



Enterprise Payment Solutions

EPS Ensenta Business RDC™

August 2023

Device Control Installation and Troubleshooting Guide

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Overview

EPS Ensenta Device Control is a web application that allows appropriately permissioned bRDC (EPS Ensenta Business RDC™) end users to download and install scanner drivers for EPS Ensenta-supported high-speed scanners. This manual covers Device Control setup and scanner driver installation for Windows® users, as well as troubleshooting for Device Control.

System Requirements and Supported Scanner Models

Setting Up Your System

Your system must be equipped with the correct driver and certificate before you begin using bRDC. This will ensure that your check scanner can access the web application. Contact your EPS Ensenta Support representative for driver and certificate information.

For an optimal experience, we recommend that you use a high-speed internet connection (above 25 Mbps). In addition, the following components are required in order to use 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 4.8 or higher

For Microsoft® Windows:

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

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

The following scanners are certified for use with bRDC on Windows:

Scanner	Model Supported
Digital Check®	CheXpress® CX30 TellerScan® TS240 <i>TellerScan TS230</i>

Scanner	Model Supported
Digital Check (Unisys Burroughs®)	SmartSource® Professional SmartSource Professional Elite SmartSource Merchant Elite SmartSource Micro Elite
Epson®	CaptureOne™ (TM-S1000)
Panini®	I:Deal® Vision X™ <i>My Vision X™</i>
Canon®	imageFORMULA CR-L1 imageFORMULA CR-120 imageFORMULA CR-150 <i>imageFORMULA CR-25</i> <i>imageFORMULA CR-55</i> <i>imageFORMULA CR-50</i> <i>imageFORMULA CR-80</i> <i>imageFORMULA CR-135i</i> <i>imageFORMULA CR-180</i> <i>imageFORMULA CR-190i</i>

NOTE: In the table above, italicized models indicate legacy products. As legacy products are no longer tested/certified for use with the application, limited support may be provided.

bRDC Desktop Application

Contact your EPS Ensenta support representative to enable Device Control in the bRDC desktop application. Only users with the appropriate permissions may download and use the service.

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

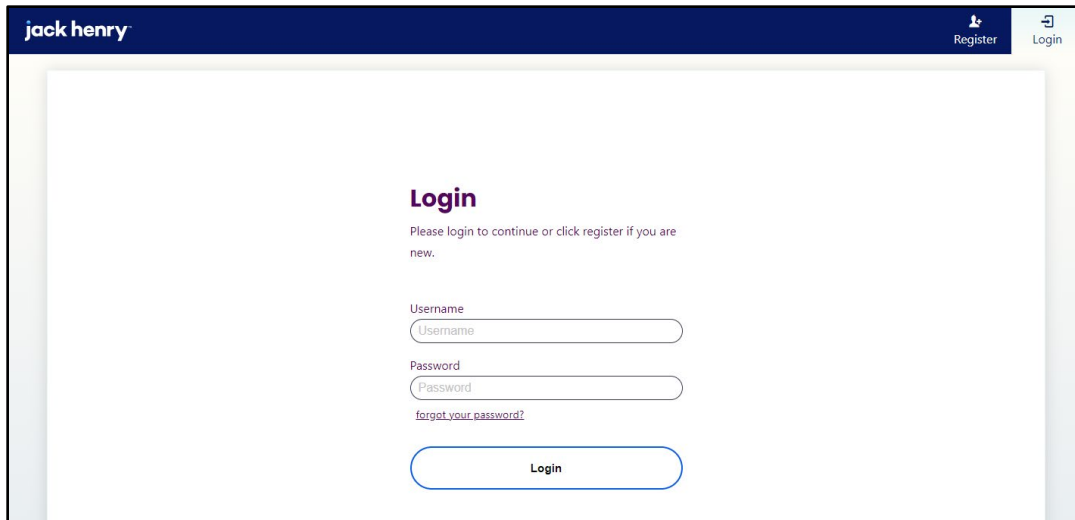


FIGURE 1 – BRDC LOGIN PAGE

2. Click the **Settings** gear icon in the upper right-hand corner of the *Welcome* page.

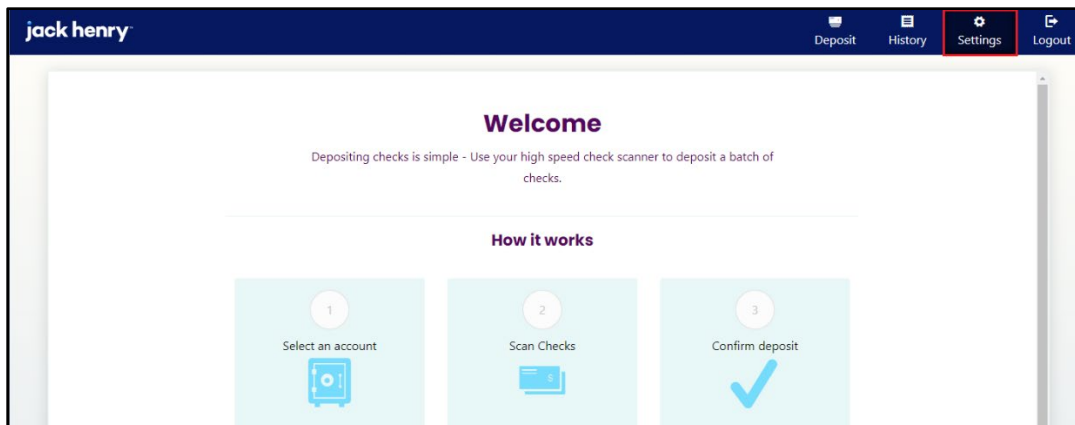


FIGURE 2 – BRDC WELCOME PAGE

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

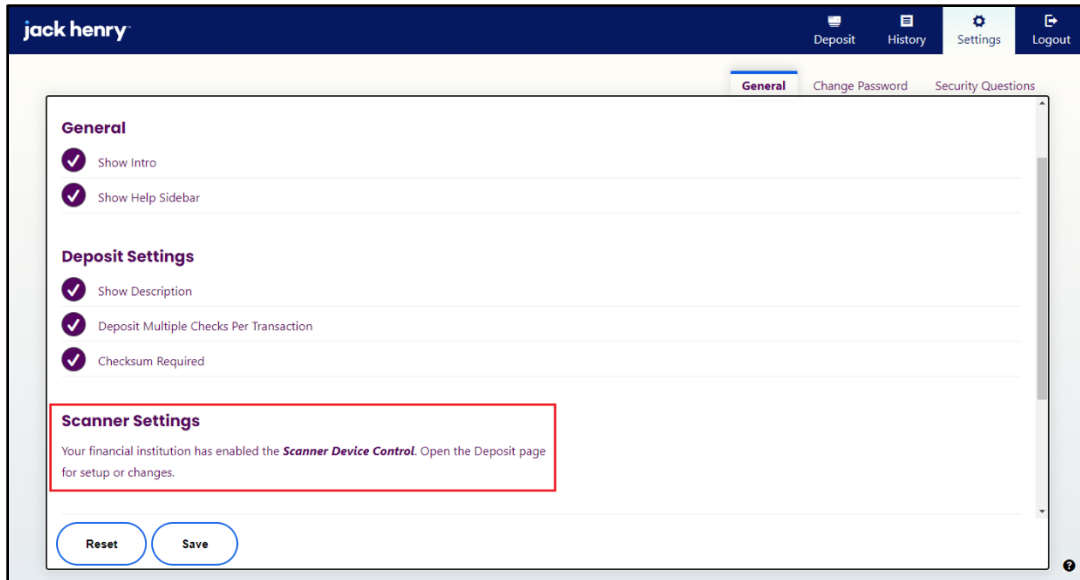


FIGURE 3 – BRDC SCANNER SETTINGS MESSAGE

Installing Device Control

If you are accessing bRDC for the first time, you will need to install EPS Ensenta Device Control, an application used to manage your check scanner. Device Control must be installed before you can begin making deposits.

If desired, maximize your browser window to best reflect the screenshots included in this document.

1. Click **Deposit** in the upper right-hand corner.

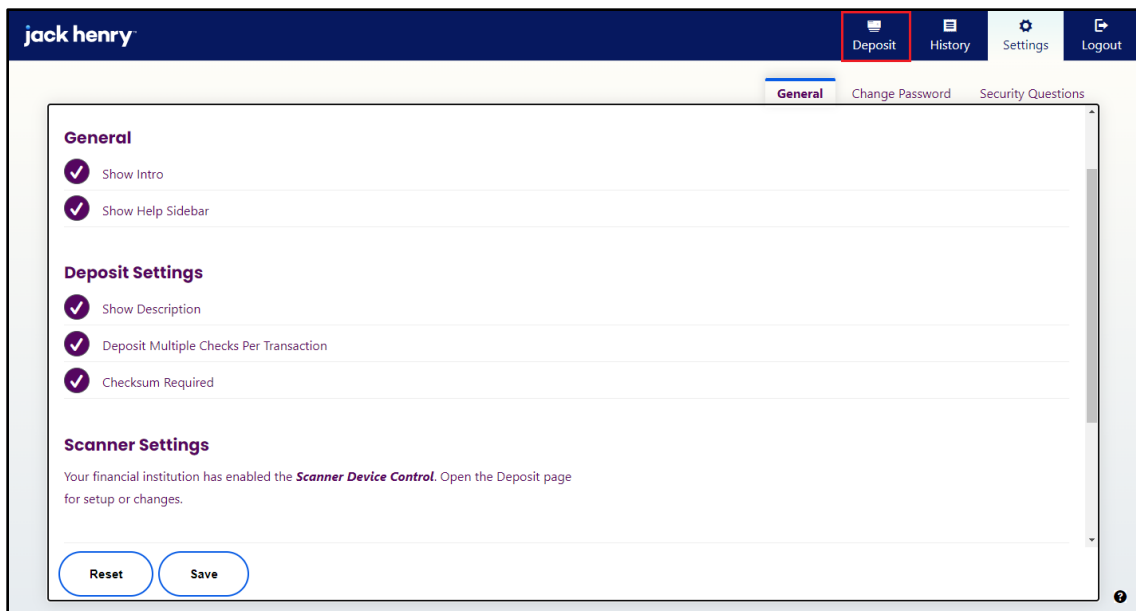


FIGURE 4 – BRDC DEPOSIT TAB

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

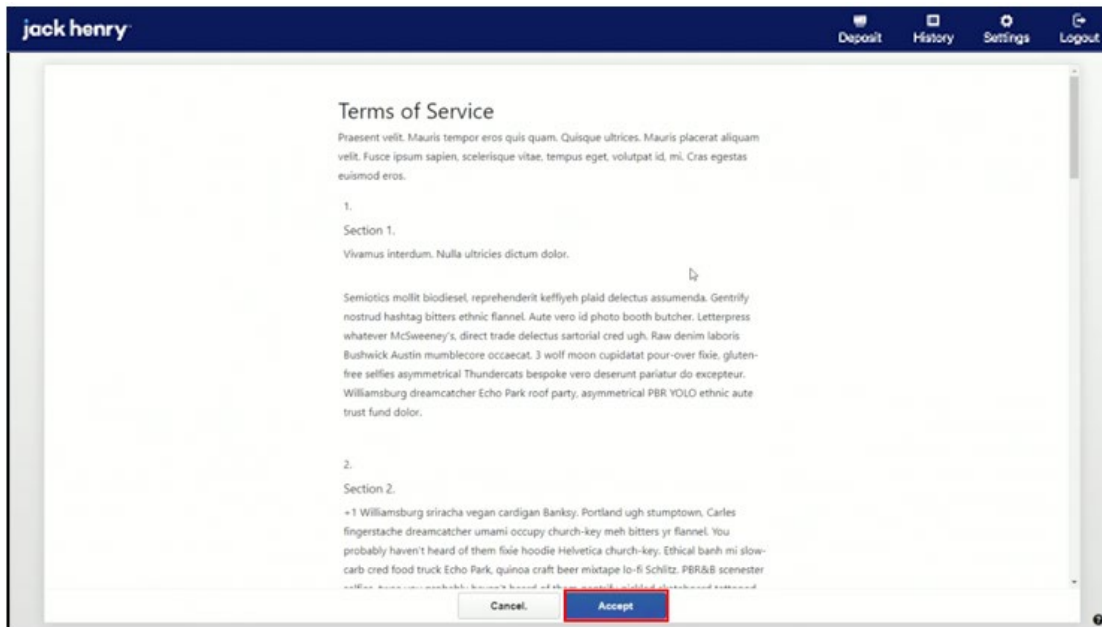


FIGURE 5 – BRDC TERMS OF SERVICE

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

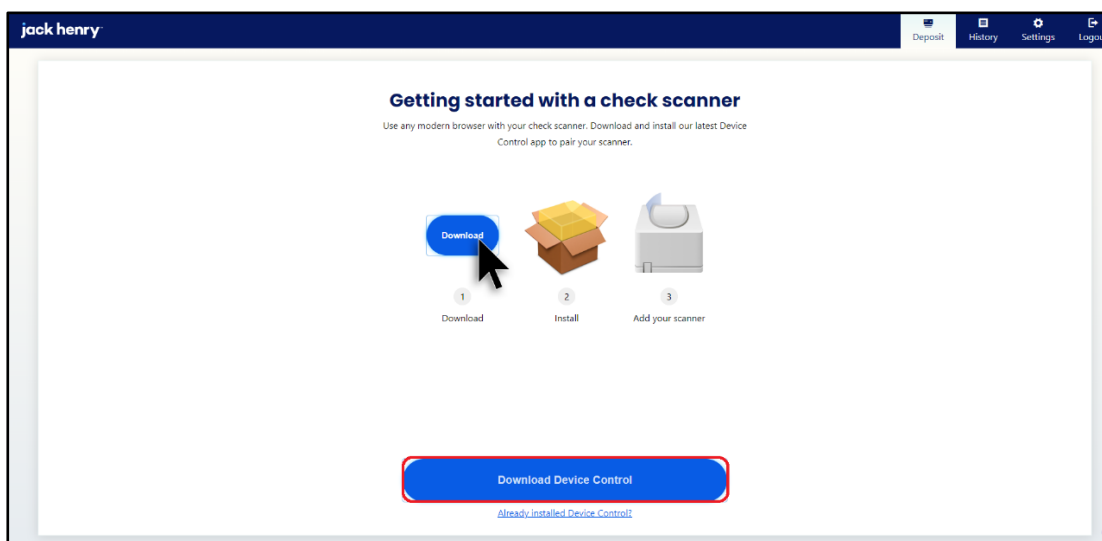


FIGURE 6 – BRDC DOWNLOAD DEVICE CONTROL

4. The Device Control application downloads. Click the downloaded file to begin running the Device Control Installer.

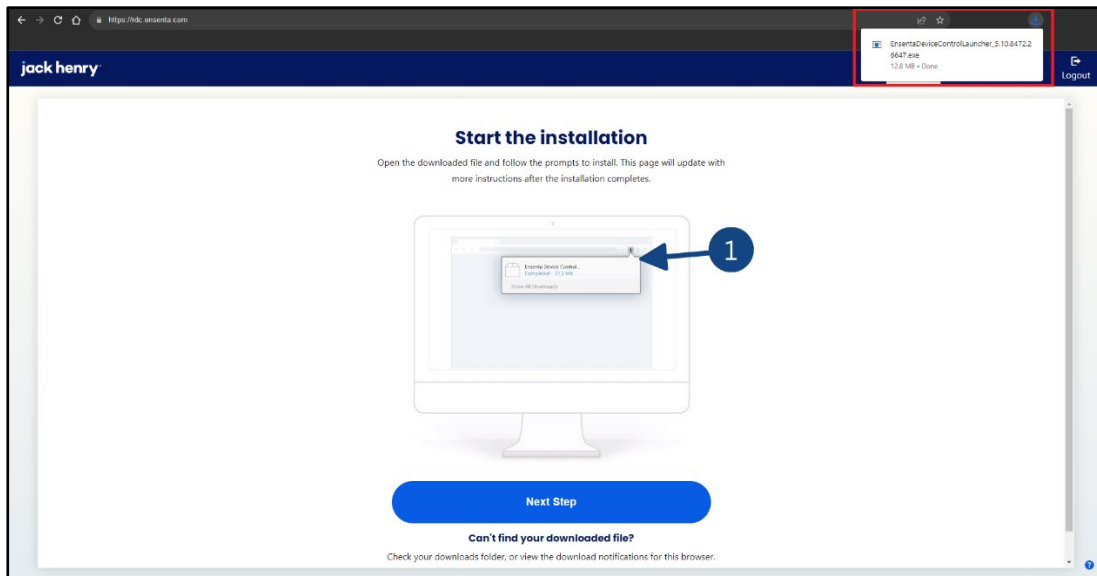


FIGURE 7 – DOWNLOADING DEVICE CONTROL

5. Click **Install** on the Ensenta Device Control window.

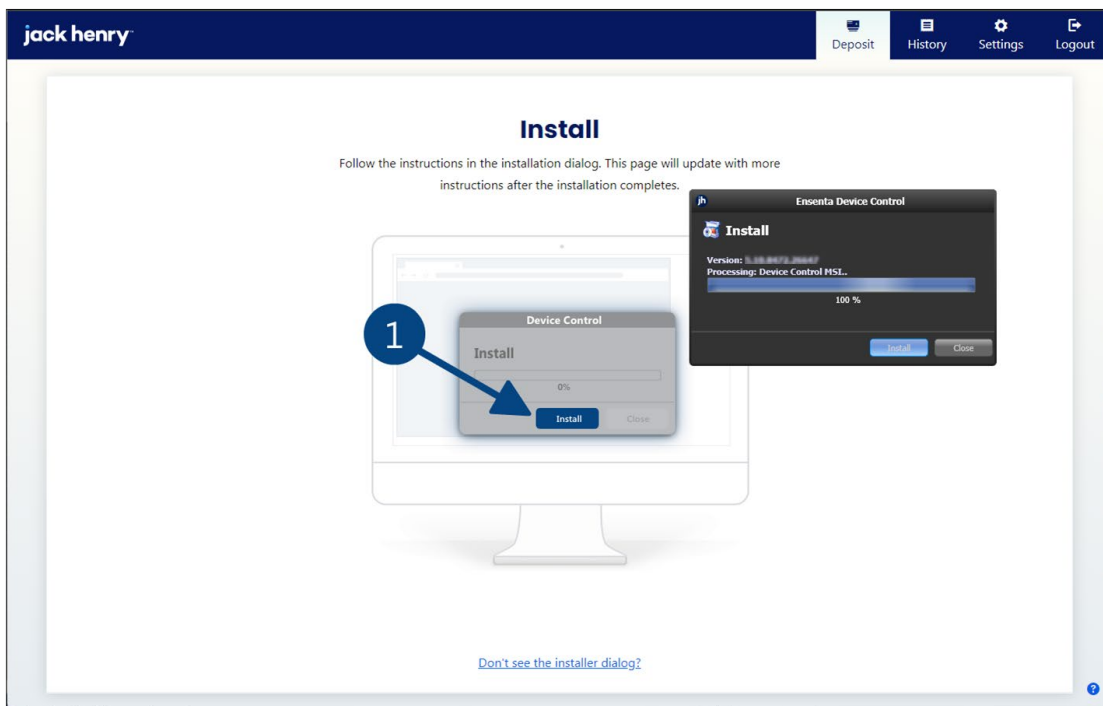


FIGURE 8 – INSTALLING DEVICE CONTROL

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

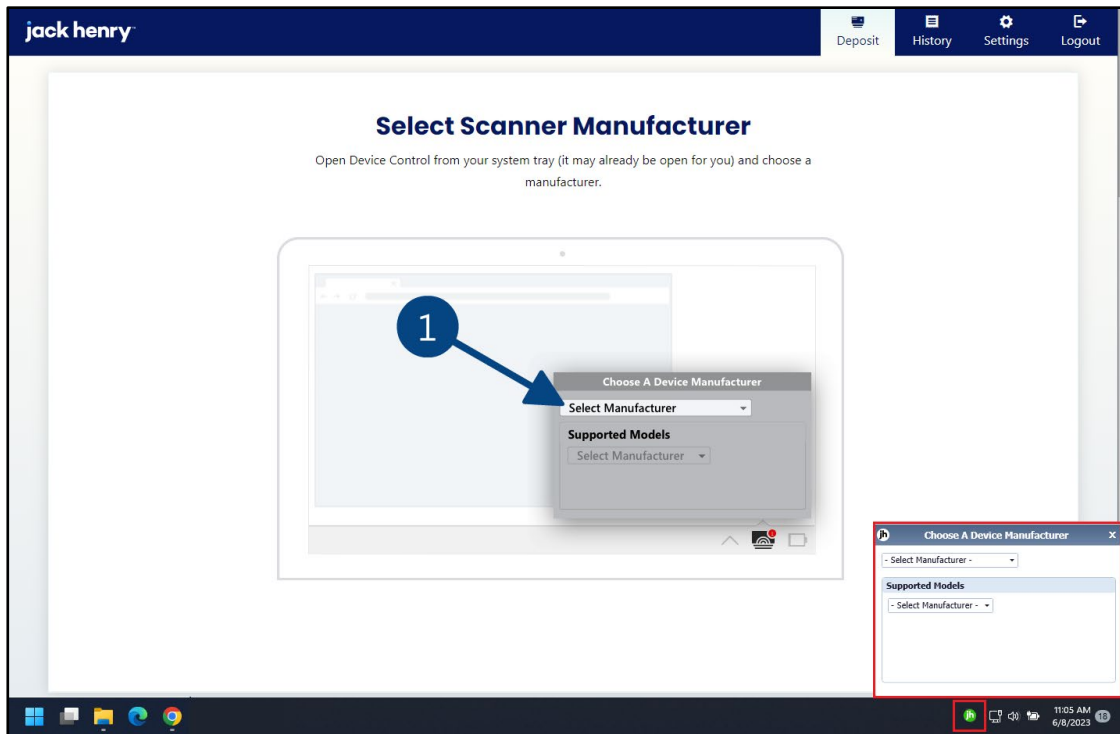


FIGURE 9 – DEVICE CONTROL LAUNCH

Downloading and Installing Scanner Drivers

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

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

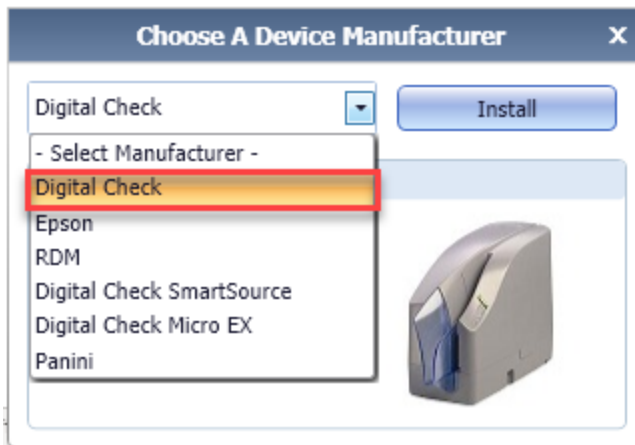


FIGURE 10 – SELECT MANUFACTURER DROP-DOWN LIST

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

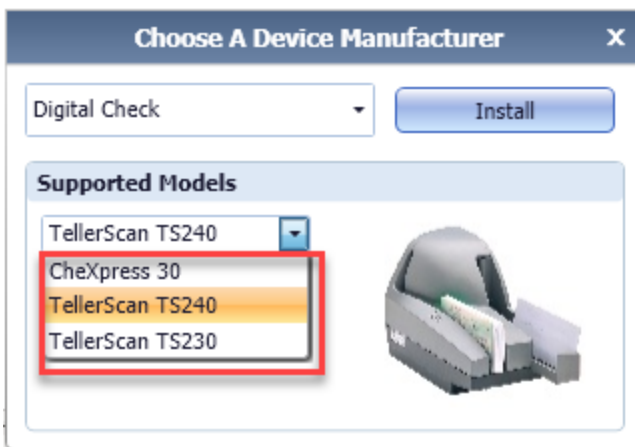


FIGURE 11 – SUPPORTED SCANNER MODEL LIST

3. Click **Install**.

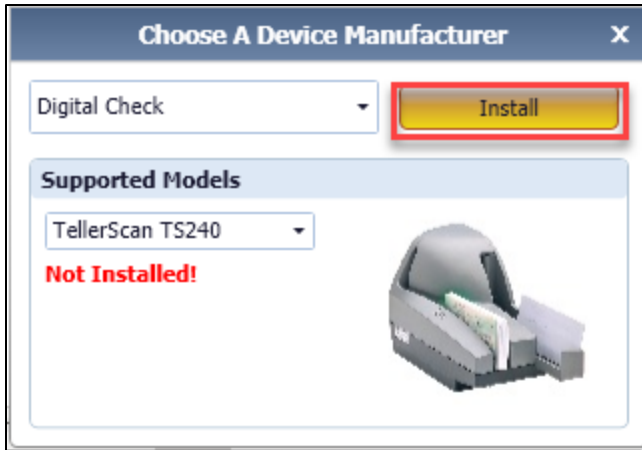


FIGURE 12 – DEVICE CONTROL INSTALL BUTTON

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

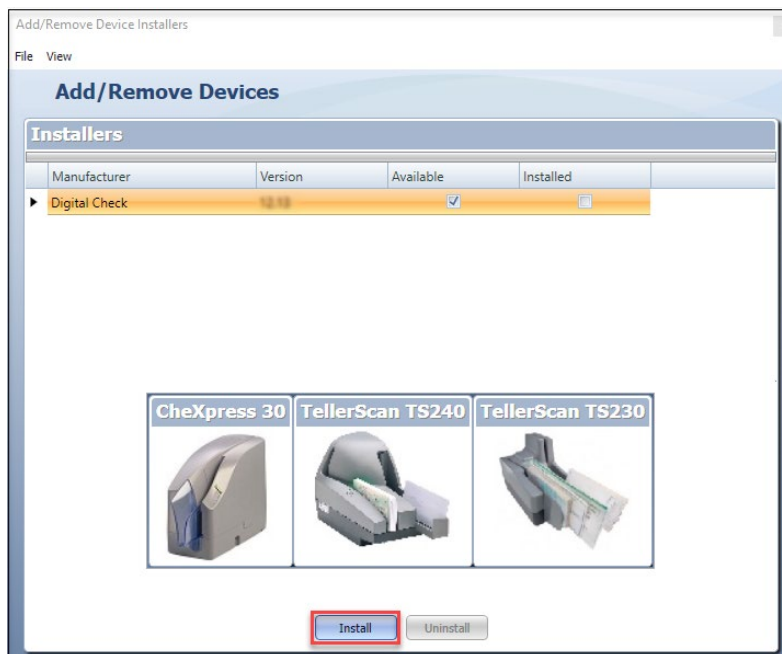


FIGURE 13 – DEVICE CONTROL INSTALLER

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

NOTE: The scanner driver may take several minutes to install.

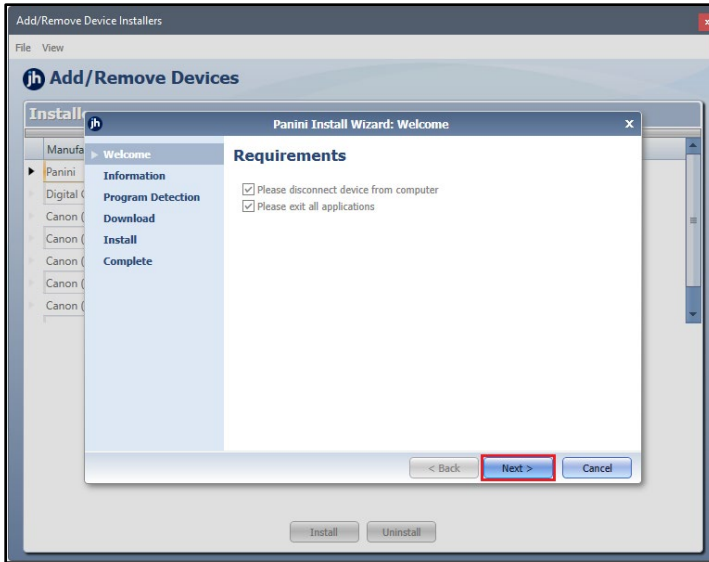


FIGURE 14 – INSTALL WIZARD

7. Should Device Control detect potentially conflicting drivers or other scanning components, an opportunity will be presented to uninstall the existing software before continuing to the driver download. Once completed, **Refresh** the list, then click **Next**. Otherwise, proceed directly to step 8.

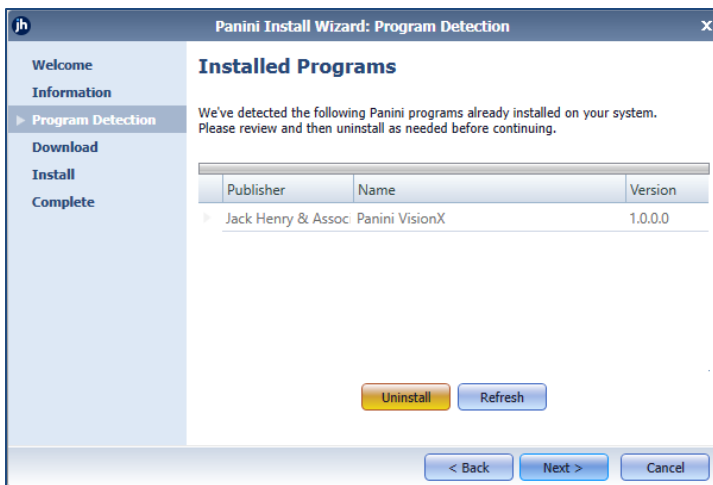


FIGURE 15 – PROGRAM DETECTION

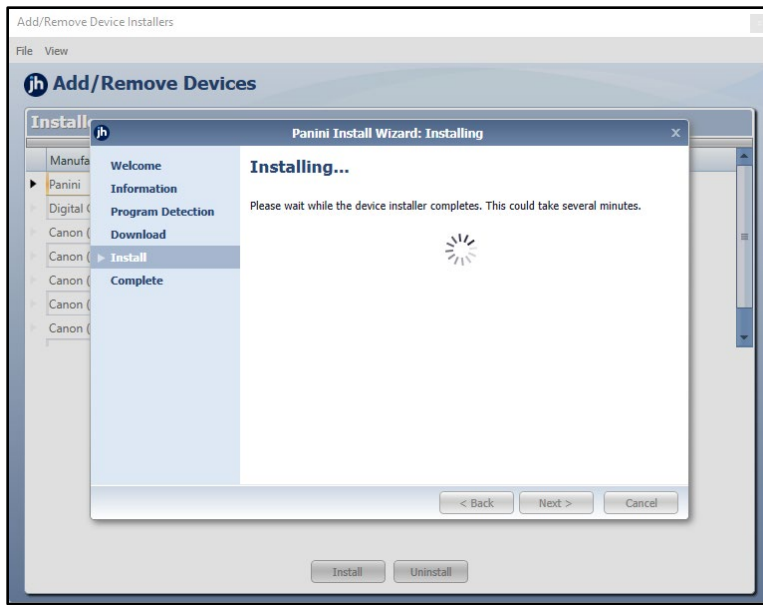


FIGURE 16 – DEVICE CONTROL DOWNLOAD WINDOW

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

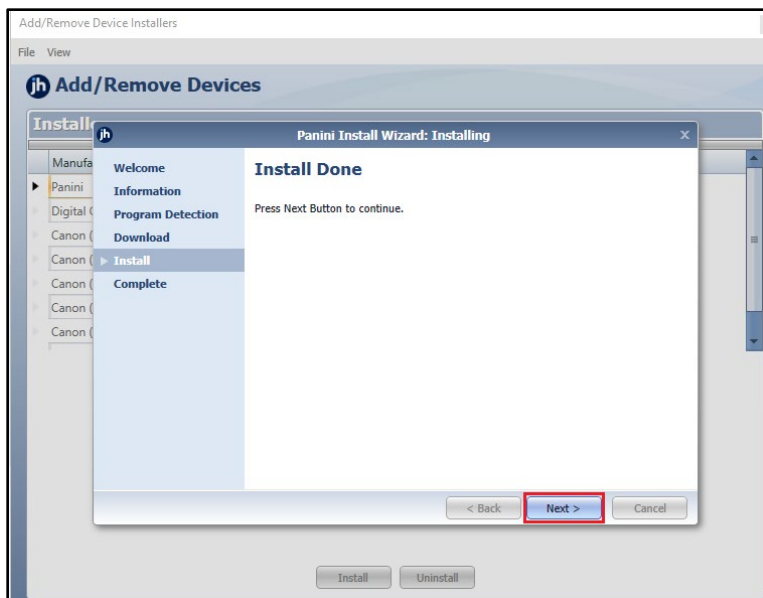


FIGURE 17 – INSTALL DONE WINDOW

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

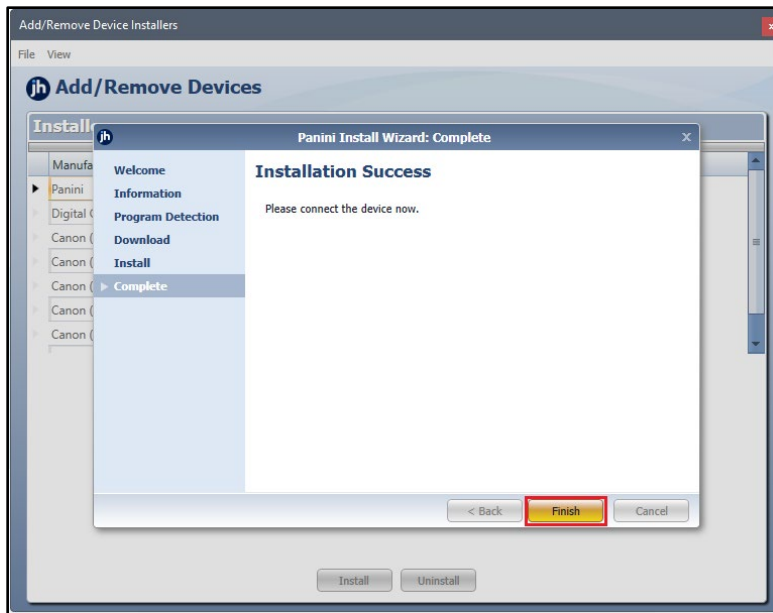


FIGURE 18 – SUCCESSFUL INSTALLATION WINDOW

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

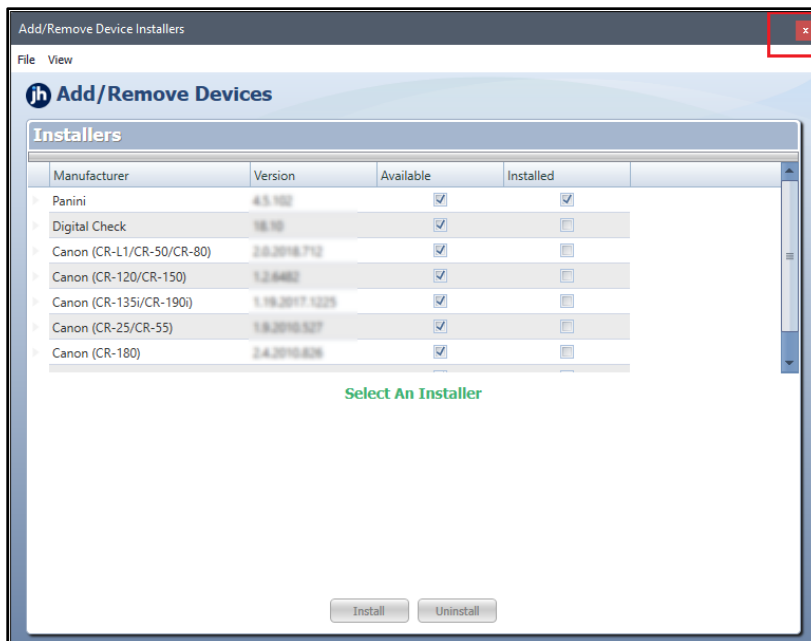


FIGURE 19 – DEVICE INSTALLER

11. Device Control minimizes to the application tray and automatically connects to the scanner, enabling you to scan checks.



FIGURE 20 – DEVICE CONTROL ICON IN APPLICATION TRAY

The message *Device Control connected and ready to scan* appears when Device Control has successfully connected to the scanner. You are now able to start scanning.

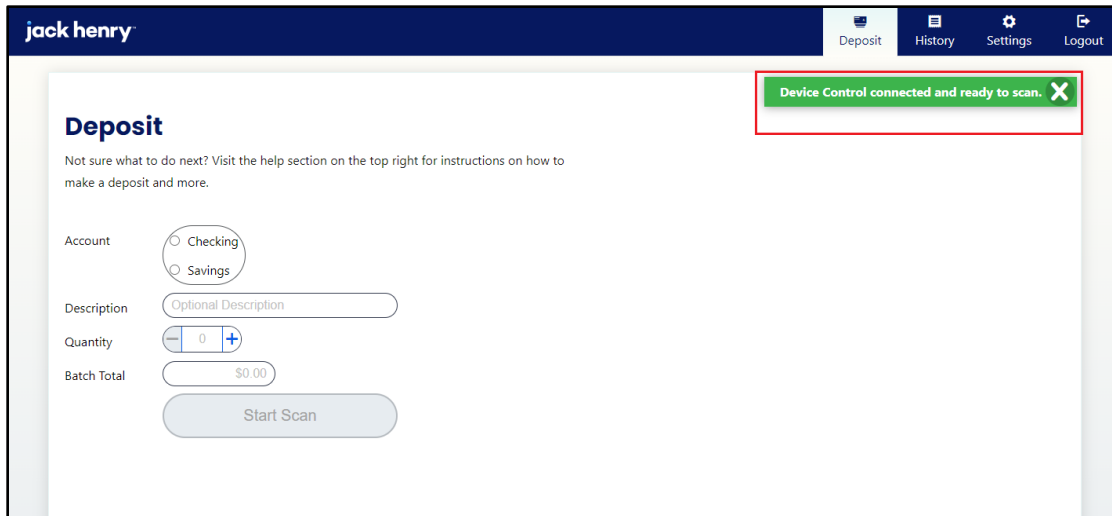


FIGURE 21 – BRDC DEPOSIT A CHECK PAGE

Troubleshooting

Device Control Status Indicators

The Device Control application can be in one of several statuses. Look to the icons on your desktop taskbar to view the status of Device Control.

- Green indicates that the Device Control service is online.



FIGURE 22 – GREEN DEVICE CONTROL ICON

- Blue indicates that the middleware has connected.



FIGURE 23 – BLUE DEVICE CONTROL ICON

- Yellow indicates that Device Control is connected to the device.



FIGURE 24 – YELLOW DEVICE CONTROL ICON

- Red indicates that there is a device error. An alert appears on your desktop with details pertaining to the error.



FIGURE 25 – RED DEVICE CONTROL ICON

Reconnecting to Device Control

In the event that Device Control disconnects from the device, power on your scanner and follow the on-screen prompts to reconnect.

1. Follow the alert's instructions, ensuring the power and USB cables are securely connected, and then click **Reconnect**.

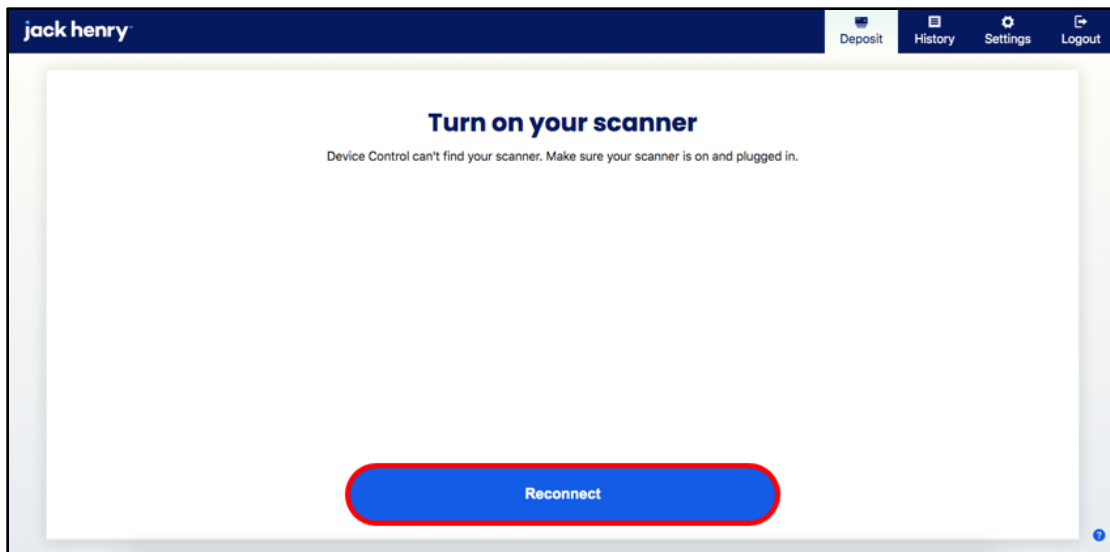


FIGURE 26 – RECONNECTING TO DEVICE CONTROL

2. The scanner should reconnect to Device Control.

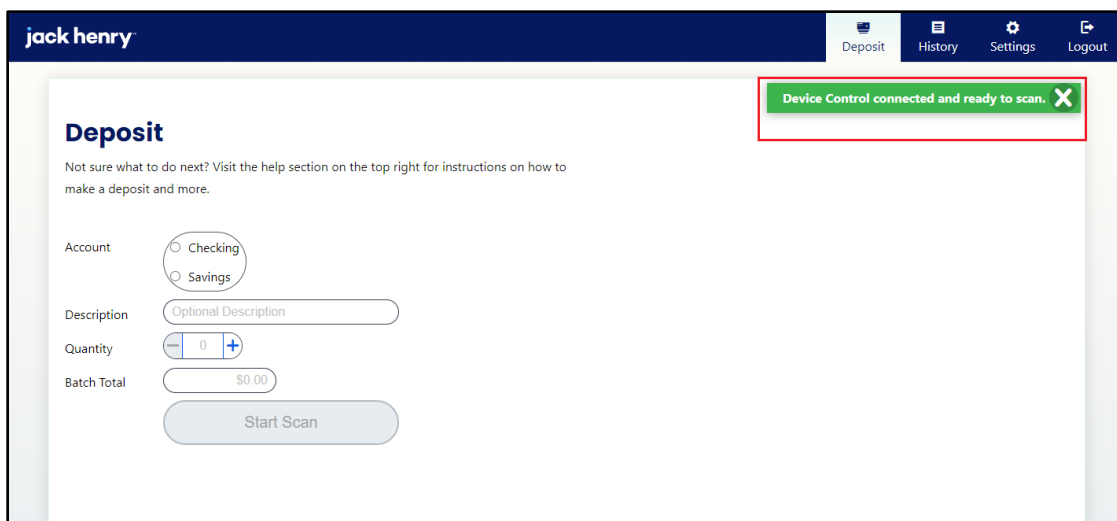


FIGURE 27 – SCANNER SUCCESSFULLY RECONNECTED TO DEVICE CONTROL

Device Control Is Not Running

Once installed, Device Control will run on the computer and launch on Windows startup, even after the PC is rebooted. In the event that the application fails to start, follow the steps below.

1. Log out of the bRDC page and then log in again.

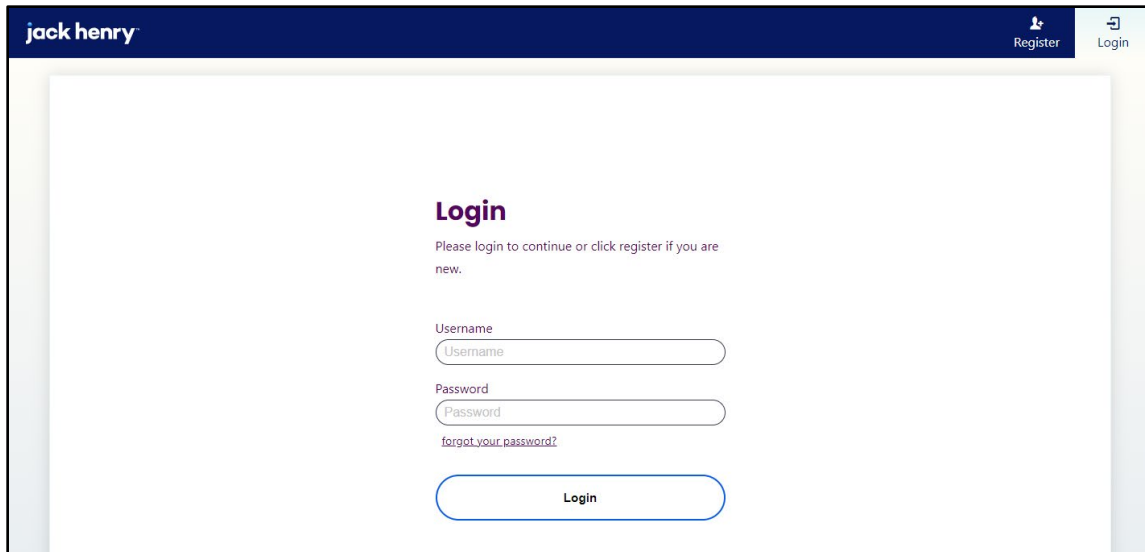
The screenshot shows the Jack Henry bRDC Login page. At the top, there is a dark blue header with the "jack henry" logo on the left and "Register" and "Login" links on the right. The main content area is white and features a "Login" heading in purple. Below the heading, there is a message: "Please login to continue or click register if you are new." This is followed by two input fields: "Username" and "Password". Below the "Password" field is a link that says "forgot your password?". At the bottom of the form is a blue "Login" button.

FIGURE 28 – BRDC LOGIN PAGE

2. Click **Deposit**.

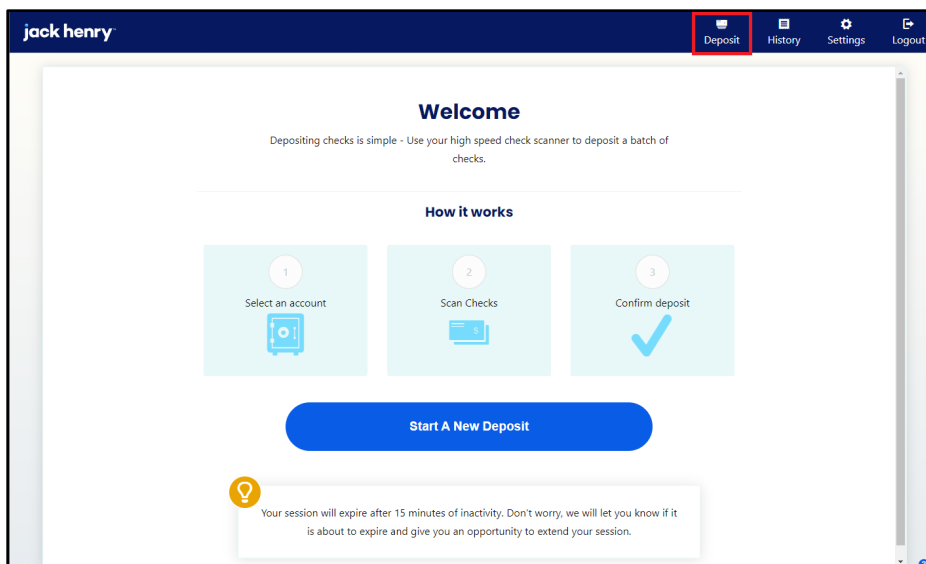
The screenshot shows the Jack Henry bRDC Deposit page. At the top, there is a dark blue header with the "jack henry" logo on the left and a navigation bar on the right containing "Deposit", "History", "Settings", and "Logout". The "Deposit" button is highlighted with a red box. The main content area is white and features a "Welcome" heading. Below the heading, there is a message: "Depositing checks is simple - Use your high speed check scanner to deposit a batch of checks." This is followed by a "How it works" section with three steps: 1. Select an account (with a check scanner icon), 2. Scan Checks (with a check scanner icon), and 3. Confirm deposit (with a checkmark icon). Below these steps is a large blue "Start A New Deposit" button. At the bottom, there is a yellow lightbulb icon and a message: "Your session will expire after 15 minutes of inactivity. Don't worry, we will let you know if it is about to expire and give you an opportunity to extend your session."

FIGURE 29 – BRDC DEPOSIT PAGE

3. A message appears with instructions to restart Device Control. Choose **start the app** or download and then re-launch Device Control.

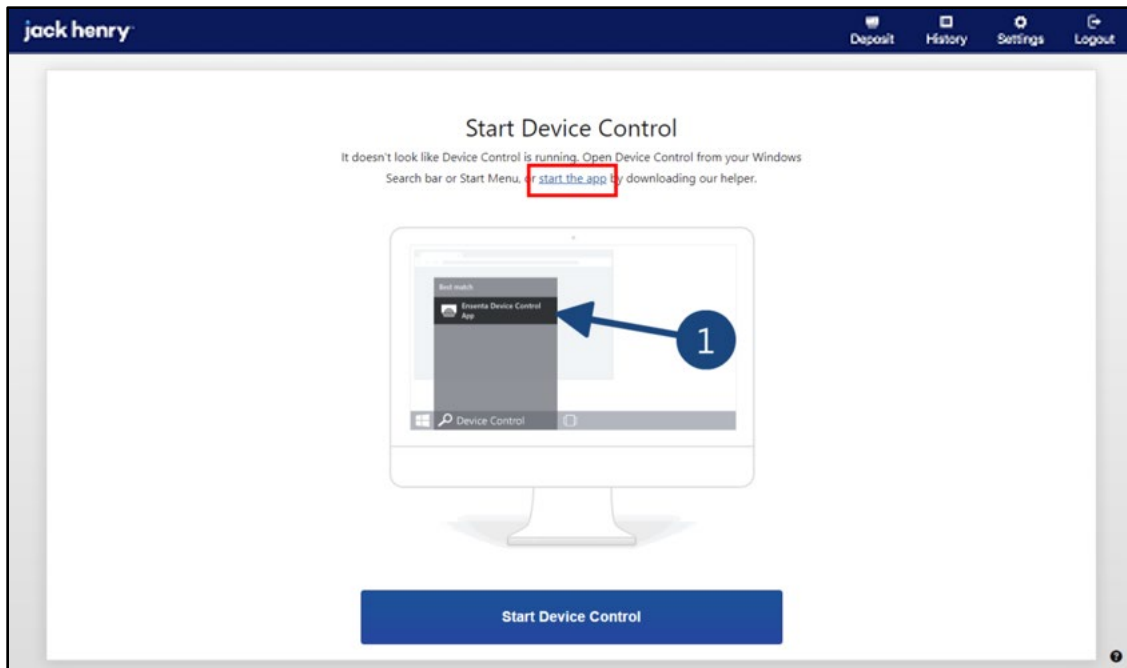


FIGURE 30 – STARTING THE DEVICE CONTROL APP

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

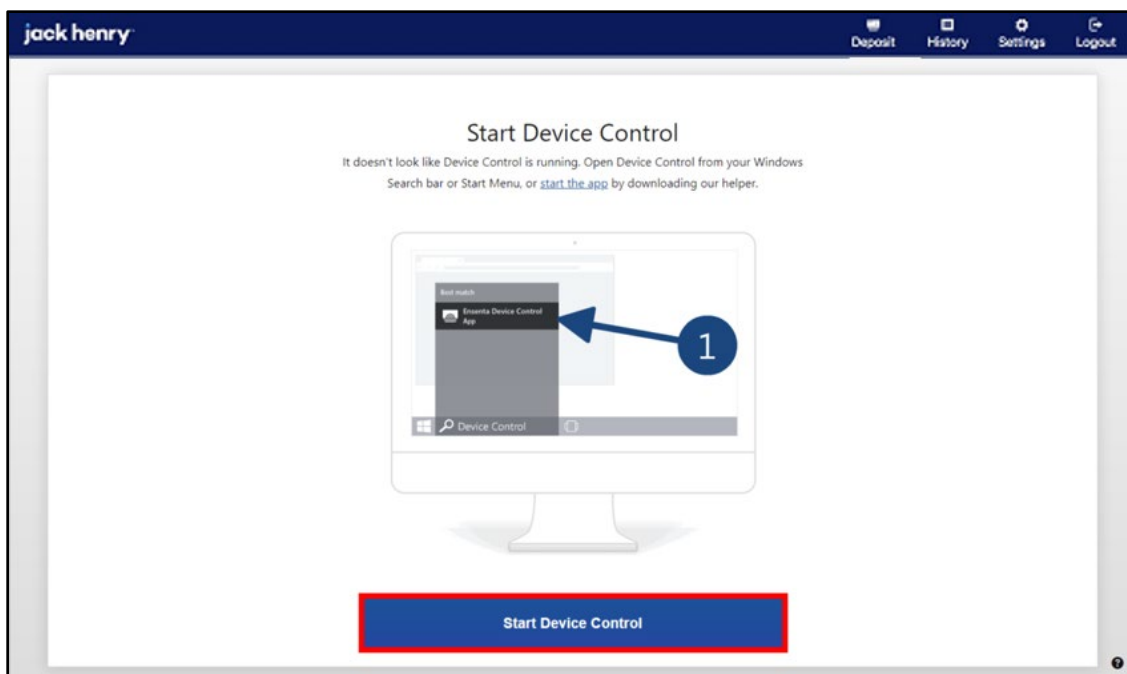


FIGURE 31 – STARTING DEVICE CONTROL

5. Click the **EnsentaDeviceCon...exe** download to launch Device Control.

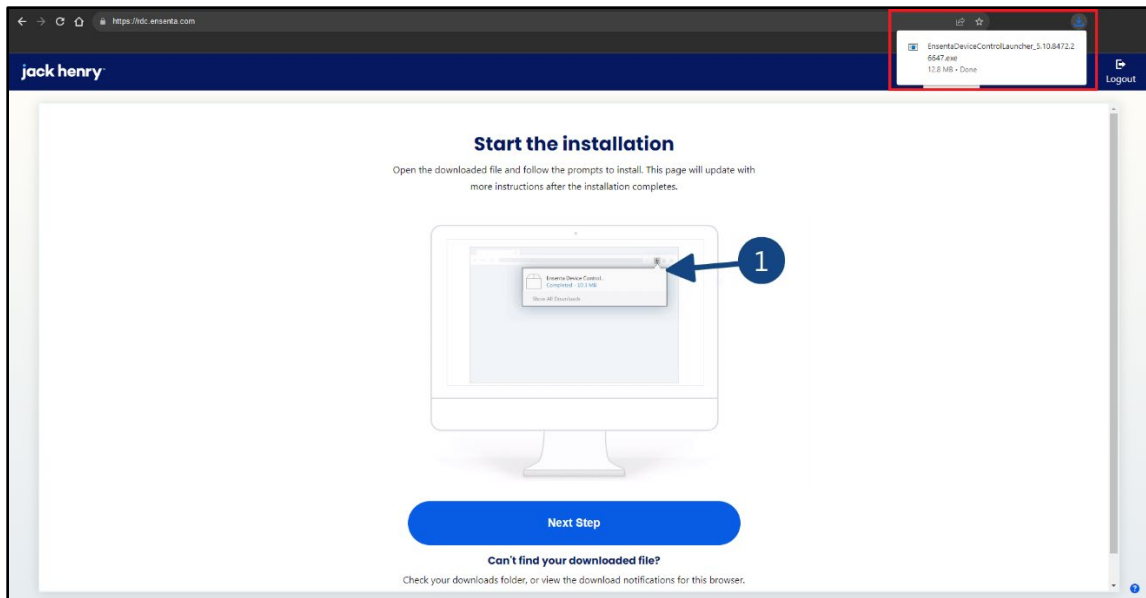


FIGURE 32 – RE-DOWNLOADING DEVICE CONTROL

6. Device Control re-launches on your computer.

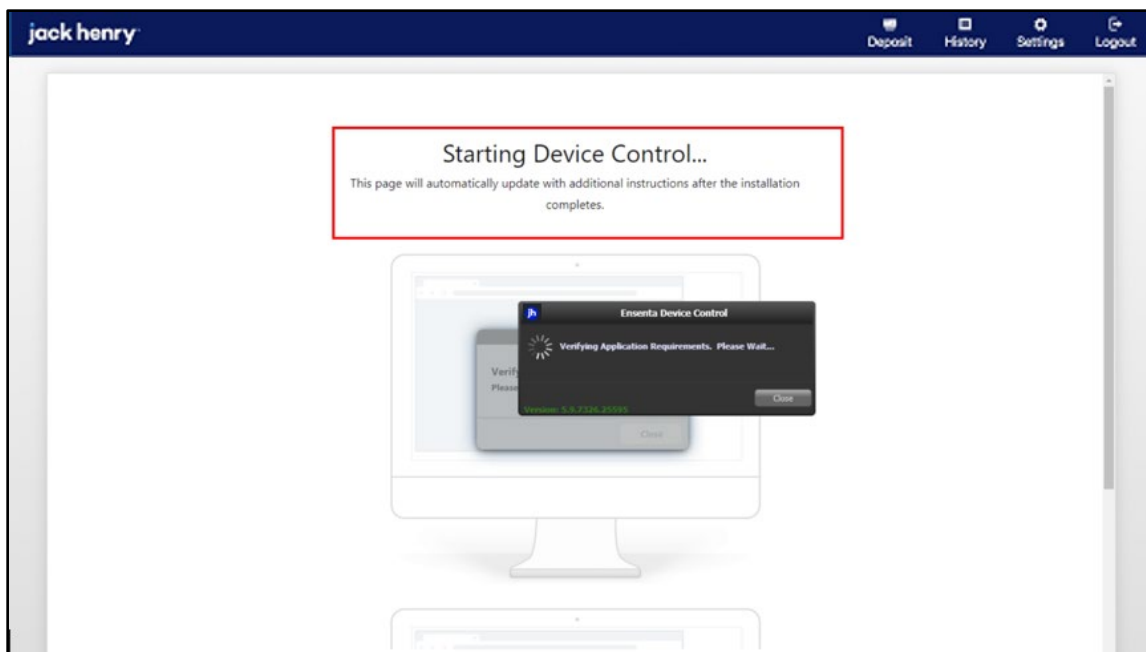


FIGURE 33 –DEVICE CONTROL RESTARTS

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

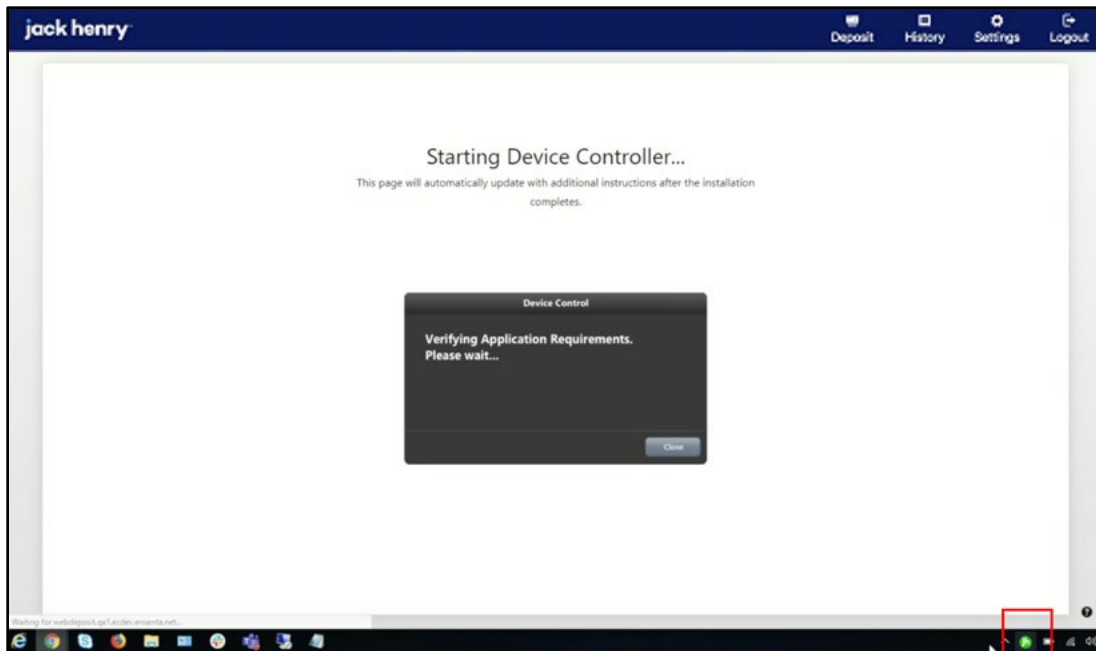


FIGURE 34 – GREEN DEVICE CONTROL ICON

Additional Resources

For additional troubleshooting suggestions, see the *RDC & RDS Hardware Troubleshooting Guide* available from the *Resources* page in JHA SmartPay Manager™, or refer to your scanner's user manual.