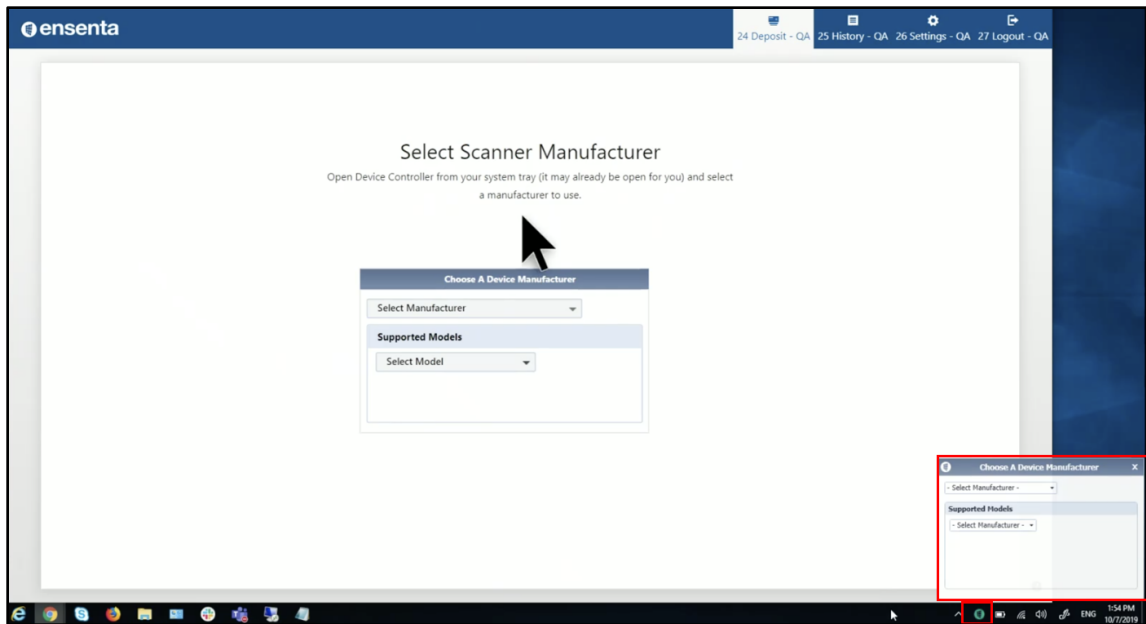


FIGURE 9 – DEVICE CONTROL LAUNCH

Downloading and Installing Scanner Drivers

You will be prompted to select a scanner manufacturer in order to install the appropriate driver for the scanner device.

1. Click the **Select Manufacturer** drop-down arrow to choose the appropriate scanner manufacturer.

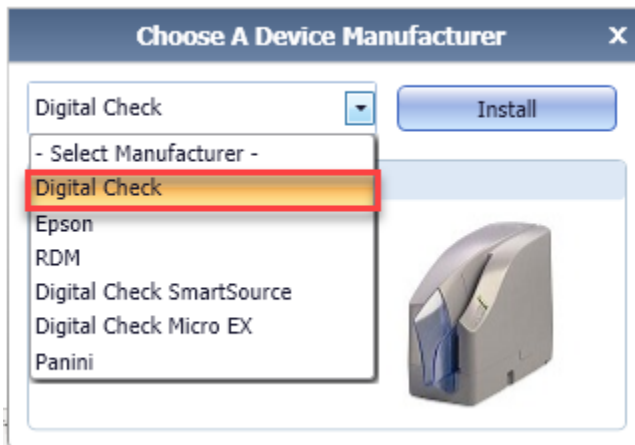


FIGURE 10 – SELECT MANUFACTURER DROP-DOWN LIST

2. Click the **Supported Models** drop-down arrow to choose the appropriate scanner model.

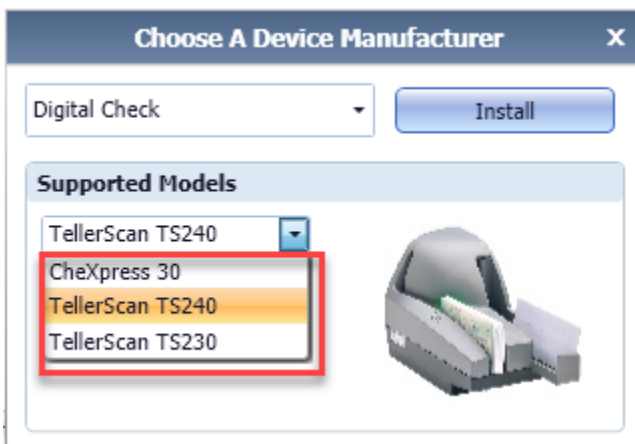


FIGURE 11 – SUPPORTED SCANNER MODEL LIST

3. Click **Install**.

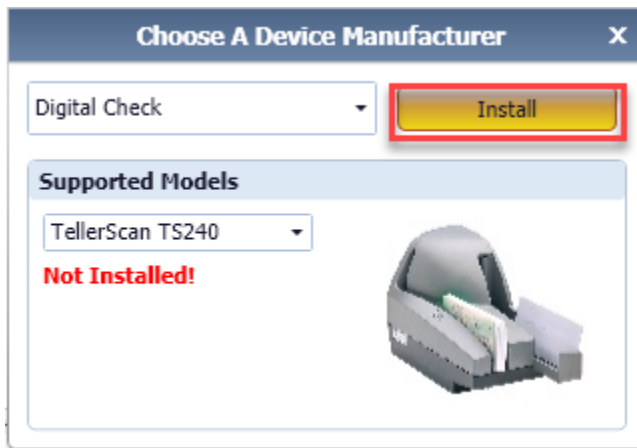


FIGURE 12 – DEVICE CONTROL INSTALL BUTTON

4. The *Add/Remove Devices* window appears. Choose the scanner you wish to add, and then click **Install**.

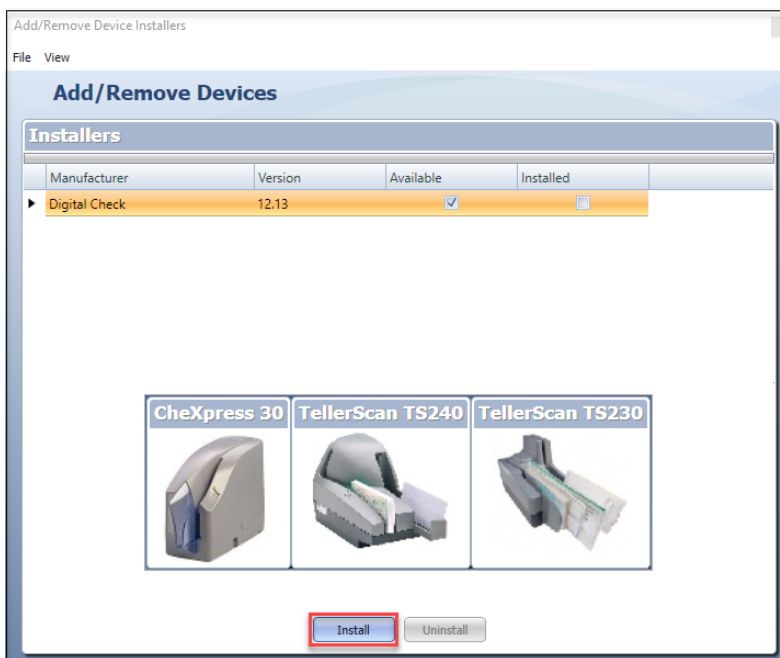


FIGURE 13 – DEVICE CONTROL INSTALLER

5. The *Install Wizard* appears. Disconnect the scanner's USB or power cable from your computer.
6. Click **Next** when prompted by the *Install Wizard* to download and install the scanner driver.

NOTE: The driver will take several minutes to install.

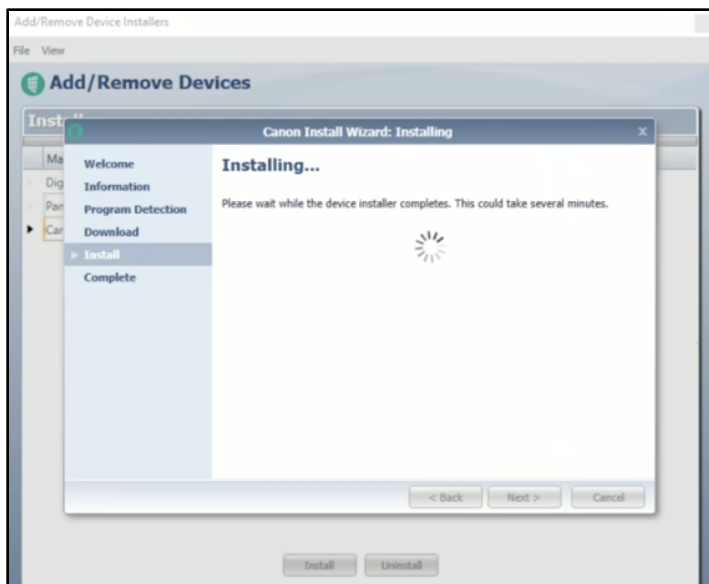
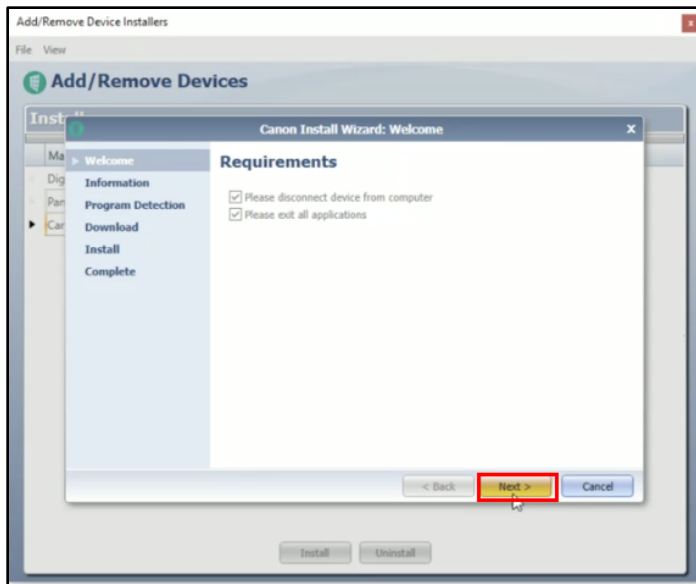


FIGURE 14 – DEVICE CONTROL DOWNLOAD WINDOW

7. The *Install Wizard* displays the *Install Done* prompt. Click **Next** to continue.

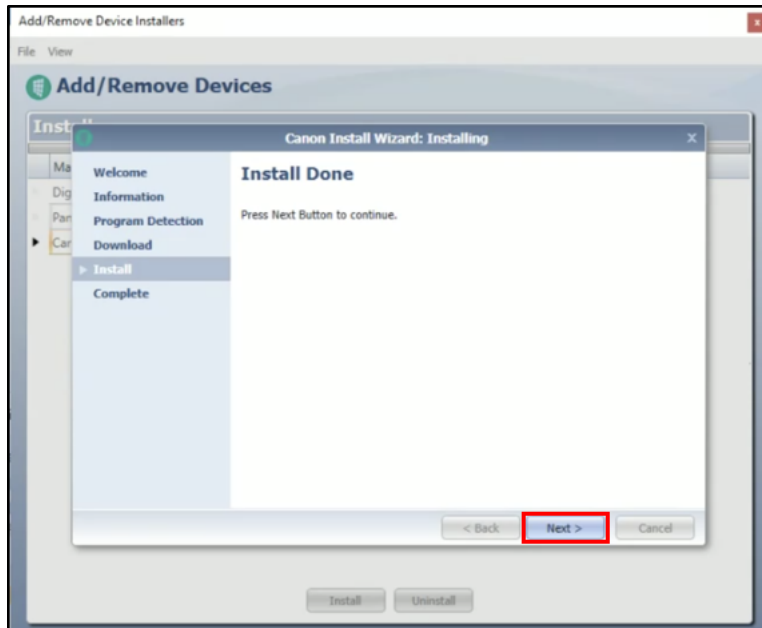


FIGURE 15 – INSTALL DONE WINDOW

4. After the *Install Wizard* has completed, connect the scanner to your computer, and then click **Finish**. The scanner is now installed.

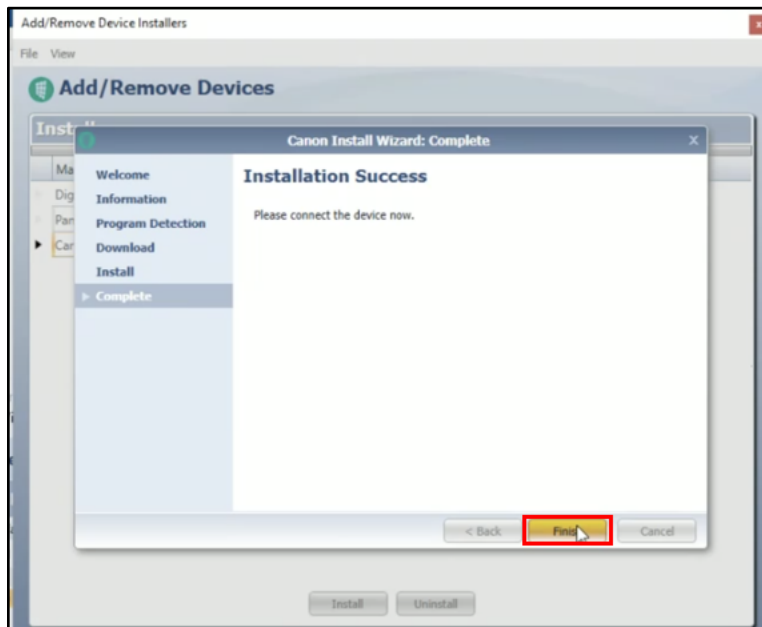


FIGURE 16 – SUCCESSFUL INSTALLATION WINDOW

8. Close the *Add/Remove Devices* window.

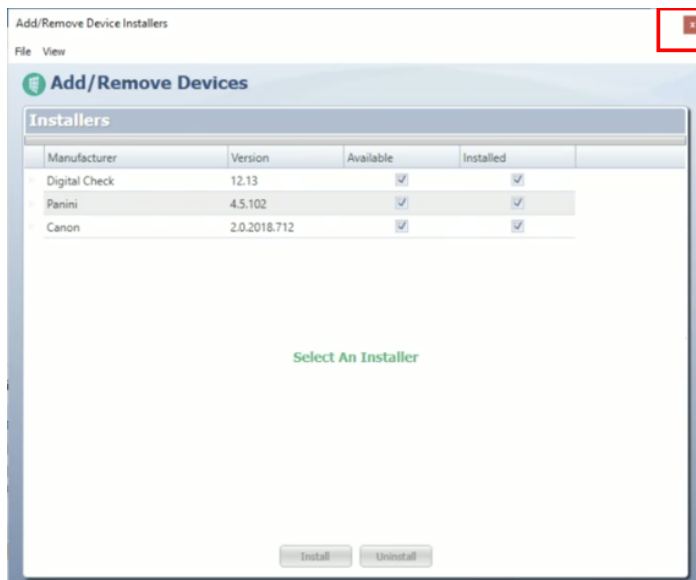


FIGURE 17 – DEVICE INSTALLER

9. Device Control will minimize to the application tray and automatically connect to the scanner, enabling you to scan checks.

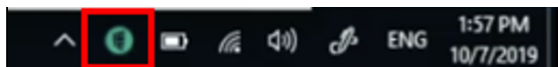


FIGURE 18 – DEVICE CONTROL ICON IN APPLICATION TRAY

10. The message *Device Control connected and ready to scan* appears when Device Control has successfully connected to the scanner. You are now able to deposit a check!

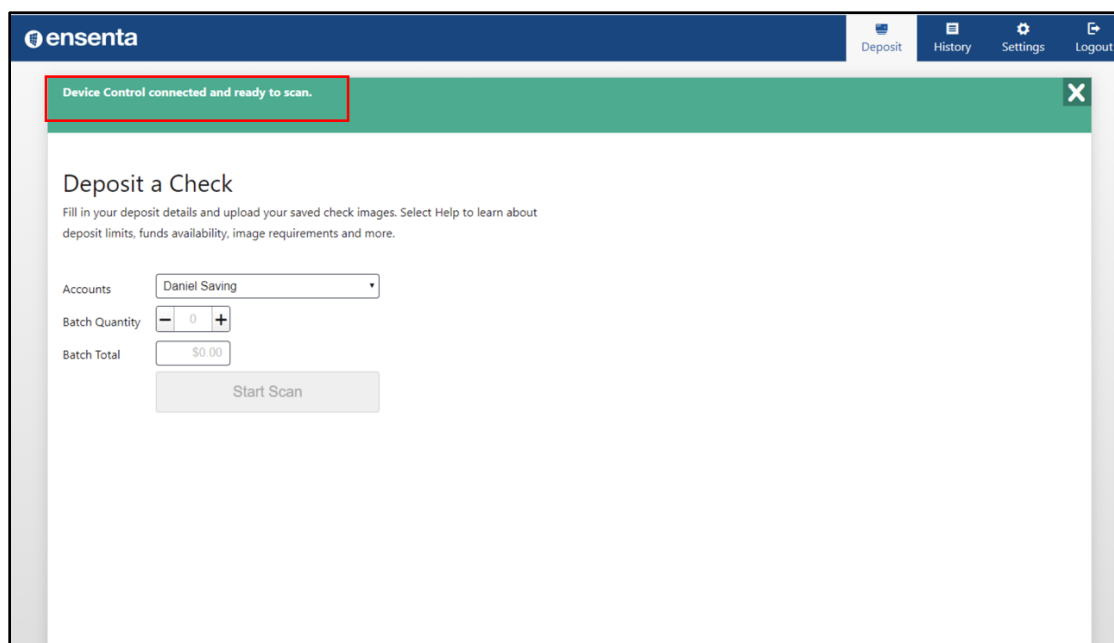


FIGURE 19 – BRDC DEPOSIT A CHECK PAGE

Troubleshooting

Device Control Status Indicators

The color of the Device Control icon indicates the application status.

- Green means Device Control is online.

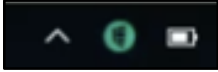


FIGURE 20 – GREEN DEVICE CONTROL ICON

- Blue means Device Control is attempting to connect to the scanner.



FIGURE 21 – BLUE DEVICE CONTROL ICON

- Yellow means Device Control is connected to the scanner and ready to scan.

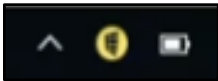


FIGURE 22 – YELLOW DEVICE CONTROL ICON

- Red means there is a device error. An error message appears on your desktop with instructions to remedy the issue.

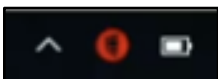


FIGURE 23 – RED DEVICE CONTROL ICON

Connection Issues

1. Follow the warning message instructions, ensure the power and USB cables are securely connected, and click **Reconnect**.

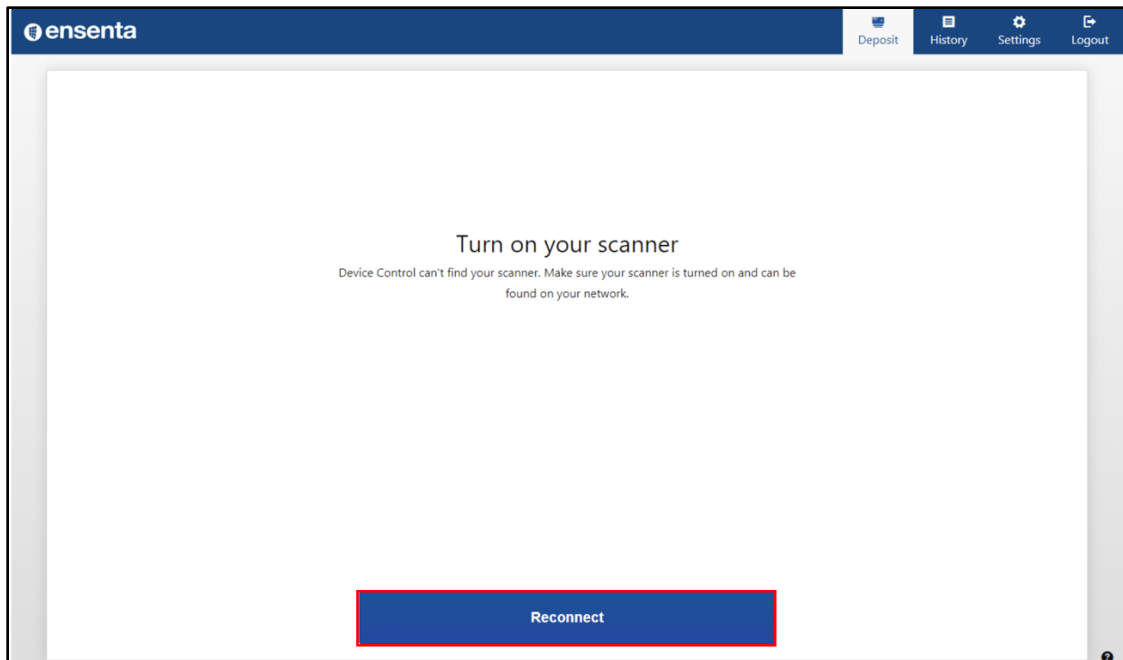


FIGURE 24 – RECONNECTING TO THE DEVICE CONTROL

2. The scanner should reconnect with the Device Control.

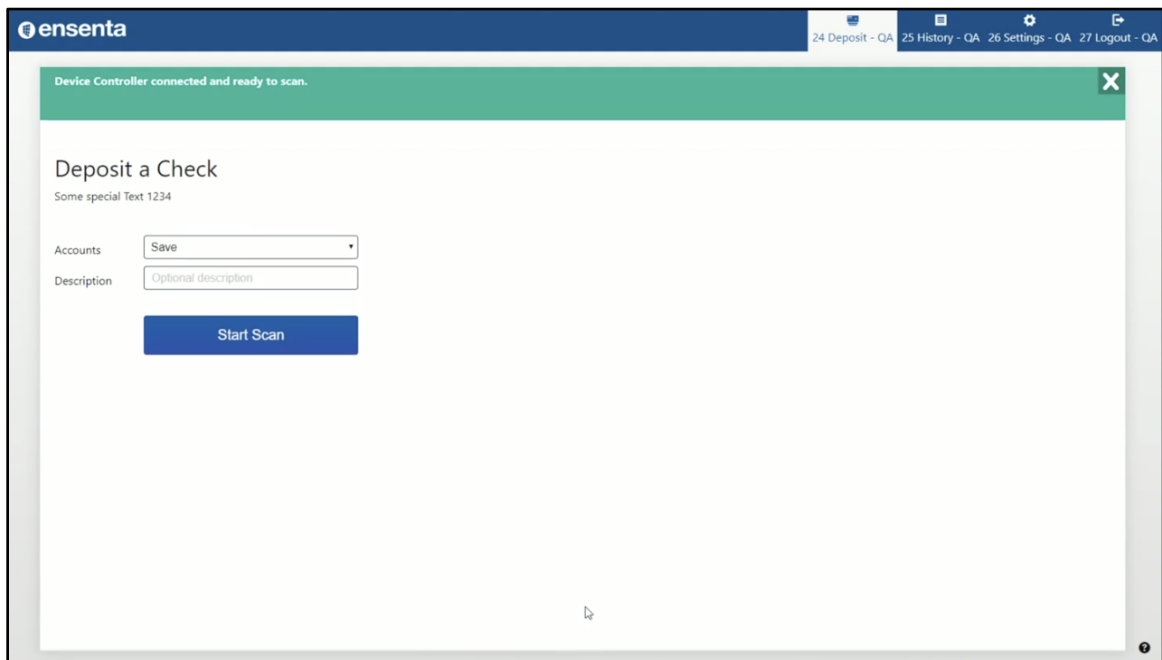


FIGURE 25 – SCANNER SUCCESSFULLY RECONNECTED TO DEVICE CONTROL

Device Control Is Not Running

By default, Device Control will always be running on the machine and will launch on start, even after the PC is rebooted. In the event that it fails to run, take the following steps to remedy the issue:

1. Log out of bRDC desktop and log in again.

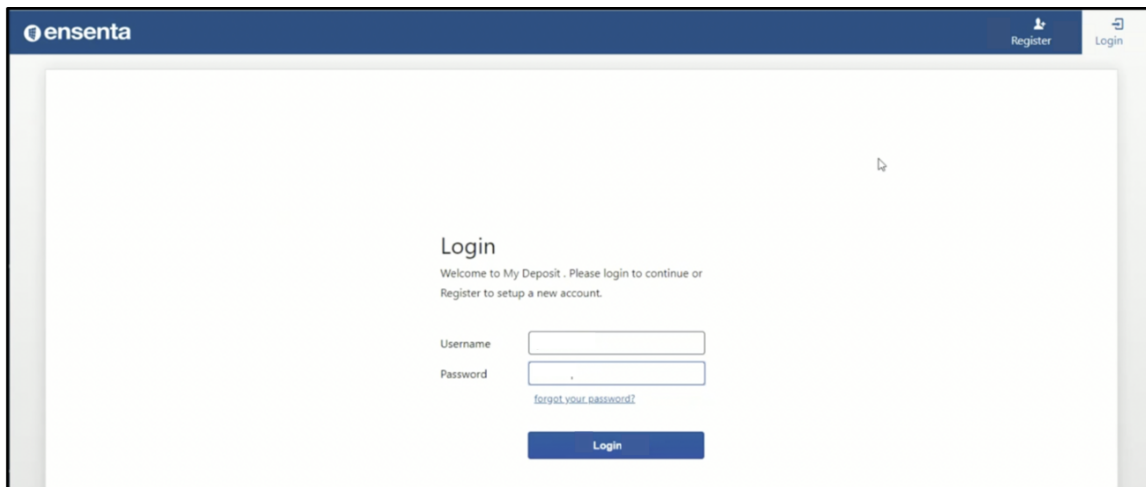


FIGURE 26 – BRDC DESKTOP LOGIN

2. Click **Deposit**.

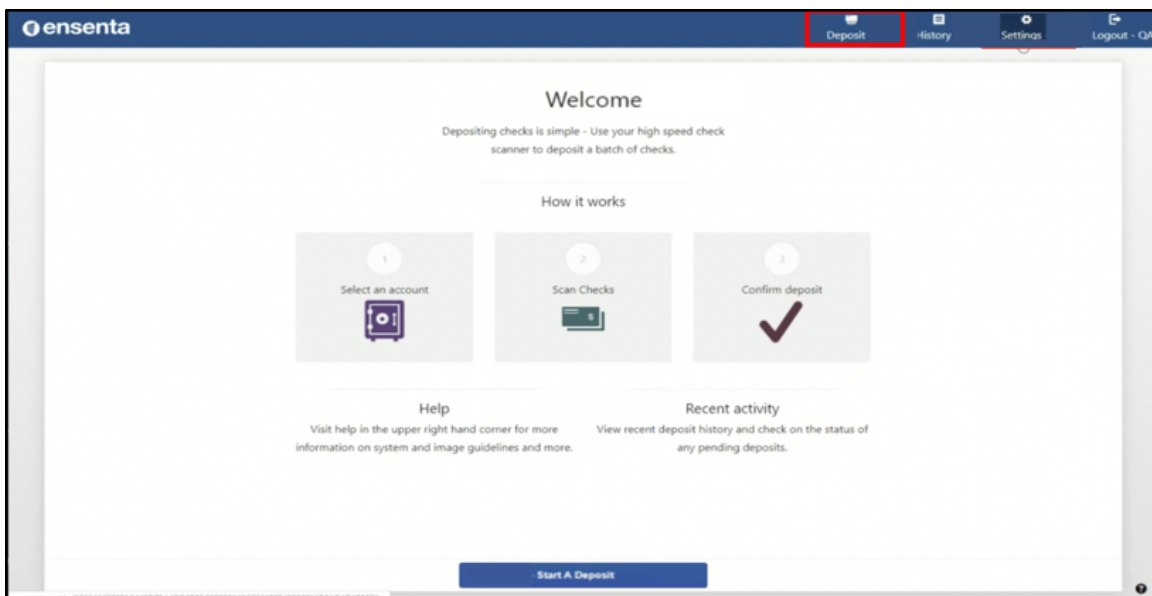


FIGURE 27 – BRDC DEPOSIT PAGE

3. A message appears with instructions to restart Device Control. In this instance, the user is instructed to **Start the App** or download and re-launch Device Control.

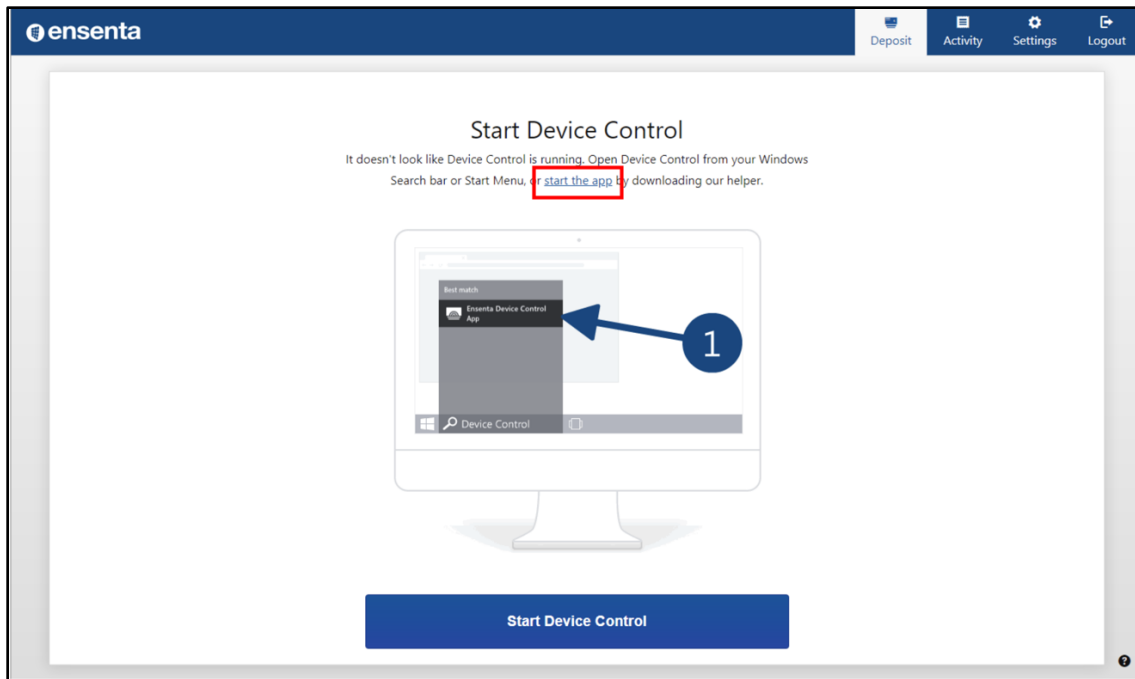


FIGURE 28 – STARTING THE DEVICE CONTROL APP

4. Follow the prompts, and click **Start Device Control**.

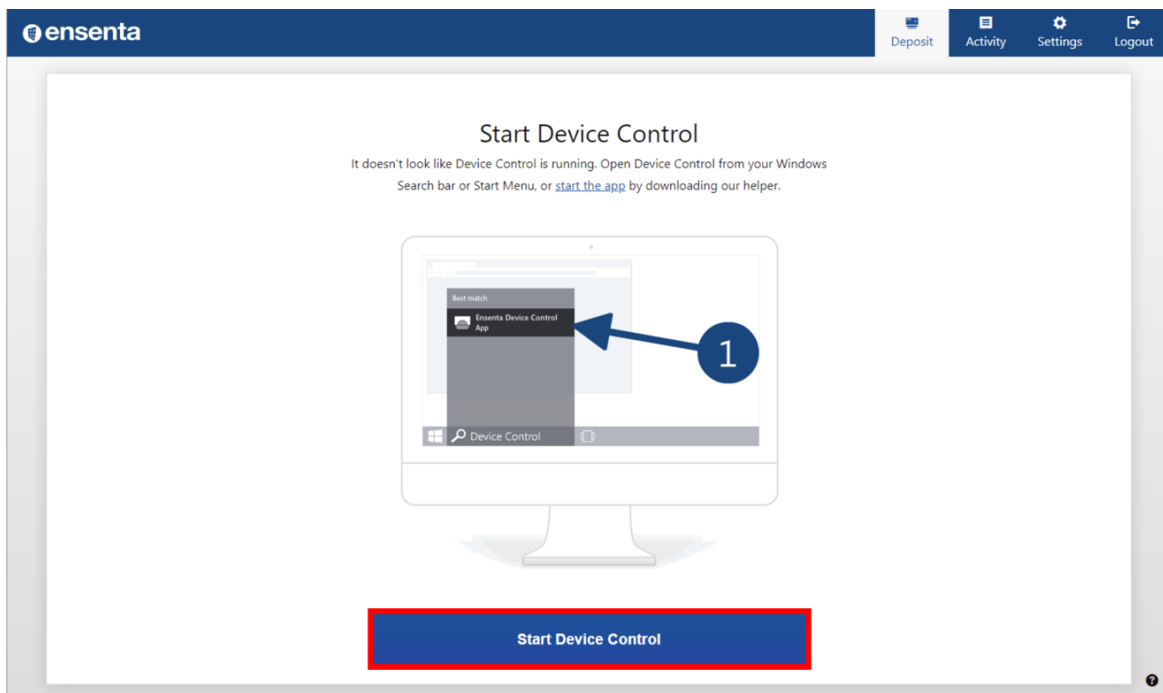


FIGURE 29 – STARTING DEVICE CONTROL

5. Click the downloaded file to run Device Control.

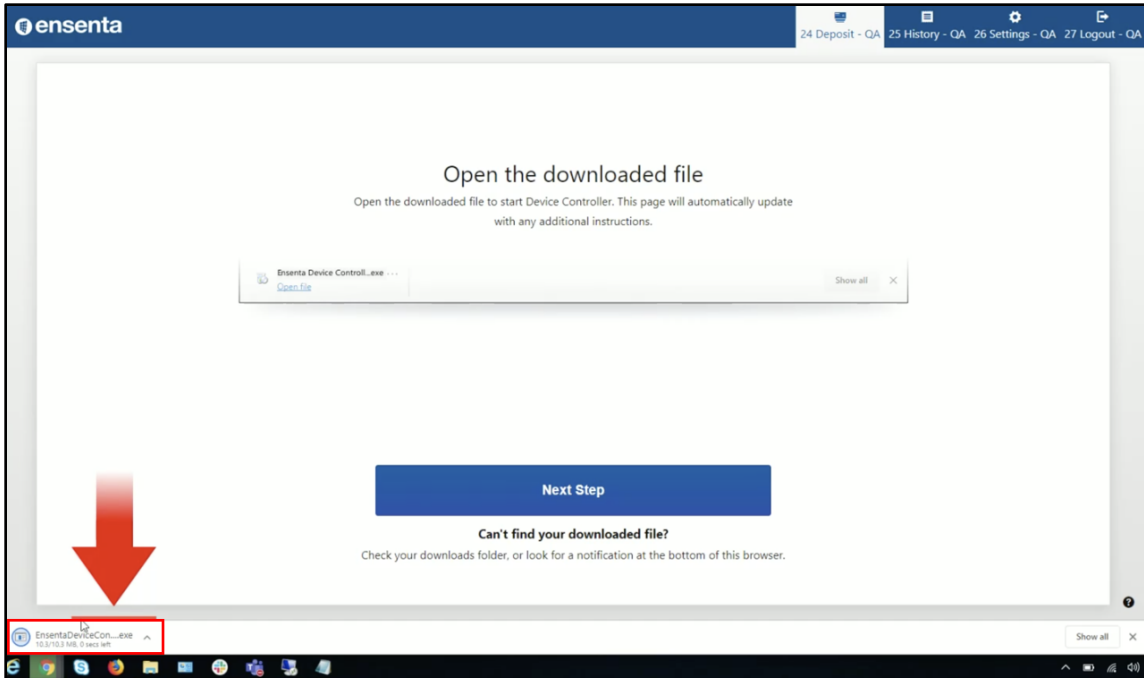


FIGURE 30 – RE-DOWNLOADING DEVICE CONTROL

6. Device Control re-launches on your computer.

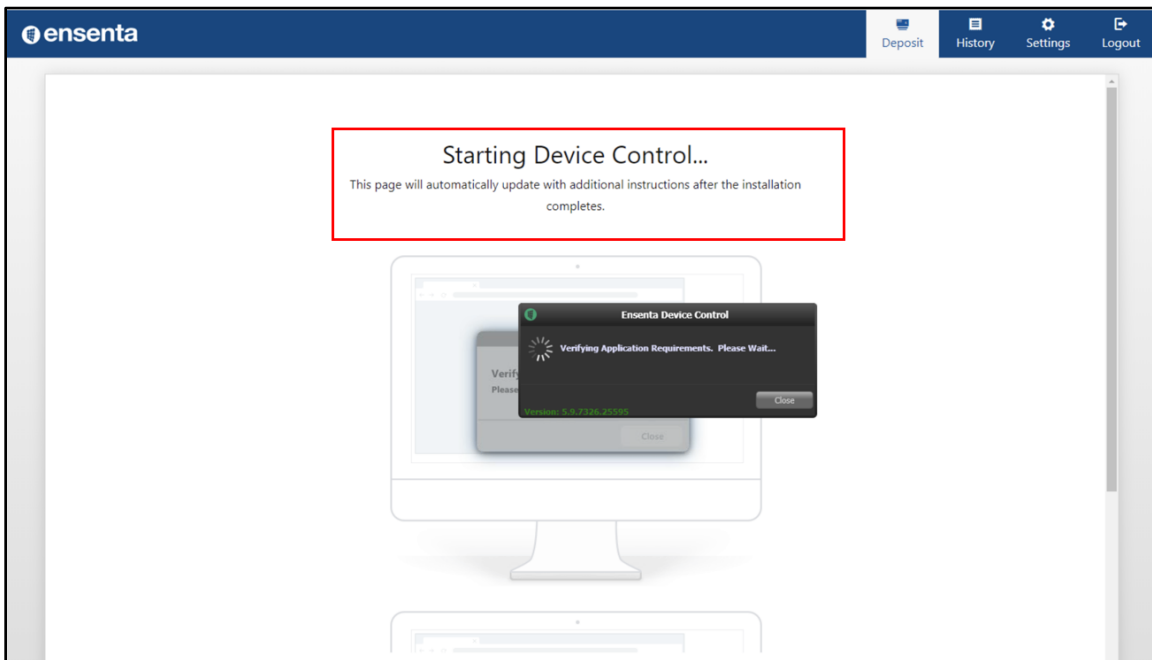


FIGURE 31 –DEVICE CONTROL RESTARTS

7. The green Device Control icon appears in the application tray when connected.

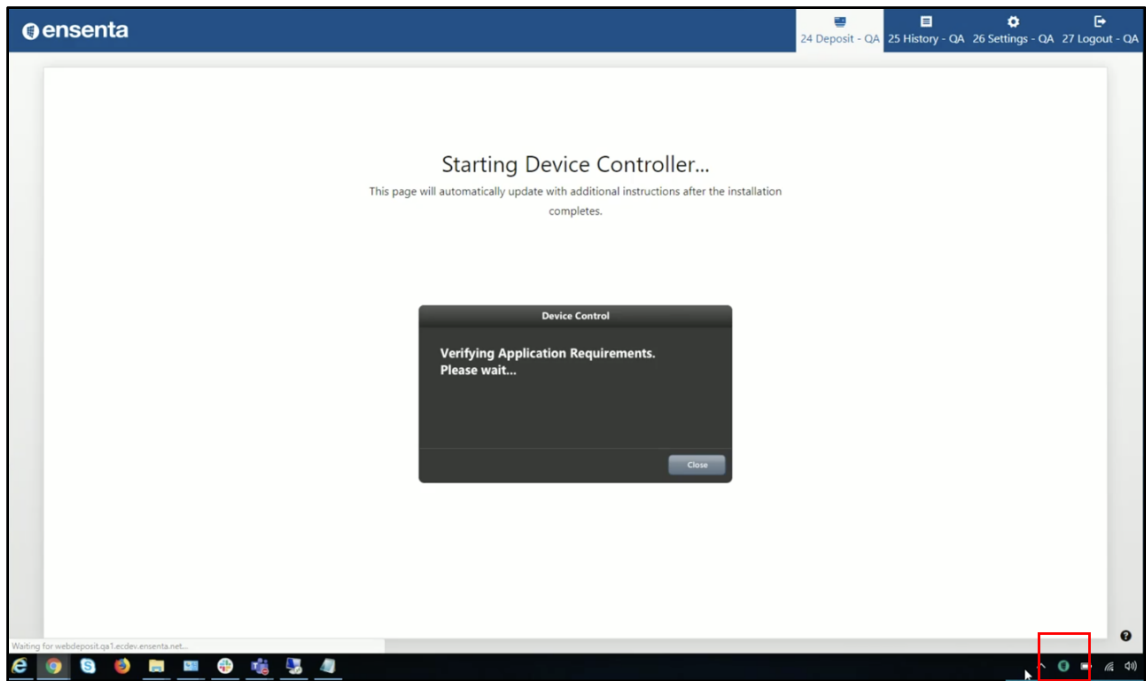


FIGURE 32 – GREEN DEVICE CONTROL ICON