

OTCnet Local Bridge (OLB) Fact Sheet

What is the OTCnet Local Bridge (OLB)?



The OTCnet Local Bridge (OLB) application is used to support Check Capture, Check Processing, Card Processing, OTC Kiosk and Terminal Configuration tasks. The OLB removes the OTCnet application's dependency on the Java browser plug-in, which will no longer be supported by OTCnet. The OLB application is available for download from OTCnet Online, and users do not need to download or purchase any additional software to run the OLB.

What are the key features and benefits of the OLB?



Once users install the OLB, OTCnet runs more smoothly with faster check and card terminal detection and quicker access to various check scan forms. If the OLB is not installed on your workstations, then OTCnet will not function properly and may result in settlement delays with your business operations.

Please work with your Agency point-of-contact, Agency IT Team, the OTCnet Customer Support Team, and your OTCnet Deployment Specialist ensure your workstations are on the latest OLB version.

Who needs the OLB?



The OLB is a requirement for users performing Check Capture, Card Processing, OTC Kiosk Tablet, and Terminal Configuration Operations. These users include the Check Capture Administrator (CCA), Check Capture Supervisor (CCS), Check Capture Lead Operator (CCLO), Check Capture Operator (CCO), Card Administrator (CA), Card Operator (CO), and Kiosk Operator (KO).

The OLB does not impact Deposit Processing users or interface users.

Why do agencies need to upgrade their OLB?



Upgrading your OLB and firmware is encouraged as new versions include critical security enhancements.

We strongly recommend that your agency upgrades its workstations to the latest OLB software and firmware for optimal protection against security threats.

What are the system prerequisites for the OLB?



For Google Chrome and Microsoft Edge, no prerequisites are needed for downloading and installing the OLB.

On June 15, 2022, **Microsoft retired Internet Explorer 11**. Windows 10 and Windows 11 do not support Internet Explorer 11. OTCnet recommends all workstations transition to **Google Chrome** or **Microsoft Edge** to avoid any disruptions in functionality.

You may still use IE 11; however, it is no longer supported. If you experience any issues, we recommend your agency:

- Use Google Chrome or Microsoft Edge
- Upgrade to the latest version firmware (check processing only)
- Upgrade to the latest version of the OTCnet Local Bridge (OLB) (check and card processing only)

For Internet Explorer (IE), the IE configuration settings must be modified. Reference the [System Requirements Guide](#) for step-by-step instructions on completing the OLB prerequisites.

The Check Capture Administrator and Card Administrator are the only users that can complete the download of the OLB application. Once the download is complete, any user with Windows Administrator rights can install the OLB application.

What are the compatibility requirements for the OLB?



For Check and Card Processing, it is required that the latest OLB version is installed. Be sure to uninstall any old versions of the OLB before attempting to install a new OLB version on a workstation.

Resources and Additional Information



For more information on the OLB application, the OTCnet Team has provided several technical resources and reference materials. A full listing of available resources can be found on the [OTCnet OLB web page](#).

- [OTCnet System Requirements & Reference Guide](#)
- [OTCnet Local Bridge \(OLB\) Information and Resources](#)
- [OTCnet OLB FAQ Sheet](#)

What are the steps for downloading and installing the OLB?

Once you've successfully configured your system, per the prerequisites detailed above, you may proceed to download and install the application. Please refer to the list below for details on the process of setting up the OLB:

Step	Description	Associated Resources
 <p>Download the OLB</p>	<p>This step is completed by the Check Capture Administrator (CCA) and Card Administrator (CA) only. The OLB application is downloaded as a Zip file, which contains the OLB application installation file (EXE file). As part of this step, the CCA or CA extracts these files from the Zip file.</p>	<p><i>For step-by-step instructions, please see:</i></p> <ul style="list-style-type: none"> Printable Job-Aid: Download the OLB Application
 <p>Install OLB Application</p>	<p>Users need Windows Administrator privileges to install the OLB application on a workstation. Therefore, users may need to work with their Agency IT support staff to install the OLB application on the workstation.</p>	<p><i>For step-by-step instructions, please see:</i></p> <ul style="list-style-type: none"> Printable Job-Aid: Install the OTCnet Local Bridge (OLB) Application
 <p>Create OLB profile¹</p>	<p>Each user must create a unique OLB profile. Creating an OLB profile allows users to save and store the credential file that is used to authenticate the OLB application in OTCnet Online. Users may save the OLB credential file to any folder in which they have the ability to save a file (e.g., My Documents folder, Desktop folder).</p>	<p><i>For step-by-step instructions, please see:</i></p> <ul style="list-style-type: none"> Printable Job-Aid: Create the OTCnet Local Bridge (OLB) Profile
 <p>Import OLB Credentials</p>	<p>After the OLB profile is created, users can easily import their credential file. Importing OLB credentials is unique to each user, so each user will need to import their credentials one time before proceeding to use the OLB application.</p>	<p><i>For step-by-step instructions, please see:</i></p> <ul style="list-style-type: none"> Printable Job-Aid: Import OLB Credentials
 <p>Start the OLB</p>	<p>To start the OLB, users double-click the OTCnet OLB icon on the workstation's desktop, enter the User ID and password, and click Login. Once users have successfully started the OLB application, they can proceed to log in to OTCnet Online.</p>	<p><i>For step-by-step instructions, please see:</i></p> <ul style="list-style-type: none"> Printable Job-Aid: Start and Stop the OTCnet Local Bridge (OLB) Application

¹ If you are a Check Capture Administrator, Check Capture Supervisor, Check Capture Lead Operator, Check Capture Operator, Card Administrator or Card Operator, you are authorized to complete these steps.

Points of Contact:

Have a question or unable to find an answer in the listed resources? No problem! Please reach out to one of the points of contact listed below, and someone from the OTCnet Team will be happy to assist you.



For questions regarding the roll out of OLB and how to set up and operate the OLB application, please contact the Deployment Team

The OTCnet Deployment Team

Phone: 703-377-5586

Email: fiscalservice.otcdeployment@citi.com



For general questions regarding the OTCnet application, please contact the Customer Support Team

The OTCnet Customer Support Team

Toll free phone: 866-945-7920

DSN phone: 510-428-6824, Options 1, 3, 4

Email: FiscalService.OTCChannel@citi.com