



## OTCnet Local Bridge (OLB) Frequently Asked Questions

Please find frequently asked questions and answers below to assist you in your OLB upgrade.

**1. *We only use Deposit Processing at my office, do we need the OLB?***

If you only perform Deposit Processing activities, you do not need to download and install the OLB. The OLB only affects Check Capture, Check Processing, Card Processing, OTC Kiosk and Terminal Configuration users: the Check Capture Administrator, Check Capture Supervisor, Check Capture Lead Operator, Check Capture Operator, Card Administrator, or Card Operator.

**2. *Why is the OLB a requirement for all workstations performing Check Capture, Check Processing, Card Processing and Kiosk Tablet tasks?***

The OLB is required for all workstations performing Check Capture, Check Processing, Card Processing, and for Kiosk Tablet users. If the OLB is not installed on your workstations, then OTCnet will not function properly and may result in settlement delays. Once users install the OLB, OTCnet runs more smoothly with faster check and card terminal detection and quicker access to various check scan forms.

Please work with your Agency POC, IT Team, the OTCnet Customer Support Team, and your OTCnet Deployment Specialist to ensure that your workstations are upgraded to the latest OLB (for Check and Card Processing) and firmware (for Check Processing).

**3. *Are there any prerequisites to complete before downloading and installing the OLB?***

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

**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.

**4. *I've installed the OLB application and started the OLB, why can't I scan checks?***

You must be a Check Capture Lead Operator or Check Capture Operator to scan checks.

On June 15, 2022, Microsoft ended support for Internet Explorer 11 (IE 11). Windows 10 and 11 does not support IE 11. OTCnet strongly encourages transitioning workstations to Google Chrome or Microsoft Edge to avoid any disruptions in functionality.

If users continue to use IE 11, additional steps are required to adjust configuration settings. Work with your IT Team and reference the [System Requirements Guide](#) for step-by-step instructions on updating the firmware and OLB.



You must also create and import your unique OLB credentials onto your workstation. Please reference the [Import OLB Credentials Printable Job Aid](#).

If you are configuring a check capture or card processing terminal and you have not started the OLB application, you will receive the following message: “*Terminal detection failed. Please ensure that the OLB application is running.*” Ensure you start the OLB Application prior to configuring a check capture terminal.

**5. Does anyone who uses Check Capture, Check Processing, Card Processing or Kiosk Tablet need to import their credentials?**

Yes, each user creates a unique OLB credential, which must be imported onto the workstation. If there are multiple users on a terminal, each user must import their own OLB credentials. Users may save their OLB credential file to any folder they have access to (e.g., My Documents folder, Desktop folder).

**6. Do we have to keep updating our OLB Password?**

No, unlike your OTCnet password, you do not have to update your OLB password. If you forget your OLB password, or if you attempt to enter an incorrect password three times (or more), you will have to recreate an OLB credential file through the Create Local Bridge and User Profile page and save it again. You will also have to import your OLB credentials again. Please reference the [Create the OLB Profile Printable Job Aid](#).

**7. Is there a list of compatible check scanners?**

OTCnet currently supports the RDM EC 7000i, RDM EC 9100i, the Panini I: Deal, Panini MyVision X, and the Panini VisionX scanners. Note that the RDM EC 7000i is no longer available for purchase. Reference the [OTCnet Hardware Webpage](#) for all hardware options. Please see the [System Requirements Guide](#) for a full compatibility matrix. Please contact Customer Support if you encounter issues with your compatibility.

Please reference the following resources to **install** the OLB:

- [System Requirements Guide](#): **Please work with your IT Team** to complete all OLB Prerequisites prior to installation
- [OTCnet Web Based Training](#): Modules 8.1, 8.2, and 8.3

Please reference the following resources to **start using** the OLB:

- [OTCnet Web Based Training](#): Module 2.1

**8. Who can I contact if I have questions about the OLB?**

The OTCnet Deployment Team  
Phone: 703-377-5586  
E-mail: [Fiscalservice.OTCDeployment@citi.com](mailto:Fiscalservice.OTCDeployment@citi.com)

The OTCnet Customer Support Team  
Toll free phone: 866-945-7920  
DSN phone: 510-428-6824, Options 1, 3, 4  
E-mail: [Fiscalservice.OTCChannel@citi.com](mailto:Fiscalservice.OTCChannel@citi.com)