

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<sup>™</sup>) 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<sup>®</sup> 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<sup>®</sup> Boot Camp<sup>®</sup> or any virtualization software.

For the PC:

- Local administrative rights
- USB port 2.0 or higher
- .NET<sup>®</sup> Framework 4.8 or higher

For Microsoft® Windows:

- Windows 10: Microsoft Edge<sup>®</sup>, Google Chrome<sup>™</sup>, or Mozilla<sup>®</sup> Firefox<sup>®</sup>
- 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	
	TellerScan TS230	



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.

jack henry <sup>.</sup>		<b>≵</b> + Register	-된 Login
	Login		
	Please login to continue or click register if you are		
	new.		
	Username		
	Osemaine		
	Password (Password )		
	forgot your password?		
	Login		

FIGURE 1 – BRDC LOGIN PAGE

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

jack henry <sup>.</sup>			e Depos	目 it History	<b>₿</b> Settings	<b>E</b> → Logout
	Depositing checks is sim	Welcome ple - Use your high speed check scanr checks.	er to deposit a batch of			Î
		How it works				
	1 Select an account	2 Scan Checks	3 Confirm deposit			

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*.

k henry		Deposit	E History	C Settings	Log
	General	Change Pa	ssword	Security Quest	tions
General					Î
Show Intro					
Show Help Sidebar					
Deposit Settings					
Show Description					
O Deposit Multiple Checks Per Transaction					
Checksum Required					.
Scanner Settings					
Your financial institution has enabled the Scanner Device Control. Open the Deposit page					
for setup or changes.					

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.

k henry		 Deposit	E History	Settings	<b>[→</b> Logout
	General	Change Pa	ssword S	ecurity Questi	ions
General					Î
Show Intro					
Show Help Sidebar					
Deposit Settings					
Show Description					
O Deposit Multiple Checks Per Transaction					
Checksum Required					
Scanner Settings					
for setup or changes.					
Reset					

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.

jack henry	E Deposit	E History	Settings	E+ Logout
Getting started with a check scanner Use any modern browser with your check scanner. Download and install our latest Device Control app to pair your scanner.				
Download Intall Addyour scamer				
Altready installed Device Control?				θ

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.

jack henry <sup>.</sup>	Teposit	<b>⊟</b> History	Settings	<b>[→</b> Logout
Install				
Follow the instructions in the installation dialog. This page will update with more instructions after the installation completes.			_	
الله المعالم ال محمد المعالم الم	nta Device Con	trol		
1 Device Control Install 0% Install Core	I MSL. 100 %	total C		
Don't see the installer dialog?				0

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.



jack henry	Deposit	E History	Settings	<b>[</b> → Logout
Select Scanner Manufacturer Open Device Control from your system tray (it may already be open for you) and choose a manufacturer.				
Choose A Device Manufacturer Select Manufacturer		Chasse		
	ور ء (	Choose J Select Manufacture upported Models - Select Manufactur	r - •	urer X
🔡 🖷 📮 🕐 🌻			🐌 🖵 🕸 🐿	11:05 AM 6/8/2023

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.

Choose A Device Manufacturer X						
Install						
E.						
	Install					

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.



Choose A Device Manufacturer X						
Digital Check	-	Install				
Supported Models						
TellerScan TS240	-					
Not Installed!						

FIGURE 12 - DEVICE CONTROL INSTALL BUTTON

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

	lers				
View					
Add/Remo	ve Devices				
nstallers					
Manufacturer	Versio	n Availa	able	Installed	
Digital Check	12.13		V		
C	heXpress 30	TellerScan TS	5240 Tell	erScan TS230	
C	heXpress 30	TellerScan TS	5240 Tell	erScan TS230	



- **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.



Installe	۱ <b>b</b>	Panini Install Wizard: Welcome X
Manufa Panini Digital ( Canon ( Canon ( Canon ( Canon (	<ul> <li>Welcome</li> <li>Information</li> <li>Program Detection</li> <li>Download</li> <li>Install</li> <li>Complete</li> </ul>	Requirements  Please disconnect device from computer  Please exit all applications

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.

(b)	Panini Install Wiza	rd: Program Detection	x		
Welcome	Installed Programs				
Information	We've detected the following Panini programs already installed on your system.				
> Program Detection	Please review and then uninstall as needed before continuing.				
Install	Publisher	Name	Version		
Complete	Jack Henry & Assoc	Panini VisionX	1.0.0.0		
		Uninstall Refresh	Cancel		

FIGURE 15 - PROGRAM DETECTION



Add/Remove File View	Device Installers	es
Install Manufa Panini Digital ( Canon ( Canon ( Canon (	Welcome Information Program Detection Download > Install Complete	Panini Install Wizard: Installing       ×         Installing       Please wait while the device installer completes. This could take several minutes. $\mathcal{F}_{1/2}^{1/2}$ •
		< Back Next > Cancel

FIGURE 16 - DEVICE CONTROL DOWNLOAD WINDOW

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

.dd/Remove D ile View	levice Installers		
(h) Add Install	Remove Devic	Ces Panini Install Wizard: Installing	
Manufa Panini Digital ( Canon ( Canon ( Canon ( Canon (	Welcome Information Program Detection Download > Install Complete	Install Done Press Next Button to continue.	
		< Back Next > Cancel	

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.



Velcome nformation rogram Detection bownload nstall iomplete	Panini Install Wizard: Complete × Installation Success Please connect the device now.	
Velcome nformation rogram Detection townload nstall iomplete	Installation Success Please connect the device now.	
	< Back Finish Cancel	
		< Back Finish Cancel

FIGURE 18 - SUCCESSFUL INSTALLATION WINDOW

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

Manufacturer	Version	Available	Installed	
Panini	4.5.102	V	<b>V</b>	
Digital Check	18.10	V		
Canon (CR-L1/CR-50/CR-80)	2.0.2018.712	×.		
Canon (CR-120/CR-150)	1.2.6482			
Canon (CR-135i/CR-190i)	1.19.2017.1225			
Canon (CR-25/CR-55)	1.8.2010.527	V		
Canon (CR-180)	2.4.2010.826	$\checkmark$		



**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.

jac	k henry		📟 Deposit	E History	Settings	<b>⊡</b> Logout
	Depos Not sure what make a deposi	it to do next? Visit the help section on the top right for instructions on how to t and more.	Device Control con	nected and re	eady to scan.	×
	Account	Checking Savings				
	Description	Optional Description				
	Quantity					
	Batch Total	\$0.00				
		Start Scan				

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**.

jack henry	E Deposit	E History	Ö Settings	E+ Logout
Turn on your scanner				
Device Control can't find your scanner. Make sure your scanner is on and plugged in.				
Reconnect				
				0

FIGURE 26 - RECONNECTING TO DEVICE CONTROL

2. The scanner should reconnect to Device Control.

jack henry <sup>.</sup>		E Deposit	<b>■</b> History	Settings	<b>⊡</b> Logout
Depos Not sure what make a depos	It to do next? Visit the help section on the top right for instructions on how to it and more.	Control con	nected and re	eady to scan.	×
Account	Checking Savings				
Description	Optional Description				
Quantity					
Batch Total	\$0.00 Start Scan				

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.

jack henry <sup>.</sup>		<b>≜</b> + Register	- <del>]</del> Login
	Login		
	Login		
	Please login to continue or click register if you are		
	new.		
	Username		
	(Username )		
	Password		
	Password		
	forgot your password?		
	( Login )		

FIGURE 28 - BRDC LOGIN PAGE

2. Click Deposit.

jack henry <sup>-</sup>				Ueposit	<b>⊟</b> History	Settings	<b>E</b> → Logout
	Depositing checks is simp	Welcome Ile - Use your high speed check scanne checks.	r to deposit a batch of				
		How it works					
	1 Select an account	2 Scan Checks	3 Confirm deposit				
		Start A New Deposit					
	Your session will expire afte is about to expire	r 15 minutes of inactivity. Don't worry, and give you an opportunity to extend	we will let you know if it d your session.				· 0

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.

jack henry		e Daposit	E History	O Settings	G+ Logout
	<section-header><text><text></text></text></section-header>				
	Start Device Control				0

FIGURE 30 – STARTING THE DEVICE CONTROL APP

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





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

← → C ☆ 🔒 https://rdc.ensenta.com		년 ☆ 🌒
jack henry		6647.exe 12.8 MB - Done Logout
	Start the installation	i
	Start the installation	
	Open the downloaded file and follow the prompts to install. This page will update with more instructions after the installation completes.	
	The second states	
	Next Step	
	Can't find your downloaded file?	
	Circus your downloads folder, or view the download notifications for this browser.	* 0

FIGURE 32 - RE-DOWNLOADING DEVICE CONTROL

6. Device Control re-launches on your computer.

jack henry		Deposit	E History	O Settings	(+ Logout
Jack henry			History	Settings	
	*				

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.

