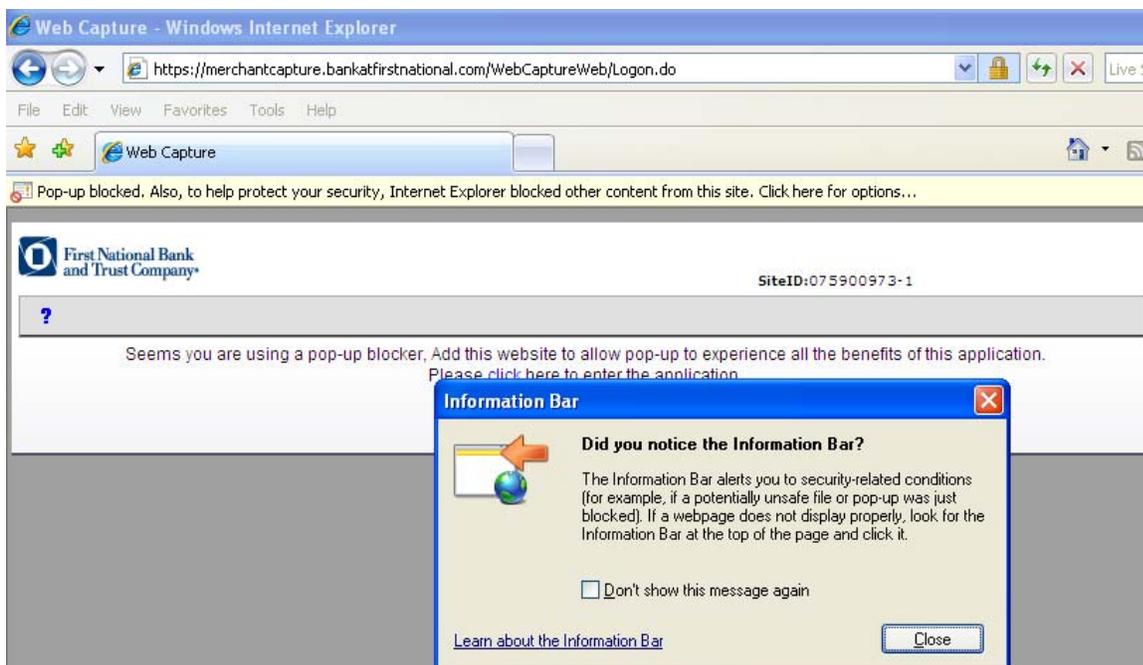


## Trouble Shooting for Remote Deposit Capture

### Topic #1

Pop-Up Blocker – My pop-up blocker is blocking the site from loading after I have entered my UserID and password.



### Resolution #1

- Click Close to the "Did you notice Information Bar?" message.
- Right click on the Pop-Up blocker notification at the top of the screen and select "Always Allow Pop-Ups from This Site"

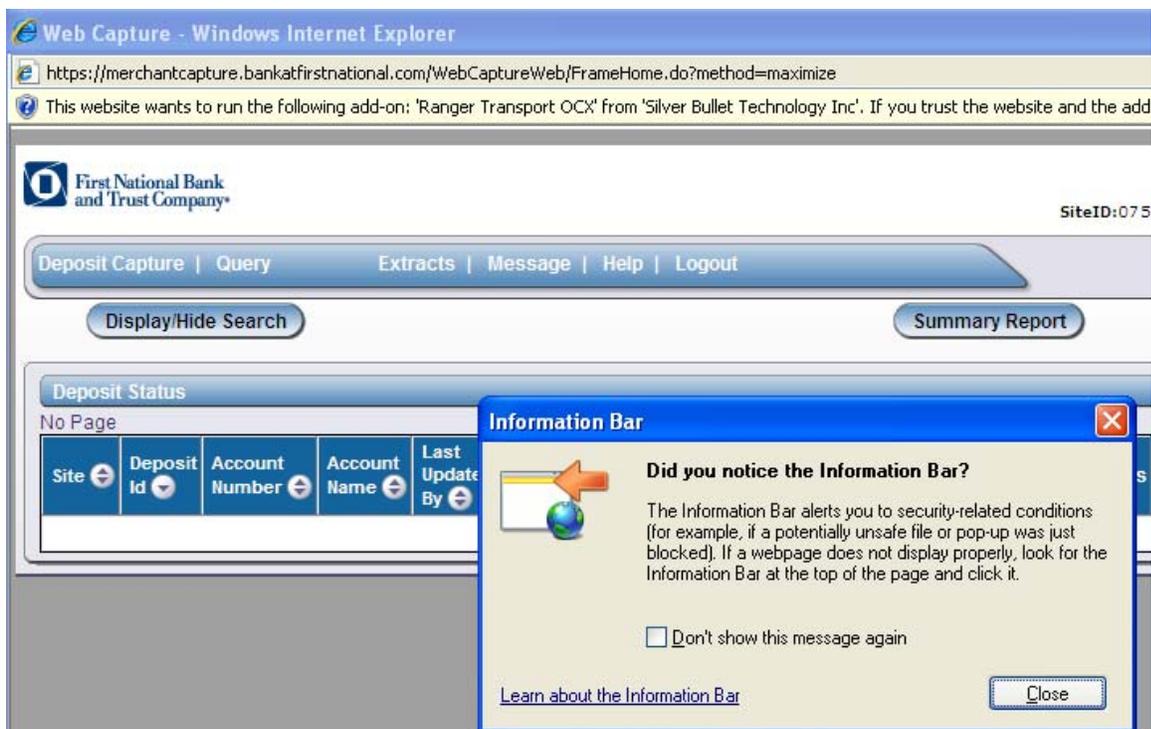


- Click Retry the Internet Explorer Resend Information Question.



## Topic #2

Website Add-On Error – I am receiving and error within Internet Explorer about “Ranger Transport OCX from Silver Bullet Technology Inc” needing to be installed.

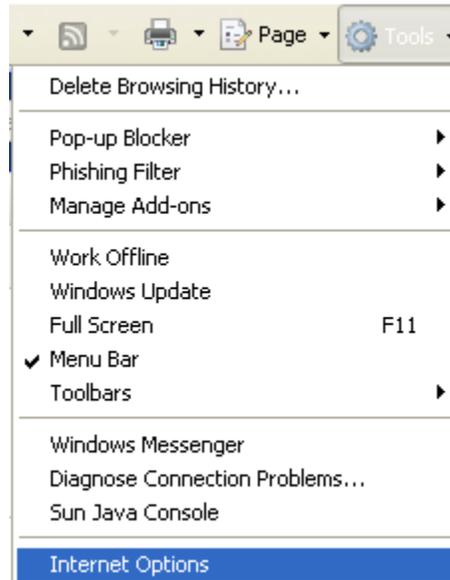


## Resolution #2

- Click Close to the “Did you notice Information Bar?” message.
- Right click on the request to run the following add-on message at the top of the screen and select Run ActiveX Control.



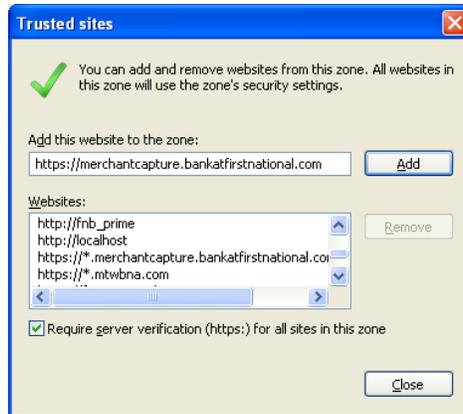
- Close all open Internet Explorer sessions once the login page is displayed again.
- Re-Launch Internet explorer and click on the tools menu followed by internet options.



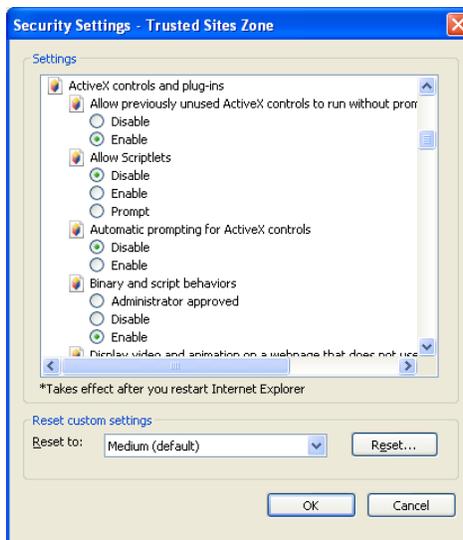
- Select the Security Tab and then Click on Sites.



- Verify that [https://\\*.merchantcapture.bankatfirstnational.com](https://*.merchantcapture.bankatfirstnational.com) is listed in the trusted site listing. If it is not, enter the address in the “Add this website to the zone:” field and then click the Add button. Then click on the close button.



- Click on the Custom Level button near the bottom of the screen and scroll down to the Active X Control section.



- Verify the setting for “Automatic Prompting for ActiveX controls” is set to disable. If it is not change it to Disable.
- Verify the setting for “Download Signed ActiveX controls” is set to enable. If it is not change it to Enable.
- Click on OK to close the security settings screen.
- Click on OK to close the internet options screen.
- Close all of your open internet explorer sessions.
- Re-launch internet explorer and First National Bank and Trust’s Remote Deposit Product by clicking [here](#).

### Topic #3

Unisys Capi Software Error – When I log into remote deposit I am receiving an error that the Unisys Capi software is not running or is confused.



### Resolution #3

- The software for your scanner is not yet installed on your PC.
- Click OK to the message and close Internet Explorer.
- Re-Launch Internet Explorer.
- If your remote deposit scanner is a Unisys Smart Source enter <https://merchantcapture.bankatfirstnational.com/FNBSmartSource.exe> into the address bar in Internet Explorer. Then follow the procedures associated with installing the Smart Source Device found on our website.
- If your remote deposit scanner is a Unisys MyVisionX enter <https://merchantcapture.bankatfirstnational.com/FNBMyVisionX.exe> into the address bar in Internet Explorer. Then follow the procedures for installing the MyVisionX device found on our website.

### Topic #4

Range Scanner Cannot be Started – I am receiving an error that says my Ranger Scanner Cannot be started.

### Resolution #4

Your scanner is either not connected to the computer or not powered on.