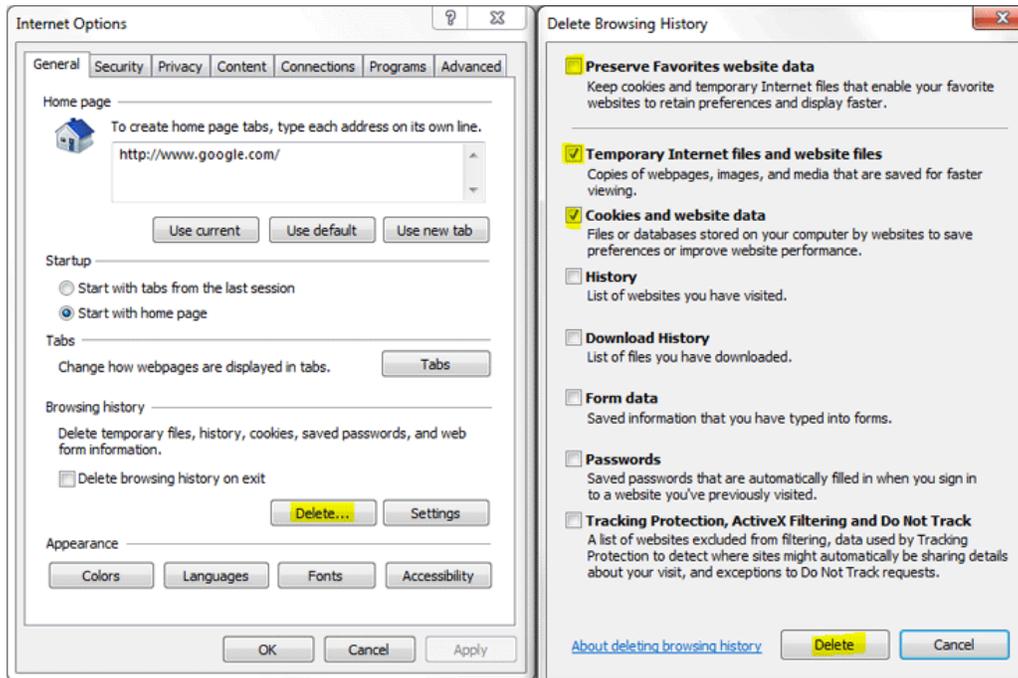


# POST-MAINTENANCE CLIENT INSTRUCTIONS

After updates are applied on the server infrastructure, it is best practice to follow the steps below to minimize potential for scanning issues following server maintenance.

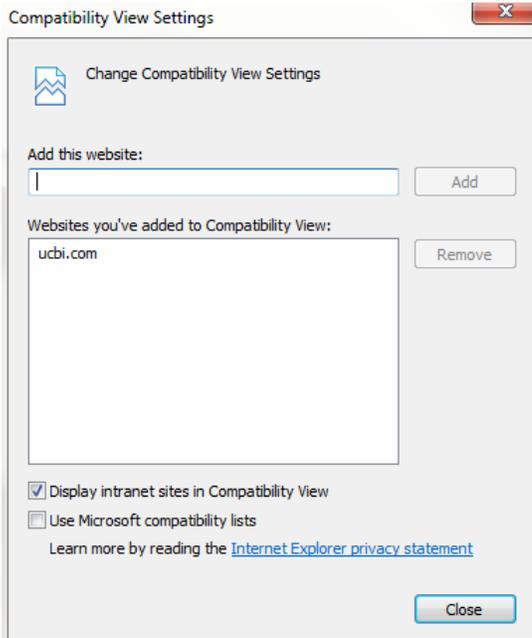
## CLEAR TEMPORARY INTERNET FILES

Open Internet Explorer, click the **tools** menu (or the gear icon) and choose **Internet Options**. Click the **Delete...** button. In the Delete Browsing History window, make sure 'Temporary Internet files and website files' and 'Cookies and website data' is checked. Also, make sure 'Preserve Favorites website data' is unchecked. Then click **Delete** and **OK**.



## ENSURE 'UCBI.COM' IS STILL LISTED IN COMPATIBILITY VIEW SETTINGS

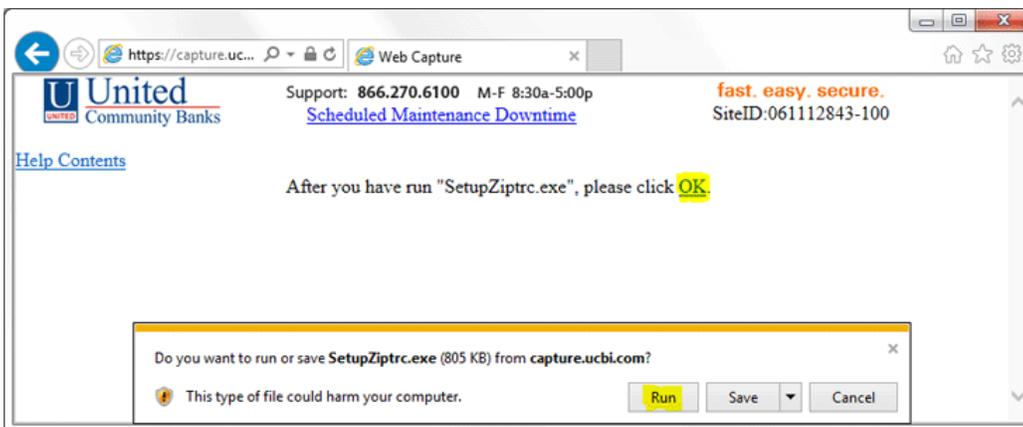
Open Internet Explorer, click the **tools** menu (or the gear icon) and choose **Compatibility View Settings**. If ucbi.com is not listed, type it into the field for 'Add this website:' and click Add and then OK. Close all Internet Explorer windows, reopen, and attempt to login to the service.



## IF PROMPTED TO INSTALL THE SETUPZIPTRC.EXE UTILITY, PLEASE DO SO

The SetupZiptrc.exe utility is required for the remote deposit service to function correctly. It also logs scanner operations to the C:\Temp directory on your local computer. These logs can be used to troubleshoot scanner-related issues.

If prompted for the install, choose **Run** (must be an administrator for the install to be successful) and choose the **OK** link on the webpage. You will be directed on to the remote deposit site.

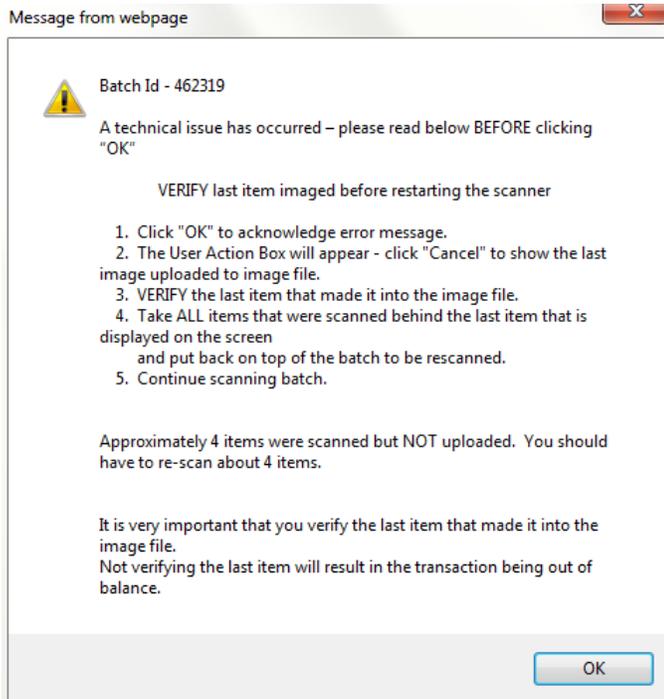


## WHEN SHOULD I FOLLOW THESE INSTRUCTIONS?

There are a couple clear symptoms with the service if you need to clear your Temporary Internet Files or your Compatibility View Settings are not added.

If you scan in **Contemporary View**, you may not be able to continue past the 'Create Deposit' window where a deposit total and account are entered. If you are able to, when scanning, images may not be uploaded to your deposit.

If you scan in **Classic View**, you may see a lengthy message when scanning notifying you items were scanned, but not uploaded.



Also, if pages appear to be broken or misconstructured or if perhaps buttons do not function, and you see script errors, this is a symptom of ucbi.com not being listed as a site to be viewed using Compatibility View.

## CONTACT INFORMATION

If none of the above solutions solve your issue, please give us a call so we may troubleshoot with you.

1-866-270-6100

Monday-Friday, 8:30am - 5:00pm

