



Enterprise Source Capture Solutions®

Version 1.2

2.0 Installation Guide

Epson CaptureOne

May 2020



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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 7, Windows 8, Windows 8.1 or Windows 10. 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

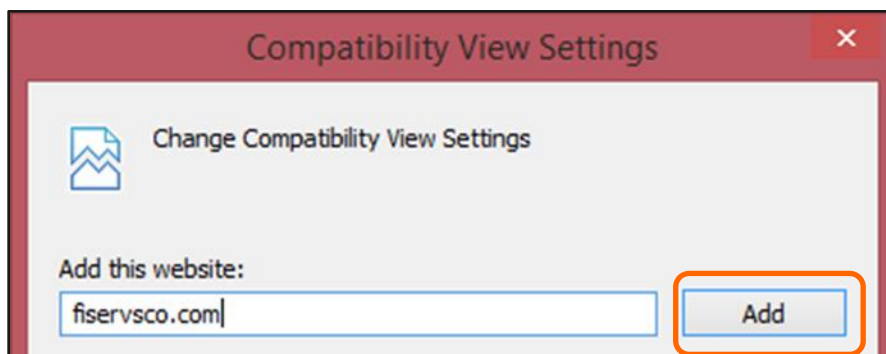
Please review the following:

- Enterprise Source Capture is supported on Internet Explorer with Windows 7, Windows 8.0, Windows 8.1, and Windows 10. Some scanner models are limited. For a full overview, consult the Enterprise Source Capture Solutions Scanner Guide.
- Google Chrome, Mozilla Firefox and Microsoft Edge are now supported internet browsers with Ranger Remote
- 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, 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**



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.

Note: Fiserv suggests the install only be performed by an Administrator

Installation will not begin until the user clicks the 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.

Important: If your financial institution is using a Group Policy, you may need to validate the needed Trusted Sites and ActiveX settings were applied.

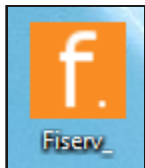
Once complete, the user will be prompted to restart the computer. The workstation should be restarted before using the Source Capture system.

Installation

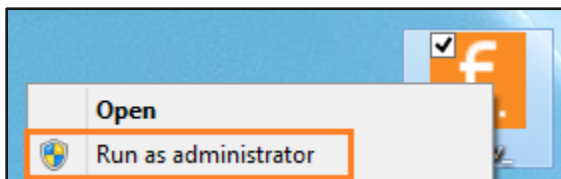
Important: The installation should be saved to the C: drive or desktop. Do not run the application from the FTP site.

To run the application:

1. Double click the file icon, or



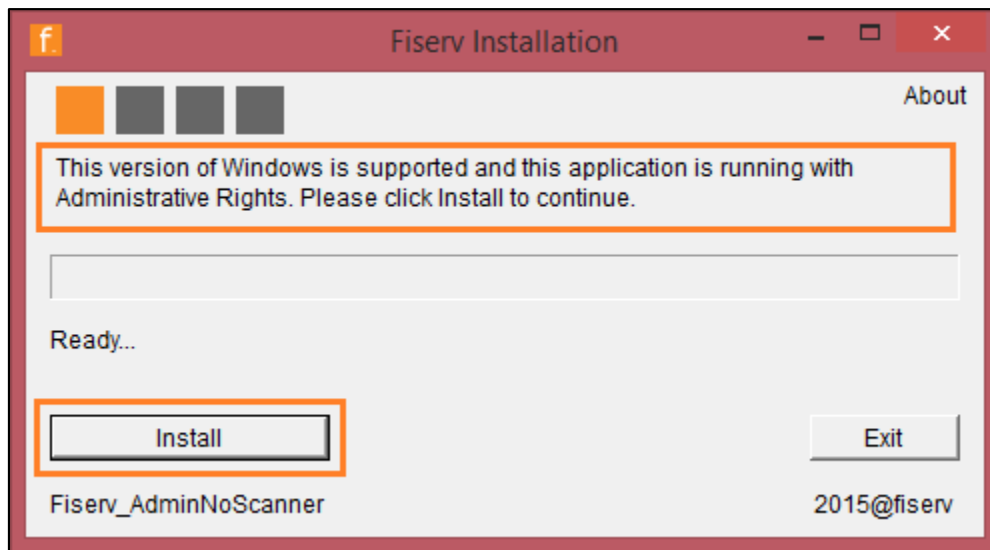
2. Right click the icon and select **Run as administrator**



A splash screen will appear.



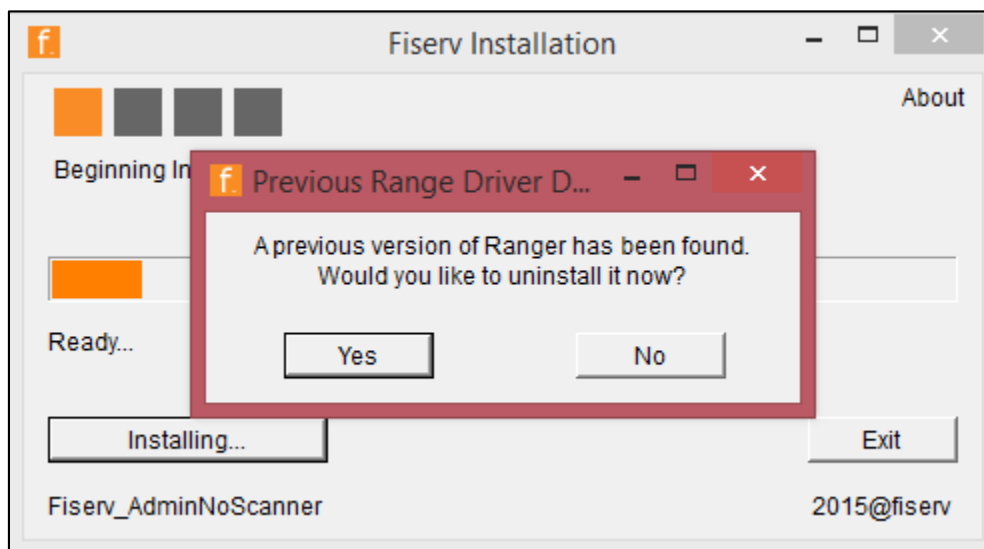
3. The application will verify if the user is an administrator
 - a. If the user is an admin, the button will read **Install**



4. Click **Install**

The application window will be unresponsive while the installation runs.

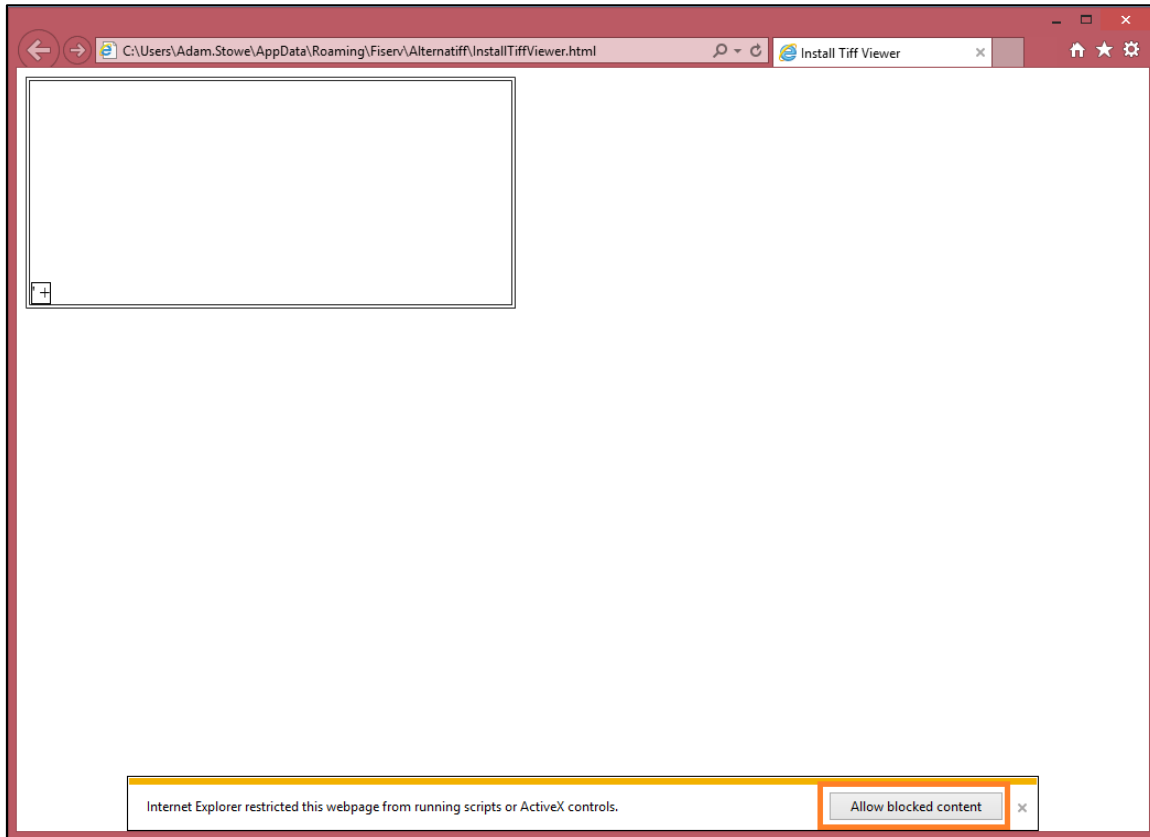
5. The application will check for any currently installed Ranger drivers.
 - a. Click **Yes** to uninstall the current drivers
 - b. Click **No** to leave the existing drivers and continue the install



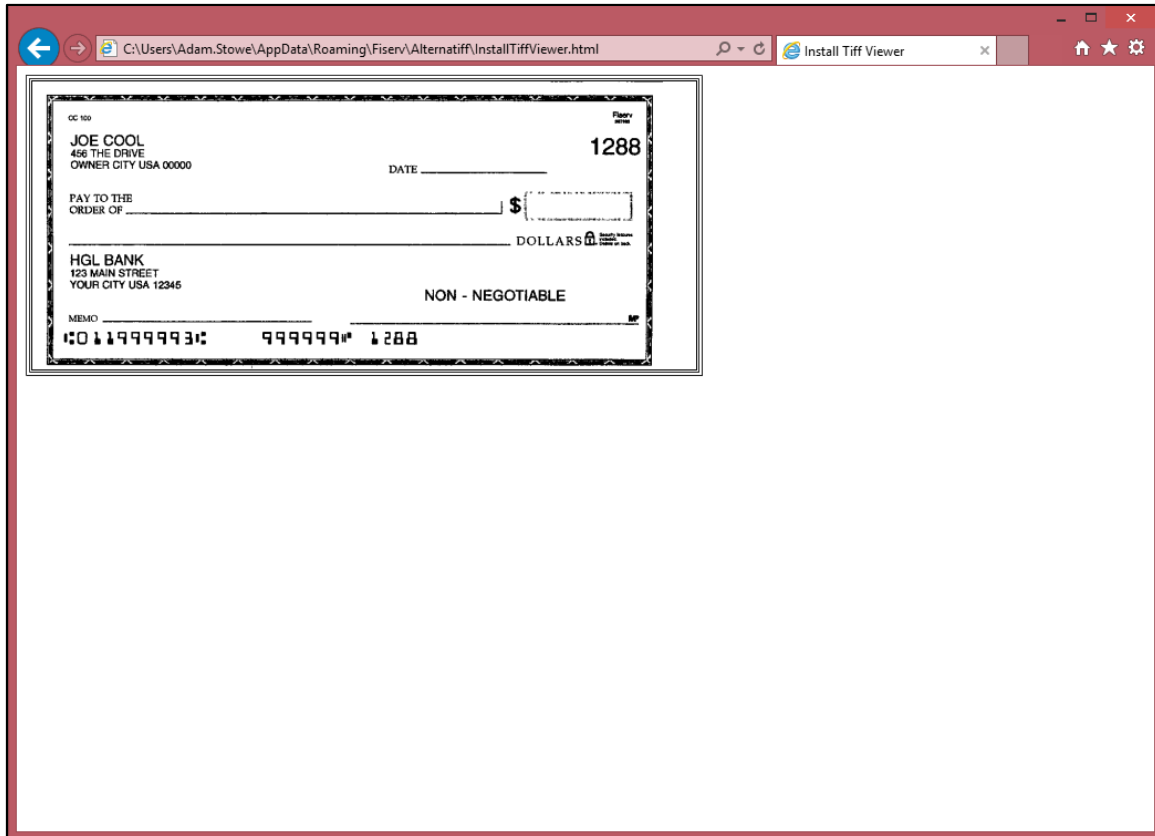
6. When prompted, click the affirmative option on additional message boxes that may appear to continue the installation

During the installation, Internet Explorer will open.

7. Click **Allow blocked content**

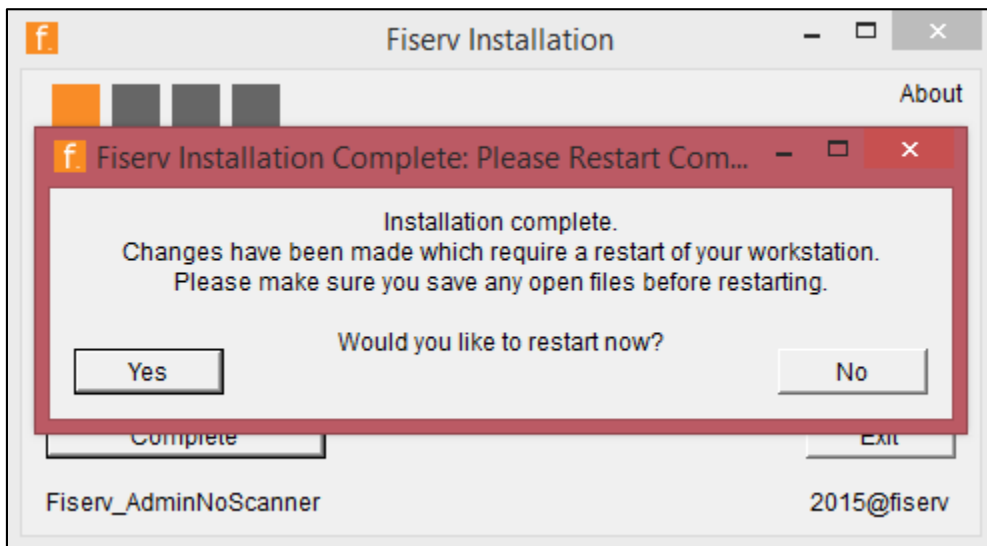


8. Close the Internet Explorer page once the image is visible



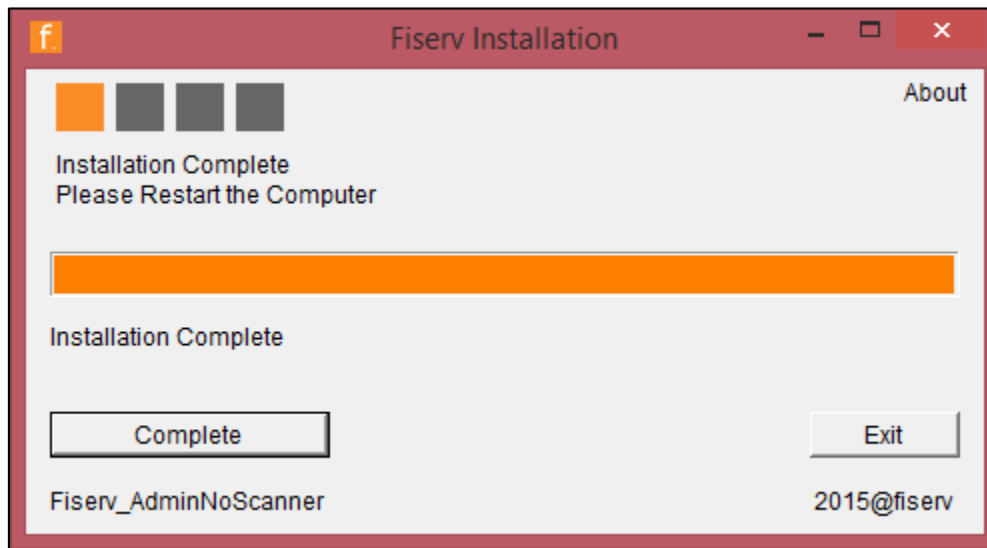
Once the installation is complete, the workstation must be restarted before using Source Capture.

9. Click **Yes**



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

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



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:

- Model TM-S1000 only.