Oracle Payment Interface Oracle Hospitality RES 3700 Oracle Gateway Device Handler Installation Guide





Oracle Payment Interface Oracle Hospitality RES 3700 Oracle Gateway Device Handler Installation Guide, Release 19.1

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Preface

Purpose

This document describes how to install Oracle Payment Interface (OPI) Release 19.1 with the Oracle Hospitality RES 3700 Oracle Gateway Device Handler (OGDH) and it explains how to configure RES 3700 for OPI with OGDH.

Audience

This document is intended for installers and system administrators of OPI and OGDH.

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. Updated details for tender mapping in Chapter 2. Added not supported functionality to Chapter 6. 	
July 2019	Updated security bugs in few chapters	
October 2023	Removed the MySQL 5.6 version across the document as the OPI installer no longer supports	

1 Pre-Installation

Before You Start the Installation

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

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

Verify that your environment meets the following requirements:

- Upgrading from OPI 6.1 and higher to OPI 19.1 is supported.
- Upgrading from MGDH 6.1 and higher to OGDH 19.1 is supported.
- Upgrading from previous versions of MPG to OPI is not supported.
- If an MGDH installation prior to 6.1 exists, go to Programs and Features and uninstall the previous MGDH installation. Then install the new OGDH.
- OPI supports JRE 8 and it is required to use JRE 8U152 or above JRE 8 build only to support all the currencies
- It is required to use JRE 8U131 or above build of JRE8 for OGDH machine if you do OGDH installation without connecting to RES database
- Verify with the merchant whether they use TSR (table service) or QSR (quick service), or both. (No tips allowed in QSR.)
- Verify with the merchant whether they would like "Refund" functionality activated or not. The merchant needs to control the privilege for this function.
- Verify with the merchant whether they would like "Sale&Cash" functionality activated. This allows a guest to get cash back with their purchase. This is only available for QSR.
- At least 6 GB of free disk space is required for OPI installation.
- You must install both OGDH and OPI as an Administrator.
- You will need to know a Micros database user name and password to install the Pay at Table portion of OPI.
- If upgrading OPI from prior 6.1 releases you will need to know the database root user account password.

Obtain the following information before installing the software:

- Confirm Merchant ID's
- Confirm receipt header details
- Tender Media numbers for each card type
- IP of OPI Server

- IP of POS Server
- Workstation ID's and IP's that will integrate to a PINPAD

2 OGDH OPI Solution

Installing OGDH

To install OGDH:

- 1. In Microsoft Windows, log in as an administrator, and then run the OGDH OPI 19.1.0.0.exe file.
- 2. Click **Next** on the Welcome to the Install Shield Wizard screen to proceed with installation.
- 3. On the OGDH Installer Checking dependencies screen. Click Next.

OGDH Installer	23
Checking dependencies	
Below POS software from Oracle MICROS is detected on this computer	
Question	23
In order to connect to Sybase the Sybase driver will be required. The following dialog will request the path for the Sybase driver. Continue?	
Yes No	
InstallShield	
< Back Next > Cance	!

Click **No** to request for the Sybase driver or click **Yes** to select the path for Sybase driver that can be used to connect to RES database.

4. Select the install location, and then click **Next**.

On the Ready to Install the OGDH screen, click Install.

5. On the **Connect to RES database** screen, click **Skip DB Connection** or if you selected the Sybase driver on step 4, then click **Connect**.

Below steps are assumed for Skip DB Connection

- 6. Select the **Currency** from the drop-down list, and then click **Next**.
- 7. In Micros control panel take Restaurant to Database level.
- 8. Open **POS Configurator | Revenue Center | RVC Transactions** to see the correct RVC info.
- 9. Click Add RVC to add a new record for each revenue center shown in POSCFG, and then fill in the correct revenue center information for all fields and all revenue centers:
- RVC ID = Revenue center "Number"
- **Device Merchant ID** = Merchant ID
- Mode: TSR for all RVCs that allow tipping. QSR for any RVC that does not allow tipping.
- Receipt Header/Trailer: Click Edit to add header and trailer lines for each RVC.
- 10. Click Next.
- 11. Open POSCFG | Sales | Tender/Media to see tender information.
- 12. Enter the correct tender number for each tender. Leave unused tenders blank.
- **13.** For "GC Cash-out SVC" record number go to **POSCFG Sales | Service Charges**.
- 14. Click Next.
- 15. The next screen shows unused tenders in red.
- **16.** Verify the tender settings are correct and click **Next**.
- The **Extra Tender mapping configuration** screen is for adding any tenders not shown on the previous tender screen.
- If you have any Extra tenders that were not listed on the previous page, you may enter them here.
- You must first select the "Enable extra tenders" check box option.
- 17. Click Next.
- 18. Verify extra tender settings are correct, and then click Next.
- Event 17 do Void: For RES only, "must be enabled if you want to enable void feature".
- Allow Tab Auth: Enable if initial authorizations are allowed.
- Adjust Tip: Enable if ability to adjust tip amount is needed.
- **Gift Card Support**: Enable if gift cards will be sold.
- Use GC denominated value: Enable if they sell gift cards that have a set price.

Leave this disabled if gift cards are sold as an open amount that the operator types in.

- Print Failed Receipt: Enable if vouchers should print when a card is declined.
- 19. Click Next.
- 20. Host / IP Address: Enter IP address of the OPI server PC.

- 21. Port: Port used to communicate to OPI.
- 22. Tab Auth Amount: Initial authorizations will default to this preset amount.
- 23. Receipt Limit Amount: Enter the amount, below which vouchers should not print.
- 24. Look in **POSCFG | Sales | Menu Items** for the **GC activation menu item** and **GC top-up menu item** record numbers, if applicable.
- 25. Click Next.

OPI Service Configuration screen appears.

- 26. Select the modules to install. Typically all of them.
- 27. Click Save.

OGDH Installer	
	InstallShield Wizard Complete
	The InstallShield Wizard has successfully installed OGDH. Click Finish to exit the wizard.
	< Back Finish Cancel

28. Click Finish.

POSCFG Configuration for OGDH

Employee Class / Refund

The ability to perform a refund is controlled by the **SIM privilege 4** option. To access, select **Employee Classes > Privilege > Privilege Options**.

Only enable this option with the merchant's permission and only for the employee class they specify.

File Edit Record Help Employee Classes Sort By Number Number Number Number Number Number Number Number Image: Sort By Image: Sort By Number Image: Sort By	Employee Classes							
Employee Classes Sort By Number Sort By Number All & Image: All & Im								
Employee Classes Image: Classes Ima								
Itol Server Table View Sort By Number Itol *	Employee Classes 🏼 🎽 🏠 🛣 🖉 👘 🖒 🤌 🏘 🛷 📢							
Record View Table View Number Name 101 Server Table View 101 Server Table View 102 Server 103 Cashier 104 TimeKeeping Only 105 Busser 106 Host 107 Server Sections 108 Srvr. Req Finger Print Auth 109 Srvr. Req Finger Print Auth 108 Srvr. Req Finger Print Auth 109 Srvr. Blog Card Req 108 Srvr. Req Finger Print Auth 109 Srvr. Blog Card Req 201 Bartender 202 Bartender	101 Server Table View Sort By Number 🔽 ∢ ∢ ▶ ▶ 1⁄2 🗇 📫 📼 🔲 🎝							
Number Name Guest Checks Printing Void / Return Options Delivery Cash Manag 101 Server Table View Frivilege Options GSS Privileges Procedures Transactions 102 Server Frivilege Levels Privilege Options GSS Privileges TMS Privileges 103 Cashier Show Ingredient Amt System Interface Module Show Ingredient Amt 104 TimeKeeping Only Allow all Offline reports SIM privilege 1 105 Busser SlM privilege 2 SIM privilege 3 106 Host Vise Reports SIM privilege 4 108 Srvr. Req Finger Print Auth Vaccess to apps using password ID Credit Card Batch 109 Srvr Tbl View- Mag Card Req Allow Finger Print Enrollment Create 201 Bartender Order Type Promise Time Adjust Edit 202 Bartender MSR Reg Order Type Promise Time Adjust Description								
Number Name Guest Checks Printing Void / Return Options Delivery Cash Manag 101 Server Table View Image: Clock In / Sign In Privileges Procedures Transactions 102 Server Image: Clock In / Sign In Privileges Procedures Transactions 103 Cashier Image: Clock In / Sign In Privileges The Privileges Transactions 103 Cashier Image: Clock In / Sign In Privilege Options GSS Privileges Transactions 103 Cashier Image: Clock In / Sign In Privilege Options GSS Privileges Transactions 104 TimeK-seeping Only Image: Clock In / Sign In Privilege Options GSS Privileges Transactions 105 Busser Image: Clock In / Sign In Privilege Options GSS Privilege 1 Image: Clock In / Sign In Sign In / Sign In Sign In / Sign In Sign In / Sign In Image: Clock In / Sign In Image: Clock In / Sign In Image: Clock In / Sign In Sign In / Sign In Image: Clock In / Sign In Imag								
101 Server Table View Clock In / Sign In Procedures Transactions 102 Server Frivilege Options GSS Privileges Transactions 103 Cashier Show Ingredient Amt System Interface Module Allow all Offline reports SIM privilege 1 104 TimeKeeping Only Allow all Offline reports SIM privilege 2 SIM privilege 3 105 Busser V Use Reports SIM privilege 4 Clear all totals 108 Srvr. Req Finger Print Auth Clear all totals Clear all totals Credit Card Batch 201 Bartender Order Type Promise Time Adjust Create Order Type Promise Time Adjust Edit	ement							
102 Server Privilege Levels Privilege Options GSS Privileges TMS Privileges 103 Cashier Image: Show Ingredient Amt System Interface Module 104 TimeKeeping Only Allow all Offline reports SIM privilege 1 105 Busser Allow signed-in employee Offline reports SIM privilege 3 106 Host Image: Server-Sections SIM privilege 4 108 Srvr- Req Finger Print Auth Clear all totals Image: Server-Sections Image: Server-Sections Creat all totals Image: Server-Se								
103 Cashier Show Ingredient Amt System Interface Module 104 TimeKeeping Only Allow all Offline reports SIM privilege 1 105 Busser SIM privilege 2 SIM privilege 2 106 Host Use Reports SIM privilege 3 107 Server- Sections Use Alert Viewer Visit SIM privilege 4 108 Srvr- Req Finger Print Auth Clear all totals Credit Card Batch 201 Bartender Order Type Promise Time Adjust Create 202 Bartender Order Type Promise Time Adjust Edit								
104 TimeKeeping Only Allow all Offline reports SIM privilege 1 105 Busser Allow all Offline reports SIM privilege 2 106 Host Image: Simple state st								
105 Busser Allow signed-in employee Offline reports SIM privilege 2 106 Host Image: Simple structure SIM privilege 3 107 Server-Sections Image: Simple structure SIM privilege 4 108 Srvr. Req Finger Print Auth Image: Clear all totals Credit Card Batch 109 Srvr. Tbl View- Mag Card Req Allow Finger Print Enrollment Create 201 Bartender Order Type Promise Time Adjust Edit 202 Bartender MSR Reg Order Type Promise Time Adjust Edit								
106 Host Image: Use Reports SIM privilege 3 107 Server-Sections Use Alert Viewer Image: SIM privilege 4 108 Srvr-Req Finger Print Auth Clear all totals Image: Clear all totals 109 Srvr Tbl View- Mag Card Req Image: Allow Finger Print Enrollment Create 201 Bartender Image: Order View Print Enrollment Create 202 Bartender MSR Req Image: Order Type Promise Time Adjust Edit								
107 Server- Sections Use Alert Viewer Image: Simple								
108 Srvr- Req Finger Print Auth I Clear all totals Credit Card Batch 109 Srvr Tbl View- Mag Card Req Access to apps using password ID Credit Card Batch 201 Bartender I Clear all totals Create 202 Bartender Order Type Promise Time Adjust Edit								
109 Srvr Tbl View- Mag Card Req Image: Access to apps dang password to appe dang password								
201 Bartender Criter Type Promise Time Adjust Edit								
202 Bartender-MSB Reg								
Heporting								
203 Bartender- Req Finger Print Settle								
301 QSR Cashier 1								
302 QSR Drive Thru Database Manager Iransaction Analyzer								
303 QSR Cashier 2 Allow DB Rebuild Use Transaction Analyzer								
304 QSR nonCOM								
401 Delivery Cashier								
402 Driver T Allow U be hestore mTablet Configuration								
501 Retail Cashier Callow Security Log Access Associate mTablet with mStation								
601 API Employee Allow DB Utilities Disassociate mTablet from mStation								
9999 Manager								
10000 CMautoclose								

Interfaces

To access interfaces, select **Poscfg > Devices > Interfaces**.

Interfaces File Edit Record Help		_ 🗆 ×
Interfaces 7 Chip & PIN Interface Sort By Number		.> A⊗N? — ⊒&
Record View Table View		
Number Name 1 0C8	General Interface	
2 SIM 3 ddd 4 PMS	Outgoing Message Name Chip & Pin	Timeout 120
7 Chip & PIN Interface	Network Node 99 SERVER	Number ID Digits 9
	Backup Interface	Log Transactions SIM Interface
	Interface Type TCP	
<u>عا</u>		
	Administrator, The	8/26/2015 6:41:15 AM

Use the following parameters:

• Number: 7

- System Name: Chip&PIN Interface
- Outgoing Message Name: Chip&PIN
- Timeout: 120
- Network Node: RES Server
- Number ID Digits: 9
- SIM Interface: enable
- Type: TCP

ISL Files import

RES 5.6 and above releases improves security for importing and running Interface Scripting Language (ISL) scripts. If you use this version of RES, you have to use the ISL Files menu in the POS Configurator to add or update .ISL files, such as PMS.isl, OPI.inc and MGDH.tra.

To access ISL Files, select **POSCFG > Devices > ISL Files**.

Click **Auto Load ALL ISL Files** button, the POS configurator will import ISL Files from default path \MICROS\Res\Pos\Etc\

ISL Files			
File Edit Recor	d Help		
ISL Files		卧 în 盤 鹵 之 卧 în °	44 🗶 🏹
1		iort By Number 👤 🛛 🖌 🖌 🕨 🕫 🖶 📼	
Record View Tabl	e View		
Number	Name	A General	
		Working Directory	⇔ Auto Load All ISL Files
			🧭 Enable Developer Mode
		e	🖉 Cancel Developer Mode
		Preview	
			*
			*
		+ (·	E.

To update .ISL files, select the ISL menu file and then click the Browse button to select the .ISL file.

NOTE:

Please restart OPS after you import or update files.

Touch Screens

To access touch screens, select **POSCFG > Devices > Touchscreen Designer**.

Category: SIM/PMS Inquire

Interface: Select the interface that we created

Link touchscreen keys to the correct SIM inquire # using the values below.

Following are the buttons for **TSR**:

- [Sale + Tip]: SIM INQ #2
 (Supports tipping from the PED. Configure INQ #2 instead of INQ #1. For TSR only.)
- [Tip Adjust]: SIM INQ #3
- [CC Refund]: SIM INQ #4 (Recommended refund method.)
- [Refund(m)]: SIM INQ #11
- [CC Auth]: SIM INQ #8
- [CC Final]: SIM INQ #9
- [Tab Auth]: SIM INQ #13
- [Balance Inq]: SIM INQ #16
- [Reprint]: SIM INQ #7
- [Repost]: SIM INQ #19
- [Void(e)]: SIM INQ #17
- [Manual Auth]: SIM INQ #18
- [Auth + CNP]: SIM INQ #14
- [GC Function]: SIM INQ #10 (New for RES in OPI 6.2)

NOTE:

 $[{\sf Void}(e)]$ INQ #17 is a special button. It exists on POS 3700 only. For other POS platforms, it is not needed.

Following are the buttons for QSR:

- [CC Sale]: SIM INQ #1
- [SALE&CASH]: SIM INQ #5
- [CC Refund]: SIM INQ #4 (Recommended refund method.)
- [Refund(m)]: SIM INQ #11
- [Balance Inq]: SIM INQ #16
- [Reprint]: SIM INQ #7
- [Repost]: SIM INQ #19



- [Void(e)]: SIM INQ #17
- [Sale + CNP]: SIM INQ #6
- [GC Function]: SIM INQ #10

NOTE:

[Void(e)] is a special button. It exists on POS 3700 only. For other POS platforms, it is not needed. All void buttons need to be replaced with it.

Tender Media

Setup the following for credit cards.

🔟 Tender / Media						
File Edit Record Help						
Tender / Media	M 🐴 🛣 👘 -	2 🕅 🖒 🤌 🛛 🗚 🧶 🎀				
201 Visa	Sort By Number 🔽 🚺 🖣 🕨 🕨	⇙Ӭ╋╼ ▣▓▏				
Record View Table View						
	General Tender Presets CC Tender Cred	it Auth PMS Service TTL Prir				
Number Name 🔺	General Options	Charged Tip				
101 Cash	🔲 Open drawer	901 Charge Tip 🔻 🕞				
102 Traveler Chk	Use with currency conversion	High Amount Lockout				
103 Personal Chk	Reference required	Enable HALO				
104 GC Redeem	Exempt auto service charge					
105 SVC Redeem	Employee meal					
106 SVC	Bequire amount entru	C HALO limits overtender				
200 - CreditCard	Declare tips paid	HALO limits amount tendered				
▶ 201 Visa	Item is shareable	Options				
202 MasterCard	Post to gross receipts	Enable Tender Rounding				
203 Amex	Post to charge receipts	Round Tender to Nearest 10				
204 Diners	Post fiscal cash register credit	🔲 Rounding Based on Tens Digit				
205 JCB	Tax exempt coupon	Insignificant Digits				
206 SOLO	Allow with Euro	0 🔽				
207 Laser	Cose with hip check	External Type				
	Administrate	r, The 11/19/2015 4:36:51 AM				

NOTE:

- Assume paid in full.
- Reference required.
- Charged Tip: Set to **0 None** if all RVCs are QSR mode.
- Charged Tip: Set to Link a Tip service charge if some RVCs are TSR mode.

The following Tender / Media tabs should be left blank (no options enabled):

- Presets
- CC Tender
- Credit Auth | Authorization
- Credit Auth | Preambles

On the PMS tab, enable Allow 19 reference characters.

🔯 Tender / Media		- 🗆 🗵
File Edit Record Help		
Tender / Media 201 Visa	● 1、 2 音 2 5、 1 ← 4 ・ 4 ・ 5 1 · 1 · 1 · 1 · 1 · 1 · 1 · 1 · 1 · 1	Ø №?]] &
Record View Table View		
Number Name 101 Cash 102 Traveler Chk 103 Personal Chk 104 GC Redeem 105 SVC Redeem 106 SVC 200 - CreditCard 1 201 Visa 202 203 Amex 204 Diners 205 JCB 206 SOLO 207 Laser	General Tender Presets CC Tender Credit Auth PMS Service TTL P Property Management System	rir 4 b
	Administrator, The 11/19/2015 4:37:3	30 AM //

Cash Back Tender

Verify whether the Merchant wants cash back functionality before configuring this.

т	ender / M	edia									
File	Edit R	ecord Help									
Т	ender (Media			Ę	🖣 🖒 🛣	<u>أ</u> ة أ	2 🛤 î 🕻	e 🕺	🧶 🍂	
21	6 CashBa	ck Tdr		Sort By N	umber 💌	• • •	▶ 8	/ 9 🕂 -	-	D 🛊	
Rec	ord View	Table View									
				General T	ender Presets	CC Tender	Credit	Auth PMS	Service TTL	Printing	Personal Ch
	Number	Name	-	General	Options			Charged Tip			
	211	OPI Visa		C Oper	ı drawer				•		
	212	OPI Discover		🔲 Use (with currency con	version		Ligh Amount I	ookout		
	213	OPI Amex		🔽 Refe	rence required			Enable HAI			
	214	OPI Diners		Exem	ipt auto service c	harge					
П	215	OPI M.C.		Exem	ipt_inclusive_servi	ice charge		<u> </u>			
Þ	216	CashBack Tdr		Emple E Acour	oyee meal no poid in full			C HALO lim	its overtender		
	220			IV Assu	ine paio in ruii iire amount entru			C HALO lim	its amount tend	ered	
	300	- Other		Deck	are tips paid			Options			
	301	Manager Meal		🔽 Item i	is shareable			Enable Ter	nder Truncation		
	302	Promo		🔽 Post	to gross receipts			Enable Ter	nder Rounding		
	400	- Room Chrg		Post	to charge receipt:	s		Round	Tender to Near	est 10	
	401	Room Charge		Post	fiscal cash registe	er credit		🔲 Roundir	ng Based on Te	ns Digit	
	402	Account Chrg		laxe	exempt coupon			Insignificant Di	gits		
	501	Cash Drop			with Tip Check			0 👻			
H	502	Cash Pickup			k for Placeholder	2		External Type			
H	503	Tips Paid		Persi	st Auto Discounts	-			-		
H	504	Paid In		Prom	pt for Promise Tim	ne		SBM Payment	Tune		
H	505	Paid Out		🔲 Oper	drawer before pr	ompt					
H	900	- Service		🔲 Enfor	ce beverage con	trol					
H	901	Service									
þ	902	Print Check	.								

Cash back is supported for QSR revenue centers only.

Sales | Tender / Media | Tender:

- Assume paid in full.
- Reference required.
- Charged Tip 0 None.

📴 Tender / Media	
File Edit Record Help	
Tender / Media	Рі 🖒 😤 💼 🖉 Рі 🔃 ≽ 🛛 🛤 🧶 🎀
216 CashBack Tdr	Sort By Number 🔽 🛛 🗲 🕨 🕅 🕫 🗭 🚽 📼 🗐 🦉
Record View Table View	
	General Tender Presets CC Tender Credit Auth PMS Service TTL Printing Personal
Number Name A	Credit Cards Promot for
211 OPI Visa	Verify before authorization
212 OPI Discover	Tender must exceed tin Prompt for issue number
213 OPI Amex	Credit auth required
214 OPI Diners	Credit final amount required
215 OPI M.C.	Allow recall Prompt for cashback amount
216 CashBack Tdr	Mask Credit Card Number Prompt for Card Holder Not Present
220	Mask Cardholder Name Prompt for CVV on Manual Entry
300 - Other	Persistent Payment Prompt for CVV on Swiped Entry
301 Manager Meal	🔽 Debit Card 🔲 Do not Prompt for AVS
302 Promo	Allow debit refund
400 - Room Chrg	Co-branded Credit Card
401 Room Charge	Expiration Date
402 Account Chrg	
501 Cash Drop	Account Input
502 Cash Pickup	Do not check expiration Prompt Length
503 Tips Paid	Upen expiration format
504 Paid In	
505 Paid Out	
900 - Service	
901 Service	
902 Print Check	



- Debit Card.
- Prompt for Cashback Amount.



- Allow 19 reference characters.
- OPI.inc must have this value:

Promptcashback = True

Cash Back Service Charge

The cash back tender also requires a cash back service charge, though it is not directly linked to the cash back tender.

🔤 Service Charges		
File Edit Record Help		
Service Charges	🃴 🖄 😤 👘 🖉 🛤 🖒 🚴	a 🧇 😽
905 CashBack SVC	Sort By Number 🔽 🛛 🖣 🕇 🕨 ଟ 🚽 📼	💷 🤤
Record View Table View		
Number Name 901 Charge Tip 902 15% Grat. 903 Driver 904 Delivery chg 905 CashBack SVC 906 GC Cashout	General Options Service Charge Tax Class SLU Image: Consolidation Group Menu Level Class Consolidation Group Effective From Effective To Image: Consolidation Group	
-		
	The Manager Joe	9/14/2016 11:38:20 AM

Setup the following service charges.

- Name = "CashBack SVC"
- On the **General** tab, select the **Menu Level Class** = All Levels and **Print Class** = Guest check from the drop-down list:

🔤 Service Charges			
File Edit Record Help			
Service Charges 905 CashBack SVC	Sort By Number 💽 🕻 🛧 Þ	🖞 👫 🖒 🏃 1⁄ (> 🕂 🗕	a
Record View Table View			
Number Name 901 Charge Tip 902 15% Grat. 903 Driver 904 Delivery chg 905 CashBack SVC 906 GC Cashout	General Options Service Charge General Settings Preset Preset Amount Reference required Print validation Preset Item is shareable Cash Management Till Required Print Multiple Checks/Receipts Prompt for Multiple Checks/Receipts Prompt for Multiple Checks/Receipts	Apply to Se V Itemizer V Itemizer V Itemizer V Itemizer V Itemizer V Itemizer V Itemizer	rvice Charge Itemizer 1 2 3 4 5 6 7 8
	External Cross Reference 1	External Type	•
-	External Cross Reference 2		
j	The Mana	ager, Joe 9/1	4/2016 11:38:53 AM

• On the **Options** tab, select **Amount** and **Reset itemizers** check boxes.

Service Charges File Edit Record Help			
Service Charges 905 CashBack SVC	Sort By Number 🔽 📔 🖌	\$ ∰ \$ \$ \$ \$ \$ ▶ ▶ \$ \$2 \$ \$	a
Number Name 901 Charge Tip 902 15% Grat. 903 Driver 904 Delivery chg 905 CashBack SVC 906 GC Cashout	General Options Service Charge Type Standard Non-Revenue Non-Revenue Cash Back Post to cover count Post to svc charges total	 Post a percentage to tip Post to tips paid total Post to charged tips tota Do not post to emp tip to Tender/Media for Tips Paid	s paid I Itals
	Th	ne Manager, Joe 9/14/	2016 11:39:22 AM

• On the Service Charge tab, select Non-Revenue Cash Back option.

POSEOD

To verify POSEOD files are properly configured, go to Micros\Res\Pos\Scripts\poseod\ and verify the contents of the following files:

MGDH.inc

Verify the server IP address and port are correct for the computer that hosts OPI.

POSEOD.inc

Verify 0R is the code for RES 3700. Other POS types use a different code.

Verify the Merchant ID is correct. The following example shows a merchant ID and code. Separate multiple merchant IDs with the pipe symbol and no spaces (for example, |0R|370000001|370000002|).

```
POSEOD.inc - Notepad

File Edit Format View Help

OR 370000001
```

To run POSEOD manually, double-click the

Micros\Res\Pos\Scripts\poseod\poseod.exe file.

A DOS CMD window flashes briefly.

To verify POSEOD ran successfully, open the

 $\label{eq:log} \verb| CraclePaymentInterface|log|transaction.log file and confirm BATCH and APPROVAL appear with the correct time stamp at the bottom of the file.$

BATCH	00	APPROVAL
MGM RSA	00	APPROVED
MGM RSA	00	APPROVED
MGM RSA	00	APPROVED

Configuring POSEOD to run as part of a scheduled RES autosequence:

Autosequences

<u>1</u>	External Prog	grams		
File	Edit Re	cord Help		
E 91	xternal 6 POSEOD	Programs se	nt By Number _	┡╡ ҈, ✿ ╆ ⊉ ┡ î; > ผ ◈ № - ↓ ↓ ♪ ∀ ℓ ラ ╋ ━
Red	cord View	able View		
	Number	Name	A	POSEOD
	907	KDS		Liser Interface
	908	Deniseexport		
	909	CMAutoclose		
	910	Alert Viewer		Run Style
	911	CMD		Normal
	912	Report Viewer Default		·
	913	Report Viewer VIEWER		Show Alert Status
	914	ALERT VIEWER		Run in separate virtual machine
	915	Product Mgr Procedures		Object Bange Turse
	916	POSEOD		
1	W	orkina Directory		,
	Dir \$(MICROS_DIR_POS)\Scrip	ots\Poseod	
	Co	mmand Line		
	Dir \$(MICROS_DIR_POS)\Scrip	ots\Poseod\Poseoc	i.exe

- 1. Poscfg | System | External Programs
- New record named: POSEOD
- User Interface: Console
- Run Style: Normal
- Working directory: \$(MICROS_DIR_POS)\Scripts\Poseod
- Command line: \$(MICROS_DIR_POS)\Scripts\Poseod\Poseod.exe
- 2. Call the above external program during the End of Night autosequence, but before printing occurs. (So that if printing fails, it will not prevent POSEOD from running.)

NOTE:

You can schedule POSEOD using Windows Task Scheduler.

Tax Type Settings in OGDH

Verify your RES database tax types match what OGDH is set to.

Percent and Breakpoint taxes are sent as part of the <TaxAmount> to OPI.

Inclusive and Full inclusive tax amounts are not sent to OPI and this is by design.

But if a percent or breakpoint tax is assumed by OGDH to be inclusive, that tax amount will not be included in the <TaxAmount> sent to OPI.

There is no visible "TaxType" entry in OPI.inc, but the default taxtype setting is as follows.

TaxType = "PIPIIPPP"

The above default setting assumes in Poscfg | Sales | Tax Rates | General that:

Tax 1 = P = Type (percent or breakpoint)

Tax 2 = I = Type (inclusive or Full inclusive)

Tax 3 = P = Type (percent or breakpoint)

Tax 4 = I = Type (inclusive or Full inclusive)

Tax 5 = I = Type (inclusive or Full inclusive)

Tax 6 = P = Type (percent or breakpoint)

Tax 7 = P = Type (percent or breakpoint)

Tax 8 = P = Type (percent or breakpoint)

If the tax rates being used by the RES database do not match the types listed above, you can correct that by either:

1) Moving tax rates in RES to match the OGDH defaults.

Or

2) Add a line to OPI.inc that tells OGDH your actual tax types.

Ex: If your tax types are:

Tax 1 = percent

Tax 2 = breakpoint

Tax 3 = inclusive

Tax 4 = full inclusive

Tax 5 thru 8 unused

Add this line to OPI.inc:

TaxType = "PPIIPPPP"

The "quotes" shown above are necessary.

3 OPI Installation

Uninstalling the Old Version of OPI and MPG

Upgrading from OPI version 6.1 and later to OPI 19.1 is supported.

Upgrading anything earlier than OPI 6.1 is not supported. Remove earlier versions of the software before installing OPI 6.2.

To Uninstall

- 1. Run POSEOD with the old version to verify all previous transactions have been batched. Verify the batch was approved in the transaction.log.
- 2. Save a backup of the current OPI and MPG folder structure.
- 3. Open the <code>%OPI_HOME%/bin/MicrosGatewayConfig.exe</code> file and save a screen capture of the ServerXX values.
- 4. Save a screen shot of the POS record you are using and its values (for example, posRes1).
- 5. Uninstall these components through Microsoft Programs and Features:
- MPG
- MySQL if no other products are using it
- MySQL community
- 6. Rename the C:\ProgramData\MySQL folder to MySQL Old.
- 7. If you do not see the C:\ProgramData folder, enable Windows Explorer > Tools > Folder Options > View > Show hidden files, folders, and drives, and then close and re-open Windows Explorer.
- 8. Restart the computer.
- 9. Install OPI.

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	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 desele	ct the features you do not want to install. Description Sets up the Database components for the defined schema.
43653.20 MB of space available on the C drive 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	d		X
Select the setup type that best suits your nee	ds.		Z
Select Database being used.			
MySQL			
🔘 SQL Server			
SQL Express			
Oracle DB			
InstallShield			
THROTONIC .	< Back	Next >	Cancel

10. Select the database type that is currently used, and then click Next.



Oracle Paymen	t Interface - InstallShield Wizard
Database Se	erver
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.

NOTE: If the database type is MySQL, and you cannot use localhost for the Name/IP field, then some commands must be run manually on that MySQL database before proceeding. See the **Granting Permission in MYSQL** section in the *Oracle Payment Interface Installation and Reference Guide* for instructions. Setup will not complete if this is not done.

12. Accept the default Port # of 3306 (for MySQL), and then click Next.

The Database Server Login screen appears.

Oracle Payment Interface - InstallShield Wizard	83
Database Server Login Database server requires login credentials to continue.	Z
DBA User	
Login ID:	
Password:	
InstallShield	
< Back Next >	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	
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 th following list: !@#\$%^&*	l e
User Name:	
Password:	
Confirm Password:	
InstallShield < Back Next > Cancel	

- 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.

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:	Oracle Payment Interface - InstallShield Wizard	23
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:	Configuration Tool Superuser Credentials	
User Name: Password: Confirm Password:	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: !@#\$%^&*	
Password: Confirm Password:	User Name:	
Confirm Password:	Password:	
TestallChield	Confirm Password:	
< Back Next > Cancel	<pre>installShield</pre>	

- **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.

onfiguration Too	ol Connection Settings		2
Please enter the ((ex. Host:	Configuration Server Connection Information: Port: 8090 / Host:	Port: 8090)
Host:		Port:	8090
allShield			

- **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	
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 haracter
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.



Source Payment Interface - Configuration Wizard		
Oracle Payment Interface – Configura	tion Wizard	
Please select the OPI instance mode:		
V POS		
Native Driver		
 OGDH 		
PMS		
Contraction Contraction (1)		
ORACLE	Next	Close
HOSPITALITY		

After a brief pause, the Configuration Wizard launches.

26. Select POS and OGDH, and then click Next.

The POS OGDH 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: !@#\$%^&*.

The **OPI Interface** screen appears.

Oracle P	ayment Interface – Co	nfiguration Wizard	
OPI Interfaces			
PMS	OFF		
POS	ON	POS Service Port:	5098
OPI to PSP Communication Co	nfiguration:		
OPI Mode:	Middleware 👻	Enable Mutual Auth	entication
Private Key Cert. Password:		Confirm Password:	
Root Certificate Password:		Confirm Password:	
Primary Host:	https://192.0.2.1:443	Proxy Host:	Enter HTTP Proxy Host
Failover Host:	https://pspsfailoverhost:4	Proxy Port:	Enter HTTP Proxy Port
DACLE			

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 doing a new OPI installation, then 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.

Oracle Payment Interface - InstallShield Wizard



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.

4 OPI Upgrade Install

Upgrading MGDH to OGDH

Before upgrading

• Run Poseod.exe to settle all credit transactions.

Steps to upgrade from MGDH 6.1 or higher to OGDH 19.1.0.0

- 1. Take Micros Control Panel to off.
- 2. Double-click OGDH OPI 19.1.0.0.exe to launch the install.
- 3. Click **Next** on the Welcome screen.

Upgrade files	
The files listed below will be updated during the upgrade process. Please make sure that the information in these configuration files is accurate for your environment, if not, please can the current installation and try again once the files have been verified or corrected.	he ncel
C:\MGDHDriver\OPI_3700_5.4.0100.2276\server\etc\MGDH.inc	
C:\MGDHDriver\OPI_3700_5.4.0100.2276\server\etc\OPI.inc C:\MGDHDriver\OPI_3700_5.4.0100.2276\server\poseod\MGDH.inc	
C:\MGDHDriver\OPI_3700_5.4.0100.2276\server\poseod\POSEOD.inc	
4	
installShield	
< Back Next > Cance	

IMPORTANT: If the above files do not currently have the correct settings, those same settings will exist in the new OGDH files. Please verify those specific files in those locations are correct before continuing.

NOTE:

If POS upgrade causes part of OGDH installed files on win32 workstation client to be lost, go to the OGDH32 CAL package and edit the setup.dat to increment the version #. For example: Change 6.2.0.7 to 6.2.0.8. This causes the package to re-install automatically to workstations

4. After verifying the files are correct, click Next.

Question dialog:

"In order to connect to Sybase the Sybase driver will be required. The following dialog will request the path for the Sybase driver. Continue?"

- 5. Click No.
- 6. Either accept the default install location, or click **Change** to choose a new location, and then click **Next**.
- 7. On the Ready to Install the OGDH screen, click Install.

The InstallShield Wizard screen appears.

OGDH Installer	23
Setup Status	
The InstallShield Wizard is installing OGDH	
MGDH OPI Solution package Uninstall	83
Are you sure you want to completely remove MGDH OPI Solution package and all of its components?	
Yes No	
InstallShield	
Can	cel

8. Click Yes. The MGDH files will be uninstalled and the OGDH files are installed.

OGDH Installer	
Connect to RES database This connection will be used to retrieve details like RVC lis	st, Tender Mappings, etc.
DB System	Sybase
Host / IP Address	
Port	2638
DB Name / SID	
Username	
Password	
	Connect Skip DB Connection
	Back Next Close
HOSPITALITY	

9. Click Skip DB Connection.

OGDH Installer				- • •
Tender mapping con	figuration			
Please configure tender med	a mapping details.			
W. CL. I. D.				
WeChat Pay		•		
AliPay		•		
GC Cash-out SVC		•		
			Pade Next	Clara
			Dack Next	ciose
ORACLE [.]				
HOSPITALITY				
noornaurr				

- 10. WeChat Pay, AliPay and GC Cash-out SVC fields are new in this version of OGDH.
- 11. In Micros control panel take Restaurant to Database level.
- 12. Open POSCFG | Sales | Tender/Media to see tender information.
- 13. Enter the correct tender number for each tender. Leave unused tenders blank.
- 14. For GC Cash-out SVC go to POSCFG | Sales | Service Charges.
- 15. Click Next.
- On Tender Mapping configuration screen, verify settings are correct, and then click Next.

Chapter 4 OPI Upgrade Install

GDH Installer				
tra Tender mapping configu	Iration			
ase configure tender media mapping de	etails.			
Enable extra tenders				
Extra Tender1	-	Extra Tender 13		
Extra Tender2	-	Extra Tender 14		
Extra Tender3	-	Extra Tender 15		
Extra Tender4	-			
Extra Tender5	-			
ExtraTender6	•			
ExtraTender7	•			
Extra Tender8	•			
Extra Tender9	-			
ExtraTender10	-			
ExtraTender11	-			
Extra Tender 12	-			
			Back Next	Close
DRACLE				
HOSPITALITY				
Note that all tenders	s that existed in	the previous M	IGDH installation have	
aiready been transf	erred to new O	JUH UPI.INC file	е.	

- 17. If you have any Extra tenders you may enter them here. You must first select the **Enable extra tenders** check box.
- 18. Click Next.
- 19. Verify extra tender settings are correct, and then click **Next**.
- **20.** For RES only, the "Event 17 do Void" must be enabled.
- 21. Set the other values correctly.
- 22. "Use GC denominated value" means they sell gift cards that have a set price.

Leave this disabled if gift cards are sold as an open amount that the operator types in.

. OGDH Installer			_	
Transaction configu Please configure transaction	uration details n level options.			
Gift Card Support Use GC denominated value	Disabled Enabled	GC activation menu item GC top-up menu item		
			Back Next	Close

- 23. The values above are new in this OGDH version. Set them correctly for your system.
- 24. Click Next.
- 25. Verify settings are correct, and then click Next.
- 26. On the Configuration Complete screen, click Save.
- 27. On the Install Wizard Complete screen click Finish.

Upgrading the OPI

VERY IMPORTANT: Read and follow the upgrade directions.

NOTE:

OPI 6.1 and higher can be upgraded to OPI 19.1.

OPI Upgrade Steps

 Right-click and Run as Administrator the OraclePaymentInterfaceInstaller_19.1.0.0.exe file to perform an upgrade.

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- 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.

Oracle Payment Interface - InstallShield Wizard	×
OPI 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 Windows 7 Professional Service Pack 1 OS version 6.1 Found Java version JRE 1.8 Found Java Home C: \Program Files Java \jre 1.8.0_144 A version of OPI has been found.6.1	
TaskellShield	•
< Back	Next > Cancel

5. Click OK on the OPI Upgrade screen.

f OPI has been detected. The installer will have to perform a	A 6.1 version of OPI has been detected. The i
to upgrade OPI to 19.1.	complete uninstall of 6.1 before upgrading to you want to completely remove OPI and all o 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.

- 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.

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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.



5 Utilities

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

Q: How do I update the OPI DB user password?

A: First change the pw in 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.

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"

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

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

7) Exit MySQL.

Then change it to match on the OPI side.

See the OPI Installation and Reference Guide for more details on how to change the database user password on the OPI side.

6 Troubleshooting and FAQs

Troubleshooting

Situation 1: Cannot communicate to OPI after installation.

Test: Verify you can telnet to the OPI PC on port 5098 from another computer.

Example: From CMD prompt: telnet 192.0.2.1 5098

Where 192.0.2.1 is the IP address of the OPI server.

If you cannot telnet to the OPI port, try the following:

- Restart the OPI Service.
- Temporarily by pass the firewall.
- Verify OPI is listening on port 5098.
- Open CMD prompt: C:\>netstat –anob > c:\temp\ports.txt and then search for 5098.

Situation 2:



This generic error message can be caused by several things.

Solution 1: Restart the OPI Service and try again.

Cause:

If the system.log shows the following message, 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 cause this error, but security updates can cause it.

Solution 2:

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



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

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

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

Start the OPI service.

Situation 3: "Issuer or switch inoperative"

Cause 1: Simulator is not running.

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

Cause 3: Java security update broke OPI by replacing files.

This should not be an issue in OPI 6.2.

Cause 4: Incorrect Proxy settings.

Cause 5: Wrong PSP configuration.

Solution 3: LaunchConfiguration.bat | PSP Configuration

1) Verify using https instead of http.

2) Verify URL is correct. Append the port to end of host value.

Ex: Host = https://192.0.2.1:8991

Cause 5: Wrong IP address for that terminal.

Situation 4: "Bad Terminal ID"

Cause 1: In LaunchConfiguration.bat wrong Merchant ID

or wrong workstation number.

- Cause 2: Wrong Merchant ID.
- **Cause 3**: In OPI.inc if "Multi Merchant = FALSE" then the "merchantID" value below it cannot be empty.
- Cause 4: In OPI.inc no mid or wrong mid. rvc_mid[1] = ""

Cause 5: MGDH.inc has some wrong value. These below are correct.

HOST1 = https://192.0.2.1 (Wrong URL/IP)

PORT1 = 5098 (Wrong port)

- URL1 = GDIPOS (Wrong solution)
- **Solution 4**: Verify no old OPI.inc is left over in CAL\Files\Micros\Etc.

Verify the correct values are in OPI.inc in CAL package.

Install that MGDH CAL package on that workstation again.

Cause 6: Forgot to restart OPI service after making changes in config.exe or the wizard.

Situation 5: Cannot enable/disable the signature prompt.

Solution 5: For live sites this should be controlled by the PSP.

For OPI 6.2.0.0.13 simulator add this value to properties\SimulatorConfig.properties: ENTRY_MODE=05 Restart simulator.

Not Supported

- Incremental Auth
- Void a Refund (RES Limitation)
- Backup OPI Server
- Voiding the tender from a SaleCashBack transaction