On Monday July 11, 2022, we had a problem with our remote deposit capture service.   For a few users, you are able to login as usual and scan checks.  Most of you are not able to get past the Scanner Service installation because it fails.   Please follow the instructions below and see if that takes care of it.

We apologize for the inconvenience.

If you are able to login and you receive this message (below) but you try to install it and it fails, then follow the steps below.  If you cannot login, please contact us.  You might be locked out. If you have any other error, please contact us.  Our phone number and email are listed in the footer of this document.
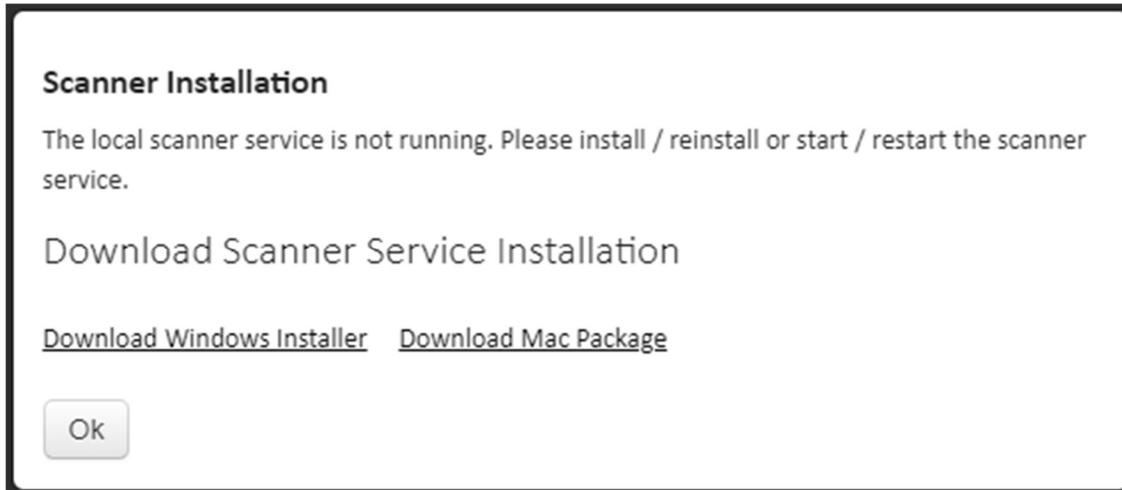


Go to your windows start menu or near your start menu and search for "appwiz.cpl".   When you find it, go ahead and open it.  You will get the screen below.   Right click on D247.ScannerService and select uninstall.  Do the same for D247.ScannerServiceRefresh.
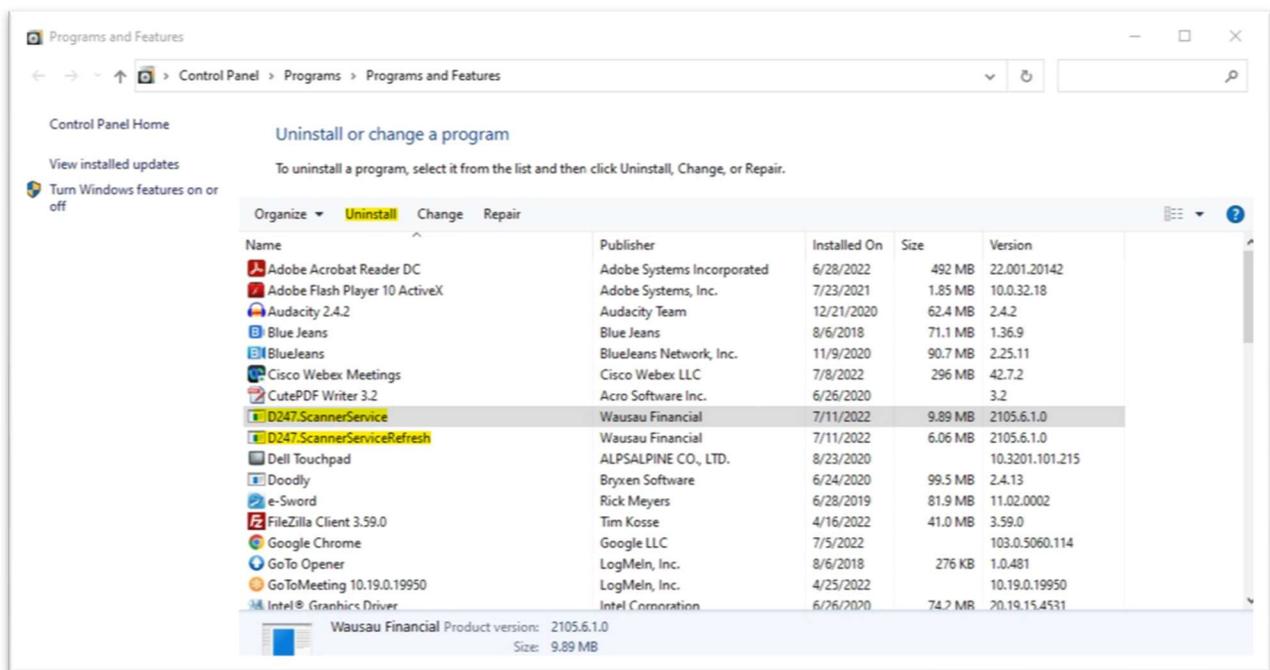
Once that is completed go back to the scanner service installation screen and download the windows installer. Open the folder where it downloaded (likely the downloads folder) and DO NOT RUN IT and right mouse click D247.ScannerServices.Setup.exe and select properties and at the bottom of the window click the checkbox for UNBLOCK. Click OK. Not everyone will have UNBLOCK. If you don't, just skip to the next step.
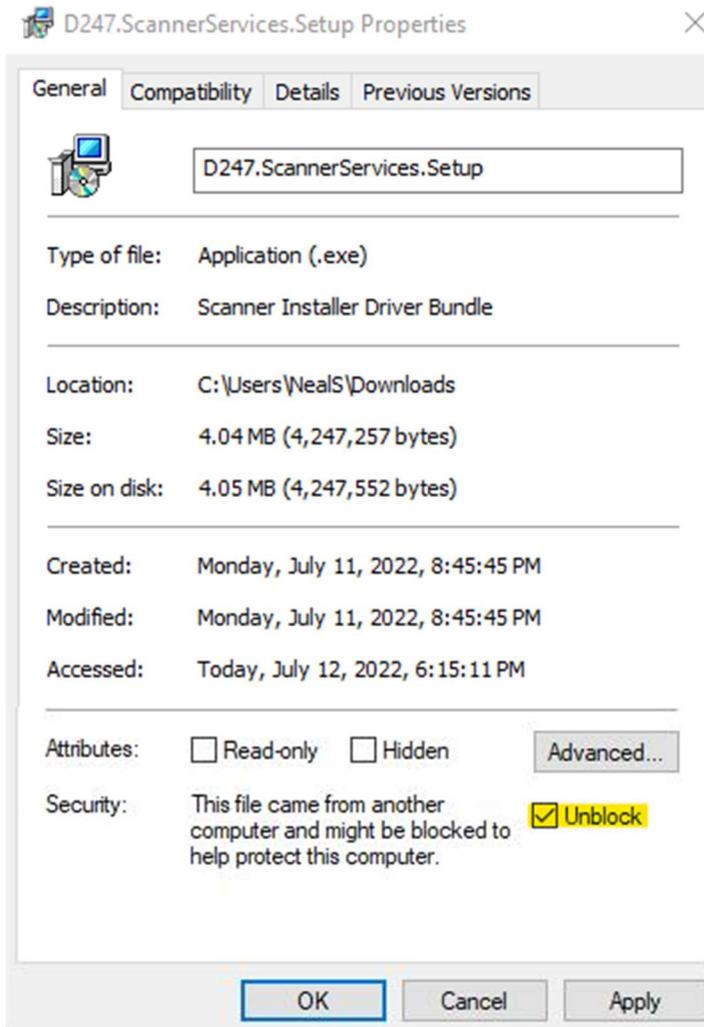
Next Right click again on the D247.ScannerServices.Setup.exe and select RUN AS ADMINISTRATOR.
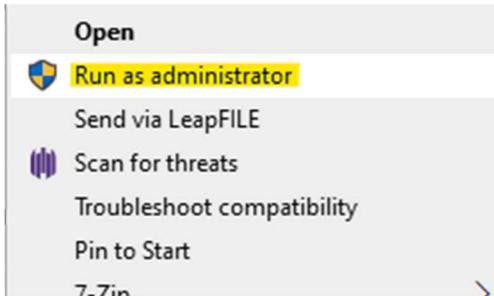


Choose **Yes** to the next step so that it will install as Admin. You will have a then have a choice to **REPAIR**. Choose that and let it run.

Once that is completed go ahead and go back to the scanner install screen and **click OK (see below)** instead of clicking on the windows installer.
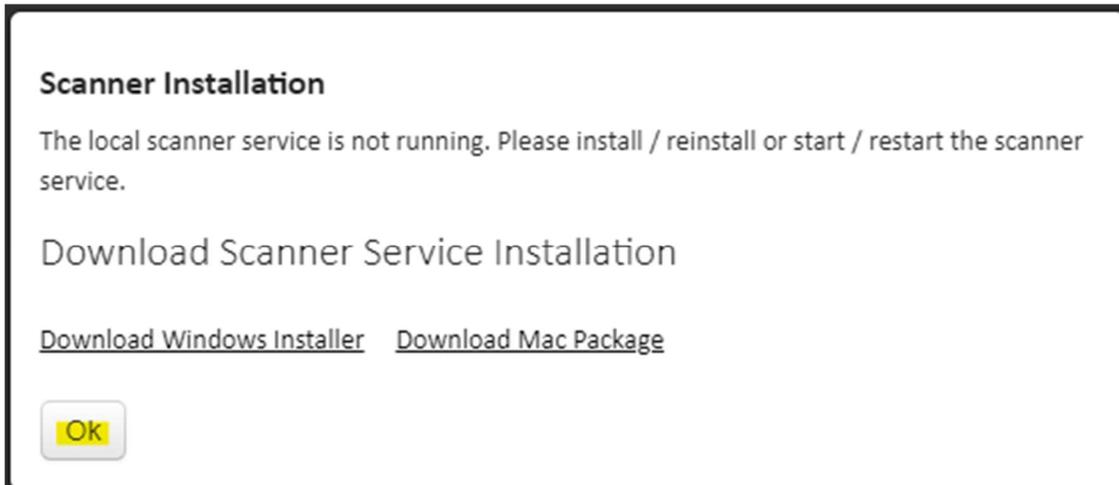


You should then be able to scan your checks.  If you run into any problems, let us know.   Our contact info is in the footer.