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Remote Deposit Capture Installation Guide

The Remote Deposit Capture Installation Guide explains how to upgrade your computer workstation to access the new Remote Deposit Capture system. To ensure the platform is properly installed, complete each of the following sections.

SYSTEM REQUIREMENTS

Before beginning the installation process, you must first ensure that your system meets the requirements to support the Remote Deposit Capture solution:

• Microsoft® Internet Explorer® browser version 11
• Operating platform of Microsoft Windows® 7, 8.1 or 10 (Microsoft XP is not supported)

If you do not have the correct software version, you may move forward with the installation process, but the Remote Deposit Capture system is only compatible with these system requirements.

UNINSTALLATION

To convert a workstation computer to the new Remote Deposit Capture system, you must first uninstall the existing current scanner’s drivers.

To uninstall the current Remote Deposit Capture drivers:
1. Unplug the scanner from the computer
2. Go to Start | Control Panel
3. In the View by drop-down menu, select Category
4. In the Programs section, select Uninstall a program
5. Double-click on the following programs and then click Yes:
   • VisionX Multi-Function System Extensions
   • Panini Universal Installer 4.1.002
   • Panini Avantor Control Module Client

6. Once the uninstall process for each file has been completed, restart the computer
7. Open Internet Explorer
8. Go to Tools | Internet Options | General tab | Settings
9. In the Website Data Settings window, click View objects
10. Delete the following downloaded program files:
    • Fiserv.BANKLINK.ImageControl.dll
    • Fiserv.BANKLINK.SC.Panini.IDeal.dll
    • Fiserv.BANKLINK.SC.Panini.IDeal_11_1_0_0
    • Fiserv.BANKLINK.SC.Panini.Vision.dll
    • Fiserv.BANKLINK.SC.Panini.VisionX_11_1_...
PRE-INSTALLATION

The Remote Deposit Capture system is designed to run in Compatibility View. Once you have established Texas Capital Bank’s website as a trusted site to your web server, you will need to configure Internet Explorer’s settings to enable the browser to verify the identity of the Remote Deposit Capture system.

Remember, the Pre-Installation section must be completed before accessing the Remote Deposit Capture system.

TO ADD COMPATIBILITY VIEW SETTINGS
1. Open Internet Explorer
2. Go to Tools | Compatibility View Settings
3. Enter wausaudl.com, and then click the Add button
4. Click the Close button

TO CONFIGURE BROWSER SECURITY SETTINGS
1. Open Internet Explorer
2. Go to Tools | Internet Options
3. On the General tab, click the Settings button
4. In the Website Data Settings window under Check for newer versions of stored pages, select the Every time I visit the webpage radial button
5. Click the OK button to close the window
6. In the Internet Options window, click the Security tab
7. Click the Trusted sites zone
8. Click the Sites button
9. Enter https://www.texascapitalbank.com/ and https://www.wausaudl.com/ to the Add this website to the zone field
10. Click the Add button. Texas Capital Bank will be listed at the bottom of the screen as a trusted site
11. Click the Close button
12. On the **Security** tab, click the **Custom Level…** button
13. Enable the following settings under **.NET Framework-reliant components**:
   • Run components not signed with Authenticode
14. Enable the following settings under **ActiveX controls**:
   • Run ActiveX controls and plug-ins
   • Script ActiveX controls marked safe for scripting
15. Click the **Apply** button to save your changes
16. Click the **Advance** tab
17. Uncheck the following settings under **Security**:
   • Do Not Save Encrypted Pages to Disk
   • Enable Integrated Windows Authentication
   • Use SSL 2.0
   • Use SSL 3.0
18. Uncheck the following settings under **Browsing**:
   • Enable third-party browser extensions
19. Click the **OK** button
20. Close all browser windows, and then restart Internet Explorer
LOG IN TO THE REMOTE DEPOSIT CAPTURE SYSTEM

During your installation call with Treasury Support, you will receive the following information:

- Login Name
- Password
- Computer Activation Code

Each workstation computer in your organization will need to be activated using the appropriate Computer Activation Code from Treasury Support.

TO LOG IN TO REMOTE DEPOSIT CAPTURE

1. Use the link provided in an email from the Treasury Management Client Support Representative to log in to the Remote Deposit Capture system
2. In Internet Explorer, open Favorites and then click the Add to Favorites... button
3. On the Remote Deposit Capture Login Page, click the Help With Security Setup link
4. Click the Download link, and then click the Run button to install the .Net Remote Capture Security Policy
5. Once the security policy is installed, close Internet Explorer
6. Run Internet Explorer as an administrator, and then open Favorites and click the Remote Deposit Capture link
7. On the Remote Deposit Capture Login Page, click the Activate Computer button
8. In the Activation Key field, enter your Activation Key provided to you by the System Administrator
   - Click the Submit button
   - NOTE: If the Activation Key is not accepted, please contact Treasury Support at 1.800.839.2801
9. Click the Close button
10. In the Login field, enter your login name
11. In the Password field, enter your password
12. Click the Log In… button
   - Results: You will be prompted to change your password upon initial login.
   - NOTE: Password requirements are:
      - Cannot contain your login name
      - Cannot be previous password
      - Minimum length is 8 characters
      - Must contain 1 alpha, 1 numeric and 1 special character
13. In the New Password field, enter your new password
14. In the Confirm Password field, enter your new password
15. Click the Submit button
INSTALLATION

Once you have activated the workstation computer, you will need to install the appropriate scanner drivers to use the Remote Deposit Capture system.

TO INSTALL A SCANNER DRIVER

1. On the main menu, click the **Installation** button
2. Click the **System Requirements Test** link
   **NOTE:** If the WinZip or 7Zip application fails, this is not essential for proceeding and you may move on in the installation process. If any other part of the performance test fails, contact Treasury Support at 1.800.839.2801.
   **CAUTION:** Ensure your scanner is NOT connected to the computer.
3. From the drop-down menu, select the appropriate scanner
   **NOTE:** If the scanner is not listed, contact Treasury Support at 1.800.839.2801.
4. Click the **Install** button and proceed with the prompts provided based upon the scanner model
   **NOTE:** You may deselect the following Panini Features during the installation process to reduce the amount of time needed to install the required software:
   - Panini Avantor Core Module
   - Panini Avantor Control Module
   - VisionX MFS Extensions Drivers
5. After the installation is complete, you must log out of the Remote Deposit Capture system. Then restart Internet Explorer and log in to begin using the Remote Deposit Capture system.

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Prerequisites (if not already completed)

- Perform **System Requirements Test** on the client PC to ensure it has enough hard drive space and memory available, the proper third party applications are installed, and all other necessary components are verified.
- Read and follow initial setup steps documentation.

Scanner Setup

** ***** Ensure your scanner is NOT connected to the PC prior to this next step! ***** **

Step
1. Choose one of the scanners from the list below and click “Install”. Allow installation to finish completely.

2. After installation is complete, you will need to close Internet Explorer, either by choosing File/Exit, clicking on the ‘X’ in the upper right corner of the window, or clicking here: [Close Internet Explorer]
FREQUENTLY ASKED QUESTIONS

How do I save my Activation Key to my computer?
To save the Activation Key to your computer, ensure you are running Internet Explorer as an administrator when entering the Activation Key. To run Internet Explorer as an administrator, complete the following steps:
1. Locate the Internet Explorer icon
2. Right-click the Internet Explorer icon
3. Select Run as administrator

Why did my computer fail the System Requirements Test?
You may not have the correct version of Microsoft.Net Framework. Contact your IT department for further assistance with updating Microsoft.Net Framework.

Can I use my existing Remote Deposit Capture scanner even though I do not currently see it as an option in the Installation list?
Texas Capital Bank’s Remote Deposit Capture system is able to support a wide variety of scanners. If you currently do not see your scanner in the Installation list, contact Treasury Support for assistance with adding the scanner to the Installation list.

How do I resolve the following error message: Computer Authentication is required. Microsoft.Net Plug-In not supported with current security settings?
To resolve the issue, add the Remote Deposit Capture website as a Trusted Site in Internet Explorer. For instructions on how to add the Remote Deposit Capture website as a Trusted Site, please see the Pre-Installation section in the Installation Guide. If you have any questions or need further assistance, please contact Treasury Support at 1.800.839.2801.

Why do I receive a failure notice while installing the CAS Security Policy?
If you do not have administrator rights to your PC, you may receive a failure notice when installing the CAS Security Policy, or your PC may be having an issue locating Microsoft.Net Framework. To solve the issue, you will need to contact your IT department for further assistance.

How do I resolve the following error message: Computer Activation Code required?
On the Login screen, click the Activate Computer button, and then enter the Activation Key along with your login name and password. If you are unable to resolve the issue, please contact Treasury Support at 1.800.839.2801.

CONTACT

Questions? Contact Treasury Management Client Support at 1.800.839.2801.