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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"

🔊 Pop-up blocked. Also, to help protect your security. Internet Explorer blocked other content from this site. Click here for ontions		×
	Pop-up Blocked 🔹 🕨	Temporarily Allow Pop-ups
First National Bank and Trust Company•	Installation Blocked 🔸	Always Allow Pop-ups from This Site
	More information	Settings >

• 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.

🔗 Web Capture - Windows Internet Explorer	
https://merchantcapture.bankatfirstnational.com/WebCa	aptureWeb/FrameHome.do?method=maximize
🥑 This website wants to run the following add-on: 'Ranger'	Transport OCX' from 'Silver Bullet Technology Inc'. If you trust the website and the add
First National Bank and Trust Company*	SiteID:075
Deposit Capture Query Extracts	Message Help Logout
Display/Hide Search	Summary Report
Deposit Status	
No Page	Information Bar 🛛 🔛
Site ⊕ Deposit Id ♥ Number ⊕ Account Number ⊕ Name ⊕ By ⊕	Did you notice the Information Bar? s The Information Bar alerts you to security-related conditions (for example, if a potentially unsafe file or pop-up was just blocked). If a webpage does not display properly, look for the Information Bar at the top of the page and click it. s
	Learn about the Information Bar

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.

Internet Options		
General Security Privacy Content Connections Programs Advanced		
Select a zone to view or change security settings.		
🔮 👻 🗸 🚫		
Internet Local intranet Trusted sites Restricted sites		
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.		
Security level for this zone		
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.		
<u>C</u> ustom level		
Reset all zones to default level		
OK Cancel Apply		

Verify that <u>https://*.merchantcapture.bankatfirstnational.com</u> 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.

Security Settings - Trusted Sites Zone
Settings
ActiveX controls and plug-ins Alow previously unused ActiveX controls to run without pror Disable Enable Allow Scriptiets Disable Disable Prompt Automatic prompting for ActiveX controls Disable Enable Enable Binary and script behaviors Administrator approved Disable Disable Disable Disable Disable Enable Disable Disable
*Takes effect after you restart Internet Explorer
Reset custom settings Reset to: Medium (default) Reset
OK Cancel

- 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 <u>here</u>.

Topic #3

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

Scanner Error 🛛 🔀	
The Unisys CAPI software is not running or is confused.	
Please start, or restart, the Unisys scanner control software.	
Example: From your Start menu, run "SmartSource Startup"	
(OK]	

Resolution #3

- The software for you 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 <u>https://merchantcapture.bankatfirstnational.com/FNBSmartSource.exe</u> 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 <u>https://merchantcapture.bankatfirstnational.com/FNBMyVisionX.exe</u> 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.