

TOP FIVE ERRORS EXPERIENCED DURING AN eDEPOSIT INSTALL AND THE MOST COMMON SOLUTIONS

1. Error 1720 or 1722 during driver install – Unzip the install files to a separate folder and rerun the setup. Make sure you are signed in as a Windows Administrator.
2. When installing the driver you see **Please contact your Administrator** or you are asked for a password – Make sure you are signed in as a Windows Administrator. You must be signed in as an Administrator until the first time you start the scanner. Just having the administrator put their password in during the installation will not be enough.
3. When trying to scan a check you see, **Active X Control Failed to Load Please Check Browser Security settings** – This error is often caused by an issue with the driver, not the browser. Make sure the driver is fully installed (you see both items listed on the programs list). Make sure there is not another scanner driver installed. Make sure the correct driver is installed for that scanner (32 bit vs. 64 bit). Make sure you are not using the 64 bit version of Internet Explorer.
4. When trying to scan a check you see, **Device Library Failed to load.** – This is the most common error, and can be caused by many different things: Unplug the USB cable from the back of the computer and plug it back in to a different port. If that does not work, restart the computer. This might also happen if you click on the “Start Scan” button too quickly when using a VisionX scanner. For VisionX’s, make sure to wait for the scanner to “wake up,” it will make noise as it runs its rollers for a few seconds.

Check that “protected mode” is not checked under the compatibility view settings window or under the Trusted Sites tab (under the Tools/Internet options/Trusted Sites menu). Make sure the driver is installed fully, if one of the two parts of the driver doesn’t install fully it might cause this error.

5. When trying to scan a check you see, **Communication Failure with Device.** – This is usually a physical issue with the scanner or cords. Make sure the scanner is plugged in to the computer and to the wall for power. Sometimes the connection can come loose even if the cables look secure. Have the customer unplug and re-plug every cable. Restarting the computer may also help. This is also the most likely error you’ll receive if the scanner itself is non-functional, but most cases of this error are solved by reseating the cables.

