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.

Scanner Installation
The local scanner service is not running. Please install / reinstall or start / restart the scanner service.
Download Scanner Service Installation
Download Windows Installer Download Mac Package
Ok

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.

→ ↑ ↑ ○ > Contro	I Panel > Programs > Programs and Features				ٽ ~		
Control Panel Home	Uninstall or change a program						
View installed undates	T						
	to uninstall a program, select it from the list and t	nen click Uninstall, Change, or Kepair.					
off						Rec	
	organize • Uninstan Change Repair					8 *	
	Name	Publisher	Installed On	Size	Version		
	Adobe Acrobat Reader DC	Adobe Systems Incorporated	6/28/2022	492 MB	22.001.20142		
	Adobe Flash Player 10 ActiveX	Adobe Systems, Inc.	7/23/2021	1.85 MB	10.0.32.18		
	Audacity 2.4.2	Audacity Team	12/21/2020	62.4 MB	2.4.2		
	Blue Jeans	Blue Jeans	8/6/2018	71.1 MB	1.36.9		
	El Blueleans	BlueJeans Network, Inc.	11/9/2020	90.7 MB	2.25.11		
	Cisco Webex Meetings	Cisco Webex LLC	7/8/2022	296 MB	42.7.2		
	CutePDF Writer 3.2	Acro Software Inc.	6/26/2020		3.2		
	D247.ScannerService	Wausau Financial	7/11/2022	9.89 MB	2105.6.1.0		
	D247.ScannerServiceRefresh	Wausau Financial	7/11/2022	6.06 MB	2105.6.1.0		
	Dell Touchpad	ALPSALPINE CO., LTD.	8/23/2020		10.3201.101.215		
	Doodly	Bryxen Software	6/24/2020	99.5 MB	2.4.13		
	e-Sword	Rick Meyers	6/28/2019	81.9 MB	11.02.0002		
	FileZilla Client 3.59.0	Tim Kosse	4/16/2022	41.0 MB	3.59.0		
	Google Chrome	Google LLC	7/5/2022		103.0.5060.114		
	🔾 GoTo Opener	LogMein, Inc.	8/6/2018	276 KB	1.0.481		
	GoToMeeting 10.19.0.19950	LogMein, Inc.	4/25/2022		10.19.0.19950		
	Maintel® Graphics Driver	Intel Corporation	6/26/2020	74.2 MB	20.19.15.4531		

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.

D247.ScannerServices.Setup Type of file: Application (.exe) Description: Scanner Installer Driver Bundle Location: C:\Users\WealS\Downloads Size: 4.04 MB (4,247,257 bytes) Size on disk: 4.05 MB (4,247,552 bytes) Created: Monday, July 11, 2022, 8:45:45 PM
Type of file: Application (.exe) Description: Scanner Installer Driver Bundle Location: C:\Users\NealS\Downloads Size: 4.04 MB (4,247,257 bytes) Size on disk: 4.05 MB (4,247,552 bytes) Created: Monday, July 11, 2022, 8:45:45 PM
Description: Scanner Installer Driver Bundle Location: C:\Users\WealS\Downloads Size: 4.04 MB (4,247,257 bytes) Size on disk: 4.05 MB (4,247,552 bytes) Created: Monday, July 11, 2022, 8:45:45 PM
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Size on disk: 4.05 MB (4,247,552 bytes) Created: Monday, July 11, 2022, 8:45:45 PM
Created: Monday, July 11, 2022, 8:45:45 PM
Modified: Monday, July 11, 2022, 8:45:45 PM
Accessed: Today, July 12, 2022, 6:15:11 PM
Attributes: Read-only Hidden Advanced
Security: This file came from another computer and might be blocked to help protect this computer.

Next Right click again on the D247.ScannerServices.Setup.exe and select RUN AS ADMINISTRATOR.



Download Windows Installer Download Mac Package



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.