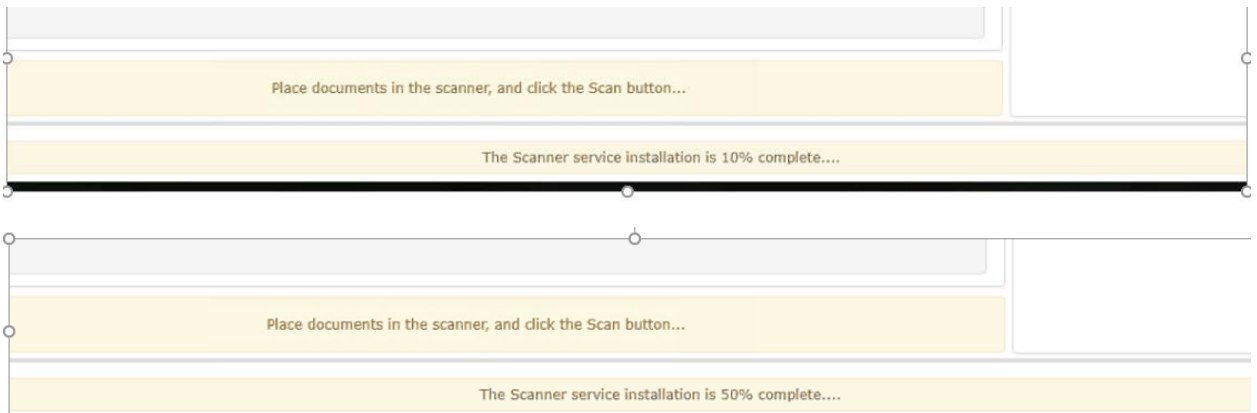


An Update is Available for the scanner service refresh

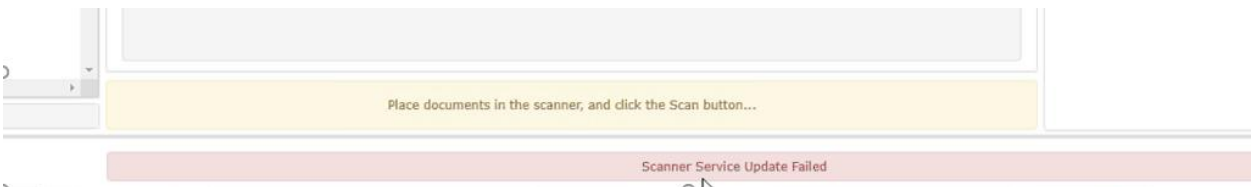
1. The customer loads the capture page to scan and receives the message below.
 - ❖ The message **does not stop** the customer from scanning; it simply informs them there is an update available.



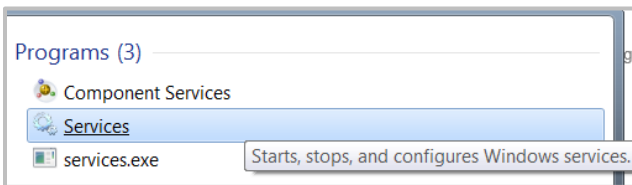
2. The service will attempt to update.



3. If the message below displays, verify both D247 services are running/started.

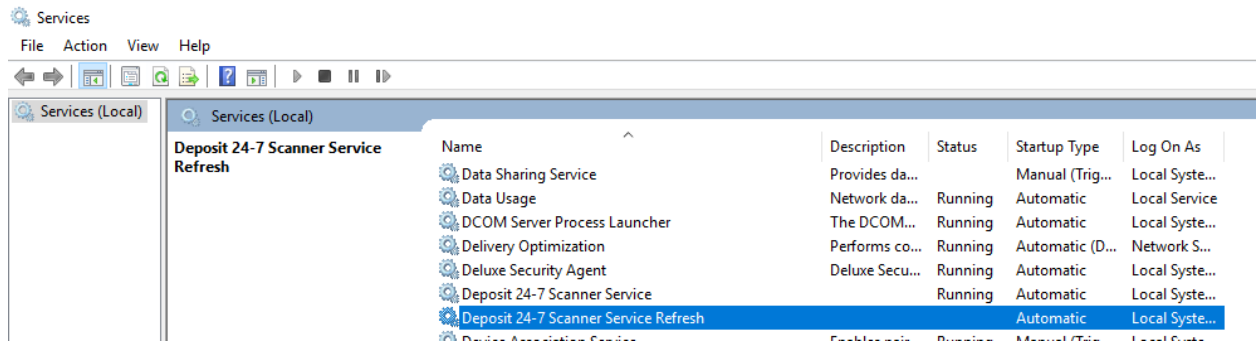


4. Click the Start menu.
5. Type Services in the Search programs and files box.
6. Select Services from the results.

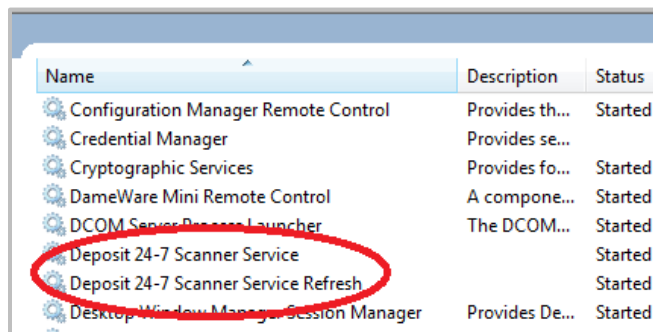


7. Right-click on each of the following Services and choose Start/Restart. If Start/Restart is grayed out, the customer's IT will be required to run Services as administrator. If the options are not grayed out and they receive an error that access is denied, the customer will need their IT.
 - Deposit 24-7 Scanner Service
 - Deposit 24-7 Scanner Service Refresh

Services on Windows 10 Example:



Services on Windows 7 Example:



8. Once both services are running/started, create/edit a deposit and allow the scanner service update to run. It should complete successfully.

NOTE: Steps 1-8 may need to be performed multiple times before the scanner service update will complete successfully. If Scanner Service Update Failed is received again, repeat Steps 1-8. Additionally, Services on Windows 8.1 display as View Local Services when searched for from the start menu.

General Troubleshooting Steps:

1. Ask the customer to scan as normal.
2. If they cannot scan, verify the D247 services are running/started.
3. If the services are not running and cannot be started, engage the customer's IT.