

Keystroke POS Installation Instructions

NETePay 5.07.33 & Ingenico iSC250 RBA 21.02

Includes Support for EMV-PinDebit

Hardware: Ingenico iSC250 w/ RBA 21.02 or later, Windows 7 or above
Keystroke Software: Keystroke POS – v8.00.57 or later
DataCap Software: NETePay v5.07.33

Install Keystroke POS v8

Use the link and Product ID provided by SBS to install the Full Version of 8.00.56 or later. On **each workstation**, re-run the **SetupWS.exe** program to install the latest DataCap Client Controls (installed in C:\Windows\DatacapControls).

Verify that the Interface Cable Matches the Communication Setting on the Device

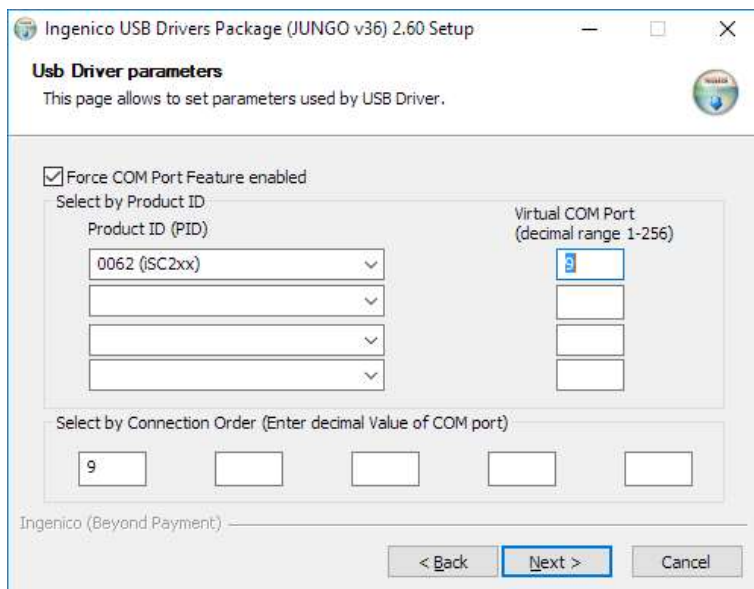
- Check to see if the interface cable is USB, a true Serial Cable, or Ethernet
- Power the device without plugging the cable into the computer
- Restart the pin pad by pressing [-] and Yellow [Clear] simultaneously until the pin pad beeps
- Wait for the Retail Base screen to appear, at the bottom look for text next to Host: **USB-CDC**, **Serial**, or **Ethernet**

Setup for USB Cable (If using Serial or Ethernet, skip the install of the Jungo Driver and go to “Install the NETePay Software below”)

Use the **Keystroke Update Installer** on the Keystroke Server (Start Menu, All Programs, Keystroke POS) and click on Drivers, then Third Party Drivers to obtain the USB to SERIAL JUNGO Driver. Download the **IngenicoISC250Drivers.zip** file. Open the Compressed ZIP File and copy the DRIVERS\ folder to your \KEYSTROK program directory. You will then find the Installation Files in the \KEYSTROK\DRIVERS\INGENICO\IC250\ sub-folder.

To Install: At each Workstation, run the **IngenicoUSBDrivers_2.60_setup.exe** as Administrator

- For “USB Driver parameters”:
 - o Turn on “Force COM Port Feature enabled”
 - o Under “Product ID (PID)” select “0062 (iSC2xxx)”
 - o For “Virtual COM Port” enter “9”
 - o In the first box of “Select by Connection Order” enter “9”
 - o Click Next
 - o Click Next on the Advanced Options screen, (accepting the defaults).
 - o Click Install on the Choose Start Menu Folder, (accepting the defaults).



- Once the installation finished, you can then plug in the USB connector from the iSC250 to the workstation and continue by installing the NETePay Software (see below).

Download the NETePay Software

Again, use the **Keystroke Update Installer** (from the Start Menu, All Programs, Keystroke POS), select Drivers and Mercury/DataCap NETePay to download and install the **NETePay 5.07.33 Software** (Step 3 at the bottom) on a single computer that acts as the communication server on your local network. You can just click the standard Download Link as the NETePay 5 Directory is not yet functional.

You will need to take note of the IP Address of the computer. It will be used in the Keystroke POS Authorization Method later (Use IPCONFIG from a Command Prompt to find this IP Address). If using a single computer, you can use the loopback address of 127.0.0.1 but a Static IP is always recommended.

Install the NETePay Software

Note: Step 1 on the NETePay download page is not required as the Client Controls are automatically installed with Keystroke POS v8.00.56 or later. Workstations should re-run SETUPWS.EXE to get the latest .OCX files.

- If using a serial iSC250, connect it to the computer.
- Reboot the computer.
- After the Reboot, run the NETePay program using the desktop shortcut.
- Select Setup and Setup Information then select Load New Parameters.
- The software prompts to obtain a serial number – do this by following the prompts.
- Select Yes to Attempt Activation and select I Have My Deployment ID.
- Enter the Deployment ID supplied by Vantiv.
- If above steps were already completed, you will see Parameters Successfully Loaded.

Setting up Vantiv Direct Authorization Method(s) & Payment Types in Keystroke POS

- *Note: Very Important - The FIRST processed Payment on the Sales Payment Type list in Configuration Manager must be a credit or debit payment type. The list in Sales Manager will show that first payment name and hide the other credit and debit payment types based on the Payment Mappings on the Authorization Method. The first processed payment in the list in Configuration Manager cannot be a Gift Card or EBT payment type. You can change the name displayed on the Sales Payment List by editing the MercEMV Authorization Method, and entering a name shown on "Name on Select Pay List".*

Credit / Debit

- In Configuration Manager - Tables Menu - Sales Payment Types.
- Edit the first existing payment type for Credit/Debit Cards (usually Visa/MC/Discover)
- Payment Type should be Payment Card. Make sure Available on Sales, Show Exp. Date Field, Card Swipe is Supported, and Parse Reference are all on.
- Choose **MercEMV** as the Authorization Method and use F3 to edit within the Sales Payment Type settings. You can also edit the authorization method in Configuration Manager - Tables Menu - Authorization Methods.
- Enter your Merchant ID supplied by Vantiv.
- Leave the Server Address at 127.0.0.1 if running NETePay on a single workstation, otherwise enter the IP Address for the machine that will be running NETePay for all workstations (communication server).
- Leave the port at 9000, Card Type as EMV Credit / Debit and Entry Device as PIN Pad.
- Enter the name you want to see on the Sales Payments List in the "Name on Select Pay List".
- Select other options as desired.
- Payment Mappings allow Keystroke to report the various payment card types individually with only a single payment (e.g. Credit / Debit) displayed in the Sales Manager. Map the payments on the right to the corresponding Keystroke payment types and save. If you want Debit payments to be reported separately from Credit cards, you must have and map ATM/Debit to a Keystroke Debit payment type.
- Edit the other Keystroke credit or debit payment types associated with processed payments (Visa, MasterCard, etc.) and change the Authorization Method to the one used above.

Gift Cards

- The Gift Card payment type(s) will show in the payments list in Sales Manager separately from Credit / Debit.
- Use MercGift for the Authorization Method on the Gift Card sales payment type(s) and the Gift Card Triggers.
- Enter your Merchant ID supplied by Vantiv and the Server Address as above.
- It is not necessary to use Server Port Number: 9100 for the gift card authorization method. Keystroke will work with either port 9000 or port 9100.

EBT (Food Stamps and/or Cash Benefits)

- The EBT payment type(s) will show on the payments list in Sales Manager separately from Credit / Debit.
- Use MercEBTF for the Authorization Method on an EBT Food sales payment type.
- Use MercEBTC for the Authorization Method on an EBT Cash Benefits sales payment type
- Enter your Merchant ID supplied by Vantiv and the Server Address as above.

Setting up the PIN Pad in Keystroke POS & Testing

- In Keystroke POS, go to Configuration Manager - Hardware Menu - PIN Pad.
- Select "Vantiv(Mercury) iSC250 w/ EMV" then the appropriate port.
- Use the Test PIN Pad option to test the device.
- Once the test passes with no errors, click OK.
- When prompted "Download EMV Parameters" Select Yes.
- Click OK on PIN Pad Test completed box and then OK to save.
- *Note: Very Important - You must run the Test PIN Pad to download EMV parameters to the device prior to attempting to process a transaction with the Ingenico iSC250.*
- In Keystroke POS, go to Configuration Manager - Hardware Menu – Signature Capture.
- Select "iSC250 w/ EMV" then the appropriate port.
- Select "Test Device" to test the Signature Capture.

Test Server on Authorization Methods

- You can now go back to the Vantiv(Mercury) Direct Authorization Methods and use the Test Server button.
- Click OK on the Test iSC250 EMV-Vantiv(Mercury) box once the test passes.

Troubleshooting:

How to Change the device to use USB, Serial, or Ethernet cables

- Refer to the "**Telium How to Change the Communication Settings Guide.pdf**" in your \KEYSTROK\DRIVERS\INGENICO\ISC250\ folder to get to the device settings screens.
- Restart the pin pad by pressing [-] and Yellow [Clear] simultaneously until the pin pad beeps.
- Wait for the pin pad to display the RBA initialization screen.
- When the **Retail Base** initialization screen appears, press: **[2] [6] [3] [4] [Enter]**, then **[+]** for menu
- If successful the Functions menu should appear.
- If the Functions menu does not appear then please go back to step 1 and restart the pin pad.
- Using the stylus pen, scroll down on the right and tap on "TDA".
- Select "Configuration" by pressing 0 or by hitting the [Enter] key.
- Select "Communication" by pressing 0 or by hitting the [Enter] key.
- Select "Select Comm. Type" by pressing 0 or by hitting the [Enter] key.
- Select (1) Serial, (2) Ethernet, or (4) USB<>Serial Conv, or Ethernet depending on the interface cable.
- If USB<>Serial Conv is not displayed on the list, use [-] or the button 4 on the keypad to select it.
- Once you have selected your communication setting hit [Cancel] to go back to the previous screen
- If setup for Ethernet, there are more settings required. See How to Change Ethernet Settings below.
- Proceed to hit [Cancel] 2 times, when prompted to save, press 1, or select (1) Yes and hit [Enter].
- The terminal will restart on its own and apply the changes made.

If you do not see a Credit/USDebit option on the device, check the following:

- NOTE: Some EMV Chips hold a limit and determine if/when to prompt for Credit or Debit.
- You need to be on Keystroke POS 8.00.70 and each workstation must also run SETUPWS.EXE dated 03/05/19 or later.
- You need NETePay v5.07.31, <http://www.datacapepay.com/epay50/3580/>
- Your Deployment ID provided by Worldpay/Vantiv must be for NETePay 5.07.31
- Worldpay/Vantiv must setup USDebit on your Merchant Account and set the parameter to prompt (*See Below)
- In Keystroke, in Configuration Manager, under Setup, PIN Pad, use the Test PIN Pad button.
- During the above test, confirm that you see MPH 5.07.31-004, then you must select YES to Reload Parameters.
- Run SETUPWS.EXE again on each workstation and do the above 2 steps in Keystroke.

***Solution:** Vantiv can change the setting, or the customer can change it themselves

- Go to the machine where NETePay is running
- If running the NETePay service, stop the service
- Open the NETePay executable, and select the Setup menu
- Click on Setup Information
- Click on PSCS. A web page will open
- Select the button with "Configure #####.#####.#####" (this is your Deployment ID serial number)
- Scroll down to EMV Support and change Credit and Swiped Pin Debit to Credit and Debit
- Scroll down to the bottom and click save. The website will refresh and say Installation Changes Saved at the top
- Close the web browser
- Select Load New Parameters. When it says Successfully Loaded click Ok and Ok again
- This will shut down clients and restart the clients in NETePay. The software is ready to go
- The last step is to open Keystroke, go to Configuration Manager, Hardware, PIN Pad, and click on Test PIN Pad
- When prompted, answer Yes to Download EMV Parameters to Device
- After the device has restarted, the PIN Pad is ready to go and can be tested with an EMV Debit card

How to Change Ethernet Settings

- The device will default to DHCP (auto assign IP address). If you find an issue with the IP Settings assigned, or have multiple devices, you may want to set the device to Static IP.
- NOTE: You only have to assign the static IP address and port number. The device will communicate with Keystroke POS, and find the IP Address of the NETePay software (assigned in the Authorization Method). You do NOT need to setup the Gateway, DNS1, nor DNS2 addresses.
- To change the Ethernet IP Address on the device, get to the TDA Menu (noted above).
- Select (0) Configuration, (0) Communication, (2) Ethernet Settings.
- Select (1) DHCP, then (1) Static, then the [Cancel] button to go back to the previous screen.
- Select (3) IP Address. Enter the IP by using the keypad. Pre-fill 0 if needed (i.e. 001, instead of 1).
- Proceed to hit [Cancel] 2 times, when prompted to save, press 1, or select (1) Yes and hit [Enter].

How to Change the COM port assignment in Windows (if needed)

- Find the device in Windows Device Manager under Ports (COM & LPT). Go to the port properties by double clicking or right clicking on the Ingenico iSC2xx Com Port & chose properties.
- Change the desired port under BOTH the Port Settings tab & the Force COM port tab. You only need to change the port at the bottom of that tab. The PID & COM port columns are not specifically necessary.

Error Messages:

TRANSACTION NOT COMPLETE - Socket Error Trying to Connect Error 3006

- Using the Ingenico iSC250 and one copy of NETePay running on a Server.
- May happen when you use the Test PIN Pad Button under Configuration Manager - Hardware Menu - PIN Pad.
- May happen when you use the Test Server Button under Configuration Manager - Tables Menu - Authorization Method.
- All of these need to be setup before any testing can be done on either the Authorization Method or the PIN Pad:
 - The PIN Pad needs to be setup in Configuration Manager - Hardware Menu - Pin Pad.
 - The EMV payment type needs to be setup in Configuration Manager - Tables Menu - Sales Payment Types.
 - The new Vantiv Direct authorization method needs to be setup, payments mapped and attached to the sales payment type(s).
- May happen if NETePay is NOT running > Start NETePay.
- May happen if running NETePay on another workstation and you are using the Loopback IP of 127.0.0.1. > You need to change the IP Address of the machine where NETePay is running. Use IPCONFIG from DOS to check the IPv4 address.
- May happen if internet goes down and the user does not have a static IP address assigned by their ISP. Again use IPCONFIG to check the IPv4 address on the server and change the Server Address on the authorization method(s).

TRANSACTION NOT COMPLETE – Invalid Secure Device

- This indicates that the incorrect Windows\DatacapControls files are installed.
- Reinstall v8.00.56 (or above) using the Keystroke Update Installer (full Setup.exe file).
- On Workstations, rerun SetupWS.exe dated 01/16/18 or later.

EMV Reader not working

- Run "Download Parameters" in CNF under PIN Pad test.

NO SIGNATURE CAPTURE

- Make sure mapped payment types are using the same Mercury Direct Auth Method (they could be using an old method that does not have capture signature on).
- Verify that they are running 8.00.56 or later.