

Expired Fiserv Certificate on a Mac

Goals

Remove driver with expired certificate (3/10/24) and install updated MacOS driver "Fiserv_RangerForMac_4.9-2.2.1.8.dmg".

Note: Please reach out to support for the updated driver (a certificate is no longer deployed).

Environment

Platform: MacOS 10.14+

Product: Merchant Source Capture, SCO Version: 6.4+

Read the following information to know more:

Remove expired certificate:

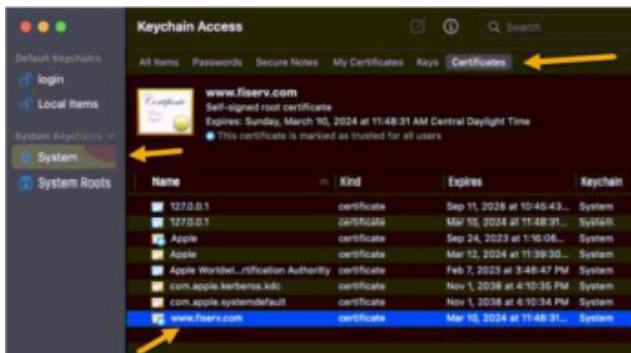
1. Finder > Applications > Utilities > Keychain Access



2. Keychain Access > Certificates

Unlock System on the left side if it shows as locked (user will need to enter credentials to unlock).

Once unlocked, click on www.fiserv.com certificate and delete the expired certificate.



3. Remove driver from the MAC

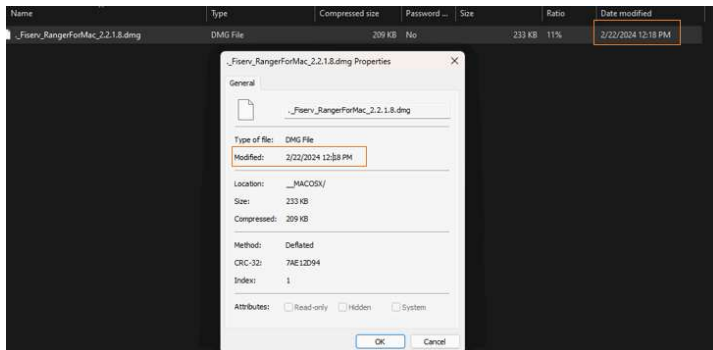
Finder menu > Applications > Locate Silver Bullet Technology folder and drag to trash or delete.

4. Unplug scanner from Mac desktop computer or Mac laptop computer

5. IMPORTANT: After deleting the old certificate and removing the current driver, REBOOT

Install driver:

6. Verify modified date of driver 'Fiserv_RangerForMac_2.2.1.8.dmg' is: 2/22/2024



7. Double-click or right click to install driver

"Fiserv_RangerForMac_2.2.1.8.dmg" and then double-click on your scanner model to begin the installation.



Note: If you receive a security error when attempting to install the driver, complete the following steps:

Apple menu



System Settings > Privacy & Security



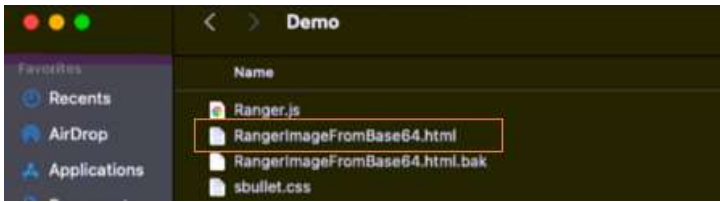
In the sidebar (You may need to scroll down) > locate the Fiserv driver & select "open anyway" > proceed to install driver.

8. Once install is complete, plug in scanner

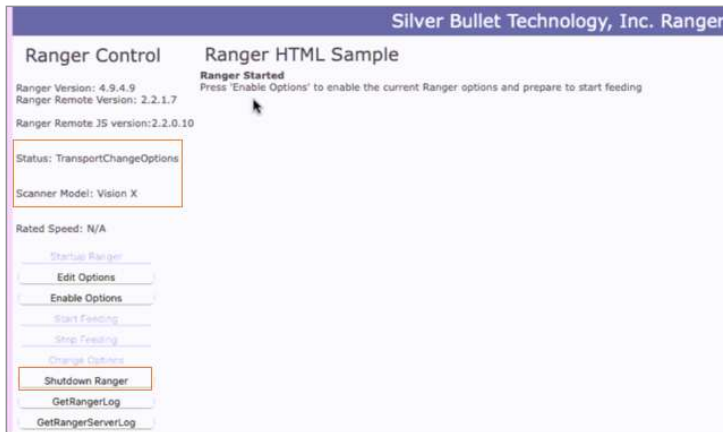
Test scanner connection:

9. Finder > Applications > Silver Bullet Technology > Demo >

Open "RangerImageFromBase64.html" in Safari browser.



Click "Startup Ranger" to confirm scanner is connected. You should see "TransportChangeOptions" along with the Scanner Model populated. If the Ranger details do not populate, ensure the scanner is properly plugged in and turned on.



IMPORTANT: After getting a successful connection in Ranger Control, you must **close completely out of Ranger by clicking on "Shutdown Ranger"**.

10. Proceed to capture within the bank Merchant Capture website

Note: Refer to KB0172772 for steps to update this driver on the SCO Download page for Branch and Merchant Capture.