

Introduction



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TPI PAYMENT SERVER Document Version 2.06.1221

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Administrator User Manual

Congratulations on the selection of TPI Payment Server – the most advanced solution in the industry. This software provides you with a fast, easy, reliable way to authorize credit card and check transactions on your PC running QuickBooks. This guide prepares you with the detailed information that you will need to install, configure, and test this payment processing plug-in.

Your opinion is important to us. If you have any suggestions feel free to [email](#) us.
Thank you for choosing TPI Software!

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Support

TPI Software is committed to providing the highest quality tools and customer support. If you have any questions, comments or suggestions please contact TPI Software by:

Email: support@tpisoft.com
Phone: 425-882-0296

Overview

By using the TPI Payment Server, the administrator users can manage their accounts with little more than a few keystrokes and mouse clicks. Through an intuitive graphical user interface, an administrator can set up new accounts and modify or delete existing ones. In turn, merchants can upload POS transactions from their terminals and capture images of signed sales drafts. As a result, merchants no longer have to hold copies of these transactions for retrieval requests. Instead, the images are housed on the web and available to the merchant by using a web browser. Additionally, merchants also have access to manage accounts at the user level within their merchant accounts*. This versatility thus not only supports a wide level of account management, but also reduces the need for administrator involvement in routine and simple adjustments to the merchant account.

In addition, the TPI Payment Server provides tools to customize logos and contact information, which locate on the TPI Payment Server web pages viewable to every user. In this way, while maintaining a professional business presentation, an administrator can conveniently provide merchants with vital contact information.

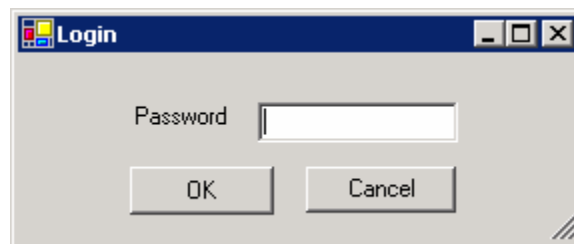
This documentation targets individuals who will monitor the TPI Payment Server system on a regular basis. Some knowledge of basic system administrative principles is a plus. For an administrator, although prior experience with system administration is not required, it will help facilitating installation and maintenance of the payment server.

* Managing user accounts is dependent on the merchant's assigned security permissions.

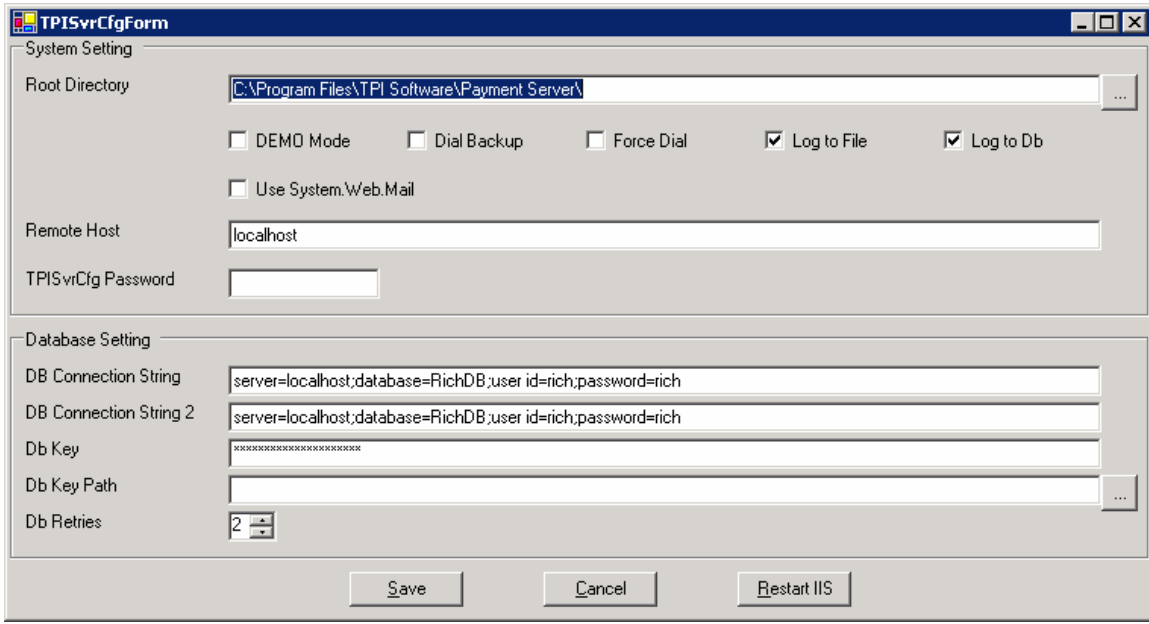
Ch 1: Introduction to the TPI Payment Server

Database Server Configuration

1. Execute the server configuration application directly through by going to **Start – All Programs – Payment Server – Advanced Server Configuration** and a login window will appear. There is no password by default, so simply click the **OK** button:



2. Then the following dialog box should appear:



DEMO Mode – When this box is checked, transactions are simulated without actually being sent to the payment processors; instead, transactions with an odd dollar amount will get declined, and those with an even dollar amount will get approved. This is for demonstration transactions

Log to File – When this box is checked, login activities, error logs, and web interface errors will be sent to their respective log files, typically located in the “Payment Server\LogFiles” directory

Log to Database – When this box is checked, some processes and transactions, such as Previous Transactions log and Auto Settlement log, will not only be logged into the database, but also viewable through the web interface with the “admin” user under the Tools folder

Use System.Web.Mail – This box should be kept checked if client-side Outlook software (i.e. Microsoft Outlook Express, etc.) is installed on the server. The function will enable emails to be sent from TPI Payment Server to an Exchange mail server

DB Connection String* – This database connection string is used for data to be read from the TPI Payment Server SQL Server database

DB Connection String 2* – This database connection string is used for data to be written to the TPI Payment Server SQL Server database

DB Key – This is a private key to encrypt the information sent to and from the database. A default key is automatically in use

DB Retries – This is the number of times that the payment server will try to access its database in case a network connection problem exists

*An appropriate value must be entered into the field in order for the TPI Payment Server to operate correctly. The values for the connection string may be changed but the format must match the following:

```
server=ServerHostNameOrIPAddress;database=SQLServerDatabaseName; user  
id=SQLServerUserName;password=SQLServerPassword
```

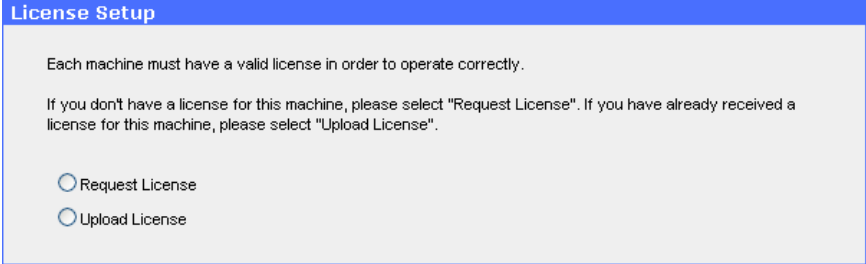
3. Edit the fields and check boxes as necessary
4. Click **Save** to save the new settings (the **Cancel** button allows you to undo the settings)
5. Once the **Save** button is clicked, the server configuration window will be closed. You will need to re-open the window to start the IIS to apply any changes that have been made. Click **Restart IIS**

License Requirement

After the installation of the TPI Payment Server, you will be asked to provide the product license when running the payment server for the first time. Use the following instructions for assistance on how to obtain a license.

1. Execute the payment server by going to **Start – All Programs – Payment Server Login** and the License setup form will open (shown below)

License Required



License Setup

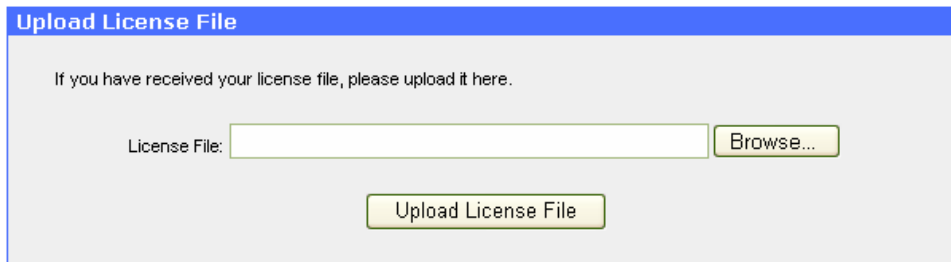
Each machine must have a valid license in order to operate correctly.

If you don't have a license for this machine, please select "Request License". If you have already received a license for this machine, please select "Upload License".

Request License

Upload License

2. Click the **Request License** radio button
3. Fill out all the fields in the license request form and click **Request License**
4. A license request file named “licreq.txt” will be available for you to download. Save the file to your computer
5. To request a license, send an email to the support staff at TPI Software with the **licreq.txt** file attached (the email link is located in the License Request form). TPI Software will return your email with a license file named “paysvr.lic”. Save the file to your computer
6. Click **Upload License** radio button in the initial License Setup form displaying Upload License File (shown below)



7. Click **Browse** to find the **paysvr.lic** file
8. Click **Upload License File**

Installation Troubleshooting

The following is a list of common problems that may occur when installing the TPI Payment Server for the first time. If you experience any problems with your installation, please read the frequently asked questions (FAQ) section below.

- **Why do I receive a server error message when I try to log in for the first time that mentions the server cannot find the page I requested?**
 - First, verify that the page is where it should be on the server.
 - Make sure the ASP.NET component is installed and enabled on the server. To verify ASP.NET is installed for Windows Server 2003, navigate to **Control Panel – Add or Remove Programs – Add/Remove Windows Components**. Click **Application Server** and click the **Details** button. Check if ASP.NET is installed in the section that appears.
 - To re-install ASP.NET, open a command prompt. Change the directory to your ASP.NET framework directory. (Normally C:\windows\Microsoft.NET\Framework\v1.1.4322). Then run `aspnet_regiis -i`
- **Why does the TPI Payment Server web interface login page load, but appears to be blank?**
 - The location of your computer cannot be determined and the default settings are set to deny access to unknown Internet Protocol (IP) addresses. To enable your sever to log into the web interface, open the file “C:\inetpub\wwwroot\Admin\Web.config” into a text editor like Notepad. Search for the text in the file that matches the following:
 - `<add key="AllowIP" value="" />`
 - Type your server’s IP address in between the quotes after the value parameter. Here is an example of a changed value parameter:
 - `<add key="AllowIP" value="127.0.0.1" />`
- **After processing transactions, why do I receive an error message “Error: The XML declaration is unexpected. Line 3, position 9.”?**
 - If you receive this error, verify that the registry permissions for the TPI Payment Server are correct. To verify the registry permissions are correct for Windows Server 2003, click the **Start** button on the task bar and then click on the **Run** command. Type in “**regedt32**” into the Open text box and click the **OK** button. Double click the **HKEY_LOCAL_MACHINE**,

SOFTWARE, and **TPI Software** folder. Right click the **Payment Server** folder and select **Permissions**. Click the **Add** button, type in “**aspnet**” into the text box provided, and then click the **OK** button. Select the “**ASP.NET Machine Account**” and click the **Full Control** check box under the **Allow** column. Finally, click the **OK** button.

- **After processing transactions, why do I receive an error message “1001 - Invalid Login Information”?**
 - First, verify that all the login user account information that is passed to the TPI Payment Server is correct.
 - If you receive this error, you must execute the Server Configuration program and verify that your desired options are set correctly. To verify the server’s configuration is correct for Windows Server 2003, click on the **Start** menu button and then navigate to **All Programs – Payment Server**, and select **Server Configuration**. Verify that your desired options are set correctly and click the **OK** button.

Ch 2: Beginning to Use TPI Payment Server

What to do when beginning to use the TPI Payment Server

This chapter introduces the basics of TPI Payment Server’s user interface. The topics include the payment server’s logon process and functional feature overview. To begin using the TPI Payment Server, you must first logon to the system. If this is your first time log on as an administrator, input “**admin**” for **Username** and “**123**” for **Password**. It is extremely important that *you change your default administrator password right after you logon to the system for the first time*. Leaving the default password unmodified would result in your system completely vulnerable to anyone who knows the payment server’s default settings. For information on how to change password, refer to Changing User Password in Chapter 7.

Note: There are a default number of times you can attempt login with the wrong information before the system locks you out. If this occurs, you must wait 5 minutes before you may attempt another login.

1. Open your internet browser
2. Enter the URL (Uniform Resource Locator) for the payment server login page in the **Address** field (Ex: <https://www.YOURWEBSITE.com/Admin/login.aspx>) and the following screen will open

TPI Software
SmartPayments™
payment server

[Click here](#) if you forgot your password.
[Click here](#) if you need help.

Username:

Password:

3. Input your user name (admin)
4. Input your password (123)
5. Click **Login** (The **Reset** button allows you to re-enter your username and password)

If this is your first time logging in to the payment server as the admin user, you will encounter the **End User Licensing Agreement (EULA)**, shown below, which appears only once if you agree to the terms. Click **Accept** to continue.

```

END-USER LICENSE AGREEMENT FOR TPI Software

IMPORTANT READ CAREFULLY:
This TPI Software End-User License Agreement ( EULA ) is a legal
agreement between you (either an individual or a single entity) and TPI
Software for the TPI Software product accompanying this EULA, which
includes computer software and may include associated media, printed
materials, and online or electronic documentation (SOFTWARE). By
installing, copying, or otherwise using the SOFTWARE, you agree to be
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EULA to be installed on CPUs residing on Licensee's premises, solely
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retain title and all ownership rights to the product, and this
Agreement shall not be construed in any manner as transferring any
rights of ownership or license to the SOFTWARE or to the features or
information therein, except as specifically stated herein.

```

In order to continue, please accept this license agreement.


Login as Administrator

The initial administrator user interface consists of a menu section on the left and the main working section on the right.

The menu section has six folders and two links:

- Find Transactions**
- Manage Users**
- Manage Merchants**
- Tools**
- Preferences**
- Email**
- Logout**

The following chapters will cover these features in detail.

For each folder, a small plus sign () to the left of the folder name will allow you to view sub-menus when clicked. If you logon as a primary admin user, you will have access to all six folders and the functionalities included. This means, you can manage all accounts established in your system. The following describes each folder and its contents.

Find Transactions – Report a summary of all transactions processed during a selected period

Manage Users

Add – Add new merchant accounts

Find/Edit – Search, edit, or delete merchant accounts

Merchant User Group – Select which users have access to which merchants

Tools

Audit Trail Log – Display logs for adding, updating, or deleting accounts and payment methods

Auto Settle Log – Display automatic settlement logs

Config – Change the system configuration, such as, password, database connection, and company application settings at the system level. This functionality is password protected

Merchant Links – Change the URL address to display different payment server's user-interface pages for a merchant

Previous Trx Log – Display XML-formatted transaction requests and responses

System Info - Display current server performance information. This functionality is password protected

Template – Modify email templates

View Log – Display event and file logs

Preferences

Access Control – Grant or deny access to log into a user account by screening IP Address

Password – Reset the user's password

Security – Set security for functions performed at the user level

Email

Sales – Send email to your company's designated sales team

Support – Send email to your company's designated support team

Logout – Exit the system

Ch 3: Manage Users

Once authorized, an admin user can manage all user accounts, not only the ones created by the administrator, but also those created by merchants, to whom the administrator provides service to. This chapter describes methods on how to **add** a new admin user; and how to **find**, **edit**, and **delete** existing admin or merchant user accounts.

Adding a New User

The **Add** function in the **Manage Users** folder is for *adding new admin users*. Notice in the current version of TPI Payment Server, throughout the whole system, there is only *one* user account typified as **Administrator** – the **primary admin user**, who has the full access to any user and merchant accounts. It is the same user account that an administrator used to logon to the payment server for the very first time. All other admin users, who are created through **Add** in **Manage Users**, are categorized as **secondary admin users**.

Use the following steps for assistance when creating a new admin user account.

1. Click on the **Manage Users** folder
2. Click on the **Add** link to add a new admin user and the user information screen will open (shown below)

User Information (* indicates required field)

User Name:	<input type="text"/>	*Security Level:	1	*System Level:	1
*First Name:	<input type="text"/>	*Last Name:	<input type="text"/>		
*Phone Number:	<input type="text"/>	*Email Address:	<input type="text"/>		
Street Address 1:	<input type="text"/>	Street Address 2:	<input type="text"/>		
City:	<input type="text"/>	State:	-----		
Province:	<input type="text"/>	Postal Code:	<input type="text"/>		
Country:	Canada	Time Zone:	Eastern		

Save User

3. Complete the **User Information** form. Notice all fields labeled with “*” are required

- Without your specifying a user name in the **User Name** field, the payment server will generate a user name for you.
 - The **Security Level** box should be defined correctly to give an admin user access to only necessary to complete his/her tasks. For example, an admin user with **Security Level** 1 might not have the access to the **Manage Users** function, provided the primary admin user has set the *security level* of **User Admin** greater than 1. For more information on security level settings, see Setting Security in Chapter 7.
 - By default, the **System Level** box is set to 1. In the current version of TPI Payment Server, the **System Level** only applies to merchant users. A merchant user with **System Level** 1 will be denied of viewing sensitive transaction data, such as, credit card and check account number. On the other hand, a merchant user with **System Level** greater than 1 will have the access to such information. Furthermore, only the primary admin user can modify a user's **System Level**.
4. Click **Save User** (The **Reset** button allows you to clear the information you have entered) and a screen similar to the example below will appear

User Information		Edit User
<p>Username: test7059 Status: Active Email: test@tpisoff.com</p> <p>Contact Info Test Merchant 123 Redmond, WA 98052 USA</p>	<p>User Options</p> <ul style="list-style-type: none"> - Reset Password - Email Password - Log In as this User <ul style="list-style-type: none"> - Delete User - Make User Inactive 	
	<p>Security Level: 4 System Level: 1 User Type: Merchant</p>	

For more information on the links in the above figure, refer to chapter 3 in **Finding and Editing Users**

Finding and Editing Users

Besides the primary admin user, any secondary admin user, with the proper security level, can modify or delete admin/merchant user accounts. Use the following steps for assistance when performing the tasks.

1. Click on the **Manage Users** folder
2. Click on the **Find/Edit** link and the following screen will appear

Show Filters

NOTE: You don't need to fill out all the fields, just the ones you know. The less information you provide, the more match you will get. e.g. If you put in "r" in the "City" field, it will match any city with a "r" in it.

Reseller: All Resellers

Merchant: All Merchants

User Name: Email:

First Name: Last Name:

User Number: Phone:

City: Postal Code:

Find Reset

- If you know the name of the merchant, under whom your target user was created, click the name in the merchant drop-down list to narrow the search
- Fill out other fields that you know is the **Show Filters** form. Notice without entering any information, the filters form will return all user accounts
- Click **Find** (The **Reset** button allows you to re-enter information in the form) and a list of users will open (Notice the ▲ and ▼ arrows under each column name are for sorting the list)

User Name ▲ ▼	Last Name ▲ ▼	First Name ▲ ▼	Partner ID ▲ ▼	Status ▲ ▼	Email ▲ ▼	Creation Date ▲ ▼
test (default)	merchant	test	100	ACTIVE	test@tpisoft.com	10/28/2004 11:17:06 AM

- To send an email to your target user, click on the **Email** link. Your default mail application will pop up
- To view, edit or delete the user, click on the **User Name** link and the User Information screen will open (example shown below)

User Information [Edit User](#)

Username: test7059
Status: Active
Email: test@tpisoft.com

Contact Info
 Test Merchant
 123
 Redmond, VA 98052
 USA

User Options
[Reset Password](#)
[Email Password](#)
[Log In as this User](#)

[Delete User](#)
[Make User Inactive](#)

Security Level: 4
System Level: 1
User Type: Merchant

8. To edit the user, click on the **Edit User** link in the **User Information** head bar and the following User Information screen will open

9. Edit the fields as necessary, click **Save User** to save the changes and a screen similar to the example below will appear (The **Reset** button allows you to return to the previously saved **User Information** form)

The following describes the function of each link in the above figure.

Email: test@tpisoft.com – Click this link to send the user an email. Your default mail application will appear, enabling you to send the email

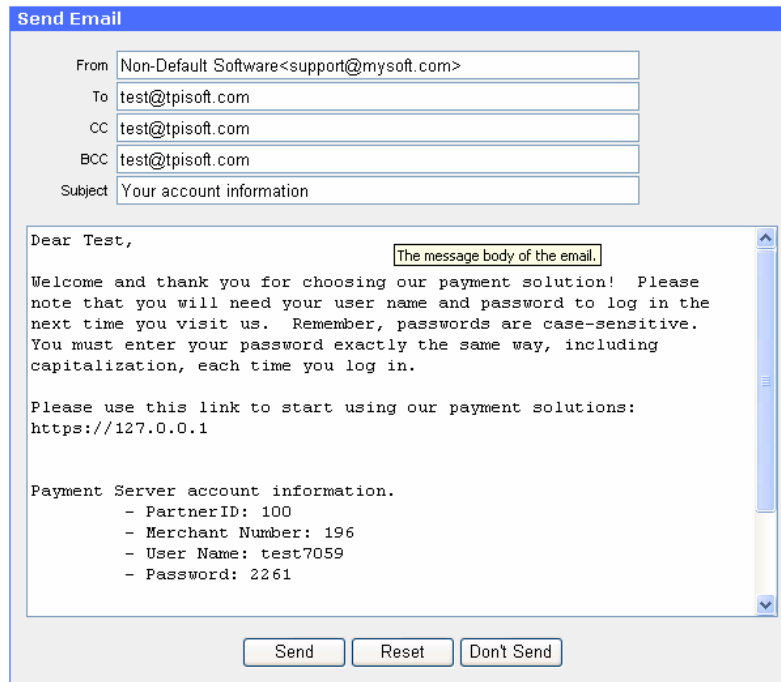
- [Reset Password](#) – Click this link to reset the user password. The payment server will automatically generate a new user password

- [Email Password](#) – Click this link to email the user their password, in the context of a pre-defined email template (see screen below)

- [Log In as this User](#) – Click this link to log in as this user

- [Delete User](#) – Click this link to delete this user. Notice you cannot delete a **primary user**. A primary user is created when a merchant is first created

- [Make User Inactive](#) or - [Make User Active](#) – Click this link to make this user inactive or active



The screenshot shows a 'Send Email' form with the following fields and content:

- From:** Non-Default Software<support@mysoft.com>
- To:** test@tpisoft.com
- CC:** test@tpisoft.com
- BCC:** test@tpisoft.com
- Subject:** Your account information

The message body contains the following text:

Dear Test,

Welcome and thank you for choosing our payment solution! Please note that you will need your user name and password to log in the next time you visit us. Remember, passwords are case-sensitive. You must enter your password exactly the same way, including capitalization, each time you log in.

Please use this link to start using our payment solutions:
<https://127.0.0.1>

Payment Server account information.

- PartnerID: 100
- Merchant Number: 196
- User Name: test7059
- Password: 2261

At the bottom of the form are three buttons: Send, Reset, and Don't Send.

Ch 4: Managing Merchants

An administrator can view and manage **merchants**. This chapter describes methods on how to **add** a new merchant, including its payment processor and register setup, and how to **find**, **edit**, and **delete** a merchant account. We will also describe the **Merchant/User Group** function.

Add a New Merchant

1. Click on the **Manage Merchants** folder
2. Click on the **Add** link and the following screen below

The screenshot shows a blue header bar with the text "Required Fields". Below it, the label "Reseller:" is followed by a dropdown menu with a blue background and a white arrow pointing down. The dropdown menu is currently empty, showing only a few dashes "-----".

3. Choose an account under which you would like the new merchant to be created using the **Reseller:** drop-down menu and the following screen will appear

The screenshot shows the "Required Fields" form with the following fields and options:

- Reseller:** 100: Administrator (dropdown)
- Name:** (text input)
- Test/Development Merchant
- First Name:** (text input)
- Last Name:** (text input)
- Phone:** (text input)
- Email:** (text input)
- Street Address 1:** (text input)
- Street Address 2:** (text input)
- City:** (text input)
- State:** (dropdown menu, showing "-----")
- Zip:** (text input)
- Country:** United States (dropdown)
- Time Zone:** Pacific Time (dropdown)
- Force Duplicate:** Check here if you want duplicate transactions to be flagged as duplicates by default (recommended).
- Auto Settlement:** Check here if you want Settlement to occur automatically once per day (recommended).
- Require Original PIIRef** for Refunds/Credits and don't allow total refunds to exceed original amount (recommended)
- Receipt/Signature Capture/Retrieval
- Check Image Capture/Retrieval
- Auto Settlement Time:** 12:00 AM (0:00) (dropdown)

At the bottom of the form, there is a blue bar with the text "Additional Information (optional)". Below this bar are two buttons: "Create Merchant" and "Reset".

4. Fill out the rest of the fields in the **Required Fields** form
5. Check the **Additional Information** box for entering more merchant information

Additional Information (optional)

User Name: <input style="width: 90%;" type="text"/>	User Security Level: <input style="width: 90%;" type="text" value="4"/>
Federal Tax ID: <input style="width: 90%;" type="text"/>	State Tax ID: <input style="width: 90%;" type="text"/>
Sales Tax ID: <input style="width: 90%;" type="text"/>	Ownership: <input style="width: 90%;" type="text" value="Corporation"/>
Estimated Sales: <input style="width: 90%;" type="text"/>	Business Start Date: <input style="width: 90%;" type="text"/>
URL: <input style="width: 90%;" type="text"/>	Merchant ID: <input style="width: 90%;" type="text"/>
File Identifier: <input style="width: 90%;" type="text"/>	Fax: <input style="width: 90%;" type="text"/>

- When filling out the **Additional Information** form, notice the **User Security Level** box should normally be kept as 4. This is to allow the merchant's primary user a full access over his/her own information.
- Without filling the **User Name** field in the **Additional Information** section, you will be assigned a server-generated user name instead.

6. Click **Create Merchant** (The **Reset** button allows you to return to the previously saved merchant information state)

The **Merchant Profile** screen gives you a quick overview on the merchant account you just created. It has three sections: **Merchant Info**, **Processors**, and **Registers**. **Merchant Info** lists (example displayed below) the general merchant information, including some links to manage this merchant account. **Processors (Payment Methods)** show you what payment processor(s) this merchant currently use. **Registers** display the register information.

Merchant Info		Edit Merchant
<p>User Options</p> <ul style="list-style-type: none"> - Add User - View Users 	<p>Merchant Options</p> <ul style="list-style-type: none"> - Processors - Registers - Permanently Delete This Merchant - Make Merchant Inactive 	
<p>Merchant Name: Test Merchant</p> <p>Merchant ID:</p> <p>Contact Info: test merchant CAN</p> <p>Phone: 123 abc@ab.com</p>	<p>Auto Settlement: 12:00 AM daily</p> <p>Force Duplicate: Yes</p> <p>Receipt/Signature Capture: Yes</p> <p>Check Image Capture: Yes</p> <p>Federal Tax ID:</p> <p>State Tax ID:</p> <p>Sales Tax ID:</p> <p>Ownership: Corporation</p> <p>Estimated Annual Sales: \$0.00</p> <p>Business Start Date:</p> <p>URL:</p>	

Processors (Payment Methods)				Edit Batch Number
Payment Method	Processor	Last Batch #	Host or Terminal	
CREDIT	N/A	N/A	N/A	
DEBIT	N/A	N/A	N/A	
EBT	N/A	N/A	N/A	
ECHECK/ACH	N/A	N/A	N/A	
VERIFY	N/A	N/A	N/A	
GIFT/LOYALTY	N/A	N/A	N/A	

Registers	
Register #:	Register Name:
<input type="text"/>	<input type="text"/>
<input type="button" value="Add Register"/>	

We will continue to cover **Processors** and **Registers** sections. For **Merchant Info**, refer to the Finding and Editing Merchants section below.

Setup Payment Processors

The steps below continue setting up a processor for credit cards and other transaction types. Similar steps apply to other processor setups. Please refer to **Release Notes** for your processor setup data.

Note: You should always close your batch before your switch from one processor to another and also if you are switching from host to terminal or terminal to host.

1. Under a merchant, add a processor by clicking on the **Add/Edit Processors** link
2. Select a payment processor by clicking on the drop-down menu and selecting your processor

The screenshot shows a web interface with three tabs: 'Select Processor', 'Payment Methods', and 'Merchant Info'. The 'Select Processor' tab is active. Below the tabs, there is a label 'Select a Payment Processor:' followed by a dropdown menu. The dropdown menu is open, displaying a list of payment processors. The first option is 'Please Select'. Below it is a dashed line separator, followed by the following options: 'Concord EFS Network', 'First Data Nashville', 'First Data North', 'First Data South', 'Global Payments', 'IPay Delaware', 'National Check Network', 'Nova Information Systems', 'Paymentech Tampa', 'Vital', and 'Your Custom Processor'.

3. The **Payment Methods** tab will appear. Select the appropriate payment methods by clicking on the box next to the method type
4. Click **Set Up Merchant Info** located at the bottom right of the screen

The screenshot shows the 'Payment Methods' tab selected. At the top, there are three tabs: 'Select Processor', 'Payment Methods', and 'Merchant Info'. Below the tabs, there is a heading: 'Check all payment methods you would like this processor to support. Upon making your selection, click the "Set Up Merchant Info" link below to enter settings and save the information.' Below this heading is a list of payment methods, each with a checkbox: American Express, Debit, MasterCard, EBT, JAL, Gift Cards, Carte Blanc, Voyager, NOVUS Discover Card, Diners Club, Wright Express, Visa, and JCB. At the bottom right of the page, there is a link labeled 'Set Up Merchant Info -->'.

5. Enter the appropriate information in the text fields.
6. Click **Save Information**

Select Processor	Payment Methods	Merchant Info
Enter the merchant information for this processor.		
Default Settings		
EFSNet Username:		
<input type="text"/>		
EFSNet Password:		
<input type="text"/>		
Store ID: * Required		
<input type="text"/>		
Store Key: * Required		
<input type="text"/>		
Confirm Store Key: * Required		
<input type="text"/>		
Currency:		
U.S. Dollars <input type="button" value="v"/>		
Industry:		
Retail <input type="button" value="v"/>		
<input type="button" value="Save Information"/>		

Setup Registers

For certain processors, such as Concord EFS, registers are required for Debit transactions. Therefore, if you have a debit payment method, you may have to further set up register(s) in the Merchant Profile screen. Each register must be unique. Typical register numbers are 1, 2, 3, etc.

Registers	
Register #:	Register Name:
<input type="text"/>	<input type="text"/>
Terminal #:	
<input type="text"/>	
<input type="button" value="Add Register"/>	

1. In the above figure, all fields are required. Fill out the fields accordingly
2. Click the **Add Register** button and the newly created register will appear in the Registers window (example below)

Registers				
		Register #	Name	Terminal # (Debit)
Edit	Delete	1	one	10

Register #:

Register Name:

Terminal # (Debit):

- If you want to edit an existing register, go the next step. Otherwise, skip this step and go to the next section
- To delete this register, click **Delete**. To edit this register, click **Edit** and the following screen will appear

		Register #	Name	Terminal # (Debit)
Update	Delete	1	one	10

- To edit the fields, just click on the field and edit accordingly
- To cancel what you have edited, click **Cancel**. To save what you edited, click **Update**

Finding and Editing Merchants

It may become necessary to modify the previously defined information given to a merchant during the initial setup of the account. In addition, there may be circumstances when deleting a merchant is desired.

- Click on the **Manage Merchants** folder
- Click on the **Find/Edit** link and the following screen will open

Show Filters?

NOTE: You don't need to fill out all the fields, just the ones you know. The less information you provide, the more matches you will get. e.g. If you put in "r" in the "City" field, it will match any city with a "r" in it.

Reseller:

User Name:

First Name:

Merchant Number:

Phone:

City:

Email:

Last Name:

Company:

Fax:

Postal Code:

3. Enter the information you know related to the desired merchant account in the **Show Filters** form (You may skip this step if you don't know any information about the merchant account, or you would like to view all merchant accounts)
4. Click **Find** (The **Reset** button allows you to return to the initial **Show Filters** form with all fields blank) and a list of merchants (example below) will open. Notice the ▲ and ▼ buttons under each column name are for sorting the listed merchant accounts

# ▲ ▼	ID ▲ ▼	Name ▲ ▼	Partner ID ▲ ▼	Status ▲ ▼	Email ▲ ▼
152		Test Merchant One	113	ACTIVE	abc@ab.com
153		Test Merchant One	113	ACTIVE	abc@ab.com
154		test merchant	113	ACTIVE	abc@ab.com
155		Test Merchant	113	ACTIVE	abc@ab.com

5. Click on the desired merchant account link (#) and the account information will open (shown below)

Merchant Info		Edit Merchant
User Options - Add User - View Users	Merchant Options - Processors - Registers - Permanently Delete This Merchant - Make Merchant Inactive	
Merchant Name: Test Merchant Merchant ID: Contact Info: testing merchant CAN	Auto Settlement: 12:00 AM daily Force Duplicate: Yes Receipt/Signature Capture: No Check Image Capture: No	
Phone: 123 abc@ab.com	Federal Tax ID: State Tax ID: Sales Tax ID: Ownership: Corporation Estimated Annual Sales: \$0.00 Business Start Date: URL:	

Processors (Payment Methods)				Edit Batch Number
Payment Method	Processor	Last Batch #	Host or Terminal	
CREDIT	EFSNET	N/A	Host Based	
DEBIT	VITAL	0	Terminal Based	
EBT	EFSNET	N/A	Host Based	
ECHECK/ACH	INTERCEPTD	N/A	Host Based	
VERIFY	N/A	N/A	N/A	
GIFT/LOYALTY	EFSNET	N/A	Host Based	

Registers	
Register #: <input type="text"/>	Register Name: <input type="text"/>
Terminal # (Debit): <input type="text"/>	Terminal # (EBT): <input type="text"/>
<input type="button" value="Add Register"/>	

To edit **Processors**, refer to the processor setup under **Merchant Info**.
 To edit **Registers**, refer to the register setup under **Merchant Info**.

- To view users under this merchant, click on the **View Users** link in the upper left corner in the **Merchant Info** section shown in the sample screen below. Notice the ▲ and ▼ buttons under each column name are for sorting the listed merchant accounts. Otherwise, skip this step and go to **Step 8**

User Name ▲ ▼	Last Name ▲ ▼	First Name ▲ ▼	Partner ID ▲ ▼	Email ▲ ▼
testMerchant	merchant	test	113	abc@ab.com

If there is only one user listed, then that user is a **primary user** of this merchant account. A **primary user** account is created at the same time a merchant is created. It will be deleted automatically when the merchant is being deleted. Otherwise, it cannot be deleted.

To find out further details about a user accounts, refer to the description of Chapter 3 in Finding and Editing Users.

- To go back to the **Merchant Info** box after the **View Users** screen, click on the **View Merchant** link above the user list.
- To send an email to this merchant, click on the **Email** link (abc@ab.com). Your default mail application will pop up for you to send an email
- To add more users under this merchant, click on the **Add User** link in the upper left corner in the **Merchant Info** section. Refer to **Adding a New User** for further details
- To delete this merchant, click on the **Permanently Delete This Merchant** link
- To inactivate, click on the **Make Merchant Inactive** link (Be aware once the merchant is inactivated, the merchant will not be able to log onto the payment server with any user name created under this merchant)
- To activate, click on the **Make Merchant Active** link
- To edit this merchant, click on the **Edit Merchant** link and the following screen will appear

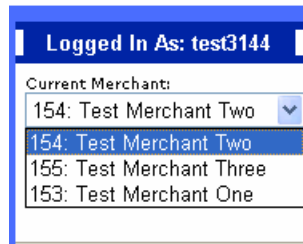
Required Fields	
Name: <input type="text" value="Test Merchant"/>	
First Name: <input type="text" value="test"/>	Last Name: <input type="text" value="merchant"/>
Phone: <input type="text" value="123"/>	Email: <input type="text" value="abc@ab.com"/>
<input checked="" type="checkbox"/> Force Duplicate: Check here if you want duplicate transactions to be flagged as duplicates by default (recommended).	<input checked="" type="checkbox"/> Auto Settlement: Check here if you want Settlement to occur automatically once per day (recommended).
<input type="checkbox"/> Receipt/Signature Capture/Retrieval	Auto Settlement Time: <input type="text" value="12:00 AM (0:00)"/>
<input type="checkbox"/> Check Image Capture/Retrieval	

<input checked="" type="checkbox"/> Additional Information (optional)	
Federal Tax ID: <input type="text"/>	State Tax ID: <input type="text"/>
Sales Tax ID: <input type="text"/>	Ownership: <input type="text" value="Corporation"/>
Estimated Sales: <input type="text" value="\$0.00"/>	Business Start Date: <input type="text"/>
URL: <input type="text"/>	Merchant ID: <input type="text"/>
Street Address 1: <input type="text"/>	
Street Address 2: <input type="text"/>	
City: <input type="text"/>	State: <input type="text" value="-----"/>
Zip: <input type="text"/>	Country: <input type="text" value="Canada"/>
Fax: <input type="text"/>	

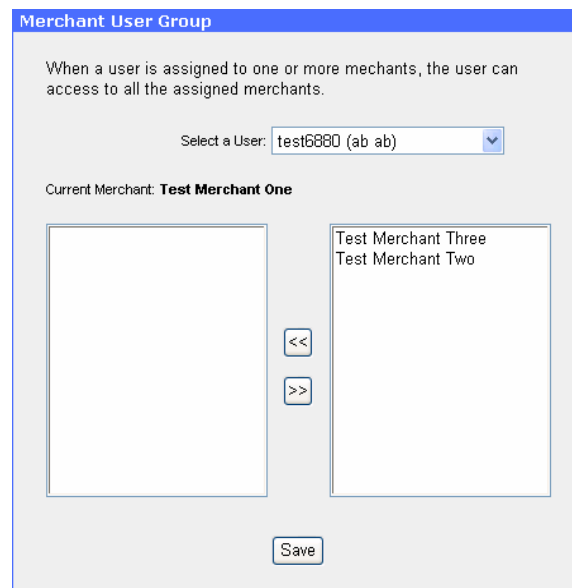
14. Edit the field(s) accordingly and click on **Update Merchant** (The **Reset** button allows you to return to the previously saved merchant information state).

Merchant/User Group

The **Merchant/User Group** function enables you to choose which users have access to which merchants. When a merchant user is created under a merchant, no other merchants are associated with this new user, except for the merchant the user is created under. In order to enable this user to access other merchants (this would be desired under certain business circumstances), **the Merchant/User Group** function comes into place. The function allows the association between one user and multiple merchants. Therefore, when a user logs in, he/she will be able to choose the desired merchant and have access to all the functions the merchant would normally use. Use the following instructions for assistance on how to associate a merchant to a user.



1. Click on the **Manage Merchant** folder
2. Click on the **Merchant/User Group** link and the following screen will open



3. Select a user whom you want to associate more merchant with by selecting a user from the drop-down list
4. Notice the content of the **Current Merchant** label reflects the primary merchant of the selected user
5. Notice the right side box lists all merchants under a test account
6. To associate a merchant with selected user, click on that particular merchant
7. Click on the left arrow button to associate the selected merchant with the selected user
8. Notice the merchant selected will pop into the left side box
9. Repeat the previous steps until you are done with the user-merchants association
10. Click on the **Save** button to save the settings

Ch 5: Tools

An administrator can use the functions in the **Tools** folder to view the activities of the database, to find the cause of a problem in the system, and to make modifications to the entire system. *Only people with access to the “admin” user name will see all the Tools*

functions. Those functions include, Audit Trail Log, Auto Settle Log, Config, Merchant Links, Previous Trx Log, System Info, Template, and View Log.



Audit Trail Log

The **Audit Trail Log** function allows the administrator to view all users' login activities of the system, including merchant users and admin users. The following table contains a complete list of 15 login activities

Login Activity	Full Name
MD	Merchant Deleted
MI	Merchant Inserted
MU	Merchant Updated
PD	Payment Method Deleted
PI	Payment Method Inserted
PU	Payment Updated
RD	Reseller Deleted
RI	Reseller Inserted
RU	Reseller Updated
UD	User Deleted
UI	User Inserted
ULA	User Login As
ULF	User Login Fail
URP	User Reset Password
UU	User Updated


1. Click on the **Tools** folder
2. Click on the **Audit Trail Log** link and the following screen will open

☑ Show Audit Filters

From Date  To Date 

Current Username Target Username

Target RP Number Target Partner ID

Type 

Look at last

Note: All fields in the above figure are optional, except that by default, the **Look at last** is set to “5” and the **Type** field shows “All”.

From Date – The start date from which you would like to view the login history. You may either manually enter a date in the MM/DD/YYYY format, or select a date from the calendar by clicking on the calendar icon

To Date – The end date until which you would like to view the login history. You may either manually enter a date in the MM/DD/YYYY format, or select a date from the calendar by clicking on the calendar icon

Current Username – The username a user initially uses to login to the payment server

Target Username – The username on which the action occurred

Target RP Number – The RP Number on which the action occurs. RP Number uniquely identifies each merchant. It is assigned automatically by the payment server when they are first created

Target Partner ID – The Partner ID on which the action occurs. Partner ID identifies a reseller and its group of merchants. For example, when a reseller is first created, the payment server assigns a Partner ID as “120” to this reseller. Later on, all the merchants created under this reseller will share the same Partner ID as “120”

Type – The type of login activity. Click on the drop-down arrow will display all the audit trail types (Refer to the Login Activity list)

IP – The IP address from which the login takes place

Look at last – The number of the most recent login records to be displayed

- If you want to view the 5 most recent login records, leave all the fields in the form un-modified or modify the fields as necessary
- Click **OK** and a screen similar to the example below will display the 5 most recent login records

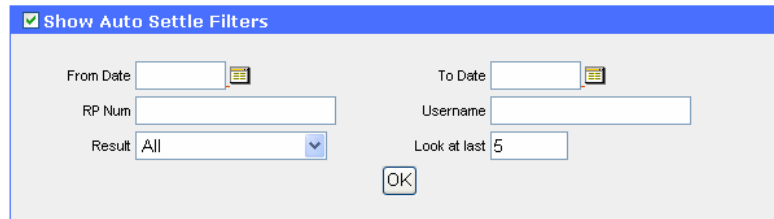
Items per page Refresh (0 will fill everything on one page)

Date	Current Username	Target Username	Target RP Number	Target Partner ID	Type	Description	From IP
5/10/2004 10:46:00 AM	fdcnash	fdcnash	134	110	ULA	User Login As: fdcnas	192.168.2.214
5/10/2004 10:46:23 AM	admin	u1	169	100	UD	User Deleted: username=u1,status=eet2=,Street3=,City=,State=,Province=,	192.168.2.213
5/10/2004 10:46:22 AM	admin	ab6569	169	100	UD	User Deleted: username=ab6569,st=,Street2=,Street3=,City=,State=,Provir480	192.168.2.213
5/10/2004 10:46:10 AM	admin	u1			UI	User Inserted: username=u1,status=eet2=,Street3=,City=,State=,Province=,	192.168.2.213
5/10/2004 10:45:58 AM	admin	ab6569	169	100	MI	Merchant Inserted: MType=Corporation,yearSale=0,startDate=AM,status=1,forceDup=,Zip=,Country=CAN,DayPhone=123,nig	192.168.2.213

Auto Settle Log

The **Auto Settle Log** function enables the administrator to view details about automatically settled batches. This log is useful to detect batches that are not successfully completed. Therefore, an administrator can further track down the cause.

1. Click on the **Tools** folder
2. Click on the **Auto Settle Log** link and the following screen will appear



Note: All fields in the above screen are optional, except that by default, the Result field is set to “All” and the Look at last field shows “5”.

From Date – The start date from which you would like to view the login history. You may either manually enter a date in the MM/DD/YYYY format, or select a date from the calendar by clicking on the calendar icon

To Date – The end date until which you would like to view the login history. You may either manually enter a date in the MM/DD/YYYY format, or select a date from the calendar by clicking on the calendar icon

RP Num – The number uniquely identifies each merchant and reseller. It is assigned automatically by the payment server when they are first created

Username – The username under which the auto settlement occurs

Result – The result of the auto batch settlement to be displayed: Approved, Declined, Duplicate, and All

Look at last – The number of the most recent auto batch settlements to be displayed

3. If you want to view the 5 most recent login records, leave all the fields in the form un-modified or modify the fields as necessary
4. Click **OK** and a screen similar to the example below will display auto batch settle details

Items per page (0 will fill everything on one page)

Log ID	RP Num	Username	DateTime	Num of Attempts	Result	Result Msg	Payment Type
59	5	vital2	4/30/2004 12:00:10 AM	2	12	DECLINED: Timestamp: 4/30/2004 12:00:10 AM Response : OK Message : RB C 0004 0 12 ExtData: Net_Count=6,Net_Amount=57,Settle_DT= Result: 12	CREDITCARD
57	5	vital2	4/29/2004 12:00:10 AM	2	12	DECLINED: Timestamp: 4/29/2004 12:00:10 AM Response : OK Message : RB C 0004 0 12 ExtData: Net_Count=3,Net_Amount=54,Settle_DT= Result: 12	CREDITCARD
54	5	vital2	4/27/2004 12:00:10 AM	1	0	APPROVAL: Timestamp: 4/27/2004 12:00:10 AM Response : OK Message : ACCEPTED AuthCode : GB00008 ACCEPTED ExtData: Net_Count=2,Net_Amount=3,Settle_DT=2004-04-27 00:00:10 Result: 0SettleDT: 2004-04-27 00:00:10	CREDITCARD

Server Configuration Settings

The **Config** function enables the administrator to customize the system by editing the database connection, company name, company logo, Email settings, etc. The configuration data will then be applied throughout the system.

1. Click on the **Tools** folder
2. Click on the **Config** link and the following screen will appear prompting for a password

Password Required

This page is password protected. Please provide the system password to access this page.

Password

3. You must first provide the system password to access the server configuration page. This password is completely separate from the password for the admin . The default password for this tool is “123”, so type this in.
4. Click **Validate Password**

The following gives you an overview of the fields appearing in the **Server Configuration Page**

System Settings

System Settings

Current Password:

New Password:

DB Connection String:

Reports DB Connection String:

Web Services SOAP Host:

WSDL File Directory:

License Agreement: Show Don't Show

Product Name:

Require Strong Passwords: Yes No

Current Password – The current system password which you used to access this server configuration page

New Password – The system password which you would like to reset to

DB Connection – This field is used by the payment server to connect to the OLTP (Online Transaction Processing) database

Reports DB Connection String – This field is used by the payment server to connect to the OLAP (Online Analytical Processing) database. Typically, this field is identical to the DB Connection String

Web Services SOAP Host – No longer supported

WSDL File Directory – No longer supported

License Agreement – An option to show a new user the End-User License Agreement or not

Product Name – The name of the payment server, appearing in the header of the login window

Email Settings

Email Settings

Email Server Host:

Email Server Port:

Email From Name:

Email From Address:

System Admin Email Address: Test

Merchant Admin Email Address: Test

Email Template File Name:

Email Server Host – The name or IP address of your outgoing mail server

Email Server Port – The actual outgoing mail server port

Email From Name – The name you would like it to appear as the email sender’s name in the “From” field in your outgoing email

Email From Address – The email address you would like it to appear as the email sender’s address in the “From” field in your outgoing email

System Admin Email Address – The email address of the system administrator

Merchant Admin Email Address – The email address of the merchant administrator

Email Template File Name – The directory of your email template file

Company Information

Company Info	
Name:	<input type="text"/>
Logo:	<input type="text"/>
Small Logo:	<input type="text"/>
URL:	<input type="text"/>
Support Email:	<input type="text"/>
Support Phone:	<input type="text"/>
Sales Email:	<input type="text"/>
Sales Phone:	<input type="text"/>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
Address Line 3:	<input type="text"/>
Address Line 4:	<input type="text"/>
Address Line 5:	<input type="text"/>
<input type="button" value="LoadConfig"/> <input type="button" value="SaveConfig"/>	

Name – Enter the company name

Logo – Enter the company's logo (Ex: images/logo.gif)

Small Logo – Enter a secondary logo

URL – Enter the company's URL (Ex: http://www.Non-DefaultDomain.com)

Support Email – Enter the company's support email address

Support Phone – Enter the company's support phone number

Sales Email – Enter the company's sales email address

Sales Phone – Enter the company's sales phone number

Address 1-5 – Enter the company's address(es)

5. Edit the fields as necessary
6. Click **SaveConfig** (**LoadConfig** will allow you to return to the previously saved Configuration state)

Merchant Links

The **Merchant Links** feature allows you to customize the web interface, instead of using the default one of the TPI Payment Server. In addition to being able to control global HREF links, you can also adjust links specific to individual merchants.

1. Click on the **Tools** folder
2. Click on the **Merchant Links** link and the following screen will appear

3. Click on the drop-down arrow of the **Merchant** list box. Then select a merchant from the list

4. Click on the **Page ID** list box to select the page that you would like its interface to be changed
5. A list of page names will pop up. Select a page which you want to replace
6. Input the absolute or relative URL link into the **Href Link** field. A working example of a relative link would be “../blank.html”
7. Click **Add Link** and a screen similar to the one below will appear

	Page ID	Custom Link	Date Created
remove	VT_SalePage	http://www.yahoo.com	5/12/2004 9:58:45 AM

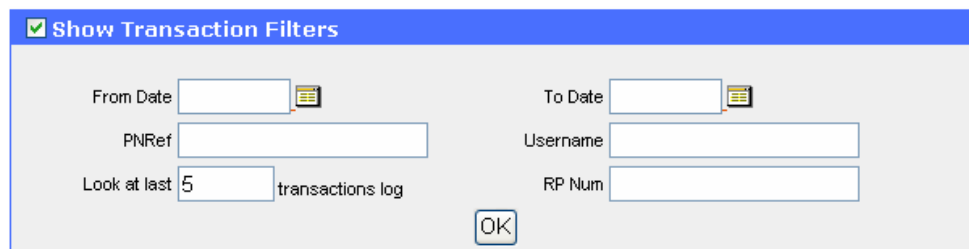
To remove an existing custom link, click on the **remove** link as shown in the above figure.

To replace an existing custom link, repeat **Step 4** through **Step 7**, the old link will be updated.

Previous Transactions Log

The **Previous Trx Log** function enables the administrator to view a detailed list of transactions with XML information. This log shows the XML request and response sent to and from the payment processor. The format for the XML request and response is based on the specification of XMLPayments, a XML messaging format.

1. Click on the **Tools** folder
2. Click on the **Previous Trx Log** link and the following screen will appear



All fields in the above figure are optional, except that by default, the **Look at last** field shows “5”. The following provides a quick overview for each field.

From Date – The start date from which you would like to view the login history. You may either manually enter a date in the MM/DD/YYYY format, or select a date from the calendar by clicking on the calendar icon

To Date – The end date until which you would like to view the login history. You may either manually enter a date in the MM/DD/YYYY format, or select a date from the calendar by clicking on the calendar icon

PNRef – The unique reference number assigned by the payment server to the transaction

Username – The username under which a transaction takes place

Look at last – The number of the most recent auto batch settlements to be displayed

RP Num – The number uniquely identifies each merchant and reseller. It is assigned automatically by the payment server when they are first created

3. If you want to view the 5 most recent login records, leave all the fields in the form un-modified or modify the fields as necessary

4. Click **OK** and a screen similar to the sample below will open

Log#	PNRef	RPNum	Username	XMLRequest	XMLResponse	Addtl Info	Date
4607	3985	171	myUser1	Server\DTDFiles\XMLPay2.dtd"><XMLPayRequest version="2" Timeout="30"><RequestData><Vendor>171</Vendor><Partner>100</Partner><Transactions><Transacti	<?xml version="1.0" encoding="UTF-8"?><XMLPayResponse><ResponseData><Vendor>171</Vendor><Partner>100</Partner>><TransactionResults><TransactionResult><Result>2014</Result><Message>Fr		5/12/2004 10:51:03 AM
4606	3984	171	myUser1	Server\DTDFiles\XMLPay2.dtd"><XMLPayRequest version="2" Timeout="30"><RequestData><Vendor>171</Vendor><Partner>100</Partner><Transactions><Transacti	<?xml version="1.0" encoding="UTF-8"?><XMLPayResponse><ResponseData><Vendor>171</Vendor><Partner>100</Partner>><TransactionResults><TransactionResult><Result>0</Result><Message>APPRO		5/12/2004 10:49:10 AM

The above figure consists of eight columns: Log#, PNRef, RPNum, Username, XMLRequest, XMLResponse, Additional Info, and Date. You may refer to **TPI Software SDK** for further information on the structure and hand coding of XMLRequest and XMLResponse

Processor Setup

The **Processor Setup** feature enables you to edit URL's that are used by the payment server to connect to the processors. You can edit the URL connections for both **Live** mode and **Test** mode. Each mode has two URL connections: **Primary** and **Secondary** URL's.

1. Click on the **Tools** folder
2. Click on the **Previous Trx Log** link and the following screen will appear

Select the processor you wish to edit from the list below:

----- ▾

Processor URL's

Primary Live URL:

Secondary Live URL:

Primary Test URL:

Secondary Test URL:

3. Click on the drop-down arrow to select a processor from the **Processor** list. Be aware that only the processor(s) you are licensed to use will appear in the list. The sample screen below is populated with Vital connections

Select the processor you wish to edit from the list below:

Vital

Processor URL's

Primary Live URL:

Secondary Live URL:

Primary Test URL:

Secondary Test URL:

4. Modify the URL connections(s) as necessary
5. Click **Save Settings**

System Information

The **System Information** feature allows monitoring of current server performance.

1. Click on the **Tools** folder
2. Click on the **System Information** link and the following screen will appear

Password Required

This page is password protected. Please provide the system password to access this page.

Password

3. You must provide the system password to access the server configuration page
4. After you enter the password, click **Validate Password** and the following Server Information screen will appear

Server Information

Machine Name: **STAGHG01**

Total Physical Memory: **511.55M Bytes**

Available Physical Memory: **104.18M Bytes**

Memory Load: **79.64%**

Total Virtual Memory: **1,762.43M Bytes**

Available Virtual Memory: **1,048.27M Bytes**

Total Running Processes: **30**

Total Running Threads: **456**

Free Disk Space on C: **35,200.00M Bytes**

System Up Time: **956.76 Hours**

Current Time Zone: **Pacific Standard Time**

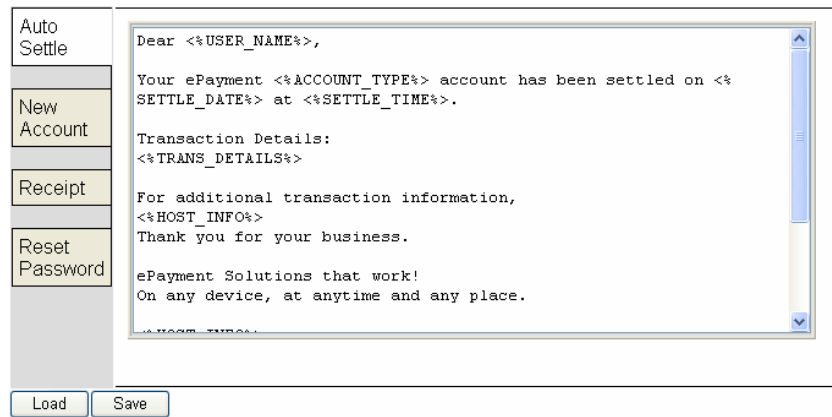
Current Time: **5/24/2004 2:16:59 PM**

5. To refresh the data, click **Refresh**

Notification Templates

The **Template** function allows users to define their own email templates for different types of notification. The types of templates include: **Auto Settle**, **New Account**, **Receipt**, and **Reset Password**. You will see some phrases in the template's text are surrounded between "<%>" and "%>". This means these parts of the text will be replaced dynamically by the available information relevant for that template. For example, <%USER_NAME%> in the **Auto Settle** template will be replaced by a merchant's first name in an email sent to that merchant regarding the auto settlement. Use the following instructions for assistance on how to modify a template.

1. Click on the **Tools** folder
2. Click on the **Template** link



3. Click on the tab of the template you would like to modify
4. Edit the text in the template as necessarily (Be aware that the text between "<%>" and "%>" refers to the variables' names, they shall remain the same if you want to keep them in your template)
5. Click **Save** to save your changes (The **Load** button allows you to return to the previously saved settings for the template)

Viewing Other Logs

The **View Log** function allows the administrator to look at four additional logs: **Admin Event Log**, **Admin File Log**, **EPS Event Log**, and **EPS File Log**. Essentially, event log and file log display the same information but from the different resources. The **Admin Event/File Log** reveals the login-related activities, while the **EPS Event/File Log** reveals the transaction activities. You can also view event logs by first right-clicking on **My Computer** on the computer where your payment server is installed, then selecting **Computer Management**. The event logs are located under **Event Viewer**. The file logs can be reached by opening files in the LogFiles directory in the default installation directory of the payment server.

1. Click on the **Tools** folder
2. Click on the **View Log** link
3. Click on the drop-down arrow for the log list, then select the log you would like to view
4. Click **View Log** (below is a sample of the admin log)

```

Total log entries: 737
4/30/2004 12:27:14 PM 2004-04-30 12:27:14,029 [600] ERROR com.richsolutions.RichConfig [] - LoadConfig() failed Exception:
4/30/2004 12:27:23 PM 2004-04-30 12:27:23,171 [600] ERROR com.richsolutions.RichConfig [] - LoadConfig() failed Exception:
4/30/2004 12:27:24 PM 2004-04-30 12:27:24,243 [600] ERROR RichAdmin.recurring.add_contract [] - GetContract() Exception:
4/30/2004 12:27:27 PM 2004-04-30 12:27:27,327 [600] ERROR com.richsolutions.RichConfig [] - LoadConfig() failed Exception:
4/30/2004 12:27:28 PM 2004-04-30 12:27:28,608 [600] ERROR RichAdmin.recurring.add_contract [] - GetContract() Exception:
4/30/2004 12:27:44 PM 2004-04-30 12:27:44,699 [600] ERROR com.richsolutions.RichConfig [] - LoadConfig() failed Exception:
4/30/2004 12:27:46 PM 2004-04-30 12:27:46,201 [600] ERROR RichAdmin.recurring.add_contract [] - GetContract() Exception:
4/30/2004 12:30:18 PM 2004-04-30 12:30:18,479 [600] ERROR com.richsolutions.RichConfig [] - LoadConfig() failed Exception:
4/30/2004 12:30:19 PM 2004-04-30 12:30:19,561 [600] ERROR RichAdmin.recurring.add_contract [] - GetContract() Exception:
4/30/2004 12:34:48 PM 2004-04-30 12:34:48,354 [600] ERROR com.richsolutions.RichConfig [] - LoadConfig() failed Exception:
4/30/2004 12:34:48 PM 2004-04-30 12:34:48,544 [600] ERROR com.richsolutions.RichConfig [] - LoadConfig() failed Exception:
4/30/2004 12:34:48 PM 2004-04-30 12:34:48,714 [600] ERROR com.richsolutions.RichConfig [] - LoadConfig() failed Exception:

```

Batch Upload

There is a feature to allow a merchant to do a manual batch upload through the web interface. This may be desired if the merchant’s POS application is not easily able to integrate directly with the Payment Server. In such a case, the application can output transactions to a flat file, which can be uploaded to the Payment Server.

Once the merchant has uploaded a batch file, an executable called OfflineBatch.exe will complete the job. The executable scans for “ready” batch files and then processes the transactions found within, readying them for settlement. This is an automatic process once enabled. **HOWEVER** it **MUST** be set as a scheduled task to run every hour, otherwise OfflineBatch.exe will not run and the uploaded transactions will never actually be processed (or settled).

To do this, you will need to enable “Offline Batching” in the Payment Server Configuration Wizard. For instructions on setting up scheduled takes see the section “Configuration Windows Scheduled Tasks” in the Payment Server Installation Guide.

Ch 6: Additional Features

This chapter contains information on all the other additional features available at the administrator’s level of the TPI Payment Server. These features include the **Find Transactions, Preferences**, configurable parameters in the **Web.config** file, sending **Emails** to sales and support, and **system Logout**.

Find Transactions

The **Find Transactions** feature summarizes the transactions that have been processed by merchants, who can also be associated with their reseller, within a certain date range.

1. Click on **Find Transactions**

2. If you want to view transactions within a certain date range, choose a pre-defined date range from the **Date Range** drop-down list
 - a. Or, modify the **Start Date** field and the **End Date** fields
 - b. Or, use the “≤” or “≥” link in the **month** bar to switch the month, and click on any **date** link in the calendar for a particular date
3. If you would like to view the transactions processed by the merchants under a particular reseller, select that reseller from the **Reseller** drop-down list
4. Determine the Report Type by selecting either **Detail** (for a detail of the transactions) or **Charts** (for breakup of transactions in to charts). Check the **Only Dial Transactions** box to view limited transactions
5. Click on the **Submit** button to view the transaction summary (The **Reset** button allows you to set all the information to its default values). Below is a sample screen displaying the summary for each merchant, there is one **Sale** transaction processed on 4/21/2004

Number of Transactions From 4/21/2004 to 4/21/2004

RP Number	Company Name	Authorization	Capture	ForceCapture	PostAuth	Return	Sale	RepeatSale	Void	Authorization (Receipt)	Capture (Receipt)	ForceCapture (Receipt)	PostAuth (Receipt)	Return (Receipt)	Sale (Receipt)	RepeatSale (Receipt)	Total
153	Test Merchant One	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
154	Test Merchant Two	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
155	Test Merchant Three	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1

User Access Control

By verifying the requesting party's IP (Internet Protocol) address and country, the **Access Control** preference grants or denies access to a user account. All IP's and all countries are allowed accesses by default.

1. Click on the **Preferences** folder
2. Click on the **Access Control** link

Current Settings

IP's Allowed: **All**

Countries Allowed: **All**

Validate IP Address When Logging In

Validate Country When Logging In

Note: Validating IP and validating country have identical steps to follow. The following instructions will walk you through the two procedures simultaneously.

3. To validate IP/Country, check **Validate IP/Country Address When Logging In**

Validate IP Address When Logging In

DENY All IP's EXCEPT Those Listed Below

ALLOW All IP's EXCEPT Those Listed Below

Use This Option

----- Add IP

Denied IP List

Remove Selected

Remove All

Validate Country When Logging In

DENY All Countries EXCEPT Those Listed Below

ALLOW All Countries EXCEPT Those Listed Below

Use This Option

Deny All Unknown Countries

----- Add Country

Denied Country List

Remove Selected

Remove All

Allow All IPs/Countries

There are two options:

- **DENY ALL IP's/Countries EXCEPT Those Listed Below**
- **ALLOW ALL IP's/Countries EXCEPT Those Listed Below**

The default settings for both IP and country are ALLOW. Besides, for country, all unknown countries are set to deny.

4. To add one or more IP's/Countries to the **Denied IP/Country List**, for IP, type an IP address in the **Add IP** text box; for country, select a country from the country drop-down list, and then click **Add IP/Country**. The IP address or country will be automatically populated into **Denied IP/Country List**

Denied IP List

123.123.12.1 123.123.12.2

Denied Country List

Canada

5. If you want to remove the IP/Country from the **Denied IP/Country List** one by one, click on the one(s) you want to remove, and then click the **Remove Selected** button. Or, you can click the **Remove All** button to clear all IP's/countries shown in the **Denied IP/Country List**
6. After you complete editing the settings for **ALLOW ALL IP's/Countries EXCEPT Those Listed Below**, you need to ensure this option will be in use.
7. If you see the **Use This Option** button this means the **Deny All IP's/Countries EXCEPT Those Listed Below** option is currently in use, you need to click this button to switch to the **Allow** option. Notice the **Use This Option** button only appears when the checked option to its left is NOT currently in use. Therefore, when switching from one option to another, you must click on the **Use This Option** button for the change to take effect.
8. If the **Use This Option** button does not show up, that means the **ALLOW ALL IP's/Countries EXCEPT Those Listed Below** option is already in use.

Deny All IPs/Countries

1. Check the **DENY ALL IP's/Countries EXCEPT Those Listed Below** radio button.

Validate IP Address When Logging In

DENY All IP's EXCEPT Those Listed Below
 ALLOW All IP's EXCEPT Those Listed Below

Use This Option

Add IP

Allowed IP List

Remove Selected
Remove All

Validate Country When Logging In

DENY All Countries EXCEPT Those Listed Below
 ALLOW All Countries EXCEPT Those Listed Below

Use This Option

Deny All Unknown Countries

Add Country

Allowed Country List

Remove Selected
Remove All

- To add one or more IP's/Countries to the **Allowed IP/Country List**, for IP, type an IP address in the **Add IP** text box; for country, select a country from the country drop-down list, and then click **Add IP/Country**. The IP address or country will be automatically populated into **Allowed IP/Country List**.

Allowed IP List

123.123.12.1
123.123.12.2

Allowed Country List

Canada

- If you want to remove the IP/Country from the **Allowed IP/Country List** one by one, click on the one(s) you want to remove, and then click the **Remove Selected** button. Or, you can click the **Remove All** button to clear all IP's/countries shown in the **Allowed IP/Country List**.
- After you complete editing the settings for **DENY ALL IP's/ Countries EXCEPT Those Listed Below**, you need to ensure this option will be in use

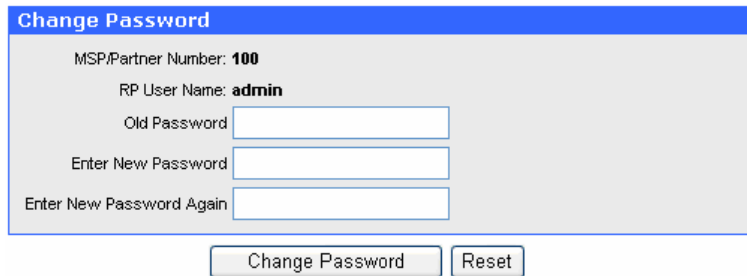
If you see the **Use This Option** button, this means the **Allow All IP's/Countries EXCEPT Those Listed Below** option is currently in use, you need to click this button to switch to the **Deny** option. Notice the **Use This Option** button only appears when the checked option to its left is NOT currently in use. Therefore,

when switching from one option to another, you must click on the **Use This Option** button for the change to take effect

If the **Use This Option** button does not show up, it means the **DENY ALL IP's/Countries EXCEPT Those Listed Below** option is already in use.

Changing User Password

1. Click on the **Preferences** folder
2. Click on the **Password** link



Change Password

MSP/Partner Number: **100**

RP User Name: **admin**

Old Password

Enter New Password

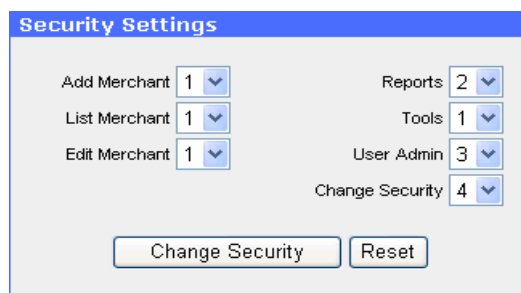
Enter New Password Again

3. Input the current password in the **Old Password** field
4. Input your new password in the **New Password** field
5. Confirm your new password by inputting it into the **Enter New Password Again** field
6. Click on the **Change Password** button

Setting Security

The **Security** preference is used to set security for functions performed at the admin user level. A security level is assigned when each new admin user account is created. An admin user will be able to access each function if his/her security level is greater than or equal to the number defined in this preference.

1. Click on the **Preferences** folder
2. Click on the **Security** link



Security Settings

Add Merchant Reports

List Merchant Tools

Edit Merchant User Admin

Change Security

Note: The numbers next to each item in the above figure represent the minimum security settings that a reseller user must have in order to access and use the corresponding features. For example, if you have "Reports" set to "2", then only those reseller users with a security setting of "2", "3" or "4" will be able to access the **Find Transactions** function.

3. Each item in the Security Settings box has 4 levels with **4** being the highest and **1** the lowest. Use the drop-down arrow to select a proper security level for an item
4. Click on the **Change Security** button (The **Reset** button allows you to return to the previously saved settings)

Web.config Modification

As an administrator, you have the ability to setup the TPI Payment Server through means other than the web GUI. There are many configurable parameters in the **Web.config** file located at "C:\inetpub\wwwroot\Admin". The file is in a specific format of parameter names, or keys, and their assigned values. For example: <add key="*KeyName*" value="*KeyValue*" />. The text, surrounded in quotes, labeled *KeyName* is the name of the key. The text, also surrounded in quotes, labeled *KeyValue* is the key's corresponding value. Once you open the file into a text editor, such as **Notepad**, you can modify the values, save the file, and then reopen the web GUI to see all the changes that have occurred. The following contains a partial list of key names in the **Web.config** file and their definitions.

UserTitle – The UserTitle key will change the word "User" from the Manage Users folder in the web menu bar

MerchantTitle – The MerchantTitle key will change the word "Merchant" from the Manage Merchants folder in the web menu bar

TrackFailed Login – The TrackFailed Login key determines whether to track failed user logins. If the value is set to "false", then ThresholdToDeactivate and TrackFailedLoginInLastXminutes parameters are ignored

ThresholdTo Deactivate – The number value for the ThresholdToDeactivate key determines how many failed logins are allowed before deactivating the user. If the value's number is less than 1, then this parameter is ignored

ThresholdTo Block – The number value for this key defines how many failed logins are allowed before blocking the user from logging in within the amount of minutes specified in the TrackFailedLoginInLastXminutes key. If the value's number is less than 1, then this parameter is ignored

TrackFailed LoginInLastXminutes – The number value of the TrackFailedLoginInLastXminutes key determines how many prior minutes should be searched for failed login attempts from the user

Refund Threshold – This parameter's number value defines the maximum amount allowable for a refund

TrxMnt Threshold – This parameter's number value defines the maximum total amount allowable for a payment transaction

Timezone Offset – The value of the TimezoneOffset key is the difference in minutes from Greenwich Mean Time (GMT) to the time zone of the payment server's physical location

DTDPath – The DTDPath key determines the file name for the Data Type Definition (DTD) file that is used to validate XMLPayRequests

LicenseFile – The LicenseFile key holds the absolute path and file name to the EULA text file

LogFile – The LogFile key stores the absolute path and file name to the administrative log file. This key must be modified if the default installation path was changed prior to installation

ReceiptsPath – The ReceiptsPath key holds the absolute path to the receipt image repository

ReceiptsUrl – The ReceiptsUrl key contains the relative URL to the receipt image repository

RichConfig – This key holds the absolute path and file name to the payment server's XML configuration file. The key must be modified if the default installation path was changed prior to installation

TimeOut – When the Virtual Terminal processes transactions, the value of the TimeOut key determines the amount of seconds until a time out error will occur if there is no authorization response from the host

TempDir – The TempDir key holds the absolute path to the temporary storage area for image decompression

CountryIPList Path – The value of the CountryIPListPath key is an absolute path to the directory containing the files that map IP addresses to the appropriate countries. This key must be modified if the default installation path was changed prior to installation

EmailTemplate – This key contains the absolute path and file name to the payment server’s XML email template file. This key must be modified if the default installation path was changed prior to installation

Note: Within the **Web.config** file is a large section of continuous keys that allows the administrator to change the file name of many ASP.NET pages. These keys are identifiable by their name that ends with the word “Page”. Examples of these page mapping parameters are **MenuPage**, **LoginPage**, and **VT_DBT_SalePage**.

System Logout

Click on the **Logout** link to log your user name out of the system.

1. Click on the **Logout** link