# **SendPoint Branch Capture** Quick Start Installation Guide

Release 18.0 6/27/2019

www.fisglobal.com



## **Table of Contents**



About This Manualiii
Assumptionsiii
How to Use This Manualiii
About This Manualiv
Special Symbolsiv
Text Conventionsiv
Technical Supportv
Chapter 1
Introduction7
Minimum Hardware Requirements7
System Requirements
Additional Requirements9
Installing .Net 4.79
Installing SQL Express 2014 11
Chapter 2
Installation Components
New Installation17
Upgrade
Scanner Drivers
Anti-Virus Exceptions

## **About This Manual**



The Sendpoint Branch Capture solution is a stand-alone product provided by FIS which allows documents to be quickly and easily scanned into the system using a compact, stand-alone, check-and-item digital imaging system.

This application is designed to enhance workflow by electronically capturing items at the Branch and transmitting data to the central processing center, allowing the items to be truncated at the Branch. The client application can be incorporated with any application that requires transaction-based data and image capture.

All examples used in this guide are based on a Windows 7 64-bit system.

### Assumptions

This manual assumes the user knows how to work in the Microsoft Windows operating environment and how to use a web browser, like Internet Explorer. In particular, the user must know how to work with drop-down lists, dialog boxes, list boxes, and so on.

For complete instructions and information about Microsoft Windows and the keyboard equivalents for mouse actions, see the Microsoft Windows documentation.

### How to Use This Manual

This manual contains three kinds of information:

- **Overview** chapters explain what the product does as a whole. Such chapters cover critical concepts that are a prerequisite to information in the rest of the manual.
- **Procedural** chapters give step-by-step instructions for performing specific tasks with the product.



### **About This Manual**

## **Special Symbols**



The caution symbol to the left of a paragraph indicates that the contained information must be carefully read and followed in the paragraph to prevent serious errors or data loss.



The note pad symbol to the left of a paragraph highlights a helpful tip or technique.



->

This arrow is used to show a series of selections from a menu. For example,

Select File -> Run means the user must expand the File menu and select Run.

## **Text Conventions**

This manual uses fonts and typefaces to connect what is in this guide to what is on the screen. In particular:

- A sans serif font is used for text that is displayed on:
  - Viewports, windows, or dialog boxes that appear within the text of paragraphs. For Example: the Close and OK buttons, the File menu.
  - File names that appear within the text of paragraphs. For example: /Etc/Hosts, C:\Windows\Win.ini.
- An *italic sans serif font* is used to identify viewports, windows, or dialog boxes. For example: ....the *Installation* window appears.....
- A monospaced font is used for listing the contents of files and certain programming terms.
- A **bold monospaced font** identifies actual characters the user must type. For example: ... type **exit** at the DOS prompt ...
- Italic and enclosed with <> identifies a variable that must be replaced with the actual text or value appropriate for the system. For example: ... the file
   <D:>\<Directory>\<File\_Name> ... means D:, Directory, and Filename must be replaced with the actual drive and full pathname of the file in question.



## **Technical Support**

FIS offers a product maintenance plan that includes use of a toll-free hotline and a technical support e-mail address.

◆ Call 1-888-41-Touch (86824)

Customer support representatives are available at this number, Monday through Friday, 7:00 AM to 8:00 PM, Central Time, excluding holidays observed by FIS. For emergency, system-down support, call any time.

• FIS Client Portal: https://my.fisglobal.com

Allows direct access to FIS support and product information in a secure, easy to access environment.

If a company does not have a current maintenance contract, they are billed at an hourly rate for use of these services.

## **Chapter 1**

## **Pre-Installation**

- ♦ Introduction
- Hardware Requirements
- System Requirements
- ♦ Installing Orbograph
- Installing .Net 4.7
- Installing SQL Express 2014

ris



## Introduction

The Branch Client and Capture Engine have specific requirements that must be completed prior to installation. Review this chapter to ensure all requirements are met.

## **Minimum Hardware Requirements**

The following requirements refer to the free hard drive space available on the computer prior to installation:

• Pentium 4 3.0 GHz processor or Core 2 Duo 2.33 GHz processor



AMD processors can cause up to 10% performance reduction in Orbograph.

- 2 GB RAM
- 1024 X 768 video resolution
- 40 GB hard drive
- Network Card
- ◆ USB 2.0



## **System Requirements**

The following software requirements are required for installation:

- Supported Operating Systems:
  - Windows 7 (32-bit or 64-bit)
  - Windows 8 (32-bit or 64-bit)
  - Windows 8.1 (32-bit or 64-bit)
  - Windows 10 (32-bit or 64-bit)
  - Windows Server 2008 R2 SP1
  - Windows Server 2012
  - Windows Server 2012 R2
  - Windows Server 2016
- Microsoft .NET 4.7



- Microsoft SQL Server Standard, Enterprise, and Express:
  - SQL Server 2008 SP4 (32-bit or 64-bit)
  - SQL Server 2008 R2 SP3 (64-bit)
  - SQL Server 2012 SP2 (32-bit or 64-bit)
  - SQL Server 2014
  - SQL Server 2016SQL Management Studio
- Visual C++ 2005 Redistributable Package may be required.
- Visual C++ 2008 Redistributable Package may be required.



## **Additional Requirements**

The following are additional requirements:

 Orbograph Branch - Orbograph is not required but may be installed with the Branch Client or Capture Engine if desired. For CAR to be performed the Accura XV 2.1.0.37 engine is supported.

Accura XV is included as part of the Sendpoint Branch Capture install package as an option. Refer to the **Installing** and **Upgrading** sections of this guide.

Scanner - A check scanner must be connected to the Client PC.

## **Installing**.Net 4.7

This section covers the installation of .Net 4.7 which is required for both the Capture Engine and Branch Client.



This application may already be installed. Check Add/Remove Programs before installing this component. If already installed, please skip and begin the **Installing SQL Express 2014** installation.

1. Download .Net 4.7 from the Branch Landing Page under the 1. Prerequisites menu.

1. Prerequisites	2. Microsoft SQL E>
Micro	soft .NET
» Microsoft .NET v4.7.2	
Micro	osoft C++
* Microsoft C++ 2008 SP1	1

2. Execute NDP471-KB4033342-x86-x64-AllOS-ENU.exe. An Extracting Files window displays.

Extracting files	X
Preparing: C:\3e15c639291451be1661433fc:	38211\netfx_Extended.mzz
	Cancel







Installing .Net 4.7

- 4. To accept the *End-User License Agreement* select the checkbox next to I have read accept the license terms.
- 5. Click Install.
- 6. The *Installation Progress* window displays. This process can take several minutes to complete.



### **Chapter 1 Pre-Installation**

7. The Installation Complete window displays.

Microsoft .NET Framewo	rk 4 Setup
Microsoft* .NET	Installation Is Complete
	Check for more recent versions on Windows Update.
	Finish

- 8. Select Finish.
- 9. In order to complete the installation of .NET 4.7, the computer must be restarted.

## **Installing SQL Express 2014**

This section discusses the new installation Microsoft SQL Server 2014 Express Edition, as well as the SQL Server Management Studio Express. If upgrading from a prior version, please select the upgrade option and the process upgrade is similar to the instructions below.

Management Studio Express is used by administrators to view and manage data within the Capture Engine database on the local workstation. The only users with access to SQL by default are Local Administrators. The service identity used by the Capture Engine is granted necessary access to the Capture Engine database by the Capture Engine installer.

The installer used during this installation is the SQL Server 2014 Express Edition and it contains both the required and optional components.

SQL Server 2014 Express Edition and Management Studio Express need to be downloaded and installed separately. This would be useful if downloading the installers over a slow network connection as the Advanced installer is a very large file.





To download any of the installers for SQL Express 2014, download from the SendPoint Branch Landing Page

SQL 2014 requires .Net 3.5. If this is disabled:

- For Windows 7 you will need to download and install the latest .Net 3.5 package from Microsoft.
- For Windows 8 thru Windows 10 we have included a batch file that will validate .Net 3.5 and enable if required. Run the file named *Win8-10\_EnableNetFx3.5\_forSQL2014.bat* located in the \_Win8-10\_EnableNetFx3.5\_forSQL2014 folder of the *SendPointBranchCapture.zip file*. See Chapter 2 for more information on downloading this file.
- 1. Execute the SQL Installer. The *Extracting Files* window displays.
- 2. The *SQL Server Installation Center* window displays. Select the New SQL Server stand-alone installation or add features to an existing installation option.
- **3.** The *Setup Support Rules* window displays. When this process is complete, select the OK button.
- 4. The *License Terms* window displays.
- 5. After reading the license agreement, select the check box next to I accept the licensing terms and conditions and select Next.
- 6. The *Product Updates* window displays. When this process is complete, select the Next button.
- 7. The Install Setup Files window displays. Select the Install button.
- 8. An activity bar shows the SQL Server components as they install. Select Next.
- **9.** The *Setup Support Rules* window displays. When this process is complete, select the Next button.



### Chapter 1 Pre-Installation

**10.** The *Feature Selection* window displays. Database Engine Services and Management Tools - Complete is required. Select the Next button.

📸 SQL Server 2014 Setup			– 🗆 ×
Feature Selection Select the Express features to in:	stall.		
License Terms Global Rules Product Updates Install Setup Files Install Rules Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Features: Database Engine Services Database Engine Services Successful Server Replication Shared Features Client Tools Connectivity Client Tools Sook Client Tools Sook Management Tools - Basi Management Tools - Basi Source Connectivity S LocalDB Redistributable Features Select All Unselect All Instance root directory:	n ompatibility ic Complete DK	Feature description:          The configuration and operation of each instance feature of a SQL Server instance is isolated from other SQL Server instances. SQL         Server instances. Can operate side-by-side on Server instances. Can operate side-by-side on         Prerequisites for selected features:         Already installed:         Windows PowerShell 2.0         Windows PowerShell 2.0         Disk Space Requirements         Drive C: 2535 MB required, 32471 MB available         v         rosoft SQL Server\
	Shared feature directory: Shared feature directory (x86):	C:\Program Files\Mic	rrosoft SQL Server\ )\Microsoft SQL Server\
		< Back	Next > Cancel Help

The *Instance Configuration* window displays. Select the Named instance option and ensure that the Instance ID is SQLEXPRESS

1	1.	

SQL Server 2014 Setup	n				
License Terms Global Rules Microsoft Update	<ul> <li>Default instance</li> <li>Named instance:</li> </ul>	QL Server. Instance	ID becomes part of t	ne installation path.	
Product Updates Install Setup Files Install Rules	Instance ID:	SQLEXPRESS			
Feature Selection Feature Rules <b>Instance Configuration</b> Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	SQL Server directory: Installed instances:	C:\Program Files\	Microsoft SQL Server	MSSQL12.SQLEXPRESS	
	Instance Name	Instance ID	Features	Edition	Version
		2	< Back	Next > Cance	el Help



**12.** Select the Next button.

- **13.** The Server Configuration window displays. Select the Next button.
- **14.** The *Database Engine Configuration* window displays. Ensure the Windows Authentication Mode option is selected and click the Next button.

髋 SQL Server 2014 Setup	
Database Engine Confi	guration
Specify Database Engine authe	ntication security mode, administrators and data directories.
License Terms Global Rules Microsoft Update Product Updates Install Setup Files Install Rules Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Specify the authentication mode and administrators for the Database Engine.         Authentication Mode            Windows authentication mode             Windows authentication mode             Mixed Mode (SQL Server authentication and Windows authentication)          Specify the password for the SQL Server system administrator (sa) account.         Enter password:         Confirm password:         Specify SQL Server administrators         WIN-FS17R48NSB7/Admin (Admin)         SQL Server administrators to the Database Engine.         Add Current User       Add
	< Back Next > Cancel Help



*If using Windows Authentication Mode, you may set a local or domain group to be a SQL Server administrator. The only default SQL Server Administrator created, is the user performing the installation.* 

- **15.** The *Error Reporting* window displays. Select the Next button.
- **16.** The *Installation Progress* window displays. An activity bar shows the SQL Server components as they install. Select Next.
- **17.** The *Complete* window displays. Select the Close button.

## Chapter 2



## Installation

- ♦ Installation
- ♦ Upgrade
- Scanner Drivers
- ♦ Anti-Virus Exceptions



## **Installation Components**

The SendPoint Branch Installer is designed to install the components with minimal required configuration to create a working system. The products selected determine which components are installed. The components are installed as follows:

- Capture Engine Upload Service The Capture Engine Upload Service is a Windows Service that Branch Capture clients use to communicate with the Capture Engine and the Capture Engine uses to communicate with the Aggregator.
- Capture Engine Database The Capture Engine Database is a SQL Database that contains the system, transaction, and configuration data for a branch.
- **Branch Client** The Branch Client installs the Branch Capture Client. These components include:
  - Client Upload Service The Client Upload Service is a Windows Service that communicates with the Capture Engine Service to submit Health Check messages and transmits runs captured while offline.
  - Branch Capture Client application.



*For more information on the Branch Client, refer to the Sendpoint Branch User Guide.* 

## **New Installation**

This section provides steps to the installation process for a first time install on a PC. The options selected depends on the installation scenario. To install the Capture Engine and Branch Client, perform the following steps:

1. Download SendPointBranchCapture.zip from the Branch Landing page



2. Check to see if the zip file has been blocked. Right click on InstallSendPointBranchCapture.bat and select "Properties". At the bottom of the General tab, check for a Security message saying, "This file came from another computer and might be blocked to help protect this computer". If this displayed, check the Unblock check box to avoid future security warnings.

👖 SendPointE	BranchCapture.zip Properties X
General Secu	irity Details Previous Versions
	SendPointBranchCapture.zip
Type of file:	Compressed (zipped) Folder (.zip)
Opens with:	Windows Explorer Change
Location:	C:\Users\Administrator\Downloads
Size:	128 MB (134,782,236 bytes)
Size on disk:	128 MB (134,782,976 bytes)
Created:	Today, June 19, 2019, 8 minutes ago
Modified:	Today, June 19, 2019, 8 minutes ago
Accessed:	Today, June 19, 2019, 7 minutes ago
Attributes:	Read-only Hidden Advanced
Security:	This file came from another computer and might be blocked by Unblock help protect this computer.
	OK Cancel Apply

Click the OK button.



- **3.** Extract the zip file to a destination of your choice.
- 4. From the folder that the files were extracted to, right click on InstallSendPointBranchCapture.bat and select "Run as administrator"

^	Name ^		Date modified	Туре	Size
🖈 Quick access					
Deskton 🔹	OS_Info		5/21/2019 11:52 AM	File folder	
	_Win8-10_EnableNet	Fx3.5_forSQL2014	5/21/2019 11:52 AM	File folder	
Uownloads 🖈	InstallSource		5/21/2019 11:54 AM	File folder	
🖆 Documents 🖈	InstallSendPointBran	chCapture.bat	5/9/2019 12:55 PM	Windows Batch File	1 KB
Open					
Edit	<u> </u>				
Print					
👎 Run as administrato	r				
Edit with Notepad+	+				
🕀 Scan with Windows	Defender				
🖻 Share					

5. If UAC prompts you to allow this app to make changes, select Yes.



6. A command Window will display "Executing Install"



Installation



7. The Welcome Screen is displayed. Click the Next button.



 License Agreement is displayed, review and accept the agreement to continue. Click the Next button.





### **Chapter 2 Installation**

**9.** The qualification Summary widow will validate if all the prerequisites are in place to complete the install. If needed address any failed requirements. Click the Next button.

	Qualit	ication Summa
ase review the	e installation environment requirements listed below.	
Status	Description	
Pass	Current user is an administrator	
Pass	.NET Framework v4.0 is installed	
Pass	.NET Framework v4.7 is installed	

**10.** Select the tiers you desire to install on this workstation.

• Orbograph Tier will install Accura XV 2.1.0.37



- Database Tier, MS SQL must be installed on the workstation for this option to be installed
- Service Tier will the Capture Upload service that transmits deposits form the local database to FIS.
- Client Tier installs the SendPoint Branch Client user interface.

Click the Next button.

	anch Capture V18.0 Instanei	
	Tier	Selec
lect from the following list of T	iers:	
Tier	Description	
🗹 Orbograph Tier	SendPoint Branch Capture Orbograph Prep	
Database Tier	SendPoint Branch Capture Engine Database	
Service Tier	SendPoint Branch Capture Engine Upload Service	
Client Tier	SendPoint Branch Capture Client	

#### **Chapter 2 Installation**

#### Installation



11. From the Installation Type window choose Customize Installation and click the Next button

SendPoint Branch Capture v18.0 Installer ×
SendPoint Branch Capture v18.0 Installer
Installation Type
Select the type of installation:
<ul> <li>Typical Installation Installs all components associated with the Product(s) and Tier(s) selected.</li> </ul>
Customize Installation     Lets you select or remove individual components associated with the Product(s) and Tier(s) selected.
Cancel < Back Next >

**12.** Details about the install will be shown. This will give an option to unselect any item if you choose.

endPoint Branch Canture y	18 0 Installer	
chur onte branch capture v	Custom Instanted	stallation
Select the components that you would like to install:		
Component	Status	
Orbograph Tier		
SendPoint Branch Capture Orbograph Prep	New Install	
Database Tier		
Capture Engine Database		
Service Tier		
Capture Engine Upload Service	New Install	
Client Tier		
Branch Client	New Install	





*This Screen is not displayed it Typical Installation was selected in the previous step* 



**13.** Provide the new install configuration options. Click the Next Button.

- Branch Service User Enter the branch service user name
- Branch Service Password—Enter the service user password
- Application Server—Enter the destination URL that Capture Engine will use to connect to FIS.



Do Not enter HTTP:// or HTTPS in the Application Server field. Only enter the <server>.<domain>.<com> Example: Direct.Imagedepositgateway.com

SendPoint Branch Capture v1	8.0 Installer	×
SendPoint Br	anch Capture v18.0 Inst	taller
		Configuration Options
Provide the following paramete	rs used to configure the selected components:	
Branch Service User		
Branch Service Password		Show cleartext.
Application Server		
Cancel		< Back Next >

Click the next button.

NOTE



**14.** Review the Pre-Installation Summary and click the Install button



During this stage, command windows will open and close. Please to not close any of them, allow them to fully complete and close on their own. If the Orbograph tier was selected a self test will be displayed, click on the OK window when displayed and the install will continue.

**15.** After all the components have completed installing click the Next button.

		Installing Compon
ease wait while the	selected components are installed.	-
status	Component	lier
Completed	SendPoint Branch Capture Orbograph Prep	Orbograph Lier
Completed	Capture Engine Unload Service	Service Tier
Completed	Branch Client	Client Tier



Chapter 2 Installation

**16.** The final screen will provide and option to view of log file of the install. If an error accrued the is a helpful in trouble shooting.

	Branch Ca	pture <b>v18.0</b> II		Complete
			Installation	complete
The installation proces	s has completed.			
All selected compone Click the Finish buttor	nts were installed successfu to exit the installation or yo	ully. ou may view the log file for more	information.	
View Log File				

< Start Over Finish

## Upgrade

If Branch Capture components are already installed, they are automatically selected for upgrade. The Data Tier is not auto-detected for upgrade. It must be explicitly selected.

1. Download SendPointBranchCapture.zip from the Branch Landing page



2. Check to see if the zip file has been blocked. Right click on InstallSendPointBranchCapture.bat and select "Properties". At the bottom of the General tab, check for a Security message saying, "This file came from another computer and might be blocked to help protect this computer". If this displayed, check the Unblock check box to avoid future security warnings.

👖 SendPoint	BranchCapture.zip Properties	<
General Secu	irity Details Previous Versions	
	SendPointBranchCapture.zip	
Type of file:	Compressed (zipped) Folder (.zip)	
Opens with:	Windows Explorer Change	
Location:	C:\Users\Administrator\Downloads	
Size:	128 MB (134,782,236 bytes)	
Size on disk:	128 MB (134,782,976 bytes)	
Created:	Today, June 19, 2019, 8 minutes ago	
Modified:	Today, June 19, 2019, 8 minutes ago	
Accessed:	Today, June 19, 2019, 7 minutes ago	
Attributes:	Read-only Hidden Advanced	
Security:	This file came from another computer and might be blocked Unblock help protect this computer.	
	OK Cancel Apply	

Click the OK button.



- **3.** Extract the zip file to a destination of your choice.
- 4. From the folder that the files were extracted to, right click on InstallSendPointBranchCapture.bat and select "Run as administrator"

^	Name ^	Date modified	Туре	Size
🖈 Quick access				
Desktop 🖈	OS_Info	5/21/2019 11:52 AM	File folder	
	_Win8-10_EnableNetFx3.5_forSQL2014	5/21/2019 11:52 AM	File folder	
Uownloads 🖈	InstallSource	5/21/2019 11:54 AM	File folder	
🔮 Documents 🖈	InstallSendPointBranchCapture.bat	5/9/2019 12:55 PM	Windows Batch File	1 KB
Open				
Edit	-			
Print				
💡 Run as administrate	or			
🖌 📝 Edit with Notepad+	+			
🛛 🚼 Scan with Windows	s Defender			
🖻 Share				

5. If UAC prompts you to allow this app to make changes, select Yes.



6. A command Window will display "Executing Install"



Installation



7. The Welcome Screen is displayed. Click the Next button.



8. License Agreement is displayed, review and accept the agreement to continue. Click the Next button.

SendPoint Branch Capture v18.0 Installer	×
SendPoint Branch Capture v18.0 Installer	
License Ag	reement
Read the following license agreement. You must accept this license before continuing:	
Warning: All usage, reproduction and distribution of this software are protected by law and international treat and are strictly governed by express licensing agreements. Unauthorized usage, reproduction or distribution in this software, or any potion thereof. may result in severe civil and cirimal penalties and will be prosecuted it the maximum extert possible under the law. Questions and information requests should be addressed to: Central Manager, FIS Oklahoma Solutions Center, 1200 Sovereign Row, Oklahoma City, Oklahoma 73108, (405) 787-1800.	ies ^ of >
☑ I have read and understand the license agreement.	
Cancel < Back [	Next >



### **Chapter 2 Installation**

**9.** The qualification Summary widow will validate if all the prerequisites are in place to complete the install. If needed address any failed requirements. Click the Next button.

	Qualification Summa
nstallation environment requirements listed below.	
Description	
Current user is an administrator	
.NET Framework v4.0 is installed	
.NET Framework v4.7 is installed	
	nstallation environment requirements listed below.  Description  Current user is an administrator  .NET Framework v4.0 is installed  .NET Framework v4.7 is installed

- **10.** Installed items will be autodetected and will be greyed our and selected to be upgraded. Select the tiers you desire to added on this workstation.
  - Orbograph Tier will install Accura XV 2.1.0.37
  - Database Tier, MS SQL must be installed on the workstation for this option to be installed
  - Service Tier will the Capture Upload service that transmits deposits form the local database to FIS.
  - Client Tier installs the SendPoint Branch Client user interface.

Click the Next button.



Database tier must be selected when upgrading. If using branch balancing, you should select the Orbograph Tier.

#### **Chapter 2 Installation**

#### Installation



ect from the following list of Tiers	Tier Select
Tier	Description
✓ Orbograph Tier	SendPoint Branch Capture Orbograph Prep
✓ Datbasse Tier	SendPoint Branch Capture Engine Upload Service
✓ Service Tier (Upgrade)	SendPoint Branch Capture Client
✓ Client Tier (Upgrade)	SendPoint Branch Capture Client

11. From the Installation Type window choose Customize Installation and click the Next button







**12.** Details about the install will be shown. This will give an option to unselect and item that is not being upgraded.

endPoint Branch Capture v	18.0 Installer
ect the components that you would like to install:	
Component	Status
Orbograph Tier	
SendPoint Branch Capture Orbograph Prep Database Tier	New Install
Capture Engine Database	
Service Tier	
Capture Engine Upload Service	Upgrade
Client Tier	
Branch Client	Upgrade



This Screen is not displayed if Typical Installation was selected in the previous step. If a component is being upgraded, you may not unselect it.



**13.** The upgrade will begin. After all the components have completed installing click the Next button.



During this stage, command windows will open and close. Please to not close any of them, allow them to fully complete and close on their own. If the Orbograph tier was selected a self test will be displayed, click on the OK window when displayed and the install will continue

		Installing Compon
lease wait while the	selected components are installed.	
Status	Component	Tier
Completed	SendPoint Branch Capture Orbograph Prep	Orbograph Tier
Completed	Capture Engine Database	Database Tier
Completed	Capture Engine Upload Service	Service Tier
Completed	Branch Client	Client Tier

**14.** The final screen will provide and option to view of log file of the install. If an error accrued the is a helpful in trouble shooting.



< Start Over Finish

## **Scanner Drivers**

SendPoint Branch Capture scanner driver can be downloaded from the Branch Landing page. They are in the 4. Scanner Driver menu.



## **New install**



Do not plug the scanner in before installing the driver.

- 1. From the lading page open the Scanner Drivers menu and select the appropriate driver for your scanner and download.
- 2. Extract the zip file to a folder of your choice.
- Run the install from the folder that was selected in the previous step and accept the default values for the installed

### **Upgrade Scanner Driver**

- 1. From the lading page open the Scanner Drivers menu and select the appropriate driver for your scanner and download.
- 2. Unplug the current scanner from the USB port.
- 3. From Add/Remove programs, remove your current scanner driver.
- 4. Extract the zip file to a folder of your choice.
- 5. Run the install from the folder that was selected in the previous step and accept the default values for the installed
- 6. Reconnect the Scanner to the USB port.

## **Anti-Virus Exceptions**

### **Capture Engine**

To avoid heavy performance issues, the following default folders within the Capture Engine folder structure need to be exempt from active virus scans. The list is as follows:

- <*Drive\_Letter*>:\%Program Files%\Advanced Financial Solutions\Direct Capture Server
- </p
- *<Drive\_Letter>*:\Orbograph

## **Branch Client**

To avoid heavy performance issues, the following folders within the Branch Client folder structure need to be exempt from active virus scans. The list is as follows:

- *<Drive\_Letter>*:\%Program Files%\Advanced Financial Solutions\Afs Branch Capture
- <Drive\_Letter>:\ProgramData\Advanced Financial Solutions\Direct
- < <Drive\_Letter>:\Direct
- <*Drive\_Letter*>:\SmartSource (Unisys SourceNDP, WebSource, and SmartSource only)