Scotiabank	RDC QUICK TROUBLESHOOTING GUIDE	
CATEGORY	**ISSUE DESCRIPTION**	**POSSIBLE RESOLUTION**
Scanner Hardware	Scanner is not booting up or connecting	This can occur if a restart or reboot is required. To resolve this, unplug scanner from computer and power outlet, restart the computer, plug the scanner back in, then move the USB cable to another port. If the issue persists, contact the Help Desk.
	Scanner is jammed	The scanner might be jammed because a cheque is stuck/jammed inside the scanner. To resolve this, open up the scanner, gently remove the stuck cheque, close the scanner and then try to scan again. The scanner is jammed in a way that the cheques are not feeding into the scanner. To resolve this, perform a reboot of the scanner and try again. If the issue persists, contact CashTech support for assistance if the scanner was purchased from CashTech.
	Scanner is showing solid red light so you're unable to scan	This can occur if the USB and power cables are properly connected but the application is not controlling the scanner or has not yet acquired the scanner. To resolve this, unplug the scanner from the computer and plug it into a different USB port on the computer, then open Rangerflex and try to scan again. If the issue persists, contact the Help Desk.
	Scanner is showing green light but unable to start feeding in cheques	This could be an issue with the browser being used. First step to resolve this is to open Rangerflex application and then try to scan. If this does not work, try switching to another browser - Chrome/Firefor/Microsoft EDGE. If the issue persists, contact the Help Desk.
Error Messages	Error message: "Username is already logged on"	This can occur if the user closes the RDC window without logging off and then tries to log in again. An automatic timeout occurs after 15 to 20 minutes and the user will be able to successfully log in. If a log-in release is required before the automatic timeout or if the issue persists, contact the Help Desk.
	Error message: "AJAX error"	This can occur if the user is on the RDC application for a long period of time at once or happens to leave the application ideal. You can click 'OK' on the pop-up message with the 'AJAX error' and keep using the application. If the issue persists, reboot the scanner/browser, then wait for the 15 to 20 minutes automatic timeout to restart the session. If the issue persists, contact the Help Desk.
	Error message: "Initializing"	This can occur if the scanner is waiting for the user to insert a cheque, if the cheque is pushed too far into the scanner or if a restart or reboot is required. First, remove the cheque and place it in the scanner again. If the issue persists, unplug the scanner from the computer and power outlet, restart the computer, plug the scanner back in (preferably it should be plugged directly to the power outlet on the wall instead of an extension), test Rangerflex and if Rangerflex is feeding, then test scanning cheque on ScotiaConnect. If the issue persists, contact the Help Desk.
	Error message: "Ranger is not able to communicate with scanner". Error message: "Ranger scanner unable to start feeding".	To resolve this, unplug the scanner, reboot the computer, then plug the scanner again, open Rangerflex and try to scan again. If the issue persists, download and install the scanner drivers from the Scotiabank drivers page and try again. If the issue persists, contact the Help Desk for assistance.
	Error message: "Transport is dead"	To resolve this, verify the power source and USB cables from both ends to ensure they are properly connected. Then restart the Rangerflex application and try again. If the issue persists, contact the Help Desk for assistance.

Error Messages	Error message: "Posting rejected"	You are unable to submit a deposit due to a 'posting rejected' error. This error can occur if there is a mismatch between the cheque currency and the account currency. If there is a mismatch, select another account with the correct currency. If there is no mismatch, contact the Help Desk. This error can also occur if an RDC refresh is required. To resolve this, contact the Help Desk for assistance.
	Error message: "Scanner failed to initiate and API range not communicating"	This can happen if the scanner is connected to a docking station or some other USB device. Unplug the scanner and then plug it directly to their laptop. If the issue persists, contact the Help Desk.
	Error message: "Error in MICR line"	This can occur if there is an issue with the deposit/cheque amount, transit number, institution number or account number on the cheque. To resolve this, review these details and fix any discrepancies where possible. If the issue persists, contact the Help Desk.
	Error message: "Bad Request"	To resolve this, clear the cookies on the browser, restart the browser and try to scan again. If the issue persists, contact the Help Desk.
	Error message: "Tran code error"	To resolve this, enter tran code as 43 for CAD and 45 for USD. If the issue persists, contact the Help Desk.
	Error message: "Hardware exception type 24"	To resolve this, open and close the lid of the scanner, reboot the scanner, open Rangerflex application and then try to scan again. If the issue persists, contact the Help Desk.
	Error message: "Access Denied"	To resolve this, access RDC application using Incognito mode or clear the cache & cookies on their browser and try to scan again. If the issue persists, contact the Help Desk.
	Error code 1001	This error can occur if there are some limitations with the user's entitlements, for example the daily deposit limit of the user's user group is less than the amount the user is trying to deposit. The Super user can review the user's entitlements and make any required changes to the user group's entitlements. If the issue persists, contact the Help Desk. This error can also occur if an RDC refresh is required. In this case, please contact the Help Desk for assistance.
Pre-deposit	There is no option for Account selection when trying to deposit cheque	To resolve this, try using a different browser to access the RDC Application. You can choose from any of the supported browsers; Chrome, Microsoft EDGE or Safari. If the issue persists, contact the Help Desk.
	RDC application freezes when you click 'Scan'	This can occur if the scanner driver is outdated. To resolve this, download and install the latest drivers available on the Scotiabank driver page and try to scan again. If the issue persists, contact the Help Desk.
	"Deposit type" field is blank	To resolve this, log out from the RDC application, refresh the page, then log back in and try again. If the issue persists, contact the Help Desk.
	Cheque image is unclear or unavailable	This can occur if the cheque image is does not meet the system standard (possibly due to poor ink on the micr-line, torn cheque or blurry image) or if the scanner lens needs to be cleaned. <u>For cheque that does not meet system standard:</u> To resolve this, verify that the cheque meets required standard. If the cheque does not meet required standard, contact the cheque payor to issue another cheque or visit the branch for assistance. If the cheque meets required standard, clean the scanner lens and then try to scan again. <u>For scanner lens that needs to be cleaned:</u> To resolve this, clean the scanner lens. If that does not resolve the issue, contact CashTech for repairs if the scanner was purchased from CashTech. **Note:** Repair costs will be covered by the customer except if the scanner is still within its warranty period in which case the repairs will be done at no cost.

Post-deposit	Cheque was deposited into the wrong account on SCO via RDC	The deposit can not be cancelled or reprocessed. Account transfer between your business accounts can be completed on SCO to move the funds to the desired account on ScotiaConnect.
	A post-dated cheque was deposited	The deposit can not be cancelled or reprocessed. The cheque will be returned and the payee can request the payor to reissue another cheque for deposit via RDC or re-submit the initial cheque at a branch for paper clearing.
	Deposits are in suspended status	This can occur if a user enter deposits but did not submit the deposit. The user can simply review the deposits and click submit or they can delete the suspended deposits and re-scan the cheques. Deposits in suspended status can be submitted within 35 days, after which they are automatically deleted.