Microsoft® .NET Framework 4.6 Frequently Asked Questions

1. **What is changing?**
   Microsoft® Windows® uses a set of software tools called .NET Framework. Programs that run on Windows PCs leverage .NET components to perform a variety of basic jobs. This universal tool set makes programming easier for software providers and creates a reliable, uniform foundation on which programs can run.

   From time to time, Microsoft upgrades the .NET Framework and subsequently no longer supports earlier versions. Microsoft is ending support for .NET Framework versions 4, 4.5 and 4.5.1. As a result, our Remote Deposit service provider must upgrade scanner components so they work with .NET 4.6. **Effective February 21, 2016, all PCs used for scanning must have Microsoft's .NET Framework 4.6 installed.**

2. **How do I know if I need the Microsoft .NET 4.6 update?**
   If the PC being used for scanning has any prior version other than .NET 4.6 installed, it will need to be upgraded. Customers who use a Windows 10 PC to scan checks will not need to install Microsoft .NET 4.6 as it is already installed.

3. **How do I check my current version of Microsoft .NET?**
   Click the Start button on the PC > Control Panel > Programs and Features. If Microsoft .NET Framework 4.6 is listed in your programs, you are up to date. If not, a user with administrative rights must be available in order to complete the upgrade process.

4. **What if the user already has Microsoft .NET 4.6 installed?**
   If .NET 4.6 is already installed, no changes will need to be made to the PC.

5. **Does Microsoft require a PC administrator to perform the upgrade?**
   Yes, Microsoft requires that a PC administrator perform the .NET 4.6 upgrade. A PC administrator is a user with rights to make changes to the Windows configuration. If the user does not have administrative rights, the PC administrator would need to be available to log in and complete the update.

6. **Will the Remote Deposit system automatically prompt to upgrade scanners with older .NET versions?**
   Yes, the first time a user logs into the Remote Deposit service on or after February 21, 2016, the system will automatically launch the .NET 4.6 upgrade on the user's PC. Because Microsoft requires the upgrade to be performed by a PC administrator, a user with administrative rights must be available in order to complete the upgrade.

7. **Will I need to update .NET Framework on a Windows 10 PC?**
   No, the .NET upgrade is only needed for supported operating systems prior to Windows 10, such as Windows 7 and 8.1. Windows 10 already had .NET 4.6 installed.

8. **Can I upgrade the .NET version prior to February 21, 2016?**
    Yes, follow the steps below.
    a. Close all programs.
    b. Navigate to https://www.microsoft.com/en-us/download/details.aspx?id=48130
    c. Select the Download button.
    d. Run the .NET Framework 4.6 package installer.
        NOTE: Administrative rights to the PC are required in order to complete the upgrade.
    e. Follow the prompts until you receive the "successfully installed" message.

9. **How long will the update take?**
    Depending on the speed of the PC, the update should take less than 10 minutes to complete.

10. **Will I need to reboot my PC after I have installed the Microsoft .NET update?**
    Yes, a reboot will be required to successfully complete the update. We recommend that you close any running applications prior to beginning the installation.

11. **What would happen if the user does not install the update?**
    If a PC does not have Microsoft .NET 4.6, users will not be able to scan checks through the Remote Deposit service on that PC.

12. **Will Microsoft .NET 4.6 need to be installed for each user profile on the PC?**
    No, once it is installed by an administrator user, every user profile on the PC will access the updated version.

13. **Will users need administrative rights in order to scan checks after the .NET 4.6 version is installed?**
    No, because Microsoft requires the .NET upgrade to be performed by the PC administrator, a user with administrative rights must be available in order to complete the upgrade. Once the upgrade is complete, non-administrative users will be able to perform all necessary tasks within the Remote Deposit service.

14. **Will I need to update the .NET Framework on my Mac PC?**
    No, Mac is not yet supported. This update is for Windows PCs only.