

# KeyImage Quick Start Guide

A reference document of useful  
information and step-by-step  
instructions.

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# KeyImage features

- Fast access to banking and reconciliation statements for all ARP accounts
- Images of paid checks for the period indicated on the face of each CD
- Indexing software that allows you to search for check images on previous CDs
- The ability to use reports and statements to search for check images and streamline your research

## Installation

KeyImage Inquiry and KeyImage ARP software can be installed from any KeyImage CD dated after 9/1/2009, or downloaded from our website at [key.com/cashmanagement](http://key.com/cashmanagement). The following instructions will guide you through either installation process.

### Pre-Installation

Complete the following steps prior to installing the KeyImage software:

1. Log on to the PC on which you'll be installing KeyImage Software as a user with Administrator privileges.
2. Close all other applications (except your web browser if installing KeyImage from [key.com](http://key.com)).
3. It is not necessary to manually backup existing CD data. The install process backs up existing data to C:\Program Files\CVBackup.
4. *If using more than one workstation with KeyImage with a shared data store, be sure to set up Shared Local mode on ALL workstations prior to launching the application (see network installation information below).*

## Installing KeyImage Inquiry and KeyImage ARP

### Installing KeyImage Inquiry and KeyImage ARP from CD

1. Insert the **KeyImage CD** in the CD or DVD drive.
2. Double-click the **My Computer** icon on the desktop.
3. Double-click the **CD/DVD drive**.
4. Double-click the **Installs** folder icon.
5. Double-click the **KeyImage13.exe** icon.
  - Running **KeyImage13.exe** will walk you through the process of backing up your data, uninstalling previous versions of KeyImage, and installing the latest version of KeyImage software and documentation.
  - Follow all prompts during the installation process.
  - You may be asked to enter or confirm information. Accept default settings by selecting the **Next** button or the **OK** button until the installation is complete. *If you change any of the default settings, be certain to note your changes and save them for future reference.*

## Installing KeyImage Inquiry and KeyImage ARP from the key.com website


1. **KeyImage software is available online at** [www.key.com/cashmanagement](http://www.key.com/cashmanagement).
2. Click on the **KeyImage Software Version 13.0** link and select **Run** from the dialog box.
  - Running **KeyImage13.exe** will walk you through the process of backing up your data, uninstalling previous versions of KeyImage, and installing the latest version of KeyImage software and documentation.
  - Follow all prompts during the installation process.
  - You may be asked to enter or confirm information. Accept default settings by selecting the **Next** button or the **OK** button until the installation is complete. *If you change any of the default settings, be certain to note your changes and save them for future reference.*

### Network installation of KeyImage Inquiry and KeyImage ARP software is now supported!

Refer to the **Inquiry User Manual, section 2.2.2**, for details. Contact support with any questions.

## Installing the KeyImage Security CD

The installation should start automatically when the Security CD is inserted. If it doesn't, follow these steps:

1. Double-click the **My Computer** icon on the desktop.
2. Double-click the **CD/DVD drive**. 
3. Double-click the **setup.exe** icon.
  - Running **Security CD setup.exe** will walk you through the process of installing the latest version of KeyImage Security CD software and documentation to the computer.
  - Follow all prompts during the installation process.
  - You may be asked to enter or confirm information. Accept default settings by selecting the **Next** button or the **OK** button until the installation is complete. *If you change any of the default settings, be certain to note your changes and save them for future reference.*

## Launching the KeyImage Inquiry and KeyImage ARP Applications

After successfully installing **KeyImage Inquiry** and **KeyImage ARP**, you can launch the applications by selecting **Start > Program Files > KeyImage Workstation** from the **Start** menu at the bottom of your Windows desktop. The **KeyImage Workstation** folder includes shortcuts to the **KeyImage Inquiry** and **KeyImage ARP** applications and their User Manuals. If you chose not to add desktop icons during the installation, you can still create them as follows:

1. Double-click the **My Computer** icon on the desktop.
2. Navigate to where the **KeyImage** software is installed (usually C:\Program Files\CV).
3. Right-click on the **arp32.exe** file. Select the **Send To** menu item, then left-click the **Desktop (create shortcut)** menu item.
4. Right-click on the **inquiry.exe** file. Select the **Send To** menu item, then left-click the **Desktop (create shortcut)** menu item.

# Installing the CSC Security Certificate

## Installing the CSC Security Certificate – Microsoft Office XP and Office 2003

If your system administrator hasn't installed the CSC Security Certificate, you will see a Security Warning message when launching KeyImage ARP / Microsoft Word. Follow these steps to install the Certificate:

- a. In the **Security Warning** window, if **Always trust macros from this source** is not grayed out, check the box and click on **Enable Macros**. The **Security Warning** window will close automatically.
- b. Close Microsoft Word and launch KeyImage ARP again. No additional warning messages should be displayed.
- c. If **Always trust macros from this source** is grayed out, click on **Details**.
- d. The **Digital Signature Details** window will open.
- e. Click **View Certificate**. The **Certificate** window will open.
- f. Click **Install Certificate**. The **Certificate Import Wizard** window will open.
- g. To continue, click **Next**. The **Root Certificate Store** window will open.
- h. Click **Next**. The **Certificate Import Wizard** window will open, displaying the successful completion message.
- i. Click **Finish**. When the **Security Warning** window opens again, close it.
- j. A warning message will be displayed. Click **OK** and then close Microsoft Word and launch KeyImage ARP. The Security Warning Window will appear again with **Always trust macros from this source** enabled.
- k. Check **Always trust macros from this source** and click **Enable Macros**.
- l. This should prevent any additional warning messages from being displayed.

## Installing the CSC Security Certificate – Microsoft Office 2007 and Office 2010

If your system administrator hasn't installed the CSC Security Certificate, you will see a Security Warning message when launching KeyImage ARP / Microsoft Word. Follow these steps to install the Certificate:

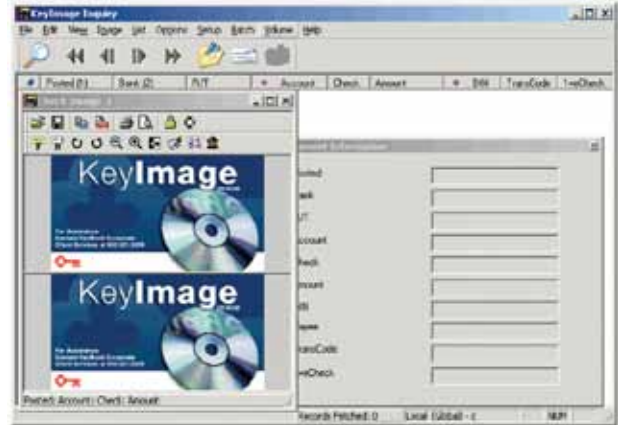
- a. On the bar that says **Security Warning Macros have been disabled**, click **Options**.
- b. The **Microsoft Office Security Options** windows opens displaying **Security Alert - Macros** message. Click **Show Signature Details**.
- c. In the **Digital Signature Details** window click **View Certificate**.
- d. In the **Certificate** window click **Install Certificate**.
- e. In the **Certificate Import Wizard** window click **Next**.
- f. In the **Certificate Store** window, click the **Place all certificates in the following store** radio button and click **Browse**.
- g. In the **Select Certificate Store** window, click on **Trusted Root Certification Authorities**, and click **OK**.
- h. Click **Next** on the **Certificate Store** window.
- i. Click **Finish** on the **Completing the Certificate Import** window.
- j. Click **Yes** on the **Security Warning** window.
- k. Click **OK** on the successful import message window.
- l. Click **OK** in the **Certificate** window.
- m. Click OK in the **Digital Signature Details** window.

- n. You should still see **Security Warning Macros have been disabled**. Click **Options**.
- o. The **Microsoft Office Security Options** windows opens displaying **Security Alert - Macros** message. Click the **Trust all documents from this publisher** radio button and click **OK**.
- p. Exit Microsoft Word and then launch KeyImage ARP.

## KeyImage Inquiry – view check images

### 1. Open KeyImage Inquiry

Select the **KeyImage Inquiry** item from the **Start > Programs > KeyImage Workstation** menu or double-click the **KeyImage Inquiry** shortcut icon on the desktop to launch the application. The **KeyImage Inquiry** and **Check Image\_1** windows will open as shown.



### 2. Import the CD volume

*This needs to be done once for each CD.*

- a. Insert **KeyImage ARP CD** into your DVD/CD drive.
- b. Select **Volume > Import** from the KeyImage Inquiry window.
- c. When the directory listing of the CD in your drive opens, click **OK**.
- d. Select **Volume & Index**, click **OK**, and then click **Yes**.
- e. Click **OK** when **Status** indicates **Import complete**.

### 3. View check images

- a. Select **Search** (magnifying glass icon) from the toolbar.
- b. Click **Clear** at the bottom of the **Search Criteria** window.
- c. Click **Retrieve** to list the first 40 check images or enter additional information to search for specific images.
- d. To view an item, highlight it and click **View**, or double-click the item.
- e. An Image of the selected check will display in the **Check Image\_1** window.

### 4. Sorting search results by field (one search result at a time)

- a. Right-click the field heading on which you want to sort. A (1) will be added to the heading name and the field will be sorted for the current 40 items on the screen. You can sort by multiple fields by right-clicking on additional field headings. Subsequent heading names will be appended with (2), (3), etc.
- b. To change sort order, Select **Options > Sort Order > Ascending** or **Descending** from the menu.

### 5. Sorting your search results by field (all search results)

- a. Select **Options > Global Sorting > Enabled**. A checkmark next to **Enabled** indicates that this feature is turned on.
- b. Select **Options > Global Sorting > # of Items** to display the **Global Sort Items Count** dialog box. This option allows you to set the maximum number of records to be sorted.

**Note:** The maximum number of items you can select to sort depends on the amount of available system memory.

6. **To view multiple images**

Select **Options > # of Images** from the menu, then select 1, 2, or 3 images.

7. **To export your search results**

a. Select **Image > Search** to open the **Search** dialog box. Enter the search criteria and click **Export All**.

b. A dialog box will open. Click **OK** to confirm that you want to export the items.

c. The **Export to Folder** dialog box will open. Click on the **arrow** to display a menu of drives, and then click on the drive to which you want to store your data.

d. The **Export All** dialog box will open, displaying the default **Export Batch Name**. You may use the default batch name or enter your own.

e. The **Export All** dialog box will show the status of the export in the **Status** field. The **Cancel** button will change to **Done** once the export is complete. Click **Done** to clear the dialog box.

8. **To print the image index**

Select **File > Print Index** from the menu.

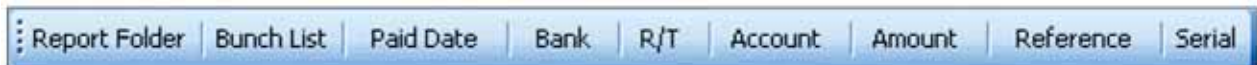
9. **To exit the program**

Select **File > Close** from the menu.

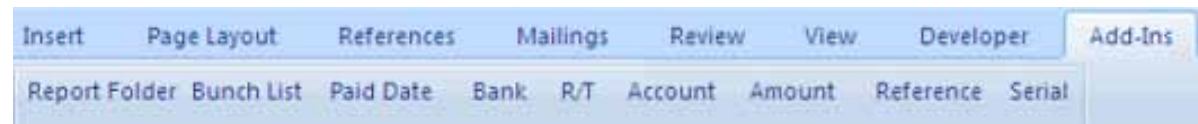
## KeyImage ARP – view your statement or reconciliation

1. **Open KeyImage ARP**

Select the **KeyImage ARP** item from the **Start > Programs > KeyImage Workstation** menu or double-click on the **KeyImage ARP** shortcut icon on the desktop to launch Microsoft Word. The **KeyImage Inquiry** and **Check Image\_1** windows will also be displayed. The following toolbar will appear in Word for Office XP and Office 2003.



For Office 2007 and Office 2010, the following Add-Ins tab will appear in the Word tab area.



2. **Ensure CD information has been imported**

If the volume information from each of your CDs has **not** been imported, refer to **Step 2** under the **KeyImage Inquiry** section above.

3. **View additional statements and reconciliations**

a. Select **Report Folder** from the toolbar

b. Enter the last four digits of the desired statement account number (Ex: '4567.stm', '4567.rpt', etc.).

#### 4. **Select statement information**

- a. Highlight the desired statement information (paid date, amount, serial number, etc) and click the desired toolbar button.
- b. If the **KeyImage Inquiry** window does not display after selecting a toolbar option, click the flashing **KeyImage** icon at the bottom of the desktop screen to view the desired check images.

## Toggle between KeyImage Inquiry and KeyImage ARP

The following three options can be used to switch between **KeyImage Inquiry** and **KeyImage ARP**:

1. Press the **ALT & TAB** keys at the same time to toggle between applications
2. Select the desired window icon at the bottom of the desktop screen
3. Select the minimize option from the top right corner of the desired window

## Questions?

If you need additional assistance, please contact our Corporate Business Banking Center at either of the numbers below. We're available Monday through Friday, 8:00 a.m. – 9:00 p.m. ET.

216-813-3200

800-821-2829

