- If you access Remote Deposit Capture and your permissions allow automated updates, your scanner will process the service update automatically and no additional steps are required.

- If you access Remote Deposit Capture and receive the error *"An unexpected error has occurred. Please contact your administrator for assistance."* you will need to follow the steps below to resolve the issue.

    o Users without administrative permissions on their PC may be required to manually update the scanner service to continue using the scanner.

    o Contact your IT support as needed to obtain administrative permissions before proceeding.

1. Access your *Control Panel*

2. From the *Programs category,* select *Uninstall a Program*
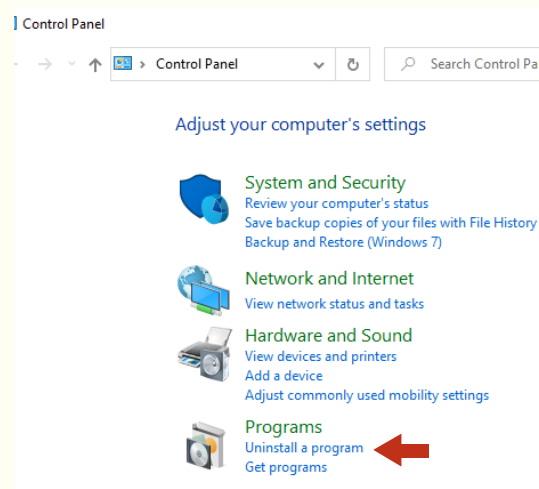
3. Within the "*Uninstall or change a program*" window, uninstall both programs by right clicking on each one, titled *"D247.ScannerService"* & *"D247.ScannerServiceRefresh"* and selecting *Uninstall.*

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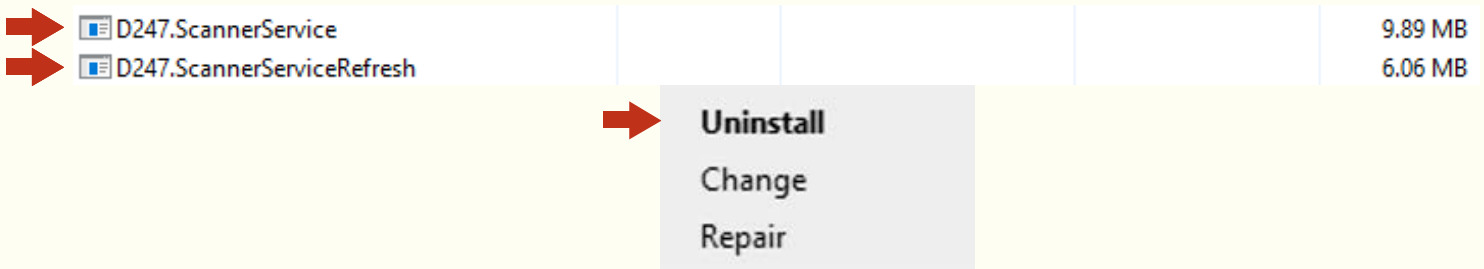
4.   Log into the Remote Deposit Capture program and access the Admin tab on the tool bar and select **Scanner Installation**.
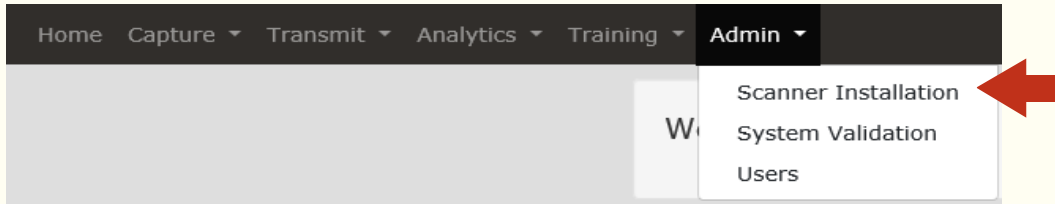
5.   Select the driver package for the your scanner type (ie, Digital Check, Panini) and click **Install.**
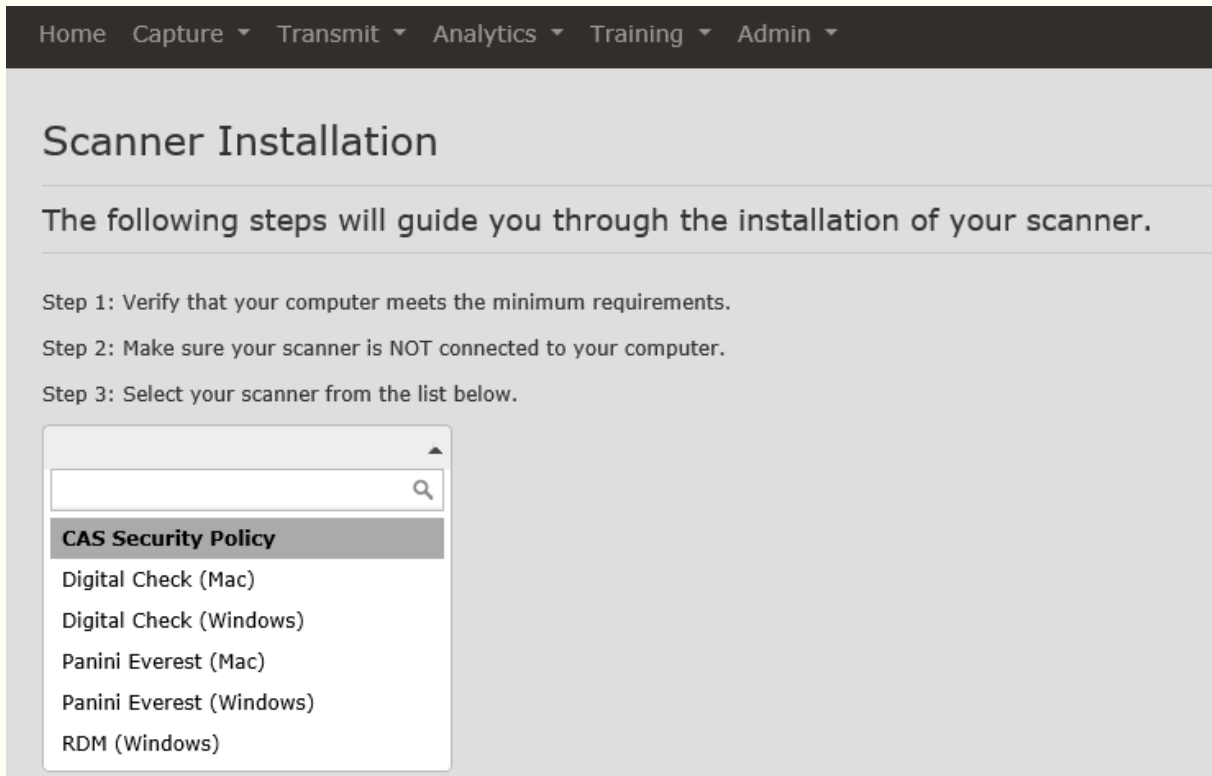
6.   Follow the prompts to complete the installation of the Scanner Service. Once this completes, a second installation for the drivers will appear. This process **does not** need to be completed and you can exit the driver installation.

7.   Close out of all browsers and access Remote Deposit Capture to use the service.

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