

Oracle® Payment Interface

Oracle Hospitality Symphony V2 MGDH Installation Guide

Release 6.1

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Preface

This document describes the following steps to install the MICROS Gateway Device Handler (MGDH) and the Oracle Payment Interface (OPI) including:

- Installing MGDH
- Installing OPI
- POS configuration for OPI using MGDH
- Middleware mode versus Terminal mode
- Pay@Table

The *Oracle Payment Interface Symphony 2.9 Native Driver and OPI 6.1 Installation Guide* contains more information.

Audience

This document is intended for installers and system administrators of the Oracle Payment Interface and the MICROS Gateway Device Handler.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received and any associated log files
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at

<http://docs.oracle.com/en/industries/hospitality/>

Revision History

Date	Description of Change
September 2016	Initial publication
October 2016	Added Pay@Table
February 2017	Updated formats and minor edits

1 Pre-Installation

Before installing, consider the following points and complete the relevant tasks:

- Ensure that the application has Microsoft .NET Framework version 4.0 or higher.
- You cannot upgrade from previous versions of MICROS Gateway Device Handler (MGDH) to MGDH version 6.1.0.9.
- You cannot upgrade from previous versions of MPG and OPI to OPI version 6.1.0.9.
- If a previous MGDH installation exists, go to Programs and Features to uninstall the previous MGDH installation, and then install the latest MGDH release.
- Verify with the merchant to set up table service (TSR) or quick service (QSR), or both. QSR does not support tips.
- Verify with the merchant if activating the Refund functionality, the merchant must control the privilege for this function.
- Verify with the merchant if they offer a guest the option to get cash back with their purchase, then activate the Sale&Cash option. This is only available for QSR.
- Confirm Microsoft Visual C++ 2010 is installed on the computer where MGDH and OPI are installed.
- OPI requires at least 6 GB of free disk space.
- You must install both MGDH and OPI as a System Administrator.
- You must enter the user name and password of a Microsoft Windows local administrator during the installation.
- You must enter the MICROS database user name and password if you install the MGDH Symphony Server.

During the installation, confirm the following:

- Merchant IDs
- Receipt header details
- Tender Media numbers for each card type
- IP address of the OPI Server
- IP address of the POS Server
- If there is an existing MySQL database installed, the SQL root password is required
- Workstation IDs and IPs that integrate with the PIN pad

2 Network Considerations

Consider the following points for the network:

- OPI listens on the TCP port 5098 for incoming messages from MGDH. This port must be open internally on the merchant's network.
- OPI listens on the network on TCP port 5023 for incoming messages from PinPad for Pay@Table. Confirm that this port is open internally on the merchant's network.
- The port for the PIN pad depends the partner. Confirm with the partner and confirm that the corresponding port is open.

3 Configuring the Symphony Server

Configuring Service Charge

If the merchant uses the cash back option, you can add a new service charge named **Cashback**, and the Service Charge for OPI tenders use the same option as the open amount service charge. If the merchant does not activate the **SaleCash** function, you can skip this step.

#	Name
1	CC Tips
2	Cash Back

General | Itemizers | Menu Levels | NLU/SLU | Output | Effectivity Groups

Current Record
Number: 2
Name: Cash Back

General Settings
Percent: 0
Amount: 0.00
Tax Class: 0 - None
Privilege Group: 0
Tips Paid Tender/Media: 0 - None
HALO: 0.00
Percent to Tips Paid: 0

Options
☒ 1 - ON = Open; OFF = Preset
☒ 2 - ON = Amount; OFF = Percentage
☐ 3 - Post to Charged Tips Total on Tip Reports
☒ 4 - Post to Service Charges Total on Tip Reports
☐ 5 - Reference Entry Required
☐ 6 - Validation Required
☐ 7 - Non-Revenue Service Charge (No Post to Sales)
☐ 8 - Taiwanese Paid Out
☐ 9 - Post Itemized

Configuring Tender Options

Configure the following options for the credit/debit tenders.

1. Select the Enterprise or property, click **Configuration**, and then click **Tender/Media**.
2. Click the **Options** tab, and then select the **Interface Options** subtab.
3. Select **ON=PMS and Credit Card use 19 Digit Acct Number; OFF=16 Digits**.

To configure the credit card options:

1. Click the **Credit Card Options** subtab.
2. Deselect all options, and remove the floor limit/preambles list.

To configure the POS options:

1. Click the **Ops Behavior** subtab, and then select the following options:
 - **Assume Paid in Full**
 - **Reference Entry Required**

2. Deselect the following options:
 - **Mask Account Number**
 - **Encrypt Tender/Media Reference Entry**
3. Link the tender to **Service Charge** for TSR environments.
4. Add the debit tender option the same way you would for normal credit card tenders.
5. If the merchant activates the **SaleCash** function, add a new tender **SaleCash** option the same way as a normal credit card tender. Otherwise, skip this step.
SaleCash works only in a QSR environment.

QSR can share the same tender with TSR that has **Service Charge** linked.

Configuring RVC Mode

1. Select the revenue center, click **Setup**, and then click **RVC Parameters**.
2. Click the **Options** tab.
3. If the RVC uses QSR mode, select **Do Not Prompt for Tips (No Overtendering if Charge Tip is Required)**. If using the TSR mode, do not select this option.

Configuring the Employees

1. Go to the **Employee Maintenance** tab, and then select the **Cashier** class.
2. Select the **ISL Employee Option #4** option to define the employee class that can process the refund.

The screenshot displays the 'Employee Classes' configuration window in the EMC software. On the left, a table lists various employee classes, with 'Cashier' (ID 7) highlighted. The right pane shows the configuration for the selected class. The 'General' tab is active, containing several sections: 'Current Record' with fields for 'Number' (7) and 'Name' (Cashier); 'Time And Attendance Settings' with input fields for '#Hours/Day Before OT' and '#Hours/Period Before OT', both set to '00:00', and an unchecked checkbox for 'Do Not Post Daily OT Hours To Weekly Regular Hours'; 'ISL Options' with a list of 8 options, where 'ISL Employee Option #4' is checked; and 'Touchscreen Settings' with a dropdown for 'Default Trans TS' set to '0 - None'. The status bar at the bottom indicates '14 record(s) read.' and shows a 'Demo' session on 'localhost'.

#	Name
1	Micros
2	Property Export1
3	Retail
4	Auditor
5	Concessions
6	Manager
7	Cashier
8	R/S Cashier
9	Server
10	Captin
11	R/S Server
12	Bartender
14	Cocktail Server
20	Banquets

General | Operator Options

Current Record
 Number: 7 | [Audit This Record](#)
 Name: Cashier

Time And Attendance Settings
 #Hours/Day Before OT: 00:00
 #Hours/Period Before OT: 00:00
☐ Do Not Post Daily OT Hours To Weekly Regular Hours

ISL Options
☐ ISL Employee Option #1
☐ ISL Employee Option #2
☐ ISL Employee Option #3
☒ ISL Employee Option #4
☐ ISL Employee Option #5
☐ ISL Employee Option #6
☐ ISL Employee Option #7
☐ ISL Employee Option #8

Touchscreen Settings
 Default Trans TS: 0 - None

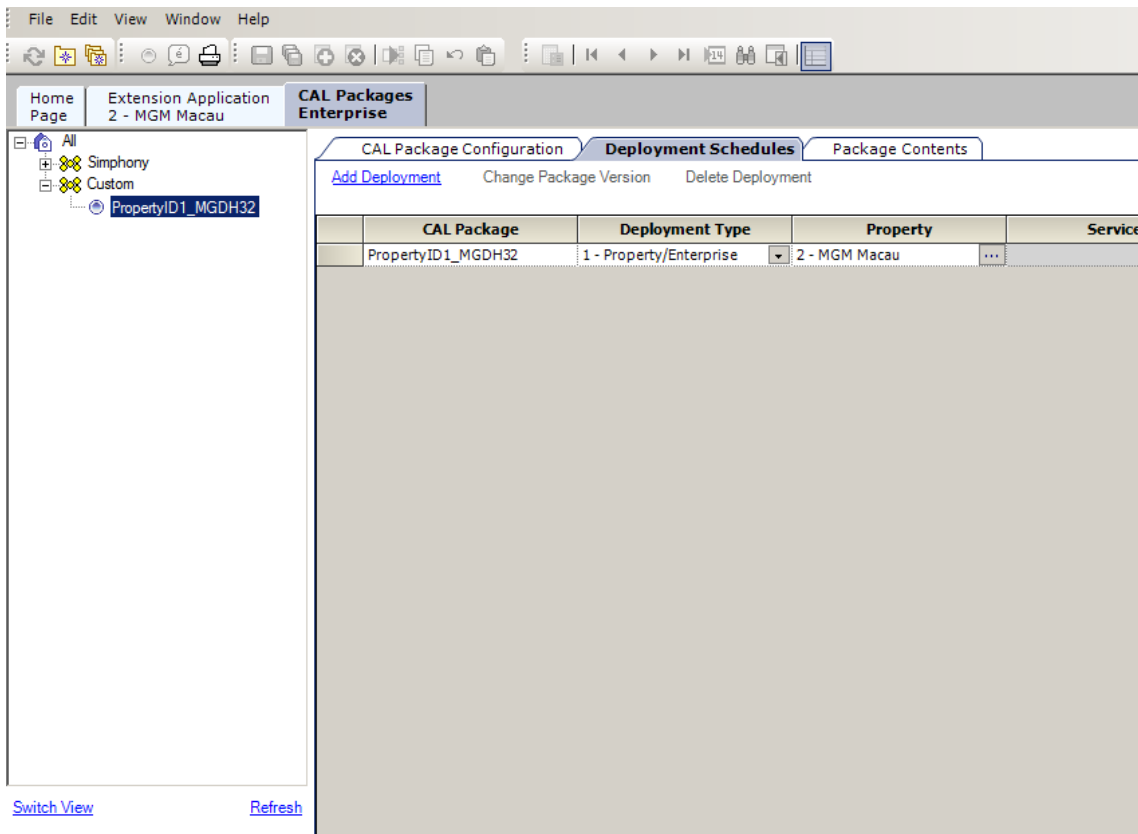
14 record(s) read. Demo localhost DEMO micros (MCROS, MICROS)

Adding a Custom CAL Package

1. In the CAL Packages module, add a new Custom CAL package for the Microsoft Win 32 client, and then import the files from the following location after MGDH is installed:
MICROS\Simphony\EgatewayService\CAL\Win32\Packages

Typically Simphony v2 only uses Microsoft Win32.

2. Add deployments for the proper level or specific server.



Designing the Touch Screen

Confirm with the Oracle Consulting Team, and then add the following buttons on the payment screen in the proper level if needed. Set the Type to **Function** and link to **Sim Inquire**.

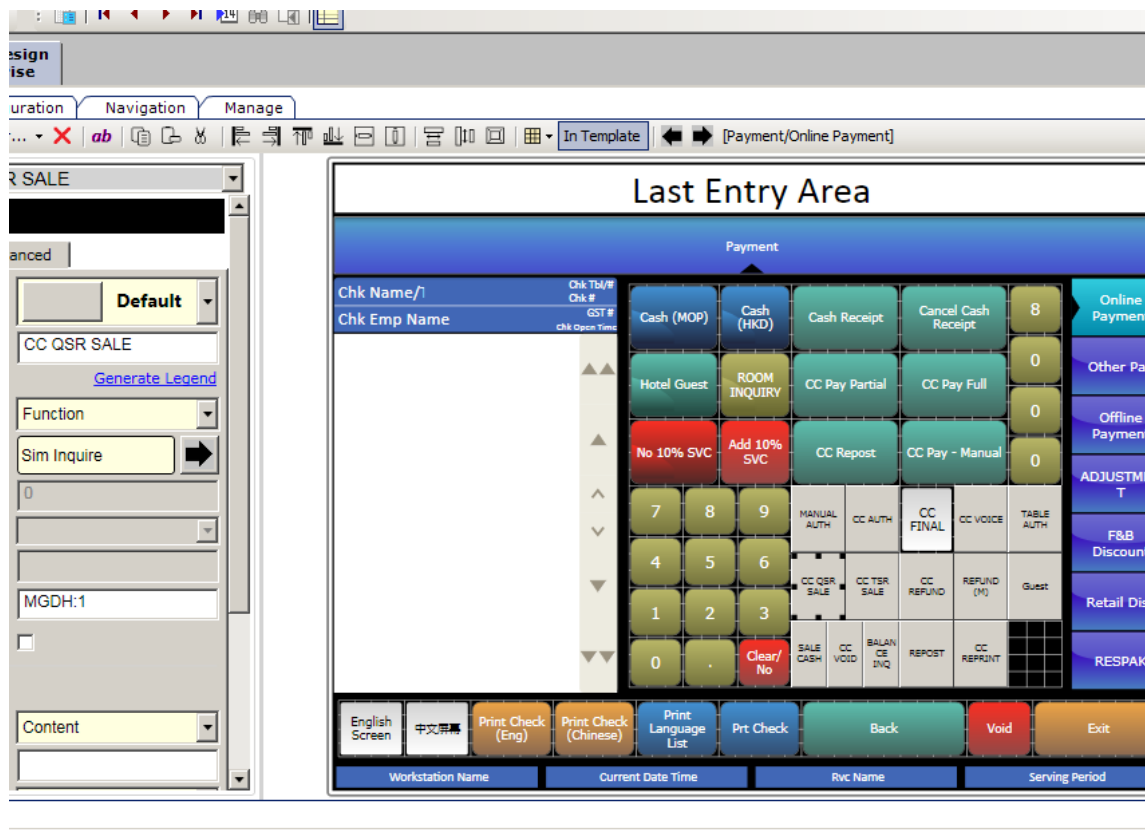
TSR Payment Screen

Field	Value
CC PAY	Arguments MGDH:2
CC REFUND	Arguments MGDH:4
CC AUTH	Arguments MGDH:8
CC FINAL	Arguments MGDH:9

Field	Value
TAB AUTH	Arguments MGDH:12
BALANCE INQUIRY	Arguments MGDH:14
CC REPRINT	Arguments MGDH:7
CC REPOST	Arguments MGDH:16
MANUAL AUTH	Arguments MGDH:15
REFUND MANUAL	Arguments MGDH:11

QSR Payment Screen

Field	Value
QSR SALE	Arguments MGDH:1
SALE CASH	Arguments MGDH:5
CC REFUND	Arguments MGDH:4
BALANCE INQUIRY	Arguments MGDH:14
CC REPRINT	Arguments MGDH:7
CC REPOST	Arguments MGDH:16
REFUND MANUAL	Arguments MGDH:11



OPI shares the VOID touchscreen key with the Symphony POS. The VOID key allows you to:

- Void the transaction
- Add Tips (for TSR only)

4 Installing the MGDH Driver

Installing MGDH on the Symphony Server

1. Double-click the MGDH installer to begin the installation, and then in the Setup Wizard click **Next**.
2. Click **Browse**, select the location to install MGDH, and then click **Next**.
3. Enter your database information, and then click **Next**.

Field	Value
Database Type	MSSQL
DB Server	localhost
Database Name	mcrspos

4. Select the property, and then click **Next**.
5. Select the **Currency**, and then select either **Single MerchantID** or **Multiple MerchantID**.
6. Enter the **Merchant ID** number for a Single MerchantID, and then click **Next**. If needed, you can confirm the MerchantID setup configuration with the Oracle Consulting Team.
7. Select the **Mode** for the revenue centers under the property, and then click **Next**. Select **TSR** for Table Service, or select **QSR** for Quick Service (which enables the no tip option).

The Header and Trailer information is configured by the partner, who responds with all print data. Do not configure the Header and Trailer.

8. Match each tender with the card type.
9. Enter the Cashback service charge number for **Cashback_svc**. If the tender is not used, skip this step.
10. Click **Next**.
11. Select the check boxes to enable the required options, and then click **Next**. You can double-click the **Trans Option Description** links to access detailed descriptions for each Trans Option.
12. Select the print options required for the merchant, and then click **Next**.

13. Set the following Server Options, and then click **Next**.

Option	Value
Host1 HTTP	OPI server IP (for example, https://127.0.0.1)
Host1 Port	OPI port (default is 5098)
TIMEOUT	MGDH timeout (default is 60 seconds)

14. Configure the following POSEOD Options, and then click **Next**.

Option	Value
Server	OPI server (for example, https://127.0.0.1)
Server port	OPI port (default is 5098)
TIMEOUT(POSEOD)	EOD TIMEOUT (default is 80)
Device MerchantID	The MID or MIDs required for the RVCs
Multiple MID	There must be a “ ” between the MIDs

15. Click **OK** to exit, and then click **Install**.
16. To edit the files configured in a previous installation, select the appropriate **Edit** option. Otherwise, click **Next** twice.
17. Click **Yes** to restart the computer, or **No** to restart the computer at a later time. A restart is not required.

Installing MGDH When Unable to Log In to Symphony Server

You can install MGDH on a machine that is not the Symphony server.

1. Double-click the MGDH installer to begin the installation, and then in the Setup Wizard click **Next**.
2. Click **Browse**, select the location to install MGDH, and then click **Next**.
3. Enter your database information, and click **Next**.

Field	Value
Database Type	MSSQL (default)
DB Server	localhost
Database Name	mcrspos

4. When prompted with **Cannot access Database**, click **Yes**.
5. Enter the property ID in the **Input Property ID** field, and then click **OK**.

6. Enter the following information, and then click **OK**:

Field	Value
MAX number of RVCs	MAX number of RVCs for the installation
Number of created RVCs	The number of RVCs to create
<ol style="list-style-type: none">7. Select either Single MerchantID or Multiple MerchantID, and then click Next.8. Enter the RVC numbers with Merchant IDs that use this solution, and then click Next.9. Enter the tender numbers to map, and then click Next.10. Follow steps 9 through 13 in the Installing MGDH on the Symphony Server section.11. After MGDH installs successfully, go to MGDHDriver\PropertyID folder\CAL\win32 and copy the <code>setup.dat</code> inside the win32 folder.12. Create a specific path for the CAL Package\MICROS\CAL\Win32\Packages\CAL Package name, and then you can configure CAL for Symphony through EMC. For more information, go to Configuring the Symphony Server.	

Point-of-Sale (POS) End-of-Day (EOD)

You can use the Microsoft Windows Task Scheduler to run the OPI POSEOD using the following configuration details.

Temporary	Table
Name	OPI POSEOD
Description	Generates the OPI transaction report
Trigger	Daily
Action	Start a program
Program/script	Browse to find <code>POSEOD.exe</code> in the MGDHDriver directory
Add arguments(optional)	Upper level of the POSEOD.exe path
Start in (optional)	Upper level of the POSEOD.exe path

For more information on setting up the Microsoft Windows Task scheduler, visit the Microsoft website at the following URL: <http://www.microsoft.com>.

5 Installing OPI

Complete the following steps to install OPI.

1. Double-click the OPI installer, then in the Setup Wizard click **Next**.



Verifying your computer and validating the required software may take about 10 seconds.

If the target computer does not have MySQL installed, OPI installs the MySQL database. If MySQL is already installed, OPI uses the existing MySQL database and you must enter the MySQL credentials.

2. Enter a password to use for creating the database schema, and then click **Next**.
3. Create the database user for OPI, and then click **Next**.
4. Select **MGDH**, and then click **Next**.
5. Create a password to secure a certificate for OPI to use in MGDH communication, and then click **Next**.
6. Enter the date and time to restart the OPI Service, and then click **Next**.
7. Select the drive to install OPI, and then click **Next** until you reach the Ready to Install page.
8. Click **Install**.

Installing OPI and MySQL may take several minutes. When the installation is complete, you can configure OPI.

Configuring OPI

Complete the following steps to configure OPI:

1. Enter Microsoft Windows System Administrator account credentials, and then click **Login**.
2. To configure Terminal mode, enter the following information and then click **Next**.

Field	Value
POS Interface	Enable
OPI Mode	Terminal

3. To configure Middleware mode, enter the following information and then click **Next**.

Field	Value
POS Interface	Enable
OPI Mode	Middleware
PrimaryHost	Confirm with Oracle Consulting Team
BackupHost	Confirm with Oracle Consulting Team

4. Select **POS Configuration**, and then click **Add New Property**.
5. Configure the merchant details using the following information, and then click **Next**.

Temporary	Table
POS Type	Simphony2
Merchant ID	MID, same as the MGDH Merchant ID
Pay@Table	Disable
Merchant Name	Merchant Name
Merchant City	Where merchant is located
Merchant Country	Merchant Country

- If multiple merchants have multiple MIDs, refer to the steps above to Add New Property again or contact the Oracle Consulting Team for assistance.
- The Merchant Name does not support special characters, including the & character or the @ character, and must contain 5 to 25 characters.

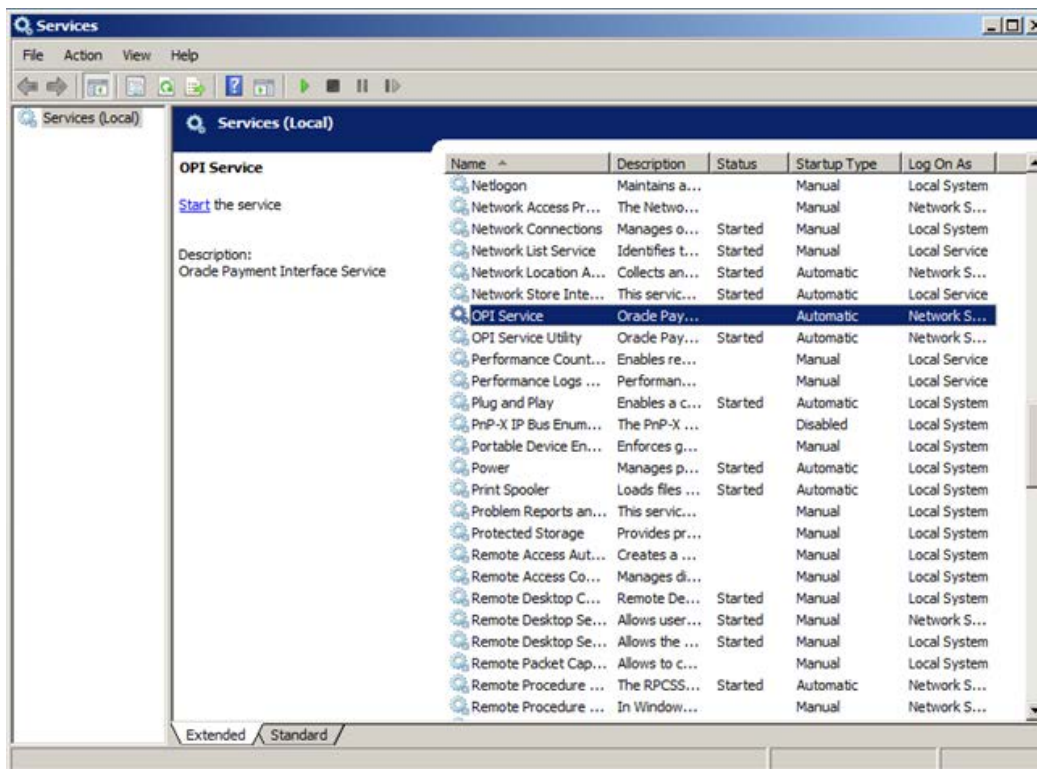
6. Click **Add Terminal**, and configure the Terminal with the following information:

Field	Value
Workstation ID	Workstation ID in EMC
IP	PINPad IP

7. Click **Next**, and then click **Exit**.
8. Click **Yes** to save the configuration.
9. Click **Yes** to restart the computer now, or click **No** to restart the computer at a later time to complete installing and configuring OPI.

Configuring the Port for the PIN Pad Terminal Mode

1. Go to the OraclePaymentInterface\bin folder, then double-click the config.exe file.
2. Enter the Microsoft Windows System Administrator credentials, and then click **Login**.
3. Expand the **Oracle Payment Interface** folder.
4. Double-click the **Port** in **server0Q** and enter the correct port number for the PIN pad. You must confirm the PIN pad port number with the partner.
5. Restart the OPI Service.



6 Configuring Pay@Table

Before configuring the Pay@Table options, complete the following:

[Configuring Tender Options](#)

[Installing OPI](#)

OPI Configuration for Pay@Table

1. Enter Microsoft Windows System Administrator account credentials, and then click **Login**.
2. Configure the following information, and then click **Next**.

Option	Value
POS Interface	Enable
OPI Mode	Terminal

3. Select **POS Configuration**, and then click **Add New Property**.
4. Enter the following information, and then click **Next**.

Option	Value
POS Type	Simphony2
Merchant ID	Merchant ID, check with the Oracle Consulting team
Pay@Table	Enable
Pay@Table Cert Password	Check with the partner
Merchant Name	Merchant Name
Merchant City	Merchant City
Merchant Country	Merchant Country

5. Enter the following information, and then click **Next**.

Option	Value
Host	POSAPI workstation IP, check with the Oracle Consulting team
EmpObjNum	Employee Number used to communicate with the POSAPI workstation
Tender Configuration	Map all the tenders you use
ServiceNum	Tender Number that has ServiceTotal type

-
6. Click **Add Pay@table Terminal**, configure the following options, and then click **OK**.

Option	Value
Mobile Device ID	ID for the device, only support numbers
Query by	Select Check or Table
RVC	RVC number

7. Click **Next**.
8. Click **Exit**, and then click **Yes** to save the configurations.
9. Click **Yes** to restart the computer now, or **No** to restart the computer at a later time.