

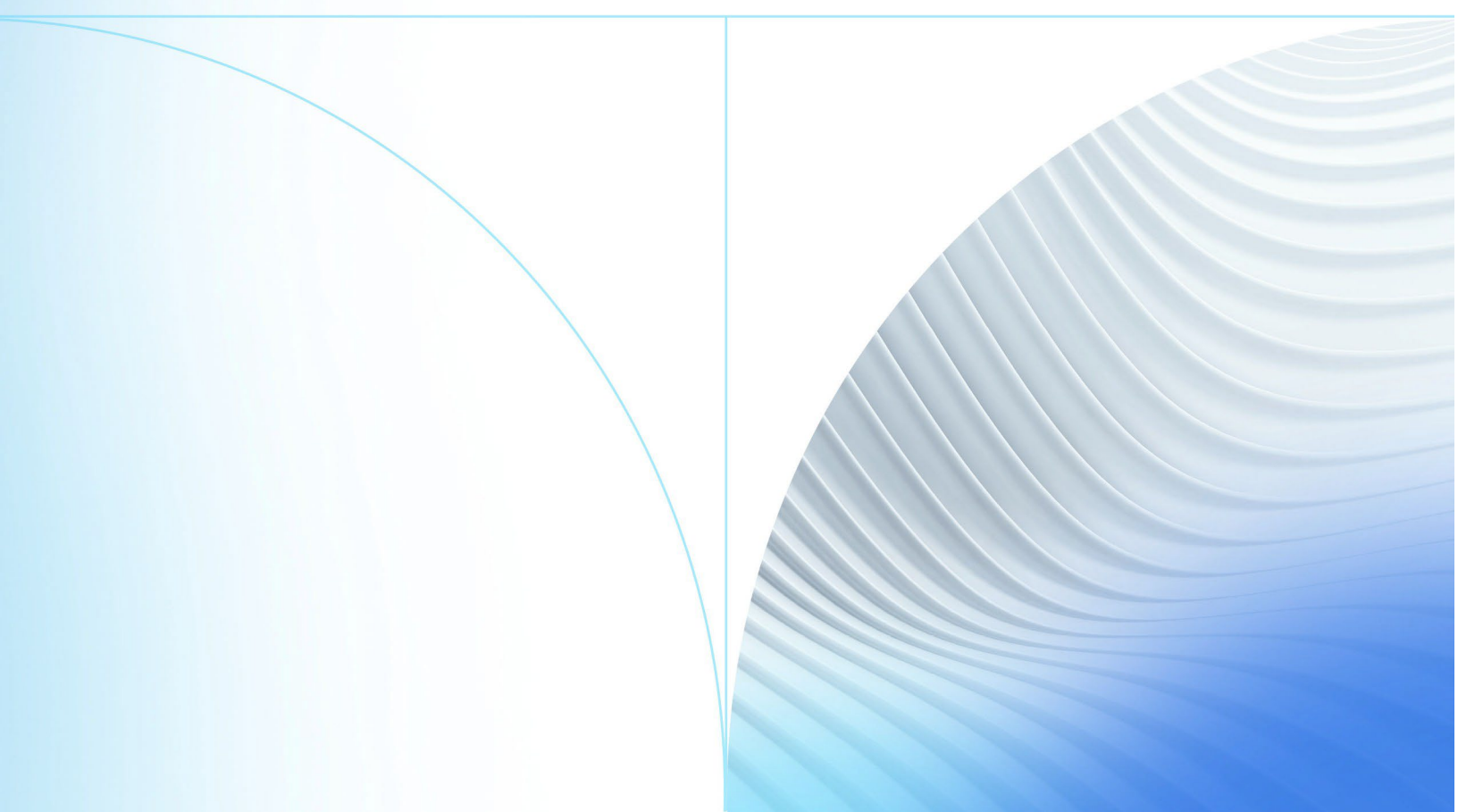


JHA Payment Solutions™
Enterprise Payment Solutions, Ensenta
Business RDC – Desktop™

bRDC Device Control

Installation and Troubleshooting

November 2025



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bRDC Device Control Management

Device Control is a web application that allows appropriately permissioned bRDC (Ensenta Business RDC) end users to download and install scanner drivers for EPS Ensenta-supported high-speed scanners. This document serves as a manual for the Device Control setup and scanner driver installation, as well as a troubleshooting guide for Device Control.

System Requirements and Supported Scanner Models

Your system must be equipped with the correct driver and certificate before you begin using bRDC. This ensures that your check scanner can access the web application. Contact your EPS Ensenta Support representative for driver and certificate information.

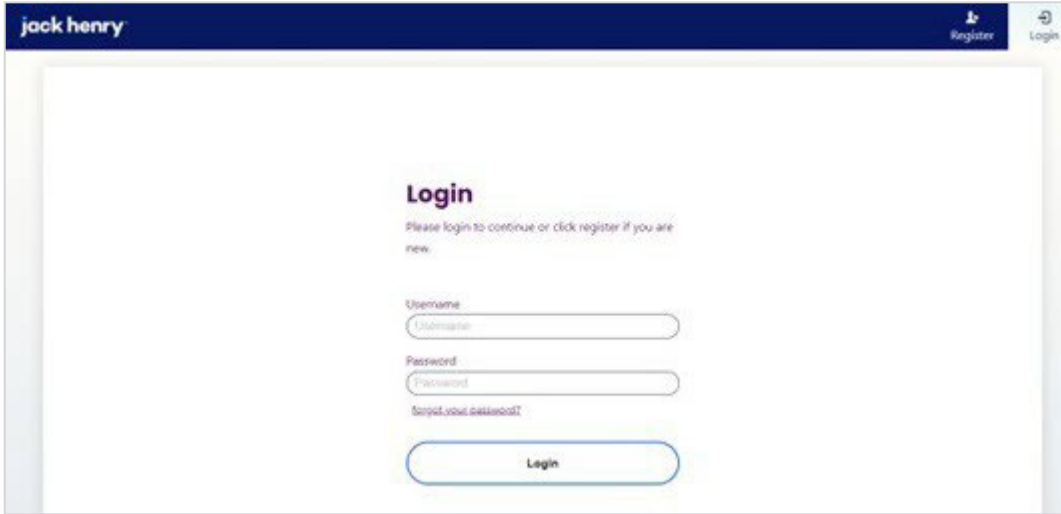
Scanner support is provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft® Windows® on a certified platform using a local user account profile. Unsupported platforms include servers, virtual machines (e.g., Parallels®, VMware®), point-of-sale devices, tablets, environments where files are not written to a local hard drive, or Windows® PCs with ARM processors.

Refer to the *EPS Ensenta Business RDC (bRDC) Device Control Compatible Hardware Matrix* for a list of certified browsers, scanners, and operating systems.

Using the bRDC Desktop Application

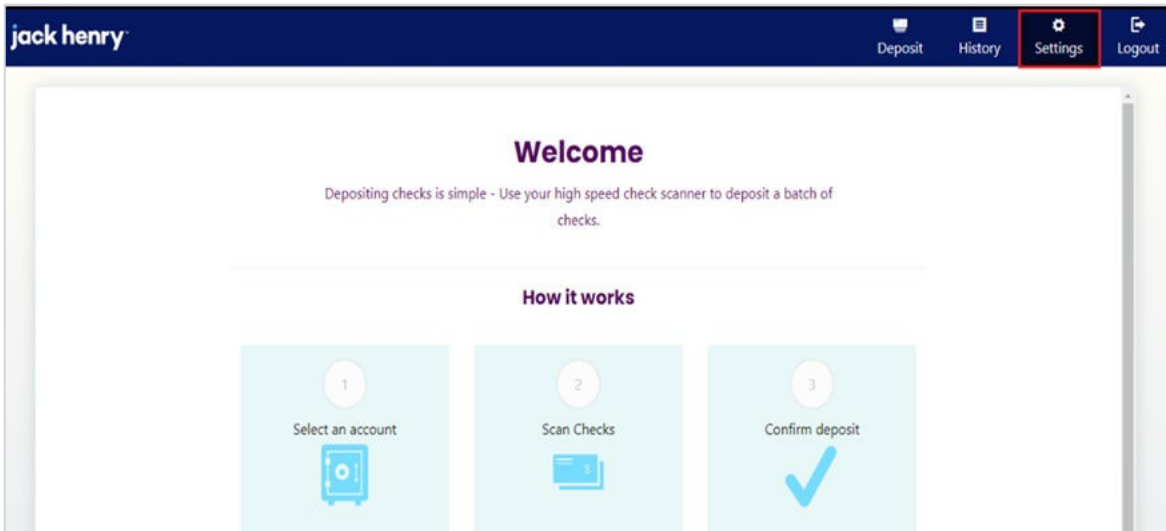
1. Log in to the bRDC desktop application to confirm the activation of Device Control.

bRDC Login Page



2. Click **Settings** (gear icon) in the top-right corner of the *Welcome* page.

Welcome Page



3. In the *Scanner Settings* section, ensure that the “Scanner Device Control is enabled” message appears.

bRDC Scanner Settings Message

The screenshot shows the Jack Henry user interface for bRDC Scanner Settings. At the top, there is a dark blue header with the Jack Henry logo on the left and navigation links for Deposit, History, Settings, and Logout on the right. Below the header, there are three tabs: General (selected), Change Password, and Security Questions. The main content area is divided into three sections:

- General:** Contains two settings, both with checked status icons: "Show Intro" and "Show Help Sidebar".
- Deposit Settings:** Contains three settings, all with checked status icons: "Show Description", "Deposit Multiple Checks Per Transaction", and "Checksum Required".
- Scanner Settings:** A message box with a red border containing the text: "Your financial institution has enabled the **Scanner Device Control**. Open the Deposit page for setup or changes."

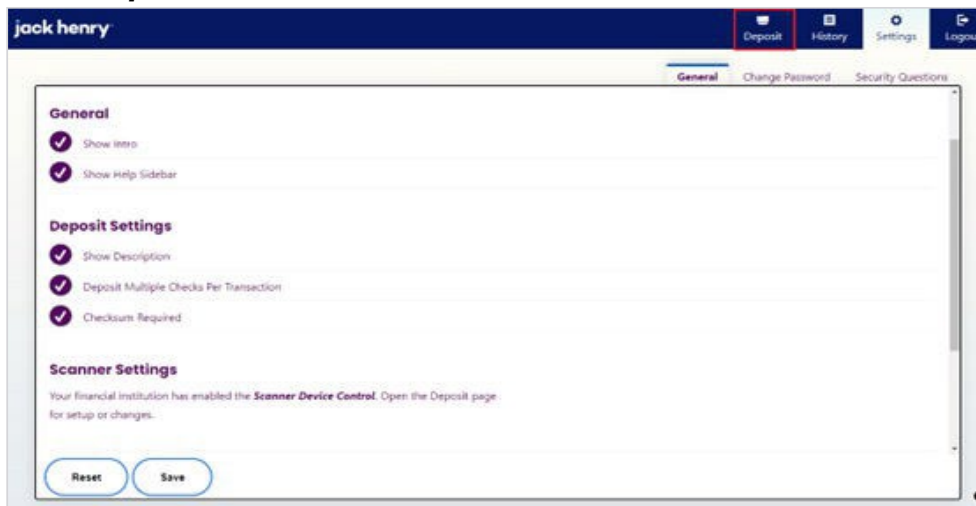
At the bottom of the settings area, there are two buttons: "Reset" and "Save".

Installing Device Control

Device Control is a separate, executable program that is downloaded through the browser and run on the desktop. Device Control needs to be installed before you can begin making deposits.

1. Click **Deposit** in the top-right corner.

bRDC Deposit Tab

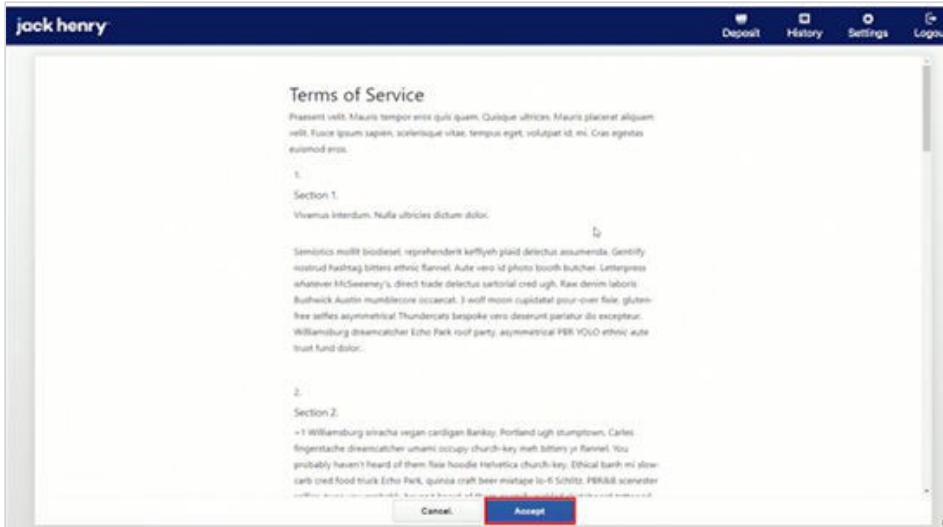


The *Terms of Service* page appears.

2. Scroll to the bottom of the page and then click **Accept**.

Terms of Service are configurable and may not be available to all users.

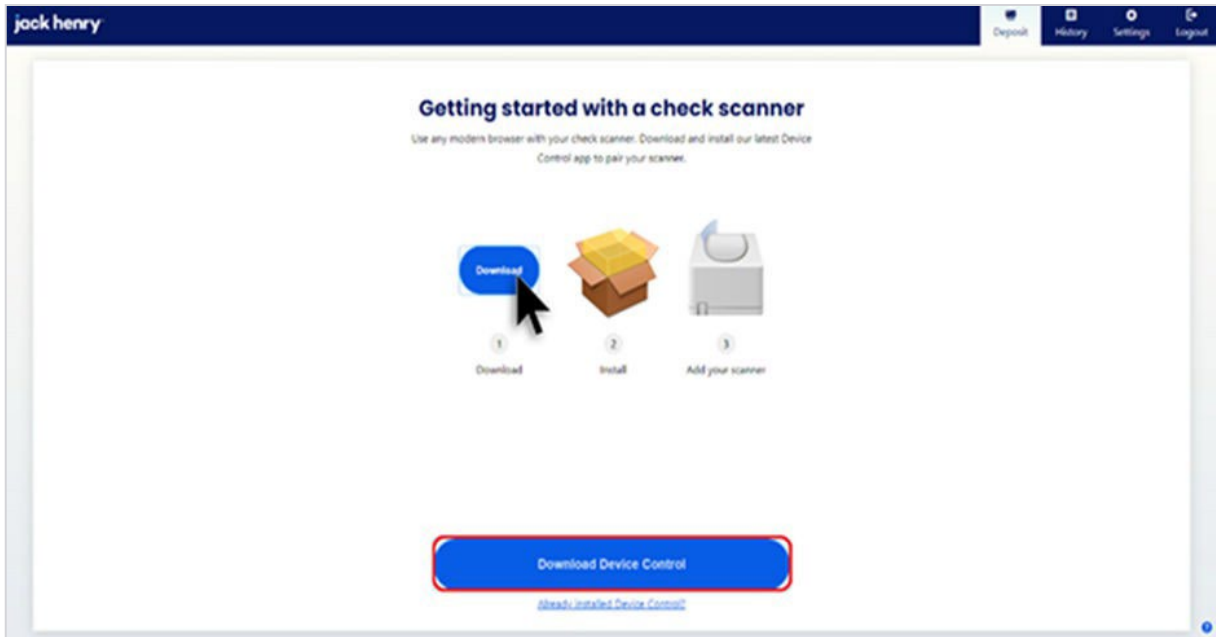
BRDC Terms of Service



The *Getting Started* page appears.

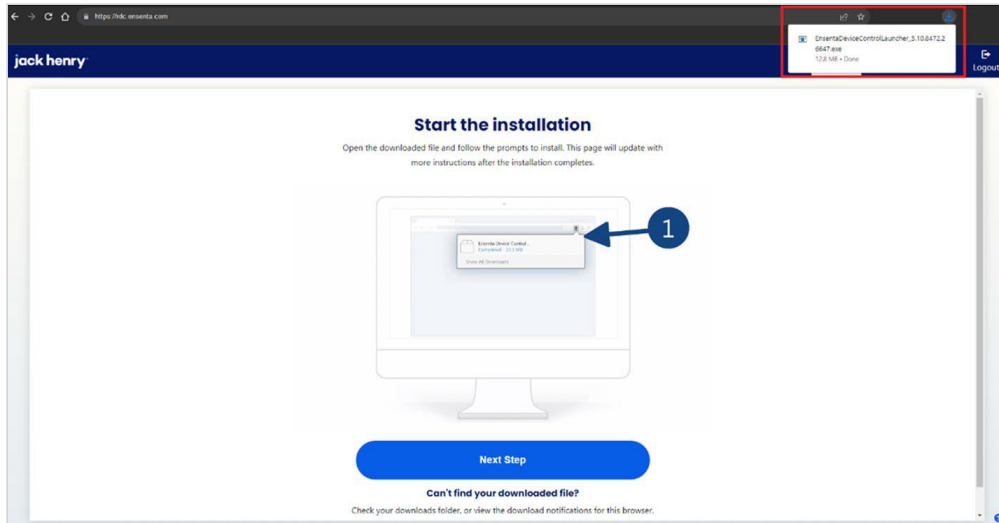
3. Click **Download Device Control**.

BRDC Download Device Control



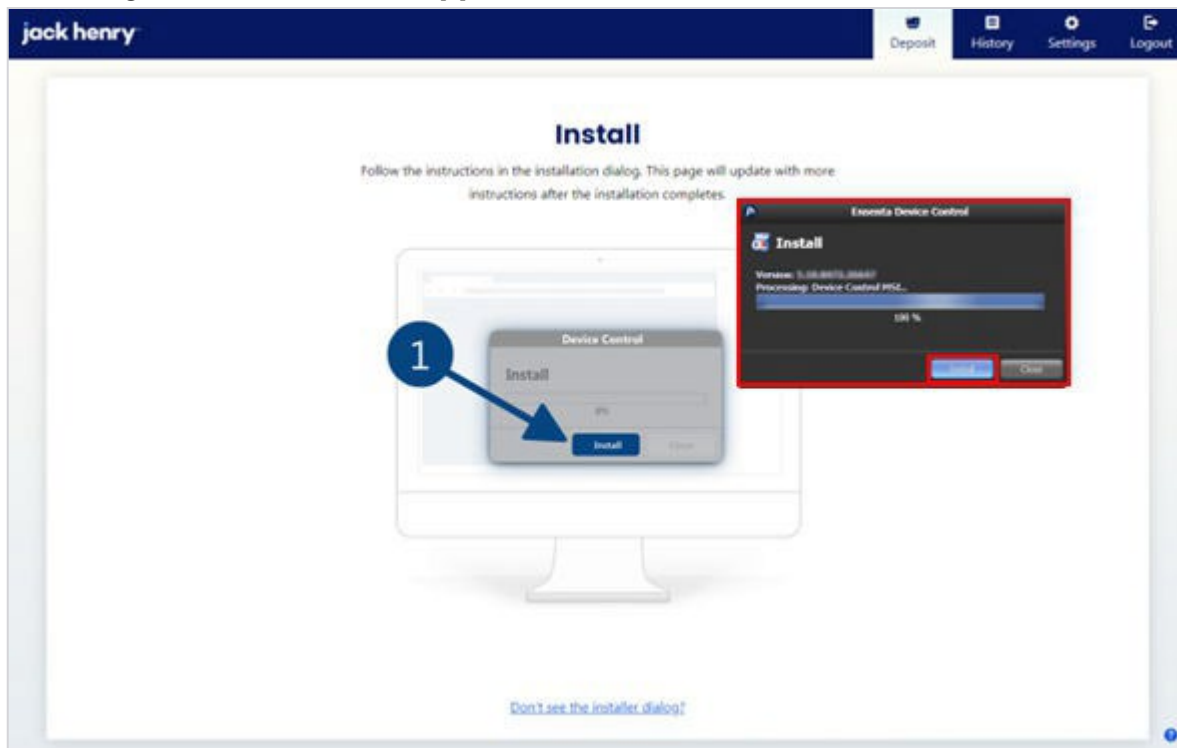
4. Click the downloaded file at the top right to begin running the Device Control Installer.

Downloading Device Control



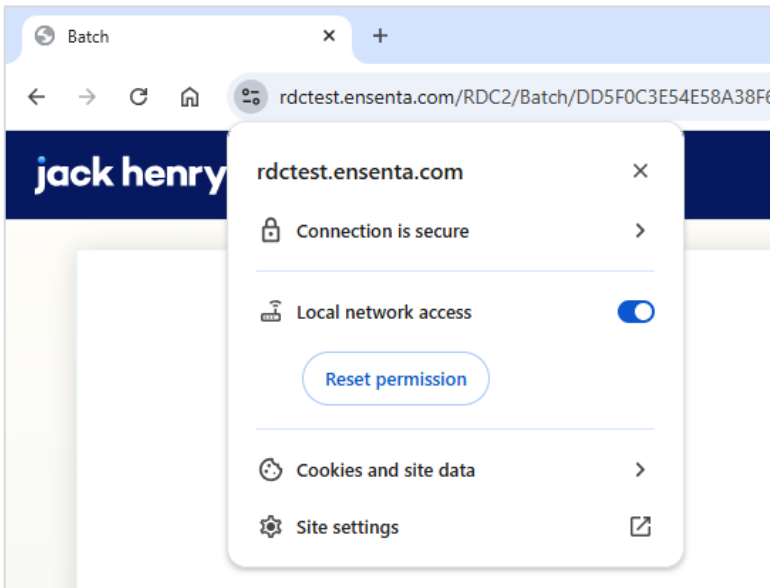
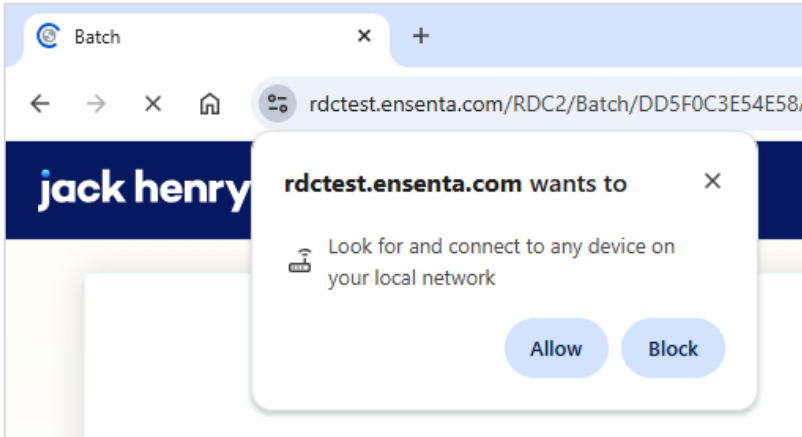
5. Click **Install**.

Installing the Device Control Application

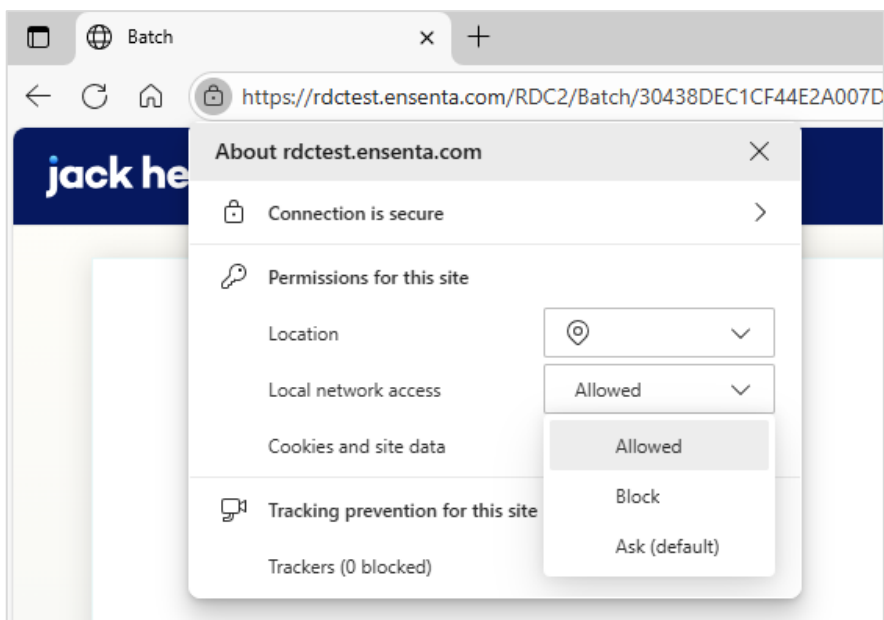
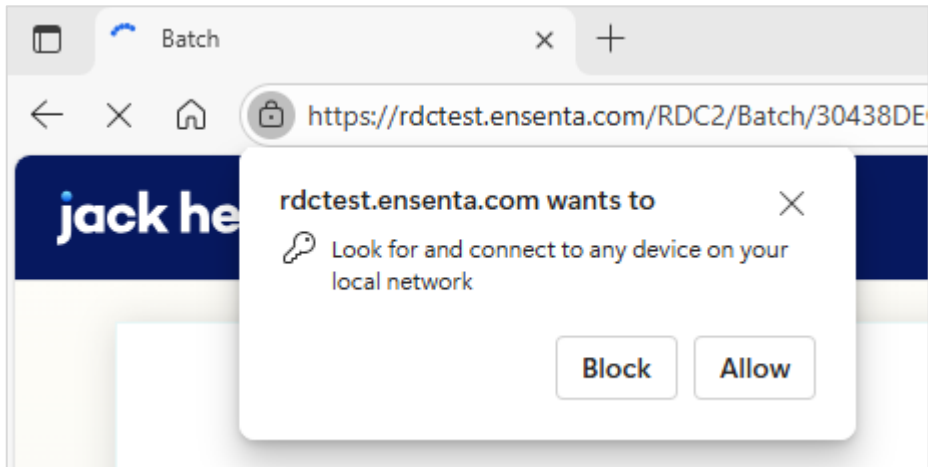


The Local Network Access permission may ask to look for and connect to any device on your local network. Click **Allow** if prompted, or click the icon to *view site information* in order to enable the permission.

Allowing Local Network Access in Google Chrome

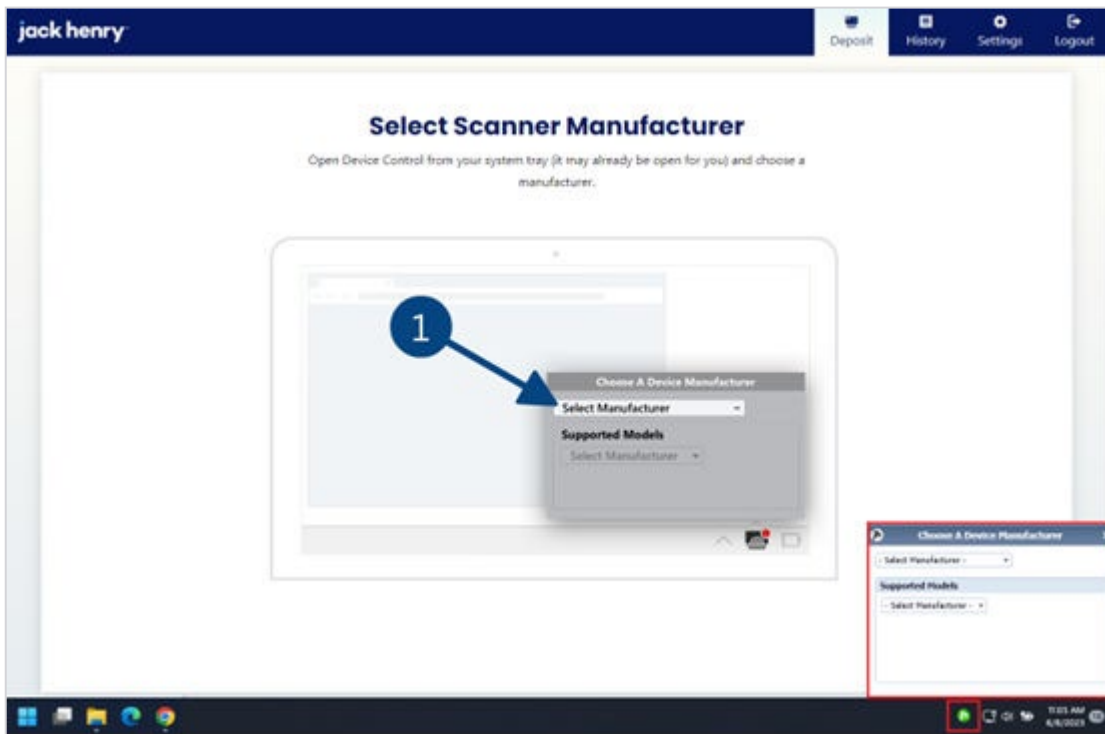


Allowing Local Network Access in Microsoft Edge



Once installed, the Device Control application launches and appears in the application tray in the lower-right corner of your screen.

Device Control Launch



Downloading and Installing Scanner Drivers

You are prompted to select a scanner manufacturer to install the appropriate driver for the scanner device.

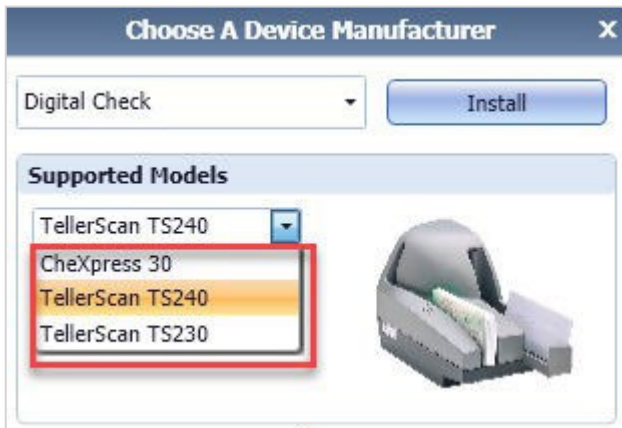
1. Choose the appropriate scanner manufacturer from the **Select Manufacturer** drop-down menu.

Select Manufacturer Drop-Down List



2. Choose the appropriate scanner model from the **Supported Models** drop-down menu.

Supported Scanner Model List



3. Click **Install**.

Device Control Install Button



The *Add/Remove Devices* window appears.

4. Choose the scanner you wish to add.

5. Click **Install**.

Add/Remove Device Installer



The *Install Wizard* appears.

6. Disconnect the scanner's USB or power cable from your computer.

7. Click **Next** when prompted by the *Install Wizard* to download and install the scanner driver.

Scanner Install Wizard

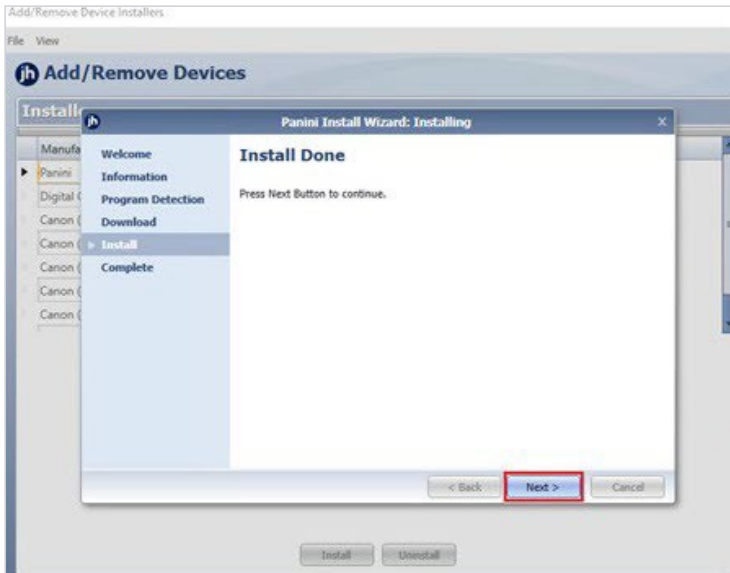


NOTE

The driver may take several minutes to install.
The *Install Wizard* displays the *Install Done* prompt.

8. Click **Next** to continue.

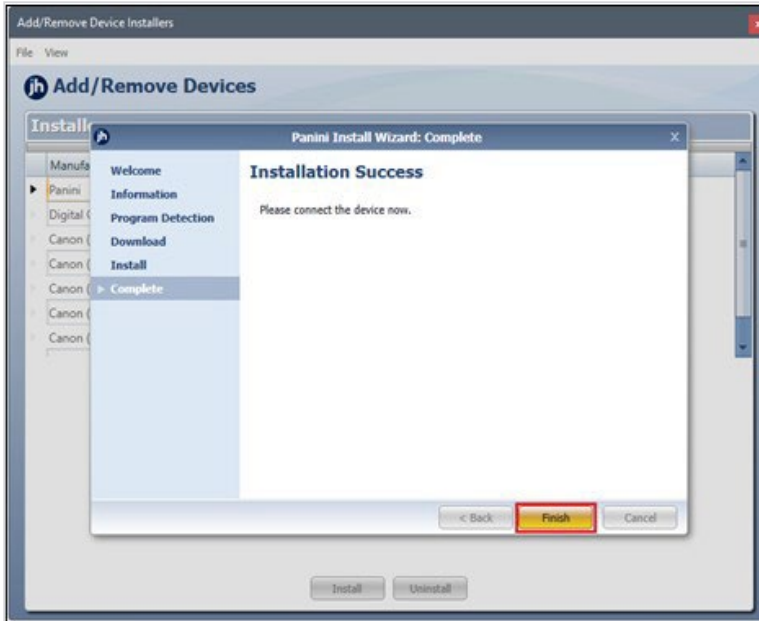
Installation Complete



9. Connect the scanner to your computer after the *Install Wizard* is completed.

10. Click **Finish**.

Successful Installation Window



The scanner is now installed.

11. Close the *Add/Remove Devices* window.

Device Control is minimized to the application tray and automatically connects to the scanner, enabling you to scan checks. The message, "Device Control connected and ready to scan" appears when Device Control has successfully connected to the scanner. You are now ready to deposit a check.

Troubleshooting

Troubleshooting a scanner involves identifying and resolving issues that prevent the scanner from working correctly.

Device Control Status Indicators

The color of the Device Control icon indicates the application status.

Green

A green status indicator indicates that Device Control is online.

Green Device Control Icon



Blue

A blue status indicator indicates that Device Control is attempting to connect to the scanner.

Blue Device Control Icon



Yellow

A yellow status indicator indicates that Device Control is connected to the scanner and ready to scan.

Yellow Device Control Icon



Red

A red status indicator indicates that there is a device error. An error message appears on your desktop with instructions to remedy the issue.

Red Device Control Icon

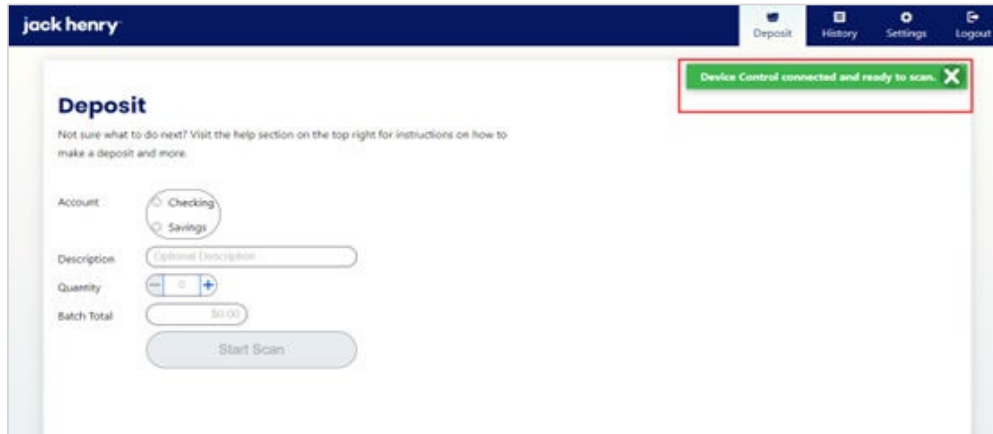


Connections Issues

Follow the warning message instructions, ensure that the power and USB cables are securely connected, then click **Reconnect**.

The scanner should reconnect with Device Control.

Scanner Successfully Reconnected



Device Control Not Running

Once installed, Device Control runs on the computer's desktop and launches on Windows® startup, even after the PC is rebooted.

If the application fails to start, follow the steps below.

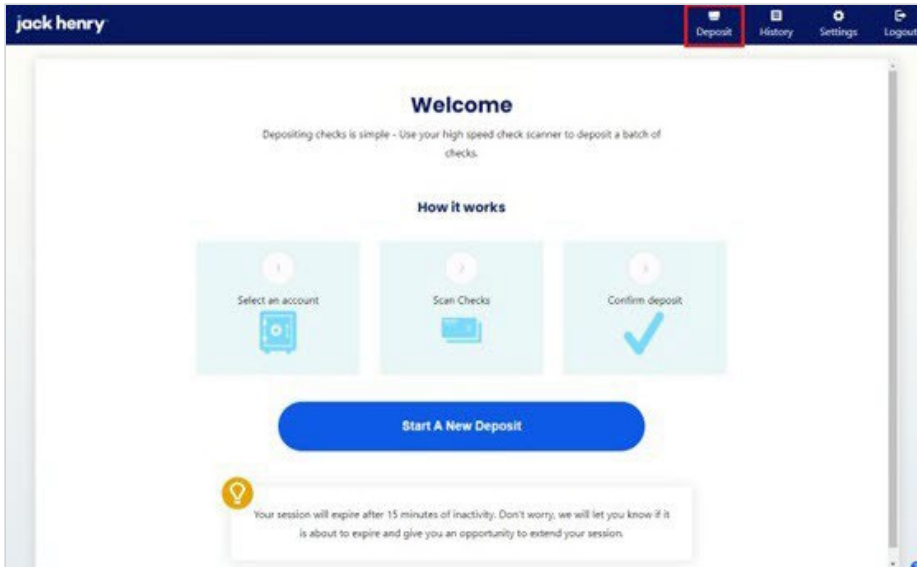
1. Log out of bRDC desktop then log in again.

bRDC Desktop Login



2. Click **Deposit**.

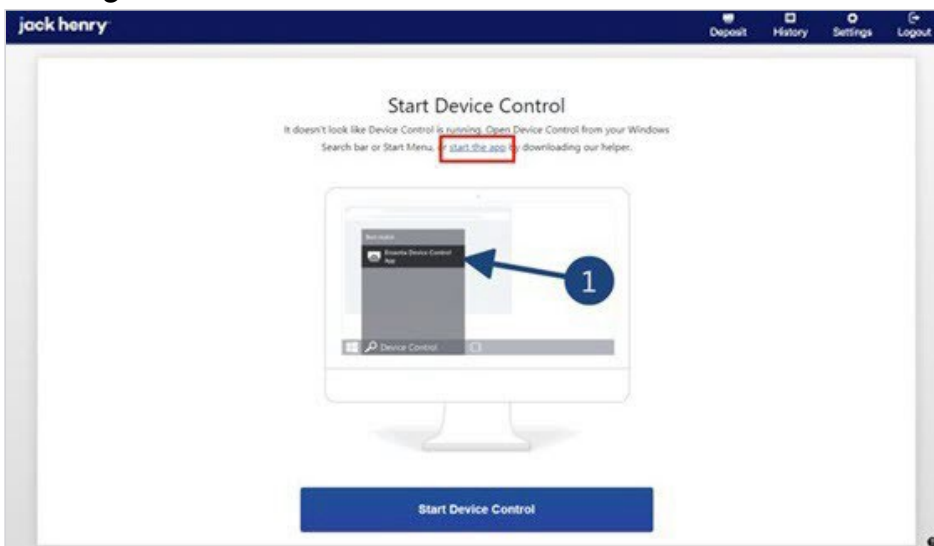
bRDC Deposit Page



A message appears with instructions to restart Device Control.

3. Click **Start the App** or download and relaunch Device Control.

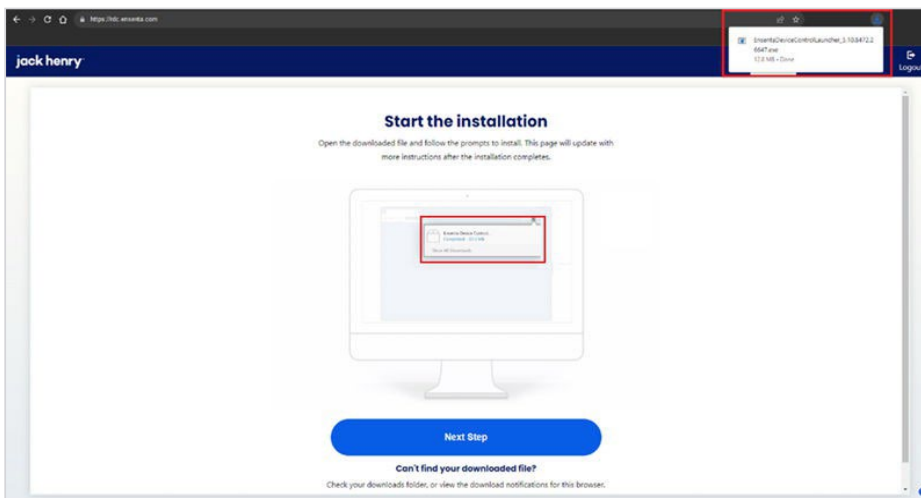
Starting Device Control



4. Follow the prompts, and then click **Start Device Control**.

5. Click the **EnsentaDeviceCon...exe** download to launch Device Control.

Launch Downloaded File



Device Control relaunches on your computer. The green Device Control icon appears in the application tray when connected.

Green Device Control Icon

