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Paper Check Conversion Over the Counter (PCC OTC)

User Manual

Chapter 8
Troubleshooting

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Troubleshooting

This section of the User Manual assists with problems that may occur while using the POS software. It is to be used only as a guide as each situation can present its own set of background circumstances making the problem unique.

Certain situations may require assistance from your internal management, i.e., System Administrator or IT personnel. Once these avenues have been exhausted, Agencies should then refer to this chapter of the User Manual to determine if their problem is addressed. After that, contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com.

Contingency

A contingency plan is a must. Stateside agencies can contact the Treasury OTC Support Center for an overnight delivery of a scanner to the disaster relocation site in the event it is needed. The contingency site should house backup POS software and hardware, a copy of the PCC OTC User Manual (Standard Operating Procedures) on your LAN or a duplicate CD of the User Manual, and a listing of the Treasury OTC Support Center phone numbers.

Back up your System

The POS software now supports the ability to use image copy software to back up your POS computer's hard drive and copy those images to other PC's for backup purposes, or for multiple installations. Your Information Technology contact can assist you with more information on performing regular backups to your POS computer.

Troubleshooting Passwords and User Access

POS Passwords

The PCC OTC Point of Contact (POC) sets up users in the SAT and assigns roles and permissions to each user. The POC assigns a temporary password to first time users. Users are required to change the temporary passwords upon first login to the POS, SAT or Batch Manager module. Once the password is changed in one module, the same password is valid for the other two modules. Following the initial password change, the password expires and needs to be changed every 90 days.

Password history retention is the number of most recent previous passwords stored by the POS for each user. Password history retention is set at 10 passwords. This means when changing a password, the user cannot reuse any of the previous 10 passwords.

If a user forgets their password, a POC can edit a user to assign a new temporary password, so that the user may regain access to POS. For information on editing a user's account, see the *System Administration Tool* chapter of this User Manual.

Locked POS User Accounts

A user has 3 unsuccessful sign on attempts (default) before their account is locked within the POS software. The number of failed login attempts is configurable by the POC and can be set to a value between 1 and 10. If a user account becomes locked, they are not allowed access to the system and must contact their POC to unlock the account. For more information on the SAT system configuration settings, see the *System Administration Tool* chapter of this User Manual.

ELVIS Passwords

Only authorized users can gain access to the ELVIS application. The PCC OTC Security Contacts must submit a PCC OTC Access Request form for each user. This form can be found on the PCC OTC information website at <https://www.pccotc.gov/pccotc/Downloads/securityforms.htm>. The Treasury OTC Support Center emails the username to the user's email address with the phone number to call to obtain their temporary password.

The user is required to change the temporary password to a unique password. The password expires every 90 days and each user has to change their password to a new, unique password. For complete specifics, see the 'Password Requirements' section of the *ELVIS* chapter of this User Manual. A user may also change their password if they feel as though it has been compromised. The system maintains a record of the last 10 passwords used. The user is not allowed to re-use these passwords.

Locked ELVIS User Accounts

A user has three unsuccessful sign on attempts before their account is locked. The user must contact the Treasury OTC Support Center to have the account unlocked.

Inactive Account

After ninety days of inactivity, user accounts become inactive. The user must contact the Treasury OTC Support Center to have the account reactivated.

Neutralized Account

New users who have not logged into the ELVIS system after 180 days are neutralized. Inactive accounts that have not been accessed over a twelve month period are also neutralized. A neutralized account is permanently inactive. When an account is neutralized the user must contact their POC to complete and submit a new 'PCC OTC Access Request Form'.

Who to Contact for Access Problems

PC Password – If the password that is used to access the computer's operating system has become suspended, or the user cannot remember the password, contact your System Administrator or Information Technology staff at your location.

POS – If the password that is used to access the POS software (POS, SAT, Batch Manager) has become suspended, or the user cannot remember the password, contact the PCC OTC POC. The POC needs to logon to the SAT and reset the password.

ELVIS - If the password that is used to access the ELVIS website has become suspended or the user cannot remember the password, contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com.

For instructions on how to reset or unlock a user's account in the POS software, refer to the *System Administration Tool* chapter of this User Manual.

Scanner Imaging or Check Reading Problems

Properly Scan the Check

If the scanner beeps three times when scanning an image, please check the following:

- Place the check in the scanner with the MICR line of the check aligned with the right side of the scanner (EC6000 and 7000 scanners). Gently push the check forward to allow the scanner to grasp the check. Guide the left side of the check with your finger to prevent the document from being skewed, as shown in Figure 8.1. The scanner automatically pulls the check through to begin the scan.



Figure 8.1

- If the problem still exists, make sure that the check does not contain creases, tears or marks, or the MICR line is unreadable. If so, please ask the customer for another check (if the customer is present). If the customer is not present, try to flatten the check or fold it in the opposite direction so it lays flat and try scanning again.

If the above scenarios are not an issue, try the following:

- Unplug the scanner from the outlet, wait 5 seconds, then plug the cord back into the outlet.
- Attempt to scan the check at least 2 more times.
- Scan another check to determine if the problem is isolated to that check or a possible scanner problem.

If unable to connect to the scanner or the scanner light is red, try the following possible solutions:

- Check that the cable is connected firmly in the back of the scanner and in the serial or USB port of the computer.
- Replace the scanner cable with the backup scanner cable.
- Check that the cable is in the correct port on the scanner and laptop.

- Check that the correct COM port (only applies to serial connected scanners) is selected in the POS software under configuration, 'Devices' tab.
- Make sure that the scanner is more than four inches away from all electromagnetic devices. These devices include the computer, credit card reader devices, laser beams from bar code scanner devices, etc.
- Make sure the scanner is plugged in and the power strip is turned on (The amber light indicates power up was successful).

If there are still problems, please contact the System Administrator. If the System Administrator cannot resolve problem, move to the backup scanner and call the Treasury OTC Support Center to report the problem. The Treasury OTC Support Center determines if a replacement scanner needs to be ordered.

Scanner Problems – all Scanner Types

This problem occurs when the operator is in single check mode, begins the scan process, then cancels the process to switch to batch mode. This is not typically a problem unless the scanner cable is disconnected after the switching to batch mode. If this should occur, the operator receives a scanner error [-20013]. The only option is to click 'OK' to cancel the scan. Once clicked, a runtime error occurs and the application shuts down. Ensure that the scanner cable remains connected and if it should become disconnected, reconnect the cable.

Operator receives a [-20013] scanner error upon entering the POS software after installing on a computer that has never had the POS software installed before, or after upgrading the POS software from an older version. The problem has most likely occurred because the USB-connected scanner was connecting during the installation or upgrade of the POS software and the scanner driver was not successfully installed. (USB-connected scanners should always be unplugged during a POS installation so the scanner driver can be installed prior to connecting the scanner to the computer.)

To correct the problem:

1. Make sure that the USB scanner is connected to the POS computer.
2. From the Windows desktop, click the 'Start' button, then click 'Control Panel'.
3. If Control Panel is in '**Category View**', click on '**Switch to Classic View**' at the upper left of the Window.
4. Double-click on '**Add Hardware**'. The 'Add Hardware Wizard' window appears. Click the '**Next**' button.
5. The wizard searches the computer for hardware that has been recently added but not yet installed. It then asks if this hardware is already connected to the computer. Make sure the scanner is connected via an available USB port and click '**Yes, I have already connected the hardware**'.
6. A list of already installed hardware appears. There should be a 'USB device' at the top of the list overlaid with a yellow question mark. Click this line to select then click the '**Next**' button.
7. The wizard may ask if it can connect to the internet and search Windows Update for a driver. Click '**Yes**'. It is not necessary to connect to the internet but the wizard searches the computer for the driver and since the POS software is already installed, it installs the driver for the scanner.
8. When complete, click the '**Finish**' button. Close 'Control Panel'.

EC7000i Problems

One long beep followed by five short beeps while scanning items on your EC7000i scanner indicates a problem. Please click cancel to terminate that transaction and rescan that item. This sequence of beeps usually means that the back of the check has not been scanned. Any other unusual issues or tones may indicate scan errors. please cancel that transaction and rescan the item. If necessary, the item may need to be voided.

Panini Problems

While configuring the Panini in the POS configuration settings (Devices tab), no error is given if the Panini scanner is disconnected. When the operator attempts to scan a check in batch mode, a warning message reads “Scanner error [20013]. Canceling batch scan and starting keying phase.” Clicking the ‘OK’ button brings up the message again. In the single mode, no error message is returned and the POS seems to be waiting for the check to be scanned although the status message says, “Problem detected, check scanner.” Check to make certain that the scanner cable is connected at both the back of the scanner and into the back of the computer.

When the computer goes into Power Save or ‘Hibernation’ mode, the user is logged out of the system. This is a fix to a previous problem that would cause the Panini to lose connection with the POS and require that it be disconnected then reconnected to the computer.

The Panini scanner does not reconnect after a scanner jam. An error message appears on the screen stating that there is a scanner error and the application enters the keying mode. The only option is to click the ‘Cancel’ button on the error window. The POS is then ready for a new scan but the scanner’s red light is flashing and the scanner is not able to accept checks. To correct the scanner condition, click on ‘File’, ‘Configuration’, then close the configuration window, or close and reopen the POS to reconnect to the scanner.

Default Sound Signals:

Several conditions are signaled by a pattern of tones in addition to the LED display on the following types of POS scanners:

Tone	Meaning	Scanners
One short beep LED is flashing green	The unit was successful in reading the MICR line.	EC5000i, EC6000i and EC7000i
Three short beeps LED is flashing red	The unit was not successful in reading the MICR line.	EC5000i, EC6000i and EC7000i
One long beep LED is flashing red	An error occurred during processing or storing of the captured image.	EC5000i, EC6000i and EC7000i
One long and five short beeps LED is flashing red	The scanner has failed to scan the back of the check.	EC7000i

Check Processing Error

A check processing error can occur when attempting to scan an unsupported check format, such as a foreign check, checks payable in non-US currency, or Savings Bond Redemptions. Figure 8.2 is an example of such an error:

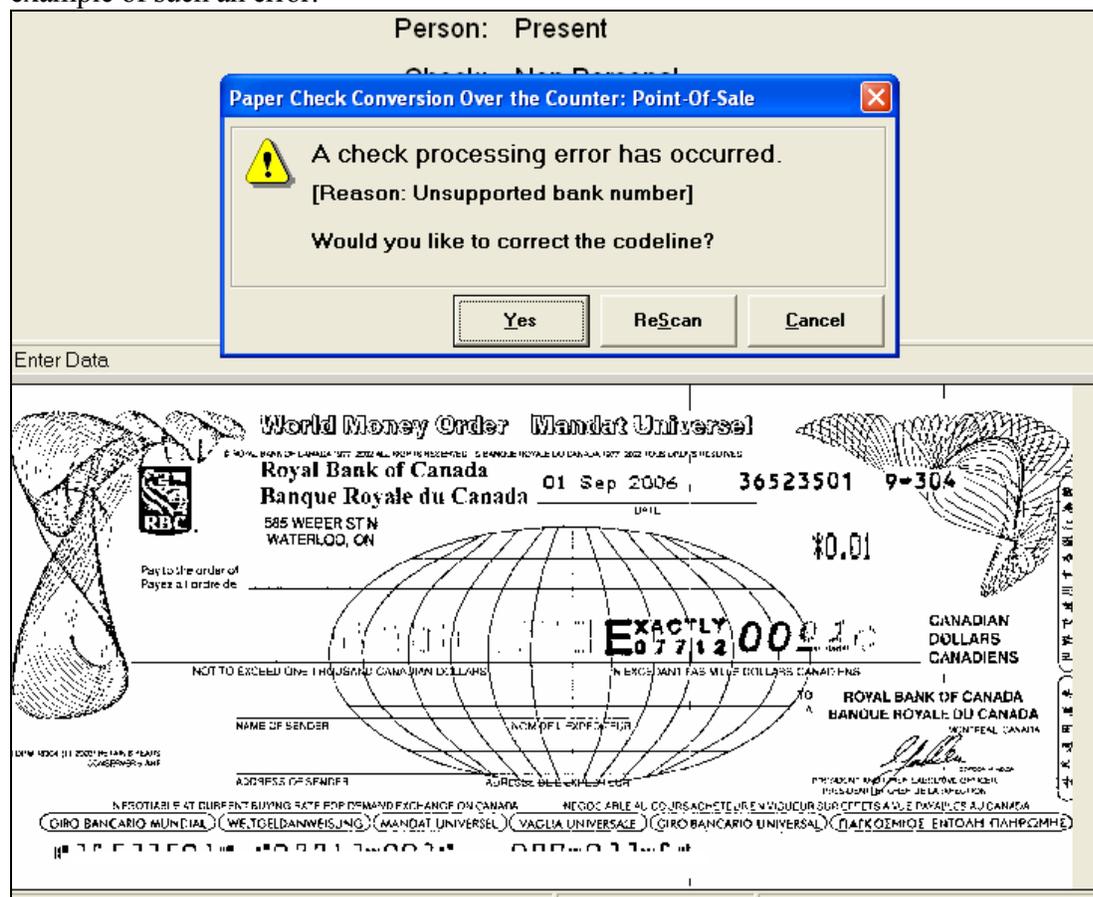


Figure 8.2

These types of checks cannot be processed using the POS computer and may need to be processed through your authorized Treasury's General Account (TGA) depository.

Keypad/Scanner Problem

When using the EC5000 or EC7000 scanners combined with either model of keypad, the POS can occasionally stall between data entry and keypad confirmation states. Keyboard input is not accepted, the scanner light flashes green and the operator's only option is to click 'Cancel'. The occurrence is rare and does not seem to occur with the EC6000 scanner.

Secondary Storage Problem

No error message is generated upon batch close when the secondary storage does not exist. The batch appeared to close as normal, and the batch list successfully printed but when completed, the batch close screen still displays the batch as available to close. In order to close the batch, the

operator must reconnect the correct secondary storage drive which contains the actual batch(es) being uploaded (i.e., flash drive, LAN drive, etc., then close the batch.

If secondary storage is removed prior to or during a transaction, no error message is issued at the point of removal. The operator can continue to process the item and when complete, a [-19999] Unexpected error message is received and the transaction does not continue. The only option is to cancel the transaction. Operator needs to connect the secondary storage drive (i.e., flash drive, LAN drive, etc.) before continuing. Should the operator log off then back on to the POS, (prior to reinstalling the secondary storage drive) a message appears at that time stating that the secondary storage is inaccessible and POS terminates.

Printer Problems

If experiencing problems with printing, check the following:

- Printer is connected to the LAN or to the local printer port on the back of the laptop/desktop.
- LAN is operational (if connected to a LAN).
- The correct printer is selected from the POS configuration screen. To check, click **'File'**, **'Configuration'** from the Main POS screen. Click the **'Report'** tab. The POS printer selection is displayed in the field. To change the printer, click the down arrow to the right of the field and select the correct printer. If no choices are available, see your IT personnel to have the printer added to your Windows operating system.
- Printer has paper.
- Printer is plugged in.
- Printer is online.
- Correct printer driver was installed.
- There is not paper jammed in the paper feed tray or the paper output tray.

If the problem still exists after checking the list above, turn the printer off, wait 5 seconds, and then turn it back on.

Contact the System Administrator if unable to resolve problem. Connect a local printer if the LAN connection cannot be resolved.

Note: Only the Windows default printer can be used with this release of the POS. This functionality is not working as designed. This will be corrected in a future release.

Error Messages

If an error message displays that is not indicated in this Troubleshooting section, or if you are experiencing additional problems, please contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com.

Citibank is the new service provider, effective January 1, 2009, for PCC OTC. Currently, the system is in transition between Citibank and the Federal Bank of Cleveland. Please contact the Treasury OTC Support Center for support.

If an option is grayed out it indicates that the user does not have access to perform the action. Contact the POC to proceed.

Troubleshooting Errors Within the PCC OTC POS Application

While these error messages may reference FRB-C, please contact the Treasury OTC Support Center for support.

The following table addresses troubleshooting dialog messages and scenarios that may occur while operating the system. The contents of this section can also be found in the POS Help file.

To access this file: Open the POS, SAT or Batch Manager module and select '**Help**' '**Contents**'. Click on 'System Errors and Troubleshooting Procedures' in the left window.

Message or Description	Action	Error Number
'Unexpected error – If you need assistance, please contact FRBCL support personnel'	This error can be generated in many different ways, including: <ul style="list-style-type: none"> a) An invalid form prevents data from being saved. Download a new data entry screen. b) The selected action had not finished loading prior to the user closing the window. Attempt the action again, and let it finish, before closing the window. c) The information could not be saved to the database or secondary storage. If due to a system error, attempt the procedure again. If due to the database or secondary storage being unavailable due to: <ul style="list-style-type: none"> problems with power/connection, the 	-19999

Message or Description	Action	Error Number
	<p>specified network drive is no longer available, or the storage device has been removed from the system, then ensure that the scanner is properly connected, and has access to secondary storage.</p> <p>Restricted Windows users, or permissions on the folder itself, can prevent the system from writing to the database or secondary storage.</p> <ol style="list-style-type: none"> 1. Contact your immediate IT Support/supervisor. 2. Contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com. 	
‘Database access error – Please check database access’	Typically the result of the system not having access to the SQL server. Contact your system administrator.	-20000
‘Database data error – Please check database data’	Typically the result of incorrect, corrupted, or data, which has had its integrity, compromised.	-20001
‘Filesystem access error – Please check filesystem access’	Typically caused by a server being down or the user may not have the required read/write permissions on the system. Contact your system administrator.	-20002
‘Filesystem data error – Please check filesystem data’	Data on the file system has been changed or corrupted. Data must be restored to continue.	-20003
‘Registry access error – Please check registry access’	The user does not have the required permissions to access the registry. Contact you system administrator.	-20004
‘Registry data error – Please check registry data’	The registry has been changed or corrupted. Contact your system administrator.	-20005
‘Host access error – Please check internet access’	Access to the Host has been compromised. The POS is no longer able to communicate with the Host. This affects Batch Upload, LVD Update, Application Upgrade, and Data Entry Screen Upgrade.	-20008

Message or Description	Action	Error Number
	Contact your system administrator.	
'Host data error – Please check internet data'	Data received from the Host, via the Internet, has been corrupted in transit. This can be caused by a processing error within the Host. Contact your system administrator.	-20009
'Forms access error – Please check forms access'	The form you are referencing is no longer in the database. Download the form from the host.	-20010
'Data entry screen content error – Please check data entry screen content'	Typically the result of an error downloading from the Host. Can be caused if the service is interrupted during processing. 1. Retry Data Entry Screen upgrade. 2. Contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com.	-20011
'Printer error – Please check printer access/setup'	The printer may be inaccessible in some way. 1. Check access to printer 2. Select File>Configuration . 3. Select the Reports tab in the POS or the General tab in the SAT. 4. Check if the printer indicated in the Printer Selection is accessible. 5. If the Printer Selection is blank, this indicates that the default Windows printer is being used. Check the accessibility of the default Windows printer. 6. Contact your immediate IT Support/supervisor. 7. Contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com.	-20012
'Scanner error – Please check scanner power/connection'	There may be a problem with the scanner, or the connecting cable, the scanner's port B, the selected COM	-20013

Message or Description	Action	Error Number
	<p>port, or the components used to communicate with the scanner. The COM port on the scanner is virtually connected to the keypad. While the application is communicating with the keypad, the COM port on the PC may have malfunctioned.</p> <ol style="list-style-type: none"> 1. Reboot the scanner device by disconnecting and connecting its power source. 2. Check the connection between the system and the scanner, and reconnect, if necessary. 3. Ensure that the keypad is properly configured for the application. 4. Contact your immediate IT Support/supervisor. 5. Contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com. 	
<p>‘Scanner error – Canceling batch scan and starting keying phase’</p>	<p>There has been problem scanning, possibly a double feed or a check jammed.</p> <ol style="list-style-type: none"> 1. Key the data for the checks already scanned. 2. Select File>Configuration. 3. Click Close. The scanner re-activates, and processing can continue. 	<p>-20013</p>
<p>‘Keypad error – Please check keypad power/connection’</p>	<p>There may be a problem with the keypad, or the connecting cable, or the COM port that is selected or the components used to communicate with the keypad.</p> <ol style="list-style-type: none"> 1. Reconnect the keypad device by disconnecting and connecting the cable. 2. Check the connection between the scanner and the keypad, and reconnect, if necessary. 	<p>-20014</p>

Message or Description	Action	Error Number
	<p>3. Ensure that the application is properly configured for the keypad.</p> <p>4. Contact your immediate IT Support/supervisor.</p> <p>5. Contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com.</p>	
'Keypad error – Please check keypad power/connection'	There is a problem with the communication between the POS and the keypad. Ensure the keypad is connected to the system and that is plugged in to an electrical outlet.	-20015
'Invalid role name – Please enter a valid role name'	Enter a valid role name.	-21002
'Role already exists – Please enter a valid role name'	Enter a unique role name.	-21003
'Login already exists – Please enter a unique login'	Enter a unique login.	-21005
'Password has been recently used – Please enter a password that had not been used recently'	By default, the system retains the past ten (10) passwords. This figure is configurable in the SAT Configuration tool. Enter a password that has not been recently used.	-21006
'Cannot delete a system account'	No action required.	-21007
'Cannot delete a system permission'	No action required.	-21008
'Cannot delete a system role'	No action required.	-21009
'Login Failed – Please enter a valid login and password'	Enter a valid login and password. If you have forgotten your password, a user with the required permissions can reset your password in the SAT User Edit dialog.	-21011
'Logon failed – Please ensure your login and password are correct'	Re-enter your login and password.	-21012
'User account is disabled – Please contact your system administrator'	Contact your system administrator.	-21013

Message or Description	Action	Error Number
'User account is locked – Please contact your system administrator'	Contact your system administrator.	-21014
'Invalid login string – Please conform to the following pattern'	A login must be between six (6) and 20 characters in length and cannot contain any special characters (e.g. *^&%).	-21050
'Invalid full name string – Please conform to the following pattern'	Ensure there is a space between the first name and the last name. The full name must be between eight (8) and 20 characters in length and cannot contain any special characters (e.g. *^&%).	-21051
'Invalid password string – Please conform to the following pattern'	Passwords must be between eight (8) and 20 characters in length and cannot contain any special characters (e.g. *^&%).	-21052
'Missing Printer – There must be at least one printer configured on the PC – Please use the Windows Control Panel to add a printer to the PC'	If you have not configured a printer on the PC: 1. Select Start>Settings>Control Panel on the Main Windows screen. 2. Double-click the Printers icon. 3. Double-click Add Printer . 4. Follow the Print Wizard.	-22000
'Missing Terminal ID – Terminal ID cannot be blank'	The Terminal ID field cannot be blank. Enter a Terminal ID in the field. The terminal ID is provided by the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com .	-22001
'Missing ALC – At least one ALC must be defined'	The system must contain at least one (1) valid ALC code. Enter a valid, unique ALC code as provided by the Treasury OTC Support Center.	-22002
'Could not extract forms for this item – Make sure location % is configured in the system and associated data entry screens are installed'	This occurs on the Show Item screen in the Batch Manager and POS. Typically this error is caused during batch recovery where there are no forms installed on the local system.	-22003
'Secondary storage is not valid – Please select a valid	The secondary storage path entered is not valid. Enter a valid secondary	-22004

Message or Description	Action	Error Number
directory and try again'	storage path. If this does not work: 1. Ensure the storage device is accessible and has not been removed. If it is a network drive, ensure there is communication over the network. 2. The drive or device may be full. Ensure there is space available. 3. The drive or device may be write protected. Ensure the user has write access.	
'The secondary storage is in use – Please shut down any other PCC OTC applications and try again'	If other PCC OTC applications are running, the secondary storage location cannot be changed. Shut down all PCC OTC POS applications and try again.	-22006
'The new secondary storage location does not exist – Please select a valid directory and try again'	Enter a valid secondary storage location.	-22007
'Moving files from secondary storage failed – Please make sure secondary storage is accessible and try again'	Typically the result of a lost connection between the main system and the secondary storage. Contact your system administrator.	-22009

<p>‘Verification was not successfully activated – Verification must be successfully activated before processing can be continued’</p>	<p>Typically the result of the user not having the appropriate POS permissions. Ensure the user has the appropriate LVD permissions attached to their role (authorizeoldLVD and updateLVD). A less common way to receive the error is by selecting ‘No’ to updating the LVD and then selecting to not use the old LVD. The system must be updated, or use the old LVD to continue operation.</p>	<p>-22010</p>
<p>When the user changes the Keypad model between transactions, the keypad is not initialized. The result is that the first message that appears on the keypad may not be complete (i.e. missing the amount or the prompt).</p>	<p>To avoid this behavior: 1. After switching keypads between transactions, select File>Configuration. 2. Click OK. The Configuration dialog closes and the keypad and scanner are re-initialized.</p>	<p>N/A</p>
<p>If a user attempts to run an application immediately after rebooting, the RDMLAL.exe continues to try to connect with the database and the Login dialog is not displayed.</p>	<p>To avoid this behavior, allow the system approximately 2 minutes to connect with the database prior to launching an application. If the behavior does occur: 1. Access Windows Task Manager. 2. Select the Processes tab. 3. End the RDMLAL.exe process.</p>	<p>N/A</p>
<p>An error occurs on the system and the user or the local IT support are unable to find the source of the problem.</p>	<p>When contacting technical support, have the trace logs available. There are potentially four trace logs in the Logs folder. The default file path for the logs folder is C:\Program Files\RDM Corporations\Check Imaging 5.1\Logs.</p>	<p>N/A</p>
<p>If the system goes into hibernate or standby mode, it logs the user out.</p>	<p>When the system has gone into hibernate or standby mode and logged the user out, the user must:</p> <ol style="list-style-type: none"> 1. Unplug the scanner from the system 2. Plug the scanner into the system 3. log into the application(s) as 	

	needed.	
Cannot locate the Queue Interface component	Queue Interface was not included as part of your system installation. Contact your technical support.	
“Initializing Queue Interface failed”	The system has lost connectivity with the database. Contact your technical support.	

Problems Closing/Transmitting a Batch

If the user is unable to close a batch, please check the following:

- LAN cable is plugged securely into the computer (if connected to a LAN).
- Network/LAN is operational (if connected to a Network/LAN).
- Internet connection is successful. Using Internet Explorer try to access a site outside of your agency. If this is unsuccessful, contact your internal System Administrator regarding the inability to connect to the internet.
- Proper Web site address has been entered. In the SAT, select 'File', 'Configuration', then click the 'Tasks' tab. Ensure that the URL in the 'WSDL URL' field is: <https://www.pccotc.gov/webcontext/jndiSoapSB?WSDL>. (URL is Case-sensitive)
- Ensure that you are not attempting to transmit during our maintenance window which is every Sunday between 2:00am and 6:00am ET.
- Secondary image storage location is connected. On occasion, smart card media can become loose and needs to be secured again. Eject, then reinsert the media. If you are using a Flash drive, someone may have removed it. It is very important that the same Flash drive be reinserted into the USB port on the computer as it stores data for up to 7 days.
- User roles have not been changed. Contact the POC to determine if the user's role has been updated/changed. Have a different user with batch transmission access logon to Batch Manager and try to upload the batch. If the batch transmission is successful, the user's role may have been modified and the user no longer has Close Batch access. If needed, request that the user's role be updated to enable batch transmission.
- Ensure that the user rights have not changed on the computer or that the computer name has not changed.

If you are still having difficulty, please contact the POC, System Administrator or the Treasury OTC Support Center.

LAN Connectivity Unavailable

If you use a LAN, and the LAN is not available, a batch cannot be transmitted.

1. You may continue to process until your network is available, but if you have been using a LAN printer, you might need to install a local printer in order to balance your end-of day transactions.
2. For assistance in installing a local printer, please contact your System Administrator or the Treasury OTC Support Center.
3. Once LAN connectivity is reestablished, all operators should print their Batch Lists and Close their Batches.

NOTE: Each operator that has processed batches must sign on and print their own batch list since batches are user specific, or an authorized person can use Batch Manager to print the batch lists of all operators.

Problem Accessing ELVIS

If a user experiences difficulty in accessing the ELVIS website or obtaining images once on the ELVIS website:

Try to access another web site to ensure that Internet access is available.

- Shut the computer down and restart it by clicking the Windows ‘Start’ button, then clicking ‘Shut Down’, then use the down arrow to choose ‘Restart’. Click the ‘OK’ button to restart the computer.. If you are still unable to access the site after the computer restarts, but able to access other sites, contact the System Administrator.
- Make sure that you are accessing the correct URL of the ELVIS website:
<https://www.pccotc.gov/pcc5webapp/>
- Be certain that you are typing the correct password as it is case sensitive. If the account is locked, call the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com.
- Keep in mind that the PCC OTC application is available for queries and batch processing through ELVIS 24 hours a day, 7 days a week with the exception of our maintenance window every Sunday morning from 2 A.M. - 6 A.M. E.T. If the application has a planned period of downtime, such as hardware or software upgrades, advance notice will be provided to PCC OTC customers via e-mail with the timeframe of the planned downtime. Contact the Treasury OTC Support Center if you need to add names to the distribution list for these notifications. Should the PCC OTC application experience any unplanned outages (on rare occasions), e-mails will be sent to the same distribution list to advise them of the outage and the expected time of resolution.

Adjusting an Incorrect Entry

NOTE: The minimum limit for reporting items that need to be adjusted by Treasury/FMS is \$25.00. If the adjustment is \$25.00 or more, the check is only corrected to the written dollar amount on the face of the check.

PCC OTC payments should only be entered for the amount of the item being processed. If a data-entry error is made and the amount entered for the check differs from the written amount of the check, two options are available prior to transmission:

1. Void the item and rescan, this time typing the correct dollar amount of the check.
2. Ask an authorized user to sign on to Batch Manager and change the incorrectly typed amount with the correct amount. The batch can then be closed and transmitted by the operator who originally created the batch, or closed and uploaded by the authorized person using the Batch Manager module.

Do not scan the item a second time to process a second item for the amount difference. Doing so would create processing errors at Treasury/FMS as well as at the check writer's financial institution.

If a file containing the wrong amount has already been transmitted or if you ever encounter a processing issue and need assistance, please contact The Treasury OTC Support Center.

Refilling the 'Electronically Processed' Hand Stamp

Agencies that use the EC5000i and Panini scanners may use the hand stamp to stamp their checks after processing. The hand stamp is used to stamp the words 'Electronically Processed' on each check once processed. The EC6000i and EC7000i scanners can be setup to automatically stamp the checks using the scanner's franking functionality. For information on setting up the EC6000i or EC7000i scanner to frank checks, See *Appendix L* of this User Manual.

When the hand stamp needs to be refilled, follow these steps:

1. Press the white section down just a bit, then push the two buttons located on either side of the stamp until they lock-in, which sets the swivel stamp in a locked position as shown below.



2. The ink pad has black ridges that are seen running lengthwise. Using a pencil or ruler, gently push on the black ridge section to slide the ink pad out of the stamping device. The ink pad slides all the way out of the stamp.



3. Add ink drops onto the ink pad.



4. Slide the ink pad back in all the way with the ink side facing the bottom of the stamp, and the flat bottom of the ink tray resting on the white bridge inside of the bay where it is stored. Activate the ink pad by pressing it down onto a piece of paper.

Local Verification Database (LVD) Reset – if applicable

If an agency is utilizing the check verification process through the LVD download, there are occasions where a new LVD is required. Daily LVD downloads contain only new items received by the MVD. If there is a change in the location's policy, or if the POS is re-deployed to a new location (military), an entire new LVD should be obtained.

The LVD reset button erases everything on the LVD. **If the LVD reset is selected and a new LVD is not obtained, verification of checks presented is not performed.**

For instructions on how to perform an LVD reset, refer to the *SAT* chapter of this User Manual.