AMERICAN NATIONAL BANK

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

Restarting Services

- 1. Log out of Remote Deposit Capture (RDC) and close browser.
- 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:

All Apps Documents Web More 🕶	। हर
Best match	
Construction App	- <u>Q</u>
Apps	Services
 Component Services 	Арр
Search work and web	
Services - See work and web results	🖵 Open
Documents - This PC (14+)	C Run as administrator
Settings (2)	Den file location
	- Pin to Start
- 	-⊐ Pin to taskbar

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:

🗟 Deposit 24-7 Scanner Service	Running	Automatic	Local Syste
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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.



7. 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

- 1. 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.
- 3. 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:

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4. In the "Add or Remove Programs" section, **find the two listed D247 scanner services**:

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

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

P	D247.ScannerService		9.90 MB	
1911.25.1.0			5, 12, 2021	
		Modify	Uninstall 🗲	

- 6. Log back into the RDC app.
- 7. Select the Admin dropdown on the top blue bar.

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Home	Capture 🗕	Transmit 🛨	Analytics -	Training 🗸	Admin 🚽	
	Malcor	~~			Scanner I System V	nstallation alidation

- 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.