KeyBank

Key Capture®
System Requirements

REQUIREMENTS

Hardware:
- Intel® Pentium III, 2.8 GHz processor or higher, Minimum 2 GB RAM
- 17" XVGA display (1024x768) with Windows® Display set to Small Fonts
- USB 2.0 **(USB-A**) Connection – **cannot be connected to docking station or USB hub, e.g. PC only has USB-C port. Direct connection is required**
- Non-Intel or Non-AMD processor (e.g. Snapdragon ARM processor) devices are **NOT** supported.
- Minimum 30 MB free hard drive space

Operating System (Apple OS devices not supported):
Windows® 10
Windows® 11

Must have most recent Windows updates
- Microsoft® Edge
- Mozilla Firefox®
- Google Chrome®
- **Microsoft® .NET version** 4.5 and may be downloaded from Microsoft at: **http://www.microsoft.com/en-us/download/details.aspx?id=30653**

High-speed Internet Connection:
- Recommended Download Speed: 10 megabits per second (mbps) or greater
- Required Minimum Upload Speed: 3 mbps

Network Configuration:
- If you have an authenticated network, the user of the software must have network access and can download and save data.
- Port 443 is required for the SSL traffic on your network.
- **Dedicated external IP address: For security reasons, the Key Capture application does not support load balancing of external IP addresses. If unsure of your network configurations, please check with your IT department.**

- You can use the following tool to determine if you are load balancing:

  1. Go to URL/Site: http://www.whatismyip.com/
  2. Your IP: ex - 156.77.111.19 will appear
  3. F5 keyboard function key will refresh the screen. If the IP address changes, the client is load balancing and using multiple IP addresses. You will need to refresh several times. The IP may not change every time.
  4. If the IP address number changes, the client is load-balancing. If the number does not change, the test is inconclusive.

- The following URL's must be allowed (whitelisted) on the network:

  1. cdp.jackhenry.com
  2. www.trustcenter.de
  3. csc3-2010-crl.verisign.com
  4. crl.verisign.com"
  5. https://keynavigator.key.com (access via KeyNavigator®)
  6. ibx.key.com (access via KBBO)
  7. https://www.key.com

Additional Implementation and System Update Requirements:
- Anti-Virus Protection Software and/or Anti-Spyware may need to be disabled to allow for the initial installation.
- Administrator rights are required for the initial installation of the software.
- Administrator rights may be required for planned system updates.

If you would like to add Key Capture to an additional computer, please contact your Payments Advisor

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A Special Note on Internet Speeds

Internet upload and download speeds are critical for Key Capture to work effectively. You may check your internet upload and download speed by doing the following:

- Go to http://myspeed.visualware.com/
- Select the "Click to Start MySpeed" button
- Note the Internet upload and download speeds

As Internet speeds may vary, this test is best run during times when you normally process your deposit.