



Enterprise Merchant Source Capture



Version 1.2.1

Driver Installation Guide for Mac OS
X

February 2017



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Installation

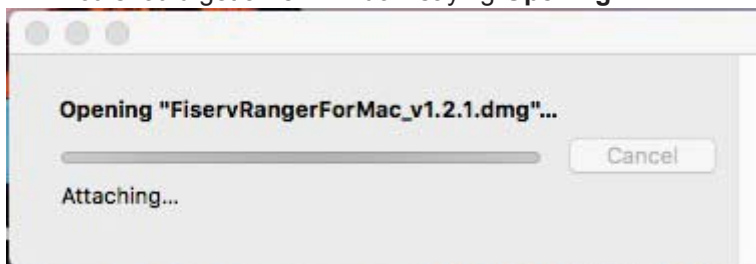
- Download the zipped (.zip) installer to the Computer from the FTP Site.
- Once the **.dmg.zip** file is downloaded, the file automatically unzips in the **Downloads** folder.



- **Click** on the file located in the Downloads folder.



- You should get a new window saying **Opening**



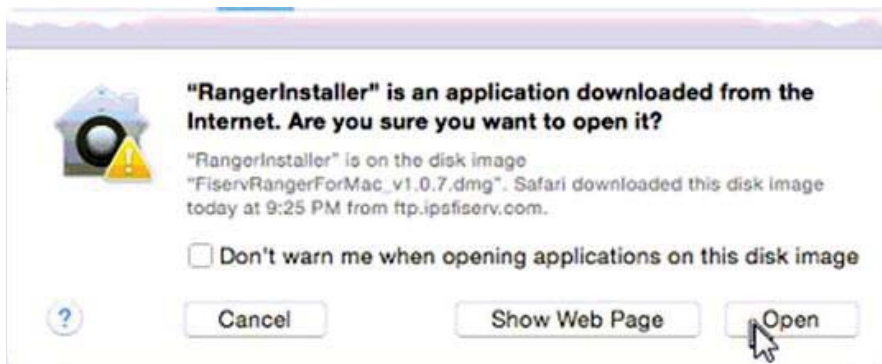
- Another new icon should appear on the Desktop named **Fiserv Installer SCO**. **Double-clicking** this **“Disk-image volume”** simply opens the “Fiserv Installer SCO” window, housing the actual Driver Installation piece.
 - The volume icon will remain mounted until manually ejected



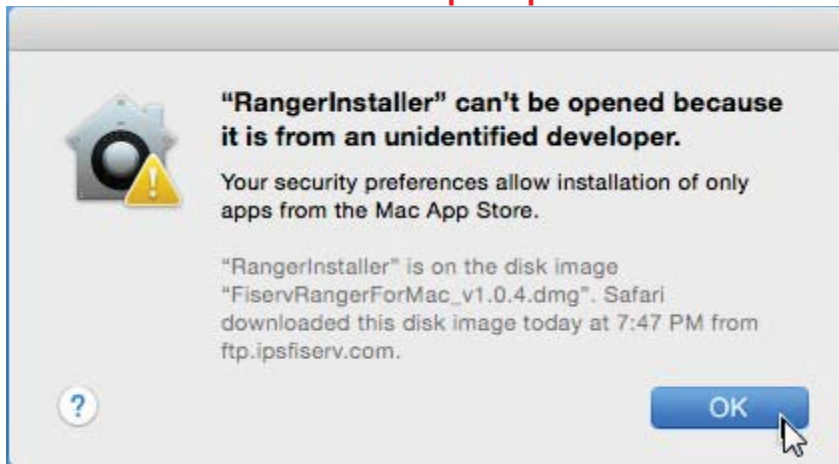
- Double-click on the **RangerInstaller** option.



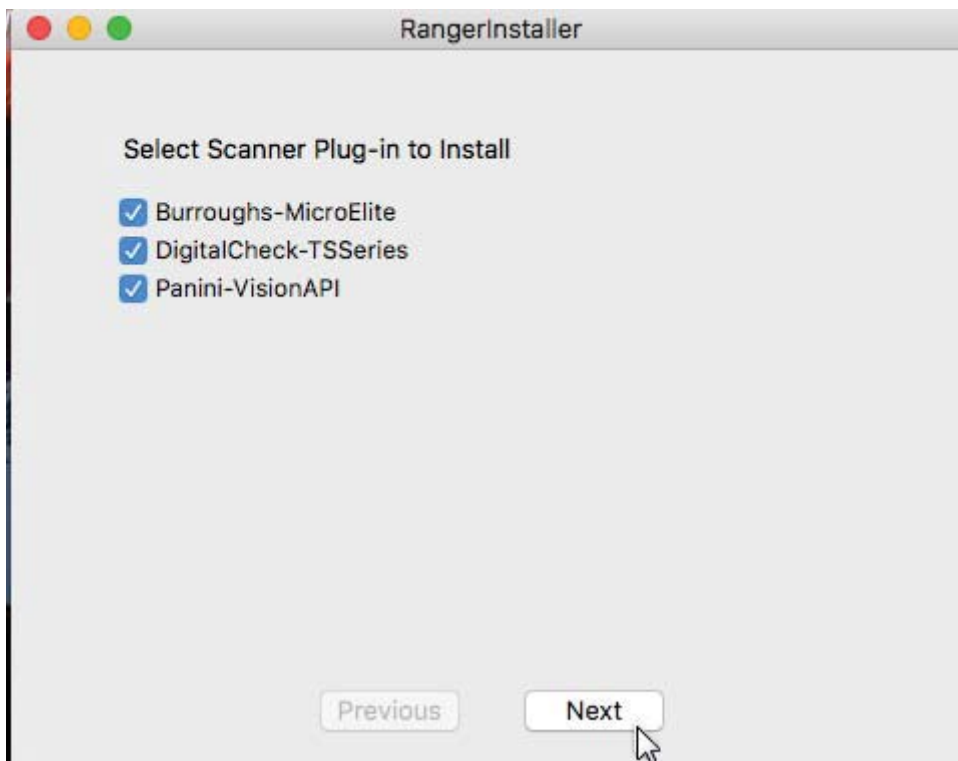
- Depending on how high of a threshold you have your Mac's Gatekeeper setting configured, you may get multiple prompts asking to confirm to open the installer.
 - If you see the below type windows click **Open** to continue the install.



- If you receive this below message, you will need to **SKIP TO PAGE 6** to bypass your current security preferences
 - Please refer to Page # 6 on how to lower the threshold before moving on when stuck on this prompt.



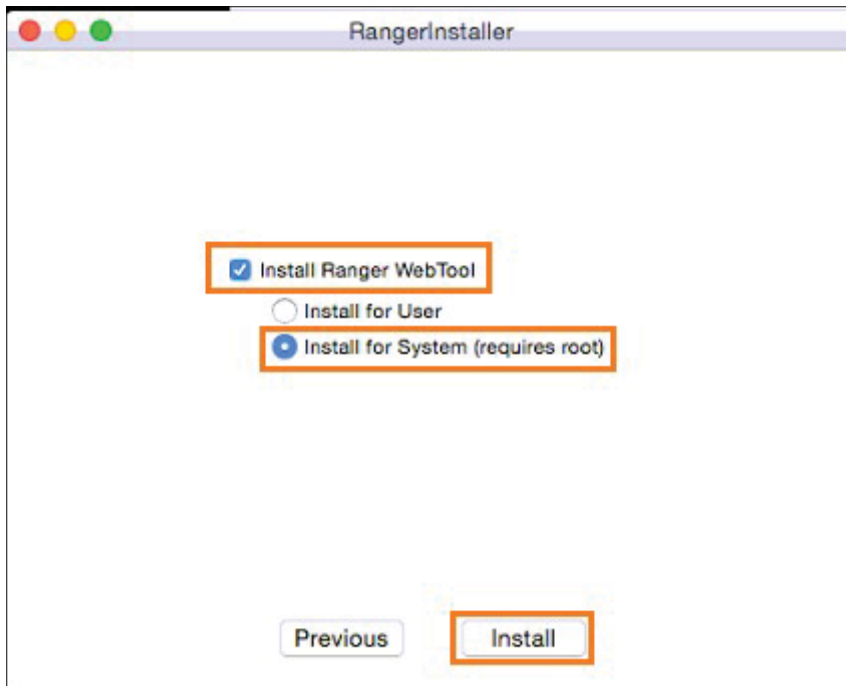
- Pending you have bypassed the above prompt, Resume the installation below
 - When the Ranger installation opens, you will need to select which scanner type you will be using. **Check** the box next to the scanner type and click **Next**.



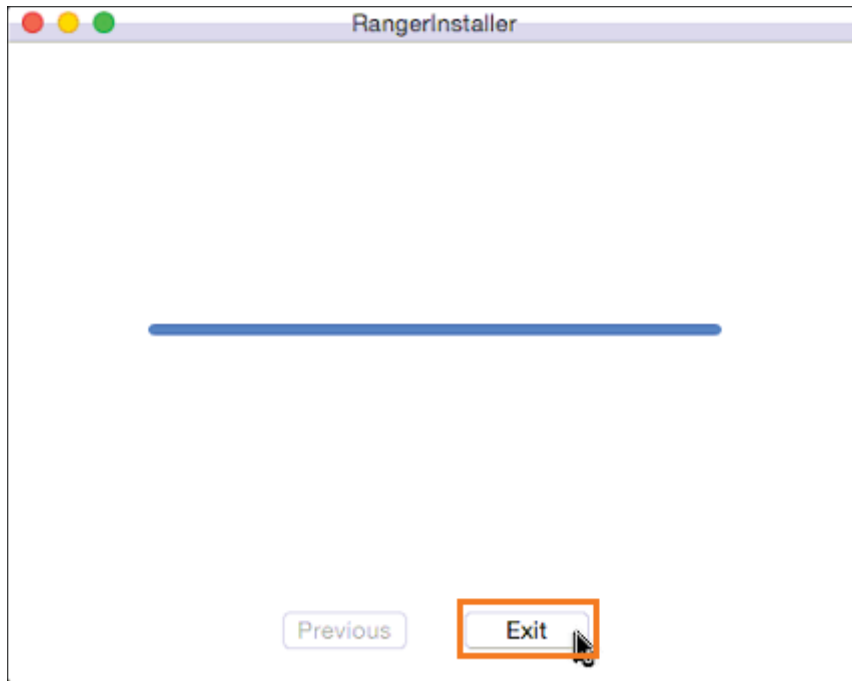
- Make sure **Install Rangerflex** is checked then click **Next**.



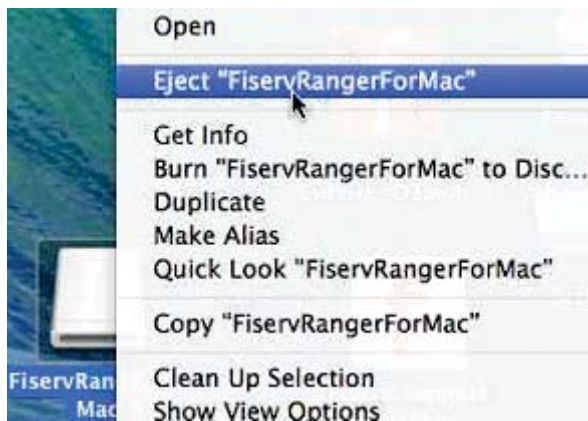
- Make sure **Install Ranger WebTool** is checked and **Install for System (requires root)** is selected, then click **Install**.



- The progress bar will fill, once completely filled **click Exit**.



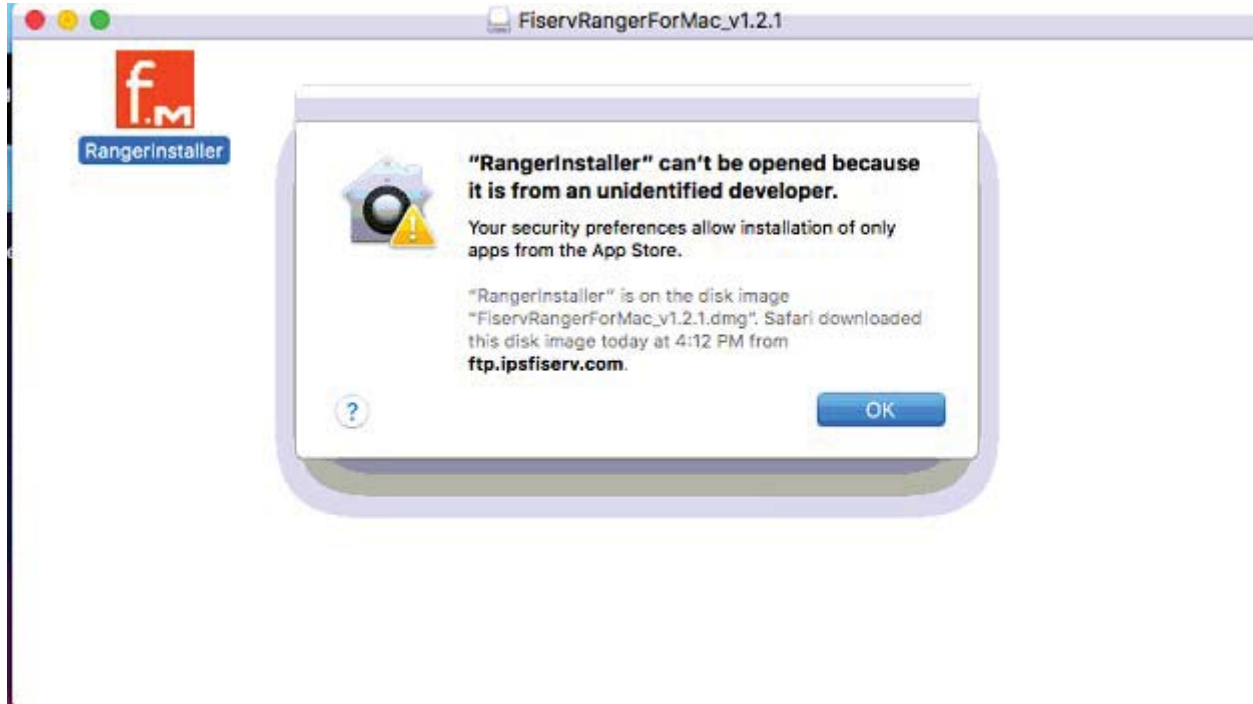
- Once the window closes, make sure to **right-click** the **white Volume icon** on your **Desktop** and select **Eject**.
- THE INSTALLATION IS NOW COMPLETE



Note: For additional assistance, Fiserv clients should contact Item Processing Client Services. Account holders should contact their financial institution for assistance.

Unidentified Developer Message Stopping Install

This message means that this MAC is set to only run applications from Apple Developers from the Apple Store. This is normal for any applications downloaded from the internet outside of the Apple Store. We need to change the security settings to allow the downloaded applications to install.



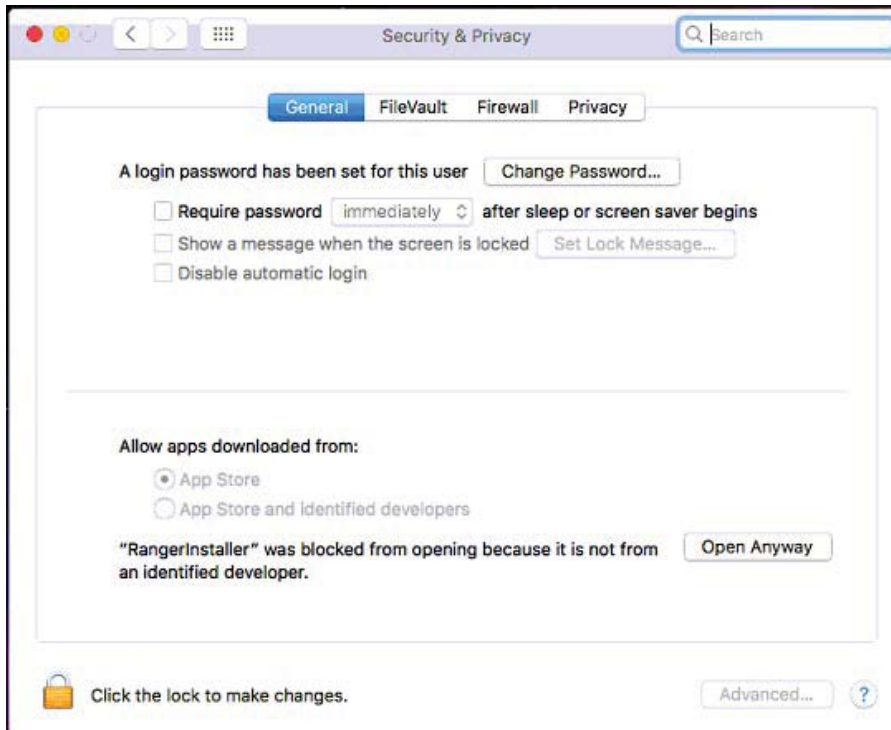
- Go to **System Preferences**. It should be in the dock and look like below.



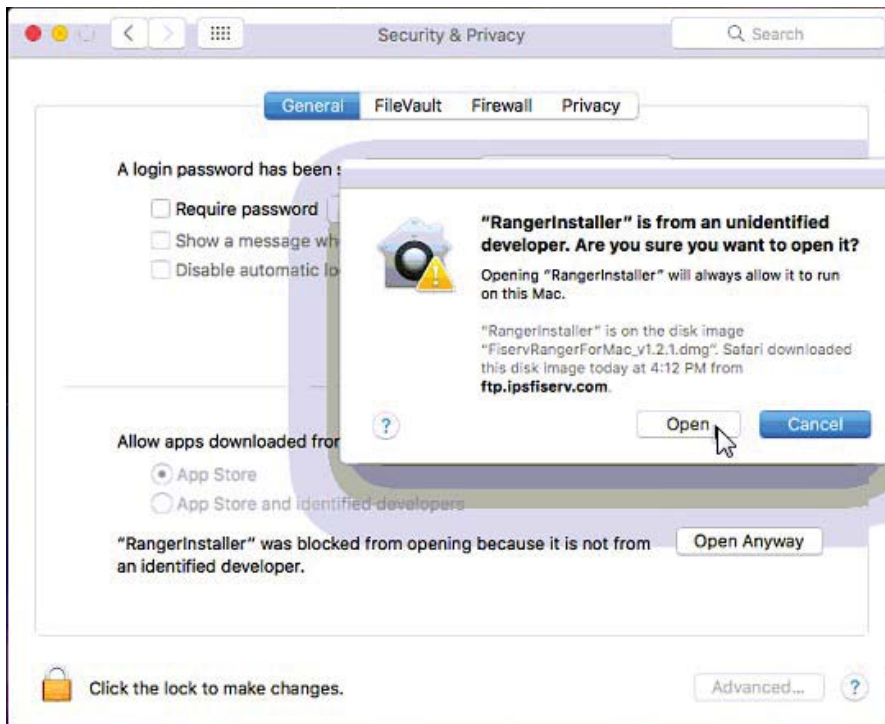
- When the window opens, select **Security & Privacy**.



- **Select Open Anyway**
 - Located within the blue "General" tab show in the below picture



- **Click Open button. Now you can resume the installation steps located back on Page # 3**



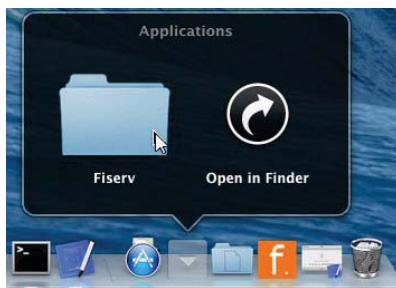
Additional Notes about the installation.

Besides the Driver plugin and software, some additional will be dropped to the computer.

1. Fiserv Support Portal gets dropped on the desktop



2. Fiserv folder gets dropped in the user level Applications folder located in ~/Applications
 - a. These tools are meant to be used for troubleshooting issues in the event an issue occurs.
 - b. ~/Applications is user level and is different from /Applications which is root level.
 - i. FYI these are two different folder locations. The one we reference is user level only.

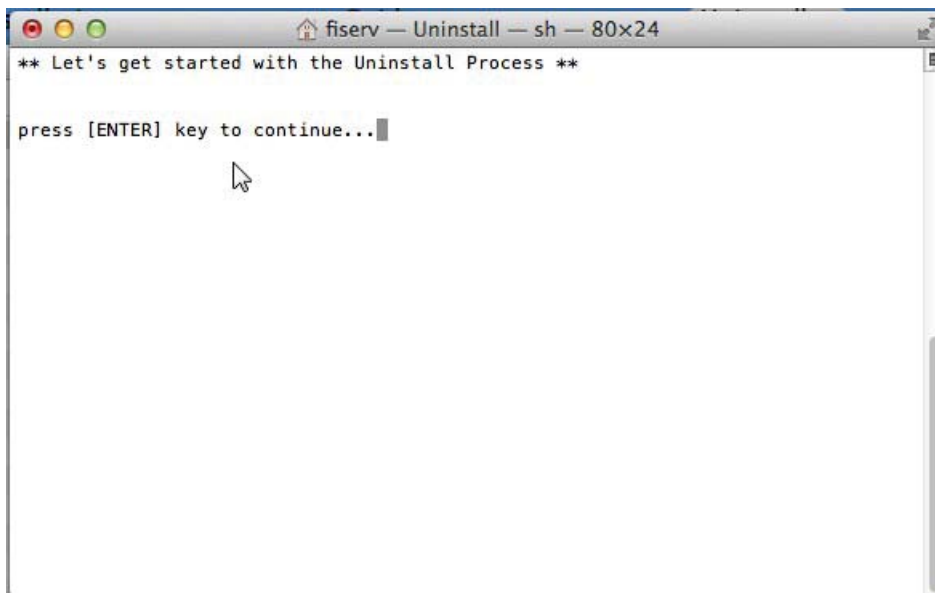


Uninstaller

- In the event you need to uninstall the driver and software, the uninstaller script will perform this.
 - Go to ~/Applications to run the Uninstall script
 - This is User Level Applications folder and not the Root level Applications folder



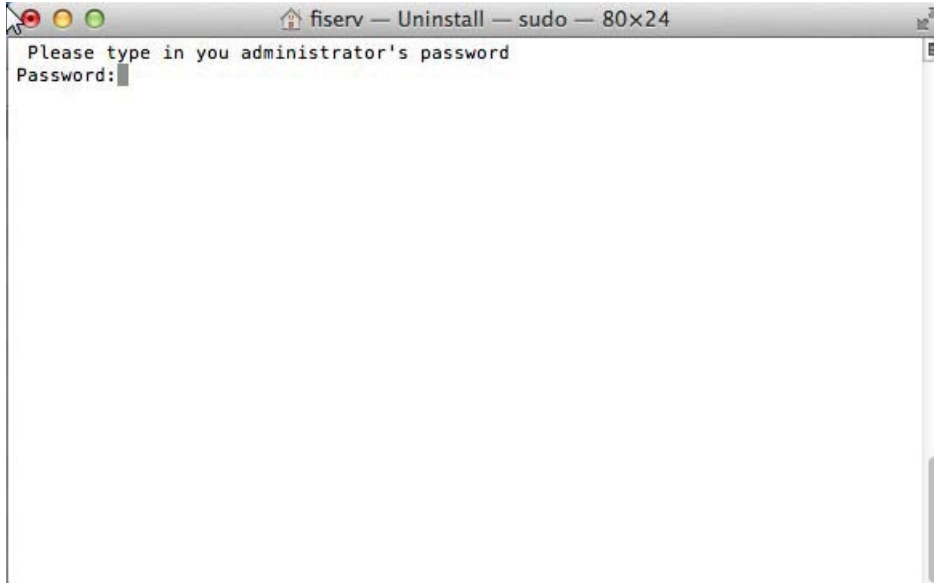
- After selecting the Uninstall script, the terminal will take you through a series of screens requesting you to press “Enter”



- *NOTE: At some point you will be prompted to type in the Mac's Admin password.

Please type this in the terminal and then press “Enter”

- Please be aware that when typing in your password, the actual characters will not show inside the terminal Window. This is normal.
 - But in reality the characters are registering and you need to just press “enter” after done typing the password.

A terminal window titled "fiserv — Uninstall — sudo — 80x24". The text inside the terminal reads: "Please type in you administrator's password" followed by "Password:" and a cursor. The window has standard macOS window controls (red, yellow, green buttons) and a scroll bar on the right.

```
fiserv — Uninstall — sudo — 80x24
Please type in you administrator's password
Password:█
```

- Uninstall is complete at the end of the script showing in this last window.

A terminal window titled "fiserv — Uninstall — 80x24". The text inside the terminal reads: "***** COMPLETE *****", "logout", and "[Process completed]" followed by a cursor. The window has standard macOS window controls and a scroll bar on the right.

```
fiserv — Uninstall — 80x24
***** COMPLETE *****
logout
[Process completed]█
```

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