



Best Practice Tip – Missing/Blank Images in CheckLogic Branch

****These settings only apply to clients with CheckLogic Branch and Merchant.****
CheckLogic Branch clients may have received a notice from Item Processing indicating that one or more of their check images has been deleted from their daily file due to a missing image (particularly the rear image). After extensive research, eDOC's technical team has determined the issue is originating on local workstations running **CheckLogic v7.1.0.3**.

A new release of CheckLogic Branch (v7.13.0.0) will become available in the next 2-3 months, **but you do not have to wait to resolve this "missing image" issue**. There is a setting within CheckLogic that controls the intensity of the rear images. This setting can be easily adjusted by CU staff or eDOC support staff.

To adjust the setting:

- Find the CheckLogic RDI.ini located in **C:\Program Files (x86)\DocLogic\CLBranch\RDI**
- Open the RDI.ini file and look for the **ItemProcSteps** section
- Edit the **Back setting**

[ItemProcSteps]

Default=CLR=128,DSP=

Back=CLR=128,DSP= Edit this setting to: **Back=CLR=196,DSP=**

- **Do not adjust any other settings within this .ini.**
- Save the change before exiting.
- It is strongly recommended that the Operator scan a few checks to verify the quality of the rear images before continuing with their check processing.

Adjusting this setting has eliminated **"missing images"** for CU's who have participated in our beta process.

If you would like assistance with updating this setting, please contact the Item Processing Team at 800-425-7766 ext. 500.

Coming Soon: CheckLogic v7.13.0.0. Among other updates, this new version will include the updated rear image setting, the availability of an Active Directory integration, an improved CAR/LAR engine with Orbograph update, and improvements to iSweep.