

# Receivables Online & Remote Capture Transition Checklist and Installation Guide

## Introduction

As we prepare to migrate your users to the new refreshed design of Receivables Online and Remote Capture, we want to ensure you are on track to go live on your scheduled migration date.

### What you need to do prior to your migration:

- All Remote Capture users must **download the new Scan Software** from the [Remote Capture Resource Center](#) found under **Technology Requirements > Scanner Drivers & System Requirements > Step 3**. After download, please **reboot the computer**
  - Hardware installations commonly require administrative rights to your local computer. Please engage your IT team if you do not have administrative rights.
  - If you do not download the required Scan Software from the link above, the system will provide a link to do so when you login to the new user interface after your migration.

*Note: You can continue to scan on the existing user interface with Scan Software downloaded on your computer*

- Ensure that you are using an approved supported scanner. Refer to the [Remote Capture Resource Center](#)
- Attend a webinar and review the on-line product materials under the Support page in the redesigned website and under the Product Guides section of the current user interface.

### Who do I contact if I have questions?

- Contact the Help Desk at 866-872-3321 (US toll free) or 1-813-432-6122 from 8 a.m. to 8 p.m. ET, Monday through Friday if you have any questions.

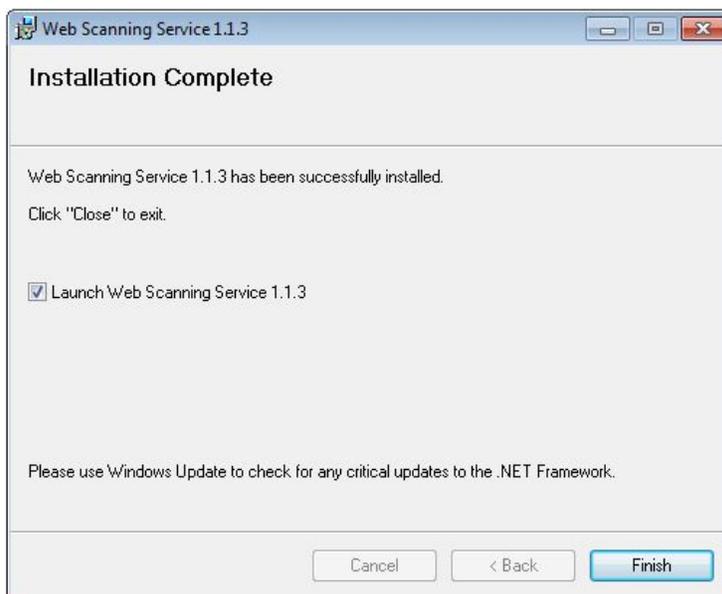
# Remote Capture Installation Guide

## 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 1.1.3\
      3. Double click Leadtools.WebScanning.Host.exe.
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.



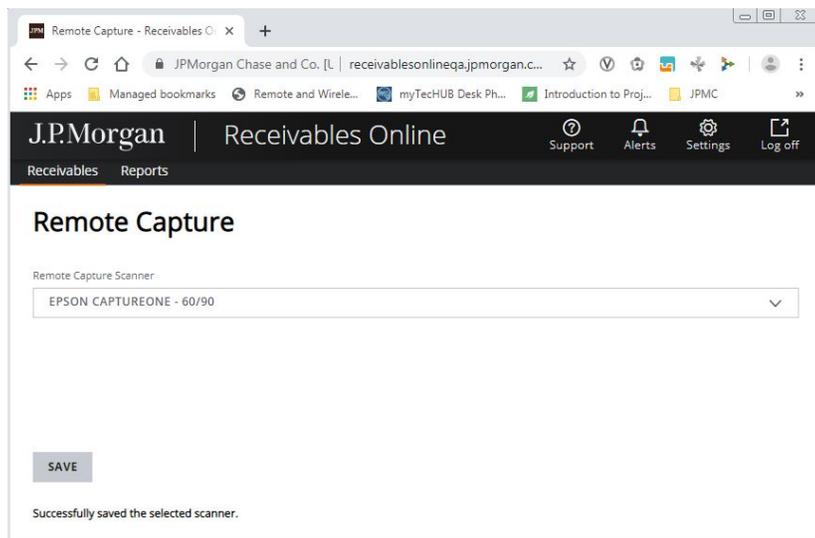
If you do not see that icon then the scanner service is either not running or it is still starting. The scanner service is designed to start automatically by default when you restart your computer.

## 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

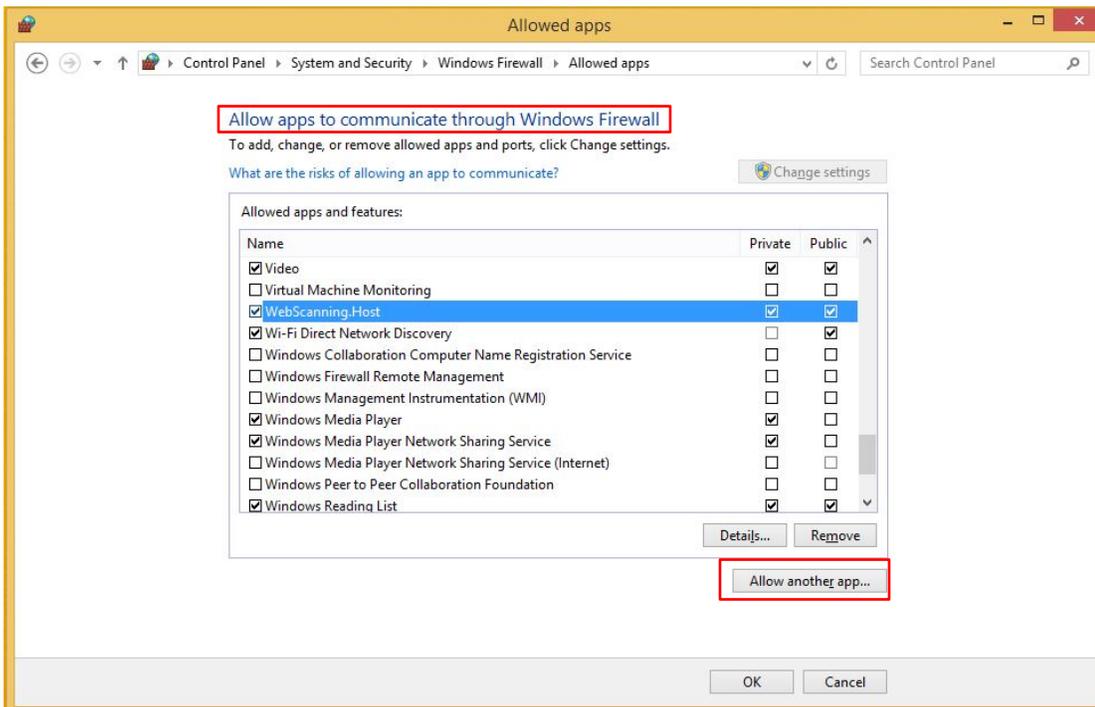
Additional steps may be necessary in certain types of environments depending on your web browser or version of Windows. If your web browser is unable to communicate with the service you can try the following.

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 1.1.3\Leadtools.WebScanning.Host.exe

4. Restart your computer



## Configuring Firefox

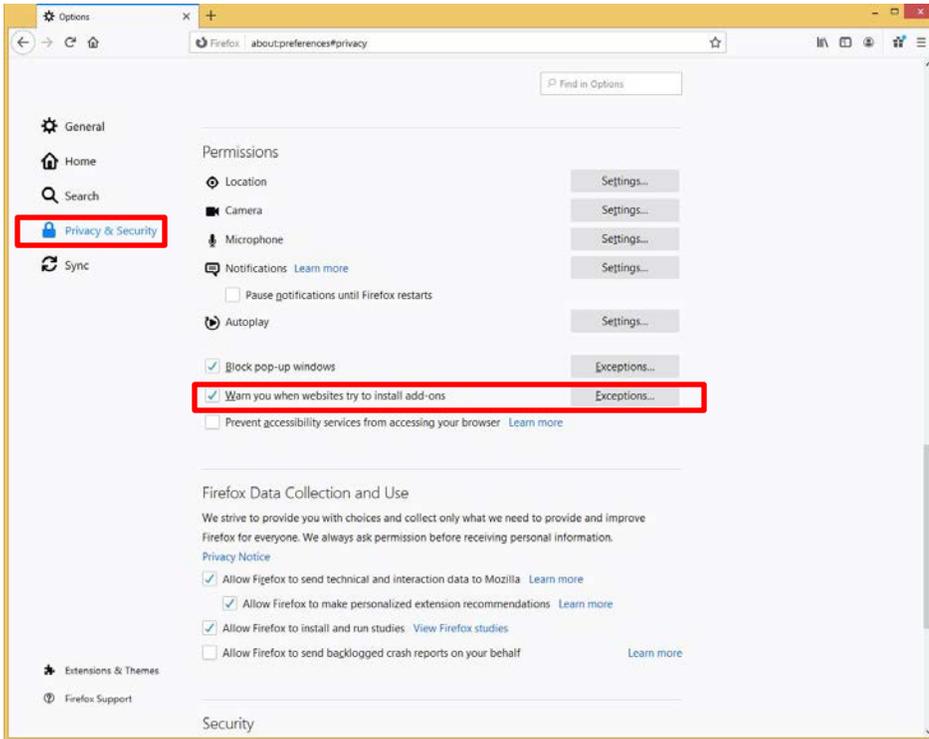
If using the Firefox web browser there may be additional security settings that you need to configure. See the Configuring Firefox section below.

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.

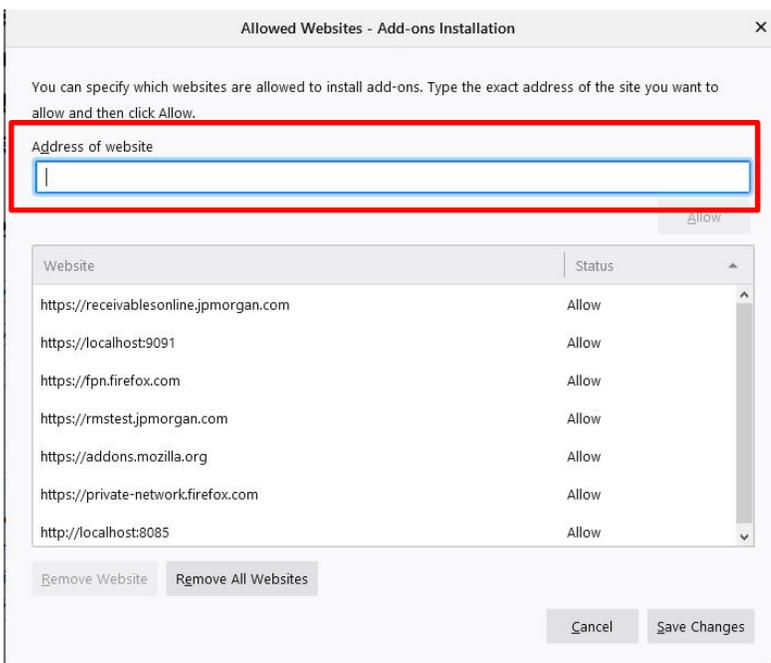
## Exceptions to Allow Add-ons

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

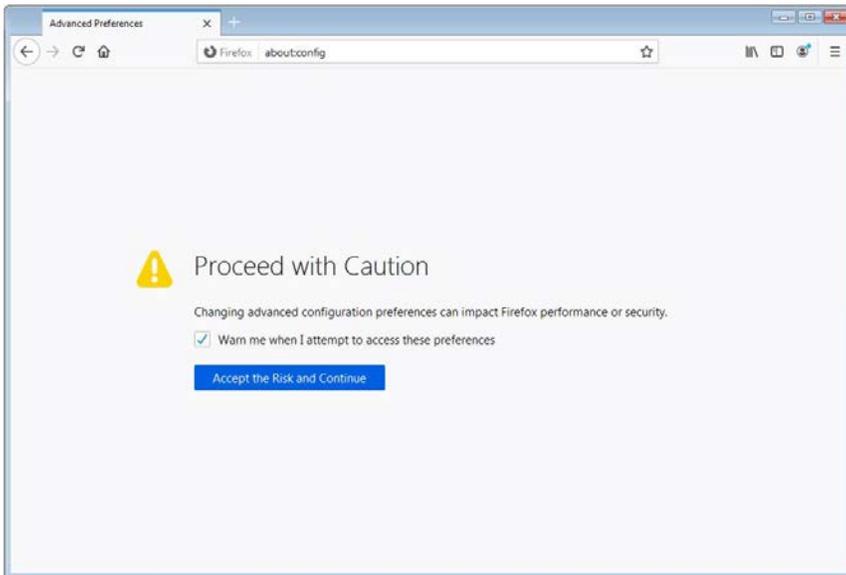


## Configure Firefox to allow the certificate

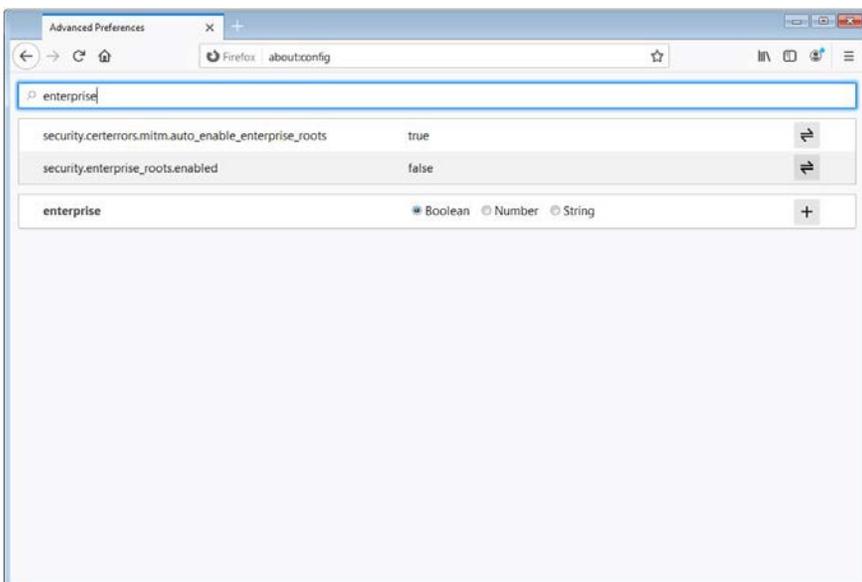
In some cases you may need to tell Firefox to allow the scanner services certificate. If you have verified that communication works with other browsers and you have completed the firewall exceptions above, your Windows Firewall is allowing the connection.

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.