

Remote Capture Scanner Installation Guide

Welcome to Remote Capture.

This guide will walk you through the necessary steps to prepare your system and install your scanner. Please first use this Scanner Installation Guide and then, refer to the Remote Capture User Guide if you have specific questions for processing your work.

Before You Begin

We recommend that you confirm the following before installing your scanner:

Supported Operating Systems & Browsers:

Visit the Remote Capture Resource Center under the Technology Requirements to obtain a list of supported Operating Systems and Browsers:

<https://www.jpmorgan.com/solutions/treasury-payments/remote-capture-resource-center>

Your Company's Policies

Installing the scanner's software may require some changes to your settings. Ensure the following policies are in place before you begin:

- Administrative rights to install software on your PC

Note: Most clients can perform the above tasks themselves. However, if you work for a company that assigns a dedicated person or department to maintain your PC, you may require their assistance.

Your Scanner Parts and Accessories

Unpack your scanner and identify its parts and accessories. Locate the power cord, USB cable and the scanner feeder tray for initial setup.

Please visit the [Remote Capture Resource Center](#) under the Technology Requirements to download all applicable scanner drivers.

Note: To properly use the scanner, you will need an available USB 2.0 port on your PC.

Preparing Your Work Area

- It is very important that you download the scanner software **before** you plug the scanner into a power source.
- Place the scanner at least 18 inches from any device that may create interference (e.g., fans, heaters, computer monitors, CPUs).
- Uninstall any software currently on your computer that allows you to scan paper checks as it may interfere with your new scanner causing operational difficulties.

Set Up Your Scanner

NOTE: You must have administrator rights to your PC to perform this task. If you work for a company that assigns a dedicated person or department to maintain your PC, you may have to have someone else install these features.

Do not connect the scanner to the PC.

A Go to the [Remote Capture Resource Center](#).

B Select & download your Scanner Specific Driver.

Read the information provided on the screen and click **Install** when prompted.

C Select & download the J.P. Morgan Scan software which will work with Microsoft Edge, Google Chrome and/or Firefox.

Read the information provided on the screen and click **Install** when prompted. See pages 4 & 5 for additional details.

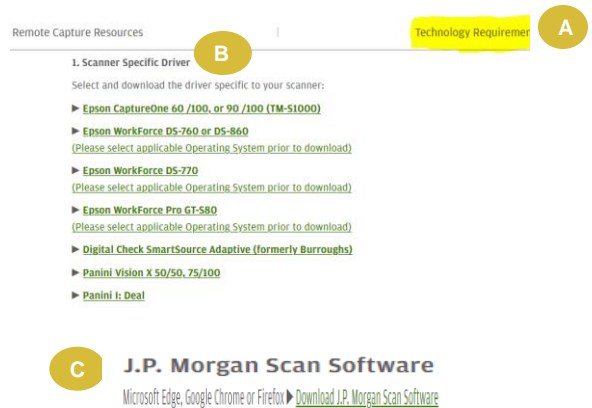
When you've completed the installation, restart your computer.

Connect the Scanner to Your Computer

Connect the scanner to your computer by completing these steps:

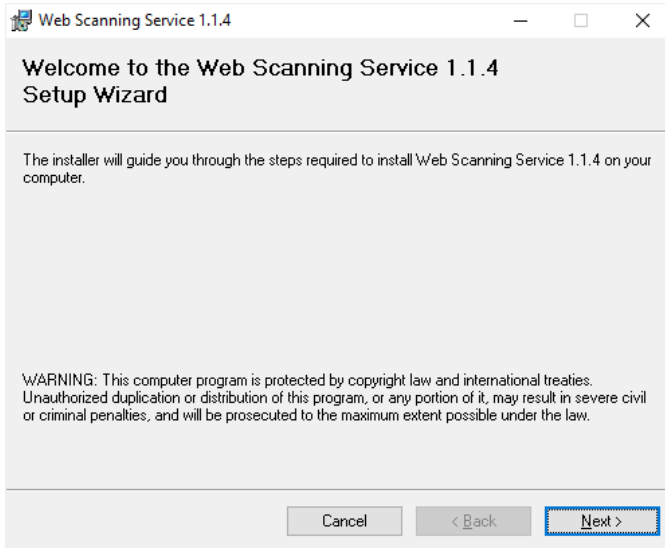
- Place the round power supply connector into the back of the scanner and plug the power supply into a power outlet.
- Place one end of the USB cable into the back of the scanner and the other end into any USB port on your computer.
- If the **Found New Hardware** wizard appears, follow the necessary steps provided.

Note: For specific instructions on assembling your scanner, connecting the scanner to your computer, reading the status lights, or troubleshooting issues, please refer to the scanner's Operator Manual.

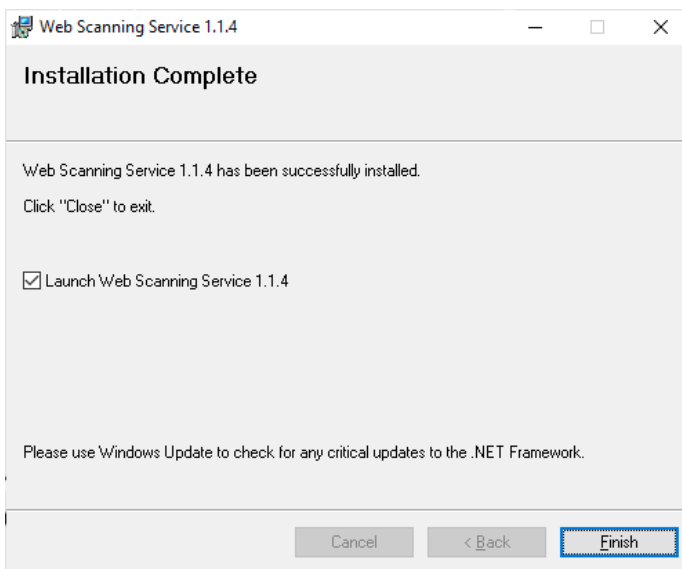


Installation Steps

1. Click on the Download Scan Software link to download the installation program from the Remote Capture Resource Center or when prompted in the redesigned user interface
2. Run the installer.
 - a. Ensure Administrator rights are used when installing.



3. Click through the wizard to complete the install.
4. On the last page Ensure that the checkbox to launch web Scanning Service is checked.
5. Click Finish



6. Restart your computer
 7. Login as your normal user.
 - a. If logging in as the same User ID that was used to install the software then the scanner service will launch automatically
 - b. If logging with a different User ID than was used to install the software then the scanner service will need to be started manually
 - i. To run the scanner service manually
 1. Open Windows Explorer
 2. Navigate to C:\Program Files (x86)\JPMorgan Chase Co\Web Scanning Service 1.1.4\
 3. Double click Leadtools.WebScanning.Host.exe.
- Note: The file name may display without the “.exe” extension as: Leadtools.WebScanning.Host

Name	Date modified	Type	Size
LEADTOOLS	5/25/2020 2:54 PM	File folder	
Lib	5/25/2020 2:54 PM	File folder	
Doc.ico	4/18/2019 9:18 AM	Icon	6 KB
EpsonBankDriver.dll	5/24/2019 8:27 AM	Application exten...	104 KB
Leadtools.Codecs.dll	6/7/2019 8:41 AM	Application exten...	778 KB
Leadtools.Codecs.Fax.dll	6/7/2019 8:41 AM	Application exten...	255 KB
Leadtools.Codecs.Png.dll	6/7/2019 8:41 AM	Application exten...	365 KB
Leadtools.Codecs.Tif.dll	6/7/2019 8:41 AM	Application exten...	367 KB
Leadtools.Demos.Dialogs.dll	6/7/2019 8:41 AM	Application exten...	44 KB
Leadtools.dll	6/7/2019 8:41 AM	Application exten...	2,097 KB
Leadtools.dll.config	3/20/2019 12:39 PM	XML Configuratio...	1 KB
Leadtools.Drawing.dll	4/26/2019 1:47 PM	Application exten...	580 KB
Leadtools.ImageProcessing.Core.dll	6/7/2019 8:41 AM	Application exten...	1,760 KB
Leadtools.ImageProcessing.Utilities.dll	6/7/2019 8:41 AM	Application exten...	419 KB
Leadtools.Services.Twain.dll	6/7/2019 8:41 AM	Application exten...	90 KB
Leadtools.Twain.dll	6/7/2019 8:41 AM	Application exten...	567 KB
Leadtools.Wcf.WebHttpCorsBehavior.dll	6/7/2019 8:41 AM	Application exten...	112 KB
Leadtools.WebScanning.Host.exe	2/7/2020 1:27 PM	Application	132 KB
Leadtools.WebScanning.Host.exe.config	2/3/2020 11:13 AM	XML Configuratio...	3 KB
Leadtools.WebScanning.Host.pdb	2/7/2020 1:27 PM	PDB File	190 KB
log4net.dll	3/27/2019 1:53 PM	Application exten...	270 KB
log4net.xml	3/27/2019 1:53 PM	XML Document	1,512 KB

8. Verify that the scanner service is running. See section “Verify Scanner Service Is Running”

Note: If an administrator performed the install, the administrator should verify that the service is installed and running before their task is complete.

Verify Scanner Service Is Running

When the scanner service is running its icon will appear in the system tray on the Windows toolbar.



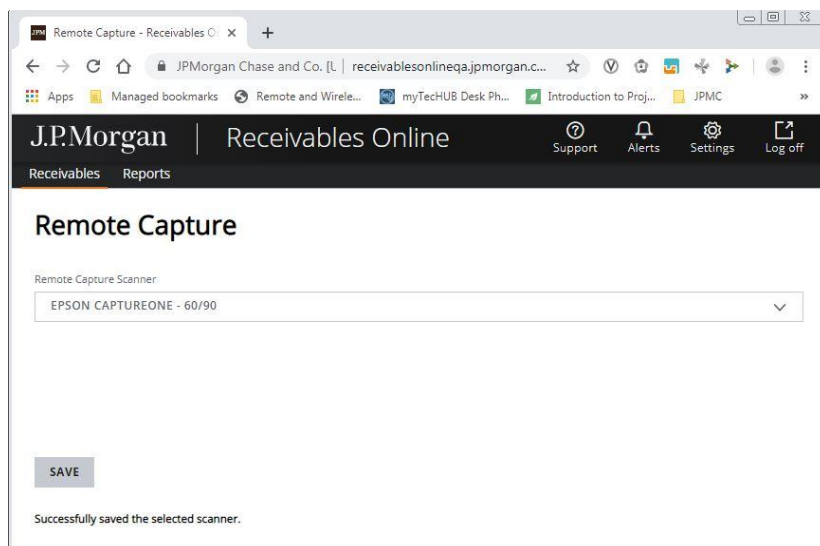
If you do not see that icon then the scanner service is either not running or it is still starting. The scanner service is designed to start automatically by default when you restart your computer.

Set Default Scanner

Within Receivables Online, you'll find a My Settings link on the top right-hand side of the page. Follow the steps below to set up your installed scanner as the default scanner for Remote Deposit Capture.

Ensure that you are using an approved supported scanner. Refer to the [Remote Capture Resource Center](#) under Technology Requirements

1. Click on the Settings link in the upper right corner and select the Remote Capture link from the menu
2. Select your scanner from the dropdown list of supported scanners
3. Click the Save button. You will see a confirmation message when complete



You are now ready to scan your work through Remote Capture.

Additional Troubleshooting Setup Steps If Necessary

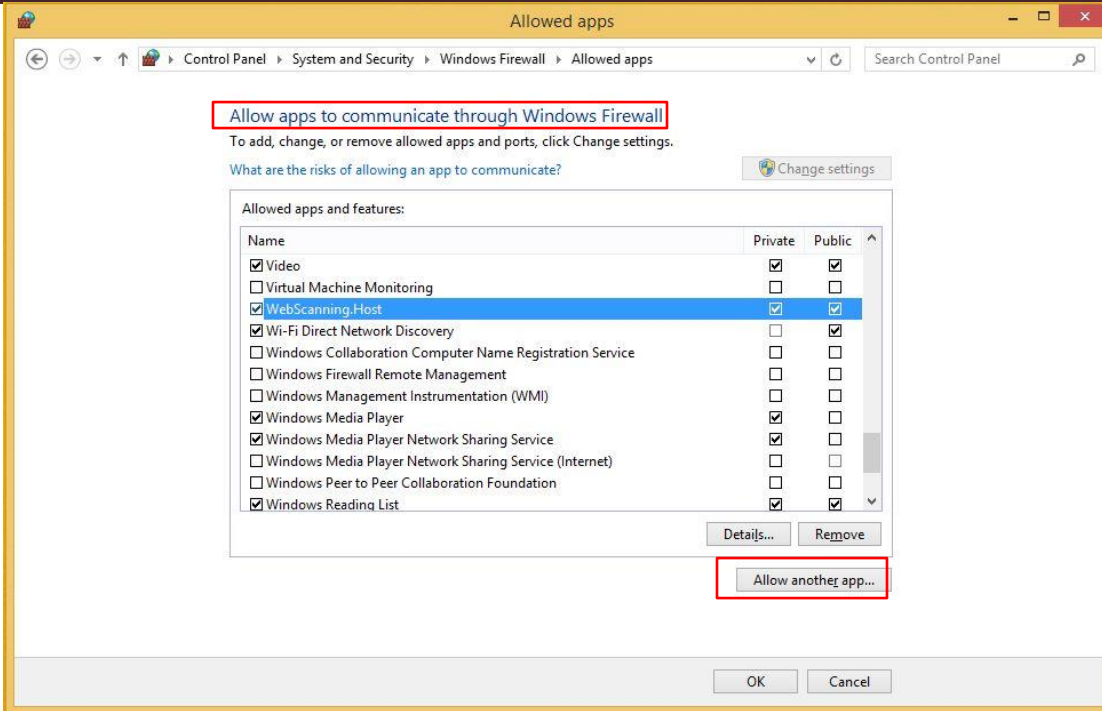
Additional steps may be necessary in certain types of environments depending on your web browser or version of Windows. If your web browser is unable to communicate with the service you can try the following.

You may need to add a firewall exception to your version of Windows

1. From Control Panel find Allow apps to communicate through Windows Firewall
2. Click on Change Settings. Then Allow another app
3. Add the scanner service located at:

C:\Program Files (x86)\JPMorgan Chase Co\Web Scanning service 1.1.4\Leadtools.WebScanning.Host.exe

4. Restart your computer



Configuring Firefox

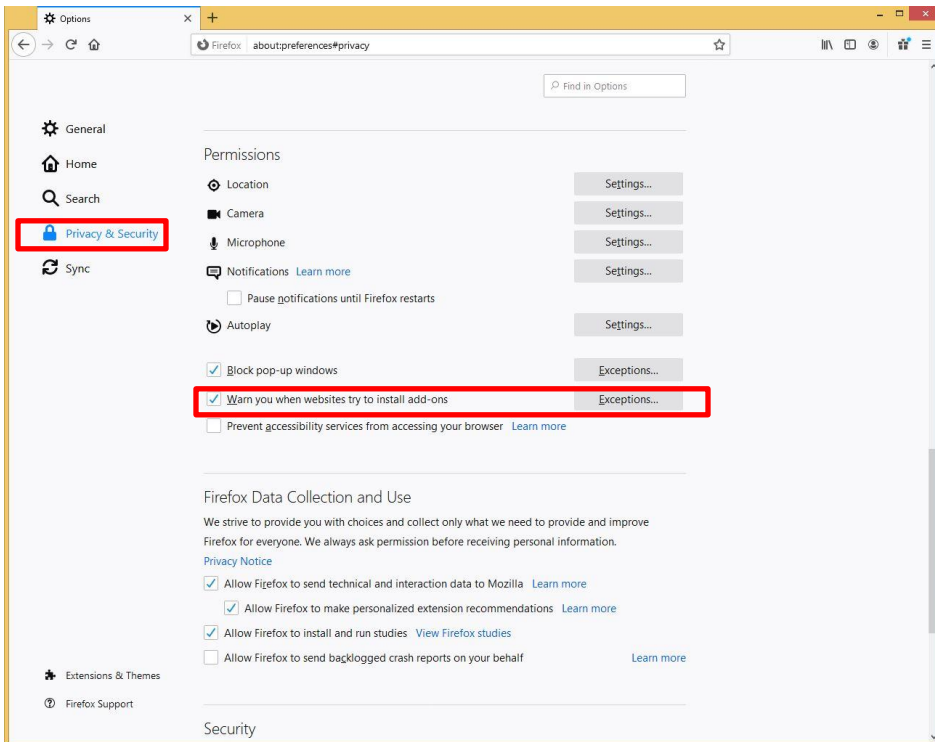
If using the Firefox web browser there may be additional security settings that you need to configure. See the Configuring Firefox section below.

Firefox has additional security settings that could prevent your computer from communicating with the scanner service. If you are using Firefox and you cannot communicate with the scanner service first try using Internet Explorer or Chrome to see if they work. If Internet Explorer and/or Chrome can communicate with the service then the problem is likely a setting within Firefox. Below are two settings that you can check.

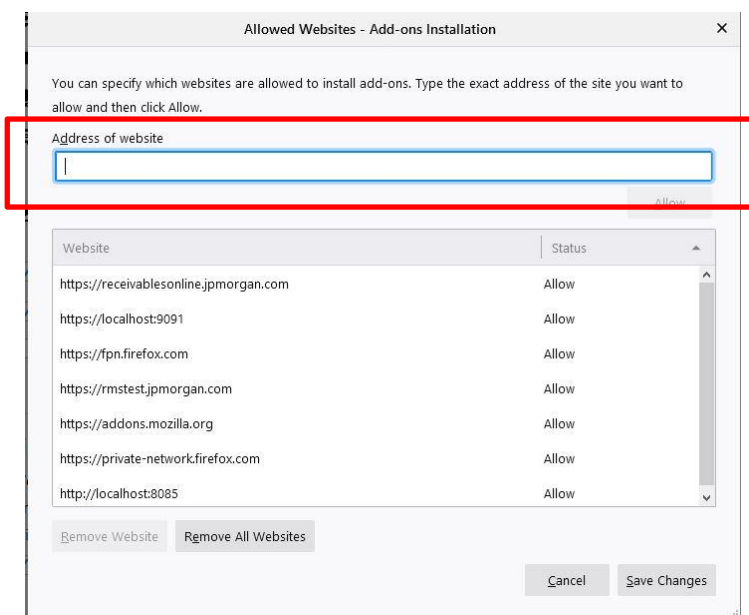
Exceptions to Allow Add-ons

You can tell Firefox to allow add-ons for the scan service by adding an exception for <https://localhost:8085/ScanService>

1. In Firefox go to options and select Privacy & Security
2. Click the Exceptions button next to the option for **Warn you when websites try to install add-ons**



3. In the address bar type the URL **https://localhost:8085** and click Allow to add the exception.



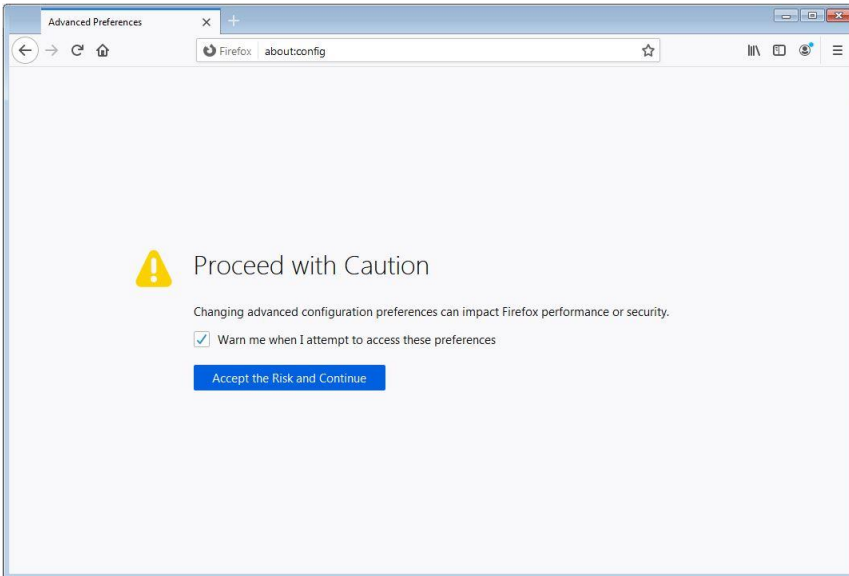
4. Restart Firefox for the change to take effect.
5. If Firefox still is not able to communicate with the service you may need tell Firefox to allow the certificate by following steps below

Configure Firefox to allow the certificate

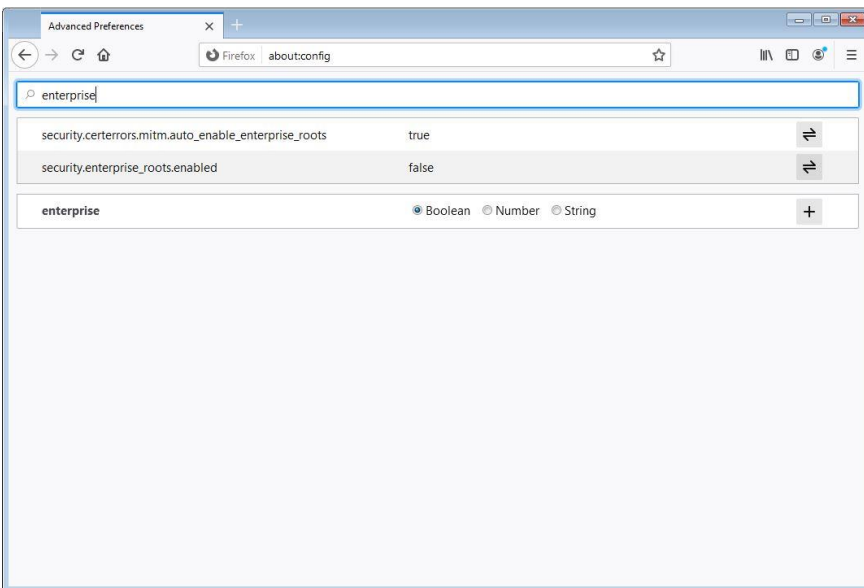
In some cases you may need to tell Firefox to allow the scanner services certificate. If you have verified that communication works with other browsers and you have completed the firewall exceptions above, your Windows Firewall is allowing the connection.

Try the following steps below. This step should only be done by an Administrator.

1. In the Firefox address bar type **about:config**. You will get a warning page similar to the following.



2. Click Accept the Risk and Continue.
3. The next screen will give you a text box to search for settings. Search for a setting named **security.enterprise_roots.enabled**.



4. Make sure that setting is marked as True.
5. Restart Firefox.