

DEPOSITPARTNER INSTALLATION GUIDE

Web Application for Windows Operating Systems

Please review the necessary [system requirements](#) for DepositPartner to run properly.

STEP 1: SCANNER DRIVER INSTALLATION

In order for the scanner to work properly, the scanner drivers must be installed before signing into the DepositPartner Web application.

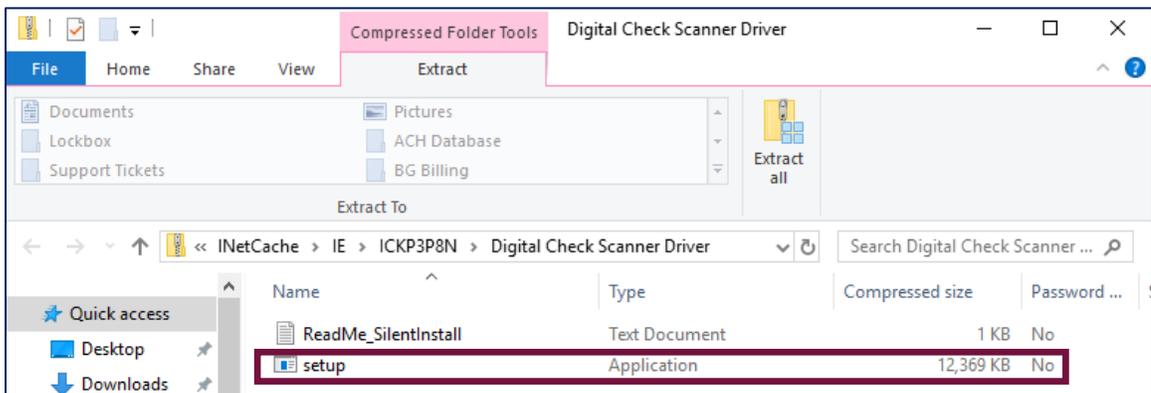
1. Click [here](#) to access the DepositPartner Downloads page or type <https://www.johnsonbank.com/business/banking/depositpartnerdownloads> in an internet search bar.

NOTE: If you are using a Panini ml:Deal or Panini EverneXt network scanner, do not continue with this installation guide. Please download either the [Panini ml:Deal Installation Guide](#) or the [Panini EverneXt Installation Guide](#) and continue the installation.

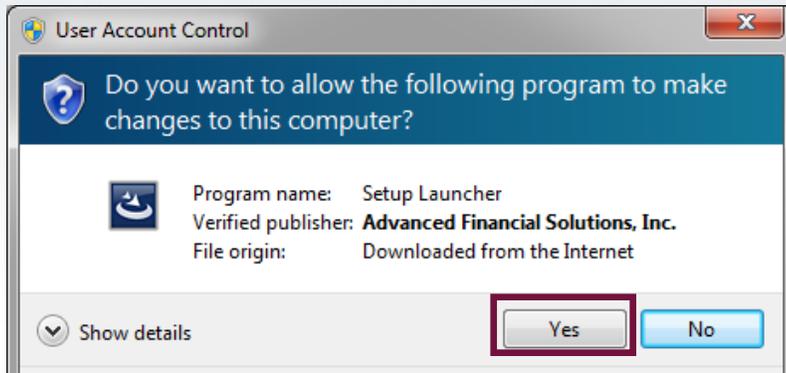
2. Click appropriate scanner driver in the Scanner Drivers section.
3. The File Download – Security Warning box will appear asking if you want to open or save the file. Click **Open**.



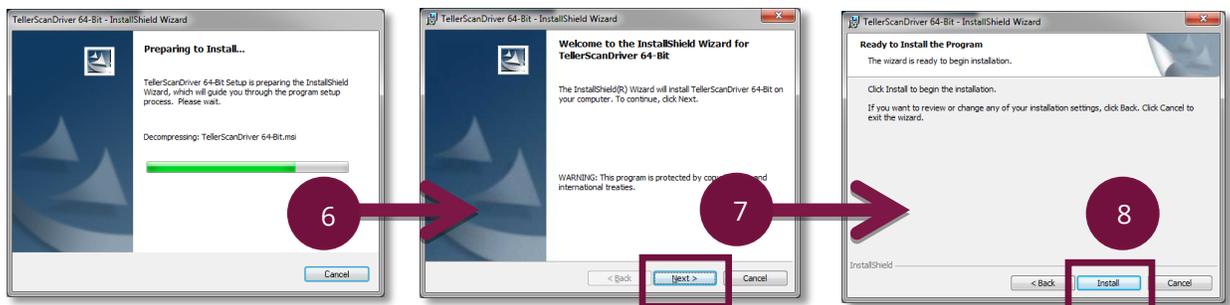
4. A zip file box will open. Double-click on setup



5. The following User Account Control box may be presented. If you receive this box, click Yes. If you do receive this box, skip to step 6.



6. The InstallShield Wizard will appear. Wait for this to complete and **do not Cancel**.
7. On the next screen, click **Next** to install the driver.
8. On the next screen, click **Install**.



9. The next screen shows you that the driver is installing. Wait for this to complete and **do not Cancel**.

Once done, the following InstallShield Wizard Completed screen will show. Click **Finish**.

STEP 2: SCANNER HARDWARE INSTALLATION

NOTE: Before installing the scanner hardware, make sure you have downloaded the appropriate scanner driver and all of the items listed below were included in the scanner shipment. If anything is missing, contact Treasury Management Support at 877.236.2739. **Retain the original box the scanner came in for warranty purposes.**

Packaging List:

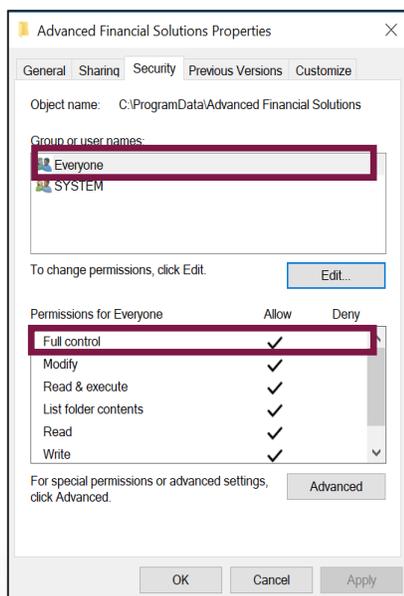
1. Scanner
2. Ink-Jet cartridge
3. USB 2.0 Cable
4. Power supply cord
5. Cleaning Kit
6. Disposable Check Bags
7. Support Contact card

The scanner should be located on a flat surface near the PC.

1. Plug the Power Supply cord into the scanner and a nearby power outlet. The smaller end will be plugged into the scanner and the larger end will plug into the power outlet.
2. Connect the USB cable to the USB port located on the rear side of the scanner and to an available USB port on the Computer.
3. Turn the scanner on by using the on/off switch located on the back of the scanner. If you have the CX-30 model, there is not an on/off switch, it will automatically turn on when connected to the PC.

STEP 3: MODIFYING FOLDER PERMISSIONS

1. Set the following folder permissions to full control for the DepositPartner user.
 - a. Go to Start Menu, find Documents by clicking it or typing 'documents' to search for it.
 - b. Locate the C-Drive, find the following folders and complete step C for both.
 - i. C:\ProgramData\Advanced Financial Solutions
 - ii. C:\ProgramData\AFS
 - c. Right click on each folder and Select Properties. Go to the Security tab, highlight user, and verify the "Allow" column is checked next to Full Control.



STEP 4: INTERNET EXPLORER (IE) SETTING PREPARATION

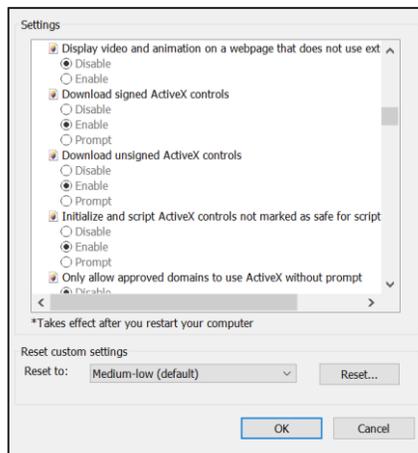
Internet Explorer is the only web browser the scanners will work with. If you would like to access DepositPartner and you are not scanning, you can do so by using another browser such as Chrome or Firefox to view reports or complete administration. The following settings must be updated on the computer with the scanner.

1. Trusted Sites

- a. Add <https://merchant.johnsonbank.com> to trusted sites.
 - i. Open an IE window.
 - ii. Go to Tools, Internet Options, Security Tab, Trusted Sites, and click on Site

2. Internet Settings

- a. ENABLE the following settings located under Internet Options, Security Tab, Trusted Sites, and Custom Level.



- *ActiveX Controls and Plug-ins / Download Signed ActiveX Controls*
- *Miscellaneous / Access Data Sources Across Domains*
- *Miscellaneous / Allow Web Pages to Use Restricted Protocols for Active Content*
- *Miscellaneous / Display Mixed Content*
- *Miscellaneous / Navigate Widows & Frames – Frames Across Different Domains*
- *Miscellaneous / Websites in Less Privileged Content Zones Can Navigate into this Zone*

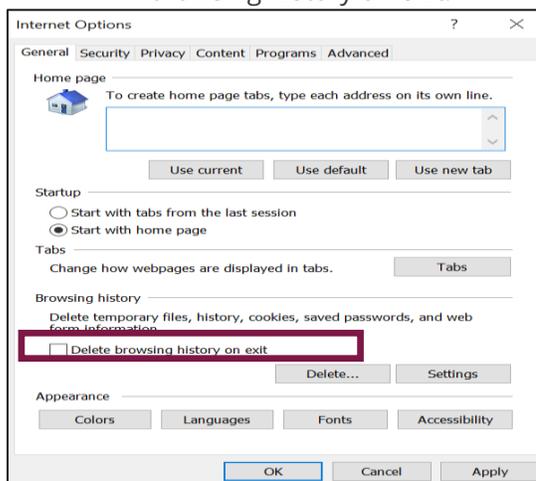
- b. DISABLE the following settings.
 - *Miscellaneous / User Phishing Filter (If available)*
 - *Miscellaneous / User Pop-Up Blocker*

3. Compatibility Settings

- a. Go to Tools, Compatibility View Settings, and add the merchant site www.merchant.johnsonbank.com.

ADDITIONAL TROUBLESHOOTING TIPS

- 1. Scanners and Printers – Verify scanner is present.**
 - Go to Control Panel, Device Manager, and Universal Serial Bus Controllers and expand the section – example: TellerScan or TS Device. If the scanner isn't showing, the PC is not recognizing the scanner – try moving the scanner plug to another USB port. If this doesn't solve the issue, you may need to uninstall and reinstall the scanner drivers. Be sure to disconnect the scanner from the PC before doing this.
 - To reinstall the scanner drivers go to <https://www.johnsonbank.com/business/banking/depositpartnerdownloads>.
 - Once reinstalled and logged into DepositPartner, reset the scanner.
- 2. Make sure the Internet Settings are not set to delete cookies upon exit**
 - Go to Tools, Internet Options, General Tab and under Browsing History which is towards the bottom – make sure that the box is unchecked next to delete browsing history on exit.



- 3. Clear all Cookies and Cache and close all other IE instances**
 - Go to Internet Options, General, under Browsing History click delete.
 - Make sure that the following are checked - *temporary internet files* and *website files, cookies and website data, history* and click *delete*.
- 4. Reset Internet Options**
 - Go to Internet Options, Advanced, and Reset (located towards the bottom), click Reset, and follow the steps through completion. Once you reset Internet Options, follow Step 4 above to update Internet Settings as it will default back to what was originally in place.

If the additional troubleshooting tips were unsuccessful, please contact Johnson Financial Group Treasury Management Support at 877.236.2739.