

# Chapter 8. Troubleshooting

OTCnet Participant User Guide

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Glossary

Click this [link](https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/glossary.htm) to access the full OTCnet Glossary.

## Overview, Topics, and Audience

### Overview

Welcome to *Troubleshooting*. In this chapter, you will learn:

* How to resolve challenges transmitting and closing a batch
* Who to contact for access challenges
* How to handle scanner issues
* How to decipher OTCnet error messages
* How to refill the Electronically Processed hand stamp

### Topics

This chapter is organized by the following topics:

1. Troubleshooting Overview
2. Challenges with Closing and Approving a Batch
3. Troubleshooting Scanner and Printer Issues
4. Troubleshooting Check Processing Error Messages
5. Challenges with Accessing OTCnet
6. Adjusting an Incorrect Entry
7. Refilling the ‘Electronically Processed’ Hand Stamp

### Audience

The intended audience for the *Troubleshooting Participant User Guide* includes:

* System Administrator
* Check Capture Administrator
* Check Capture Lead Operator
* Check Capture Operator
* Check Capture Supervisor
* MVD Viewer
* CIRA Viewer

## Topic 1 Troubleshooting Overview

This section of the *Troubleshooting* Participant Guide supports challenges that may occur while using the Check Capture and Check Processing functionality of OTCnet. It is to be used only as a guide, as each situation can present its own set of unique circumstances.

Situations may occur that require assistance from your internal management, i.e., System Administrator or IT personnel. If the situation cannot be resolved internally using this guide, Agencies must can contact Customer Service at (866)945-7920, or 302-323-3159, or military DSN at 510-428-6824, option 1, option 3, option 4 or via email at fiscalservice.OTCChannel@citi.com.

## Topic 2 Challenges with Closing/Approving a Batch

If you cannot close a batch, verify the following:

* User roles have not changed. Contact the **Primary Local Security Administrator (PLSA)** to determine whether the user’s role has been updated/changed. Have a different user, with Batch Management capabilities, log into and attempt to upload the batch. If the batch approval is successful, the user’s role may have been modified. The user no longer has Close Batch responsibility. 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, contact Customer Support at 866-945-7920, or 302-323-3159, or military DSN at 510-428-6824, option 1, option 3, option 4.

## Topic 3 Troubleshooting Scanner and Printer Issues

### Properly Scan a Check

For all scanners, ensure that you have completed the following to properly scan a check:

* Remove all folds and creases
* Remove any paper clips and staples
* Ensure that checks are not stuck together
* Ensure that the check is dry

### Scanner Challenges

As an example, if you are in single check mode, and you start the scan process and cancel the process to switch to batch mode, an issue may arise. It should not be an issue unless the scanner cable is disconnected after you switch to batch mode. If this occurs, the operator receives a scanner error. The only option is to click **Ok** and cancel the scan. Once clicked, a runtime error occurs and the application shuts down. Ensure that the scanner cable remains connected.

Another example is, on a computer that has never accessed OTCnet before, upon entering Check Capture, a *[-20013] scanner error* may appear. This most likely occurs because the USB-connected scanner was connecting during the uploading or refresh of OTCnet and the scanner driver was not successfully installed. To correct it, follow these steps:

1. Ensure the USB scanner is connected to the computer you’re connecting to OTCnet on.
2. From the Windows desktop, click the **Start** button. Click **Control Panel**.
3. If Control Panel is in **Category View**, click **Switch to Classic View** (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 recently added hardware that hasn’t yet been installed. It then asks if this hardware is already connected to the computer. Ensure the scanner is connected via an available USB port. Click *Yes, I have already connected the hardware*.
6. A list of installed hardware appears. A **USB device** should be at the top of the list, overlaid with a yellow question mark. Click this line and click **Next**.
7. The wizard may ask if it can connect to the internet and search Windows Update for a driver. Click **Yes**. You do not have to be connected to the internet. The wizard searches the computer for the driver and installs the scanner driver.
8. Click the **Finish** button. Close the **Control Panel**.

### EC7000i Scanning Challenges

If the scanner does not respond, verify the following:

1. Ensure the cable that connects your scanner to your computer is properly connected to the correct port on the back of the scanner and computer.
2. Ensure that the correct power adaptor is connected to the unit. Change or replace the adaptor, if necessary.

An example of a scanner challenge is, when scanning items on your EC7000i scanner and you receive one long beep followed by five short beeps. If this happens, click **Cancel** to terminate the transaction and rescan the item. This sequence of beeps typically means the back of the check has not been scanned. You may also receive other unusual beeps or tones, indicating scan errors. Cancel the transaction and rescan the item. If necessary, the item can be voided.

An example of a scanner challenge is when the scanner beeps three times when scanning an image. If this happens, complete the following steps:

1. Place the check in the scanner with the MICR line of the check aligned with the right side of the scanner. 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 1. The scanner automatically pulls the check through to begin the scan.

Figure 1: Properly Scanning a Check



1. If the issue still exists, ensure the check does not contain creases, tears or marks, and that the MICR line is readable. If the MICR line is unreadable, ask your customer for another check (if the customer is present). If your customer is not present, try to flatten the check or fold it in the opposite direction so it lays flat. Attempt to scan the check again.
2. If there seems to be a different issue, try the following:
	* Unplug the scanner from the outlet, wait five seconds and plug the cord back into the outlet.
	* Attempt to scan the check at least two more times.
	* Scan another check to determine if the issue is isolated to that check or, if there is a possible scanner issue.
3. If you cannot connect to the scanner or the scanner light is red, try the following possible solutions:
	* Ensure that the cable is connected firmly to the back of the scanner and in the serial, or USB port, of the computer.
	* Replace the scanner cable with the backup scanner cable.
	* Ensure the cable is in the correct port on the scanner and laptop.
	* Ensure that the correct COM port (only applies to serial connected scanners) is selected in the Check Capture System Administration. It can be found under configuration, the **Devices** tab.
	* Ensure 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.
	* Ensure the scanner is plugged in and the power strip is turned on (the amber light indicates that *power up* was successful).
4. If there are still issues, contact your System Administrator. If the System Administrator cannot resolve the issue, call Customer Support to determine if a replacement scanner must be ordered.

### EC9100i Scanning Challenges

If the scanner does not respond, verify the following:

1. Ensure the cable that connects your scanner to your computer is properly connected to the correct port on the back of the scanner and computer.
2. Ensure that the correct power cord is connected to the unit. If your power cord has an on/off switch, make sure the switch is in the **On** position. Change or replace the cord, if necessary.
3. If there are still issues, contact your System Administrator. If the System Administrator cannot resolve the issue, call Customer Support to determine if a replacement scanner must be ordered.
4. Ensure that you adjust the exit extension or the pocket stop to fit the check that you are scanning. Checks can be damaged or jam in the scanner if the exit extension or pocket stop is not fitted to the check.

If the scanner beeps one time when scanning an image, the scanner was not successful in reading the MICR line. Ensure the check is placed into the feeder properly, with the MICR line at the bottom, facing toward the outside of the scanner.

### Panini Scanning Challenges

An example of a Panini scanner issue is, while configuring the Panini in OTCnet, under Devices Configuration, no error is presented if the Panini scanner is disconnected. When the operator attempts to scan a check in batch mode, a warning message reads *Scanner error. Canceling batch scan and starting keying phase*. To brings up the message again, click **Ok**. In the single mode, no error message is returned and the scanner seems to be waiting for the check to be scanned although the status message reads, *Problem detected, check scanner.* Ensure 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 issue that would cause the Panini to lose connection with OTCnet and require that it be disconnected rather than reconnected to the computer.

Another example of a Panini scanner issue is when 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 **Cancel** on the error window. Check Capture is ready for a new scan. Once the scanner’s light is green, proceed to place the check into the feeder and click **Start Scan**. If the red light is flashing on the scanner, the scanner cannot accept checks. To correct the scanner condition, log off and log back on 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 Check Capture scanners:

Table 1: EC7000i Default Light and Sound Signals

| Tone/Light | Meaning |
| --- | --- |
| One short beepLED is flashing green | The unit was successful in reading the MICR line. |
| Three short beepsLED is flashing red | The unit was not successful in reading the MICR line. |
| One long beepLED is flashing red | An error occurred during processing or storing of the captured image. |
| One long and five short beepsLED is flashing red | The scanner has failed to scan the back of the check. |

Table 2: EC9100i Default Light and Sound Signals

| Tone/Light | Meaning |
| --- | --- |
| LED is flashing red and green (after starting scanner) | The unit is being configured by the scanning application. |
| LED is green (solid) | The unit is ready and idle. |
| LED is green (flashing) | The unit is waiting for a check to be inserted for scanning. |
| LED is flashing red and green *(when scanning)* | The unit is scanning a check; the scanning operation is in progress. |
| One short beep | The unit was not successful in reading the MICR line. |

### Check Processing Error

A check processing error can occur when you attempt to scan an unsupported check format, such as a foreign check, checks payable in non-US currency, or Savings Bond Redemptions.

These types of checks cannot be processed using Check Capture and must be processed through the Deposit Processing functionality.

### Keypad/Scanner Challenges

When using the EC7000i scanner combined with either model of keypad, OTCnet Check Capture and Check Processing may occasionally stall between data entry and keypad confirmation states. The keyboard input is not accepted, the scanner light flashes green and the operator’s only option is to click Cancel.

### Printer Challenges

If experiencing printing issues, verify the following:

* + The 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).
	+ Ensure the correct printer is selected from the OTCnet Devices Tab. See your IT personnel to have the printer added to your Windows operating system.
	+ The printer has paper.
	+ The printer is plugged in.
	+ The printer is online.
	+ The correct printer driver is installed.
	+ There is not paper jammed in the paper feed tray or the paper output tray.

If the issue still exists after verifying the items above, turn the printer off, wait 5 seconds, and turn it back on.

Contact your System Administrator if you cannot resolve the issue. Connect a local printer if the LAN connection cannot be resolved.

## Topic 4 Troubleshooting Check Processing Error Messages

The following error messages may occur while performing check processing functions in OTCnet.

Table 3: Check Scanning Error Messages

| Message Number | Message Text |
| --- | --- |
| SCNCHK001 | Expected a Personal check but detected a Non Personal check. Would you like to process this item as a Personal check? |
| SCNCHK002 | Expected a Non-Personal check but detected a Personal check. Would you like to process this item as a Non-Personal check? |
| SCNCHK003 | The check amount should be greater than $0.01 and less than 99,999,999.99. |
| SCNCHK004 | “User Defined Field” is required. |
| SCNCHK005 | The “User Defined Field” must be in yyyy/mm/dd format. |
| SCNCHK006 | The “User Defined Field” must be in mm/dd/yyyy format. |
| SCNCHK007 | The value for “User Defined Field” field is not within allowed minimum/maximum value. |
| SCNCHK008 | The “User Defined Field” value is more than 256 characters. |
| SCNCHK009 | Data entry is complete.  |
| SCNCHK010 | Cancel Transaction. Are you sure? |
| SCNCHK011 | [In Batch Mode] Canceling batch scan and starting keying phase. |
| SCNCHK012 | [In Batch Mode] Click "Yes" to cancel the current and all remaining items. Click "No" to cancel the current item. |
| SCNCHK013 | Please enter the batch control amount in $0.00 format. |
| SCNCHK014 | Please enter a positive number greater than 0. |
| SCNCHK015 | Batch Control Amount and Batch Control Count are required. |
| SCNCHK016 | Would you like to correct the codeline? [with buttons: Yes, Rescan and Cancel] |
| SCNCHK017 | You must enter comments concerning the override request. |
| SCNCHK018 | Override check was successful. |

Table 4: Check Capture Configuration Error Messages

| Message Number | Message Text |
| --- | --- |
| CONCHCAP001 | Scanner Error. [-20013]Please check scanner power/connection. Proposed new message: “**Scanner Error # 20013. The scanner is not connected properly. Please check the scanner connection**.” |
| CONCHCAP004 | Application SettingsA prompt selection must be checked when Batch Control Total is Mandatory.Proposed improved message: “**Please select Batch Create or Batch Close option if Batch Control is Mandatory**.” |
| CONCHCAP005 | Please enter the Terminal ID within the range of 1 to 16 characters.  |

Table 5: Batch Management Error Message

| Message Number | Message Text |
| --- | --- |
| MNGBCH001 | Cannot deactivate the batch because it is currently in use. [new message] |
| MNGBCH002 | Please confirm Batch List was Printed. Continue? |
| MNGBCH003 | Close batch(es), ## item(s) Are you sure?  |
| MNGBCH004 | Batch did not print successfully. Batch close process is canceled. |
| MNGBCH005 | Submit batch(es), ## item(s) Are you sure? |
| MNGBCH006 | Submit Batch Failed. Please Close to continue. |
| MNGBCH006 | Only one item can be voided. [new message] |
| MNGBCH007 | You must enter comments concerning the void request.  |
| MNGBCH008 | Void Item [IRN #] Are you sure? |
| MNGBCH009 | Void Item [IRN #] Successful |
| MNGITM001 | Current message: pop-up message with Yes, No and Cancel buttons:"Changes were detected” “Save changes?"Proposed Message:“Changes were detected. If you select to save, please enter comments concerning the edit request”. |

If an error message displays that is not indicated in this Troubleshooting section, or you are experiencing additional issues, contact Customer Support at 866-945-7920, or 302-323-3159, or military DSN at 510-428-6824, option 1, option 3, option 4 or email fiscalservice.OTCChannel@citi.com.

## Topic 5 Challenges with Accessing OTCnet

If you are experiencing difficulties in accessing the OTCnet website, or obtaining images once on the OTCnet website:

* Attempt to access another website, to ensure that internet access is available.
* Shut the computer down. Restart it by clicking Windows **Start** and click **Shut Down**. Use the down arrow to choose **Restart**. Click **Ok** to restart the computer. Once the computer restarts, if you cannot access the site, and you verify that you can access other sites, contact your System Administrator.
* Ensure that you are accessing the correct url for the OTCnet website.
* If the application has a planned period of downtime, such as hardware or software upgrades, advance notice is provided to OTCnet customers via e-mail with the timeframe of the planned downtime. Contact the Treasury OTC Support Center to add names to the distribution list for these notifications. When the OTCnet application experiences unplanned outages (on rare occasions), e-mails are sent to the same distribution list to advise them of the outage and the expected time of resolution.

## Topic 6 Adjusting an Incorrect Entry

The minimum limit for reporting items that must be adjusted by Treasury/Fiscal Service 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.

OTCnet payments must 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, you can:

1. Void the item and rescan, this time typing the correct dollar amount of the check.
2. Ask an authorized user to access Batch Management and change the incorrectly typed amount with the correct amount. The batch can then be closed and transmitted by the lead Check Capture Supervisor or closed and uploaded by the authorized person using the Batch Management component.

If you are still having issues:

* 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/Fiscal Service as well as at the check writer’s financial institution.
* Contact the Treasury OTC Support Center if a file containing the wrong amount has already been transmitted, or you encounter a processing issue and need assistance.

## Topic 7 Refilling the Electronically Processed Hand Stamp

If your agency uses Panini scanners, use the electronically processed hand stamp to stamp checks after processing. The hand stamp is used to stamp the words *Electronically Processed* on each check, once processed. The EC7000i scanners are setup to automatically stamp the checks using the scanner’s franking functionality.

When the hand stamp needs to be refilled, follow these steps (see Figure 2, Figure 3 and
Figure 4).

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

Figure 2: Step 1: Refill Hand Stamp



1. Gently push on the black ridge section (the ink pad has black ridges that run lengthwise), using a pencil or ruler, to slide the ink pad out of the stamping device. The ink pad slides all the way out of the stamp.

Figure 3: Step 2: Refill Hand Stamp



1. Add ink drops onto the ink pad.

Figure 4: Step 3: Refill Hand Stamp



1. Slide the ink pad back in, as far as it goes, 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 on a piece of paper.

## Summary

In this chapter, you learned:

* How to resolve challenges transmitting and closing a batch
* Who to contact for access issues
* How to handle scanner issues
* How to decipher OTCnet error messages
* How to refill the *Electronically Processed* hand stamp