Remote Deposit Capture

User Guide

June 2025

© 2025 WaFd Bank. All rights reserved.

Contents

System Intro **4**

1.1 Deposit Processing *4*

1.2 Supported Operating Systems and Browsers *4*

1.3 Compatible Desktop Scanners *5*

1.3.1 Scanner Maintenance 5

1.3.2 Preferred Equipment Provider 5

Accessing the System **6**

2.1 Treasury Express *6*

2.1.1 Treasury Express User Administration 7

2.2 Treasury Prime *9*

2.2.1 Treasury Prime User Administration 9

2.2.2 Treasury Prime Location Coding 12

2.3 Software Installation *14*

2.3.1 Scanner Attached 14

Deposit Processing **16**

3.1 Creating a Deposit *16*

3.2 Scanning Checks *17*

3.2.1 Item Jams 18

3.3 Correcting Errors *18*

3.3.1 MICR Errors 18

3.3.2 Image Quality Exceptions 19

3.3.3 Piggyback Items 19

3.3.4 Duplicate Exceptions 19

3.3.5 Ineligible Items 19

3.4 Balancing Deposits *20*

3.5 Deposit Statuses *20*

End of Day **21**

Tips and Tricks **21**

5.1 Deleting a Deposit *21*

5.2 Search for Items Previously Deposited *21*

© 2025 WaFd Bank. All rights reserved.

5.2.1 Single Item Search 21
5.2.2 Full Deposit Search 22
Reports 24
6.1 Deposit Level 24
6.2 Item Level 25
RDC Best Practices 25
7.1 Procedures and Training 25
7.2 User Administration 26
7.3 Remote Deposit Capture Thresholds 26
Annual RDC Self-Assessment 26
8.1 The Assessment Process 26
Troubleshooting Tips 27
9.1 Installation 27
9.1.1 Important Installation Notes: 27
9.1.2 Uninstall Drivers: 27
9.1.3 Testing the Scanner: 28
9.2 Error Messages 28
9.2.1 Troubleshooting Ranger API Errors: 28
9.2.2 Pulling Client Workstation Logs: 29
9.3 Antivirus Exclusion List 30
9.3.1 File Exceptions: 30
9.3.2 Web Exceptions (add by IP Address): 31
9.3.3 Ranger Remote Exception: 31
9.4 Dual Internet or Fail-Safe Internet Connection 31
Contact Us 31

© 2025 WaFd Bank. All rights reserved.

System Intro

Washington Federal Bank's Remote Deposit Capture provides an easy and secure way to make check deposits. For assistance, contact your Company Administrator or our Treasury Servicing Team at 877-423-9742.

1.1 Deposit Processing

1

Deposits are processed throughout the day for timely receipt of funds. Deposit cut off and posting times are as follows:

Client Cut-off Time	DNA Posting Time
8:00 AM PT	9:00 AM PT
10:00 AM PT	11:00 AM PT
12:00 PM PT	1:00 PM PT
2:00 PM PT	3:00 PM PT
4:00 PM PT	5:00 PM PT
6:00 PM PT	7:00 PM PT

1.2 Supported Operating Systems and Browsers

The following operating systems and browsers are supported:

Operating Systems	Browsers
OS X 10.11 El Capitan	Apple Safari
Mac OS 10.12 Sierra	Google Chrome
Mac OS 10.13 High Sierra	Microsoft Edge
Mac OS 10.14 Mojave	Mozilla Firefox
Mac OD 10.15 Catalina	
Mac OS 11.0 Big Sur	
Microsoft Windows 7, 8, 8.1 & 10	

© 2025 WaFd Bank. All rights reserved.

1.3 Compatible Desktop Scanners

The following scanners are compatible with the Remote Deposit Capture program:

Microsoft Windows

Canon	Panini	Epson	Digital Check	Other
CR-50	iDeal	Capture One (TM S100)	TellerScan 240	CTS LS100
CR-80	VisionX	TM-S2000	Chexpress CX30	CTS LS150
CR-120	VisionneXt		Merchant Elite	MagTek Excella
CR-150			Micro Elite	
CR-135I			Professional Elite	
CR-190			SmartSource Edge	
CR-L1			SmartSourceMicro Elite SE	
			SmartSource Professional	

MAC OS X:

Canon	Panini	Epson	Digital Check	Other
N/A	I:Deal	N/A	SmartSourceMicro Elite SE	N/A
	VisionX		CX30	
			TS240	

1.3.1 Scanner Maintenance

WaFd Bank recommends cleaning your scanner regularly following the guidance provided by the manufacturer. This will extend the life of the scanner and ensure clear images are transmitted for processing, minimizing posting errors.

1.3.2 Preferred Equipment Provider

By ordering scanners from our preferred vendor, you ensure the equipment is compatible with our software.

WaFd Bank is partnered with Superior as our preferred equipment provider. Superior offers businesses flexible billing options and scanner warranty management.

Contact your local Branch, treasury support team, or call our Treasury Servicing team at 877-423-9742 to order a scanner today. Businesses can also go to the directly to the Superior website to place an order.

© 2025 WaFd Bank. All rights reserved.

Accessing the System

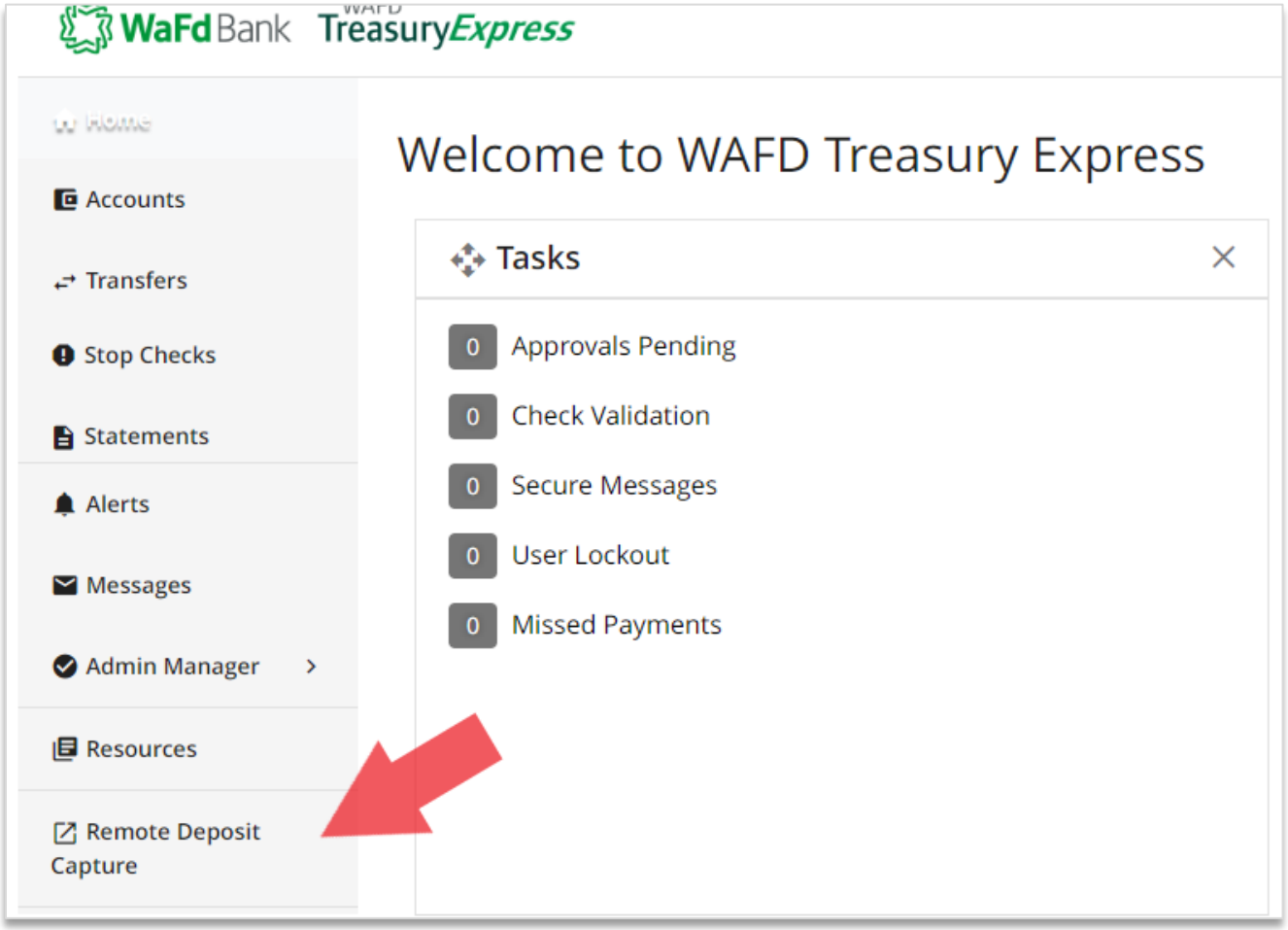
Remote Deposit Capture is accessed through either Treasury Express or Treasury Prime. The Administrator of the Company Profile will entitle any sub-users within Treasury Express or Treasury Prime.

From within the system, you are able to process deposits, view prior deposits, export transaction history and manage deposit approvals.

2

2.1 Treasury Express

Remote Deposit Capture (RDC) can be accessed in the Remote Deposit Capture tab from the left side menu.



The Bank will entitle Remote Deposit Capture access to the Administrator (Admin) designated on the Treasury Management Services Authorization. All additional user access must be enabled by the designated admin on the profile. Follow the steps below for user setup.

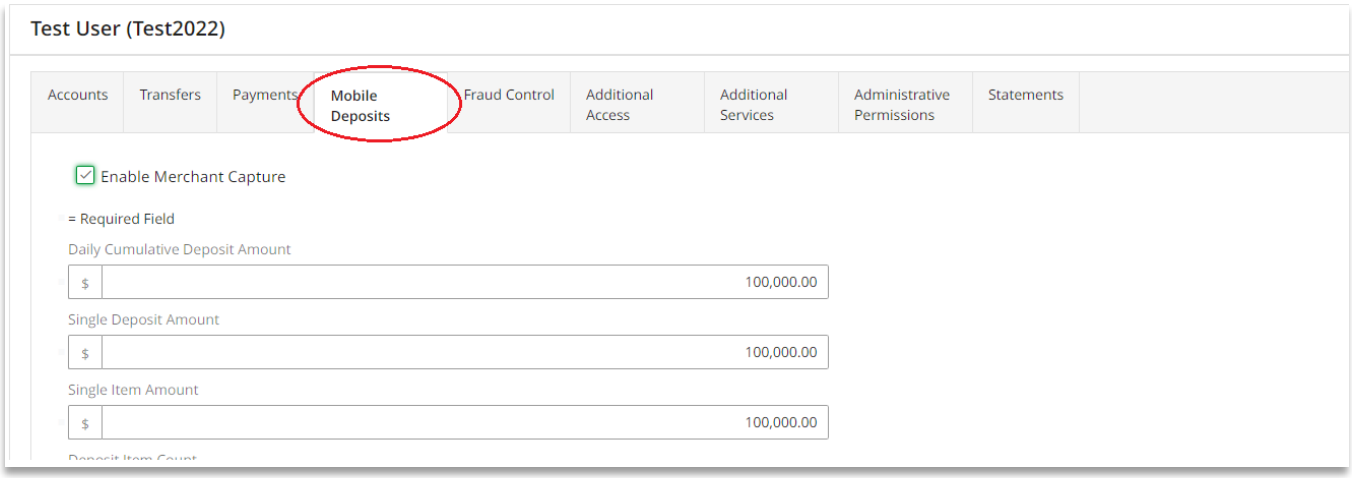
© 2025 WaFd Bank. All rights reserved.

2.1.1 Treasury Express User Administration

All users are maintained under the Users section of the Admin Manager tab. A user must be setup with Administration access in order to enable Remote Deposit Capture entitlements on additional user profiles.

Remote Deposit Capture services are setup under the Mobile Deposit and Additional Access tab of the user administration screen.

2.1.1.1 Mobile Deposits Tab

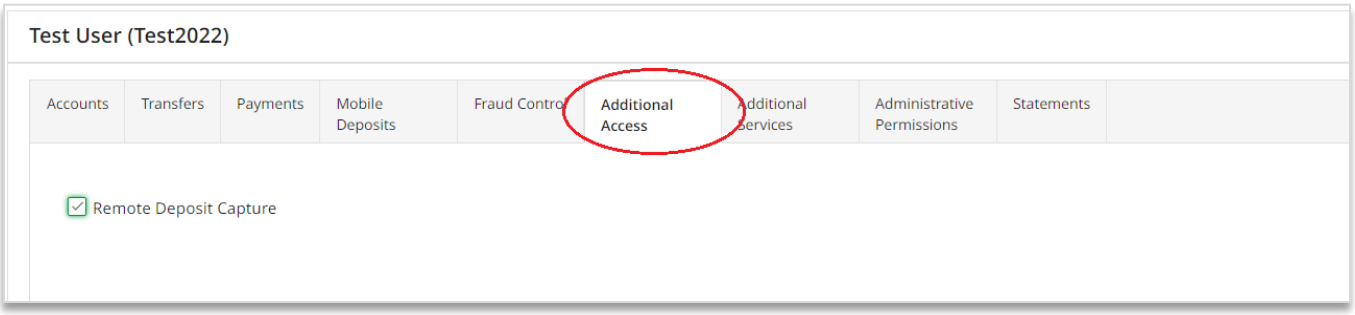


Field	Action
Daily Cumulative Deposit Amount	Total daily deposit limit for user profile. *Cannot exceed company daily limit*
Single Deposit Amount	Total amount per deposit
Single Item Amount	Total amount of single item within deposit
Deposit Item Count	Maximum number items per day
User ID	Enter user's Treasury Express User ID (recommended)
User First/Last Name	Enter user's first name and last name
Email Address	Enter user's email address
Allow User to View Site Deposits	Check to allow user to see additional users' deposits submitted through the system
User is Active	Check to enable user
Site ID	Bank recommended to leave blank User specific site location (additional descriptor)
User Role	Available roles: • ***SSOApprover***- (full access) User can scan and submit own and other users' deposits

© 2025 WaFd Bank. All rights reserved.

	• ***SSONewScanOnly***- User can create new deposits but cannot submit own or other users' deposits. • ***SSOBalancerDC***- User can create new deposits but cannot submit own deposits. Can submit another user deposit. • ***SSOReviewOnly***- (no scanning capability) User only has ability to submit other users' deposit
Scanner	Select scanner (not required)
Accounts	Select the account(s) the user should have access to make and/or submit deposits on

2.1.1.2 Additional Access Tab

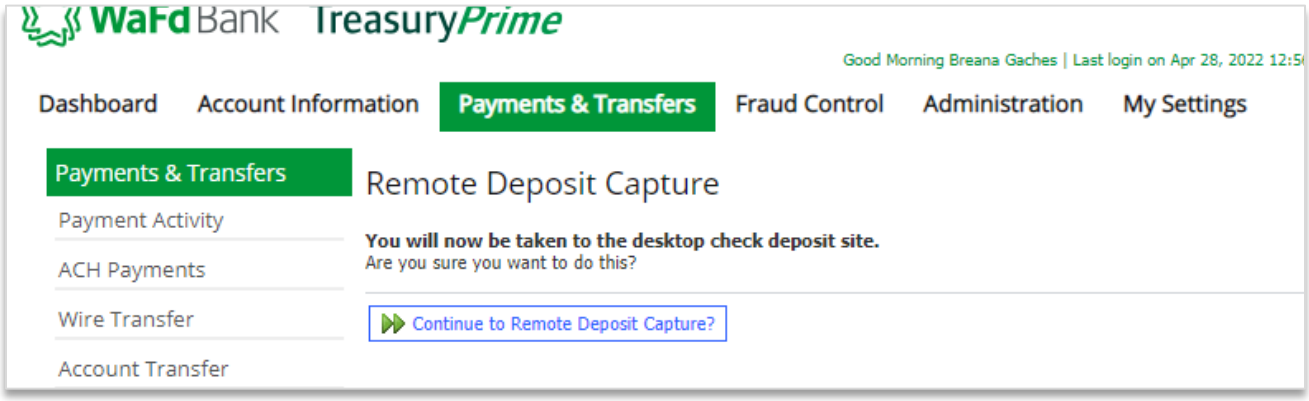


Field	Action
Remote Deposit Capture	Check box to entitle access to RDC

© 2025 WaFd Bank. All rights reserved.

2.2 Treasury Prime

Remote Deposit Capture (RDC) can be accessed in Treasury Prime by selecting Remote Deposit Capture under the Payments & Transfers tab at the top of the screen.



The Bank will entitle Remote Deposit Capture access to the Administrator (Admin) designated on the Treasury Management Services Authorization. All additional user access must be enabled by the designated admin on the profile. Follow below section for user setup.

2.2.1 Treasury Prime User Administration

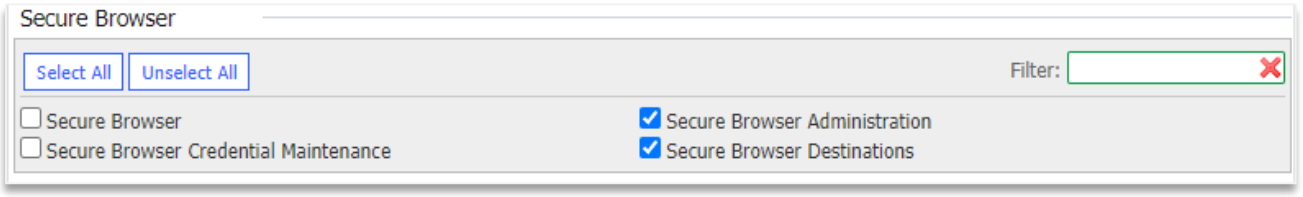
All users are maintained under the Administration section of the Administration tab in Treasury Prime. A user must be setup with Administration access in order to enable Remote Deposit Capture entitlements on additional user profiles.

Remote Deposit Capture services are setup under the Services and Payments section of user entitlements.

2.2.1.1 Services

Services are required to be enabled in order for the user to access Remote Deposit Capture (RDC) through Treasury Prime.

From the Actions dropdown next to the applicable user profile, click **Services**

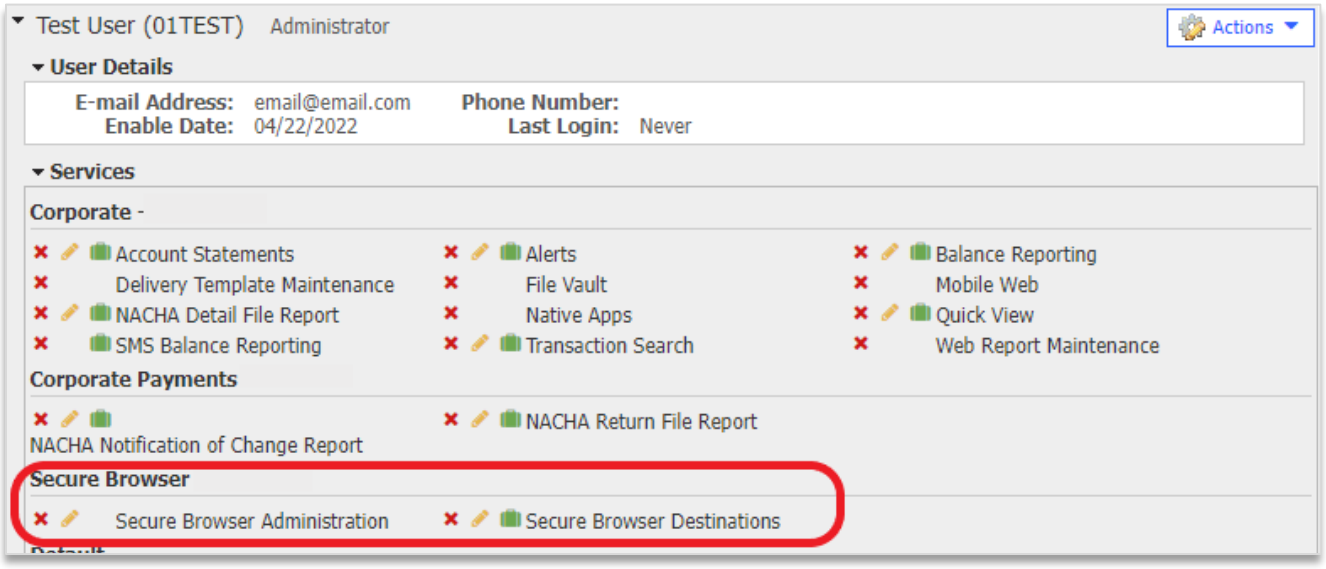


Role	Action
Secure Browser Administration	Allows user to entitlement additional users access to RDC. User must be an Administrator to have access.
Secure Browser Designations	Allows user to access RDC link located under the Payments & Transfers tab

Click **Save** at the bottom of the screen to finish changes and be returned to the Company Details screen.

© 2025 WaFd Bank. All rights reserved.

Select the user's name to view the newly entitled services then click the additional icons next to the service name to enable Remote Deposit Capture.



Role	Action
Secure Browser Administration	Click the **pencil** icon and check Remote Deposit Capture. The user must be an Administrator to have access.
Secure Browser Designations	Click the **briefcase** icon and check Remote Deposit Capture

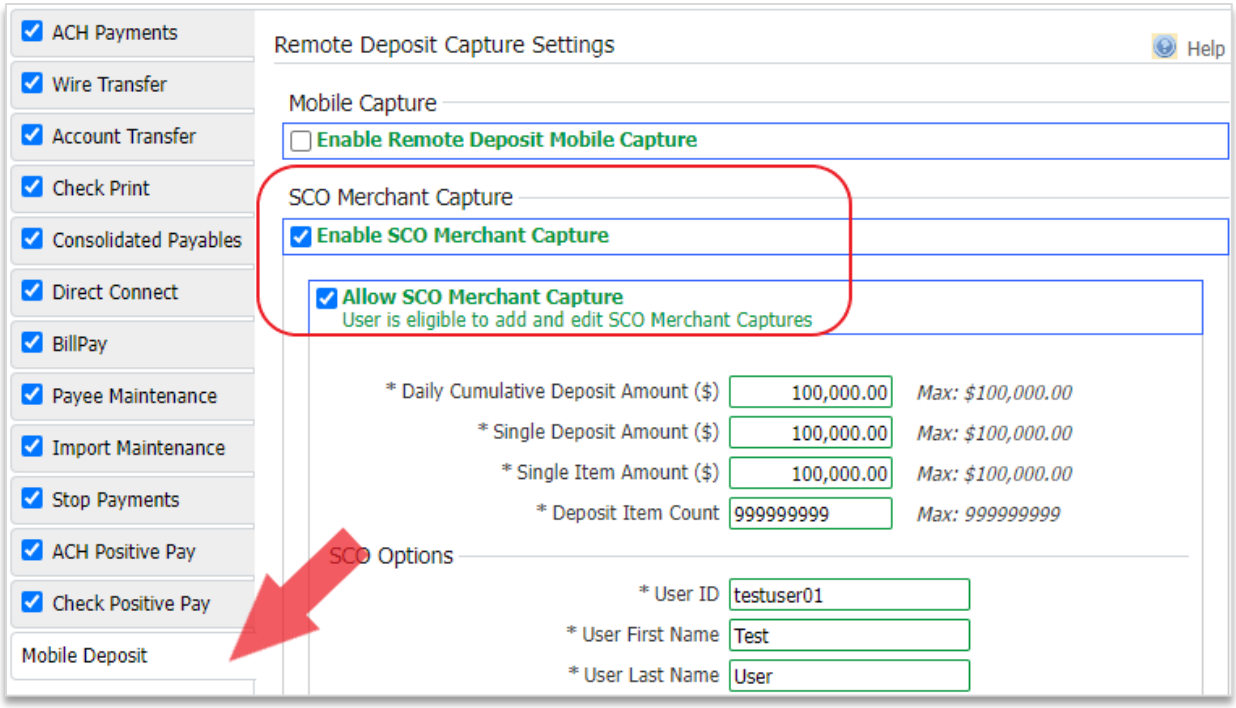
2.2.1.2 Payments

Use the below to entitle Remote Deposit Capture (RDC) access on user profile.

From the **Actions** dropdown next to the applicable user profile and select **Payments**

Select the **Mobile Deposit** tab and check the box next to **Enable SCO Merchant Capture** and **Allow SCO Merchant Capture**

© 2025 WaFd Bank. All rights reserved.



Role	Action
Daily Cumulative Deposit Amount	Total daily deposit limit for user profile. *Cannot exceed company Max daily limit*
Single Deposit Amount	Total amount per Deposit
Single Item Amount	Total amount of single item within deposit
Deposit Item Count	Maximum number items per day
User ID	Enter users' Treasury Prime User ID (recommended)
User First/Last Name	Enter user first name and last name
User Email Address	Enter user email address
Allow User to View Site Deposits	Check to allow user to see additional user's deposits submitted through the system
Site ID	Bank recommended to leave blank User specific site location (additional descriptor)
User Role	Available roles: • ***SSOApprover***- (full access) User can scan and submit own and other users' deposits • ***SSONewScanOnly***- User can create new deposits but cannot submit own or other users' deposits.

© 2025 WaFd Bank. All rights reserved.

	• ***SSOBalancerDC***- User can create new deposits but cannot submit own deposits. Can submit another user deposit. • ***SSOReviewOnly***- (no scanning capability) User only has ability to submit other users' deposits
Scanner	Select scanner (not required)
Locations	Only applicable if Location Coding is required for deposit reports. Locations must be setup first. See the Treasury Prime Location Coding section
Eligible Accounts	Select the account(s) the user should have access to make and/or submit deposits on
Allow SCO Merchant Capture Administration	Allows user to entitle RDC services on additional user profiles. (Admin users only)

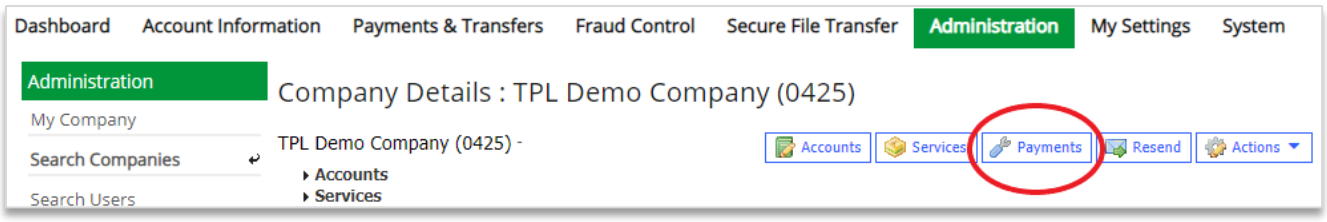
2.2.2 Treasury Prime Location Coding

Companies have the ability to setup and maintain Locations used for deposit reporting.

Location Code Reporting Options:

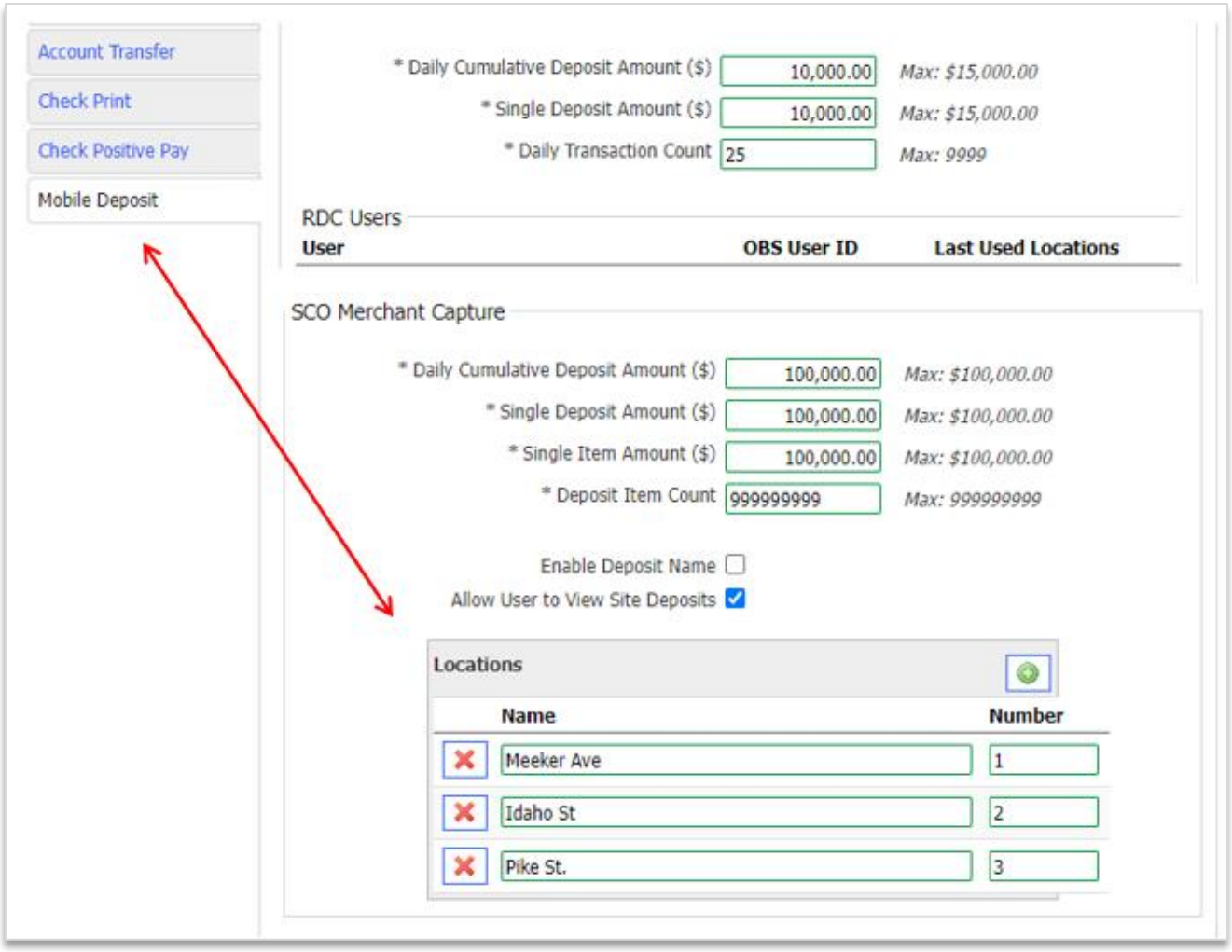
- ✓ Remote Deposit Capture Reports
- ✓ Treasury Prime Previous Day Balance Report (BAI2)

Locations are managed in the Administration section of the Administration tab.



Go to the company **Payments** tab and select **Mobile Deposit**

© 2025 WaFd Bank. All rights reserved.



Field	Action
Name	Descriptive name for location When scanning user will see location name only
Number	Corresponding location code. The code is what will show on Previous Day Balance (BAI2) Reports.
	Use icon to add new location
	Use icon to remove location from company

© 2025 WaFd Bank. All rights reserved.

2.3 Software Installation

To use the Remote Deposit Capture software, complete the following:

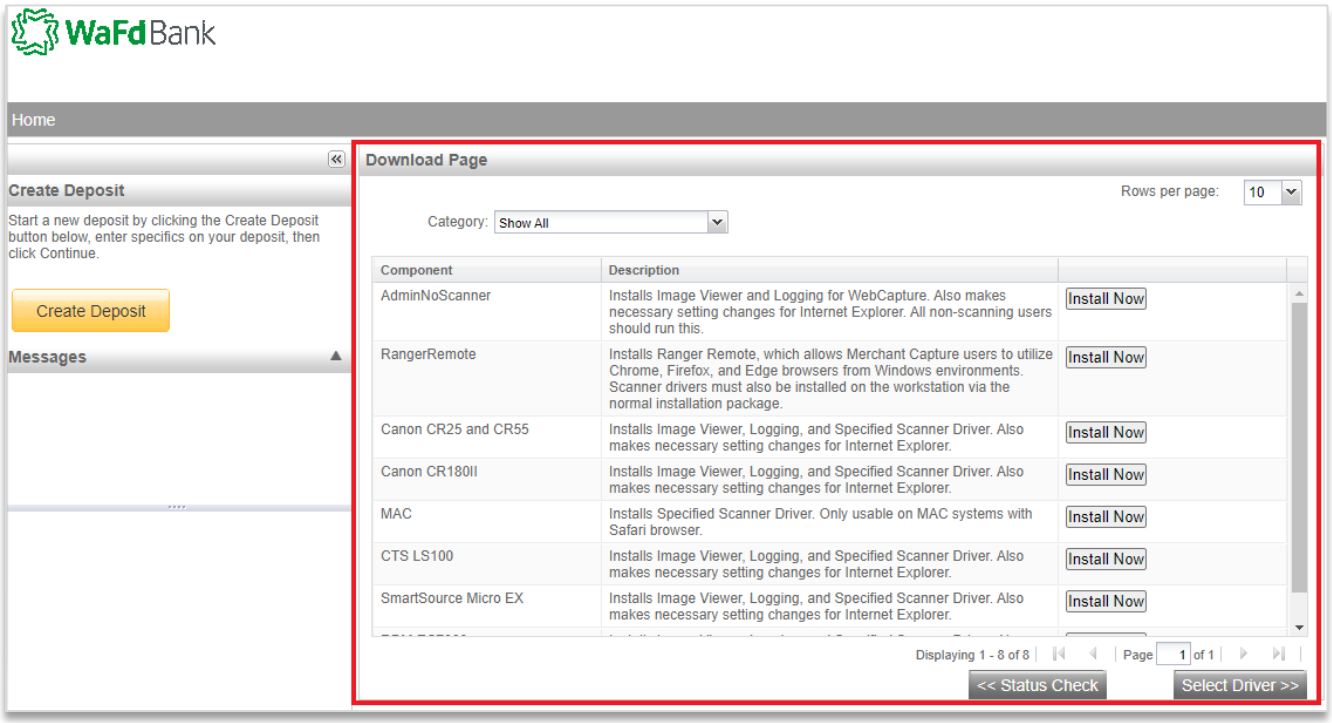
2.3.1 Scanner Attached

In order for a user to access the installation package for their applicable scanner, they first need to have access to Remote Deposit Capture (RDC) in Treasury Prime or Treasury Express. If a user has not been entitled to RDC, see the Treasury Prime User Administration or Treasury Express User Administration section for steps to enable.

2.3.1.1 Installing the Scanner

1. Login to Treasury Prime or Treasury Express and access Remote Deposit Capture
2. Once in the system, select **Download Page** under the **Help** tab

3. Under Component column locate your Model of scanner and select **Install Now**

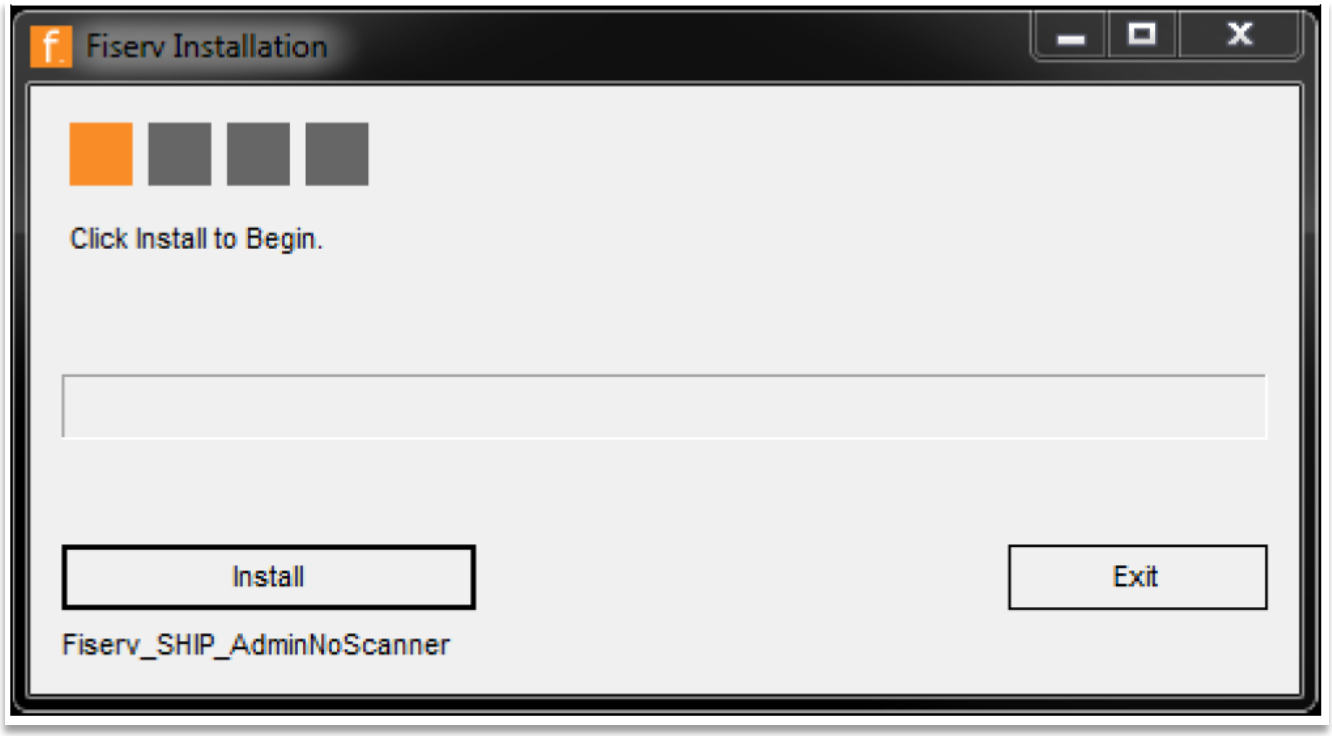


4. The installation package will run to install the scanner drivers, when prompted select **run/launch** the downloaded file

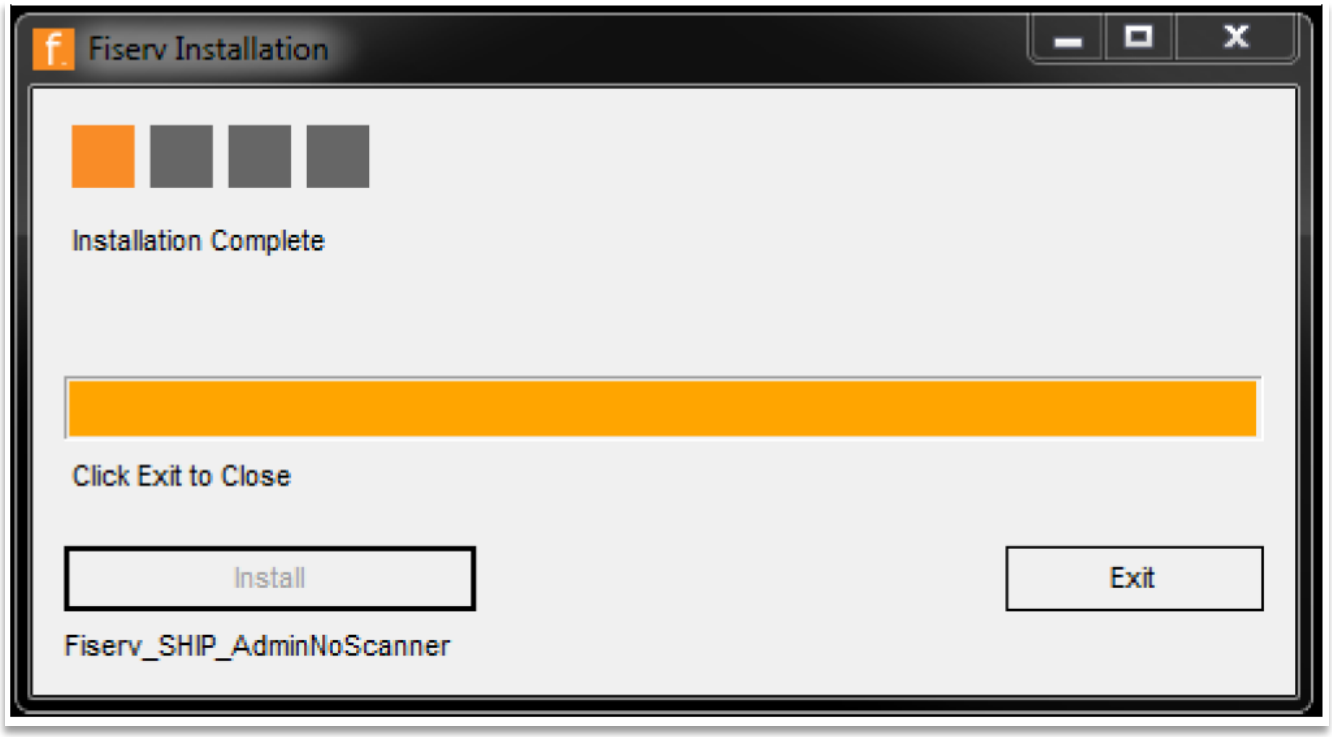
© 2025 WaFd Bank. All rights reserved.

NOTE: The files require Computer Admin rights to run correctly, you may need to enter Admin credentials.

5. WaFd Bank partners with Fiserv to offer this solution, the installation steps will display Fiserv branding, this is expected. The install window will look as follows:



6. Click **Install** to begin. The process may take a few minutes.



© 2025 WaFd Bank. All rights reserved.

7. Once complete, click **Exit** to close.
8. Close the Remote Deposit Capture program all together by selecting **Logout** in the upper right-hand corner.

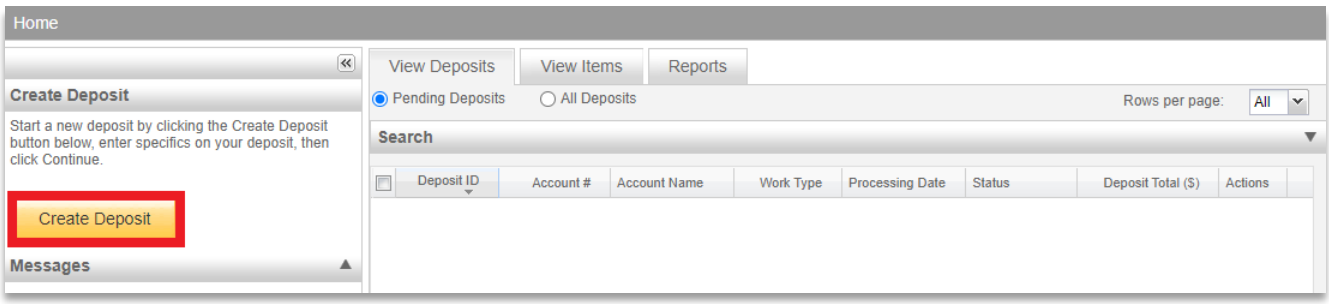
NOTE: Best practice is to restart the computer after installing a new program.

Deposit Processing

3 Once you have accessed the system you are ready to make a deposit.

3.1 Creating a Deposit

1. To create a deposit, begin by selecting **Create Deposit** from the Home Screen:

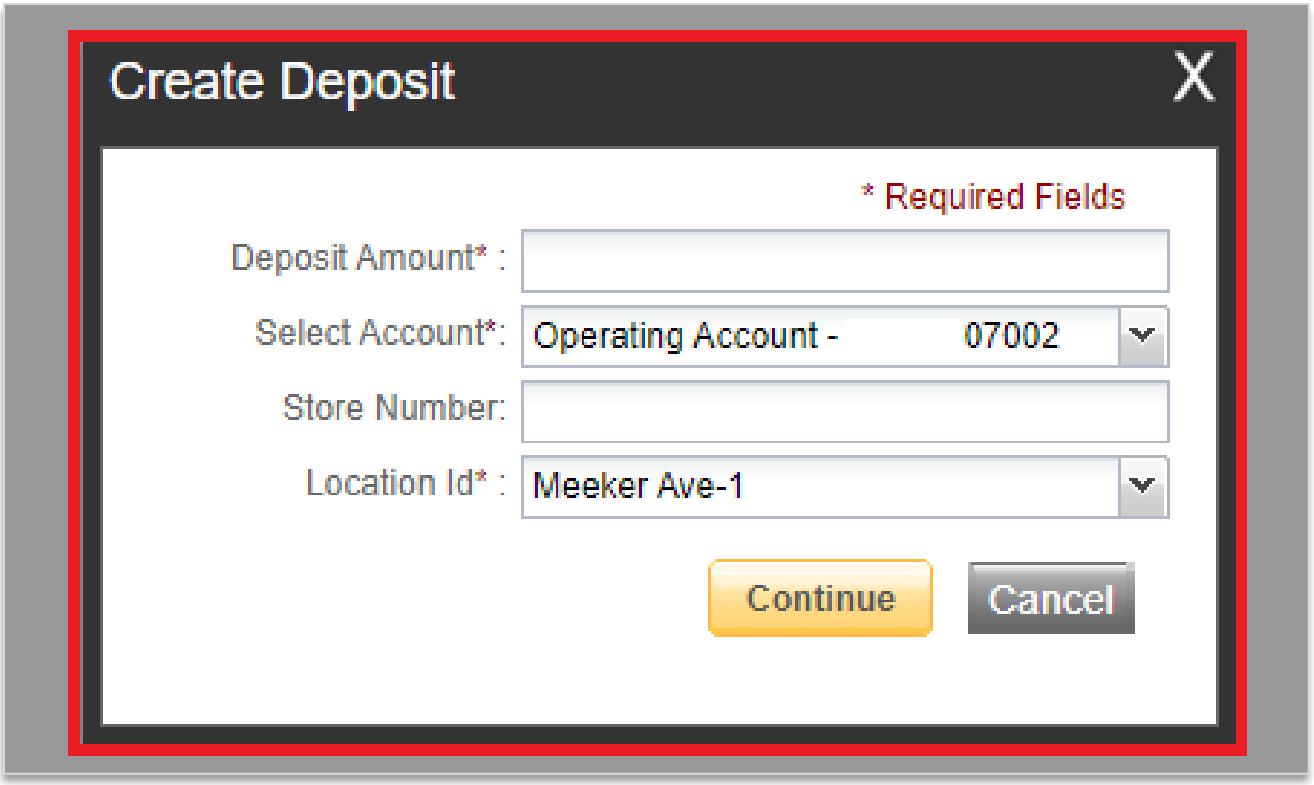


2. Complete the following fields to initiate the deposit:

Element	Description
Deposit Amount	Enter the deposit total
Select Account	Select the account to be deposited in to
Store Number (Optional)	Enter the location number of the deposit
Location ID	Select Location ID (Field required if Location ID enabled on User profile) NOTE: Location ID, if enabled, will override any data entered in Store Number field on your deposit reports.

3. Click **Continue**

© 2025 WaFd Bank. All rights reserved.



3.2 Scanning Checks

After your deposit is created you are ready to begin scanning your items.

BEST PRACTICE:

To reduce rejects, jams, piggy backs and maximize image quality:

- ✓ Straighten checks before placing them in the hopper
- ✓ Do not overfill the hopper

Select **Scan** at the bottom of the screen. Once all items have been scanned, verify the items in the scanner pocket and the items on the screen match.

Retention: Clip or band all items in the deposit together for retention, we recommend noting the deposit ID on the front. Place the processed deposit in a secure location. Storing deposits in an orderly way will prevent accidental rescanning and make research easier.

Processed deposits should be retained for no less than 14 business days after the image date and no more than 45 business days after the image date.

© 2025 WaFd Bank. All rights reserved.

3.2.1 Item Jams

The scanner will stop, and a message will appear if an item jams. To resolve the jam:

- Remove the items from the exit pocket and turn face down
- Remote the items from the feeder and place face up next to the scanner
- Follow steps in the jam message

Clicking OK may clear any items jammed in the scanner (if the scanner doesn't clear, you must remove the items manually). Once cleared, return the uncaptured items to the feeder, and select **Scan**.

3.3 Correcting Errors

If there are any errors during scanning, the Fix Errors tab will be available. Options to resolve will vary by error type. See section below for applicable error.

3.3.1 MICR Errors

If multiple fields need to be corrected on the same image, the first field with an error will be highlighted. Correct the field as needed then hit tab on your keyboard, click with your mouse or use the function keys to move to any additional fields needing correction.

NOTE: If you use the Enter key, a new message will appear. Click OK to close the window.

Now that field will be highlighted, you will need to click in the field or use the function key related to that field to key in it. Correct the field as needed.

If you cannot read the document, click the image to enlarge it. Click the image again to minimize it.

3.3.1.1 Function Key Guide

To enter data in a field that is not highlighted use the following functions keys to move to the desired field.

Function Key	Field
F1	Amount
F2	Tran Code or Personal Check Number
F3	Account
F4	Field4 – alternate field positioned between the Account and Routing Number
F5	Transit Routing
F7	Serial (check number on business checks)

© 2025 WaFd Bank. All rights reserved.

3.3.2 Image Quality Exceptions

If an error presents due to poor image quality, the deposit will have a triangle with an exclamation point in the Error Column. Fix Errors or Save the Deposit.

Review the image and choose one of the following actions: Accept, Delete or Rescan.

Element	Description
Rescan	The image needs to be improved. Place the check in the hopper and click **Rescan** NOTE: The MICR will be compared with the original check. If there is a difference you will receive a warning message. If you are certain, you are rescanning the correct check, click **Yes**.
Delete	If the image is illegible, verify that the image displayed is the item you want to delete. Click Delete under the image. A popup prompt will appear asking if you are sure, click **Yes** if you are sure and physically remove the item.

3.3.3 Piggyback Items

If you discover that two checks ran through the scanner together or "piggybacked", find the checks in the scanner exit pocket, delete the piggybacked record, and rescan these checks at the end of the deposit.

3.3.4 Duplicate Exceptions

The RDC software will check for duplicates. If any are found, they will be displayed side by side with the current item on the left and previously scanned item on the right. Data pertaining to the previously scanned item will be displayed beneath the image on the right. If multiple suspected duplications are found use the arrows to the right of the image to view.

Once you determine if the item is a duplicate, select **Delete** or **Accept**.

3.3.5 Ineligible Items

The following items cannot be processed electronically. These items will create exceptions and must be deposited at a branch or sent via mail to WaFd.

IMPORTANT: The following items cannot be processed electronically.

- Savings Bonds
- Foreign Items
- Canadian US Dollar Items
- Non-Imageable Items (too light or too dark)

Items can be mailed to: Washington Federal Bank, Attn: Treasury Solutions, 5777 N Meeker Ave, Boise, ID 83713

© 2025 WaFd Bank. All rights reserved.

3.4 Balancing Deposits

After all errors are fixes, click on **Submit Deposit**. The Verify Balance window opens, you can add a memo with the deposit here. The memo is added here is only viewable within the RDC system and will not be noted in Treasury Prime or Express.

If the deposit is not in balance, you must review the items. Select the 'X' in the upper right. Expand each item using the '+' next to each image to verify the amounts were captured correctly.

If needed:

- ✓ Scan missing items
- ✓ Fix any amounts that are incorrect
- ✓ Delete unintended items

If all checks are correct and the deposit is still out of balance, click the **Submit Deposit** button again, then adjust the deposit amount to match the total of the checks.

☑ Once the deposit has been submitted, you will do one of the following:

1. Logout and close the browser window
2. Create another deposit by clicking on Create Deposit
3. Query/Deposit Report to review the deposits scanned today

TIP: Remember to logout between sessions to securely close the connection.

3.5 Deposit Statuses

The following statuses are available in the system, below is the definition of each.

Element	Description
Open	A deposit is placed in Open status when the deposit is newly created.
Uploading	A deposit that is in the process of uploading items.
Suspended	Clicking **Save Deposit** at any time before submitting will put the deposit in Suspended Status. The deposit will not be complete until submitted.
Capture Complete	This is a deposit that the operator has marked as complete to notify that it is ready for repair and balancing.
In Use	This is a deposit that is in use by your bank or another user. No actions are allowed on this deposit while in use.
Ready for Approval	This deposit has all exceptions repaired and is ready to submit.
Submitted	This deposit is approved and ready for processing. No further actions will be allowed on this deposit.
Delivered	This deposit has been delivered for processing.

© 2025 WaFd Bank. All rights reserved.

End of Day

It is best practice after all deposits for the day are completed to:

1. Verify that all deposits are in *Submitted* or *Delivered* status
2. Print or save any needed reports

4

Tips and Tricks

5.1 Deleting a Deposit

5

Select the deposit on the Deposit Status Screen and click Remove at the bottom right of the screen. A prompt will appear confirming the request.

NOTE:

- A deposit cannot be removed if it has been submitted
- A removed deposit cannot be recovered. If you need the deposit, you must re-scan.

5.2 Search for Items Previously Deposited

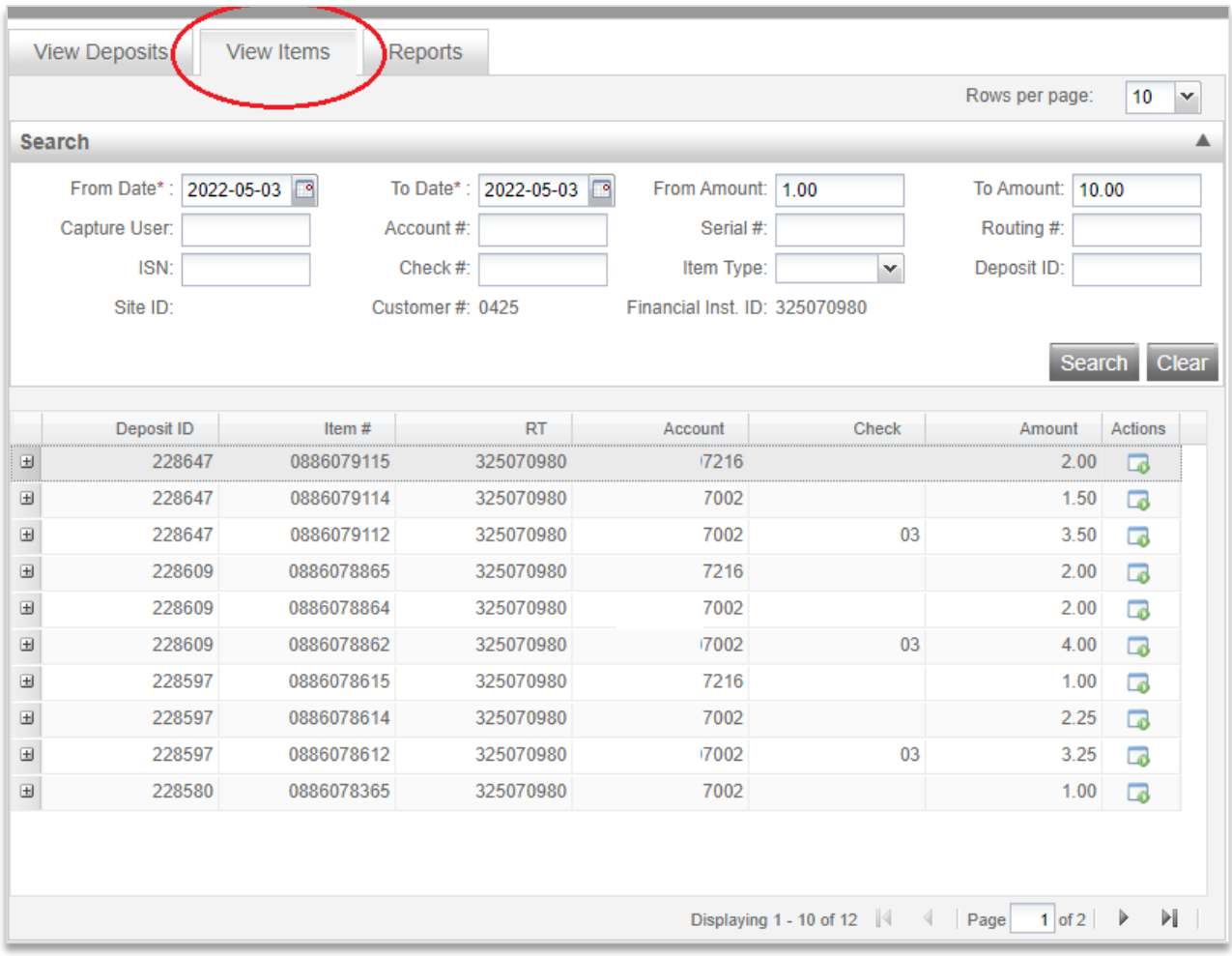
5.2.1 Single Item Search

To search for single item(s) previously deposited:

1. Click the **View Items** tab.
2. Select the Search drop down arrow.
3. Click **Advanced Search** if searching on something other than the amount.
4. Enter the search criteria in correct fields then click **Search**.

   TIP: In order for search results to populate at least one search criteria must be entered (ex. amount range).
5. Click on the '+' or '-' by the item to view or to close.
6. Click **Clear** to search again.

© 2025 WaFd Bank. All rights reserved.

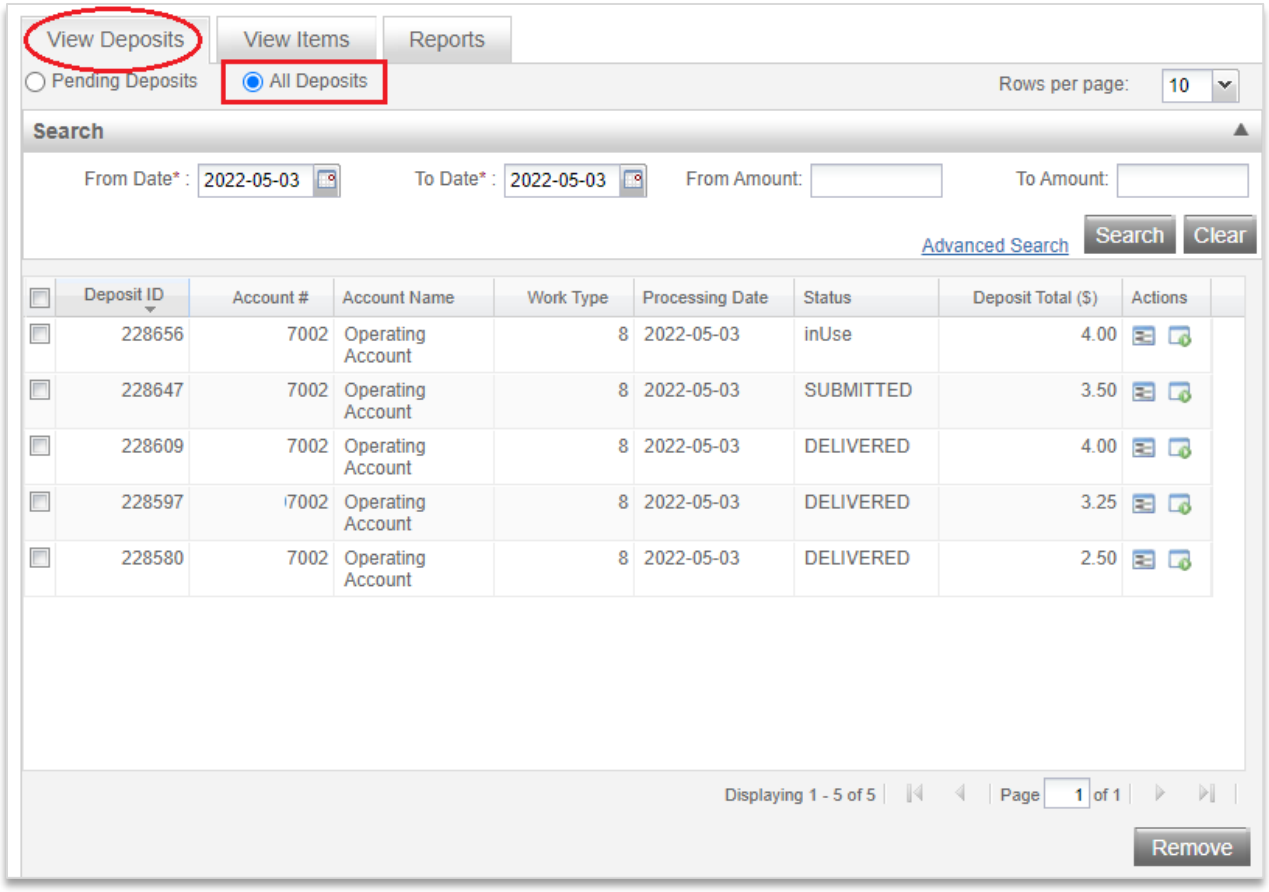


5.2.2 Full Deposit Search

To search for previous days/deposits processed:

1. Click the **View Deposits** tab.
2. Select All Deposit option.
3. Select the Search drop down arrow.
4. Click **Advanced Search** for additional search field.
5. Enter the search criteria in correct fields then, click **Search**.
6. To return to current date, click **Clear** and then search.

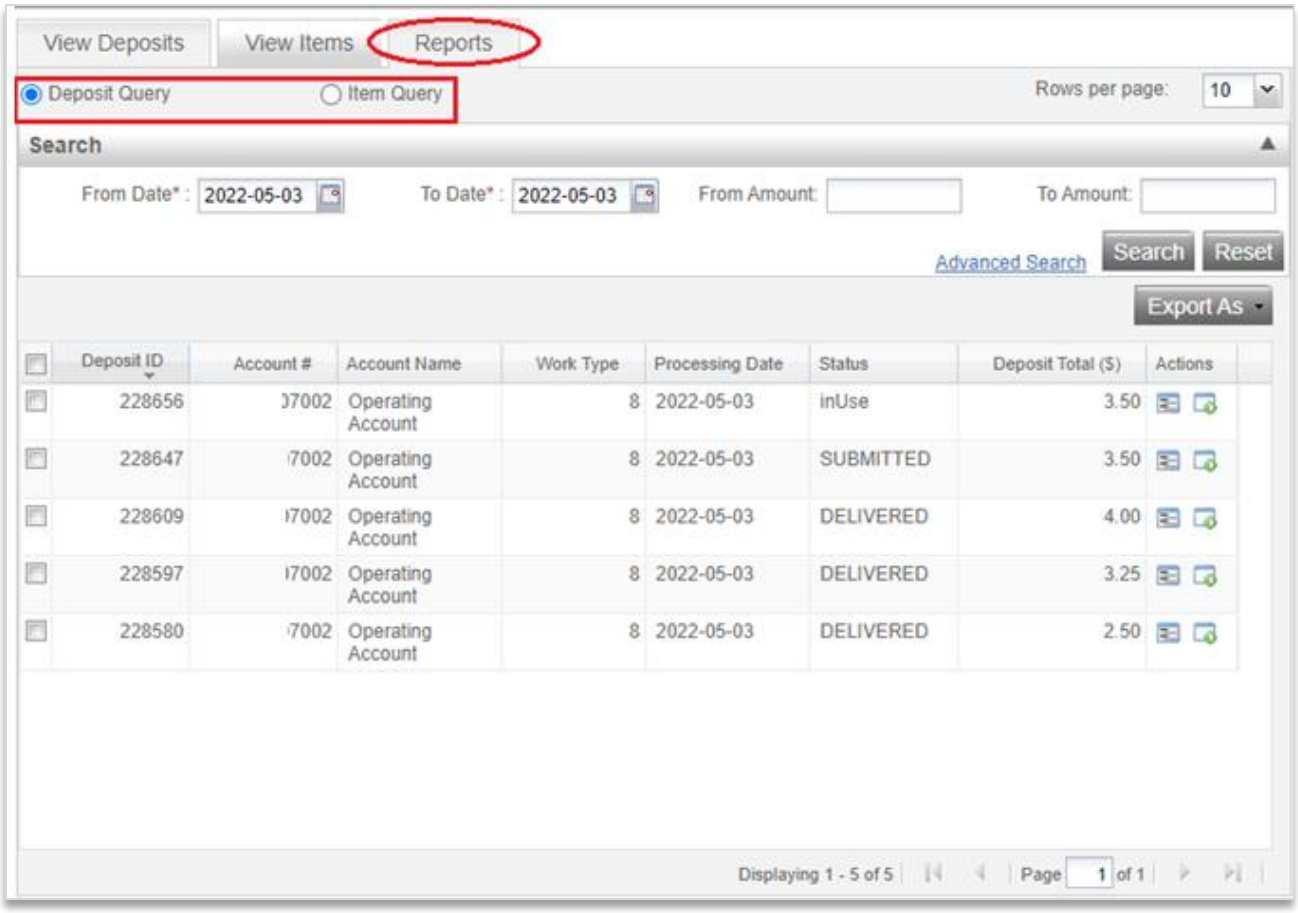
© 2025 WaFd Bank. All rights reserved.



© 2025 WaFd Bank. All rights reserved.

Reports

Reports vary by batch level or deposit level, details below: Reports vary by deposit level or item level, details below:



6

6.1 Deposit Level

Select the Search dropdown to select criteria or click **Advanced** search for additional options. Click **Export As** to generate report:

Format	Report Contents
Generate PDF	This report lists the deposits processed during selected date range
Generate CSV	This report lists the deposits processed during selected date range in a csv format
Generate XML Extract	Provides deposit details in an XML format. Must select one or more of the deposits on the screen to generate report
Deposit Detail Report	This report contains individual PDF Reports for all deposits captured for the date(s) selected.

© 2025 WaFd Bank. All rights reserved.

6.2 Item Level

Select the Search dropdown to select criteria or click **Advanced** search for additional options. Click **Export As** to generate report.

TIP: In order for search results to populate at least one search criteria must be entered in a field (ex. amount range)

Format	Report Contents
Generate PDF Report	This report lists item details that have been captured for the date(s) and amount range select
Generate CSV Report	CSV formatted report that lists all item details for selected deposit. Must include Deposit ID in search criteria. Click **Advanced Search** to access field
Generate PDF with Images	This report contains all deposit details and additionally contains front and back images of each item in the deposit. Must include Deposit ID in search criteria. Click **Advanced Search** to access field
Extract Images	This option creates two tiff files per image (one front and one back) of the items captured in the deposit. Must include Deposit ID in search criteria. Click **Advanced Search** to access field

7 RDC Best Practices

As a part of our commitment in offering Remote Deposit Capture and under the guidance of the Federal Financial Institutions Examination Council (FFIEC), we are committed to providing a safe and secure method of depositing checks direct from your storefront or office. This section contains some best practices we think will help you in implementing the use of Remote Deposit Capture and creating a sustainable program within your organization.

7.1 Procedures and Training

- Implement Standard Operating Procedures (SOP) specific to Remote Deposit Capture

SOP should include at a minimum:

  - How are checks securely stored?
  - Secure destruction of original checks
  - Timeline for retention of physical items (at least 14 business days and no later than 45 business days)
  - Deposit Verification (i.e., ensure no duplicates are being presented, totals and item count match)
  - Update procedures to address errors/concerns
  - Check negotiability (i.e., payee name matches, check is signed, numerical and written amounts match, dated properly, restrictions)

- Provide regular training to individuals within your organization with access to the RDC system
- Attend WaFd Bank provided training hosted semi-annually

© 2025 WaFd Bank. All rights reserved.

7.2 User Administration

Preform a quarterly review of all users within the system

- Verify access is limited to only those who need access
- Ensure all users have unique user credentials
- Include procedures to disable inactive users in your SOP

7.3 Remote Deposit Capture Thresholds

Pre-established thresholds are determined at service implementation and reviewed no less than annually thereafter as part of WaFd Bank's risk mitigation program.

8 Annual RDC Self-Assessment

Regulatory compliance is an important part of the world we live in. Compliance with FFIEC guidance for Remote Deposit Capture is one if these such requirements to assist in managing risk and ensure compliance with regulations.

8.1 The Assessment Process

Annually, the Remote Deposit Capture administrator will receive a request to complete a self-assessment. The assessment is not a test or an audit; there are no pass or fail results. You will be presented with questions that should be responded according to your operating environment. The Self-Assessment will then present potential areas of non-compliance for you to address.

Important: If the self-assessment is not complete within the bank specified timeframe your service will be suspended.

© 2025 WaFd Bank. All rights reserved.

Troubleshooting Tips

This section includes common errors that occur in the Remote Deposit Capture software and the steps to resolve them.

TIP: As a best practice if the client is receiving an “Initializing Error” the first step is to restart the computer and try again.

9

9.1 Installation

9.1.1 Important Installation Notes:

Important: Turn off the scanner and unplug the scanner’s USB cable from the workstation before installing the RDC software.

- With Enterprise Source Capture Web Capture, the scanner driver installation will complete the below tasks related to the installation process. For a full list of changes, See the Installation Guide for each scanner.
    - The Power Management to the USB Hubs is disabled to ensure the scanner is not disabled by another device.
    - The user is verified as a Local Administrator.
    - Older copies of the check scanner files can be deleted when the driver is updated.
- The user must be logged into Windows as a Local Administrator in order for the installation to work properly.
- Uninstall any previously installed drivers (See Uninstall Drivers)

Applications with known issues:

Application	Issue	Resolution
Vipre	Scanner will not connect to pc	Manually point drivers/Disable during installation

- The Legacy Installers function differently than the 2.0 Installation packages and may not perform as specified in this guide. These installers should only be used on unsupported or outdated systems.

9.1.2 Uninstall Drivers:

Unplug the scanner before uninstalling the drivers.

- If the scanner is a Unisys/Burroughs SourceNDP or SmartSource, go to the system tray and shut down the controller that looks like a small scanner named CAPI. This should be completed before uninstalling.
- Under Programs and Features (or appwiz.cpl), uninstall the Ranger and Ranger Plug-In applications.
- For Panini scanner models, uninstall the Panini USB application as well.
- For SmartSource scanner models, you may need to uninstall the SmartSource application as well.
- For DigitalCheck scanner models, you may need to uninstall the TellerScan application as well.

© 2025 WaFd Bank. All rights reserved.

- Delete any Silver Bullet Technology directories and folder resident on the C:\ drive. These may be found in the following locations:
    - C:/Program Files/Silver Bullet Technology
    - C:/Program Files (x86)/Silver Bullet Technology
    - C:/ProgramData/Silver Bullet Technology
- For Panini or SmartSource scanner models, open Device Manager and uninstall the Panini USB or Jungo device.

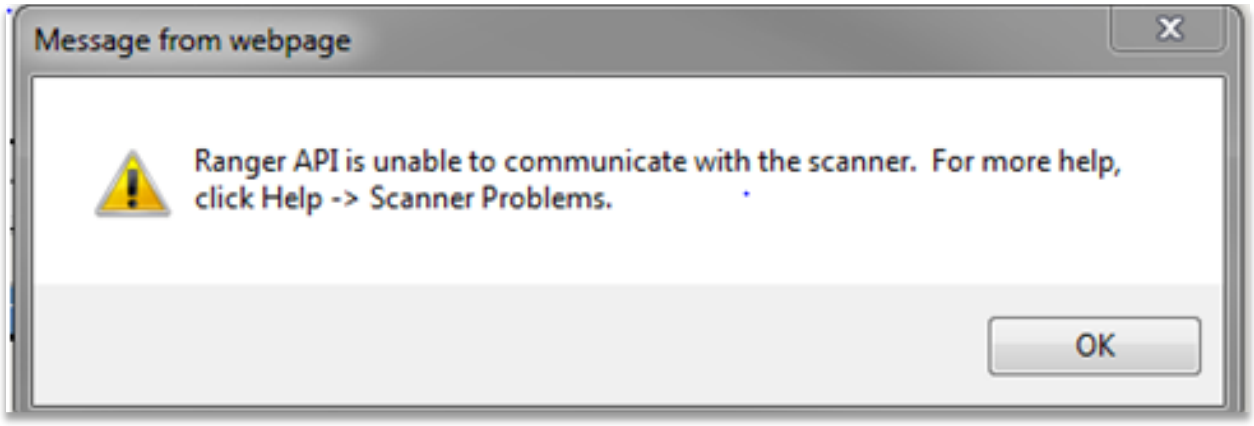
9.1.3 Testing the Scanner:

Once the installation is done, testing should be completed to ensure the install was successful.

9.2 Error Messages

9.2.1 Troubleshooting Ranger API Errors:

Ranger API Error means there is a communication issue between the scanner, computer and RDC system. The error will look like this:



To troubleshoot these issues, perform the following steps:

1. Verify the scanner is connected to the computer and powered on.
    a. Check the proper cords are connected between power, the scanner, and the computer
    b. Check Device Manager and make sure the correct scanner is showing, and it is not showing as Unknown Device

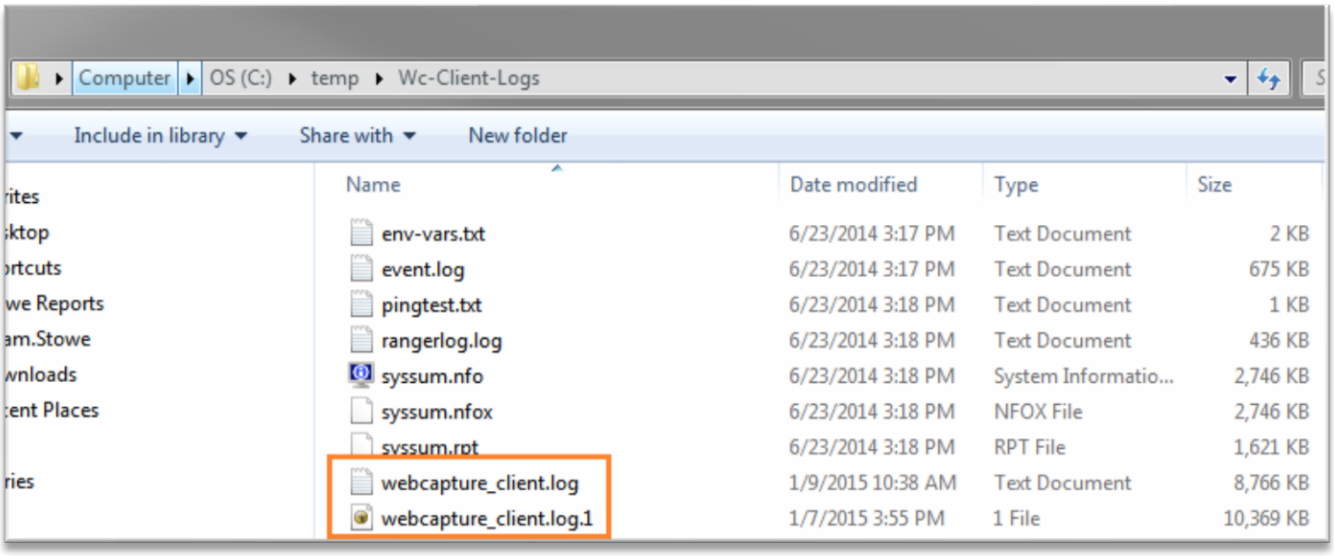
© 2025 WaFd Bank. All rights reserved.

9.2.2 Pulling Client Workstation Logs:

If there is an issue on a merchant workstation, Fiserv may request client workstation logs be pulled. In order to gather those logs for research, perform the following steps.

1. Verify logs exist for the client.

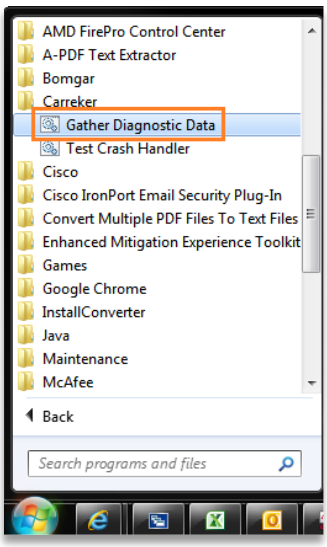
    a. Go to C:\temp\Wc-Client-Logs and look for files named **webcapture_client.log(.#)**.



    b. If these files exist, logs are being created

    c. If these files do not exist, either the computer does not utilize scanning for Source Capture or there is an error with Zip Trace (delete C:\Program Files\Carreker\ZipTrc folder and reinstall by logging into WebCapture to correct). Logs cannot be pulled.

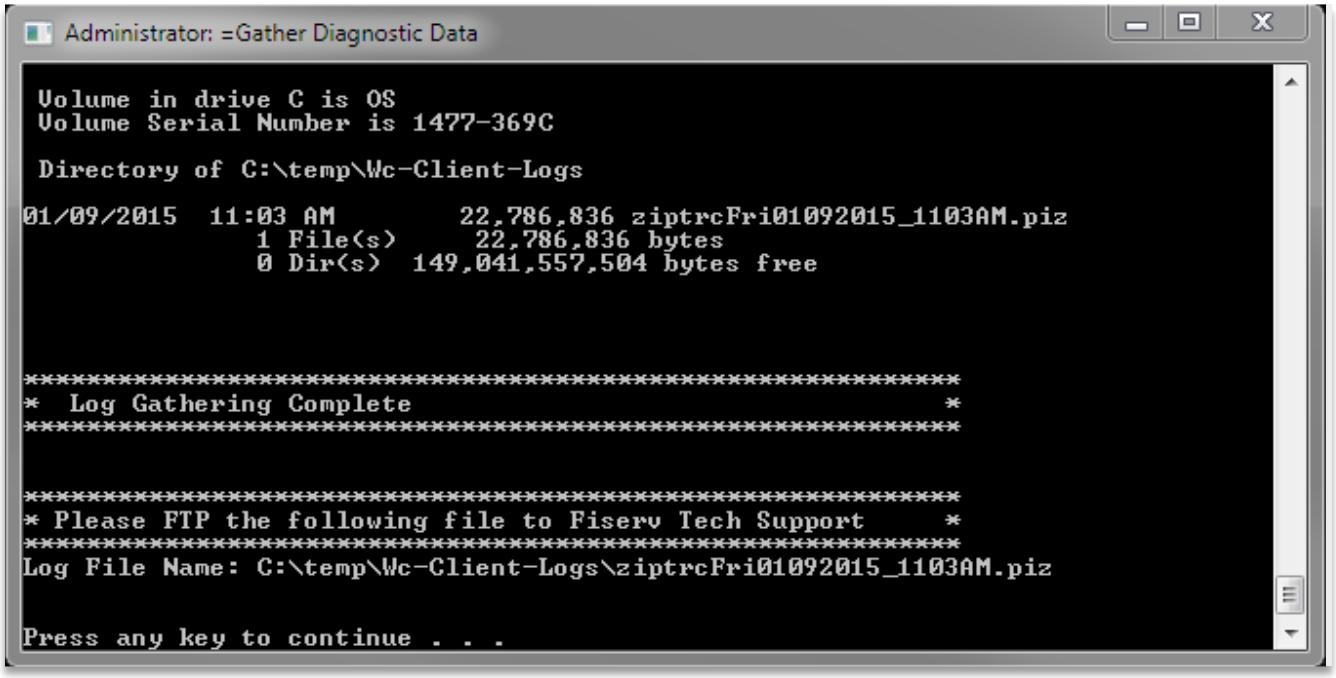
2. If logs exist, go to Start>All Programs>Carreker and run **Gather Diagnostic Data**.



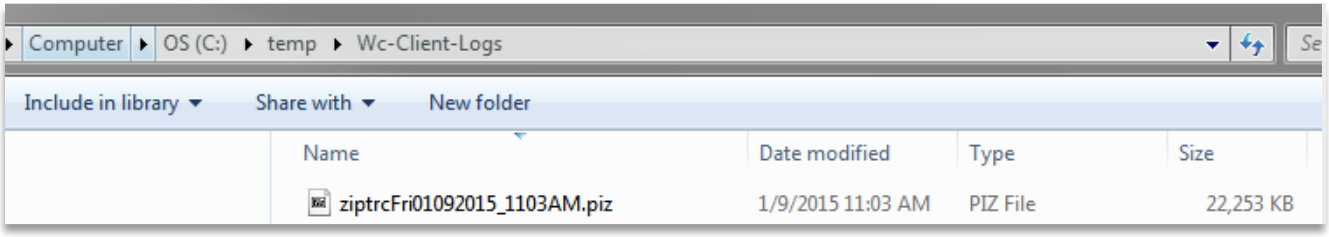
3. This can take a few minutes to run; please wait for it to finish.

© 2025 WaFd Bank. All rights reserved.

4. Once complete, you will see the following message:



5. Press any key and then retrieve the compiled log file from C:\temp\Wc-Client-Logs.



9.3 Antivirus Exclusion List

NOTE: WaFd Bank cannot advise on security and software settings. However, certain Antivirus software's will block the RDC program. The following can be used in consultation with your IT department to allow the software to work.

The following exclusions can be added to your Antivirus's Global Exclusion list to allow the RDC program to connect with the browser.

9.3.1 File Exceptions:

The following File Exceptions should be indicated:

C:\Program Files (x86)\Silver Bullet Technology\

C:\ProgramData\Silver Bullet Technology\

© 2025 WaFd Bank. All rights reserved.

9.3.2 Web Exceptions (add by IP Address):

The following Web Exceptions should be indicated:

Domain:	ss.fiservsco.com	**IP Address**:	65.213.167.72
Domain:	ipabcprod.fiservsco.com	**IP Address:**	107.162.165.52

9.3.3 Ranger Remote Exception:

The below IP Address is for the Ranger Remote program that is utilized by the scanner to communicate with Edge, Chrome, and Firefox browsers.

IP Address: 127.0.0.1

9.4 Dual Internet or Fail-Safe Internet Connection

NOTE: WaFd Bank cannot advise on security and software settings. The RDC software will not work if the primary internet connection goes down or in a load bearing situation gets too busy and switches to a secondary connection. The servers are designed to shut down the connection if it changes.

The following can be used in consultation with your IT department to allow the software to work.

- Lock down the computer to one internet connection

  or

- Lock down the following domains to one connection

Domain:	ss.fiservsco.com	**IP Address**:	65.213.167.72
Domain:	commercial.washingtonfederal.com		

10 Also keep any additional redirects to other pages within those domains locked to a single internet connection.

Contact Us

For technical support, contact our Treasury Servicing team at 877-423-9742 or Treasury.Servicing@wafd.com.

© 2025 WaFd Bank. All rights reserved.