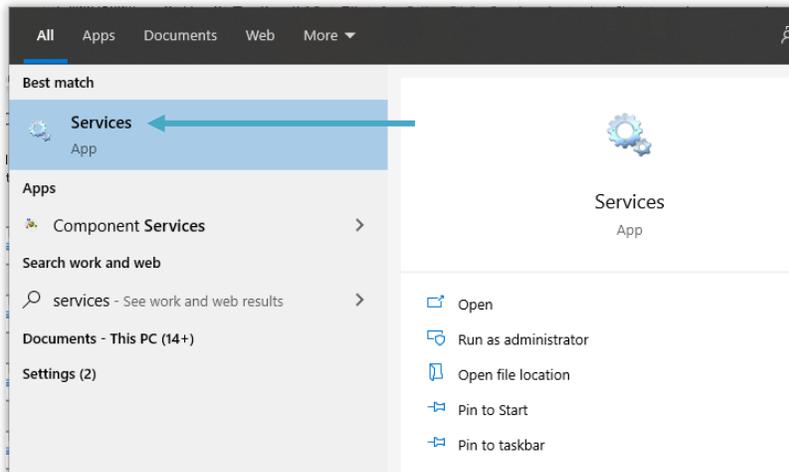


Instructions to Restart and Reinstall Remote Deposit Capture (RDC) Services

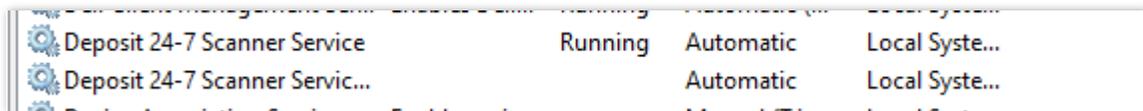
Restarting Services

1. Log out of Remote Deposit Capture (RDC) and close browser.
2. Click the Windows icon (Start button) in the bottom left corner of your screen. It might look like a colored globe or a  icon.
3. Type in “services” to search for the Services App. Just start typing after you click on the Windows icon, even if there is no text box. Click on the Services App that appears at the top of the list:



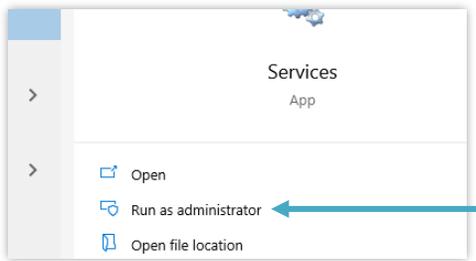
Note: You may need to enter admin credentials to access the Services App if prompted.

4. In the Services App, find the two **Deposit 24-7 Scanner Services** listed:



5. Right-click on each one and select either **Start** or **Restart**.

- If neither of these are available, close the Services window and go back to Step 3 (Launching Services App) to choose “Run as administrator”. Then complete steps 4 and 5.



- Log back into RDC and try to scan. Make sure you are using Google Chrome or Edge. If you still cannot scan, try reinstalling services.

Reinstalling Services

- Log out of RDC and close your browser. Unplug the scanner from the computer.
- Click the Windows icon (Start button) in the bottom left corner of your screen. It might look like a colored globe or a  icon.

- Type in “Add or remove” to search for the Add or Remove Programs option in system settings.

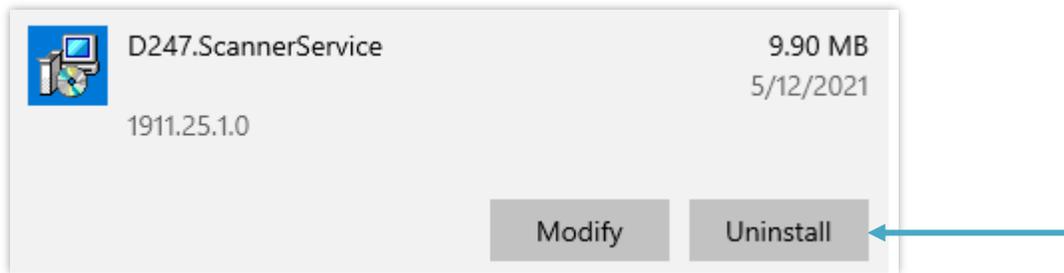
Select the “Add or remove programs” system settings link from the results:



- In the “Add or Remove Programs” section, find the two listed **D247 scanner** services:

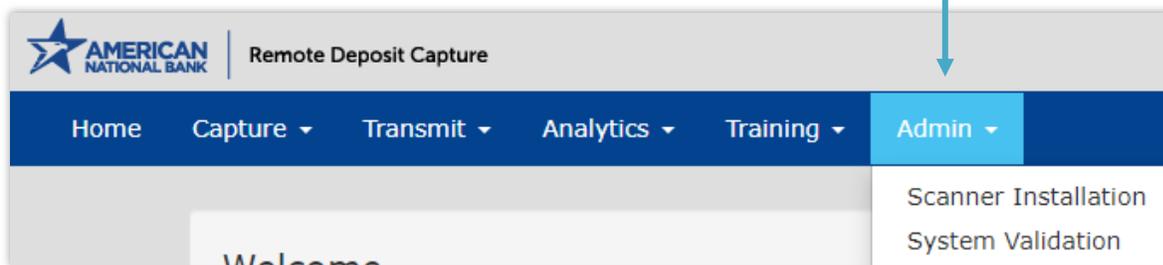
	D247.ScannerService	9.90 MB 5/12/2021
	D247.ScannerServiceRefresh	6.07 MB 5/12/2021

5. Select each service, then select the **Uninstall** button.



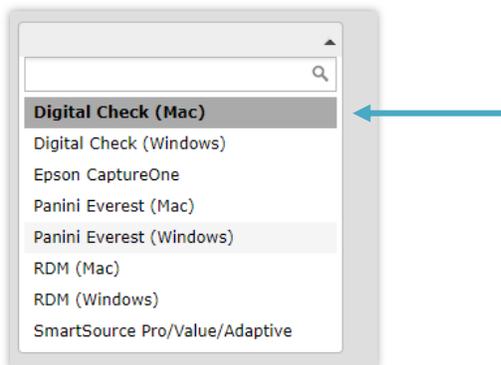
6. Log back into the RDC app.

7. Select the **Admin dropdown** on the top blue bar.



8. Select **Scanner Installation**.

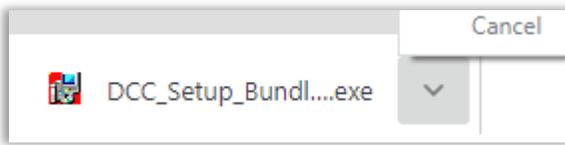
9. Select your scanner from the dropdown:



10. Select the **Install** button:



11. Open the download dialog box:



12. Select **Repair** and move through the screens.

13. Once the repair is complete, plug your scanner back in and try to scan again.

14. If you still cannot scan, try to restart your computer and try to scan again.

15. If it still does not work, please contact us at ts@anbank.com.