

Introducing your new
SCANNER INSTALLATION PROCEDURES
for eDeposit



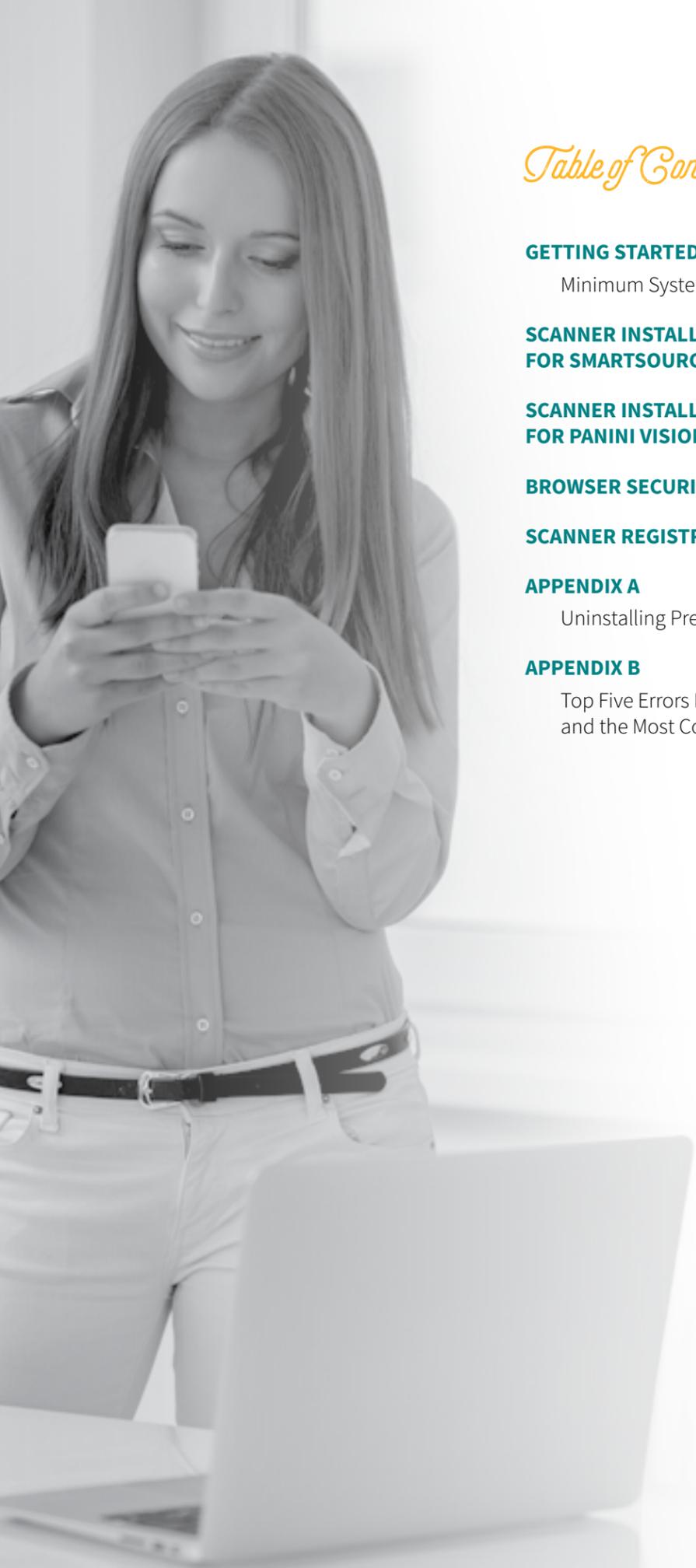


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GETTING STARTED

This manual is intended to provide instructions for installing the scanners for use with eDeposit.

MINIMUM SYSTEM REQUIREMENTS

Before using eDeposit, your workstation should meet the following minimum requirements:

- ▶ Pentium 4 2.0 GHz processor (recommend 3.0 GHz due to processing required for CAR/LAR)
- ▶ Windows or Windows 7-10
- ▶ 512 MB RAM
- ▶ 40 GB hard drive
- ▶ Network card
- ▶ Broadband internet access
- ▶ USB 2.0 port
- ▶ Windows Internet Explorer 9 or greater
- ▶ Screen resolution (display) at 1024 x 768
- ▶ User ID and password (See your system administrator if you do not have these)
- ▶ A check scanner connected to your workstation
- ▶ eDeposit is not compatible with Macs

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SCANNER INSTALLATION FOR SMARTSOURCE SCANNERS



Note: If you have a VisionX scanner, skip ahead to [page 19](#).

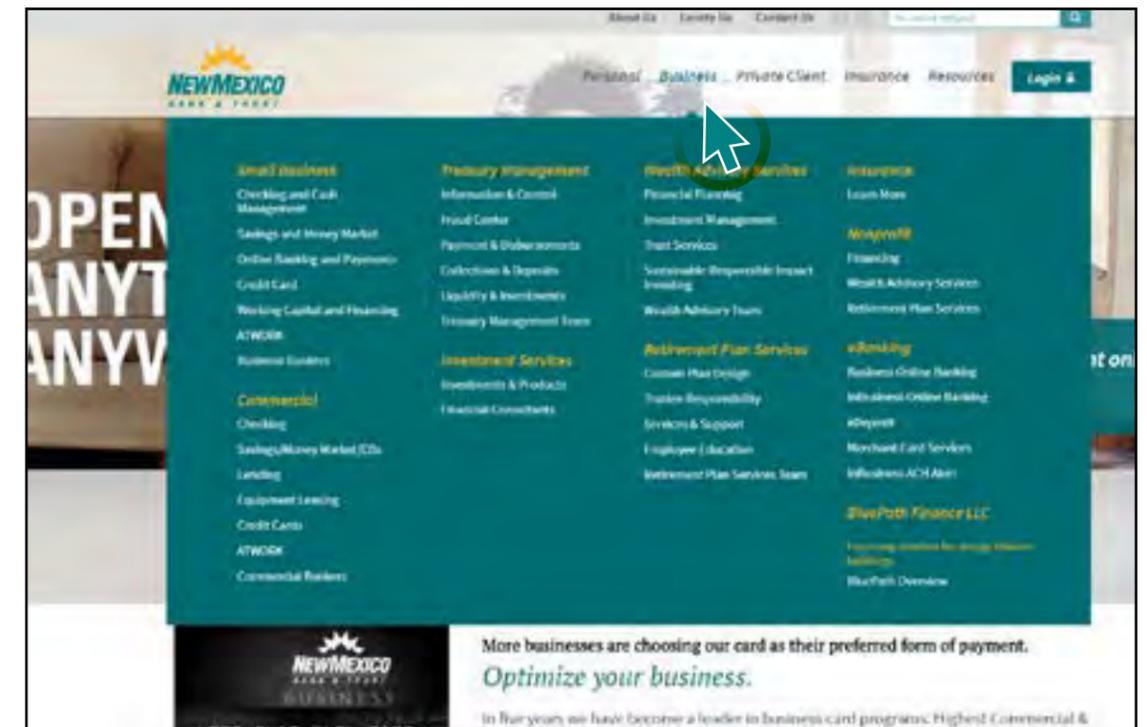
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THE STEPS FOR COMPLETING THE INSTALLER FILE ARE AS FOLLOWS:

This must be performed as a Windows administrator.

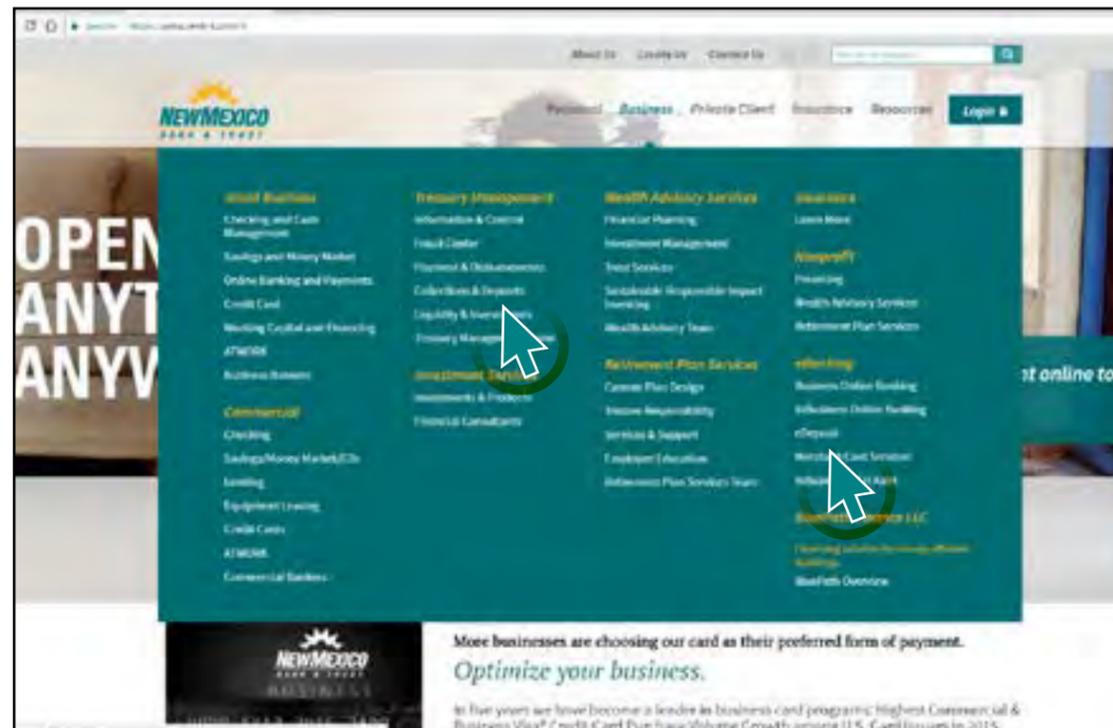
Note: If you have previous check scanner drivers installed on your machine, you will need to uninstall these before proceeding. Please refer to Appendix A at the end of the document for instructions on how to do this.

1. Launch your browser and go to the bank's homepage - New Mexico Bank & Trust (<https://www.nmb-t.com>).
2. From your bank homepage, mouse over the **Business** menu.

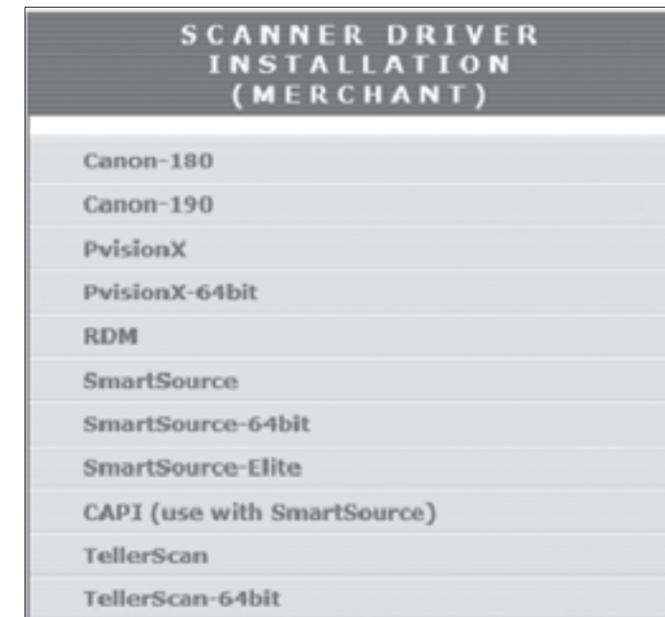


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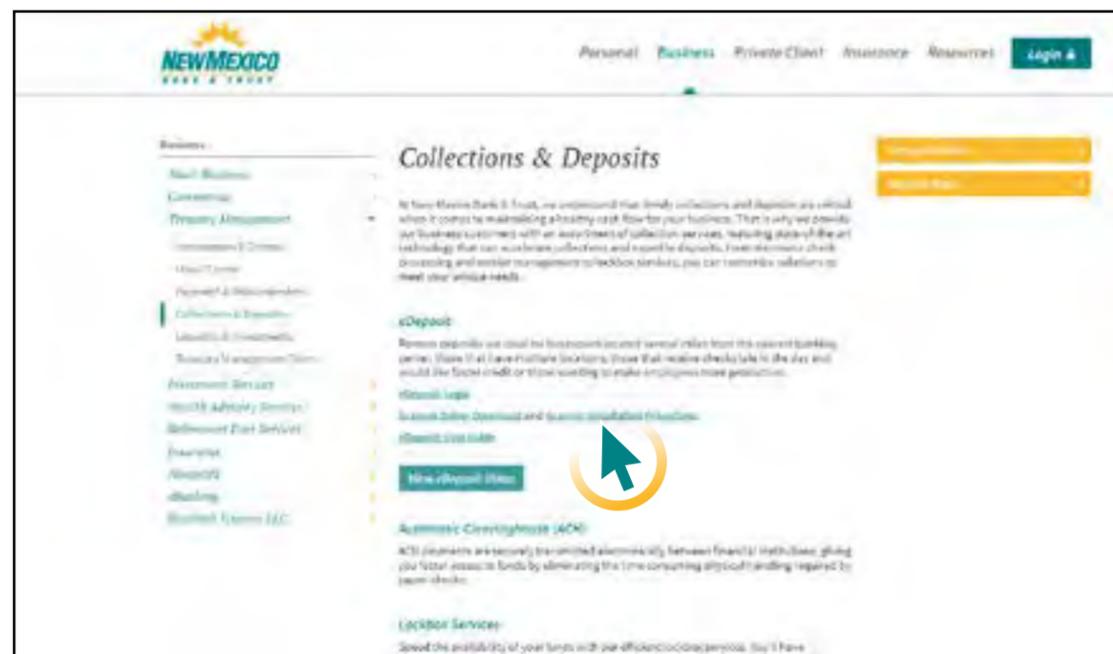
3. Select **Treasury Management > Collections & Deposits** or **eDeposit** from the drop-down.



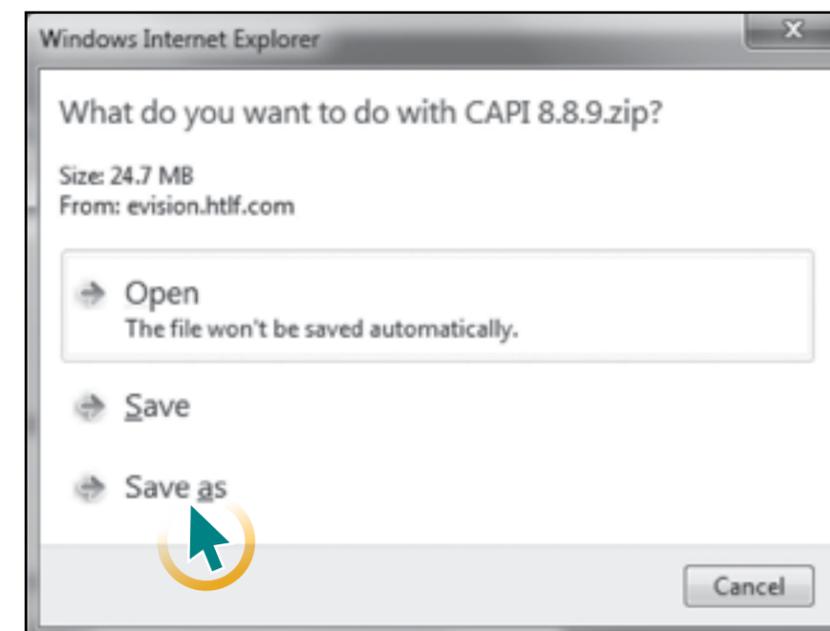
5. Select the **CAPI scanner driver**.



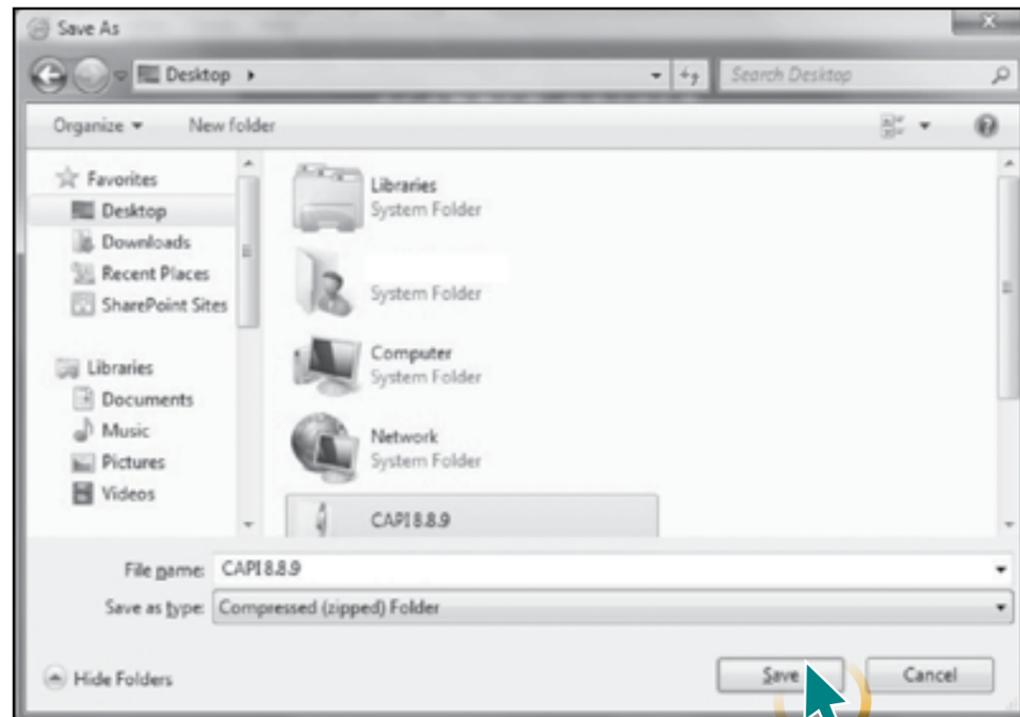
4. Click on **Scanner Driver Download**.



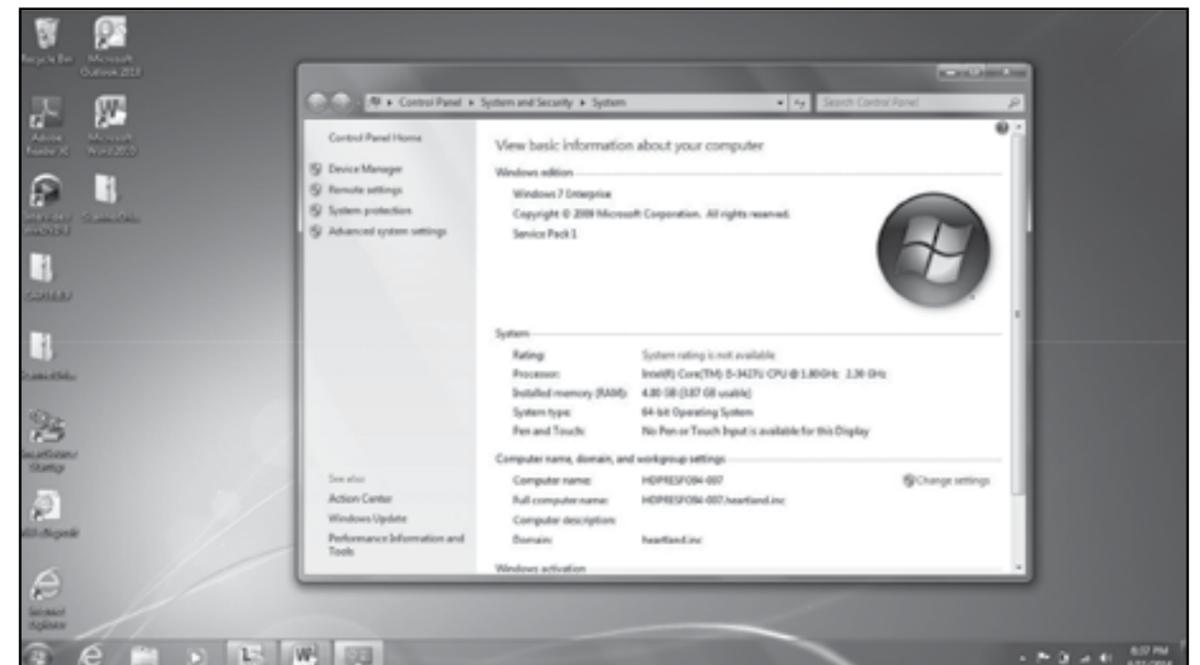
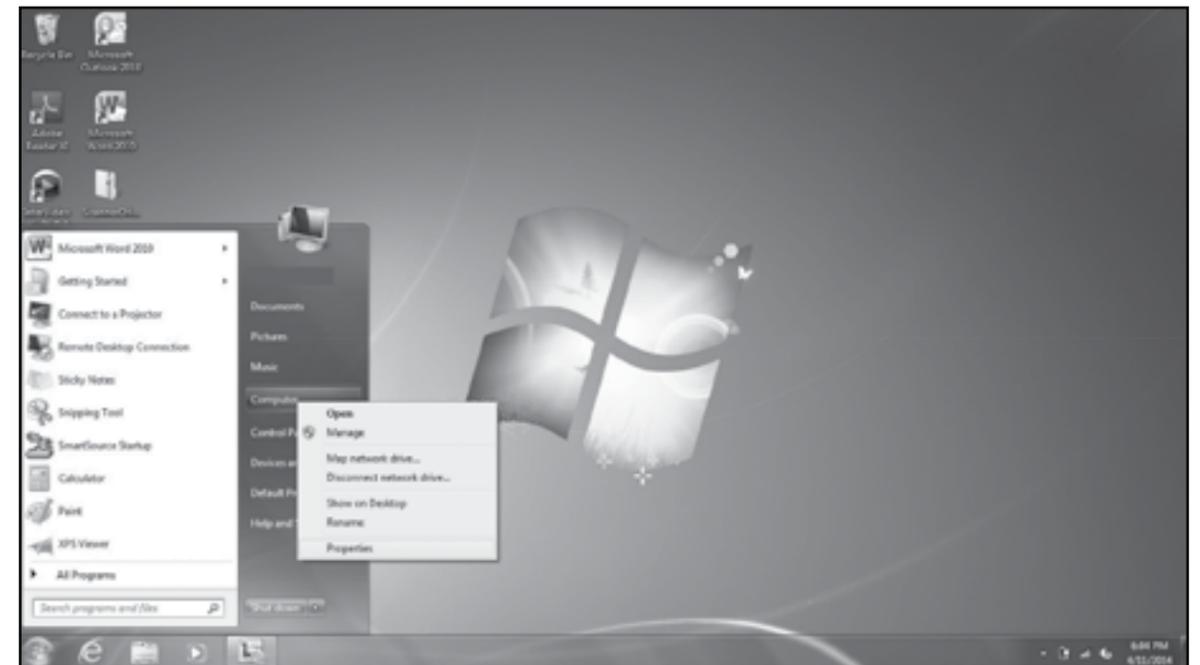
6. Select **Save As**.



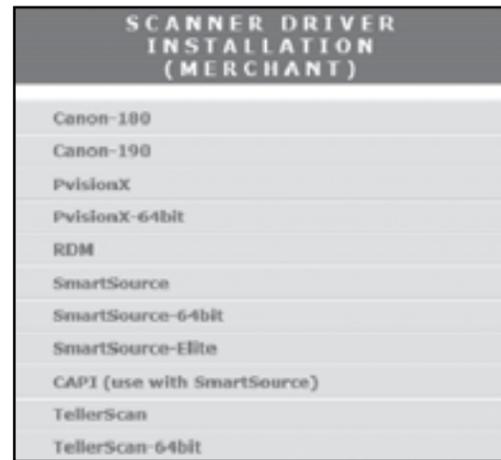
7. Be sure the drop down specifies Desktop. Select **Save**.



8. Check to see if you have a 32 bit or 64 bit version of Windows. To do so, click on your start menu, then right click on Computer and choose Properties. The Window that opens may say 32 or 64 bit under "System Type." If it does not specify either way, you have a 32 bit operating system.



- Repeat the same process to download the SmartSource driver. Make sure you choose the correct one based on your version of Windows. Choose SmartSource for 32 bit versions of Windows and SmartSource-64bit for 64 bit versions of Windows

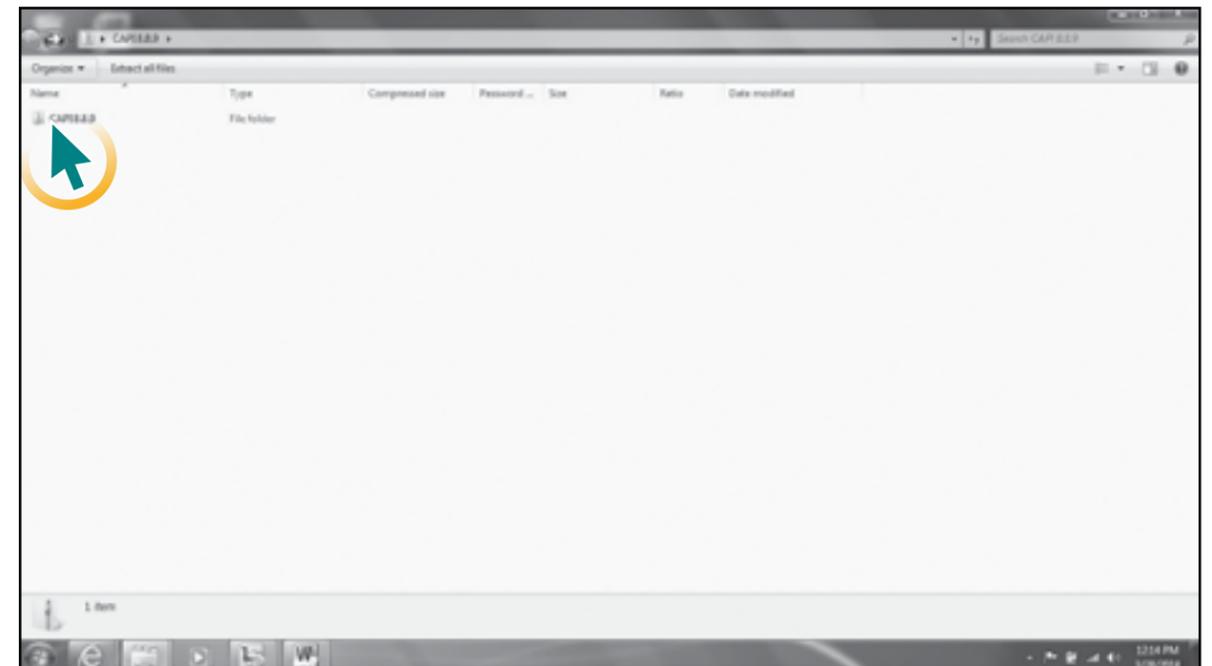


- Make sure your scanner cable is disconnected from your computer.

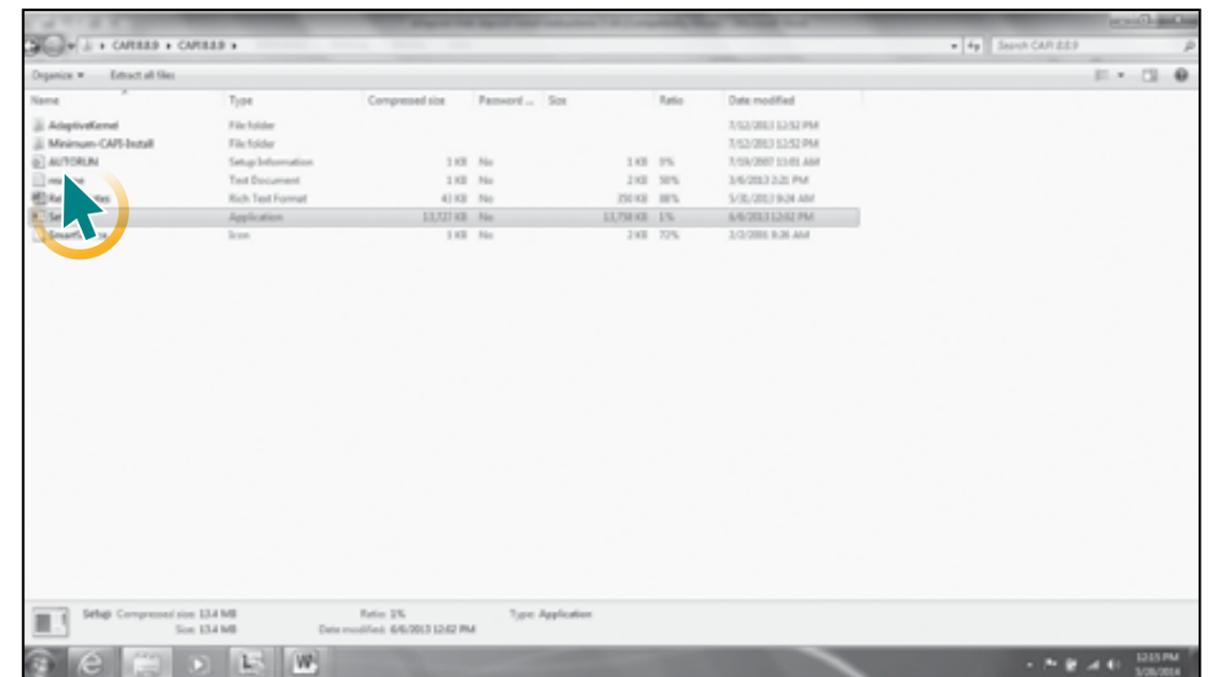
- Double click on the CAPI 8.8.9.zip file on the desktop.

Note: It is important to install the CAPI program before you install the SmartSource driver.

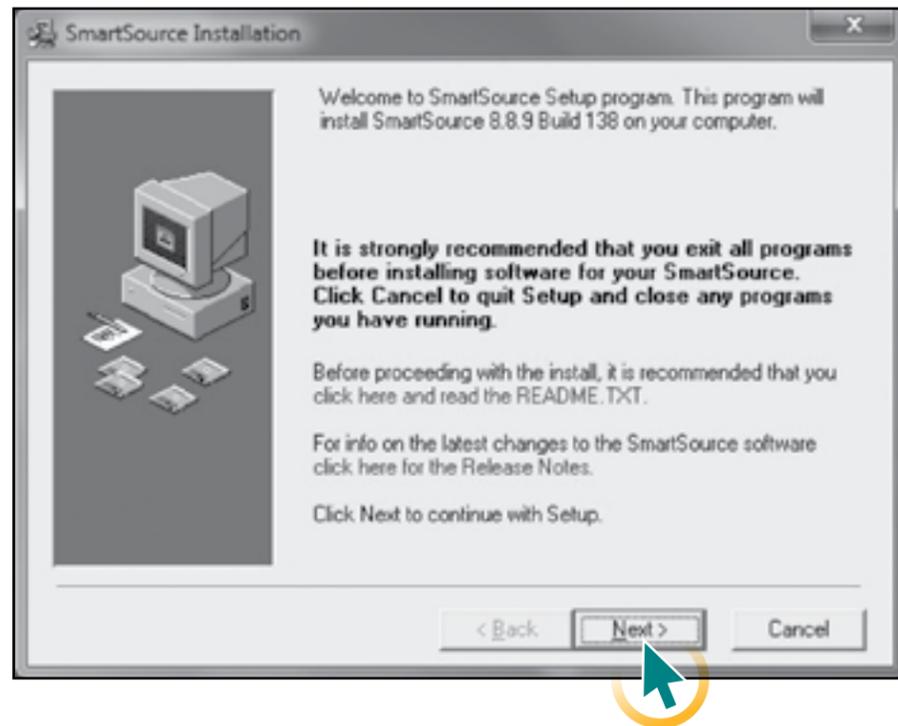
- Double click on the CAPI folder.



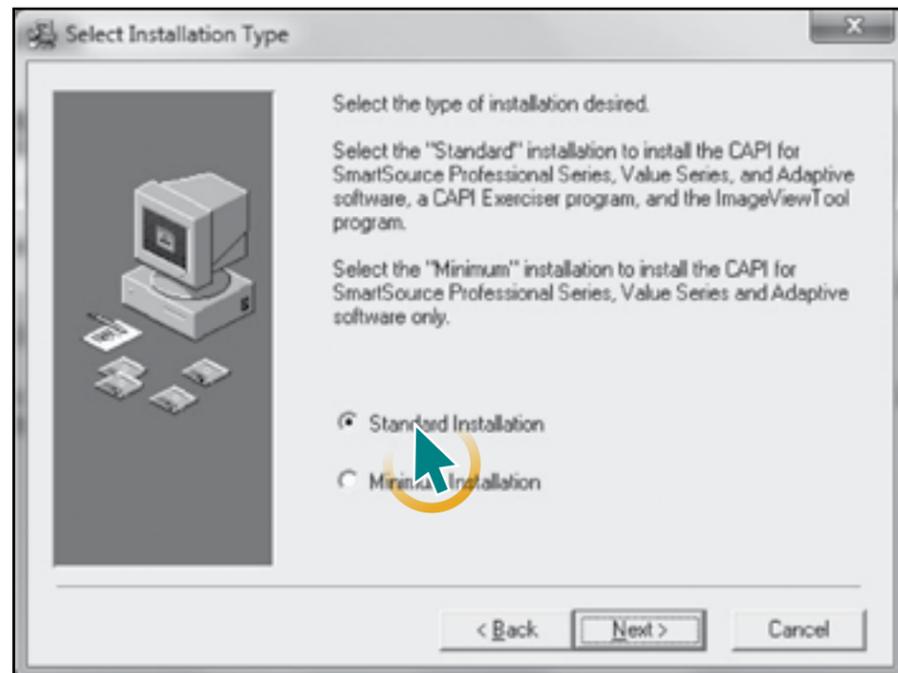
- Double click on Setup file. (Right click, run as Administrator)



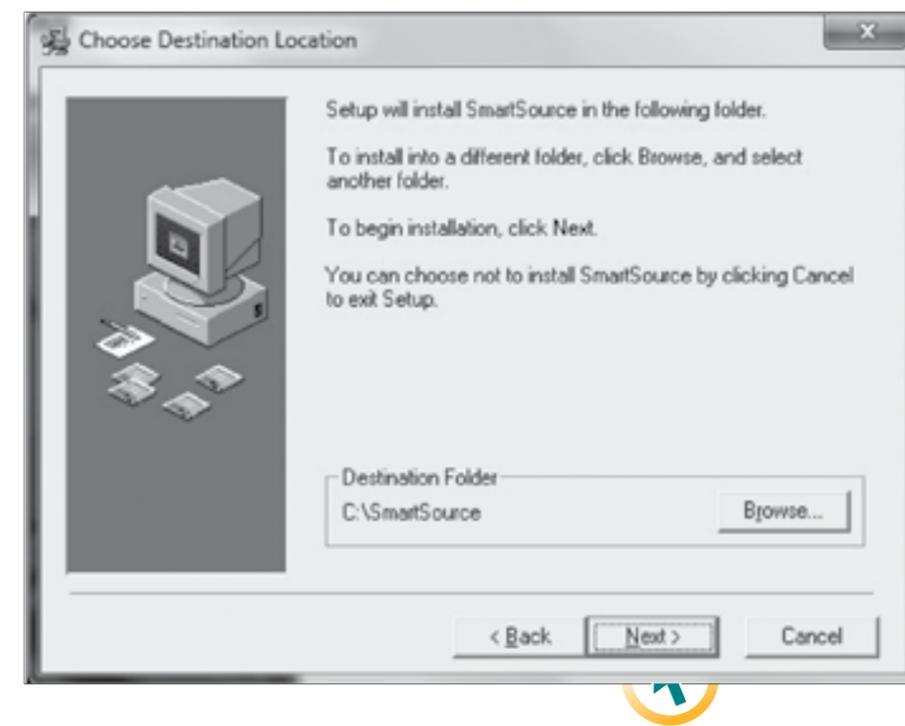
14. Select **Next**.



15. Select **Standard Installation** and **Next**.



16. Select **Next**.



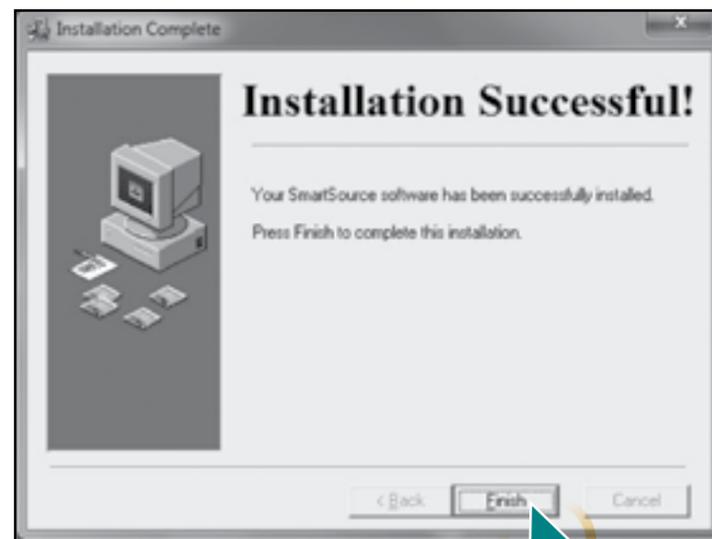
17. Select **OK**.



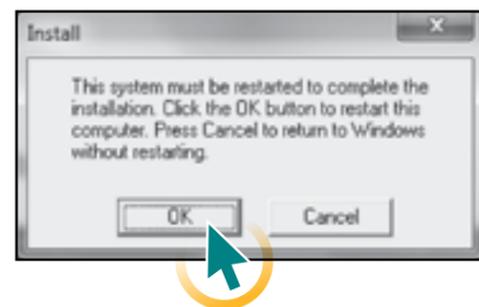
18. Select **OK**.



19. Select **Finish**.



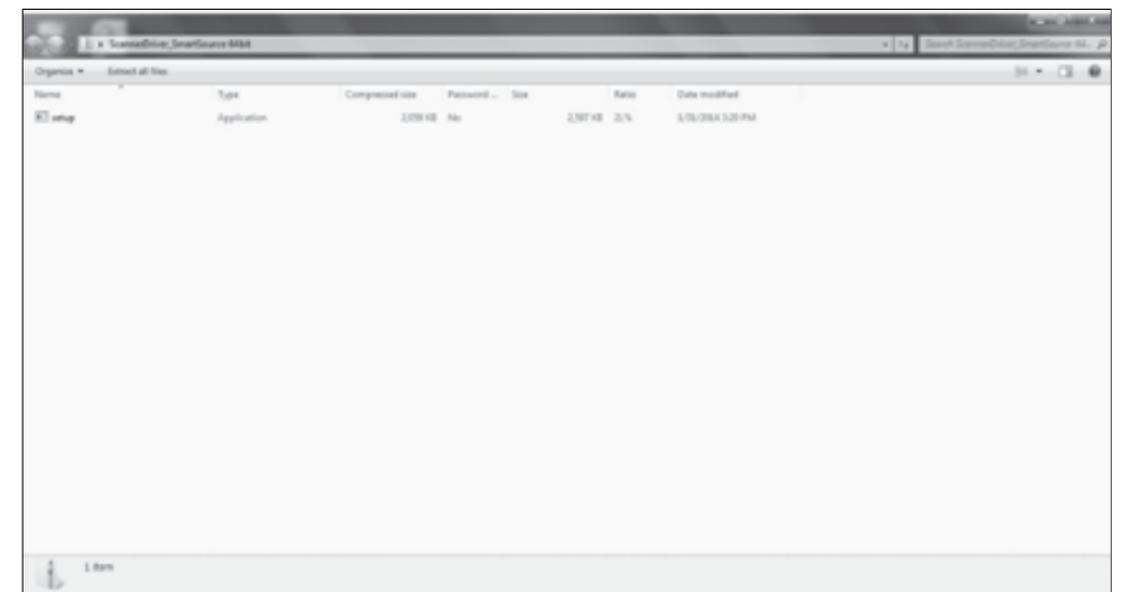
20. You will be prompted to restart.
Save any open programs you have
and click **OK**.



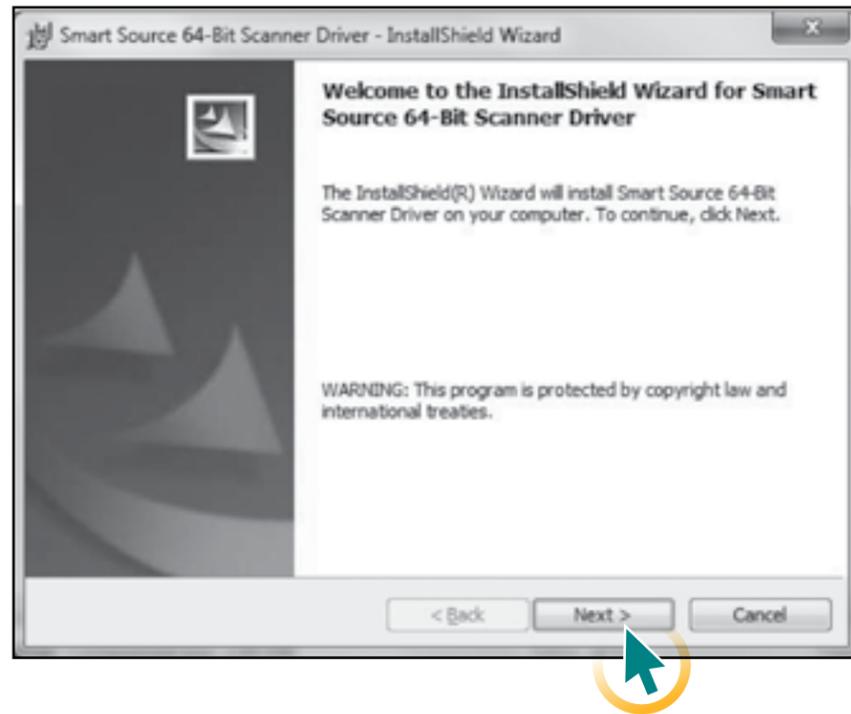
21. After you've rebooted your computer, double click on the Scanner Driver SmartSource folder on your Desktop.



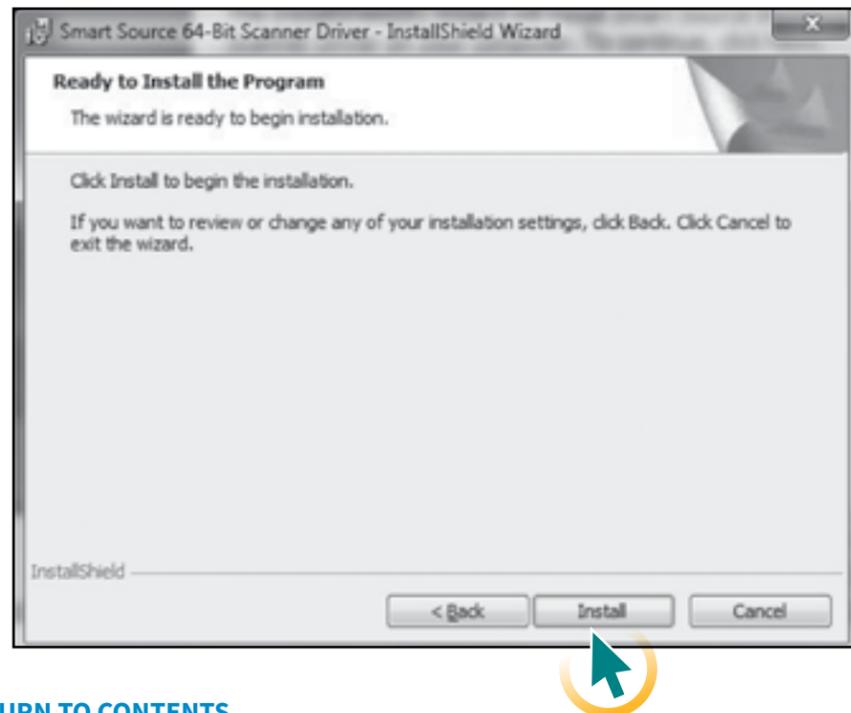
22. Double Click the setup program. (Right click, run as Administrator)



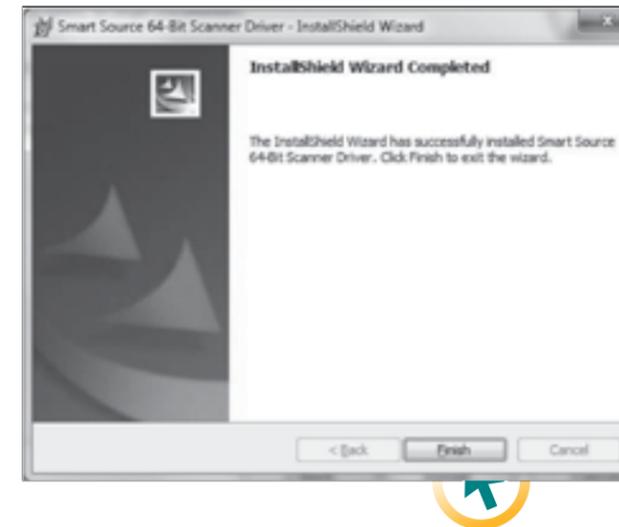
23. Click **Next**.



24. Click **Install**.



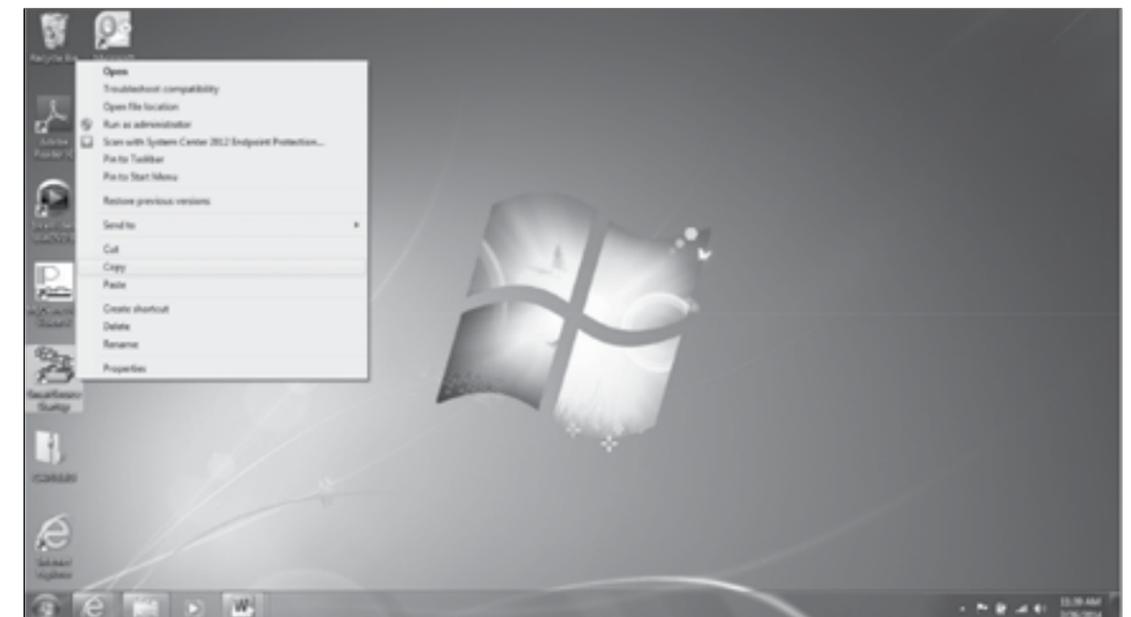
25. Click **Finish**.



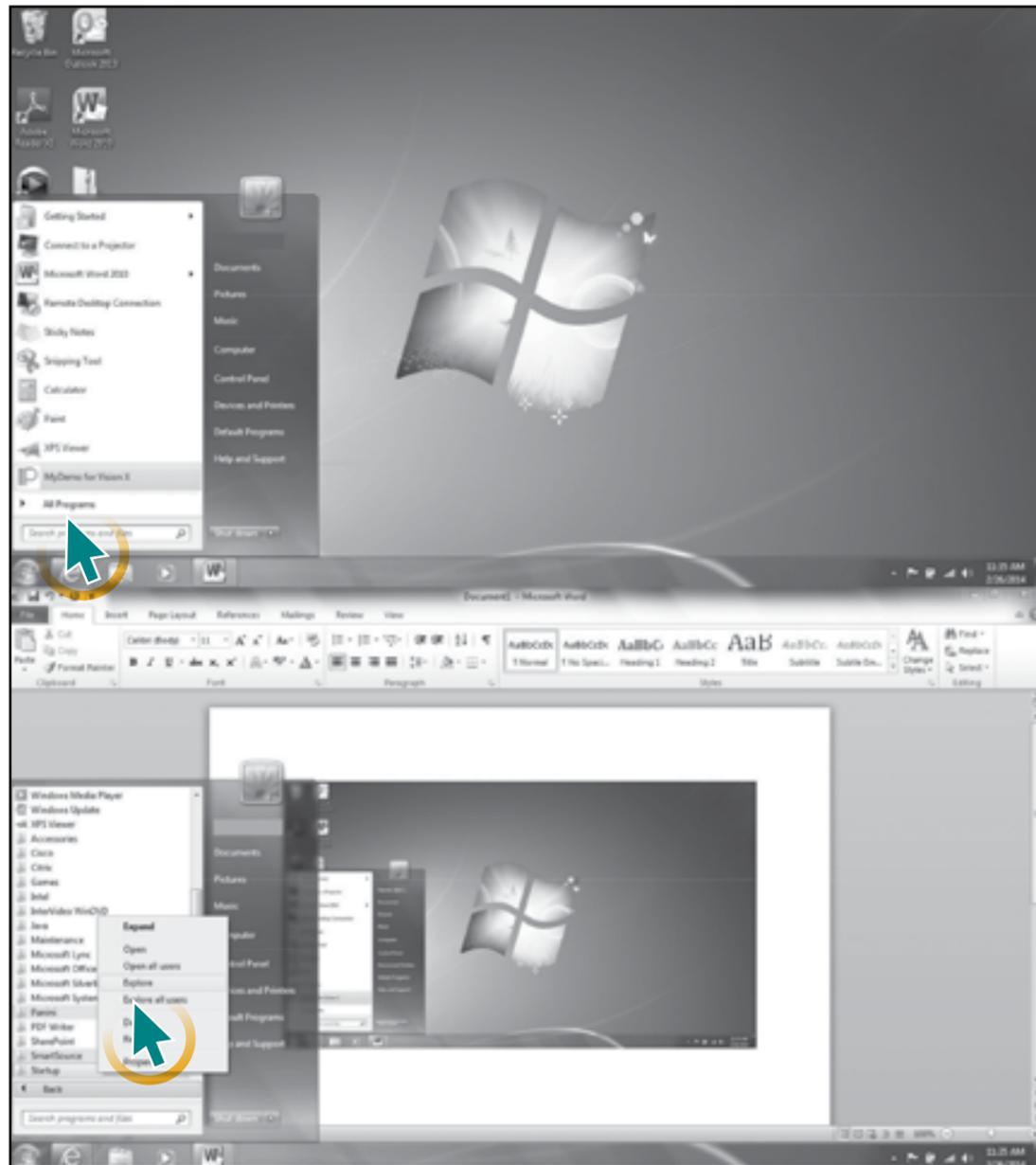
26. Plug in the scanner to the computer and the power source.

Note: The SmartSource program that was just installed will need to be running anytime you wish to scan checks. The following section describes how to setup this program to run automatically every time you start windows. If you do not wish to have this program run automatically, you will need to remember to run the SmartSource program from your desktop each time you go to scan your checks. If do not wish to have this program run at startup, please skip ahead to [page 30](#) for instructions on the required browser settings and scanner registration.

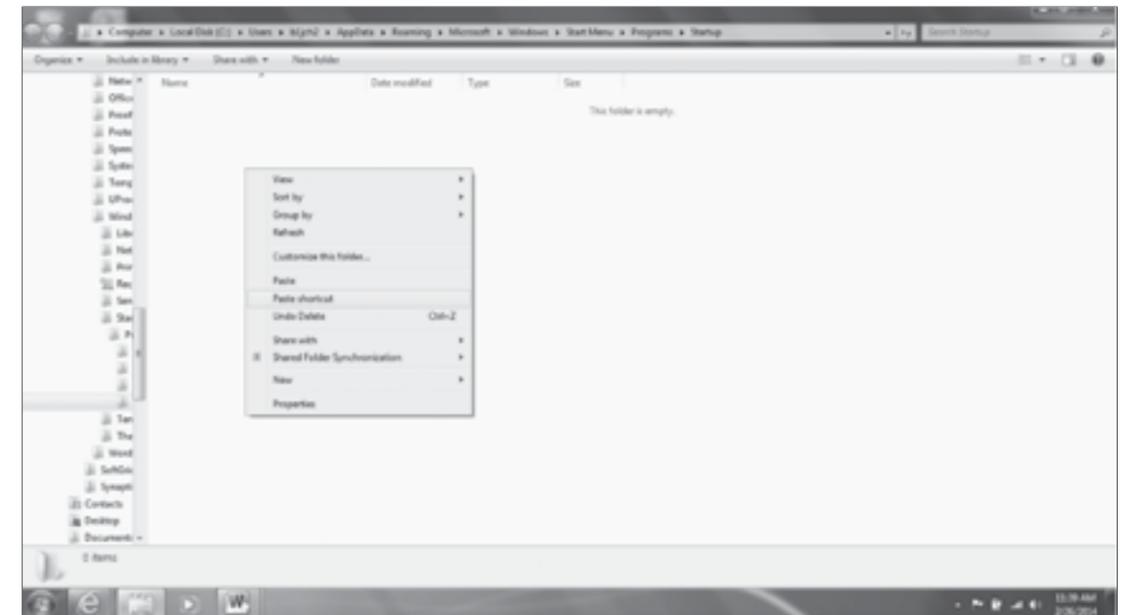
27. After installing the drivers, Right click on the SmartSource Startup icon on the desktop and choose **Copy**.



28. Then open the Start menu, go under All Programs, and find the Startup folder. Right click on Startup and chose **Explore all Users**.



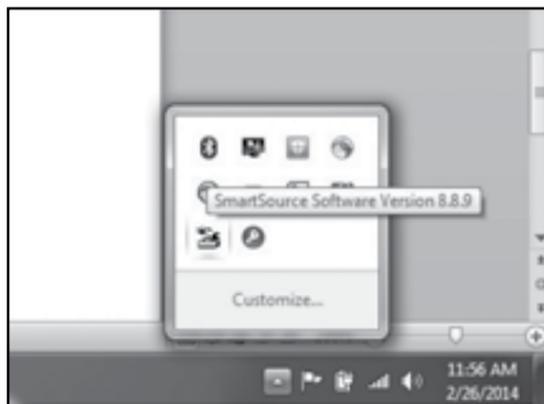
29. In the Startup folder you've just opened, right click and choose **Paste Shortcut**.



30. You should then see our SmartSource icon in this folder; it will now run whenever you start your machine.



You can see if the program is running by checking the task bar for the icon:



31. Go to [page 30](#) for instructions on our required browser settings and how to register your scanner.



SCANNER INSTALLATION FOR PANINI VISIONX SCANNERS



Note: If you have a SmartSource scanner, go back to [page 2](#).

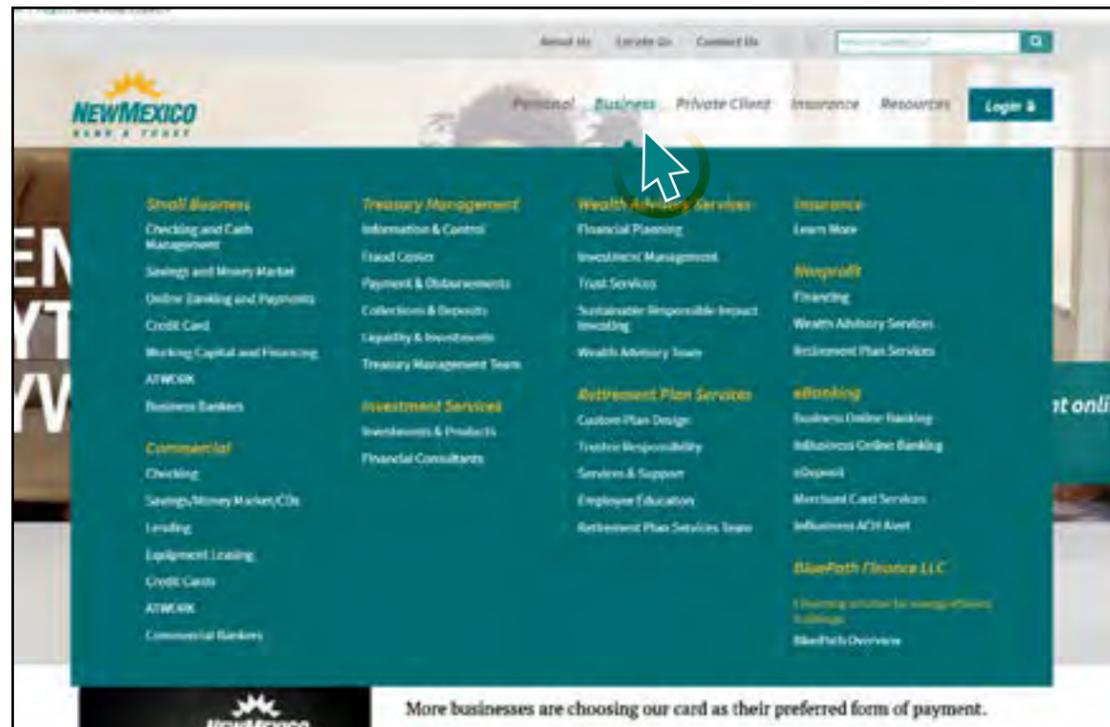
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THE STEPS FOR COMPLETING THE INSTALLER FILE ARE AS FOLLOWS:

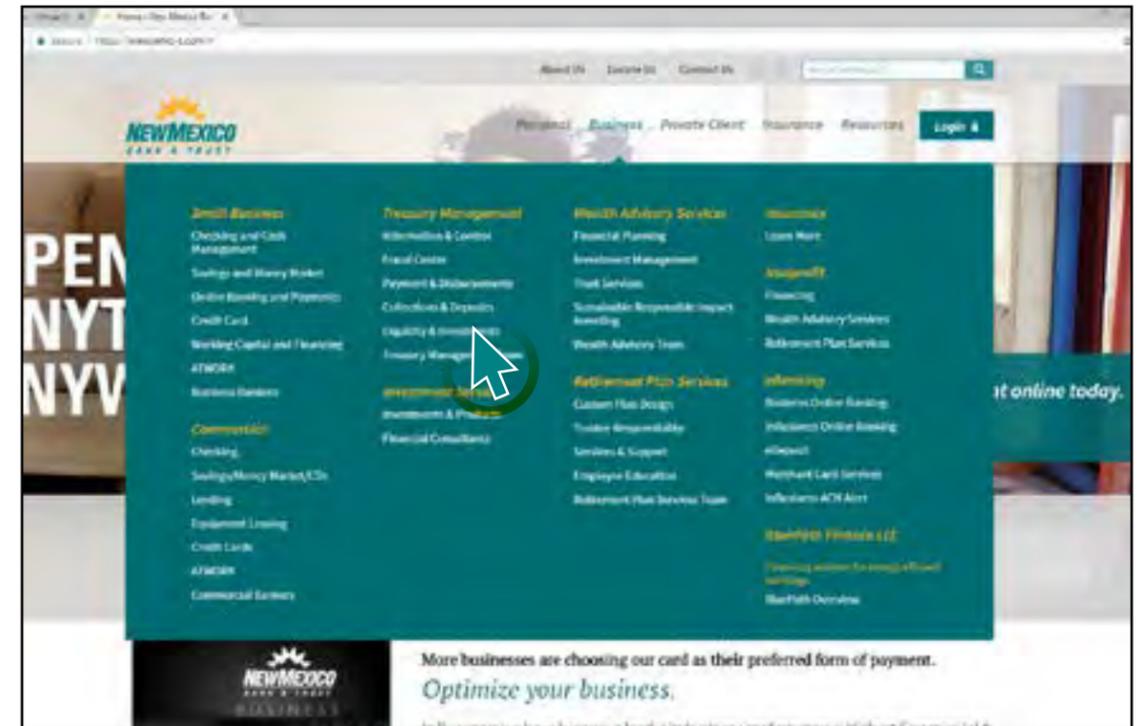
This must be performed as a Windows administrator.

Note: If you have previous check scanner drivers installed on your machine, you will need to uninstall these before proceeding. Please refer to Appendix A at the end of the document for instructions on how to do this.

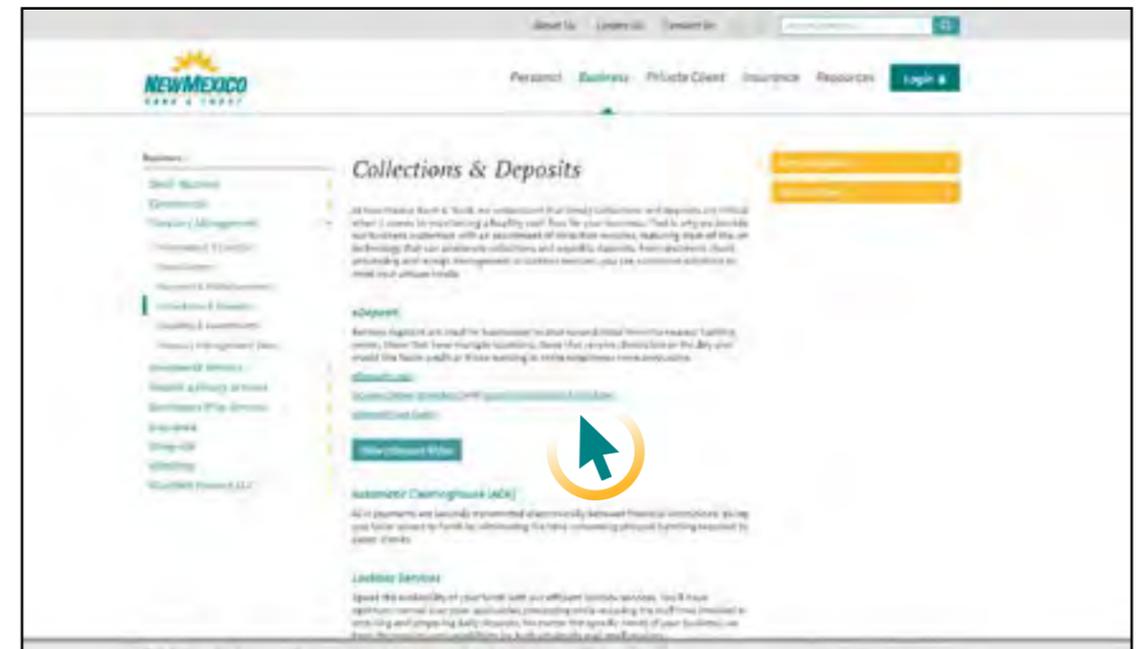
1. Launch your browser and go to the bank's homepage - New Mexico Bank & Trust (<https://www.nmb-t.com>).
2. From your bank homepage, mouse over the **Business** menu.



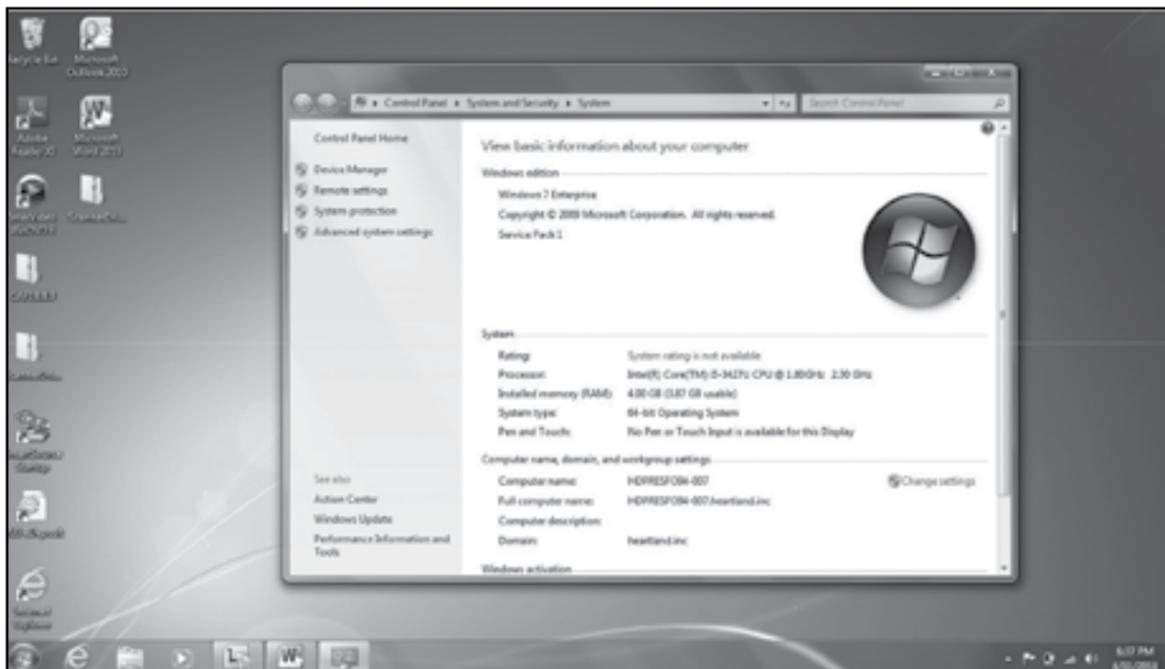
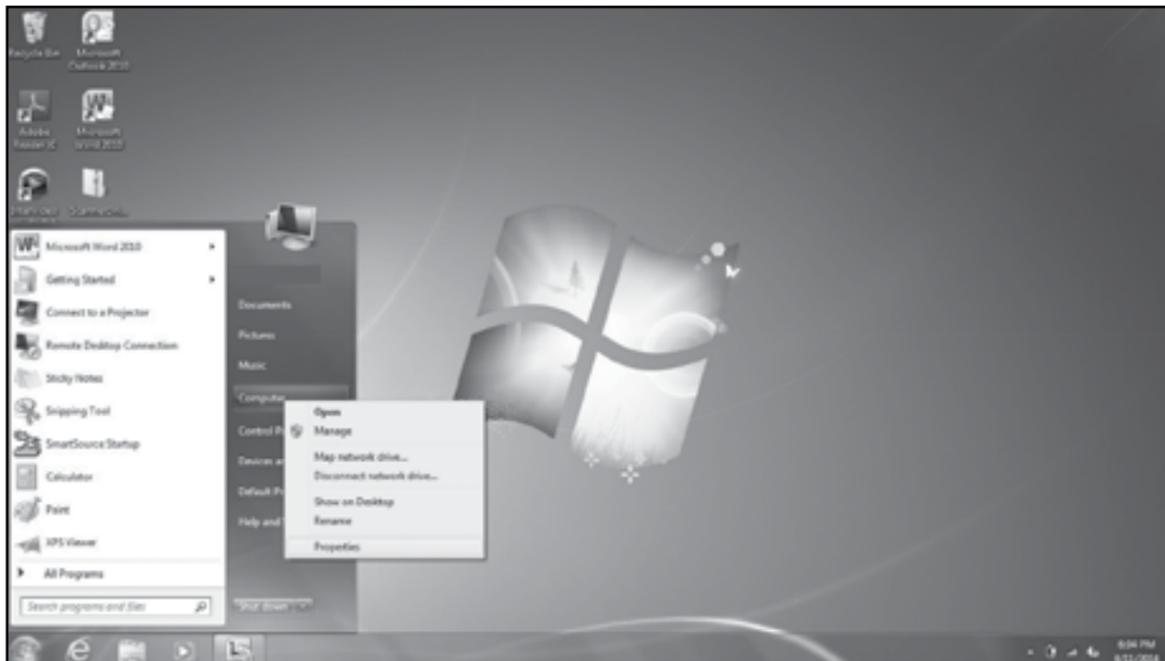
3. Select **Treasury Management > Collections & Deposits** from the drop-down.



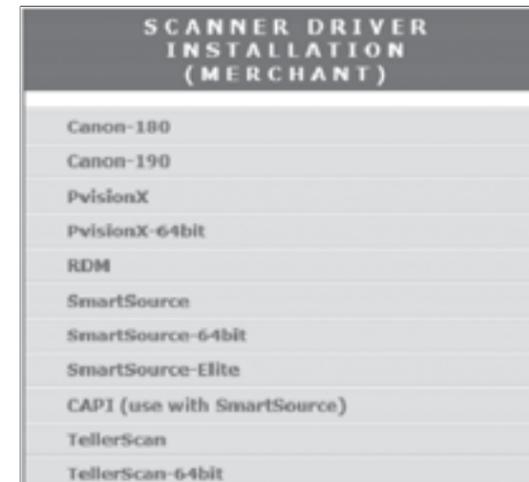
4. Click on **Scanner/Driver Download**.



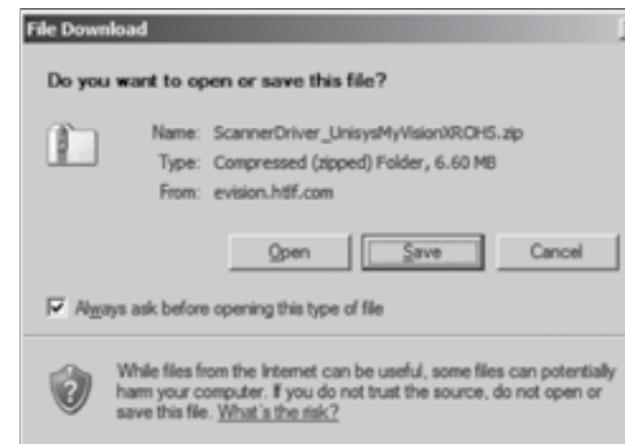
5. Check to see if you have a 32 bit or 64 bit version of Windows. To do so click on your start menu, then right click on Computer and choose Properties. The Window that opens may say 32 or 64 bit. If it does not specify you have a 32 bit operating system.



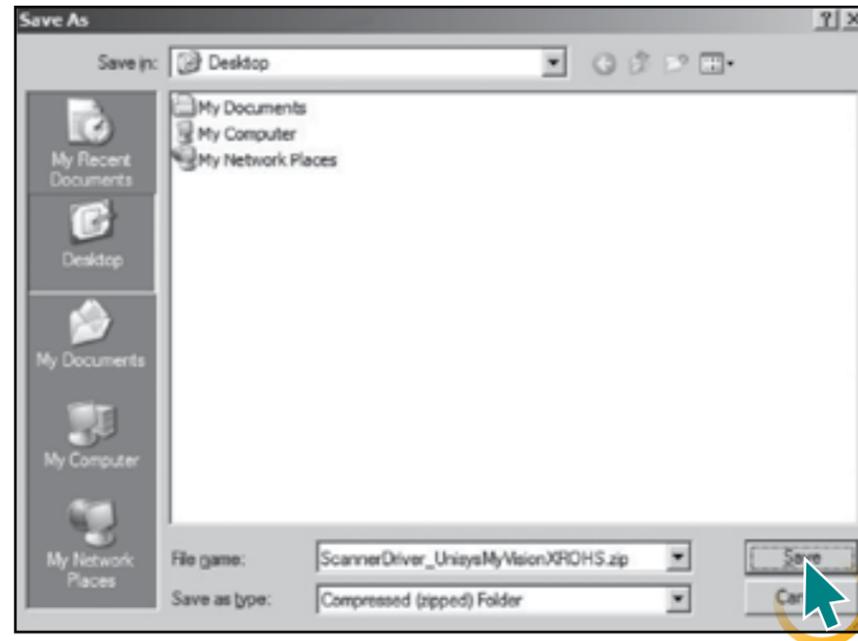
6. Select the correct PvisionX driver. Make sure you choose the correct one based on your version of Windows. Choose PvisionX for 32 bit versions of Windows and PvisionX--64bit for 64 bit versions of Windows.



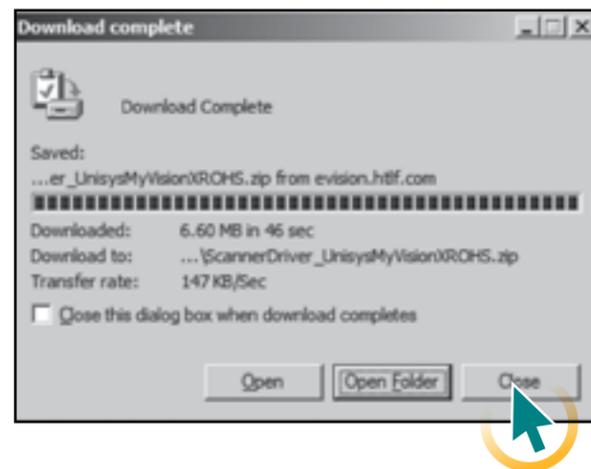
7. Select **Save** or **Save As**.



8. Be sure the drop down specifies Desktop. Select **Save**.



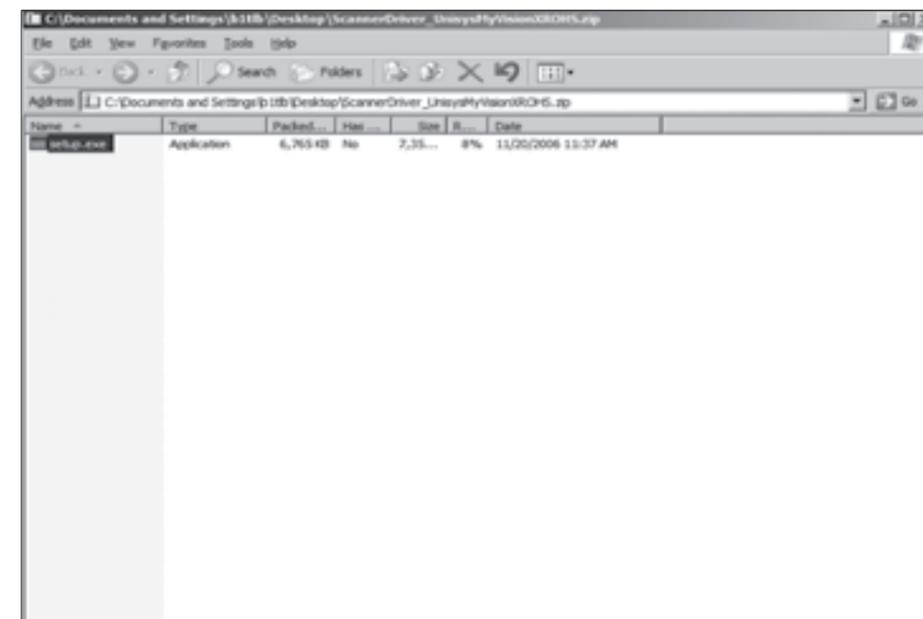
9. Click on **Close**.



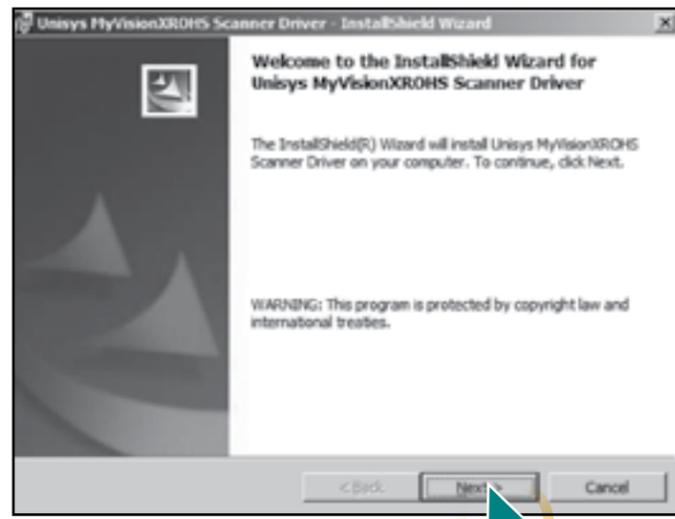
10. Double click on the ScannerDriver file on the desktop.



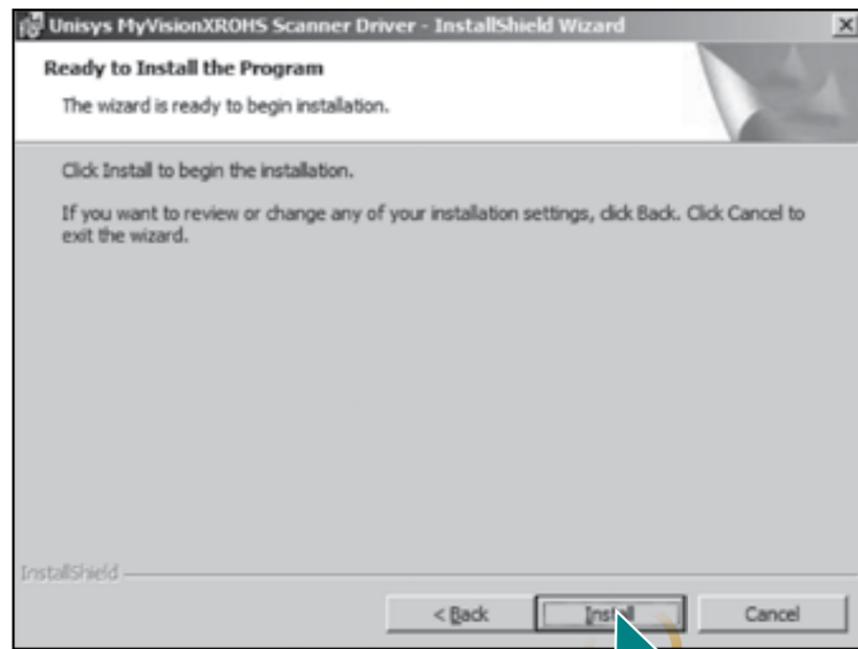
11. Double click on the Setup.exe file and follow the instructions to complete installation. (Right click, run as Administrator)



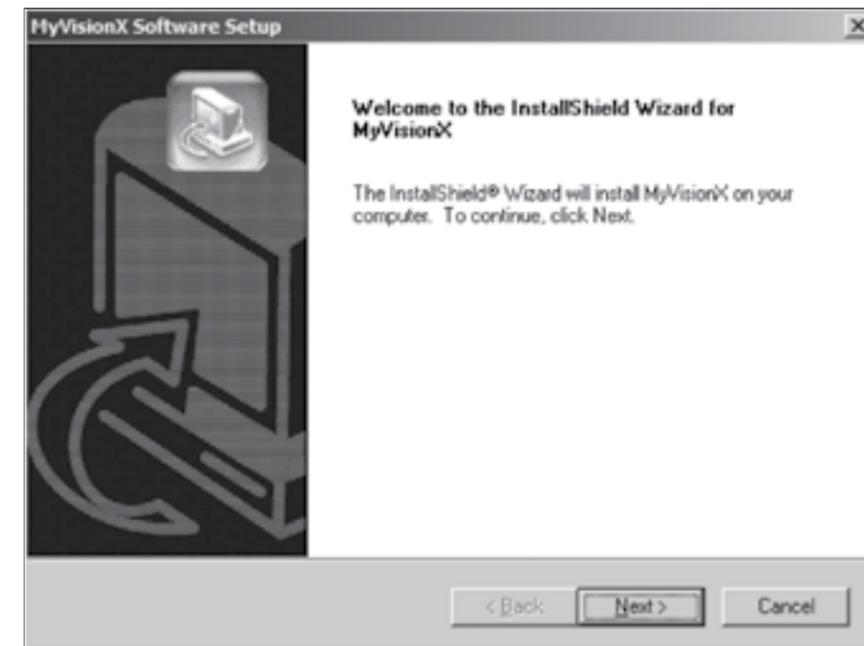
12. Select **Next**.



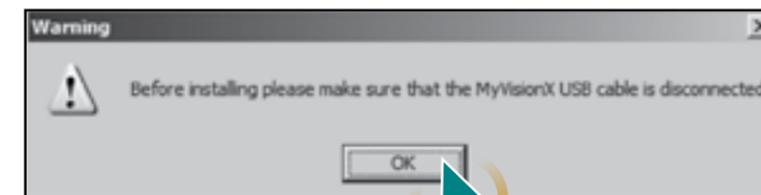
13. Select **Install**.



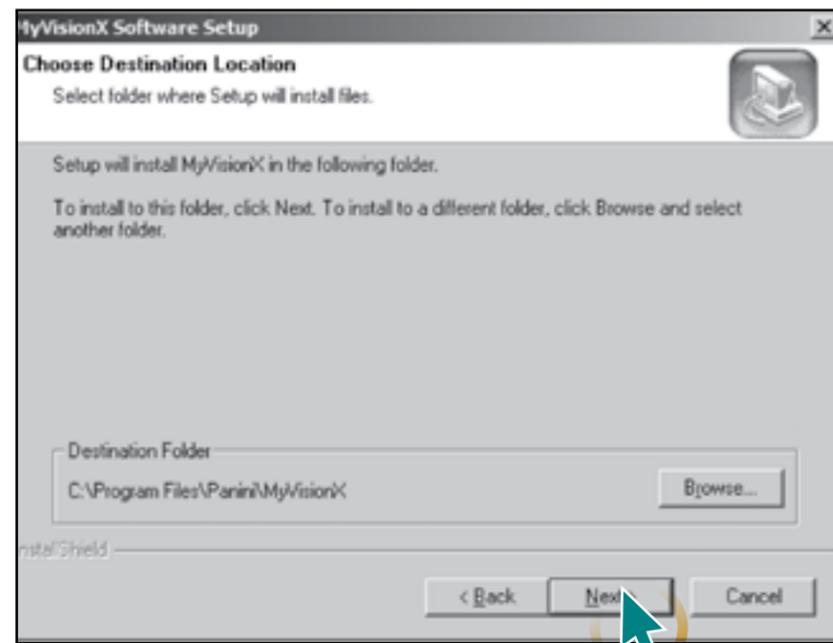
14. Select **Next**.



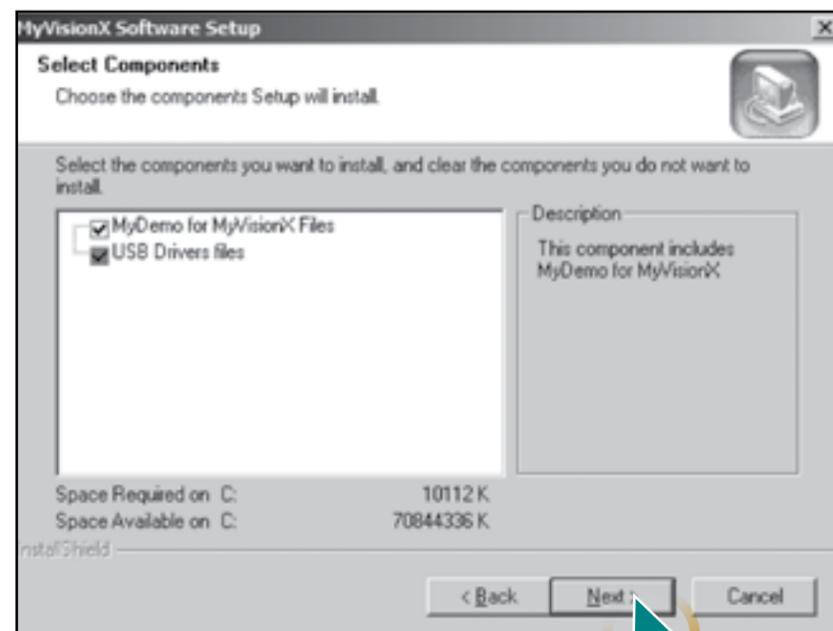
15. Make sure your scanner cable is disconnected from your computer and click **OK**.



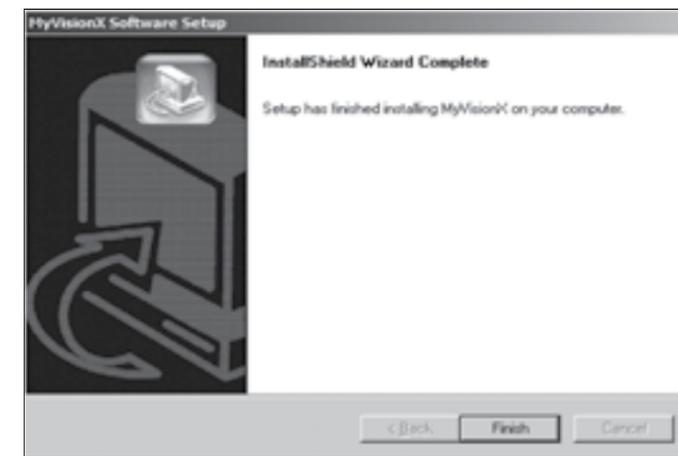
16. Select **Next**.



17. Select **Next**.

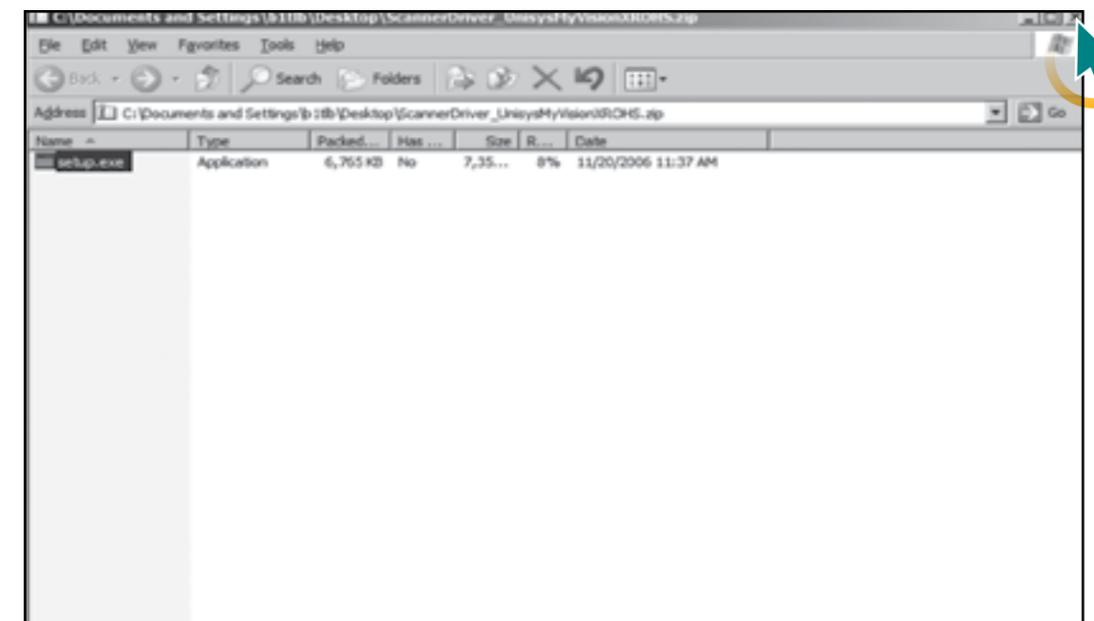


18. Select **Finish**.



19. Vision X scanners will have one more popup box that will come up; once completed click **Finish**.

20. The screen below will be displayed again, close it.



21. Plug in the scanner to the computer and the power source.

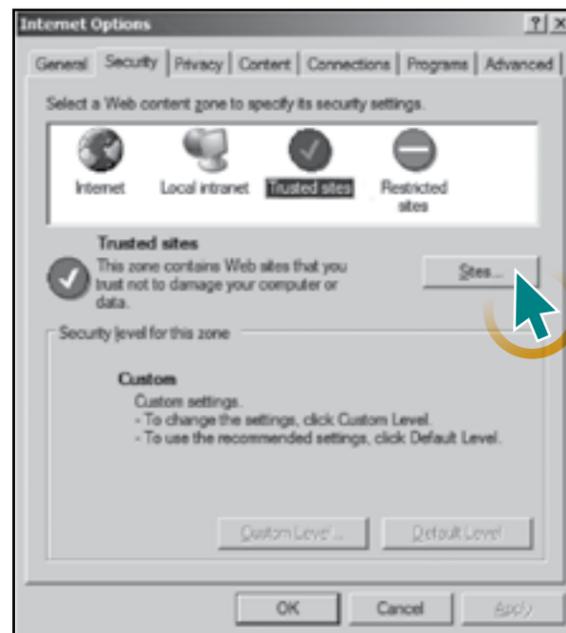
22. Proceed to the next page for browser security and scanner registration instructions.

BROWSER SECURITY SETTINGS

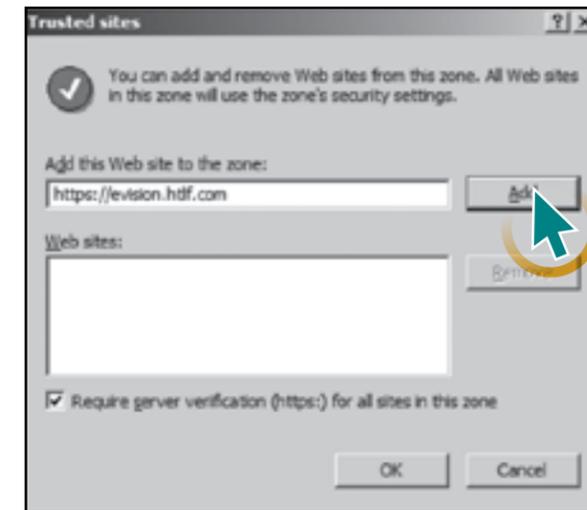
Within Internet Options, add the External Web Server's domain to the Trusted Sites list (i.e. <https://evision.htlf.com>).

ADDING EXTERNAL WEB SERVER TO TRUSTED SITE LIST

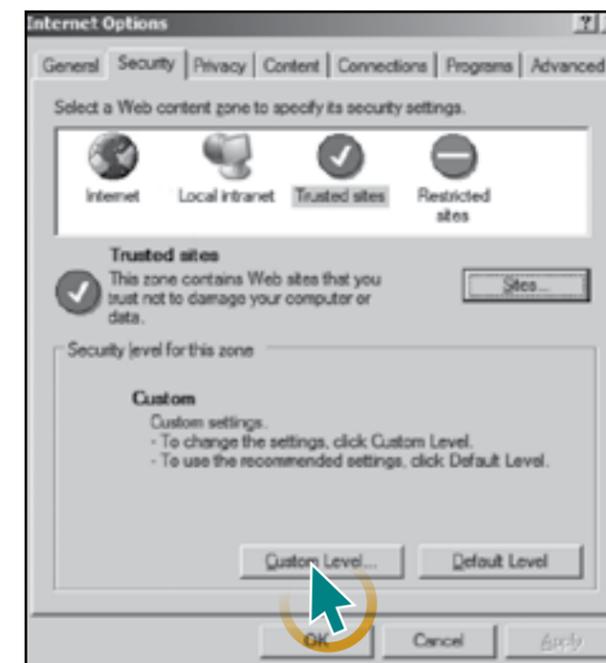
1. Launch Internet Explorer to your homepage.
2. Select Tools from the drop-down menu.
3. Select **Internet Options**.
4. Select **Security Tab**.
5. Click on **Trusted Sites**.
6. Select **Sites**.



7. Enter the address of the domain (<https://evision.htlf.com>).
8. Select **Add**.
9. Choose **OK**.

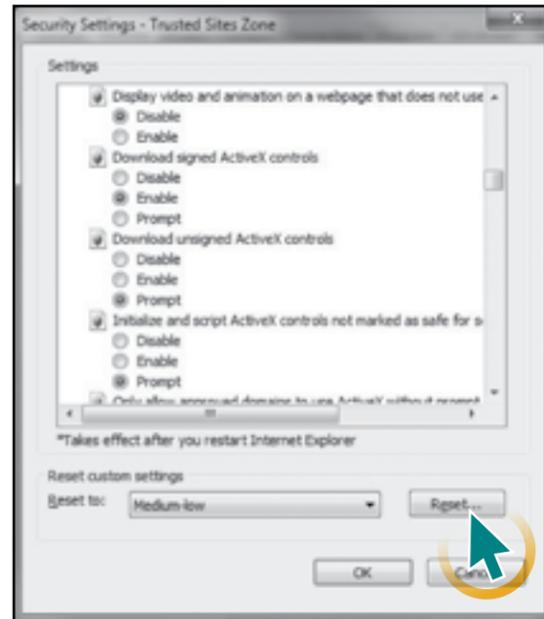


10. Select **Custom Level**.



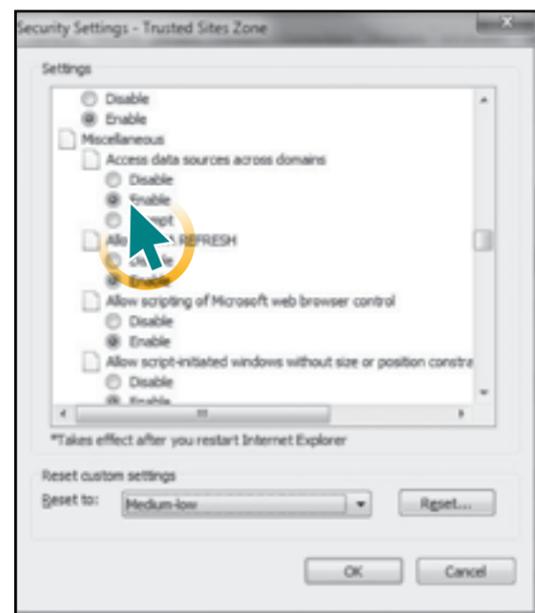
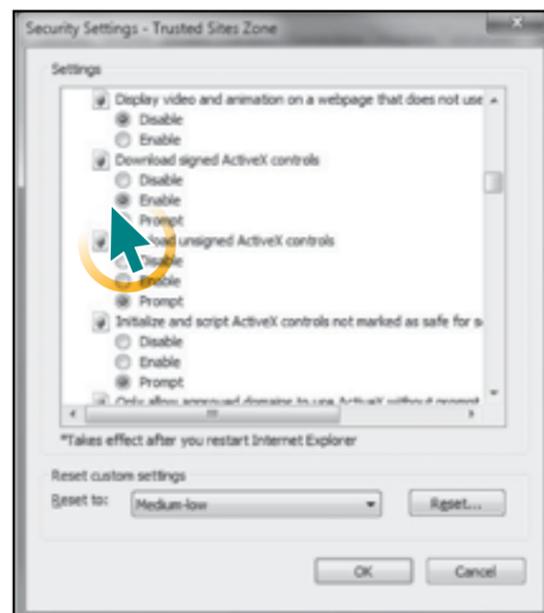
11. Set the level to Medium Low.

12. Press **Reset**. It will ask if you are sure you want to make the changes, Click **Yes**.



13. Set the Download Signed ActiveX Controls and Access Data Sources Across Domains to **Enable**.

- Display Mixed content set to Enable

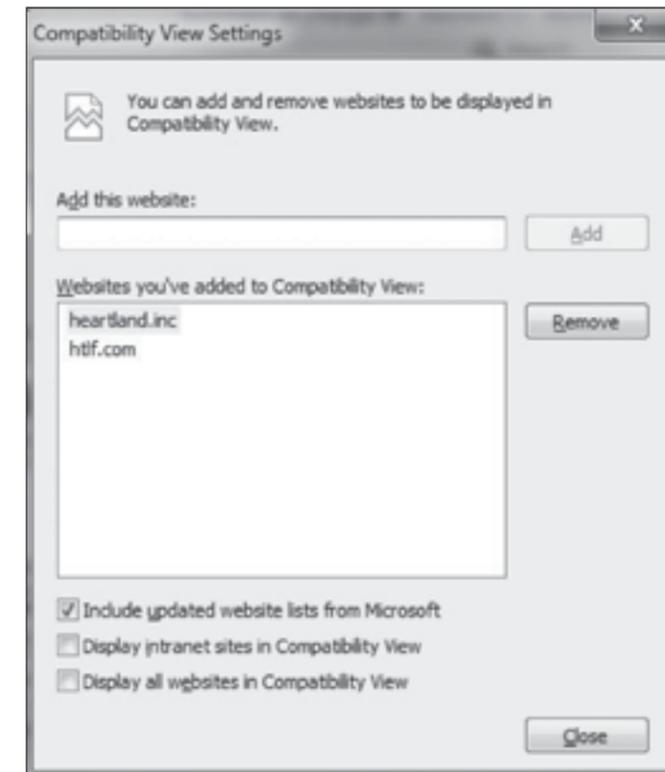


14. Choose **OK** twice.

15. Select **Tools** from the drop down menu.

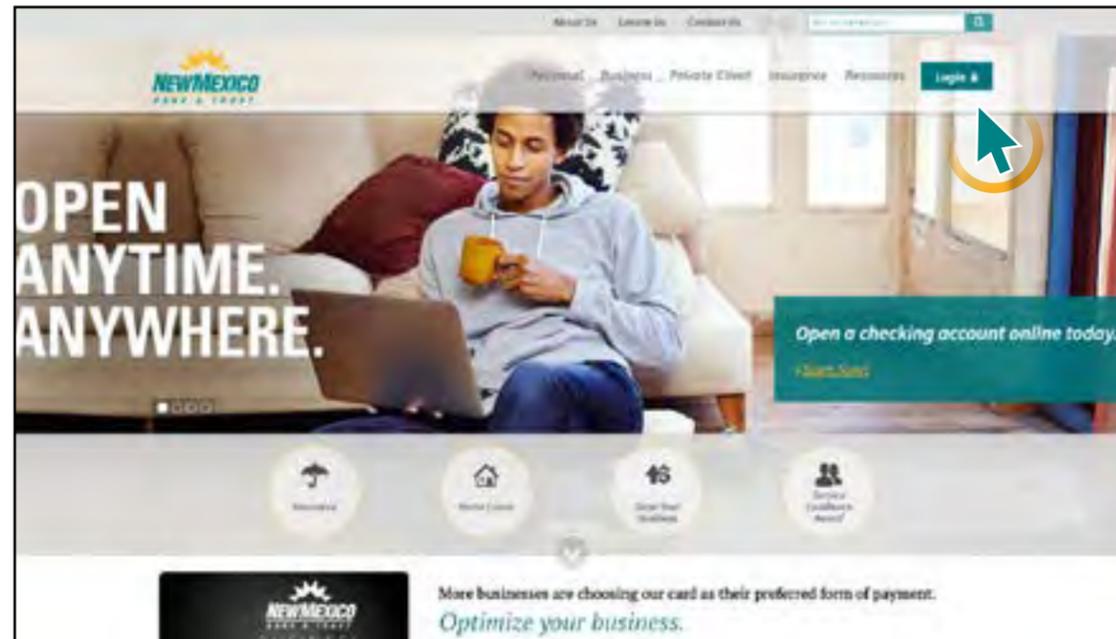
16. Select **Compatibility Settings**.

17. Add HTLF.com to the Compatibility View list.

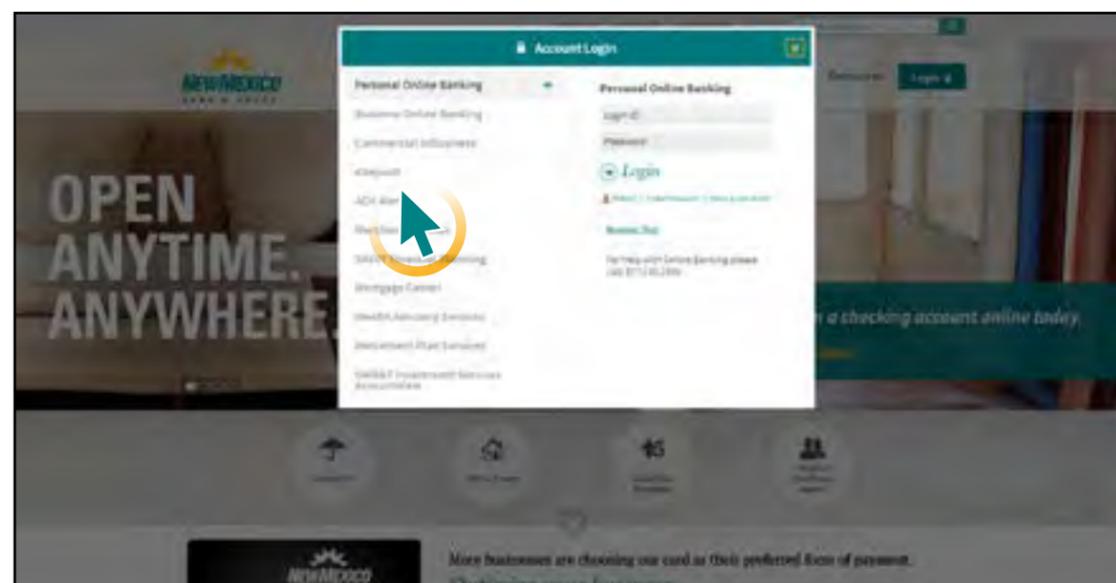


SCANNER REGISTRATION

1. Launch Internet Explorer and go to the bank's homepage - New Mexico Bank & Trust (<https://www.nmb-t.com>).
2. From your bank homepage, click the **Login** button.

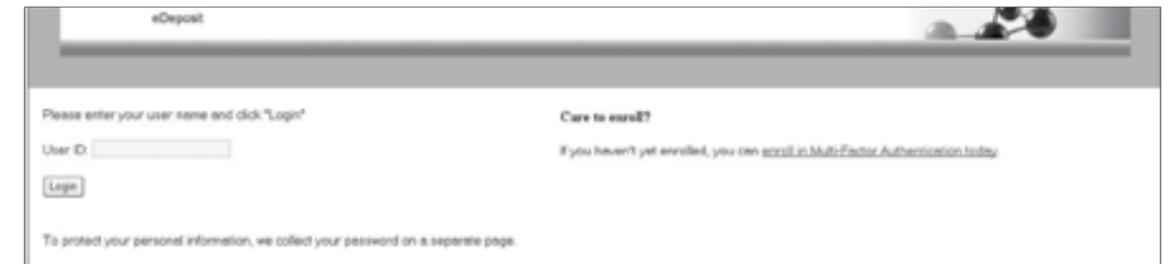


3. Select **eDeposit** in the left column of the pop-up window. The eDeposit login screen will open in a new window.

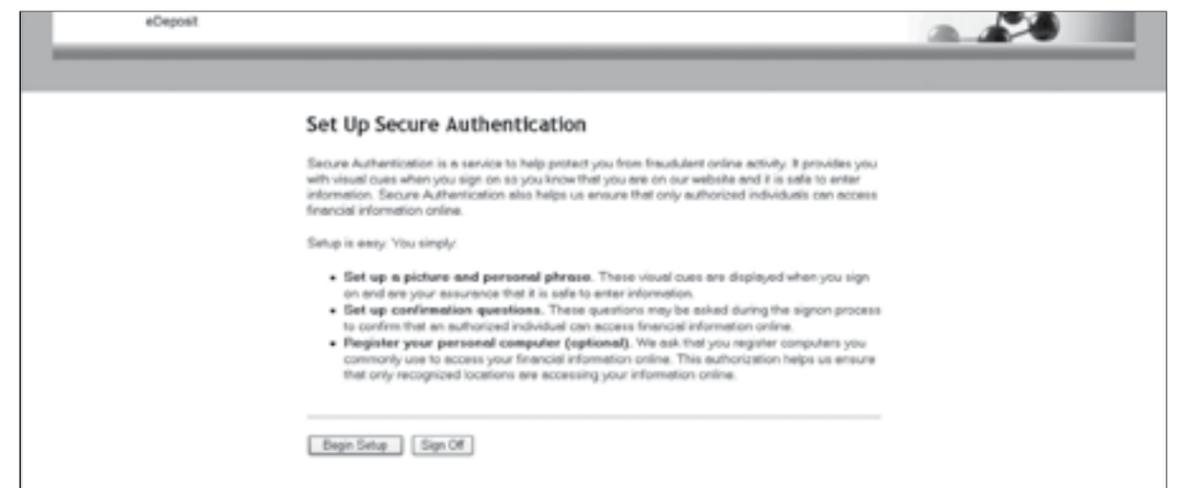


4. Enter your User ID and press **Login**.

NOTE: Your user name is included in the welcome letter under step #1



5. You will be prompted to begin Multi-Factor Authentication. Click on **Begin Setup**.



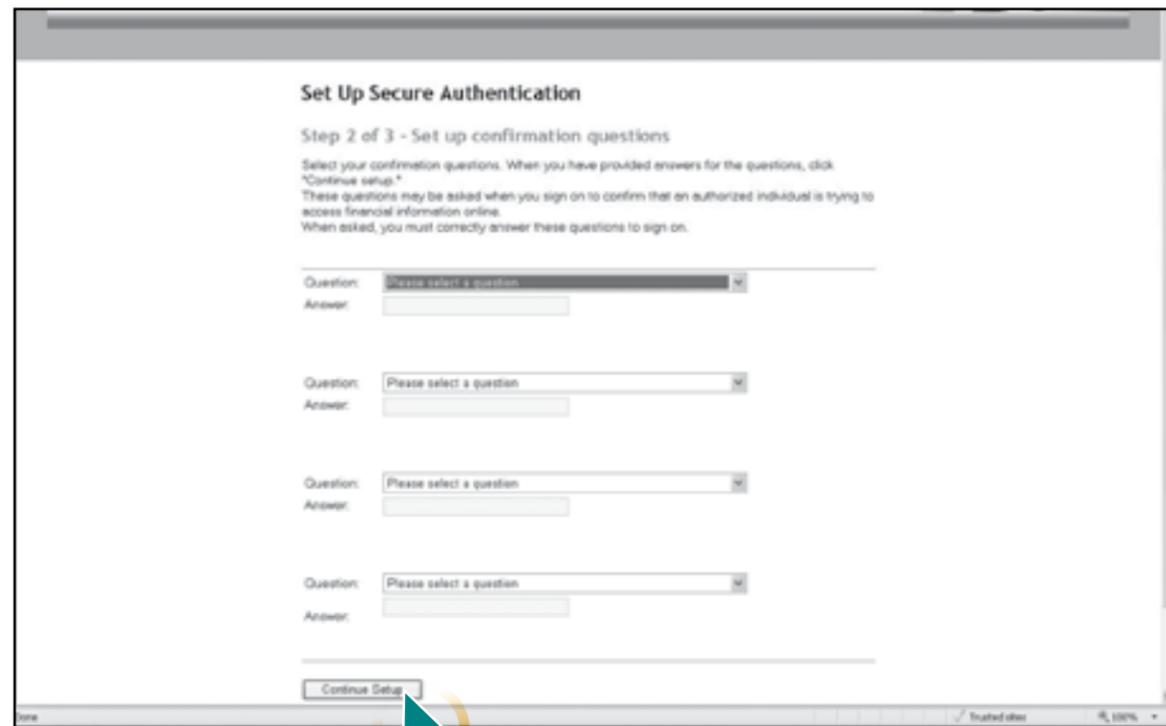
6. Select a picture and add a personal phrase, then click **Continue Setup**.



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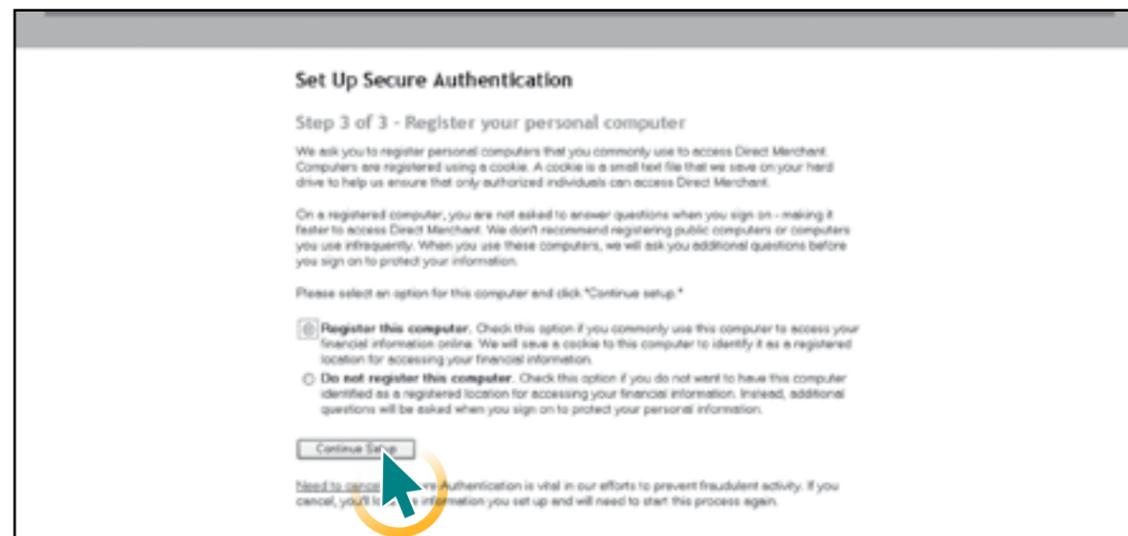
7. Answer the security questions, and then click **Continue Setup**.



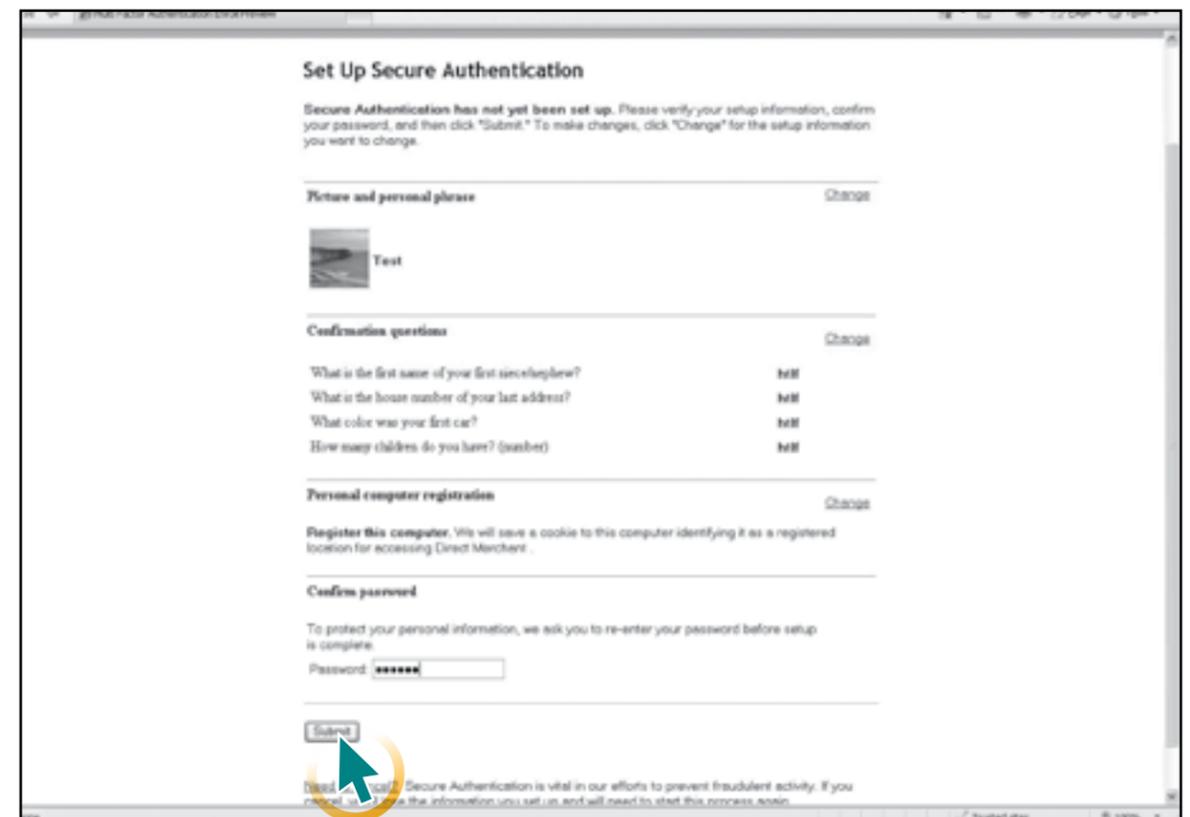
8. Register your computer (optional), and then click **Continue Setup**.

NOTE: If the computer is registered, each time the user logs in, he or she will not be required to answer the security questions. If they delete history or clear their cache it will remove the cookie that is placed when a customer registers the computer. They would have to answer questions then.

If the user chooses not to register the computer, he or she will have to answer the security questions each time he or she logs in.



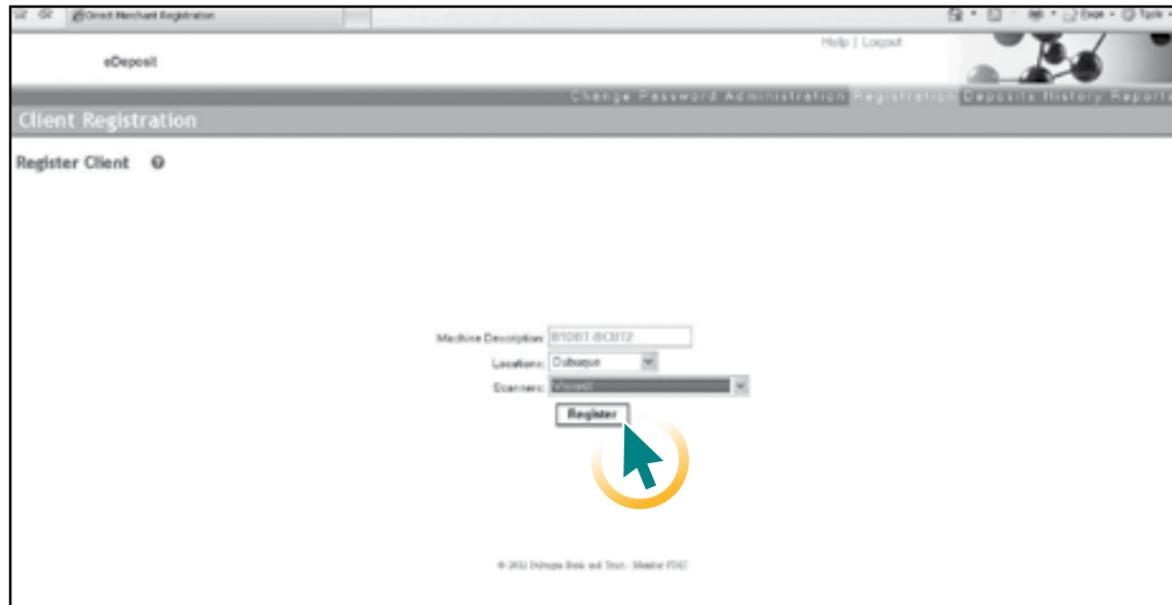
9. Verify that all information entered is correct, enter the password, and click **Submit**.



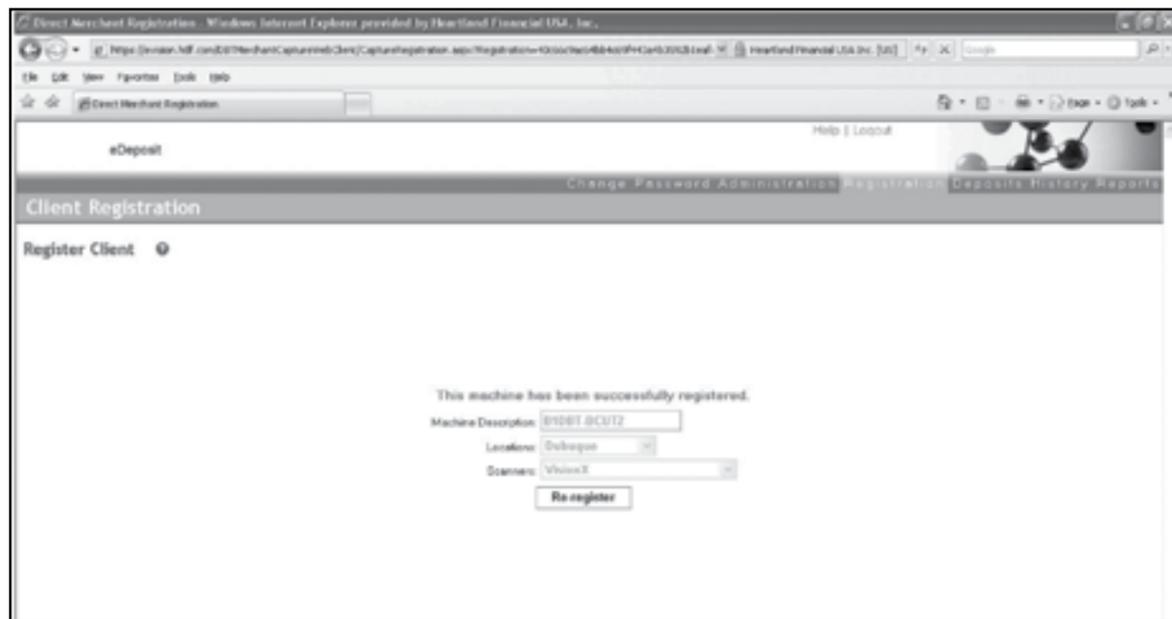
10. Click on the **Registration** tab.



11. The information on this screen will automatically be populated. Be sure that the Scanner type is correct. If it is not, arrow down the drop down menu until the correct scanner is selected. Click **Register**.



12. Wait for confirmation that the machine has successfully registered.



Installation is now complete. Refer to the eDeposit User Guide for instructions on operating the system.

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APPENDIX A

UNINSTALLING PREVIOUS DRIVERS

If you have drivers for a check scanner installed from a previous setup, you'll need to uninstall these drivers before you can install the drivers from our site. This is true even if you are using the same physical device you had previously.

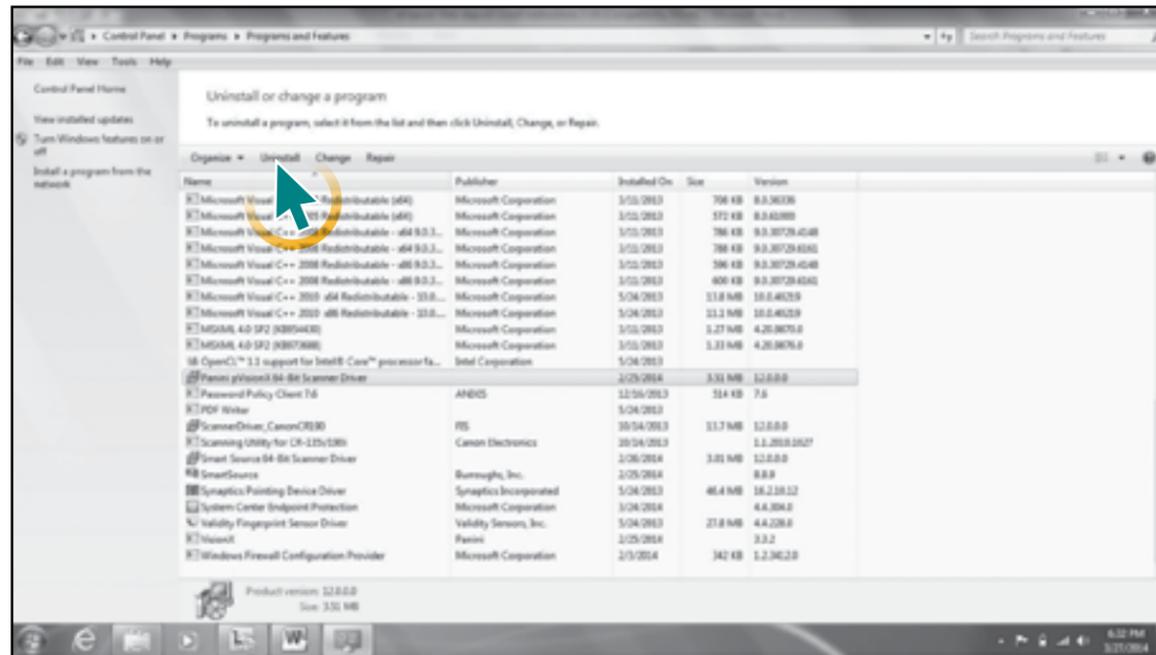
1. Click on the start menu and choose **Control Panel**.
2. Choose **Uninstall a program** under Programs and Features.



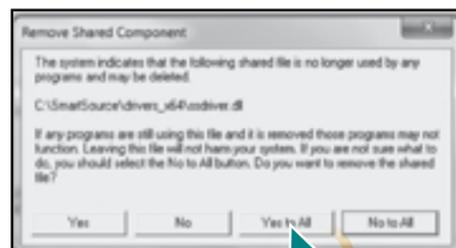
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- Find the driver that corresponds with your previous scanner setup and right click on the item. Then choose **Uninstall**. In some cases there may be more than one item to uninstall.



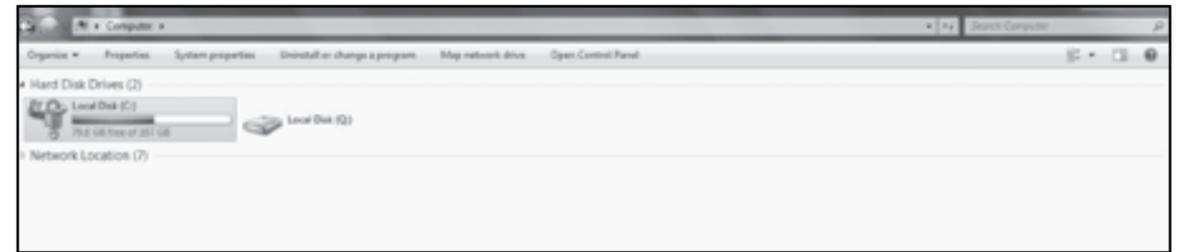
Note: If you're uninstalling a SmartSource you may see the following message.



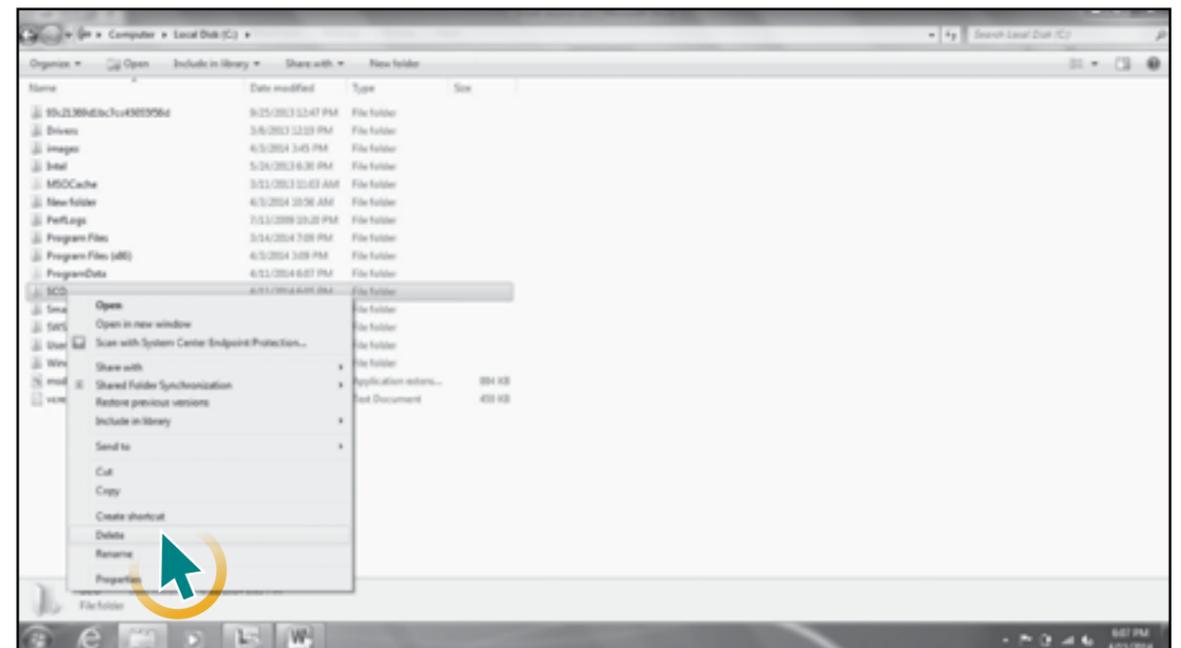
Click **Yes to All**.

Note: If you're uninstalling a SmartSource, you will also need to delete the SCO folder on their hard drive.

Go the start menu and click on **Computer**. Double click on the C:\ drive often called "Local Disk."



Then find the folder named "SCO," right click on it and choose **Delete**.



- Reboot your computer. Then you may continue to install our driver as described above on [page 2](#) for SmartSource scanners and [page 19](#) for VisionX scanners.

APPENDIX B

TOP FIVE ERRORS EXPERIENCED DURING AN EDEPOSIT INSTALL AND THE MOST COMMON SOLUTIONS

1. Error 1720 or 1722 during driver install – Unzip the install files to a separate folder and rerun the setup. Make sure you are signed in as a Windows Administrator.
2. When installing the driver you see **Please contact your Administrator** or you are asked for a password – Make sure you are signed in as a Windows Administrator. You must be signed in as an Administrator until the first time you start the scanner. Just having the administrator put their password in during the installation will not be enough.
3. When trying to scan a check you see, **Active X Control Failed to Load Please Check Browser Security settings** – This error is often caused by an issue with the driver, not the browser. Make sure the driver is fully installed (you see both items listed on the programs list). Make sure there is not another scanner driver installed. Make sure the correct driver is installed for that scanner (32 bit vs. 64 bit). Make sure you are not using the 64 bit version of Internet Explorer.
4. When trying to scan a check you see, **Device Library Failed to load.** – This is the most common error, and can be caused by many different things: Unplug the USB cable from the back of the computer and plug it back in to a different port. If that does not work, restart the computer. This might also happen if you click on the “Start Scan” button too quickly when using a VisionX scanner. For VisionX’s, make sure to wait for the scanner to “wake up,” it will make noise as it runs it’s rollers for a few seconds.

Check that “protected mode” is not checked under the compatibility view settings window or under the Trusted Sites tab (under the Tools/Internet options/Trusted Sites menu). Make sure the driver is installed fully, if one of the two parts of the driver doesn’t install fully it might cause this error.

5. When trying to scan a check you see, **Communication Failure with Device.** – This is usually a physical issue with the scanner or cords. Make sure the scanner is plugged in to the computer and to the wall for power. Sometimes the connection can come loose even if the cables look secure. Have the customer unplug and re-plug every cable. Restarting the computer may also help. This is also the most likely error you’ll receive if the scanner itself is non-functional, but most cases of this error are solved by reseating the cables

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