# Enterprise Source Capture Solutions®

Version 1.1

2.0 Installation Guide

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# 2.0 Installation Guide

## Microsoft .NET Framework 4.0

The 2.0 installation package is coded using Microsoft VB.NET which requires Microsoft .NET Framework 4.0 or higher. This version should be on any up-to-date machine running Windows Vista, Windows 7, Windows 8, or Windows 8.1. If the installation does not run or an error is encountered before the main window loads, it will be necessary to verify the operating system, install Windows updates on the computer, or attempt the installation using the Legacy installation packages.

## Technical Information

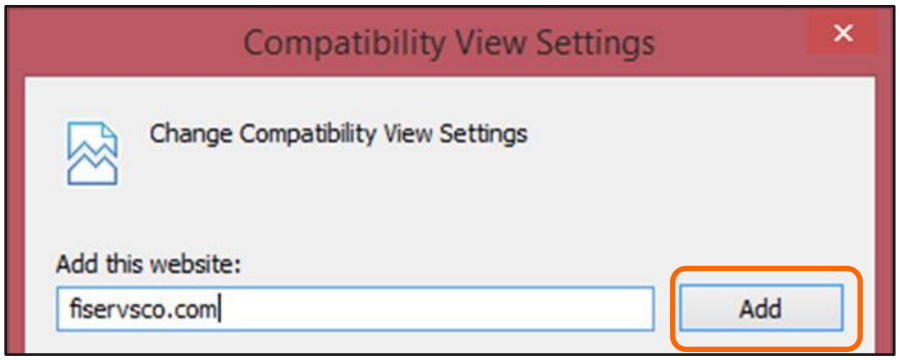
Please review the following:

- Enterprise Source Capture is only supported on Internet Explorer and Windows Vista, Windows 7, Windows 8.0 and Windows 8.1. Some scanner models are limited. For a full overview, consult the Enterprise Source Capture Solutions Scanner Guide.
- Google Chrome and Mozilla Firefox are not supported internet browsers. Only Internet Explorer is supported.
- Virtual Machines, Thin Clients, Embedded Systems, and Linux Operation Systems are not supported.
- Enterprise Source Capture scanners should not be used in conjunction with other scanning applications or check scanners. Doing so can cause issues to one or both systems.

**Important:** If your financial institution is using Internet Explorer 9 or higher, the **fiservsco.com** site needs to be added to the Compatibility View list.

**To add a site to the Compatibility View list:**

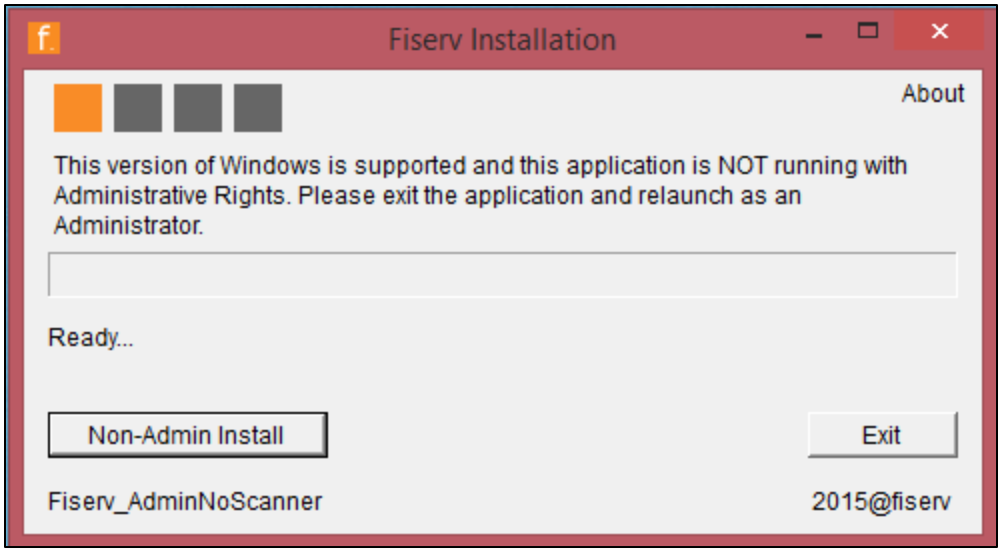
1. Open **Internet Explorer**
2. Click **Tools** (if not visible, click the alt key and the toolbar should appear)
3. Type **fiservsco.com**
4. Click **Add**



# Non-Admin Installation

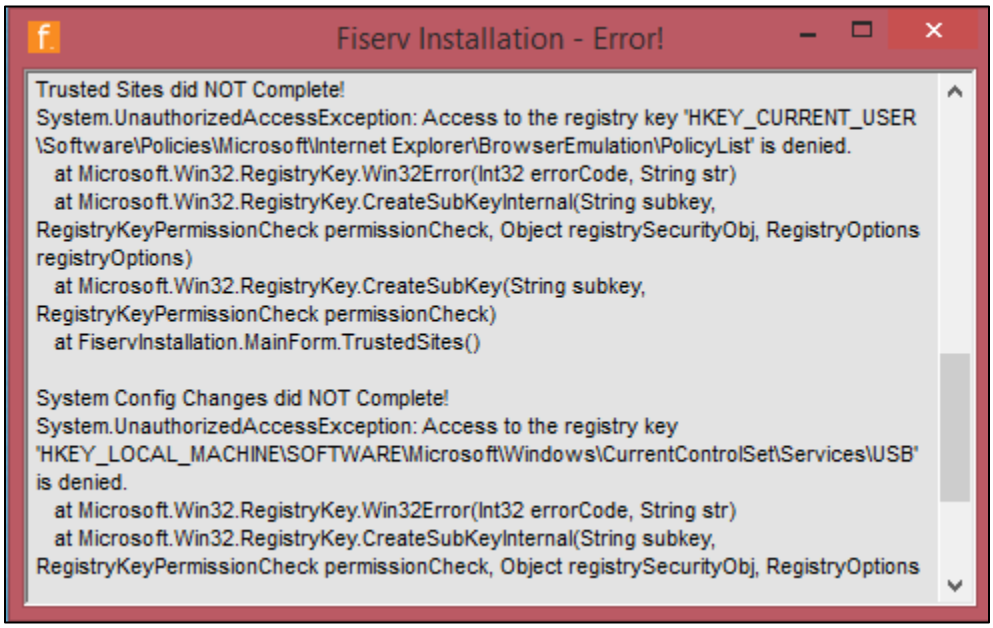
Due to the number of system changes made with this install, users not logged in as an Admin will encounter more errors running this application than with the Legacy installers. If there are errors, a new window will open showing the failed attempt and track dump. Please log in as an Admin and try the installation again. If you are unable to complete an installation without receiving an error message, please reach out to your first level support.

**Note:** Errors will be added to the Error Logs for use by Fiserv technicians.




## Error Example

Runtime Error with Non-Admin Login – Cannot Change Registry Keys






*Confidential – Limited: For Enterprise Source Capture Solutions Users*

# Installation Information

**Important:** Disable all anti-virus programs before running the installation. Failing to do so can cause issues with the install.

The application will verify that the user is an Admin. If the user is not an Admin, the install button will show Non-Admin Install and warn that all components may not fully install. If the user is an Admin, only the Install option will be visible.

**Note:** There is a high chance the installation will fail if the user attempting the install is not an Admin. Fiserv suggests the install only be performed by an Administrator

Installation will not begin until the user clicks the Install/Non-Admin Install button. Once installation begins, it will check for any previously installed Ranger scanner drivers.

- If prompted, click Yes and the application will attempt to delete the previous driver. Once the uninstallation is complete, the installation will start automatically.
- If multiple Ranger scanner drivers are to be on the same machine, click No and the installation will start automatically.
- If no Ranger drivers are found, the installation will start immediately.

If installation contains Silver Bullet Ranger scanner drivers, they will be installed.

- Any setting files needed for specific scanner models will be copied over.

Installation will set up the computer to use Enterprise Source Capture:

- Installation will install Alternatiff and ZipTrace; these applications are required to use Source Capture.
- Links to the Fiserv Support Portal and Web Capture will be created on all user desktops.
- Installation will add Fiserv URLs to the IE Trusted Sites and will change the IE Trusted Sites settings to enable most of the Active X settings.
- Installation will next disable USB selective sleep (suggested for most scanner types).
- Sets DCOM settings to Connect/Identify; this is needed to launch Source Capture.

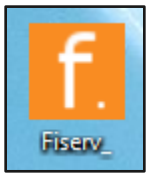
Once complete, the user will be prompted to restart the computer. The workstation should be restarted before using the Source Capture system.

# Installation

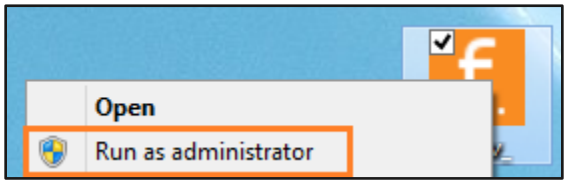
**Important:** The installation should be saved to the C: drive or desktop. Do not run the application from the FTP site.

**To run the application:**

1. Double click the file icon, or

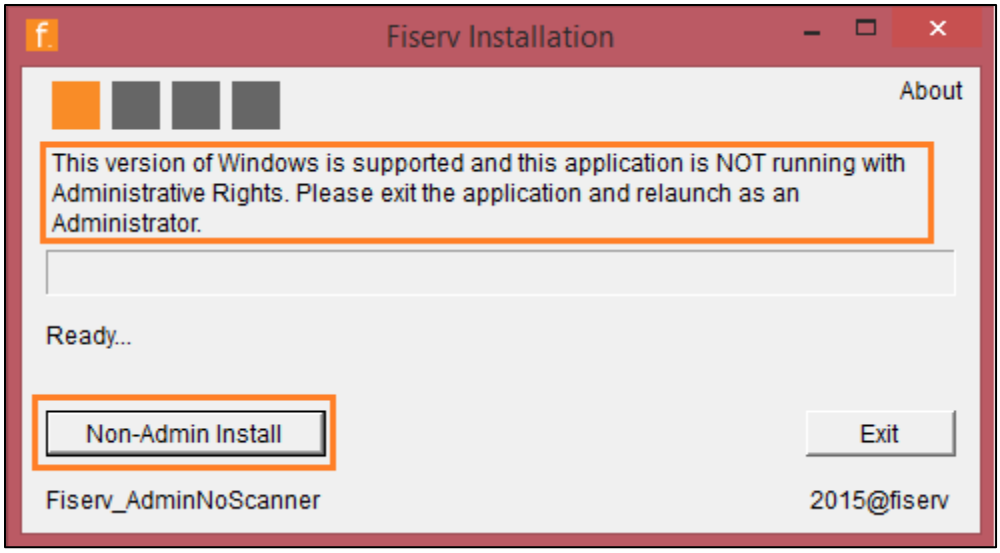



**2.** Right click the icon and select **Run as administrator**



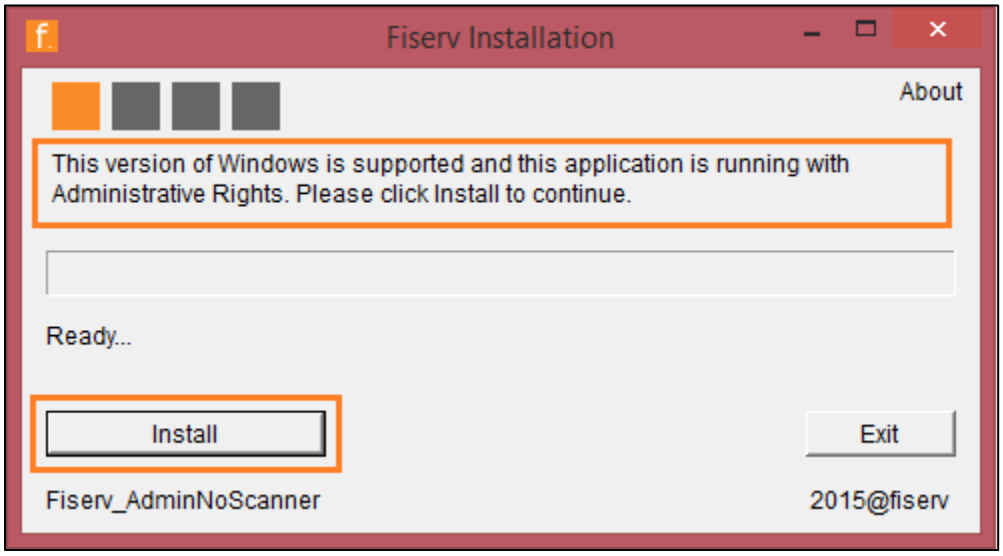

A splash screen will appear.

3. The application will verify if the user is an administrator
   a. If the user is not an admin, the install button will read **Non-Admin Install**




**Note:** It is not suggested to run a Non-Admin Install as the installation will likely fail to complete.

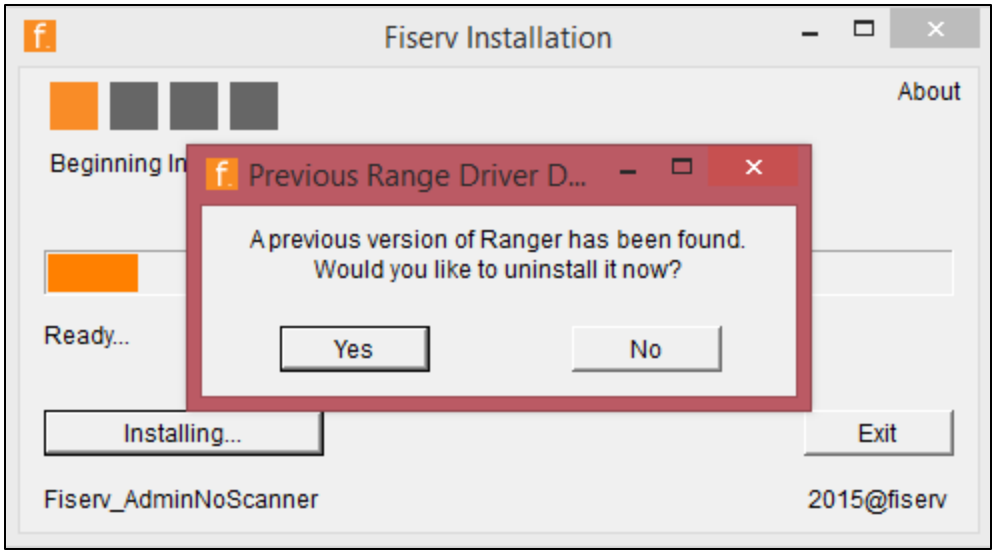
b. If the user is an admin, the button will read **Install**




4. Click **Install** or **Non-Admin Install**

The application window will be unresponsive while the installation runs.

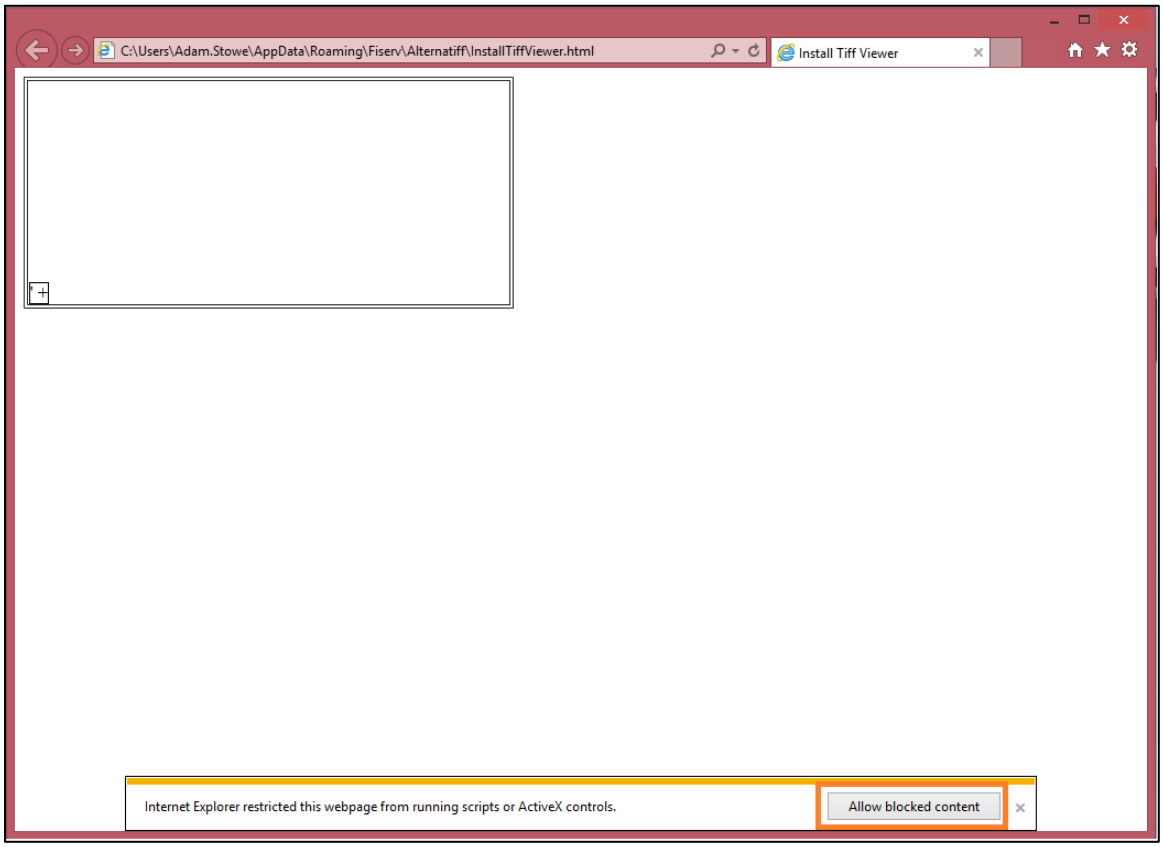
5. The application will check for any currently installed Ranger drivers.
   a. Click **Yes** to uninstall the current drivers
   b. Click **No** to leave the existing drivers and continue the install



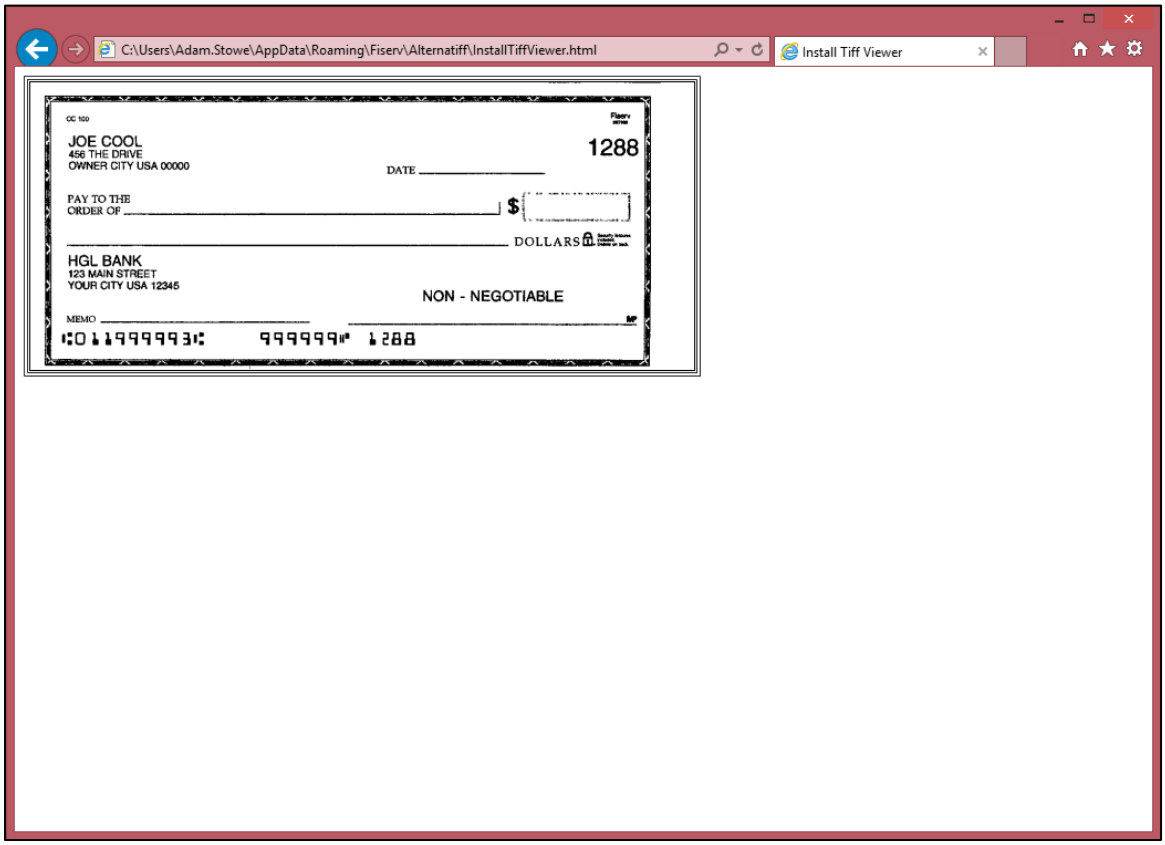

6. When prompted, click the affirmative option on additional message boxes that may appear to continue the installation

During the installation, Internet Explorer will open.

7. Click **Allow blocked content**

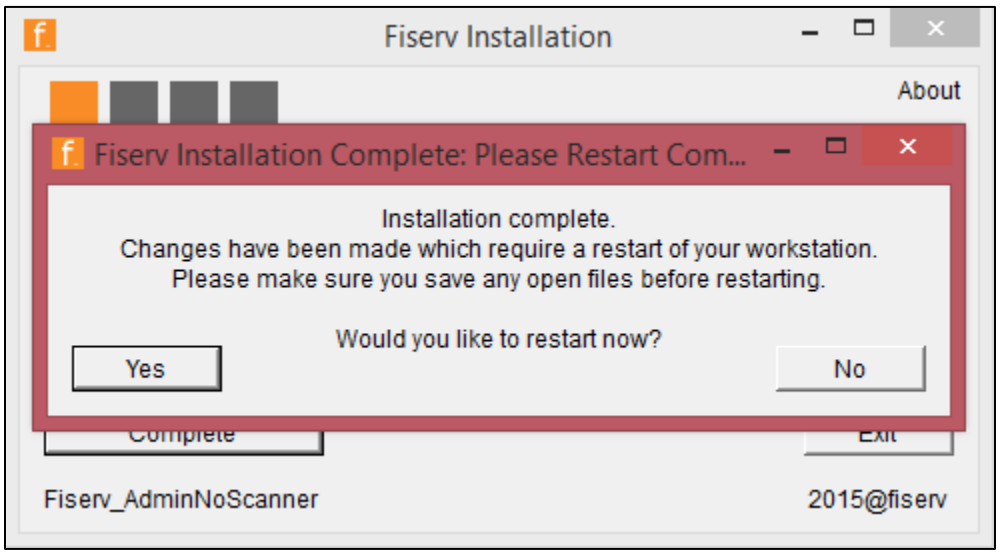


8. Close the Internet Explorer page once the image is visible



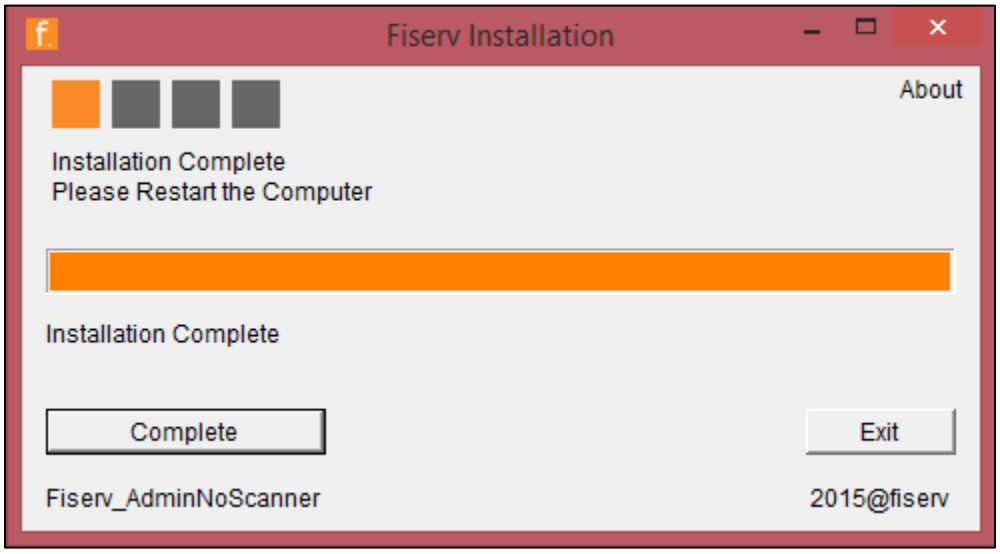

Once the installation is complete, the workstation must be restarted before using Source Capture.

9. Click **Yes**




When the message box is closed, the application will show complete.

10. Click **Complete** or **Exit** to close the application




11. After you restart, you should connect the scanner to the computer and test scan using RangerFlex (Start Menu -> All Programs -> Silver Bullet Technology -> Ranger -> RangerFlex). Attempt to scan an item and if successful, continue to SCO WebCapture.

For additional assistance, Fiserv clients should contact Item Processing Client Services. Account holders should contact their financial institution for assistance

# Scanner Specific Information

Please make note of the following:

- Cummins Allison normally installs the default components for the scanner. They can be contacted in case the scanner, not Source Capture encounters an issue.
- Computers utilizing this scanner require a static IP address to operate.
- Drivers may require additional .NET framework packages to function. These will be prompted and install during our installation if needed.