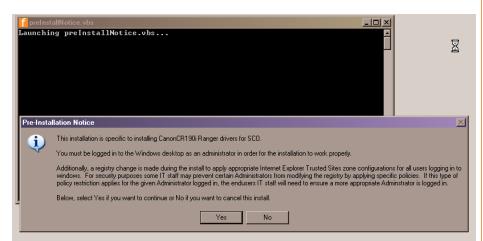
You must be logged into Windows as an ADMINISTRATOR in order for installation to work properly.

Note: Before your installation of this version of Ranger, please ensure you've removed any previous versions of Ranger. If you don't, then the installation will error out indicating as such.

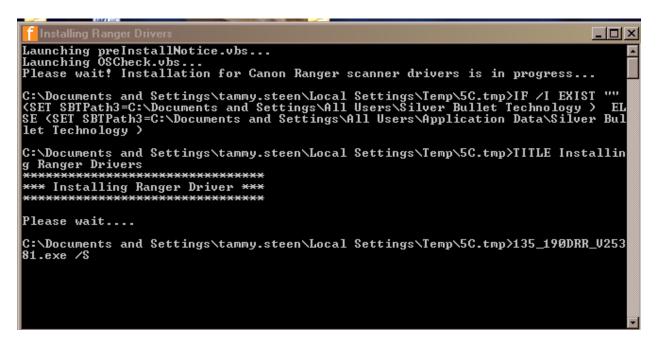
This lists all of the features of the install. They are as follows:

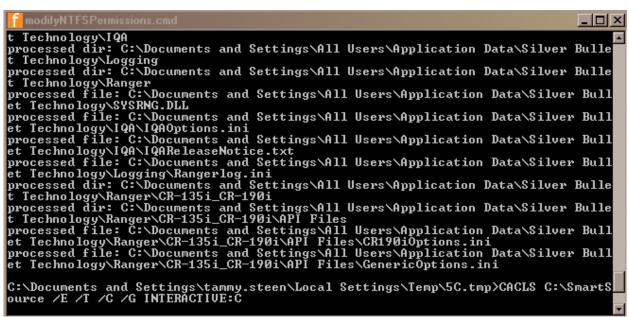
- Checks for certified version of OS for SCO which includes: WindowsXP, Windows Vista, and Windows 7 (32bit and 64bit)
- Fiserv's Bomgar Support Portal Button icon on the desktop, which will enable end users to establish a support session with an available Fiserv support representative. Please note that if Internet access to http://ipsupport.fiserv.com across ports 80 and 443 are blocked, this will not work.
- ☑ A shortcut to Fiserv's Bomgar Support Portal webpage.
- ☑ RangerforCanon190I
- ☑ Will copy over Fiserv preconfigured scanner settings.
- ☑ Will modify NTFS permissions on Silver Bullet Technology related directories.
- ☐ Disable UAC if running Windows Vista or Windows 7 -Note: requires reboot
- ☐ Disables USB Root Hub power-save features -Note: requires reboot
- Modifies registry so that proper IE Trusted Sites and ActiveX controls are configured correctly for each user upon login. Also applied to current user performing installation.
- Reboot of the worktation, in which case you can close out safely from the automation if you want to reboot later.
- 1. Double-click on Fiserv\_RangerforCanon135\_190DRR\_V2.5.38.1.exe. You will see the following screen....



2. Click Yes

You will then see the following screens in order...









Click to restart your computer so the changes are implemented.

Congratulations... You have completed the Ranger Installation!

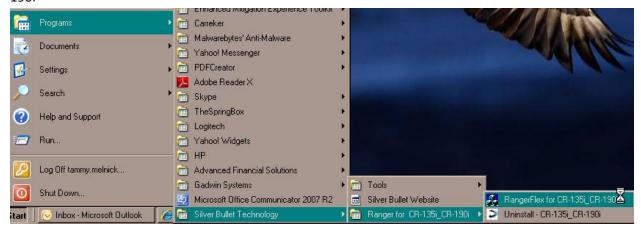
Before you continue to testing, you will need to verify the following:

IF IE8 is installed, you will need to add the following to the Compatibility View Settings:

- Tools> Compatibility View Settings
  - o Add this website: fiservsco.com

#### **Test Software Communications with Scanner**

Go to Start| Programs| Silver Bullet Technology| Ranger for CR-135\_Cr-190i| RangerFlex for CR-135\_CR-190i



### \*\*NOTE\*\*

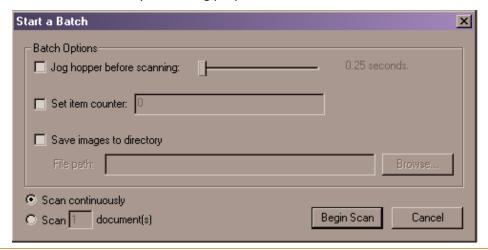
When you open up RangerFlex, you may see a progress bar start running. This is allowing the software to verify the firmware and update if necessary. Please allow it to run and then it will continue to the following screen. If you do not get the progress bar, the firmware for your scanner is up to date.

Click Scan and select Begin Batch

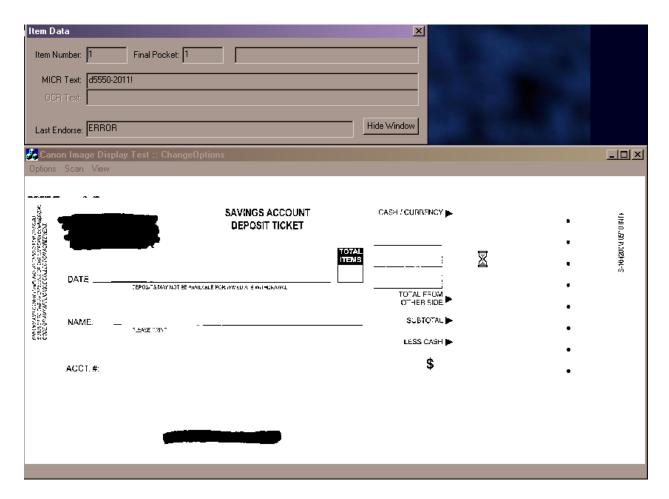


Put at least one item in the scanner. This is only for testing purposes. No data will be saved.

Click Begin Scan



If your scan is successful, you should see the item on your screen. See example below:



### **Test Staging Configurations:**

- 1. Ensure that your scanner is connected to the desktop and powered on before logging in.
- 2. Login to the SCO test site. A generic username and password will be been provided to you by the assigned technical representative assisting with your installation. This is for testing purposes only. The URL you will go to will be:
  - <a href="https://10.206.57.53/WebCaptureWeb/">https://10.206.57.53/WebCaptureWeb/</a> Use this URL if connecting internally thru the Intranet. Please note that at the time of staging permissions may not be in place for you to access the internal network and you may have to do your initial testing using the published Internet site.

• <a href="https://ipabctest.fiservsco.com/WebCaptureWeb/">https://ipabctest.fiservsco.com/WebCaptureWeb/</a> - Use this URL if you are connecting thru the Internet, or if network connectivity thru the Intranet has not been established yet at the time of staging.



3. Wait for the Silver Bullet splash screen to appear, signifying that Ranger has been initiated.



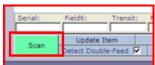
4. Click on "Batch Capture" towards the top left of the page.



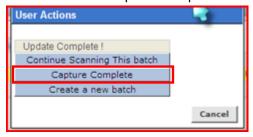
5. Select a WorkType and Processing Date. Then click on the "Create" button.



6. Insert any items in the scanner, *front of the item facing the right*, and click on the square green "SCAN" button towards the bottom-right of the page.



7. Click on "Capture Complete" in the User Actions window that appears after scanning items.



### **Internet Access to Fiserv's Support Portal**

Fiserv hosts a secure website for purposes of streaming into client pc's for escalated support related requests. Whether the Fiserv technician is working directly with an end user, or working with the end users technician of whom is remotely connected to the Source Capture pc, being able to stream into the desktop is extremely valuable in that:

- 1. It allows us to see what the end user is seeing, and therefore opens communication between the two parties.
- 2. Because of which support calls are generally handled quicker than only working over the phone.

### How it works:

- 1. The end user will already have called in a trouble request to Fiserv.
- 2. The Fiserv support technician will ask enduser to open up Internet Explorer and go to the following URL. <a href="http://ipsupport.fiserv.com">http://ipsupport.fiserv.com</a>
- 3. The enduser will need to click on the technicians name.
- 4. They will be prompted to "RUN" the file. After the first "RUN" is clicked on, a few seconds later another prompt will come up, click "RUN" again.
- 5. The technician can now see the end users screen.
  - a. When the technician disconnects, the installed Bomgar agent is automatically uninstalled from the end users pc.
    - i. A message box should pop up indicating the software has been removed.

### **Fiserv Support Contacts:**

### **After Staging Production Problems:**

All production related issues should be submitted thru the Fiserv Southern Region Client Services team.

• Southern Region Item Processing Client Services: (800) 998-3478

### \*During\* Staging questions/problems:

Staging and desktop configurations are the responsibility of the client. A Fiserv technical representative will be assigned to you should you have any technical problems and/or questions related to the installation. Please contact your technical representative should these circumstances arise. The assigned technical representative will contact you in advance introducing them-selves and providing the following information:

- Their contact phone number and email address
- Information relating to a MoveIT account used to access our secure online file share to download software, drivers, the installation guide, etc...

#### **Compatibility issues**

### Windows Defender, slows down USB communication

- It is highly recommended to turn Windows Defender off.
  - When Windows Defender is on it causes significant issues with scanner communication to the PC/Server.
    - Appears to slows down the USB communication speed
      - This causes Packets to drop, a packet in this case being an image

- Losing the Image causes Data to Image to be out of Sync which makes for a balancing nightmare
- o Turned on by default in Windows Vista
- Additional download/Add-on in Windows XP
- <a href="http://en.wikipedia.org/wiki/Windows">http://en.wikipedia.org/wiki/Windows</a> Defender to learn more about Windows Defender product

### **ADDITIONAL SOFTWARE INSTALLATIONS**

<u>Install Adobe Acrobat Reader</u> – Used to view reports (Version 3.0 or higher)......www.adobe.com <u>Install Java</u> – If not already installed (Version 1.5 or higher)......www.sun.com