

Keystroke POS Installation Instructions

NETePay 5.07.33 & Ingenico Lane/7000

Includes Support for EMV-PIN Debit

Hardware: Ingenico Lane/7000 or later, Windows 10 or later
Keystroke Software: Keystroke POS – v8.00.80 or later
Datacap Software: NETePay v5.07.33

Install Keystroke POS v8

Use the link and License Key provided by SBS or the **Keystroke Update Installer** (from the Start Menu, All Programs, Keystroke POS) to install the Full Version of v8.00.80 or later. On **each workstation**, 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

- We recommend the Ethernet interface.
- ***USB & Serial interfaces are also possible & setup information for this is on PAGE 4 of this document.**
- 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.
- Access the Admin menu by pressing **0-0-0-1**.
- Check Communication Type. Make sure that the correct interface is highlighted:
1-RS232/Serial, 2-Ethernet or 3-USB_CDC.
- Choose Ethernet & then set a Static IP address on the device.

How to Setup a Static IP Address

- 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 will want to set the device to Static IP.
- Plug the device into router or switch.
- Access the Admin Menu by pressing 0-0-0-1 from the welcome screen.
- Select **"Ethernet Parameters"**.
- Select **"IP Configuration"**.
- Select **"DHCP activation"**.
- Select **"Off"** then press **"Enter (Green)"** key.
- Select **"IP address"**.
- Enter the static IP assigned to the device by DHCP then press **"Enter (Green)"** key.
- A knowledgeable network technician can choose other IP Addresses.
- Select **"Subnet mask"**.
- Enter the subnet mask of the LAN this device is connected to (usually 255.255.255.000) then press the **"Enter (Green)"** key.
- You do NOT need to setup the Gateway, DNS1, nor DNS2 addresses.
- Press the **"Cancel (Red)"** key once.
- Press the **"Enter (Green)"** key when prompted to save changes.
- Press the **"Cancel (Red)"** key once. The device should reboot.

Download the NETePay Software

Again, use the **Keystroke Update Installer**, 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 button as the NETePay 5 Director is not recommended.

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 & Configure the NETePay Software

Note: Step 1 on the NETePay download page is not required as the Client Controls are automatically installed with Keystroke POS v8.00.80 or later. Step 2 is not supported by SBS at this time. Workstations should un SETUPWS.EXE to get the latest .OCX files.

- Install NETePay.
- 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 Worldpay.
- If above steps were already completed, you will see Parameters Successfully Loaded.
- Once NETePay is setup & configured, you can set the NETePay Service (which is installed as well) to Start Automatically (Delayed Start).
- You may need to set a specific Log On for the service. Speak with your network administrator.
- Alternately, you may place a shortcut to "C:\Program Files (x86)\Datacap Systems\NETePay\DSIMercuryIP_Dial.exe" in the Startup folder.

Setting up Worldpay(Mercury) 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 Worldpay.
- 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 Worldpay 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 Worldpay 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 "Worldpay(Mercury) Ingenico Lane7000 w/ EMV" then the port of IP:.
- Enter the Static IP address assigned above
- 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 Lane/7000.*
- In Keystroke POS, go to Configuration Manager - Hardware Menu – Signature Capture.
- Select "Worldpay(Mercury) Ingenico Lane7000 w/ EMV" then the port will automatically use the PIN Pad Setup.
- Select "Test Device" to test the Signature Capture.

Test Server on Authorization Methods

- You can now go back to the Worldpay(Mercury) Direct Authorization Methods and use the Test Server button.
- Click OK on the Test Server Communications box once the test passes.
- Click OK & then F10 to save the authorization method.

Troubleshooting:

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 8.00.80 and each workstation must also run SETUPWS.EXE dated 04/22/20 or later.
- You need NETePay v5.07.33, <http://www.datacapepay.com/epay50/3728/>.
- Your Deployment ID provided by Worldpay must be for NETePay 5.07.33.
- Worldpay must setup USDebit on your Merchant Account and set the parameter to prompt. (*See Solution 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 5.07.33-0004, then you must select YES to Reload Parameters.
- Run SETUPWS.EXE again on each workstation and do the above 2 steps in Keystroke.

***Solution:** Worldpay 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

***If Necessary, the Ingenico Lane/7000 can use USB or Serial Interface:**

How to Change the device to use USB or Serial cables

- Do not plug the device into the computer until after the correct interface is selected.
- Access the Admin menu by pressing 0-0-0-1.
- Check Communication Type. Make sure that the correct interface is highlighted: **1-RS232 / Serial, 2-Ethernet or 3-USB_CDC.**
- Press the **"Cancel (Red)"** key once.
- Press the **"Enter (Green)"** key when prompted to save changes.
- Press the **"Cancel (Red)"** key once. The device should reboot.

Setup for Serial Cable

Just plug the serial cable into a Serial port on the computer & choose the appropriate COM port on the PIN Pad setup. Depending on the computer, you may need a DB9 RS232 to RJ45 adapter.

Setup for USB Cable

Go to <http://www.datacapepay.com/downloadmenu/> to download the latest Ingenico Telium 2 device driver.

To Install: At each Workstation, run the **IngenicoUSBDrivers_3.22_setup_SIGNED.exe** as Administrator.

- For "USB Driver parameters":
 - o Turn on "Force COM Port Feature enabled"
 - o Under "Product ID (PID)" select "0056 (Ingenico Lane7xxx)"
 - o For "Virtual COM Port" enter "9"
 - o In the first box of "Select by Connection Order" enter "9"
 - o Click Next, then Next on the Advanced Options screen, (accepting the defaults).
 - o Click Install on the Choose Start Menu Folder, (accepting the defaults).

The screenshot shows the 'Ingenico USB Drivers 3.22 Setup' window with the 'Usb Driver parameters' tab selected. The window title bar includes the Ingenico logo and the text 'GROUP'. Below the title bar, the text 'Usb Driver parameters' is followed by 'This page allows to set parameters used by USB Driver.' The main content area contains a checkbox labeled 'Force COM Port Feature enabled' which is checked. Below this, there are two sections: 'Select by Product ID' and 'Virtual COM Port (decimal range 1-256)'. The 'Select by Product ID' section has a dropdown menu showing '0056 (Ingenico Lane7xxx)' and three empty dropdowns below it. The 'Virtual COM Port' section has a text box containing '9' and three empty text boxes below it. Below these sections is a section labeled 'Select by Connection Order (Enter decimal Value of COM port)' with five text boxes; the first box contains '9' and the others are empty. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a blue border. The footer of the window reads 'Ingenico Group - Smart Terminals'.

- Once the installation finished, you can then plug in the USB connector from the Lane/7000 to the workstation and continue by installing the NETePay Software (see above).

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 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.

Alternately We Believe the Old Driver will Work as Well

- 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

Error Messages:

TRANSACTION NOT COMPLETE - Socket Error Trying to Connect Error 3006

- Using the Ingenico Lane/7000 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 Methods.
- 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 with Parameters downloaded.
 - The EMV payment type needs to be setup in Configuration Manager - Tables Menu - Sales Payment Types.
 - The new Worldpay 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 or the NETePay Service.
- 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 v8.00.80 (or above) using the Keystroke Update Installer (full Setup.exe file).
- On Workstations, run SetupWS.exe dated 04/22/20 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 8.00.80 or later.