Commercial Remote Deposit Quick Reference - Installation

OLD NATIONAL BANK®

Before you begin

Make sure you have all of the required items to begin using Commercial Remote Deposit (CRD).

- A supported scanner, scanner cables, and scanner documentation.
- A computer that meets the minimum system requirements:
  - A monitor with at least a 1024 x 768 screen resolution.
  - Windows 10 or 11 64-bit; Mac OS X 10.15 or later.
    Note: Some scanners cannot work on some operating systems. See [Supported Scanners list](#) for full details.
  - Microsoft Edge; Chrome; Firefox; or Safari 8 or later.
  - Latest version of Adobe Flash Player plug-in.
  - Latest version of Adobe Acrobat Reader
- Administrative access on the computer.
- A test check to scan (to ensure the scanner is properly connected and configured).

Supported scanners

- RDM EC7000i, EC7500i
- RDM EC9000i, EC9100i, EC9600i
- Burroughs SmartSource Edge
- Burroughs SmartSource Adaptive
- Canon CR 120, 150, 190i, 190i-II
- Canon CR-L1
- Digital Check CheXpress CX30
- Digital Check TS 210/220, 215, 230, 240-50, 240-75, 240-100
- Epson CaptureOne Single-Feed
- Epson CaptureOne 30, 60, 90
- Panini I-Deal
- Panini Vision X30, X60, X90, X, X SD
- Panini Vision X 1F, 50, 75, 100
- Panini mI:Deal, EverneXt
- TWAIN flatbed scanners
- TWAIN autofeed scanners

Set up your computer

You are now two steps away from scanning checks in Commercial Remote Deposit (CRD).

1. Install scanner drivers and components.
2. Test your scanner.

Step 1: Install the Scanner Control Manager (SCM)

1. Open your browser.
2. Go to https://oldnational.itms-online.com/OldNationalDefault.aspx and log into the deposit application. Select the Deposit tab if you are not there already.
3. Click Settings (a gear icon in the top right corner of the page).
4. Select your scanner from the Scanner Model list.
   - If you use a TWAIN scanner, select TWAIN Scanner from the list, and then select your scanner model from the TWAIN Model list.
5. Click Save.
   You are prompted to begin the installation of the SCM.
6. Click Install and follow the on-screen prompts to continue the installation.

On Windows
  - When you are prompted to allow ITMS to install or download SCM components, do so.
  - If you are prompted to allow the SCM to make changes to your computer, do so.

On Mac
  - After the installation file downloads, open it.
  - Command-click RDMDownloadAgent.pkg and click Open. Note: If you double-click the file, you might not be able to open it.
  - When the Install RDM Installation
  - Package wizard appears, click Continue.
  - When prompted to begin the
  - installation of the RDMDA, click Install.
  - When prompted, enter your
  - administrator password.
  - When the install finishes, click Close.

7. When the install finishes, restart your browser (if you have not already done so).
8. Log into the Client and open the Settings dialog again. When you are prompted to download an update, click Install.
   The update begins to install on your computer.

9. If you are prompted to disconnect your scanner, do so. After a few moments, a message appears that says it is safe to connect your scanner. Connect and turn on your scanner.
   Warning: If you do not connect and turn on your scanner at this point in the installation process, your scanner will not be installed.
10. Click OK. The SCM update completes. It is recommended to wait a few moments for your operating system to finish installing your scanner.
11. Click OK. Some scanners require a computer restart. If you are prompted to restart your computer, do so. Even if you are not required to restart your computer, it is recommended that you restart it.

Step 2: Test your scanner

1. Scan a test check according to the type of scanner that you are using.
   - If you are testing any scanner other than a TWAIN scanner, insert one test check into the scanner, and then click Test.
   - If you are testing a flatbed TWAIN scanner, click Test, and then place a test check in the scanner so that its front is facing down.
   - If you are testing an auto-feed TWAIN scanner, click Test, and then insert one test check into the scanner.
   The first scan can take up to a minute to complete. A small preview of the check image appears in the image viewer to indicate a successful test.
2. Complete the testing process.
   - If you are testing a non-TWAIN or an auto-feed TWAIN scanner and the test check does not scan, insert it into the scanner and scan it again.
   - If you are testing a flatbed TWAIN scanner, turn the check over so that the back side is facing down, and then click Test.
3. Click Cancel to return to the Deposit page.

If the test was unsuccessful see the [Troubleshooting](#) section.

Troubleshooting

For a more extensive list of troubleshooting tips, see the Commercial Remote Deposit documentation on the Treasury Management Information Center.

Browser Tips

Here are some common causes of SCM installation failure on Chrome, Firefox, and Safari.

- On Chrome and Safari, make sure to run the install file after it downloads to your computer.
- On Macintosh, if you cannot run the installation file after it is downloaded, right-click the file and click Open.
- On Firefox, make sure you click "Save File" when prompted. After the installation file downloads, open the file from the Download panel. You can open the Download panel by clicking the Downloads button ⬇️

If Firefox continues to prompt you to install the SCM, a security certificate wasn't installed as part of the SCM installation. To add the security certificate manually:

1. In Firefox, click the icon with three horizontal lines that is located in the top right corner of the screen.
2. Open Options > Advanced > Certificates and then click "View Certificates".
3. Open the Authorities tab and click "Import..."
4. Navigate to *C:\Program Files (x86)\RDM Corporation\RDM Appweb* (Your program files folder might be called "Program Files (x86)" or "Program Files").
5. Select rdm.pem and click Open.
6. In the dialog that opens, select all the checkboxes and click OK.

Scan your checks

1. Click Scan.
2. Select a Location from the list.
3. Select an Account from the list.
4. Click Scan.
5. If prompted, accept the terms in the Authentic License Agreement and click Next.
6. If prompted, enter the batch control total and/or the batch control number and click OK.
7. If prompted, select a transaction profile.
8. Load or feed your items into the scanner hopper.
9. When prompted to close the batch, click OK. CRD moves you to the next applicable module automatically.

Key your deposit

1. Enter check and/or remittance amounts as needed and click Submit Data for each check.
2. If the batch needs balancing, select the Proceed to Balance Batches option when prompted, and click OK. CRD moves you to the next applicable module automatically.

Balance your deposit

You must balance your deposit before you can submit it.

1. Adjust specific check amount values or adjust the batch control total to match the list total value.
2. Click Save.
3. Select the Proceed to Approve Batches option and click OK. CRD moves you to the next appropriate module automatically.

Approve your deposit

1. Select the deposit you want to submit.
2. Click Submit For Deposit.
3. When your deposit is submitted successfully, click OK.
4. Select the Deposit History tab.
5. Navigate to the batch you submitted and select the checkbox to the left of the row.
6. Click Print Batch List.
7. Click Print.
8. When Windows prompts you to print, click Print.

Need help?

If you have any problems, please contact TM Service at 800-844-1720 or TMService@oldnational.com