

Oracle® Payment Interface
Oracle Hospitality Symphony FE MGDH
Installation Guide
Release 6.1.1
E85861-01

April 2017

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Preface

This document describes the 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 vs Terminal mode
- Pay@Table.

The *Oracle Payment Interface RES Native Driver Installation Guide* contains more information.

Audience

This document is intended for installers of Oracle Payment Interface and MGDH.

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
April 2017	<ul style="list-style-type: none">• Initial publication.

1 Pre-Installation

Before Installing

Complete the following tasks before installing:

- The OPI application requires Microsoft .NET Framework version 4.0 or higher.
- You cannot upgrade from previous versions of MICROS Gateway Device Handler (MGDH) for other solutions to MGDH version 6.1 MR1.
- You cannot upgrade from previous versions of MPG to OPI 6.1 MR1.
- If a previous MGDH installation exists, go to Programs and Features to uninstall the previous MGDH installation, then you can install the latest MGDH release.
- Verify with the merchant to setup 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.
- Oracle Payment Interface 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 OPI installation.
- You must enter the MICROS database user name and password to install MGDH.

During the installation you must confirm the following:

- Merchant ID's
- Receipt "Header" and "Trailer" details
- Tender Media numbers for each card type
- IP address of the OPI Server
- If there is an existing MySQL database installed the SQL root password is required.
- Workstation ID's and IP's that integrate with the PIN pad.

2 Network Consideration

You must consider the following points for the network:

- OPI listens on the TCP port 5098 for incoming messages from MGDH by default, this port must be open internally on the merchant's network.
- The port for the PIN pad depends the partner, confirm with the partner and confirm the corresponding port is open.

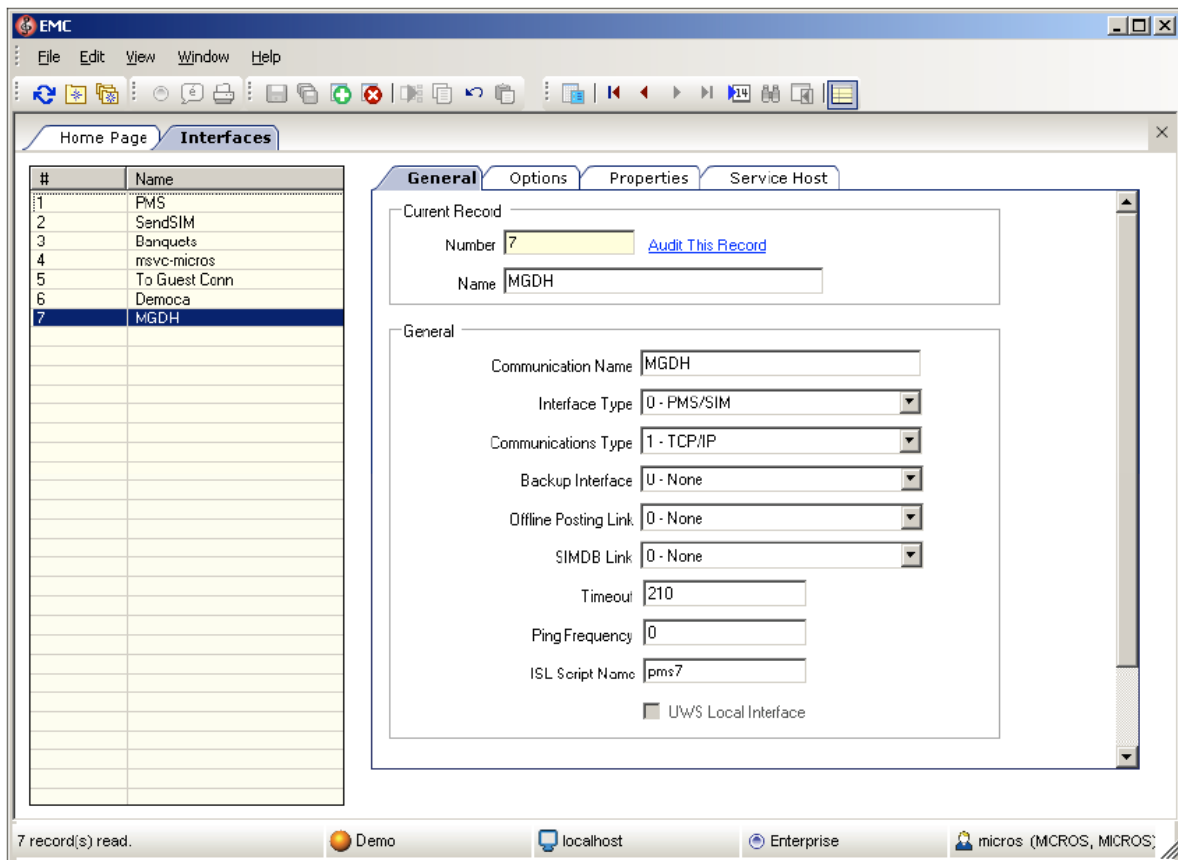
3 Configuring the Symphony Server

Adding an Interface

To configure the server, you must add a new interface.

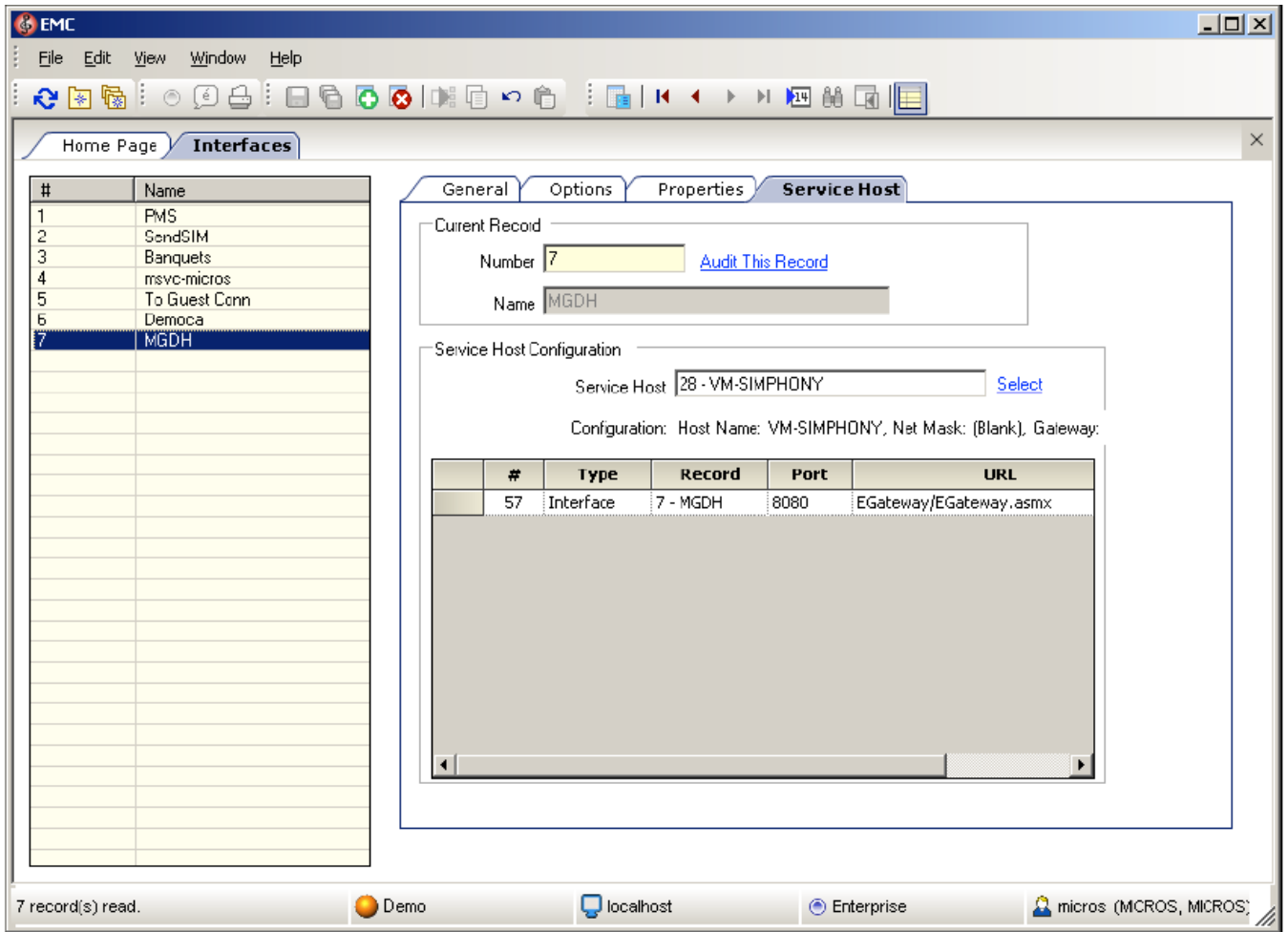
1. In the Enterprise Management Console, go to the **Interfaces** tab and select **MGDH**.
2. Define the following interface values on the **General** tab.

Interface	Value
System Name	MGDH
Communication Name	MGDH
Service Type	PMS/SIM
Communications Type	TCP/IP
Timeout	210
ISL Script Name	pms7



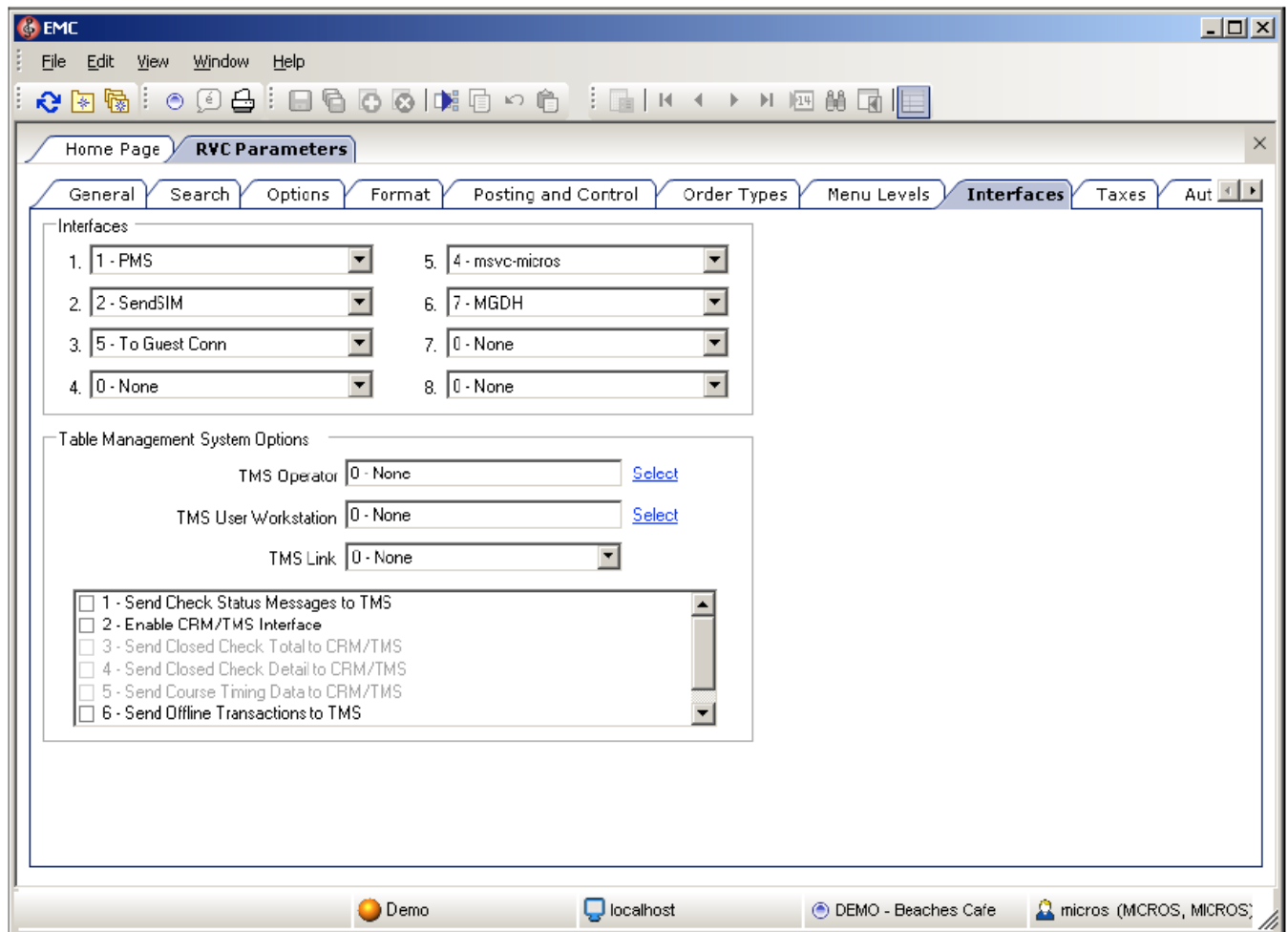
3. Click the **Options** tab, and then select **Use 19 Digit Reference Entry for PMS Inquires**.
4. Click the **Properties** tab, and then select the property that processes the credit and debit transactions for OPI to activate it.

5. Click the **Service Host** tab, and then select the server to host the MGDH interface.



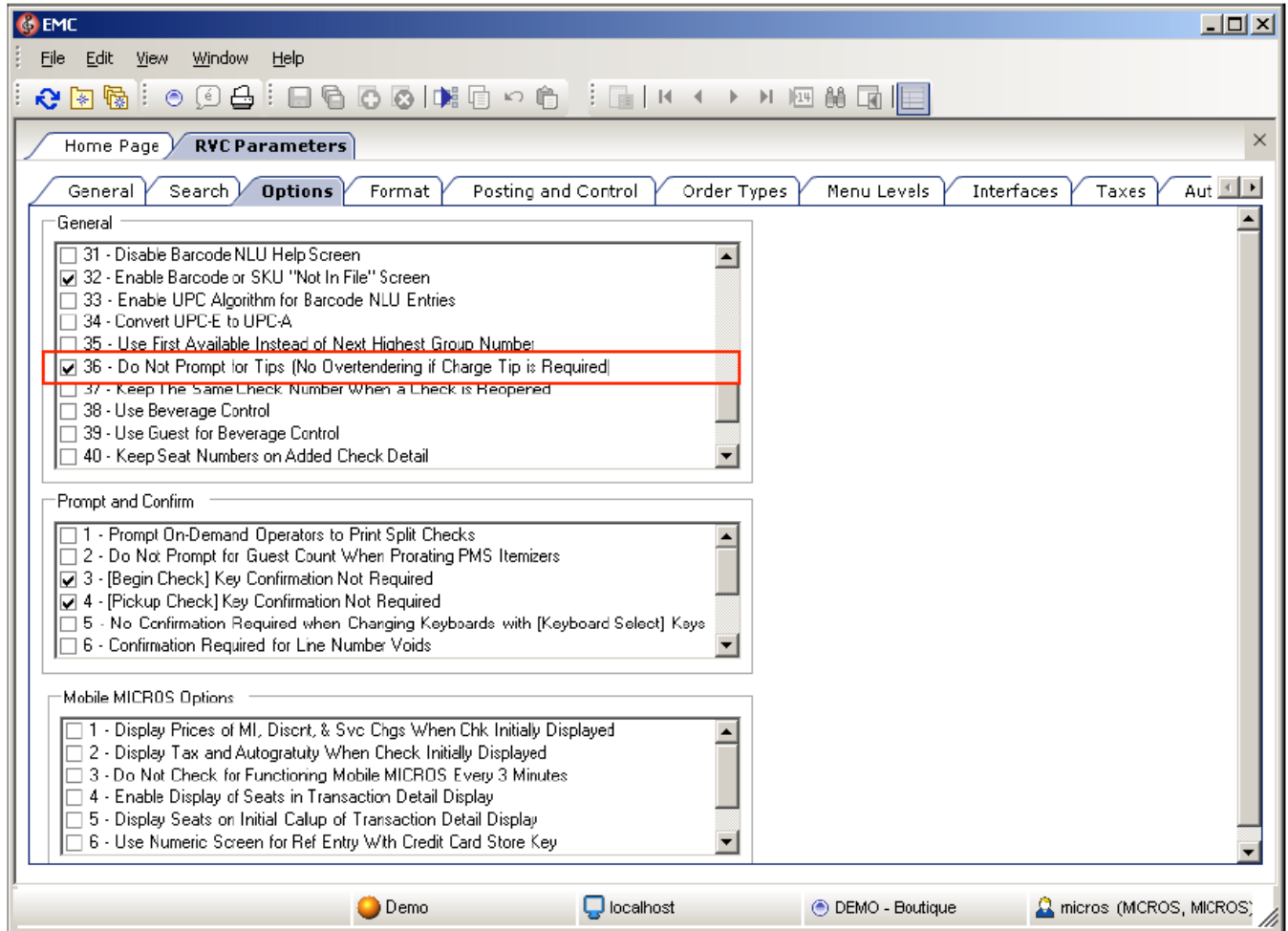
Configuring the RVC

1. Link the interface for the MGDH to each RVC.



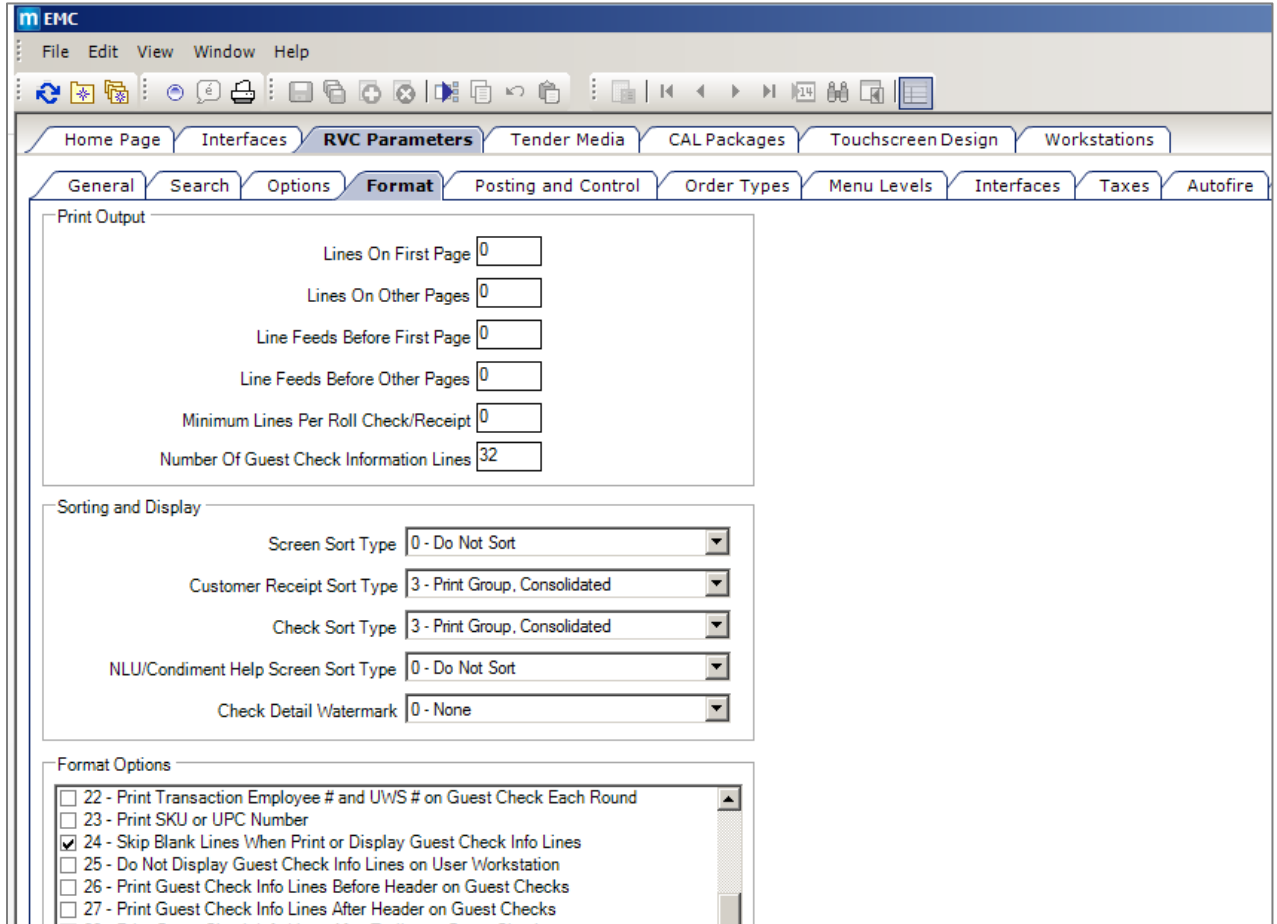
2. If the RVC uses QSR mode, then activate the following options. If using the TSR mode, do not activate these options.

- Do Not Prompt for Tips (No Overtendering if Charge Tip is Required)



3. On the **Format** tab, configure and enable the following options for the TSR RVC.

- Enter 32 for the **Number of Guest Check Information Lines**.
- Select **Skip Blank Lines When Print or Display Guest Check Info Lines**.



Configuring the Employees

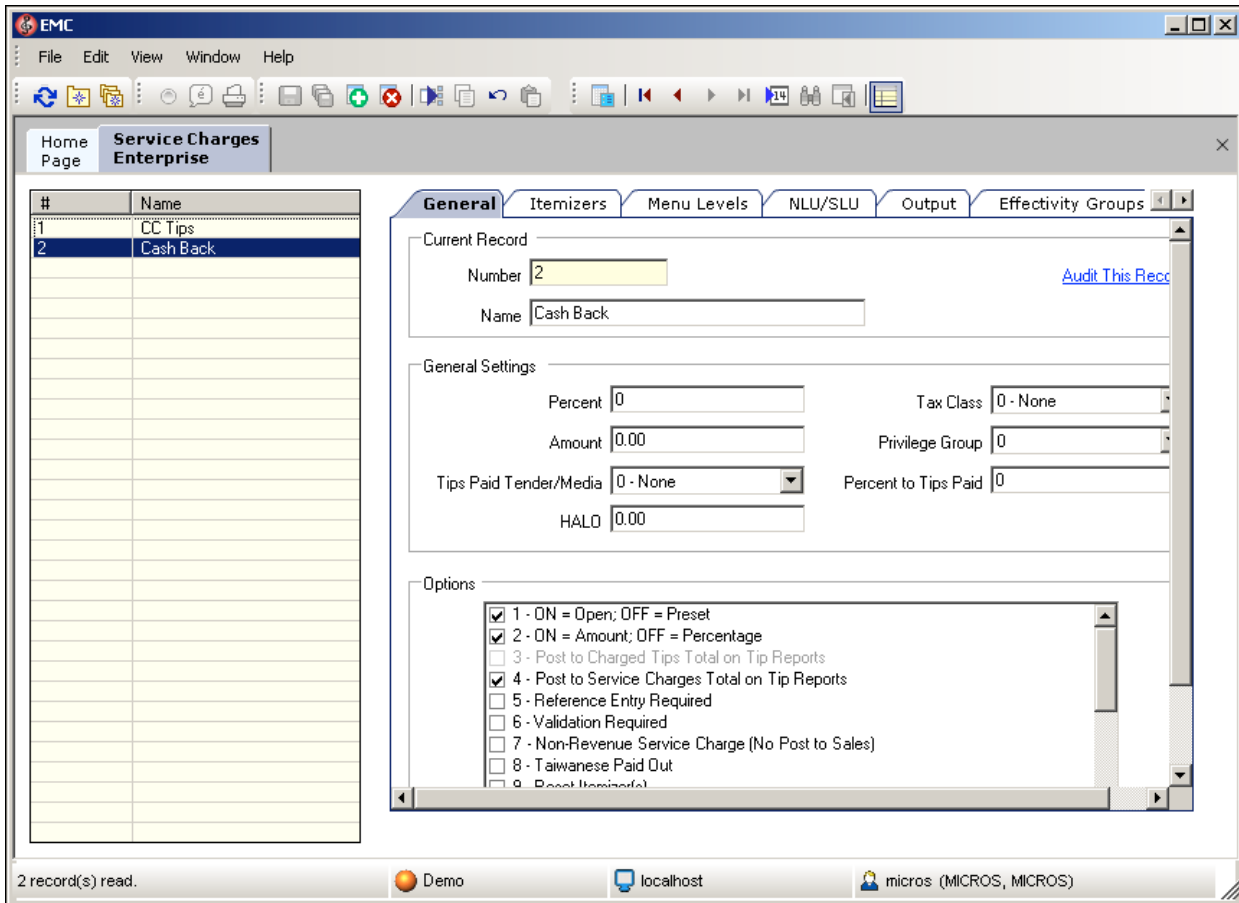
1. Go to the **Employee Maintenance** tab, and then select the **Cashier** option.
2. Select the check box to activate the **ISL Employee Option #4** option to define the employee class that can process the refund.

The screenshot displays the EMC software interface for configuring employee classes. On the left, a table lists various employee classes, with 'Cashier' (ID 7) highlighted. The main area shows the configuration for the selected class, with the 'General' tab active. The 'Current Record' section shows the record number as 7 and the name as Cashier. The 'Time And Attendance Settings' section includes fields for '#Hours/Day Before OT' and '#Hours/Period Before OT', both set to 00:00, and a checkbox for 'Do Not Post Daily OT Hours To Weekly Regular Hours'. The 'ISL Options' section has a list of checkboxes, with 'ISL Employee Option #4' checked. The 'Touchscreen Settings' section has a dropdown menu for 'Default Trans TS' set to '0 - None'. The status bar at the bottom indicates '14 record(s) read.' and shows the user 'micros (MICROS, MICROS)'.

#	Name
1	Micros
2	Property Expert1
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

Configuring Service Charges

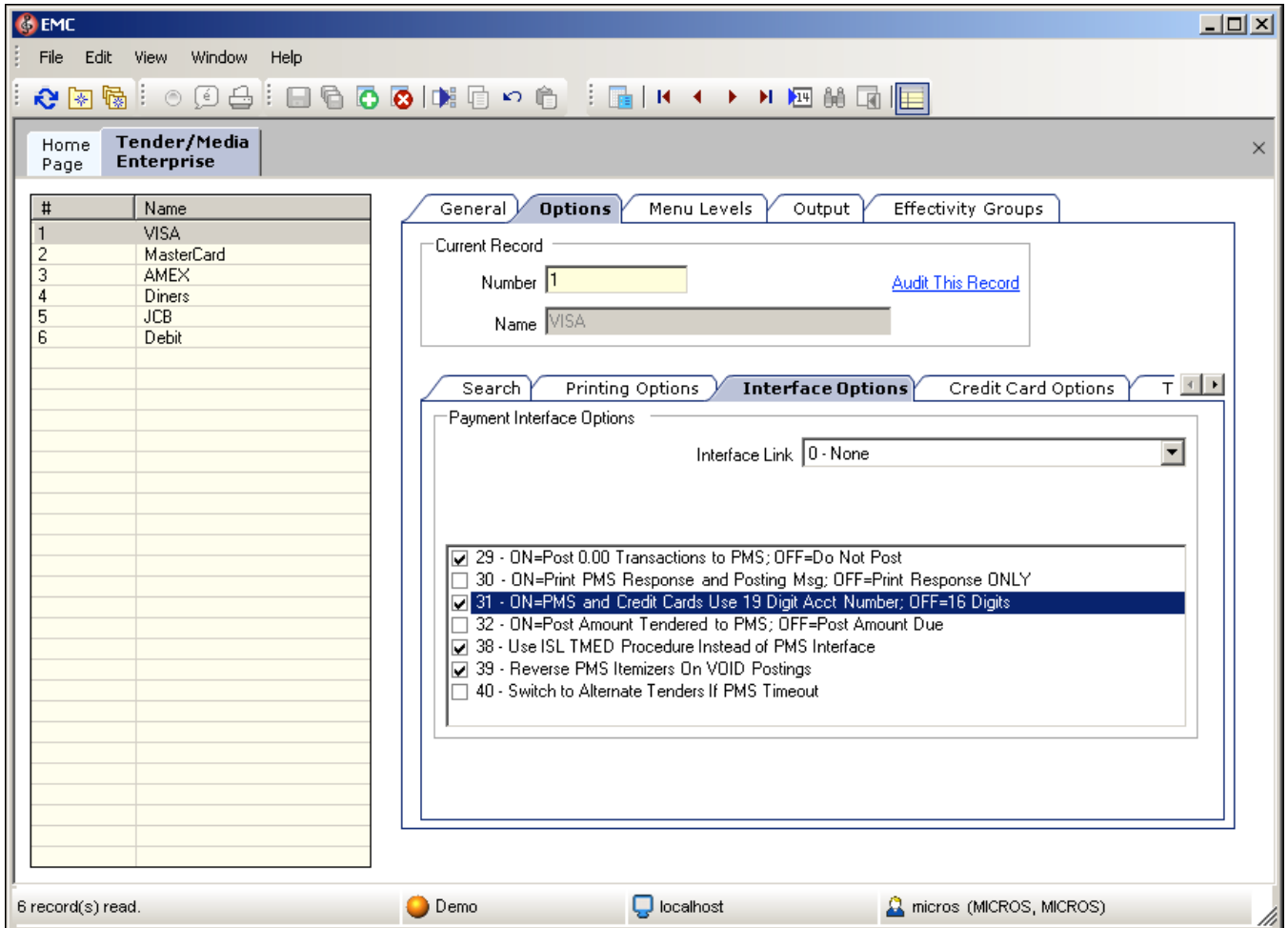
1. If the merchant uses the cash back option, then you can add a new **Cashback** service charge. For the Service Charge for OPI tenders, use the same option as the open amount service charge. If merchant doesn't activate the **SaleCash** function, then skip this step.



Configuring Tender Options

Configure the following options for the credit/debit tenders.

1. Select the **Options** tab, and then select the category **Interface Options**.
2. Select the **PMS and Credit Card use 19 Digit Acct Number** option.



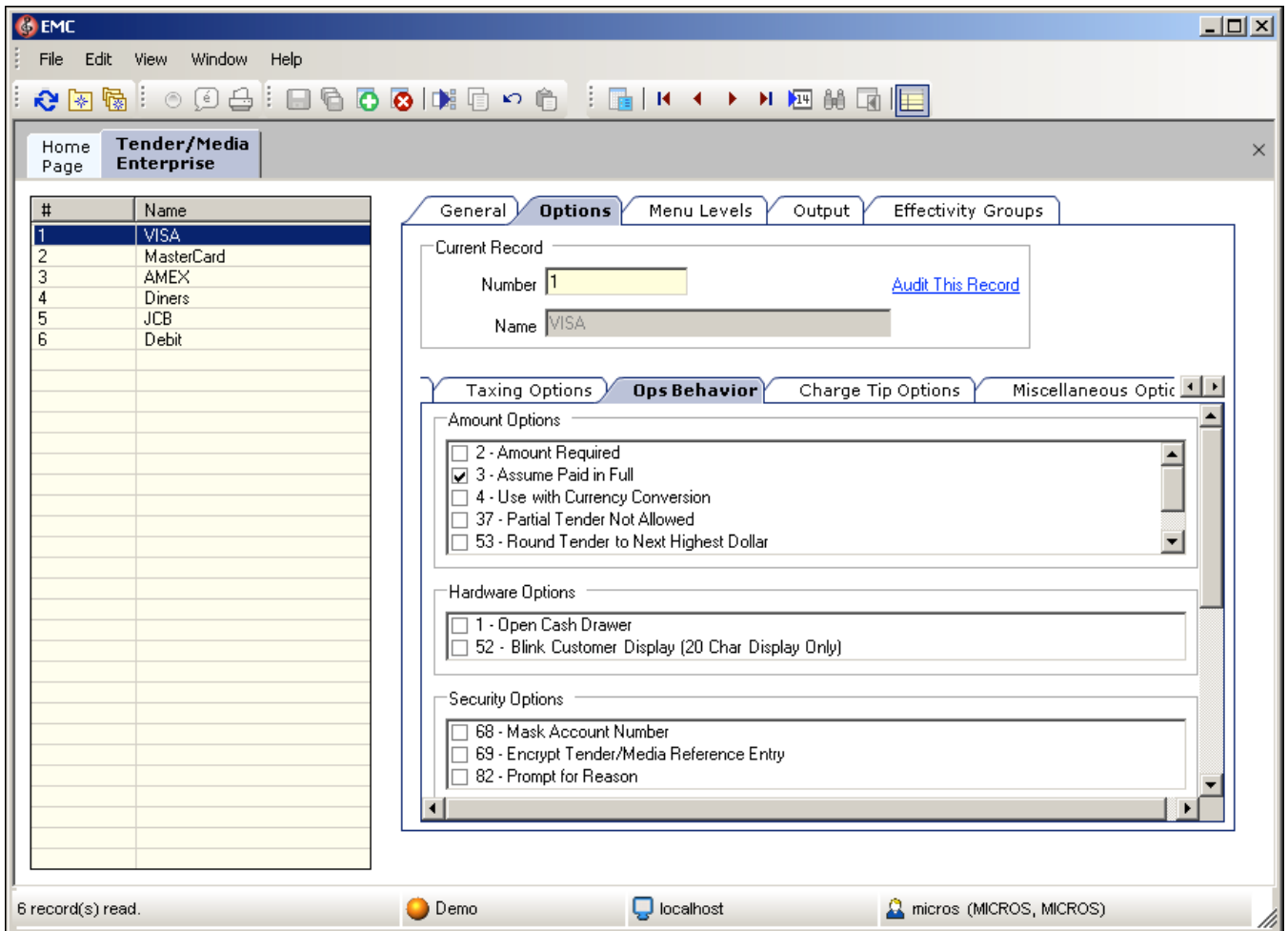
To configure the credit card options:

1. Go to the **Options** tab and select **Credit Card Options**.
2. Deactivate all options and remove the floor limit/preambles list.
3. Enable the **No Credit Card Length Check** option.

To configure the Ops options:

1. Go to the **Options** tab, select **Ops Behavior**, and activate the following options:
 - **Assume Paid in Full**
 - **Reference Entry Required**
2. Deactivate 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. Add a new tender **SaleCash** option the same way as a normal credit card tender. This is only available for QSR. Skip this step if the merchant does not activate the **SaleCash** function.

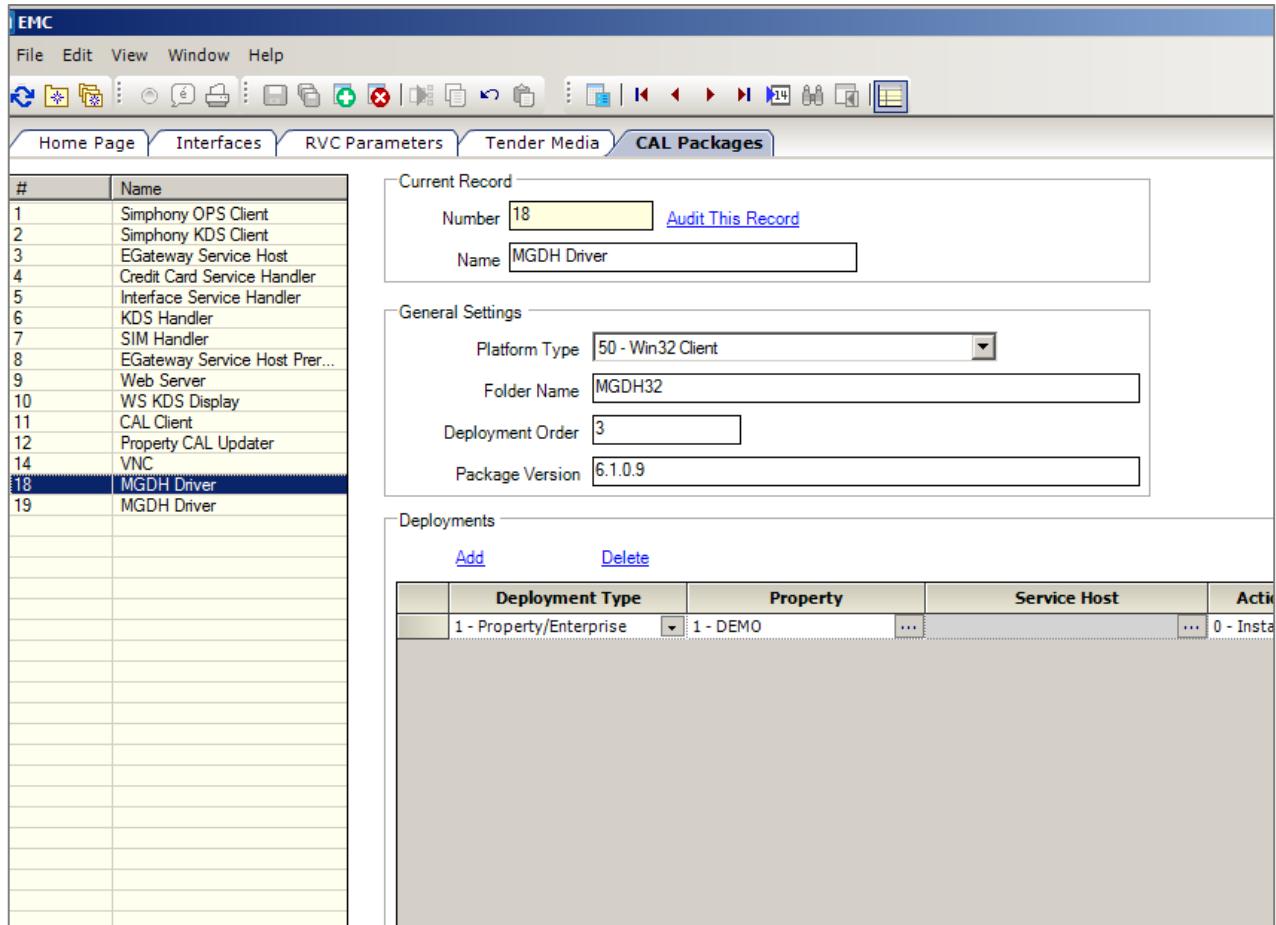


Configuring a CAL Package

1. Add a new CAL package for the Microsoft Win32 and Microsoft WinCE clients.

#	Name	Platform Type	Folder Name	Deployment Count
1	Simphony OPS Client	0 - All Clients	SimphonyClient	0
2	Simphony KDS Client	101 - DTR Controller (KDS Display	DCKDS	0
3	EGateway Service Host	0 - All Clients	EGateway	1
4	Credit Card Service Handler	0 - All Clients	ECCServer	2
5	Interface Service Handler	0 - All Clients	InterfaceService	2
6	KDS Handler	0 - All Clients	PosToKdsHandler	2
7	SIM Handler	0 - All Clients	SimSVCHandler	2
8	EGateway Service Host Prer	0 - All Clients	EGatewayPrereqs	0
9	Web Server	0 - All Clients	WebServer	1
10	WS KDS Display	0 - All Clients	WSKDS	2
11	CAL Client	0 - All Clients	McrsCAL	0
12	Property CAL Updater	0 - All Clients	PropertyCAL	2
14	VNC	60 - W55A	VNC	3
18	MGDH Driver	50 - Win32 Client	MGDH32	3
19	MGDH Driver	60 - W55A	MGDHCE	3

2. Add deployments as shown in the following screen shot.



Designing the Touch Screen

Before beginning, you must first consult with the Oracle Consulting Team. If required, you can then add the following buttons to the payment screen. The key type is Function and you can link to the interface MGDH.

TSR Payment Screen

Field	Value
CC PAY	SIM INQ #2
CC REFUND	SIM INQ #4
CC AUTH	SIM INQ #8
CC FINAL	SIM INQ #9
TAB AUTH	SIM INQ #12
BALANCE INQUIRY	SIM INQ #14
CC REPRINT	SIM INQ #7
CC REPOST	SIM INQ #16
MANUAL AUTH	SIM INQ #15

REFUND MANUAL
MOTO AUTH

SIM INQ #11
SIM INQ #20

QSR Payment Screen

Field	Value
QSR SALE	SIM INQ #1
SALE CASH	SIM INQ #5
CC REFUND	SIM INQ #4
BALANCE INQUIRY	SIM INQ #14
CC REPRINT	SIM INQ #7
CC REPOST	SIM INQ #16
REFUND MANUAL	SIM INQ #11
MOTO SALE	SIM INQ #6

OPI shares the VOID touchscreen key with the Symphony POS. Using the VOID key you can:

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

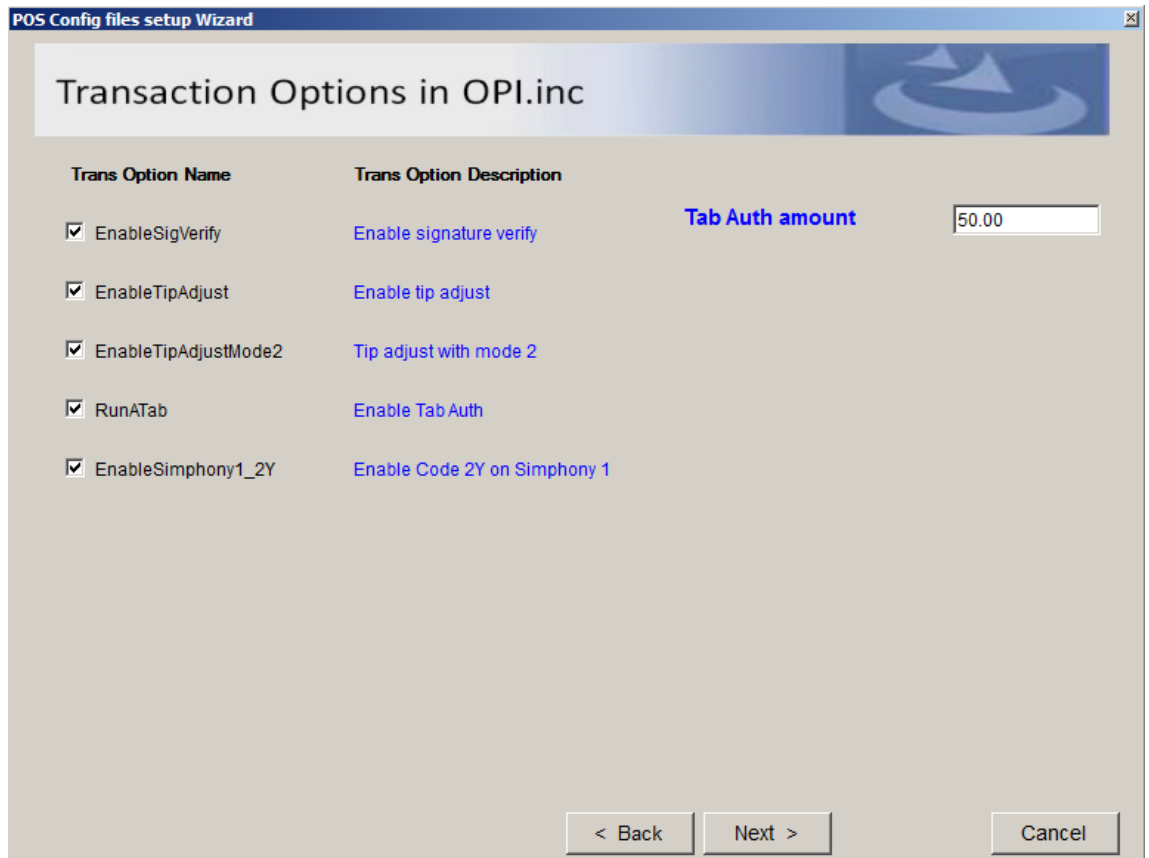
4 MGDH driver installation

Installing MGDH on the Symphony Server

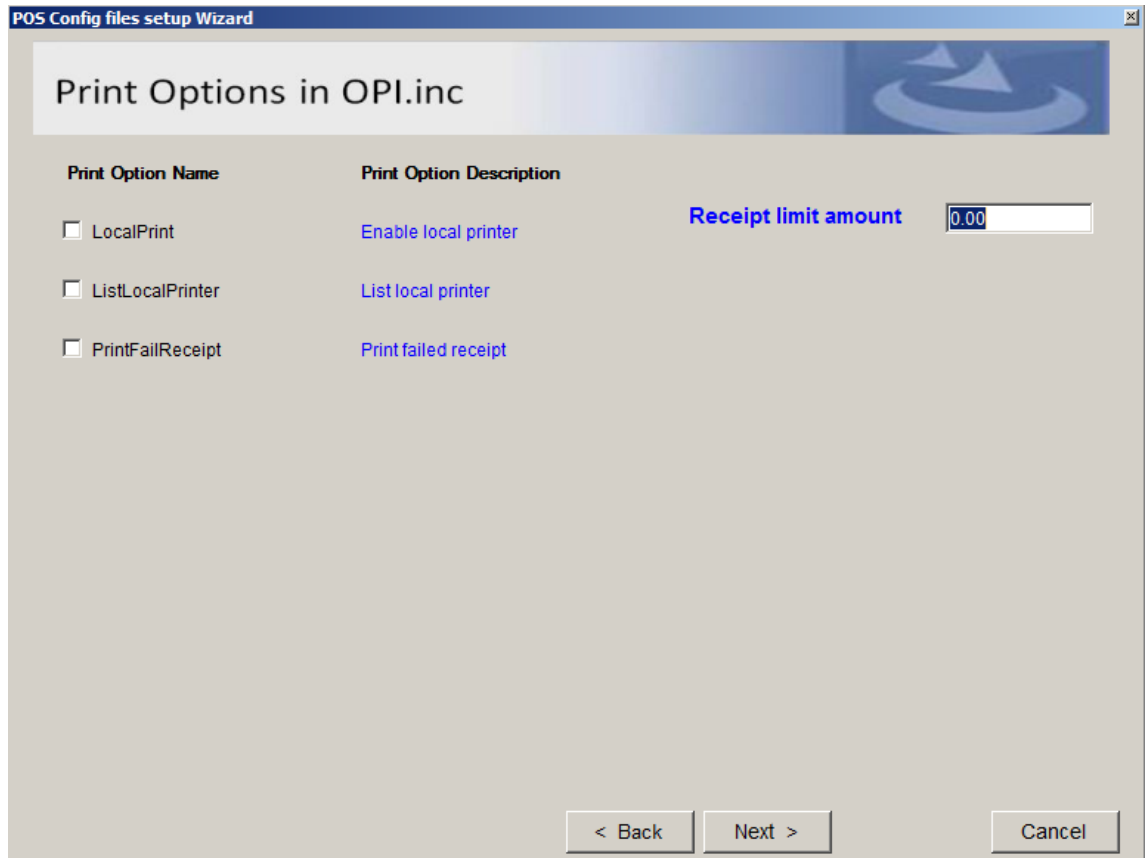
1. Double-click the MGDH installer to start the installation.
2. Click **Next**.
3. Browse to select the location to install MGDH.
4. Click **Next**.
5. Enter your database information.

Field	Value
Database Type	MSSQL
DB Server	localhost
Database Name	mcrspos

6. Select **Next**.
7. Select the property.
8. Select the **Currency** and **Single MerchantID** or **Multiple MerchantID**.
9. Enter the **MID number**. Enter the **Single MerchantID**, and then click **Next**. If needed, confirm the MerchantID setup configuration with the Oracle Consulting Team.
10. Select the RVC **Mode** for each RVC under the property. TSR is for Table Service and QSR is for Quick Service which enables the no tip option.
11. Click **OK** to close the Header Editor. You do not need to configure the **Header** and **Trailer** information. This information is configured by the partner and the partner responds with all the print data. Click **Next**.
12. Match the tender from the drop-down list for each card type, and then enter the Cashback service charge number for **Cashback_svc**. If the tender is not used, then skip this step. Click **Next**.
13. Select the transaction option required for the installation. Double-click the **Trans Option Description** to access the description for each option. Click **Next**.



14. Select the options required for the merchant, and then click **Next**.



15. Configure the following information, and then click **Next**.

Option	Value
Host1 HTTP	OPI server IP, for example: https://127.0.0.1
Host1 Port	OPI port, you can use the default 5098
TIMEOUT	MGDH timeout, you can use the default 60 seconds

16. Configure the following information for the POSEOD, and then click **Next**:

Option	Value
Server	OPI server
Server port	OPI port
TIMEOUT(POSEOD)	EOD TIMEOUT, you can use the default value 80
Device MerchantID	The MID or MID's required for the RVC's
Multiple MID	There must be a " " between the MID's

-
17. Review the summary, and then click **Ok** to exit.
 18. Click **Install** to continue installing.
 19. Select the **Edit** options to edit the files configured in a previous installation. Otherwise, click **Next**.
 20. Ensure each module is selected for install, and then click **Next**.
 21. Select **Yes** to restart the computer or select **No** to restart the computer at a later time, and then click **Finish**. A restart is not required.

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 POSEOD.exe in MGDHDriver directory
Add arguments(optional)	the upper level of the POSEOD.exe path
Start in (optional)	The upper level of the POSEOD.exe path

For more information on how to setup 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.
2. Click **Next**.
3. Verifying your computer. Validating the required software may take about 10 seconds.
4. If the target computer doesn't have MySQL installed, then OPI installs the MySQL database. If MySQL is already installed, then OPI uses the existing MySQL database and you must enter the MySQL credentials.
5. Setup a password to use for creating the database schema.
6. Select **Next** to continue and create the database user for OPI.
7. Select MGDH and click **Next**.
8. Create a password to secure a certificate for OPI to use in MGDH communication.
9. Configure the date and time you want to restart the OPI Service.
10. Select the location where you want OPI installed, and then click **Next**.
11. Click **Next**, and then **Next**.
12. Click **Install**.
13. Installing OPI and MySQL starts and may take several minutes. Once the installation is complete, you can configure OPI.

Configuring OPI

Complete the following steps to configure OPI.

1. Log in with a Microsoft Windows System Administrator account.

Terminal Mode

2. Click **Next**.
3. Enter the following information to configure the terminal mode.

Field	Value
POS Interface	Enable
OPI mode	Terminal
Port	Terminal port

Oracle Payment Interface Configuration Tool

Oracle Payment Interface - Configuration Tool

PMS Interface:

POS Interface:

OPI Mode: Port:

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Next

Middleware Mode

4. Click **Next**, and then configure the middleware mode by entering the following information.

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

BackupHost	Confirm with Oracle Consulting Team
Proxy Address	Proxy Address if it is used
Proxy Port	Proxy Port

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	Simphony1
Port	5098 as default
Merchant ID	MID (same as the MGDH Merchant ID)
Merchant Type	Restaurant or Retail
PosCrossMerchant	Disable
PosCrossCheck	Disable
Merchant Name	Merchant Name
Merchant City	Where merchant is located
Merchant Country	Merchant Country

- If multiple merchants have multiple MID's, refer to the steps above for **Add New Property** or contact the Oracle Consulting Team for assistance.
- Merchant Name should be 5-25 letters, digits or special character [#.]..

Oracle Payment Interface Configuration Tool

Oracle Payment Interface - POS Configuration Tool

POS Type : Port :

Merchant ID : Merchant Type :

PosCrossMerchant :

PosCrossCheck :

Merchant Configuration :

Merchant Name :

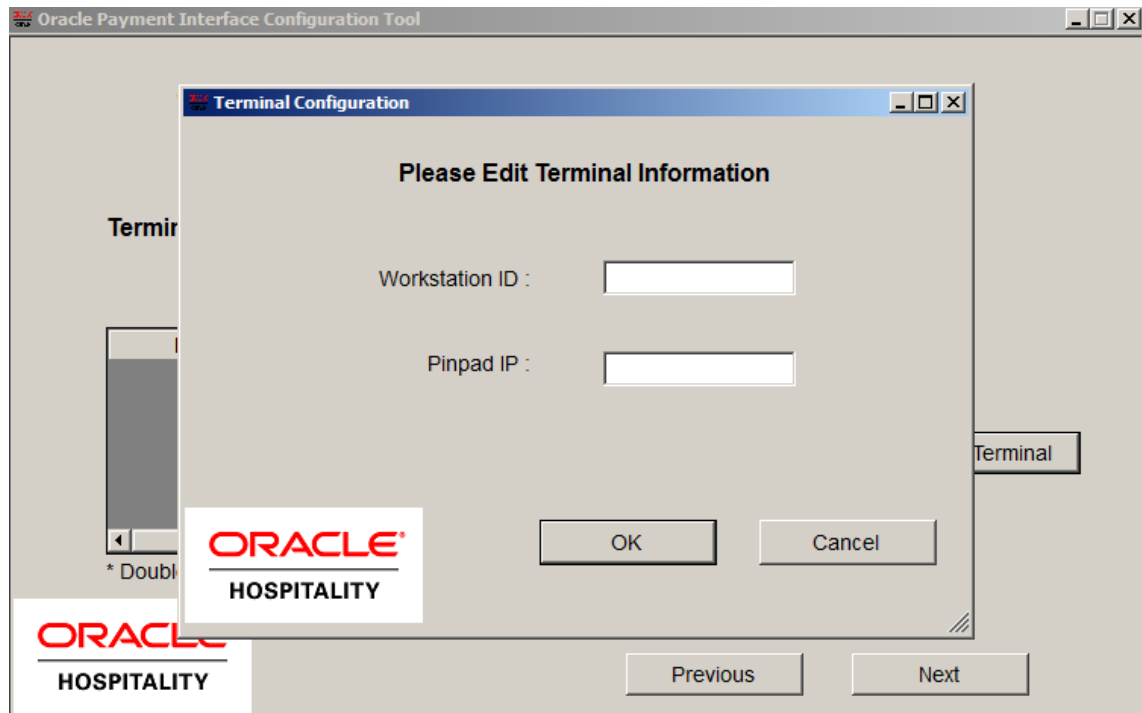
Merchant City :

Merchant Country :

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

Field	Value
Workstation ID	Workstation ID in EMC
IP	PINPad IP



5. Click **Next**, and then click **Exit**.
6. Click **YES** to save the configuration.
7. Select **Yes** to restart the computer now or select **No** to restart the computer at a later time to complete installing and configuring OPI, and then click **Finish**.