Oracle Payment Interface Oracle Hospitality RES 3700 Native Driver Installation Guide



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Oracle Payment Interface Oracle Hospitality RES 3700 Native Driver Installation Guide, Release 19.1

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Preface

Purpose

This document will cover the steps to install Oracle Payment Interface (OPI) using the RES native credit card driver. It will also cover Middleware mode vs Terminal mode and Pay at Table.

Audience

This document is intended for installers of OPI using the RES native credit card driver in RES 5.5 MR1 and higher.

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
- Screenshots of each step you take

Documentation

Product documentation is available on the Oracle Help Center at http://docs.oracle.com/en/industries/hospitality/

Revision History

Date	Description of Change
February 2019	Initial publication.
March 2019	Updated formatting and cover page with new template.
July 2019	Updated security bugs in few chapters.
November 2020	Updated functionality for Debit and Cashback
October 2023	Removed the MySQL 5.6 version across the document as the OPI installer no longer supports

1 Pre-Installation Steps

Important Information

Consider the following guidelines before installing Oracle Payment Interface (OPI):

IF UPGRADING OPI, YOU MUST READ THE UPGRADING THE OPI SECTION FIRST.

- Only RES 5.5 MR1 or later supports the native driver solution.
- You must install the CaOPI credit card driver.
- There is no Oracle Gateway Device Handler (OGDH) installation with the native driver solution.
- You can upgrade from OPI 6.1 (6.1.0.9) and higher to OPI 19.1.
- You cannot upgrade to OPI 19.1 from any previous MICROS Payment Gateway (MPG) version.
- You must uninstall previous versions of MPG before installing OPI 19.1.
- Batch and settle all credit transactions prior to installing or upgrading OPI.
- OPI 19.1 does not install a database. If a clean install, the database for OPI must be installed prior to installing OPI.
- If upgrading from OPI 6.1 or higher, the existing MySQL database will be migrated to 19.1.
- OPI supports JRE 8 and it is required to use JRE 8U152 or above JRE 8 build only to support all the currencies.
- Minimum CaOPI must be V5.2.3.
- If an MGDH installation exists, go to Programs and Features to uninstall the MGDH application.
- Ops.exe cannot be running during the MGDH uninstall.

Uninstalling Prior OPI/MPG Versions

- 1. Run POSEOD and verify all previous transactions have been batched and approved in transaction.log.
- 2. Uninstall MPG/OPI through the Microsoft Windows Control Panel.
- 3. If no other applications use the database, uninstall MySQL through the Microsoft Windows Control Panel.
- 4. Uninstall MySQL community through the Microsoft Windows Control Panel.
- 5. Rename the C:\ProgramData\MySQL folder to MySQL_Old.

- 6. If you cannot see the ProgramData folder, you may need to configure the Windows Explorer folder options to show the hidden folders.
- 7. Restart the server.

NOTE:

It is not recommended to leave a MySQL database from prior to OPI 6.1 in place. It should be un-installed and a newer MySQL database installed for OPI 19.1.

2 OPI Native Driver

Installation Prerequisites

OPI requires:

- At least 6 GB of free disk space.
- CaOPI requires Microsoft .NET Framework version 4.6.1 or later.

Before you start, make sure to know:

- Whether the merchant is a table service restaurant (TSR), quick service restaurant (QSR), or both. You cannot use tips in a QSR.
- Whether the merchant would like to activate Refund functionality or not. The merchant needs to control the privilege for this function.
- OPI must be installed while logged on as an administrator.
- Login credentials to the Micros database to enable Pay@Table.
- The Pay@Table certificate password when enabling Pay@Table. The certificate password comes from the OPI partner and should be part of the partner validation process.
- A passphrase to create during the OPI install. You will enter this passphrase in CreditCards.exe during configuration.
- If upgrading from OPI 6.1 or later you will need to know the MySQL root user account password.
- A MySQL, or other supported database type, must be installed for use with OPI, prior to the OPI 19.1 install.

Installing the OPI

- 1. Take Micros Control Panel to off.
- 2. Copy OraclePaymentInterfaceInstaller_19.1.0.0.exe to the Server and double-click it to launch the install.
- 3. Select your language, and then click OK.
- Click Next on the Welcome to the InstallShield Wizard for Oracle Payment Interface screen.
- 5. Click **Next** on the OPI Prerequisites screen.

Oracle Payment	Interface - InstallShield Wizard
Setup Type Select the set	up type to install.
Please select	a setup type.
© Complete	All program features will be installed. (Requires the most disk space.)
© Custom	Select which program features you want installed. Recommended for advanced users.
InstallShield ———	< Back Next > Cancel

The Setup Type screen appears.

- **Complete**: All program features will be installed.
- **Custom**: Select which program features you want installed. Recommended for advanced users only.
- 6. Make a selection, and then click **Next**.

Oracle Payment Interface - InstallShield Wizard	×
Select Features Select the features setup will install.	
Select the features you want to install, and deselect Database Schema OPI Services Configuration Tool 157.84 MB of space required on the C drive 43653 20 MB of space available on the C drive	ect the features you do not want to install. Description Sets up the Database components for the defined schema.
InstallShield	
	< Back Next > Cancel



If you select the Custom install option, the Select Features screen appears with the following options:

- a. Database Schema
- b. OPI Services
- c. Configuration Tool

All these three features must be installed. It is just a matter of whether they are all installed on the same computer or on separate computers.

7. Select the features to install on this computer, and then click Next.

The Choose Destination Location screen appears.

- 8. Accept the default installation location or click **Change**... to choose a different location, and then click **Next**.
- 9. Click **Install** on the Ready to Install the Program screen. The Setup Status screen displays for a few minutes.

The Setup Type screen appears.

Oracle Payment Interface - InstallShield Wizard	×
Select the setup type that best suits your needs.	
Select Database being used.	
MySQL	
🔘 SQL Server	
SQL Express	
Oracle DB	
InstallShield	
< B	ack Next > Cancel

10. Select the database type being used, and then click Next.



Oracle Paymen	t Interface - InstallShield Wiz	ard		×
Database Se	rver			Z
Enter the Da Enter the Po	atabase Server Name or IP. rt Number.			
Name/IP:	localhost			
Port #:	3306			
InstallShield ——		< Back	Next >	Cancel

The Database Server screen appears.

11. **The Name/IP**: field defaults to localhost. This should be left as localhost if the OPI database is installed on the same computer. If the database is installed on another computer, the Name or IP address of that machine should be entered here.



The Database Server Login screen appears.

Oracle Payment Interface - InstallShield Wizard	8
Database Server Login Database server requires login credentials to continue.	
DBA User	
Login ID:	
Password:	
InstallShield	Cancel

- **13.** Enter the server login credentials of DBA user for the database type selected, and then click **Next**.
- For MySQL the Login ID: = root
- For other database types the DBA user name/Login ID may be different.
- Enter the correct password for the DBA user.

The Database User Credentials screen appears.

Oracle Payment Interface - InstallShield Wizard	x
Database User Credentials	5
Enter the user name and password to create a new database user account that will be used by the Oracle Payment Interface application. Password is case sensitive, should be at least 8 characters in length and must have at least one upper case letter, one lower case letter, one number and one special character from the following list: !@#\$%^&*	:
User Name:]
Password:]
Confirm Password:]
InstallShield	

- 14. User Name: Enter the user name to create a new database user account.
- **15. Password**: Create a password. Password is case sensitive, should be at least 8 characters in length and must have at least one upper case letter, one lower case letter, one number and one special character from the following list: !@#\$%^&*..
- 16. Confirm Password: Confirm the new password, and then click Next.
- 17. Click **OK** on the Database connection successful dialog.
- 18. Click OK on the Database Configuration operation successful dialog.

The Configuration Tool Superuser Credentials screen appears.

Oracle Payment Interface - InstallShield Wizard	83
Configuration Tool Superuser Credentials	
Enter the user name and password to create the super user account for the configuration tool. Password is case sensitive, should be at least 8 characters in length and must have at least one upper case letter, one lower case letter, one number and one special character from the following list: !@#\$%^&*	
User Name:	
Password:	
Confirm Password:	
ínstallShield	
< Back Next > Cancel	

- **19. User Name**: Enter the user name to create the Super user account. This can be any user name and does not have to be a Windows account user.
- 20. Password: Create a password. Password is case sensitive, should be at least 8 characters in length and must have at least one upper case letter, one lower case letter, one number and one special character from the following list: !@#\$%^&*.
- 21. Confirm Password: Confirm the new password, and then click Next.
- 22. Click **OK** on the Create SuperUser operation successful dialog.

The Configuration Tool Connection Settings screen appears.

icle Payr	nent Interface - Insta	llShield Wizard	1155	
onfigura	ation Tool Connection	Settings		4
Please e (ex. Ho:	nter the Configuration Se st: Port: 80	rver Connection Information: 190 / Host:	Port: 8090)	
Host:	192.0.2.1		Port: 809	90
allShield -				
		< Back	Next > C	ancel

- **Host**: Enter the IP address or server name of the PC where the OPI Config Service is installed. This will be the PC where you selected "OPI Services" to be installed.
- Leave the default Port of 8090.

23. Click Next.

The Configuration Tool Passphrase screen appears.

Oracle Payment Interface - InstallShield Wizard	23
Configuration Tool Passphrase	No.
Please enter the Configuration Tool Passphrase. Passphrase is case sensitive, should be at least 15 characters in length and must least one upper case letter, one lower case letter, one number and one special ch from the following list: !@#\$%^&*	have at naracter
Passphrase:	
Confirm Passphrase:	
InstallShield	
< <u>B</u> ack Next >	Cancel

24. **Passphrase**: The passphrase is case sensitive, should be at least 15 characters in length and must have at least one upper case letter, one lower case letter, one number and one special character from the following list: !@#\$%^&*.



25. Enter a passphrase, confirm it, and then click Next.

After a brief pause, the Configuration Wizard launches.

Oracle Payment Interface - Configuration Wizard	7 <u>23</u>		×
Oracle Payment Interface - Configuration Wizard			
Please select the OPI instance mode:			
✓ POS			
Native Driver			
OGDH			
PMS			
ORACLE	Next	Close	
HOSPITALITY			

26. Select **POS and Native Driver**, and then click **Next**.

The POS Native Driver Configuration screen appears.

27. Enter and confirm the **Passphrase**, and then click **Next**. Passphrase must be at least 15 characters in length and include at least one uppercase letter, one lower case letter, one number and one special character from the following list: !@#\$%^&*.

oracio r aj,	inclusion contra			
OPI Interfaces				
PMS	OFF			
POS	ON	POS Service Port:	5098	
OPI to PSP Communication Co	nfiguration:			
OPI Mode:	Middleware 💌	Enable Mutual Auther	ntication	
Private Key Cert. Password:		Confirm Password:		
Root Certificate Password:		Confirm Password:		
Primary Host:	https://192.0.2.1/80	Proxy Host:	Enter HTTP Proxy Host	
Failover Host:	https://192.0.2.19/80	Proxy Port:	Enter HTTP Proxy Port	Ì
			Mart	des

28. Enable Mutual Authentication: Enable this option only if the PSP has provided the certificates and passwords for it.

- 29. Private Key Cert. Password: Enter the password and confirm it.
- 30. Root Certificate Password: Enter the password and confirm it.
- 31. Select the **OPI Mode** either as Middleware or Terminal.
- **Middleware**: Fill in the primary host connection information and the failover Host information (if provided).
- **Terminal**: Select correct Port. If using Mutual Authentication, see the Mutual Authentication section in the Oracle Payment Interface Installation and Reference Guide.
- 32. Click Next.
- 33. Click the blue + icon in top right corner to create new merchant record.
- 34. Select the **POS Type** as RES.
- 35. Select the Merchant Type as Restaurant or Retail.
- 36. Enter the Merchant ID.
- 37. Enter the Merchant Name, Merchant City, Merchant State or Province.
- 38. Select the Merchant Country/Region from the drop-down list.
- 39. Select the Enable Pay at Table check box if the merchant will use Pay at Table.
- 40. Click Next.

Pay at Table Install

🖊 NOTE:

If not using Pay at Table, scroll down to the end of the Pay at Table section to the Merchant Terminal Configuration screen.

- 41. Complete or accept the following default values for Pay at Table fields:
- **DB Host**: Can remain 192.0.2.1 if OPI is installed on the RES server. Otherwise, enter the IP address of the RES server.
- **DB Port**: Leave at 2638.
- **DB Name**: Leave at Micros.
- DB User: Enter a user name that can access the RES database, and confirm it.
- DB Password: Enter the password for the DB user entered in the above step while installing OPI and confirm it.
- **Tenders**: If the Pay at Table tenders are not already configured in POSCFG, go to the **Pay at Table Tender Config** section and do that now.
- Enter the correct Tender number for each card type used with Pay At Table.
- **Print Check**: Enter the number of the Print check tender.
- Service Charge: Enter the number of the Service Charge that is used for tips.
- 42. Click Next.

The Pay at Table Devices screen appears.

- **43.** Click the blue + icon to add a Pay at Table device, and then configure each device to query by either check number or table number.
- 44. Click Next.

The Pay at Table Configuration screen appears.

- 45. Complete or accept the following default values for Pay at Table Configuration fields:
- Service Port: Enter the correct port for use with Pay at Table terminals.
- **Certificate Password:** If this is an OPI upgrade, leave the passwords unchanged as they will match the certificates already in use.
- If a new install, use the certificate password and port provided by the PSP.
- 46. Click Next. This will end the Pay at Table Install section here.

If using Terminal mode, the **Merchant Terminal Configuration** screen appears. If using Middleware mode, this screen will not appear.

- 47. Complete the following Merchant Terminal Configuration fields:
- Workstation ID: Enter the workstation number from the POS system.
- Terminal IP: Enter the IP address of the pinpad device.
- 48. Click Next.

The POS Merchants screen appears.

- 49. Click the wrench icon to edit an existing merchant record.
- 50. Click Main to go back and review settings.
- 51. Click **Close** to advance to final screen.



52. Click Finish to reboot.

If a reboot cannot be done at the moment, you must stop and then start the OPI Service for current settings to take effect.

Upgrading the OPI and OGDH

VERY IMPORTANT: Read and follow the upgrade directions.

NOTE:

OPI 6.1 and higher can be upgraded to OPI 19.1

OPI 6.1/6.2 to 19.1.0.0 Upgrade Steps

- Right-click and Run as Administrator the OraclePaymentInterfaceInstaller_19.1.0.0.exe file to perform an upgrade.
- 2. Select a language from the drop-down list, and then click OK.
- 3. Click Next on the Welcome screen to proceed with the installation.

Prerequisites for the installation will be checked, including the required free drive space, details of the host environment, and the Java version that is present.

4. Click **Next** on the OPI Prerequisites screen.

racle Payment Interface - InstallShield Wiza	rd		
OP1 Prerequisites			Z
Following is some information related to your	system:		
Current Date & Time 24-01-2018 16:00:26 Free space on drive C: 43805 MB Free space on drive D: 24797 MB Extended memory: 4193848 K Selected Language: English/1033. Computer default language: English/1033. This is a 64 bit Operating System. OS version & Dirofessional Service OS version 6.1 Found Java version JRE 1.8 Found Java Home C: Program Files Java (m A version of OPI has been found.6.1	Pack 1 e1.8.0_144		
stallShield			
	< Back	Next >	Cancel

5. Click OK on the OPI Upgrade screen.

A 6.1 version of OPI has been detected. The installer will have to perform a
complete uninstall of 6.1 before upgrading to 19.1. The next message will ask if you want to completely remove OPI and all of its components. Click Yes to the next message to upgrade OPI to 19.1.

6. WARNING! You must click Yes.

IF YOU CLICK NO, YOU WILL HAVE BOTH OPI 6.1 AND OPI 19.1 INSTALLED AND NEITHER WILL WORK.

Explanation: OPI will migrate the existing MySQL configuration information, but all previous OPI applications will be removed before the new files are installed.

NOTE:

The above warning is ONLY for **OPI 6.1 to 19.1** upgrades.

A Canceled or failed **OPI 6.2 to 19.1** upgrade will not leave both versions installed - 6.2 will remain intact.

- 7. Choose a Destination Location. Accept the default installation location or click **Change...** to choose a different location.
- 8. Click Next.

The Ready to Install the Program screen displays.

9. Click Install.

The Setup Status screen displays for a few minutes.

Setup Type

For database type, select **MySQL**. No other database type is supported for upgrades.

Database Server

Name/IP: The Hostname or IP Address used for communication to the MySQL database. This must be left at the default of localhost.

Port #: The Port number used for communication to the database

Database Server Login

DBA user

Login ID: root

Password: root user password for MySQL database.

Database User Credentials

User Name: This must be a new user name. It cannot be the same user from the 6.1 install.

Password: Password for the new database user.

Configuration Tool Superuser Credentials

User Name: This can be any user name. It does not have to be a Windows account user.

Password: Create a password, and then confirm it.

Configuration Tool Connection Settings

Host: Enter the IP address or server name of the PC where the OPI Config Service is installed. This will be the PC where you selected "OPI Services" to be installed.

Port: Leave at 8090.

Configuration Tool Passphrase

Enter and confirm a passphrase.

Click Next.

The Configuration Wizard launches.

Continue to follow on-screen directions, verifying settings as you go.

POS Merchants

On the Merchants screen, click the wrench icon to the right of the existing merchant.

Verify the merchant settings are correct.

Merchant Pay At Table Configuration

If using Pay at Table, review the tender settings carefully as there are new fields that will not be pre-populated from the previous OPI install.

Continue to follow the on-screen directions.

InstallShield Wizard Complete

Click **Finish** to allow a reboot.

Dracle Payment Interface ·	InstallShield Wizard
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed Oracle Payment Interface. Before you can use the program, you must restart your computer. • Yes, I want to restart my computer now. • No, I will restart my computer later. Remove any disks from their drives, and then click Finish to complete setup.
	< Back Finish Cancel

Pay at Table Tender Config

POSCFG Create Pay at Table Tender

With the RES Native driver solution, there must be separate tenders for Pay@Counter transactions and Pay at Table (P@T) transactions.

If you create a separate P@T tender for each card type, make sure to use easilyidentifiable names such as **P@T Visa** and **P@T M.C**.

If the merchant wants to use the 3rd party processor's reports, all transactions will be reported by card type and will not be separated into P@T vs P@C.

If the merchant wants to use local RES reports to show just 1 total for each card type, they can have a custom report that combines the Pay@Counter and Pay at Table tenders for each card type.

The following example provides instructions for creating one P@T tender for all P@T transactions.

- 1. Poscfg | Sales | Tender Media, copy Cash Tender and paste it.
- 2. Rename it to P@T.
- 3. Configure P@T tender according to the following screenshots.

📴 Tender / Media		
File Edit Record Help		
Tender / Media		名 🎮 🖧 🚴 🌐 🛤 🛷 📢
106 P@T	Sort By Number 🔽 🚺 🕇 🕨 🔰	V 🤋 🕂 💻 📮 🤁
Record View Table View		
	General Tender Presets CC Tender Cre	dit Auth PMS Service TTL Printing Personal Check
Number Name		
102 Traveler Chk		lean
103 Personal Chk		
104 GC Redeem	Type Effective From	Effective To
105 Cash w/place	Payment 🗾	
▶ 106 P@T		
200 - CreditCard	Exempted Tax Class	SUL
201		·
202	,	
203	Print Class	Menu Level Class
204	101 Guest Check 🔄 🖻	101 All Levels 🗾 🖻
205		
210 *** OPI ***	Privilege Category	NLU Key Code
211 OPI Visa		
212 OPI Discover		
		The Manager, Joe 9/15/2016 12
106 P@T	Sort By Number 🔽 🚺 🖌 🕨	
Record View Table View		
1		
	General Tender Presets CC Tender C	Credit Auth PMS Service TTL Printing Personal C
Number Name	General Uptions	Charged Tip
102 Traveler Chk	Open drawer	▼
104 GC Bedeem	Reference required	High Amount Lockout
105 Cash w/place	Exempt auto service charge	Enable HALO
	Exempt inclusive service charge	
200 - CreditCard	Employee meal	HALO limits overtender
201	Assume paid in full Bequire amount entry	C HALO limits amount tendered
202	Declare tips paid	Options
203	✓ Item is shareable	Enable Tender Truncation
204	Post to gross receipts	Enable Tender Rounding
205	Post to charge receipts	Round Tender to Nearest 10
206	Post riscal cash register credit	
	Tax everation	Rounding Based on Tens Digit
210 *** OPI ***	Tax exempt coupon	Rounding Based on Tens Digit Insignificant Digits
210 *** OPI *** 211 OPI Visa	Tax exempt coupon Allow with Euro Use with Tip Check	 Rounding Based on Tens Digit Insignificant Digits Image: Second Seco
210 **** OPI *** 211 0PI Visa 212 0PI Discover	Tax exempt coupon Allow with Euro Use with Tip Check Check for Placeholders	Rounding Based on Tens Digit Insignificant Digits External Type
210 **** OPI **** 211 OPI Visa 212 OPI Discover 213 OPI Amex	Tax exempt coupon Allow with Euro Use with Tip Check Check for Placeholders Persist Auto Discounts	Rounding Based on Tens Digit Insignificant Digits External Type
210 **** OPI *** 211 OPI Visa 212 OPI Discover 213 OPI Amex 214 OPI Diners	Tax exempt coupon Allow with Euro Use with Tip Check Check for Placeholders Persist Auto Discounts Prompt for Promise Time Onen drawer before prompt	Rounding Based on Tens Digit Insignificant Digits
210 **** OPI **** 211 OPI Visa 212 OPI Discover 213 OPI Amex 214 OPI Diners 215 OPI M.C.	Tax exempt coupon Allow with Euro Use with Tip Check Check for Placeholders Persist Auto Discounts Prompt for Promise Time Open drawer before prompt Enforce beverage control	Rounding Based on Tens Digit Insignificant Digits SRM Payment Type
210 **** OPI *** 211 OPI Visa 212 OPI Discover 213 OPI Amex 214 OPI Diners 215 OPI M.C. 216 CashBack Tdr	Tax exempt coupon Allow with Euro Use with Tip Check Check for Placeholders Persist Auto Discounts Prompt for Promise Time Open drawer before prompt Enforce beverage control	Rounding Based on Tens Digit Insignificant Digits SRM Payment Type

🧧 Tender / Media			— q
File Edit Record Help			
Tandar (Madia	Bat 🖄 ((学 血)?) 📴 🖄 💊 🛛 🗛	♠ №2
			≪ र ः च क
106 P@I	Sort By Number 💌 🖣 🖣	▶▶₩₩₩₩₩₩	민량
Record View Table View			
	General Tender Presets CC Ten	ler Credit Auth PMS Service TTL	Printing Personal Check
Number Name 🔺			
102 Traveler Chk	P@T	╡ ♥ ♥ ♥ � ♥	
103 Personal Chk			
104 GC Redeem	Name Amount	NLU # Key Code	SLU
105 Cash w/place			
▶ 106 <u>P@T</u>			
200 - CreditCard			
201			
202			
203			
204			
205			
📴 Tender / Media			
File Edit Record Help			
106 P@T Record View Table View	Sort By Number 💽 🛛 🖌 🕨		Devend Charle
Number Name	General Tender Presets CC Fender	Credit Auth PMS Service IIL Printil	ng Personal Lheck
101 Cash	Verify before authorization	Prompt for immediate payment	
102 Traveler Chk	Tender must exceed tin	Prompt for issue number	
103 Personal Chk	Credit auth required	Prompt for issue date	
104 GC Redeem	Credit final amount required	Prompt for optional trailer print	
105 Cash w/place	Allow recall	Prompt for cashback amount	
▶ 106 P@T	🥅 Mask Credit Card Number	Prompt for Card Holder Not Preser	nt
200 - CreditCard	Do not mask the first 6	Prompt for CVV on Manual Entry	
201 **MGDH**	Mask Cardholder Name	Prompt for CVV on Swiped Entry	
202 VISA-MGDH 203 Master-MGDH	Persistent Payment	Do not Prompt for AVS	
204 Amex-MGDH	Allow debit refund		
205 Discover-MGD	Co-branded Credit Card	PINPad	
206 **Usual CC**	Evolution Date		
207 MC		Account Input	
208 Visa	Expiration date required	Prompt Lenath	1
209 Amex	Open expiration		
210 Discover	Mask expiration date		
	,		
212 OPT M.C			
214 OPI Diners			
		The Manager, Joe	12/19/2017 11:53:49 AM

Since RES native P@T CC payment is done between the P@T device and the PSP and RES only posts the payment to a copy of the cash key named "P@T", voiding that tender will not refund any money to the customer's card.

Solution: Poscfg | Sales | Tender / Media | CC Tender, enable Persistent Payment for the P@T tender. This will prevent P@T tenders from being voided. If value needs to be returned to the card, a refund should be performed.

						_
<u>ió</u>	Tender / N	/ledia				
File	Edit R	ecord Help				
Т	ender ,	/ Media		🎙 🖒 🛣	🔠 名 🛤 🖒 🎘 👘 🗛 🧶 🎀	
10	6 P@T		Sort By Number 💌	$ \bullet \bullet \rightarrow$	NV94- 🗐 🤃	
Rec	ord View	Table View				
			General Tender Preset) CC Tondar	Credit Auth DMC Convice TTL Driving	D
П	Number	Name			Cicar Autr FMS Service ITE Finiturig	
H	102	Traveler Chk	Authorization Preamble			
Н	103	Personal Chk	Autonzation Fleamble	12		
Н	104	GC Redeem	CA Driver		EDC Driver	
Н	105	Cash w/place		- ⊵	▼	
F	106	P@T	CA Tip %		Base Floor Limit 1	
	200	 CreditCard 			Amount	
	201		, Initial Auth Amount			
	202				Do not go online for authorization	
Ц	203				Print alternate voucher	
Ц	204		Secondary Floor Limit		Base Floor Limit 2	
Ц	205				Amount	
Ц	206		Secondary Difference	%		
Н	210	*** OPI ***			Do not go online for authorization	
Н	211	UPI Visa	Allow partial author	rization	Print alternate voucher	
	212	OPI Amou		incontrol		
	213	OPLAmex	Card Type			
	214					
\vdash	210	Carlinadi Tal				

Preambles tab = No Preambles.

PMS tab = Allow 19 reference characters.

POS Configuration for Native Driver

Credit card drivers, including CaOPI, require complex security. Ops.exe does not start if complex security is not enabled. The troubleshooting section contains instructions for enabling complex security.

Install and Configure CaOPI driver

- 1. Batch and Settle all current transactions.
- 2. Take Micros Control panel to off.
- 3. Verify Microsoft .NET Framework 4.6.1 is installed.
- 4. On the RES Server, double-click CaOPI.exe and follow the installation instructions.
- You must run the CaOPI.exe installation again, on RES backup servers because it must register OpiProxy.dll. You cannot only copy the file to the backup servers. Make sure Microsoft .NET Framework 4.6.1 is installed on the backup server.

Configure CaOPI Driver

- 1. Take Micros Control Panel to **Back of house**.
- 2. Open Poscfg | Devices | CA/EDC Drivers.

- 3. Create a new record named **OPI**.
- 4. On the **Driver** tab, enter OPI as the **Driver Code**.
- 5. On the System tab, enter the Host URL Part 1 and Host URL Part 2.

	C Drivers		-	🏴 (a 💁)	⊪ 22 ₽¶	. h 🦗	979) S	2 R4 31 A
ecord View	Table View	Sor	t By Number		179	••	Ę	Ĵ ∰
Number	Name		river System Mercl	nant				
1	Demo Driver			1				
2	OPI		Not Used					
4	TVCredit		0					
5	TVSettle							
6	TVDebit							
7	TVDSettle							
			Host URL Part 1					
			http://192.0.2.12	28				
			Host URL Part 2					
			:5098/JSON					
			1					

Use the IP of the PC where OPI is installed.

Do not use 192.0.2.1 even if OPI is installed on the RES server.

6. On the Merchant tab, enter the Merchant ID Number.

CA / EDC Drivers Sot By Number All A All A </th <th>CA / EDC Drivers</th> <th></th> <th>– 🗆 X</th>	CA / EDC Drivers		– 🗆 X
2 OPI Sort By Number Record View Table View Number Authorization Settlement Number Authorization Merchant ID Merchant ID Mumber Site Number N	CA / EDC Drivers	隆 🐴 😤	ā 名 🛤 🐎 🔌 📣 🧼 🕅
Number Name Driver System Merchant Image: Authorization Settlement RVC 1 Demo Driver Number Name Authorization Settlement RVC 4 TVCredit 1 TVD Settle Authorization Settlement RVC 6 TVDsettle 1 TVD Settle Merchant ID Number Merchant ID Number 3700000001 1 1 1 1 1 1	2 OPI Record View Table View	Sort By Number 🔽 🚺 🕇 🕨	▶∥∕Ӭ╇╼───⊒₫
	Number Name 1 Demo Driver 2 DPI 4 TVCredit 5 TVSettle 6 TVDebit 7 TVDSettle	Driver System Merchant	Authorization Settlement RVC

7. Link each revenue center to the correct Merchant.

CA / EDC Drivers File Edit Record Help		– 🗆 X
CA / EDC Drivers 2 0PI Record View Table View	Sort By Number 🔽 🚺 4 🕨	∄≄⊾∴∘ м⊗№ №⁄∋ <mark>+</mark> — ⊒₿
Number Name 1 Demo Driver 2 0PI 4 TVCredit 5 TVSettle 6 TVDebit 7 TVDSettle	Driver System Merchant Number Name 2 Restaurant 3 Catering 8 Retail	Authorization Settlement RVC Name 1 - Restaurant 4 - Curbside 3 - Delivery

Every revenue center must be linked to a Merchant. Checks should not be transferred between revenue centers with different Merchant IDs.

8. In Micros Control Panel, highlight **Restaurant**, and then click **Reload DB**. No driver configuration changes are complete until the DB has been reloaded.

Credit Card Batch Configuration

- 1. Start | Run | CreditCards.exe | OPI.
- 2. Enter the passphrase created during the OPI installation, and then click Save.
- 3. Verify it says the Passphrase saved successfully.

😴 Credit Card Batch					_			×
Credit Card Batch	M	•	▶		V	Ð	۲	N?
Create Reports Edit Settle Diagnostic		OPI						
Enter the Passphrase below								
nformation	_							×
The OPI Passphrase is saved successfully. In order to complete this change on the RES side go to the Diagn then select "Update OPI PassPhrase" (upper left corner), and click	ostic : "Beg	tab an gin Tes	d sel t".	ect O	PI (bo	ttom lef	ft corn	er),

If you have a backup server configured and the Passphrase cannot be written to that PC, the passphrase will not save. The Backup Server Network Node is configured in **Poscfg** | System | Restaurant | Descriptions.

	NOTE:
	If a new backup server workstation is added after the OPI passphrase is entered in CreditCards.exe, you must re-enter the passphrase in CreditCards.exe again, so that the passphrase can be saved to the backup server.
4.	CreditCards.exe diagnostics, select OPI from CA/EDC Drivers, select Update

 CreditCards.exe | diagnostics, select OPI from CA/EDC Drivers, select Update OPI PassPhrase, and then click Begin Test.

😴 Credit Card Batch File Help	
Credit Card Batch	
Create Reports E	dit Settle Diagnostic OPI
Diagnostic Functions	Status Information
Get version Update OPI PassPhrase	Submitting Diag Number [2] to Driver Seq [10] OPI PassPhrase update succeeded
CA / EDC Drivers	User Defined Data
2 · OPI 4 · TVCredit	
E TVO-M-	Begin Test

5. Result = "OPI Passphrase update succeeded"

If the OPI Passphrase is changed to something other than what was used during the OPI installation, you must also change the value on the OPI side. See the **Utilities** | **RWregistry** section for more information.

6. To change the POS passphrase in OPI, run LaunchConfiguration.bat and go to the POS Service tab.

Tender Configuration

- 1. Navigate to **Sales | Tender/Media | Tender**, and then create a tender for a card using OPI. The following example uses an OPI tender for Visa. To create a default tender, follow the same instructions or make a copy of an existing tender, clear the card type ID field, and then name the tender accordingly.
- 2. Edit the **Tender** tab fields as shown in the below screen:

🚾 Tender / Media			:
File Edit Record Help			
Tender / Media 211 OPI Visa	Sort By Number 🔽 🚺 🖌 🕨	∎ 2 ¤ ∴ > 	6 B
Record View Table View			
[1
	General Tender Presets CC Tender	Credit Auth PMS Service TTL Printing] Personal Check
Number Name ^	General Options	Charged Tip	
206	Open drawer	901 Charge Tip 💌 🕞	
210 *** OPI ***	Use with currency conversion	High Amount Lockout	
▶ 211 OPI Visa	Evernot auto service charge	Enable HALO	
212 OPI Discover	Exempt auto service charge		
213 OPI Amex	Employee meal		
214 OPI Diners	Assume paid in full	C HALO limits overtender	
215 OPI M.C.	Require amount entry	HALU limits amount tendered	
216 CashBack Tdr	🔲 Declare tips paid	Options	
217 OPI Default	Item is shareable	Enable Tender Truncation	
218	Post to gross receipts	🥅 Enable Tender Rounding	
300 - Other	Post to charge receipts	Round Tender to Nearest 10	
301 Manager Meal	Tay event coupon	Rounding Based on Tens Digi	
302 Promo	Allow with Euro	Insignificant Digits	
400 · Room Chrg	Use with Tip Check		
401 Room Charge	Check for Placeholders	External Type	
402 Account Chrg	Persist Auto Discounts	_	
501 Cash Drop	Prompt for Promise Time	SRM Payment Type	
502 Cash Pickup	Open drawer before prompt		
503 Tips Paid	Enforce beverage control	1	
504 Paid In			
505 Paid Out			
*			
		The Manager Joe	9/14/2016 10:48:15 PM

- Reference required
- Assume paid in full
- Charged Tip linked if any TSR Revenue Centers.
- Empty if only QSR Revenue Centers.
- 3. Make sure the **Presets** tab is empty.
- 4. Enable the following options on the **CC Tender** tab:
- Credit Auth required.
- Mask Credit Card Number.
- Mask expiration date.
- 5. Edit the **Credit Auth** tab fields as shown in the below screen:

🚾 Tender / Media			- 0	\times
File Edit Record Help				
Tender / Media	Pr 🏠 😤	i 🗄 名 📴 🐴 🚴 👘 🛤 🧇 🕨	?	
211 OPI Visa	Sort By Number 💌 🚺 🖣 🕨	🕨 🖉 🤤 📥 👘 🗐 🛃	P	
Record View Table View				
	General Tender Presets CC Tender	Credit Auth PMS Service TTL Printing	Personal Check	
Number Name 🔨			g r cisonarcheck	
105 Cash w/place	Authorization Preambles			
106 P@T		5000 ·		1
200 - CreditCard				
201 Visa	12 UPI	12 UPI		
202 Discover	CA Tip %	Base Floor Limit 1		
203 Amex		Amount		
204 Diners/C.B.	Initial Auth Amount			
205 M.C.		Do not go online for authorization		
206		Print alternate voucher		
	Secondary Floor Limit	Base Floor Limit 2		
		Amount		
212 UPI Discover	Secondary Difference %	l		
213 UPLAMEX		Do not go online for authorization		
	Allow partial authorization	Print alternate voucher		
216 CashBack Tdr	Seed Trees			
217 OPI Default				
218	00			
300 - Other				
301 Manager Meal				
302 Promo				
· · · · ·				
		The Manager, Joe	9/14/2016 11:09:22	2 PM

- CA Driver = OPI
- EDC Driver = OPI
- Allow partial authorization = Enable (unless 3rd party does not support it.)
- **Card Type** = Enter the card type ID, in this case 00 for Visa. Card Type ID Reference contains a reference of the ID for each card type.

NOTE:		
Some new va "Card	the card type values have changed from 0 les must be entered in Tender/Media Cr o pe".	DPI 6.1 to 6.1 MR1. The edit Auth Authorization,

- 6. Make sure the **Preambles** tab is empty.
- 7. On the **PMS** tab, select Allow 19 reference characters.
- 8. On the **Personal Check** tab, select **Authorization required**, and then select **OPI** from the **Check Driver** drop-down list.

Edit R	ecord Help		_	
ender /	/ Media		Pi 🖒 🛣	💼 名 🛤 🐎 🚴 🛛 🛤 🧇 🎀
7 OPI Def	ault		Sort By Number 💌 🚺 🖣 🕨	NV94- 🗊 🤃
ord View	Table View			
			Consul Tandar Brassla CC Tanda	Credit Auth DMC Convice TTL Driving Descend Che
Number	Name		aeneral renuer Fresers CC renuer	Cicula and FMS Service TTE Finning Feisonal Che
206	- Nume	· ·	Authorization Descelation	
230	*** 0PL ***		Preamples	
211	OPI Visa		CA Driver	EDC Driver
212	OPI Discover		2 OPI 🗾 🗲	2 OPI 💌 🕞
213	OPI Amex		CA Tin %	Base Floor Limit 1
214	OPI Diners			Amount
215	OPI M.C.		Initial Auth Amount	
216	CashBack Tdr			Do not go online for authorization
217	OPI Default			Print alternate voucher
218		_	Secondary Floor Limit	
300	Other			Base Floor Limit 2 Amount
301	Manager Meal		Secondary Difference %	
302	Promo			Do not go online for authorization
400	Room Chrg			Print alternate voucher
401	Room Charge		Allow partial authorization	
402	Account Chrg		Card Type	
501	Cash Drop			
502	Cash Pickup		,	
503	Tips Paid			
504	Paid In			

9. Save the tender.

Revenue Center Configuration

RVC Credit Cards	- □ >
Image: Weight Constraint of the second Help RVC Credit Cards I Restaurant Record View Table View Number Number Number Restaurant 2 Bar 3 Delivery 4 Curbside 5 Quick Service 6 Drive Thru 8 QSR- nonCOM	Image: Sort By Number Image: Sort By N
	Do not add estimated tips to CC authorization Disable Prompt for Card Holder Not Present Always Prompt for Co-branded Enable auto offline auth CA Status I Enable CA status display I Display for entire RVC Credit Second Level Encryption Data Debit Second Level Encryption Data

Navigate to **Revenue Center | RVC Credit Cards | General**. For each applicable revenue center, on the **General** tab:



- Select Allow 20 reference characters.
- Select Enable OPI mode.
- Set the **Default OPI Tender**.

If OPI is not enabled for all revenue centers, you cannot transfer checks with Credit auths between the differing revenue centers.

Upgrade Installation

Before upgrading

- 1. Batch and settle all credit transactions. Checks paid in earlier OPI versions will not settle after being upgraded to OPI 6.2.
- 2. Know the MySQL root user account password.

NOTE:

Some of the card type values changed from OPI 6.1 to 6.1 MR1. The new values must be entered in Tender/Media | Credit Auth | Authorization, "Card Type".

The list of current Card Type IDs can be found in the last section of this document, **Card Type ID Reference**.

Steps to upgrade from OPI 6.1 and higher

- 1. Take Micros Control Panel to off.
- 2. Double-click Oracle Payment Interface 19.1.exe to launch the install.
- 3. Follow the on screen instructions to compete the upgrade.

Support for RES Debit Mode with OPI Native

Starting with version 5.7.3, RES 3700 with OPI now features the ability for customers to pay using Debit. To make Debit transactions, you must enable the OPI Debit Support Mode.

When OPI Debit Mode is enabled

The point of sale system (POS) initiates a Sale Request rather than an Authorization Request at the time of authorization. A sale request results in the POS applying a persistent tender/payment to the check. If paid in full, the check will be closed. A sale response posts, listing approval details, optional tip amount, and cashback amount. The POS posts the cashback, tip, and tender to the guest check.

The tender will always post as a persistent tender. This means absolutely no edits are allowed to the tender. To perform corrections, you must create a new guest check and take corrective action on that check. This may be difficult or impossible if the account

information or the card is not available. Merchants can work directly with their Payment Service Provider (PSP) to rectify any issues external to the POS system.

If posting the payment in the POS fails because of an error or network communication issue, then the payment will be voided with the Payment Processor.

When OPI is used, several credit card processing options are not necessary and should be disabled.

These options include:

- Auto Offline Authorization
- CA Status Display
- Print Voucher in Background

To disable Auto Offline Authorization and CA Status Display: Select Revenue Center > RVC Credit Cards > General > and then disable Auto Offline Auth and CA Status Display.

To disable Print Voucher in Background: Select Revenue Center > RVC Credit Cards > Printing > and then disable Print Voucher in Background.

Software Version Requirements:

Debit Mode without Cashback Support: Credit card driver CaOPI - Version 5.2.3 and 5.2.2.2. Oracle Payment Interface - Release 6.2.2 and above.

Debit Mode with Cashback Support:

Credit card driver CaOPI - Version 5.2.3. Oracle Payment Interface - Release 19.1 and above.

3 Utilities

All OPI utilities and instructions for using them are covered in the **OPI Installation and Reference Guide**.

Q: Where do I change the POS Native passphrase on the RES side?

A: Use the CreditCards.exe tool:

- 1. Navigate to **CreditCards.exe** | OPI, change the password, and then click **Save**.
- Navigate to CreditCards.exe | diagnostics, select OPI, select Update OPI PassPhrase, and click Begin Test.
- 3. Wait for the operation to complete and verify that you get the message: OPI Passphrase update succeeded.

Q: How can I edit the POS Native Passphrase in OPI to match RES?

A:

- 1. Run LaunchConfiguration.bat, select the POS Service tab, and then change the passphrase.
- 2. Save change(s).
- 3. Re-start the OPI service.
- Q: How do I update the OPI DB user password?
- A: First change the pw in OPI database.

Example for MySQL:

- 1. Stop OPI service.
- Start | All programs | MySQL | MySQL Server 5.7 | MySQL 5.7 Command line Client.
- 3. Enter the MySQL root user account pw at the prompt.
- 4. Select user, password, host from mysql.user;

Result = shows root user 3 times and OPIDBuser 2 times.

- 5. The following commands use a DB user name of 'OPIDBuser' as an example.
- Update mysql.user set password=PASSWORD('YourNewPWgoesHere') where user='OPIDBuser';

Result = When successful it shows: 'Query OK, 2 rows affected"

7. Select user, password, host from mysql.user;

Result = the hashed PW for OPIDBuser should now be different than in step 3 above.

8. Exit MySQL.

Then, change it to match on the OPI side in LaunchSettingsAdminTool.bat.

See the OPI Installation and Reference Guide for directions.

4 Troubleshooting and FAQs

Troubleshooting

Situation 1: Unable to launch config.exe on Server 2008 R2. Solution: Right-click and config.exe and select "Run as Administrator".

Situation 2: Cannot communicate to OPI after installation.

Test:

- Verify you can telnet to the OPI PC on port 5098 from another PC. Ex: From CMD prompt: telnet 192.0.2.16 5098 (Where 192.0.2.16 is the IP address of the OPI server.) If you cannot telnet to the OPI port, try the following:
- 2. Restart the OPI Service.
- 3. Temporarily bypass the firewall.
- 4. Verify OPI is listening on port 5098.
- 5. Open CMD prompt: C:\>netstat -anob > c:\temp\ports.txt
- 6. Search ports.txt for "5098".

Situation 3: When starting Ops you see:



Solution:

- Enable Complex security.
- Look in event viewer to see what the specific issue or issues are.
- Correct the issues listed.

If Ops does not start, go to **Event Viewer | Applications and Services Logs | Micros Security** and see what the issue is.

Example below.

🛃 Event Viewer								
File Action View Help								
🗢 🔿 🙍 📊 👔 🖬								
🛃 Event Viewer (Local)	Micros Security Number of events: 2,322							
> 📑 Custom Views	Level	Date and Time	Source	Event ID	Task (
> in Windows Logs		10/05/2016 7:21:42 AM	DECODE	100	Mar			
 Applications and Services Logs 	Information	10/25/2016 7:51:45 AM	RESUBS_	109	IVIISC			
Hardware Events	Information	10/25/2016 /:31:35 AM	POS Configurat	105	Form			
😭 Internet Explorer	🔒 🕰 Warning	10/25/2016 7:31:30 AM	POS Configurat	103	Data (
😭 Key Management Service	🔒 🕰 Warning	10/25/2016 7:31:30 AM	POS Configurat	103	Data (
> McAfee Anti-Virus File System Filt	A Warning	10/25/2016 7:31:30 AM	POS Configurat	103	Data (
📔 Micros Security	A Warning	10/25/2016 7:31:30 AM	POS Configurat	103	Data (
> 🔛 Microsoft	A Warning	10/25/2016 7:31:30 AM	POS Configurat	103	Data (
Windows PowerShell	Warning	10/25/2016 7:31:29 AM	POS Configurat	103	Data (
🛃 Subscriptions	Event 109, RESDBS_		~					
	General Details	: Alphanumeric passwords not requi	ired (must be enabled)					

Setup a complex password for power user.

10	Human	Resources									
Fil	e Edit	Record Reports	Hel	р							
E	mplo	yee Setup	<mark>()</mark>	3 🕵 🖗	T 🙀 🛛	k în	会市 2 D	- ^	M 🛷 🎀		
9)1 The I	Manager, Joe		Sort by: N	umber 💌 🛛	• •	▶ ▶ 1 12 =	9 🕂 🗖	R 🗐 🕴		
	Number	Last name	^	POS	Notes		Hourly Job	Salary Job	Payroll In	formation	Driver Info
	109	API Employee		General	Personal	Conta	ect Information	1-9 Information	Exemptions	Security	Employee Status
	110	Server 10-MSR Req		D			DC KK	ID.	DamalliDi		
	111	Srvr-FingerPrintReq		Fasswo	ra iv:	99	PC application	99	541.00.8400		
	201	Bartender 1		1		33		35	1041-00-0400		
	202	Bartender 2- MSR Re		User ID			User Password		🗆 User mus	t change pass	word at first logon
	203	Bartend3-FingerPrint		199			********			t onlango paot	inola at mot logon
	204	Bartender 4		đ	D. L. E. D.	. 1	Confirm User P	assword	User Acc	ount Disabled	
	205	Bartender 5			Delete Finger Pri	nts	******		🔲 Override.	Authentication	n Mode
	206	Bartender 6		₫	Enroll Finger Prin	its	Windows Dom	ain Name	Windows Us	er Name	
	301	Delivery Cshr 1									_
	351	Driver		Employe	ee class:	_			1		
	050	- ·		IManau	ler	•	(<u></u>)				

Poscfg | Employees | Employees | Security

- Give your manager or power user a User Password with both letters and numbers and at least 7 characters.
- You will not be able to open any back office application without this complex User Password.

🚾 Restaurant File Edit Record Help		Rectangu phip
Restaurant 2 Micros Cafe Sort E	া ু <mark>Number </mark> ⊻ ।≼ ≼ ▶ । १८ छ छ छ ।	a ≪ № ⊒&
Record View Table View Store Id Restaurant Name	Descriptions GSS Store Info Business Settings Currency Enhanced Password Security Use Micros Classic Security Days Until Password Expires 90 Maximum Idle Time in Minutes 15 IV Require AlphaNumeric Passwords	Options Taxes NLU Groups Security Minimum Password Length 7 Maximum Failed Logins 6 Password Repeat Interval 4

Poscfg | System | Restaurant | Security:

- Disable Use Micros Classic Security.
- Days Until Password Expires = not greater than 90
- Maximum Idle Time in Minutes = 15 or less
- Require AlphaNumeric Passwords = On
- Minimum Password Length = at least 7
- Maximum Failed Logins = not greater than 6
- Password Repeat Interval = at least 4
- Before exiting Poscfg, test your new complex password by logging into another application like CreditCards.exe.

Poscfg | Sales | Tender / Media | CC Tender, and then enable:

- Verify before authorization
- Credit auth required
- Mask Credit Card Number
- Mask Expiration Date

The "Micros" and "DBA" user passwords must not be the defaults.

These passwords can be changed in **Database Manager | Users\Passwords**.

The "Database Key" and "Data Key" values must not be the defaults.

These values can be changed in Database Manager | Encryption Keys.

After making all of the above changes, Ops should start.

If not, go back to event viewer and see what it says.

Situation 4: Attempting to get an auth results in error "Failed to send OPI request [-214". **Solution**: Install Microsoft .NET Framework 4.6.1 on both server and backup server.

Situation 5:

Error	
8	Unknown decline reason [99]
	ок

This generic error message can be caused by several things.

Solution 1:

Restart the OPI Service and try again.

Solution 2:

If the system.log shows the message below then the cause is likely a Java security update.

(This should not be an issue in OPI 6.2, but leaving info, in case.)

[GATEWAY RESPONSE] GenericJSONProcessor: Cannot decrypt

java.security.InvalidKeyException: Illegal key size

Not all Java updates will cause this error, but security updates will. For example: Java 8 update 111 causes this issue.

- 1. Stop the OPI service.
- 2. Go to the link below and download jce_policy-8.zip.

http://www.oracle.com/technetwork/java/javase/downloads/jce8-download-2133166.html

- 3. Unzip the file and copy the two files to your Java security folder.
- Local_policy.jar
- US_export_policy.jar

Ex: C:\Program files\Java\jre(your current version)\lib\security\

Some systems may have Java installed in Program Files (x86). If so, update the files there also.

4. Start the OPI service.

Solution 3:

If the debug.log shows: "ht is null" and the problem was not caused by the Java security update mentioned in solution 2 above, then the cause may be that the wrong POS passphrase is in either OPI or RES.

The solution is to change the POS passphrase at both RES and OPI to be the same value. The steps to do this are in the **Utilities** section.

Solution 4:

If nothing is writing to the debug.log at all when you get the "Unknown decline reason [99]" error, then you may have the wrong POS Mode setting.

- 1. Open OraclePaymentInterface\v6.2\Config\LaunchConfiguration.bat.
- 2. On **POS Service** tab, verify Mode: = Native Driver.
- 3. Save changes, and then restart OPI service.

Situation 6: "Issuer or switch inoperative"

Cause 1: Simulator is not running.

Cause 2: OPI service not restarted after making config change.

Cause 3: Incorrect Proxy settings.

Cause 4: Incorrect settings in LaunchConfiguration.bat | PSP Configuration for Host and or Port.

Solution For Middleware mode:

1) Need to use https instead of http.

2) Need to append port to end of host value

Ex: Host = https://192.0.2.175:8991

Cause 5: Wrong IP address or port.

Solution for IP: LaunchConfiguration.bat | Merchants | Terminals. Verify IP is correct for terminals.

Solution for port: LaunchConfiguration.bat | PSP Configuration.

Correct Terminal port value.

Situation 8: "Bad Terminal ID"

Cause 1: Wrong workstation number.

Cause 2: Wrong merchant ID.

Solution: LaunchConfiguration.bat | Merchants, verify Merchant ID and WS numbers.

Cause 3: Forgot to restart OPI service after making changes in configurator or the wizard.

FAQs

Q1: Can OPI transactions be performed in SAR mode?

A1: No. The recommendation to the user will be that they need to have cash tender named properly, for example OPI OFFLINE.

It is up to OPI and the processor how electronic payments will be processed if OPI service is not available, because RES server is down or UWS is in SAR.

Not Supported

Not supported with RES Native OPI solution:

- Gift Cards (SVC works as usual through workstation. Not through OPI or PED.)
- Balance Inquiry
- Void a refund (RES limitation)
- Backup OPI Server

Card Type ID Reference

Card Type	ID for OPI 6.1.1 and later
Visa	00
Master Card	01
American Express	02
Diners	03
JCB	04
SVC/Gift Card	08
Reserved for future use	09
CUP	10
Debit Card	11
CUP Debit	14
Interac	15
UKDM/Switch	16
VISA Electron	17
VISA Debit	18
Maestro	19
VPAY	20
Alliance	21
EC Chip	22
GiroCard	23
MasterCard Debit	24
Bank Card	25
Discover	26
PayPal	27
RESERVE Tenders	28 to 42

Card Type	ID for OPI 6.1.1 and later
WeChat Pay	43
AliPay	44