



Installation and Configuration

**Microsoft Windows 2000® Operating System
and the BEA WebLogic® Server**

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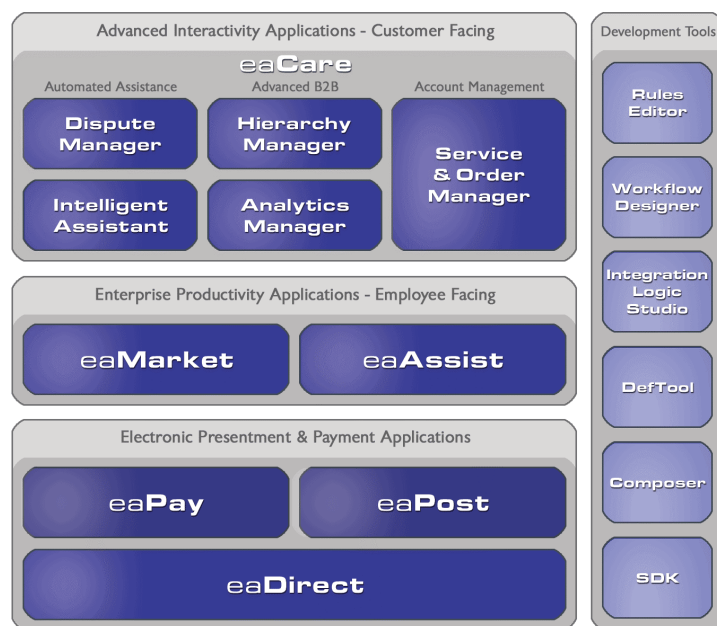
Preface

About Customer Self-Service and eaSuite™

edocs has developed the industry's most comprehensive software and services for deploying Customer Self-Service solutions. **eaSuite™** combines electronic presentment and payment (EPP), order management, knowledge management, personalization and application integration technologies to create an integrated, natural starting point for all customer service issues. eaSuite's unique architecture leverages and preserves existing infrastructure and data, and offers unparalleled scalability for the most demanding applications. With deployments across the healthcare, financial services, energy, retail, and communications industries, and the public sector, eaSuite powers some of the world's largest and most demanding customer self-service applications. eaSuite is a standards-based, feature rich, and highly scalable platform, that delivers the lowest total cost of ownership of any self-service solution available.

eaSuite is comprised of four product families:

- Electronic Presentment and Payment (EPP) Applications
- Advanced Interactivity Applications
- Enterprise Productivity Applications
- Development Tools



Electronic Presentment and Payment (EPP) Applications are the foundation of edocs' Customer Self-Service solution. They provide the core integration infrastructure between organizations' backend transactional systems and end users, as well as rich e-billing, e-invoicing and e-statement functionality. Designed to meet the rigorous demands of the most technologically advanced organizations, these applications power Customer Self-Service by managing transactional data and by enabling payments and account distribution.

eaDirect™ is the core infrastructure of enterprise Customer Self-Service solutions for organizations large and small with special emphasis on meeting the needs of organizations with large numbers of customers, high data volumes and extensive integration with systems and business processes across the enterprise. Organizations use eaDirect with its data access layer, composition engine, and security, enrollment and logging framework to power complex Customer Self-Service applications.

eaPay™ is the electronic payment solution that decreases payment processing costs, accelerates receivables and improves operational efficiency. eaPay is a complete payment scheduling and warehousing system with real-time and batch connections to payment gateways for Automated Clearing House (ACH) and credit card payments, and payments via various payment processing service providers.

eaPost® is the account content distribution system that handles all the complexities of enrollment, authentication and secure distribution of summary account information to any endpoint, while also bringing customers back the organization's Website to manage and control their self-service experience.

Advanced Interactivity Applications are a comprehensive set of advanced customer-facing self-service capabilities that enable the full range of business and consumer customer service activities. These sophisticated modules have the flexibility to completely customize the Customer Self-Service solution to meet vertical industry and specific company requirements.

eaCare™ consists of a rich set of sophisticated self-service modules – Dispute Manager, Intelligent Assistant, Hierarchy Manager, Analytics Manager, and Service and Order Manager - for automated assistance, advanced business-to-business applications and account management. These capabilities come together to create a web self-service dashboard for customers to access all service offerings from a single, easy-to-use interface. eaCare’s modularity accelerates time to market with components that can be deployed incrementally in a phased approach.

Enterprise Productivity Applications are employee-facing solutions that empower customer service representatives, sales agents, account managers, marketing managers, broker-dealers and channel partners within an organization and external partner organizations to facilitate self-service and to support assisted service. Employees leverage edocs’ Customer Self-Service solution to deliver customer service, access information, create and deploy marketing and customer service content, and perform activities for the benefit of customers.

eaAssist™ reduces interaction costs and increases customer satisfaction by enabling enterprise agents – customer service representatives (CSRs), sales agents, broker-dealers and others – to efficiently access critical account data and service-related information to effectively service customers. Through its browser interface designed especially for the enterprise agent, eaAssist enables agents to take advantage of customer-facing online capabilities to provide better service by more efficiently resolving customer account inquiries at the point of customer contact.

eaMarket™ is the personalization, campaign and content management solution that enables organizations to increase revenue and improve customer satisfaction by weaving personalized marketing and customer service messages throughout the Customer Self-Service experience. The transactional account data that provides the foundation for a Customer Self-Service solution – such as transaction activity, service or usage charges, current task and prior service history – bring valuable insight into customers and can help optimize personalized marketing and customer service campaigns. eaMarket leverages that data to present relevant marketing and customer service messages to customers.

edocs’ **Development Tools** are visual development environments for designing and configuring edocs’ Customer Self-Service solutions. The Configuration Tools encompass data and rules management, workflow authoring, systems integration, and a software development kit that makes it easy to create customer and employee-facing self-service applications leveraging eaSuite.

About eaPay

eaPay™ is the electronic payment solution that decreases payment processing costs, accelerates receivables and improves operational efficiency. eaPay is a complete payment scheduling and warehousing system with real-time and batch connections to payment gateways for Automated Clearing House (ACH) and credit card payments, and payments via various payment processing service providers.

eaPay Benefits

- Decreases payment processing costs and improves efficiency by providing complete electronic payment flexibility and low cost payment options to automate the payment process.
- Accelerates receivables and decreases float by automating payments online.
- Increases satisfaction and reduces customer support costs by allowing customers to easily and conveniently make payments on their accounts at the organization's Website.
- Minimizes IT costs by eliminating "hard wired" links to payment providers and having to support changing/emerging standards.
- Integrates with accounts receivables systems to automate electronic payment remittance postings.

eaPay Key Features

- Connections to payment networks

Real-time and batch interfaces to ACH, Credit Card, and proprietary networks, using a cartridge based approach that yields complete payment flexibility.

- Advanced warehousing and scheduling

Full payment warehousing to manage all of the scheduling, transaction, and business logic. Make one-time instant payments, schedule future payments, set up recurring and "auto-pay" payments, utilize threshold functionality, and cancel/change payments.

Supports ACH Notification of Changes (NOC), ACH addenda records, and multiple billers in one ACH file. Demand deposit account (DDA) verification before a payment is submitted via pre-notes.

Once eaPay retrieves an invoice from eaDirect, it keeps it in the payment database. That allows customers to view invoices to make payments and view payment history.

- Integration with your existing infrastructure

Updates Accounts Receivables systems with remittance info and supports reconciliation processes. Includes XML based API's for integration into backend systems.

- Front-end GUI's

Includes fully functional front-end web pages, which can also be used as templates, enabling you to fully brand and customize your front-end interface.

Account history and access to details of past payments, providing an integrated view of all transactions, regardless of payment type or who initiated them

Payment reminders and a variety of customizable email templates available to the administrator as well as the end-user. Examples of email notification include enrollment status, recurring payment scheduling, and bill payment status.

- Easy to use administration tools:
 - Web-based configuration
 - Integration with the eaDirect™ Command Center
 - Customer information management
 - Monitor system activities and generate reports
- Database optimization for high-performance and scalability
- Rich SDK enables you to fully extend the solution, including API's for two-way access and customizable front-end screens, jobs, and processes

About This Guide

This guide is intended for System Administrators and anyone who is responsible for the daily operation and supervision of an eaPay environment. This Guide **does not** describe general Windows system administration.

Related Documentation

Online Help for command center functions, and a PDF version of this guide are also available.

Online	How to Access
Help	Select Help from eaPay command center screens.
A PDF of this guide	A PDF of this guide is available on the eaPay product CD-ROM.

This guide is part of the eaPay documentation set. For more information about implementing your eaPay application, see one of the following guides:

Print Document	Description
<i>Payment Production Guide</i>	How to configure and operate the production environment. It describes configuration tasks done after installation.
<i>Data Presentation Production Guide</i>	How to set up and run a live eaDirect application in a J2EE environment.
<i>Customizing and Extending eaPay</i>	How to developing eaPay applications, and extend the functionality of eaPay command center jobs.

Print Document	Description
<i>Deploying and Customizing J2EE Applications</i>	How to customize J2EE web applications for deployment with the eaSuite.

The eaSuite products eaDirect, eaPost, eaMarket, and eaAssist provide their own documentation.

Obtaining edocs Software and Documentation

You can download edocs software and documentation directly from Customer Central at <https://support.edocs.com>. After you log in, click on the Downloads button on the left. When the next page appears, you will see a table displaying all of the available downloads. To search for specific items, select the Version and/or Category and click the Search Downloads button. If you download software, an email from edocs Technical Support will automatically be sent to you (the registered owner) with your license key information.

If you received an edocs product installation CD, load it on your system and navigate from its root directory to the folder where the software installer resides for your operating system. You can run the installer from that location, or you can copy it to your file system and run it from there. The product documentation included with your CD is in the Documentation folder located in the root directory. The license key information for the products on the CD is included with the package materials shipped with the CD.

If You Need Help

Technical support is available to customers who have valid maintenance and support contracts with edocs. Technical support engineers can help you install, configure, and maintain your edocs application.

edocs provides global Technical Support services from the following Support Centers:

US Support Center

Natick, MA
Mon-Fri 8:30am – 8:00pm US EST
Telephone: 508-652-8400

Europe Support Center

London, United Kingdom
Mon-Fri 9:00am – 5:00 GMT
Telephone: +44 20 8956 2673

Asia Pac Rim Support Center

Melbourne, Australia
Mon-Fri 9:00am – 5:00pm AU
Telephone: +61 3 9909 7301

Customer Central

<https://support.edocs.com>

Email Support

<mailto:support@edocs.com>

When you report a problem, please be prepared to provide us the following information:

- What is your name and role in your organization?
- What is your company's name?
- What is your phone number and best times to call you?
- What is your e-mail address?
- In which edocs product did a problem occur?
- What is your Operating System version?
- What were you doing when the problem occurred?
- How did the system respond to the error?
- If the system generated a screen message, please send us that screen message.
- If the system wrote information to a log file, please send us that log file.

If the system crashed or hung, please tell us.



Preparing to Install eaPay

Installation Overview

eaPay is an add-on component to the core eaDirect application that allows customers to pay their bills online from one of several payment options such as check or credit card. eaPay provides a selection of specialized Job Types and configuration options specific to the processing of online bill viewing and payment.

Before you can install the payment package, you must install eaDirect and configure the eaDirect database to interact with eaPay (see the *Installing and Configuring eaDirect* section of this guide for information about these procedures).

The steps required to implement online bill payment are:

1. Install eaDirect
2. Install the add-on eaPay on top of eaDirect, plus the eaPay application
3. Configure a payment gateway for online check and/or credit card processing
4. Enroll customers for online bill viewing and payment

System Prerequisites

Before installing eaPay, eaDirect must be installed, along with its required software components. For information about eaDirect and its requirements, see the *eaDirect Installation and Configuration Guide*.



Client browsers connecting to any eaSuite product must be enabled to run Javascript. To check whether Javascript is enabled for:

IE - Under Internet Options, on the Advanced tab, under Microsoft VM, make sure that "JIT Compiler for virtual machine enabled" is checked.

Netscape - Under Edit, then Preferences, click on **Advanced**, and make sure "Enable Javascript" is checked.

For the latest software and hardware requirements, see the release notes that came with your distribution.

Installing eaPay On the Database Server

To Install the eaPay Database Components:

1. After you obtain and locate the eaPay software installer as described in the Preface of this guide, you can run it as follows:

Enter **Payins.exe** from a command prompt at the directory location where the installer resides.

2. On the Introduction screen, read the introductory information. Then click **Next**.
3. On the License Agreement screen, carefully read the terms of the agreement (use the scroll bars to move up and down on the screen) and accept the terms of the license agreement by clicking the appropriate radio button. Then click **Next**.
4. On the Enter Serial Number screen, enter your product serial number. It is stapled to the inside front cover of this guide (if your serial number has been misplaced, contact edocs Technical Support). Then click **Next**.
5. On the Choose Install Folder screen, accept the default installation folder or click **Choose** to specify another installation folder. Then click **Next**.
6. On the Choose Product Features screen, click **Database**. Then click **Next**.
7. On the Choose Shortcut Folder screen, specify where you want to create product icons. You can accept the default or click the **Other** radio button then **Choose** and specify a different location for the product icons. Then click **Next**.
8. On the Pre-Installation Summary screen, confirm that the information is accurate. Then click **Install**. The installation starts and displays a dialog that updates as the installation continues:
9. The Install Complete screen reports a successful installation and directory that contains the database server components.
10. Click **Done** to exit the installer.

Running The Database Script

1. In the directory `%EAPAY_HOME%\db\mssql`, edit `set_isql_options.bat` and enter the correct information for the database, user name and password (eaPay uses the same database as eaDirect) on the line that starts with:
`set ISQL_OPTIONS.....`
2. Run `%EAPAY_HOME%\db\mssql\create_payment_db.bat` to create payment databases.

**Tip**

If you run the database creation script from a command prompt, you will see the database creation process and messages.

3. Restart the system.

Installing eaPay On the Application Server

Follow the steps below to install eaPay on the Application server. Before you do, verify that the Database Server is started.

- Install the package for eaPay
- Copy the eaPay configuration file
- Deploy the eaPay EAR files
- Choose the enrollment model
- Optionally increase the JTA Timeout value

To install the eaPay Application Components:

1. After you obtain and locate the eaPay software installer as described in the Preface of this guide, you can run it as follows:

Enter **./Payins.bin** from a command prompt at the directory location where the installer resides.

2. On the Introduction screen, read the eaDirect introductory information. Then click **Next**.
3. On the License Agreement screen, carefully read the terms of the agreement (use scroll bars to move up and down on the screen) and accept the terms of the license agreement by clicking the appropriate radio button. Then click **Next**.
4. On the Enter Serial Number screen, enter your product serial number. It is stapled to the inside front cover of this guide (if your serial number has been misplaced, contact edocs Technical Support). Then click **Next**.
5. On the Choose Install Folder screen, accept the default installation folder (**C:\EDCSpay**) or click **Choose** to specify another installation folder. Then click **Next**.
6. On the Choose Product Features screen, click **App Server**. Then click **Next**.
7. On the Choose Shortcut Folder screen, specify where you want to create product icons. You can accept the default folder or click the **Other** radio button, and then click **Choose** to specify a different location for the product icons. Then click **Next**.

8. On the Pre-Installation Summary screen, confirm that the information is accurate. Then click **Install**.

At this point, the eaPay application server components are copied to the designated installation folder. A status bar on the bottom of the screen shows each application server component being installed. No user intervention is required.

9. The Install Complete screen reports a successful installation and the name of the directory that contains the application server components.
10. Click **Done** to exit the installer.

You do not need to restart the system.

To Copy the eaPay Configuration File

1. Edit `%EAPAY_HOME%\config\edx_payment.config.bat` file to update the locations for the home and source directories, if needed.
2. Copy the `%EAPAY_HOME%\config\edx_payment.config` file to the `%EDX_HOME%\config` directory.
3. Restart WebLogic, using the method you set up when installing eaDirect.

To Update the eaDirect EAR Files:

The *ear-eadirect.ear* file must be updated for eaPay. eaPay installs a file called *ear-eapay.ear*, which must be merged into the *ear-eadirect.ear* file. A batch file is provided to assist merging the two files.

1. Edit the file `%EAPAY_HOME%\bin\merge_eapay_wl.bat` to update the locations for the home and source directories, if needed.
2. Run the edited batch file.
3. The batch file creates a new *ear-eadirect.ear* file in the `%EAPAY_HOME%\J2EEApps\weblogic` directory.

To Deploy the eaPay EAR Files:

You must re-deploy the eaDirect EAR with the EAR that was updated in the previous step. You also must deploy a payment application. You can deploy either the Simple (single-DDN) or Complex (multiple DDN) application for testing purposes. You will also want to deploy your site's application, as created by edocs Professional Services, or by your development team.

The following steps describe how to deploy the updated EAR file:

1. Make sure the WebLogic server is running. If it is not running, start it. For example, open a Command Prompt and enter:


```
cd \bea\wlserver6.1\config\mydomain
startWebLogic.cmd
```

2. Open a URL to the WebLogic console and log in.
3. Select **Mydomain**, then **Deployments**, then **Applications**, and click on **Install New Application**.
4. Browse to the *ear-eadirect.ear* file that you updated for eaPay (in the *%EAPAY_HOME%\J2EEApps\weblogic* directory), then click **Upload**. WebLogic uploads the *ear-eadirect.ear* file, installs it over the existing *ear-eadirect.ear* file, and (usually) re-deploys the EAR file and its components.



You should check to make sure all the EJB and WAR Deployments under the *ear-eadirect* application in WebLogic properly deployed. If not, check **Deployed**, and click on **Apply**. Also check that the Targets tab for each EJB deployment shows that the server is chosen. If not, move the server into the Chosen column, and click **Apply**.

5. Install the additional EAR files that are required by your application, following steps 1 through 4.
6. Restart the WebLogic server by stopping it, and then restarting as described in step 1.

JTA Timeout Configuration

If `pmtCheckSubmit` will process a large number of checks, the JTA timeout value in WebLogic must be increased to keep the connection open long enough to process all the checks. For every 1500 checks to be processed, the timeout value should be increased by 30 seconds.

The JTA timeout value allows the system to recover a "lost" transaction. Your application code should handle commit and rollback of database transactions. But, if there is a programming error such that transactions are not committed or rolled back, a timeout provides a way for the application server to release those transactions.

The default timeout (30 seconds) is fine for web-based transactions, but it is too small for batch based transactions.

To configure the JTA Timeout setting:

1. Enter the URL to log on to the WebLogic console
2. Click on the **mydomain** in the left window
3. Click on the **JTA** tab, and a screen similar to the following will appear:

The screenshot shows the 'Configuration' window with the 'JTA' tab selected. The window has a dark grey header with 'Configuration' and 'Notes' tabs. Below the header are four sub-tabs: 'General', 'JTA' (selected), 'Logging', and 'Applications'. The main area is yellow and contains the following settings:

<u>Timeout Seconds:</u>	<input type="text" value="30"/>	seconds
<u>Abandon Timeout Seconds:</u>	<input type="text" value="86400"/>	seconds
<u>Before Completion Iteration Limit:</u>	<input type="text" value="10"/>	
<u>Max Transactions:</u>	<input type="text" value="10000"/>	
<u>Max Unique Name Statistics:</u>	<input type="text" value="1000"/>	
<input checked="" type="checkbox"/> <u>Forget Heuristics</u>		

4. Change the Timeout Seconds field to the multiple of 30 seconds that you require, and click the **Apply** button.

Choosing the Enrollment Model

The *Payment Production Guide* describes the options for storing and retrieving enrollment information for eaDirect and eaPay. Please read that section before following these directions.

The User Enrollment Model

eaPay supports both single DDN and multiple DDN payments using two WAR files. *war-eapay-simple.war* handles single DDN access, and *war-eapay-complex.war* handles multiple DDN access.

In the eaPay Settings for each DDN, the field JNDI Name of IAccount determines which user enrollment model is accepted. Be sure to match the value *edx/eaPayComplex/ejb/CDAAccount* for multiple accounts per biller, or *edx/eaPaySimple/ejb/CDAAccount* for single account per biller. See the *Payment Production Guide* for more information about eaPay settings and the JNDI Name of IAccount parameter.

The Payment Account Enrollment Model

eaPay Settings for each gateway has a field that determines which class to use when storing and retrieving payment information. The field name is Implementation of IPaymentAccountUserAccessor, and the available option is: *com.edocs.payment.payenroll.payacct.SSOPaymentAccountAccessor*, for when eaPay user information is stored in a table separate from the CDA tables (default eapay enrollment).

Changing the Enrollment Model

The eaPay default enrollment model supports single-DDN per user by default. The following section describes how to switch to the single DDN model.

To Switch to Multiple-DDN:

1. On the application server, use the URL prefix `eaPayComplex` to access `eaPay`, which accesses `war-eapay-complex.war`.
2. Change the `eaPay` Settings, by logging onto the Command Center and choosing **Settings**, then **eaPay Settings**.
3. Create or update the application you wish to switch. For the Implementation of `IUserAccountAccessor` parameter, select `com.edocs.payment.payenroll.usracct.JNDIMultipleDDNUserAccountAccessor`. For the JNDI Name of `IAccount` parameter, select `edx/eaPayComplex/ejb/CDAAccount`.
4. Click the **Update** button.

Preparing for a System Failure

The database for `eaPay` should be backed-up regularly, for example nightly, to maximize the recovery effort in the event of a system failure. If the `eaPay` database server fails for some reason, the database administrator can restore the database from the latest backed-up version. A failure to the `eaPay` database server also requires that the database administrator restart the `eaPay` services in order to re-establish the database connection pool.

`eaPay` automatically handles single transaction failures by rolling back to the transaction's original state. This is possible because each `eaPay` operation is handled within its own transaction context.

3

Upgrading from 3.4

Upgrading eaPay

To upgrade eaPay from version 3.4 to 4.1, perform the following tasks:

- Remove eaPay 3.4
- Remove eaDirect 3.4
- Install eaDirect 4.1
- Install eaPay 4.1
- Upgrade eaPay Settings and job parameters on the application server

To Upgrade The Application Server:

Follow the steps below to upgrade eaPay on the Application server. Before you do, verify that the Database Server is running.

1. Run the un-install program in the *%EAPAY_HOME%* directory. For example:
C:\EDCSpay\Uninstall\Uninstall eaPay.exe
2. Manually remove any files not removed by the un-installer, but make sure you back up any files modified by edocs Professional Services.
3. Remove eaDirect 3.4 using the same method, where the uninstall program is in the *%EDX_HOME%\Uninstall* directory.
4. Remove any files not removed by the un-installer, but make sure you back up any files modified by edocs Professional Services.
5. Install eaDirect 4.0. For information about installing eaDirect, see the *eaDirect Installation and Configuration Guide*.
6. Install eaPay using the steps described in Chapter 2, *Installation*.
7. Follow the instructions from the section To Update the eaPay Configuration File and To Update the eaDirect EAR Files.

8. When upgrading to a new version of eaPay, you must migrate your J2EE and Web applications to accommodate the changes in the new version. The sample applications provided with each version of eaPay provide examples of how to use the current features of eaPay. Your site must update the components in your application, and you must re-deploy your application.

You must also update your application to work with the new sample application. To accomplish that:

Merge your custom code into the sample (eaPaySimple or eaPayComplex) application, and rename it. For more information about how to do this, see the *Customizing and Deploying Applications* document.

Re-deploy your custom application, as described in *To Update the eaDirect EAR Files*.

See the release notes for information about new features in 4.1.

See the *Customizing and Extending eaPay* and *Deploying and Customizing J2EE Applications* documents for information about the components that make up the J2EE and Web applications, and the procedures for recreating EAR and WAR files.

9. You must reconfigure your payment gateways and eaPay jobs in the Command Center to accommodate new settings. See the *eaPay Release Notes* for information about eaPay Settings and eaPay job parameters.

To Upgrade The Database Server:

Follow the steps below to upgrade eaPay on the database server. Before you do, verify that the database server is running.

1. Run the un-install program in the %EAPAY_HOME% directory. For example:
`C:\EDCSpay\Uninstall\Uninstall eaPay.exe`
2. Manually remove any files not removed by the un-installer, but make sure you back up any files modified by edocs Professional Services.
3. Remove eaDirect 3.4 using the same method.
4. Remove any files not removed by the un-installer, but make sure you back up any files modified by edocs Professional Services.
5. Install eaDirect 4.1. For information about installing eaDirect, see the *eaDirect Installation and Configuration Guide*.
6. Install eaPay.
7. When you run the database creation script, it will update your existing tables with the necessary fields.

If the installation fails, determine the cause of the problem and reinstall eaPay.

4

Uninstalling eaPay

Removing the eaPay Database

Follow the steps below to remove eaPay database. The process involves running two files that are located in eaPay installation directory. You should be aware that this procedure **completely** removes the eaPay database and should be used with care.

To remove the database for eaPay:

1. Change your working directory to the `%EAPAY_HOME%\db\mysql` directory.
2. Run the file `drop_payment_db.bat`.

Uninstalling the eaPay Application

When uninstalling eaPay, you must remove the application from each server that you installed it on.

To uninstall eaPay:

1. Change your working directory to the `%EAPAY_HOME%\Uninstall` directory.
2. Run `Uninstall eaPay.exe`.