

Oracle Payment Interface

Oracle Hospitality RES 3700 Oracle Gateway Device Handler Installation Guide



Release 19.1
F14991-02
October 2023

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

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

F14991-02

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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	<ul style="list-style-type: none">• 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

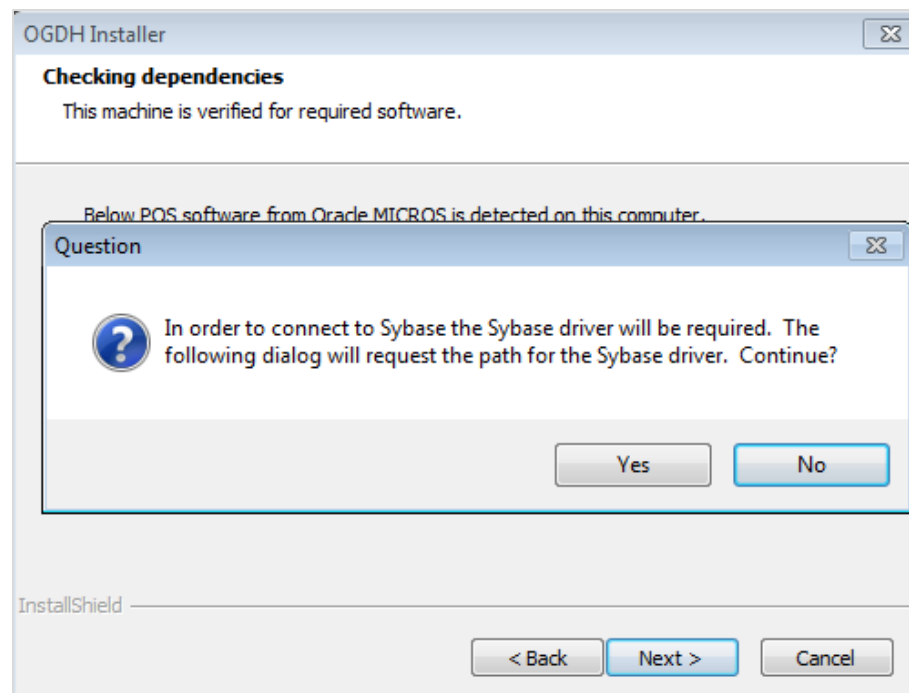
- IP of POS Server
- Workstation ID's and IP's that will integrate to a PINPAD

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**.



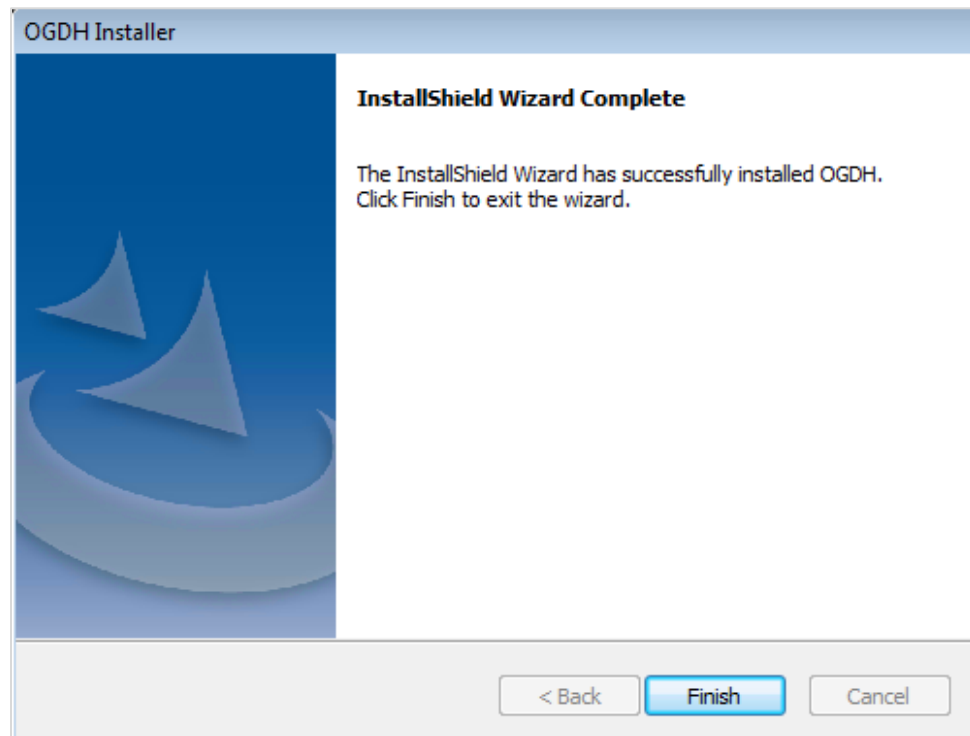
Click **No** to request for the Sybase driver or click **Yes** to select the path for Sybase driver that can be used to connect to RES database.

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**.



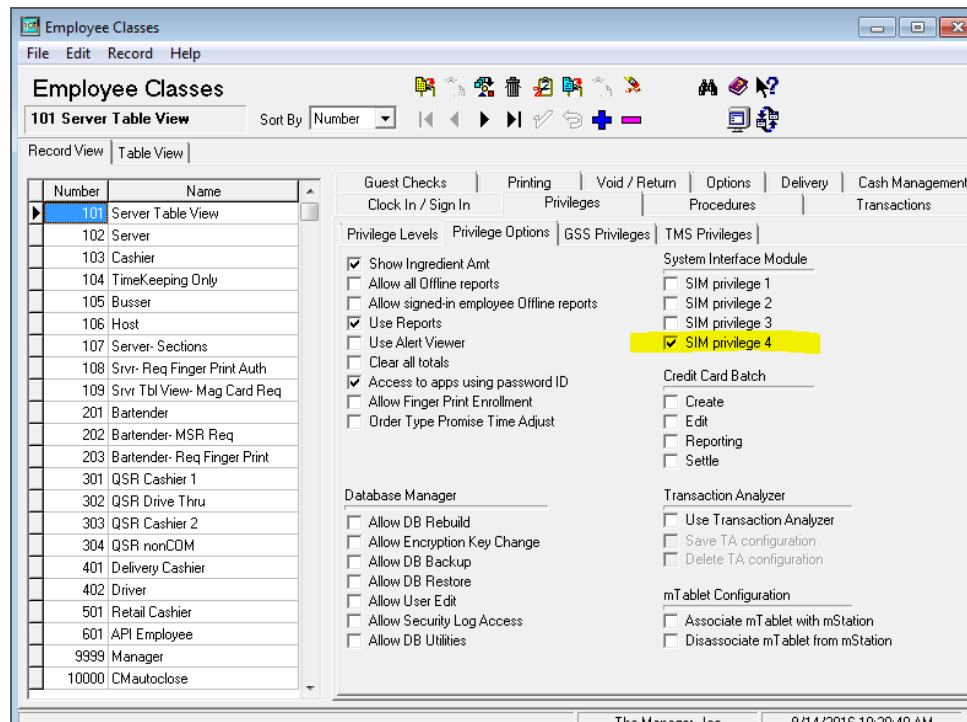
28. Click **Finish**.

POSCFG Configuration for OGDH

Employee Class / Refund

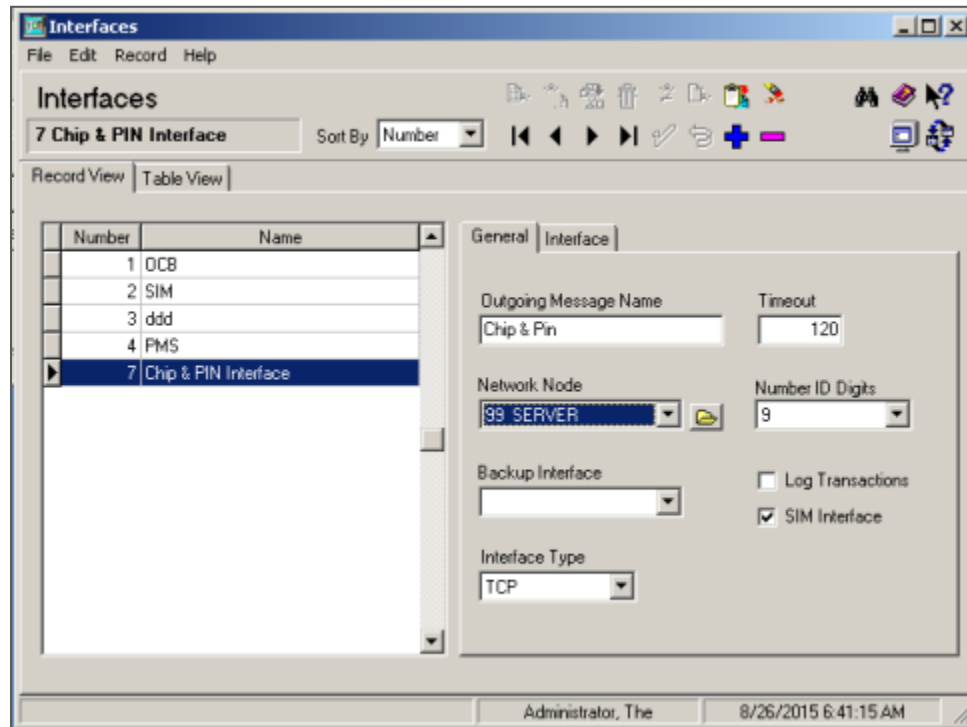
The ability to perform a refund is controlled by the **SIM privilege 4** option. To access, select **Employee Classes > Privileges > Privilege Options**.

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



Interfaces

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



Use the following parameters:

- **Number:** 7

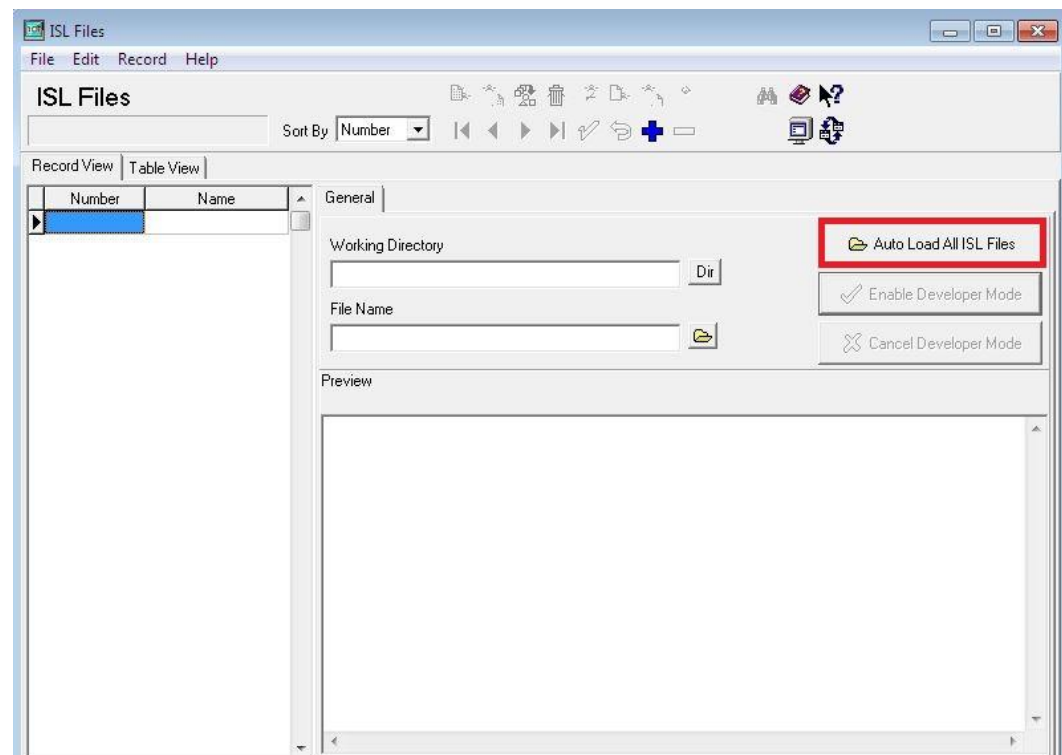
- **System Name:** Chip&PIN Interface
- **Outgoing Message Name:** Chip&PIN
- **Timeout:** 120
- **Network Node:** RES Server
- **Number ID Digits:** 9
- **SIM Interface:** enable
- **Type:** TCP

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\



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:**

[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

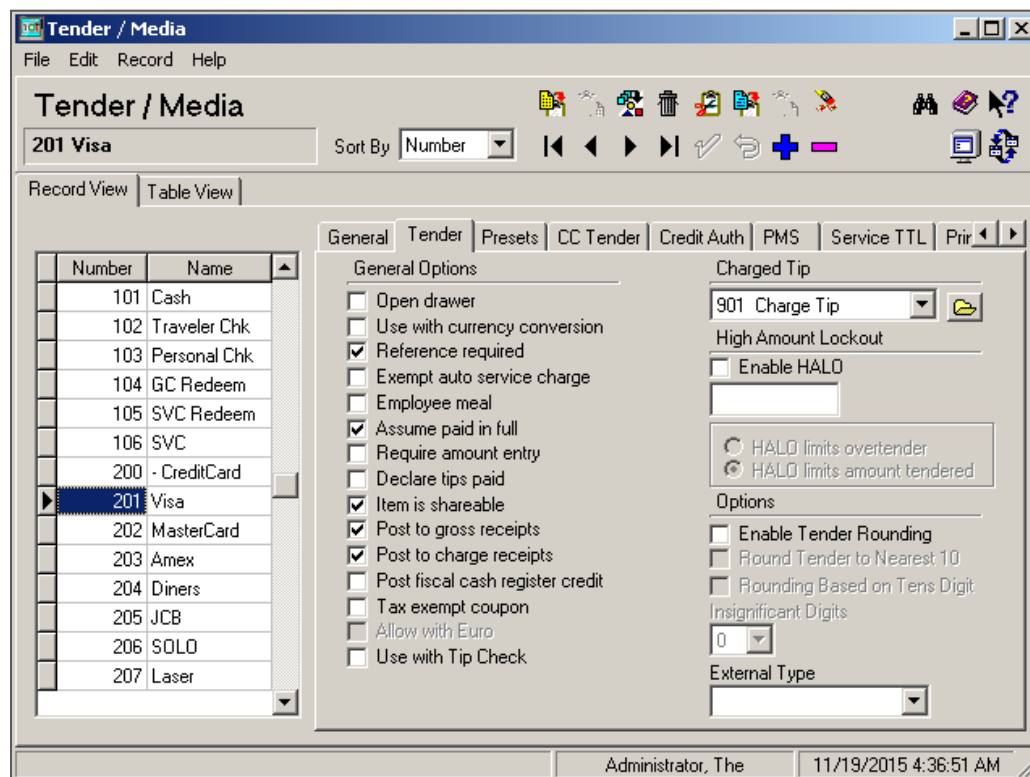
- [Void(e)]: SIM INQ #17
- [Sale + CNP]: SIM INQ #6
- [GC Function]: SIM INQ #10

 **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.



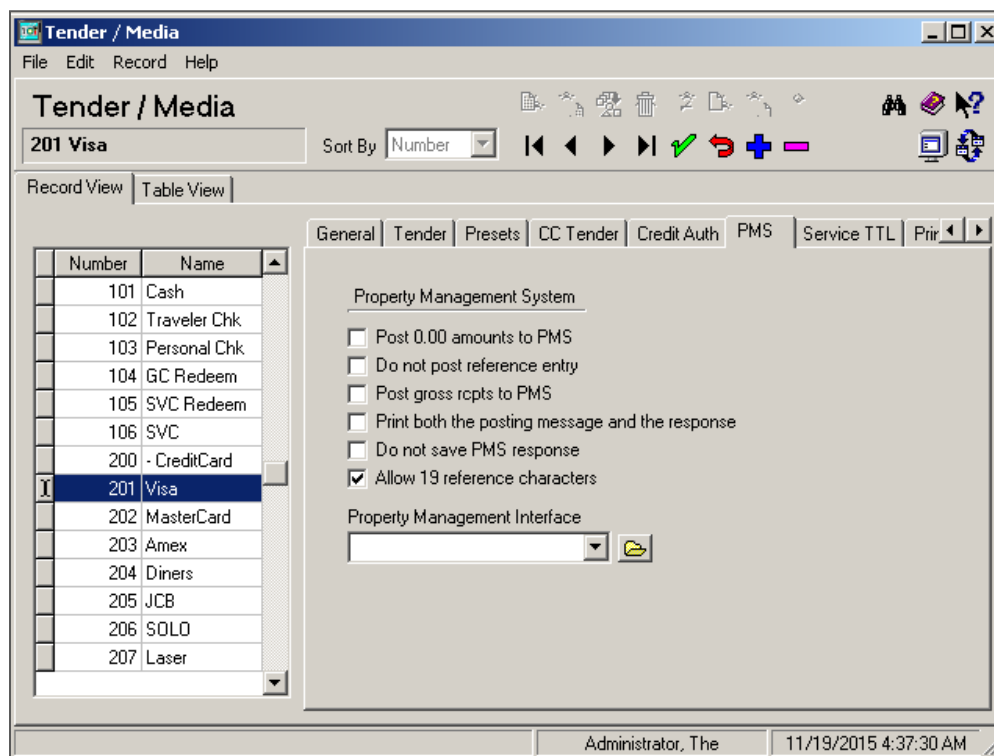
 **NOTE:**

- 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):

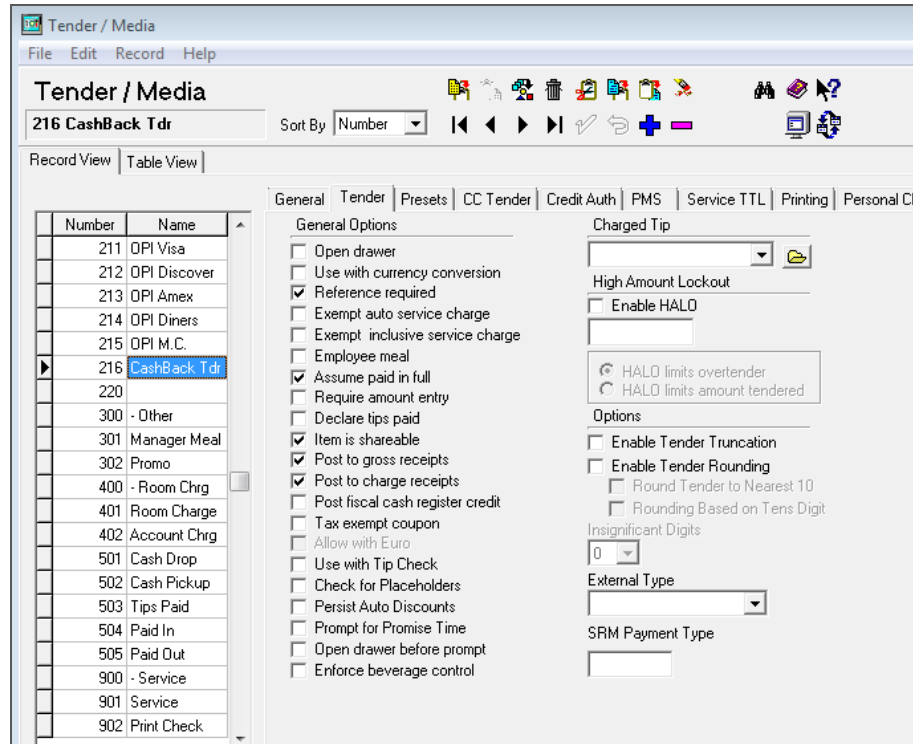
- Presets
- CC Tender
- Credit Auth | Authorization
- Credit Auth | Preambles

On the **PMS** tab, enable **Allow 19 reference characters**.



Cash Back Tender

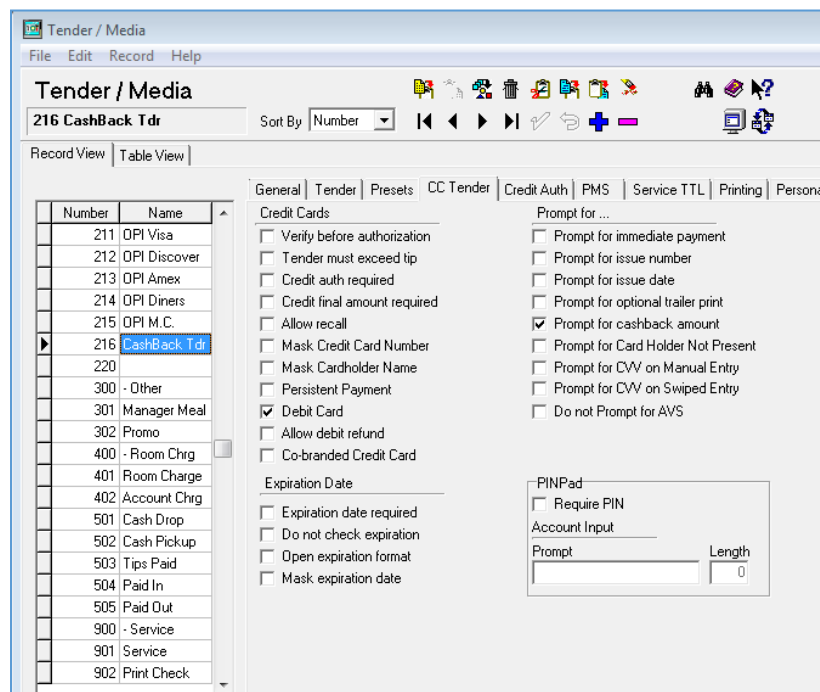
Verify whether the Merchant wants cash back functionality before configuring this.



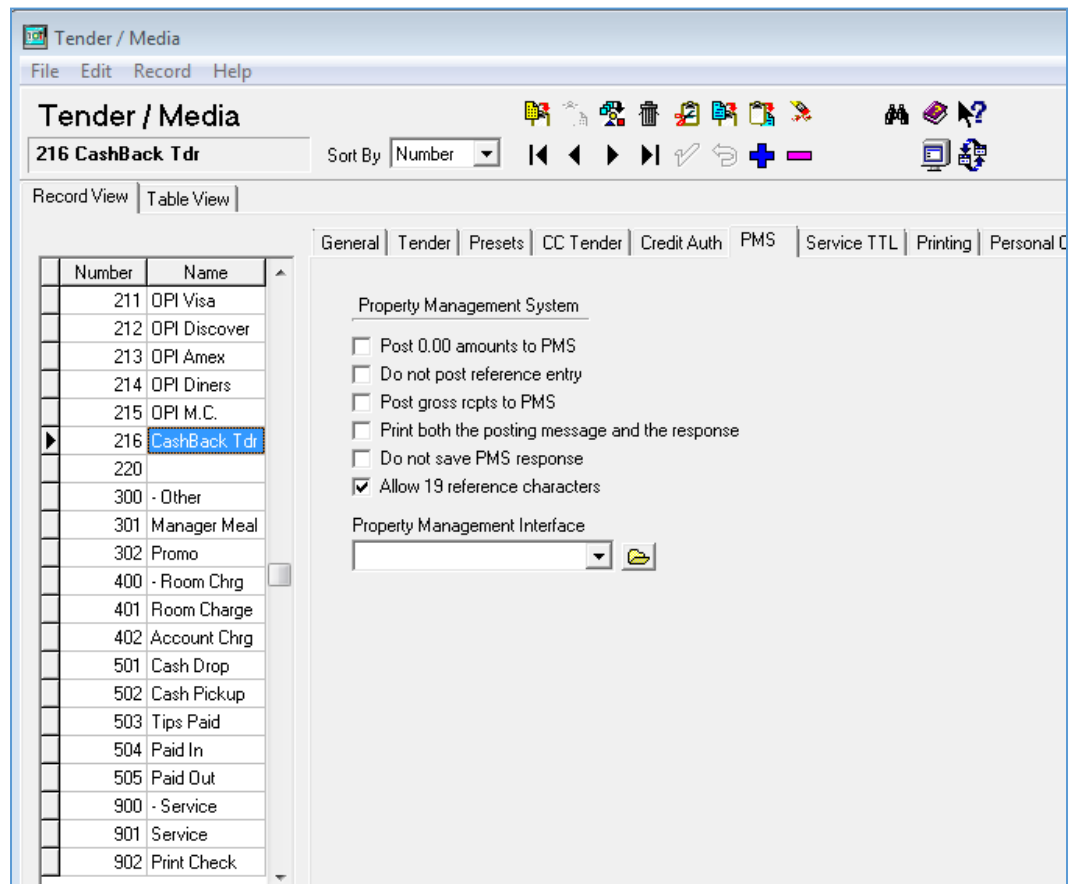
Cash back is supported for QSR revenue centers only.

Sales | Tender / Media | Tender:

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



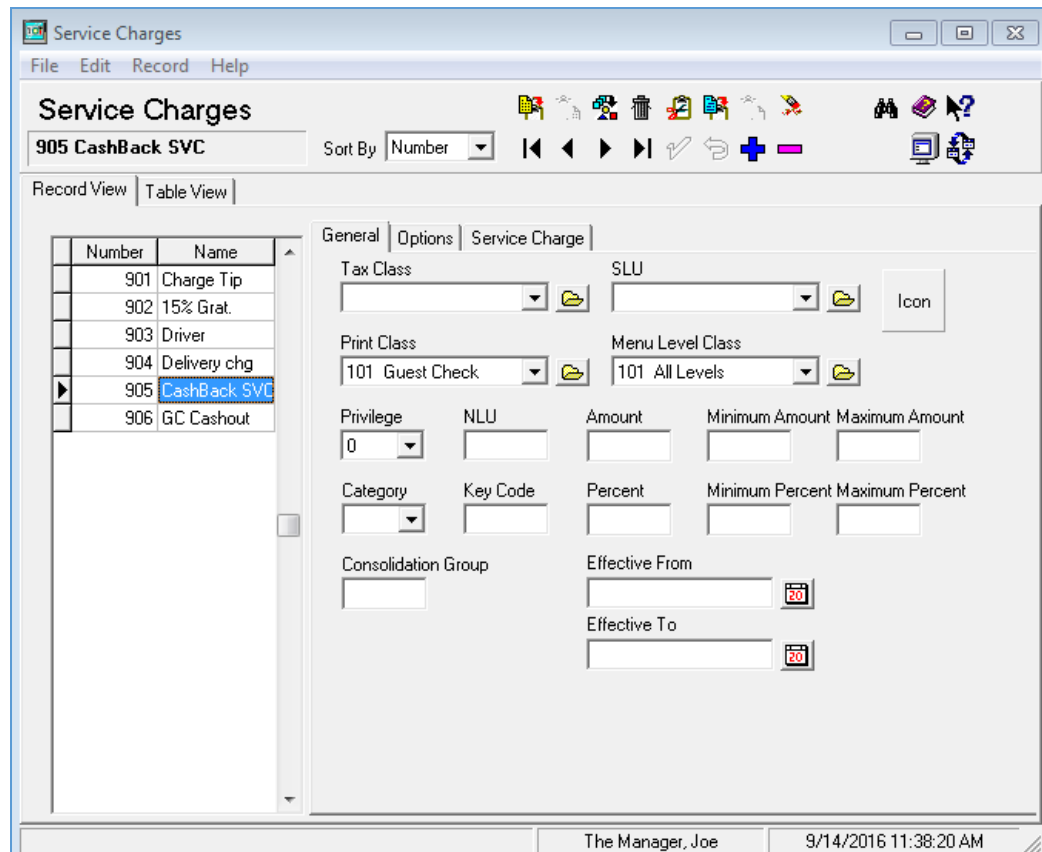
- Debit Card.
- Prompt for Cashback Amount.



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

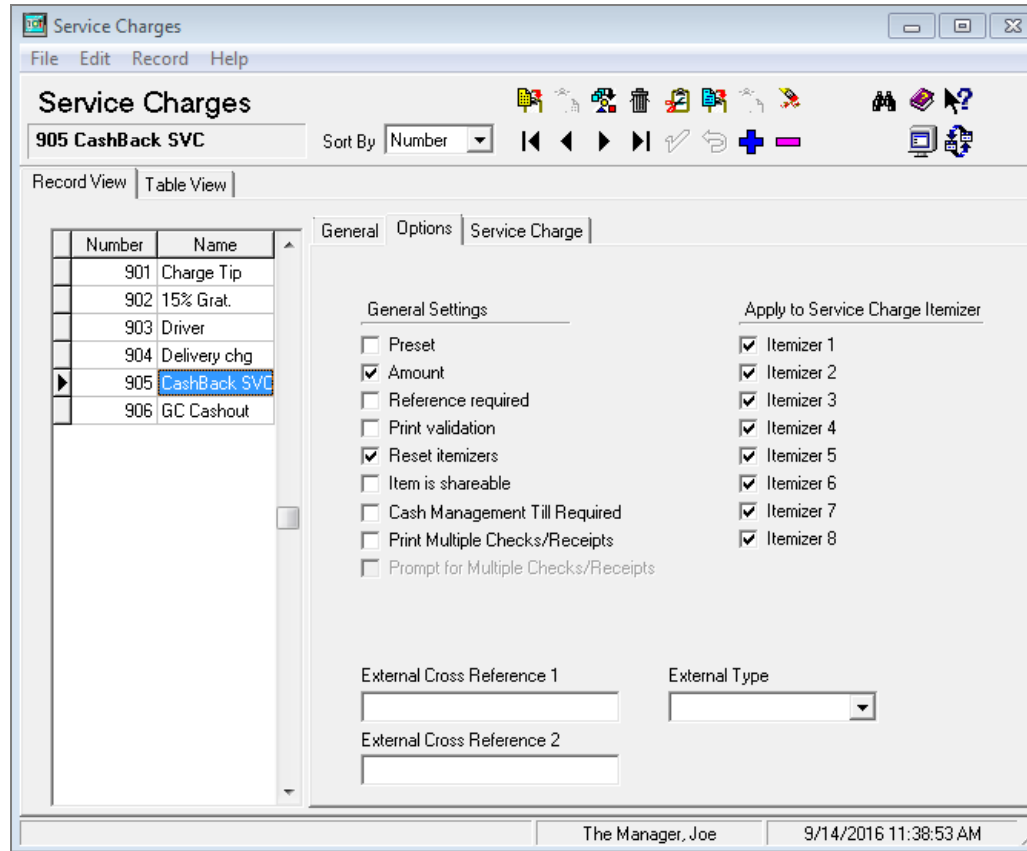
Cash Back Service Charge

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

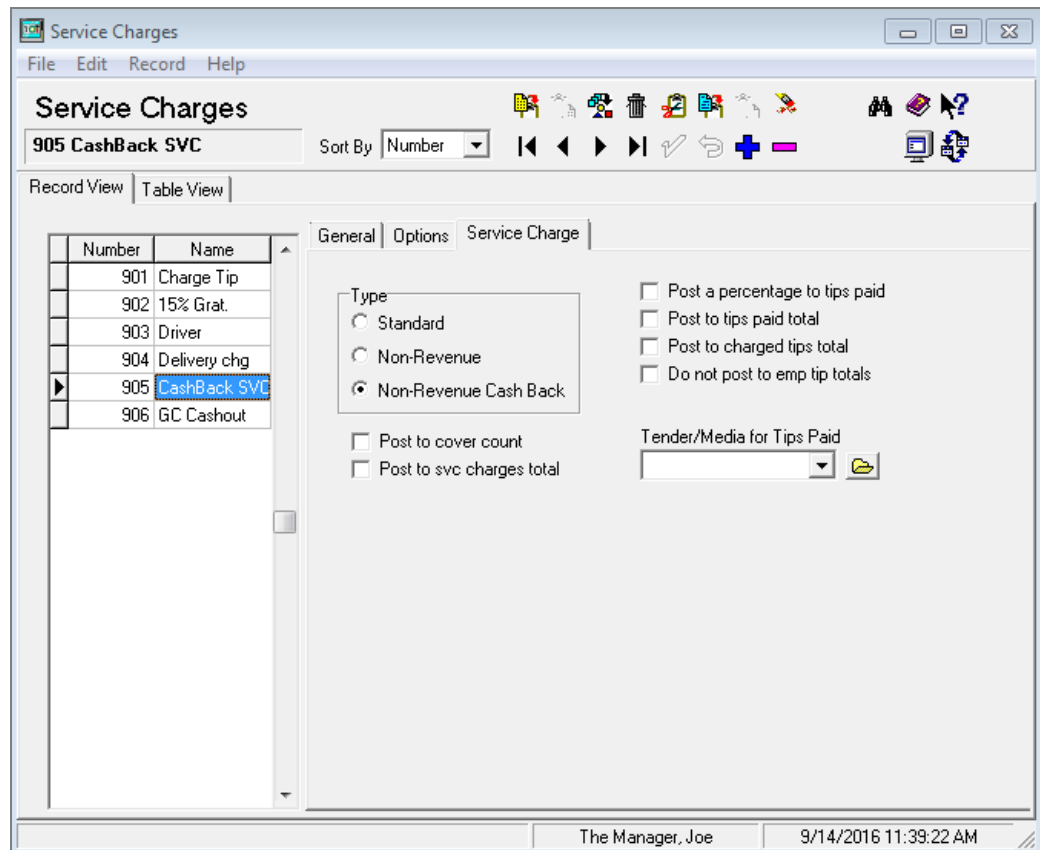


Setup the following service charges.

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



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

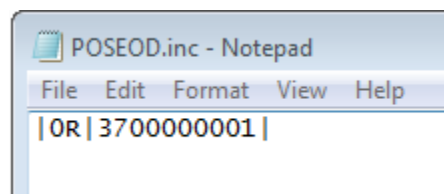


- On the **Service Charge** tab, select **Non-Revenue Cash Back** option.

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|3700000001|3700000002|`).



To run POSEOD manually, double-click the `Micros\Res\Pos\Scripts\poseod\poseod.exe` file.

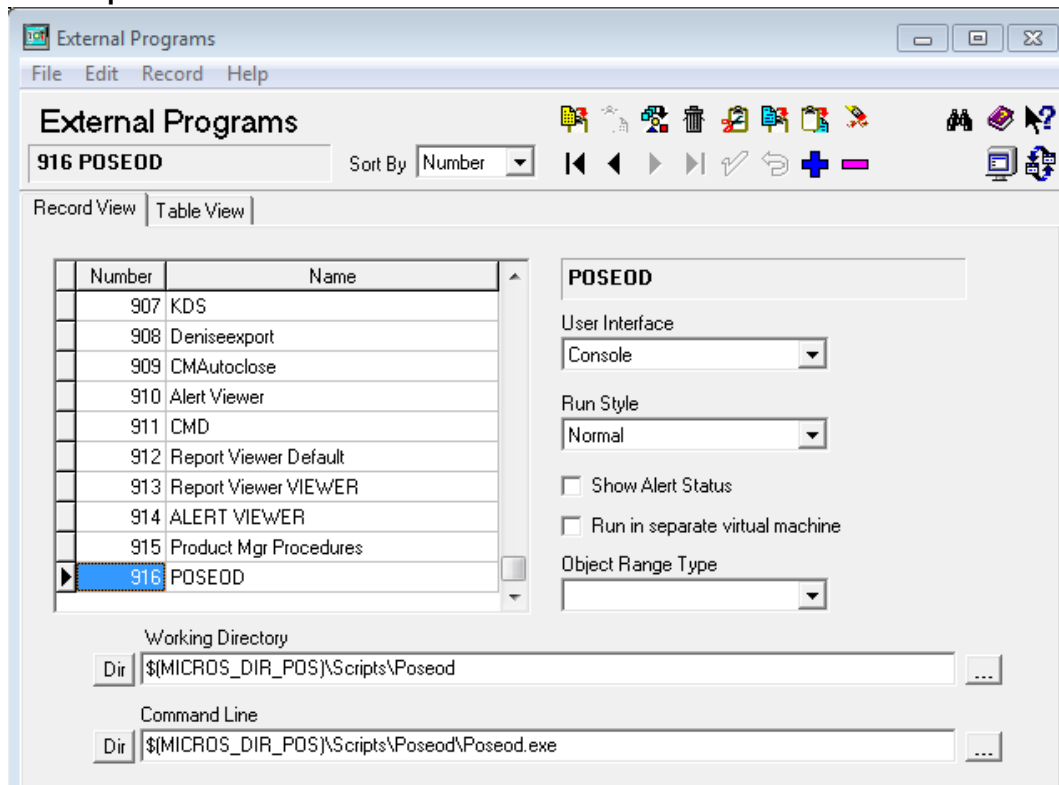
A DOS CMD window flashes briefly.

To verify POSEOD ran successfully, open the OraclePaymentInterface\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



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.

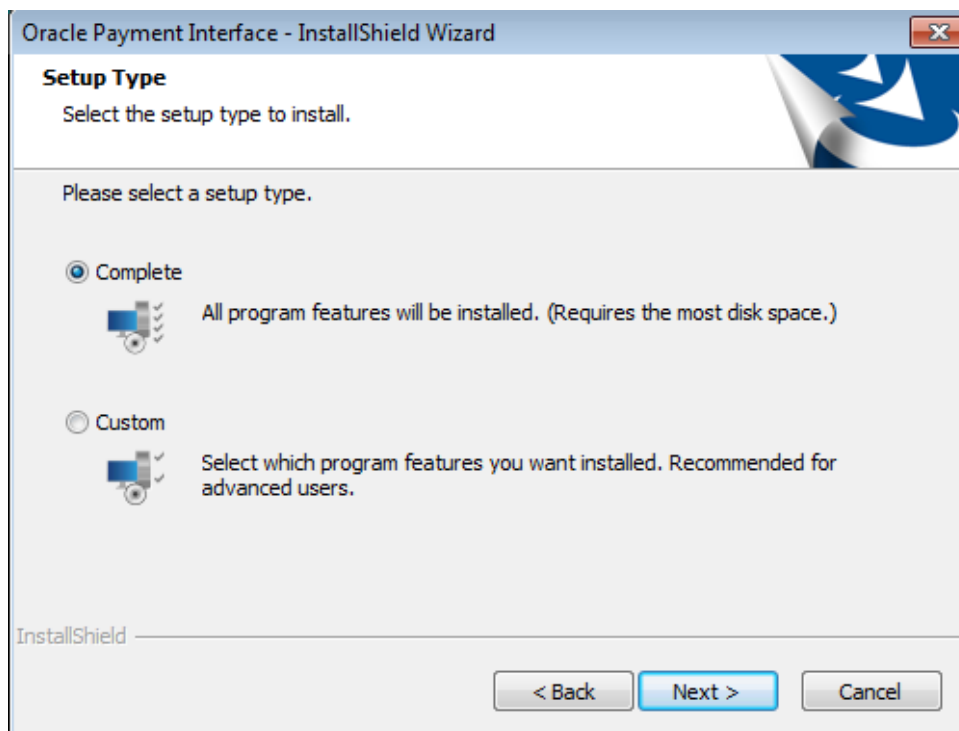
To Uninstall

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 `%OPI_HOME%/bin/MicrosGatewayConfig.exe` 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

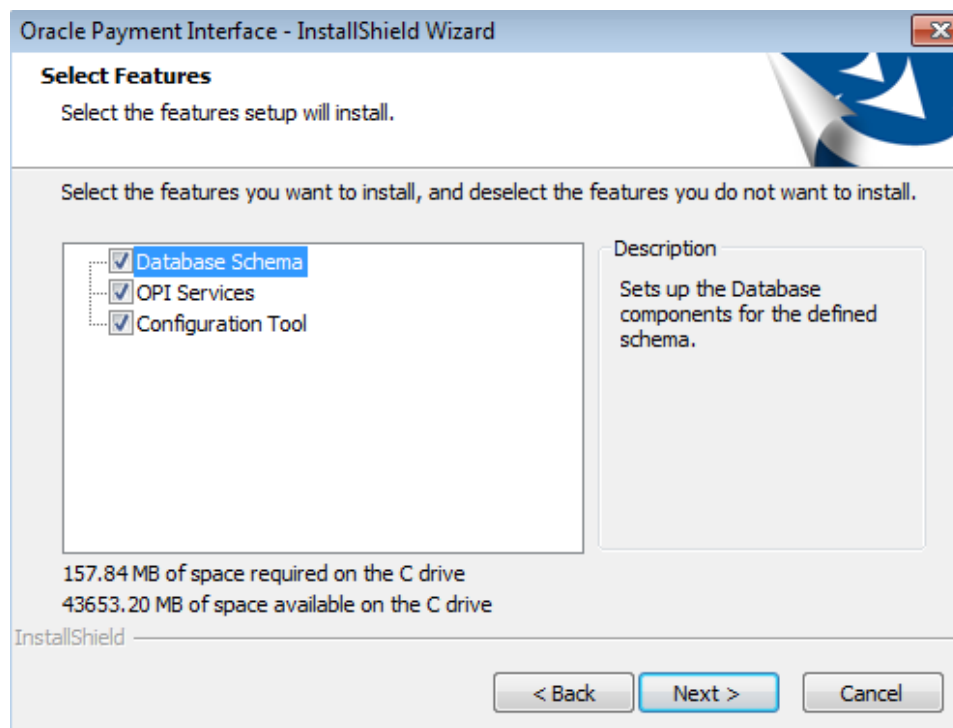
1. Take Micros Control Panel to **off**.
2. Copy `OraclePaymentInterfaceInstaller_19.1.0.0.exe` to the Server and double-click it to launch the install.
3. Select your language, and then click **OK**.
4. Click **Next** on the Welcome to the InstallShield Wizard for Oracle Payment Interface screen.

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



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**.



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.

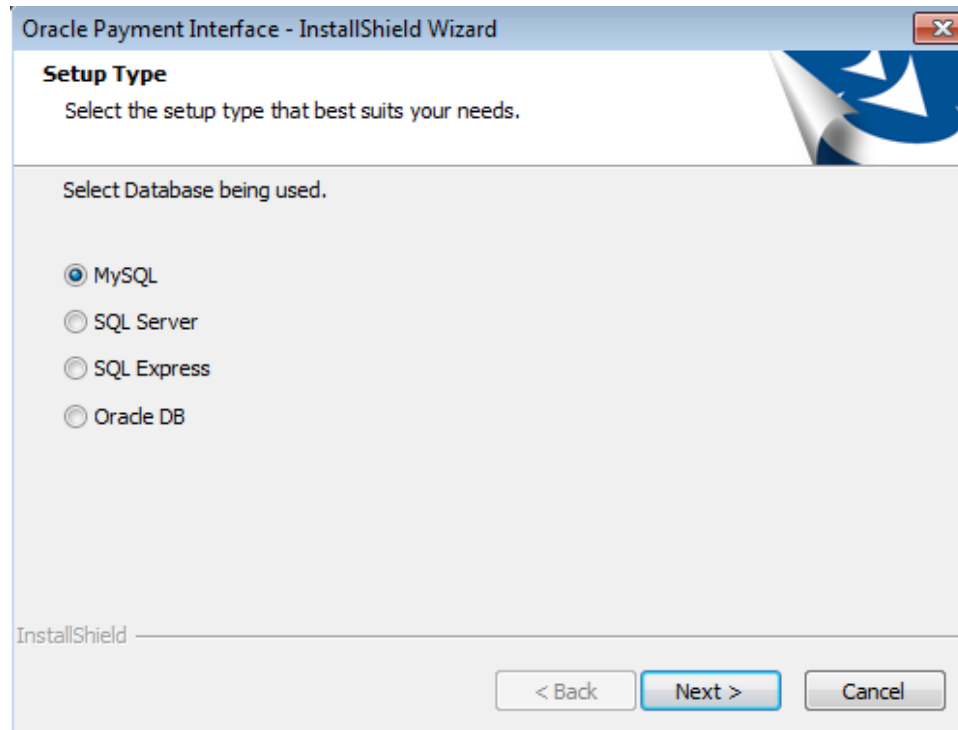
7. Select the features to install on this computer, and then click **Next**.

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.

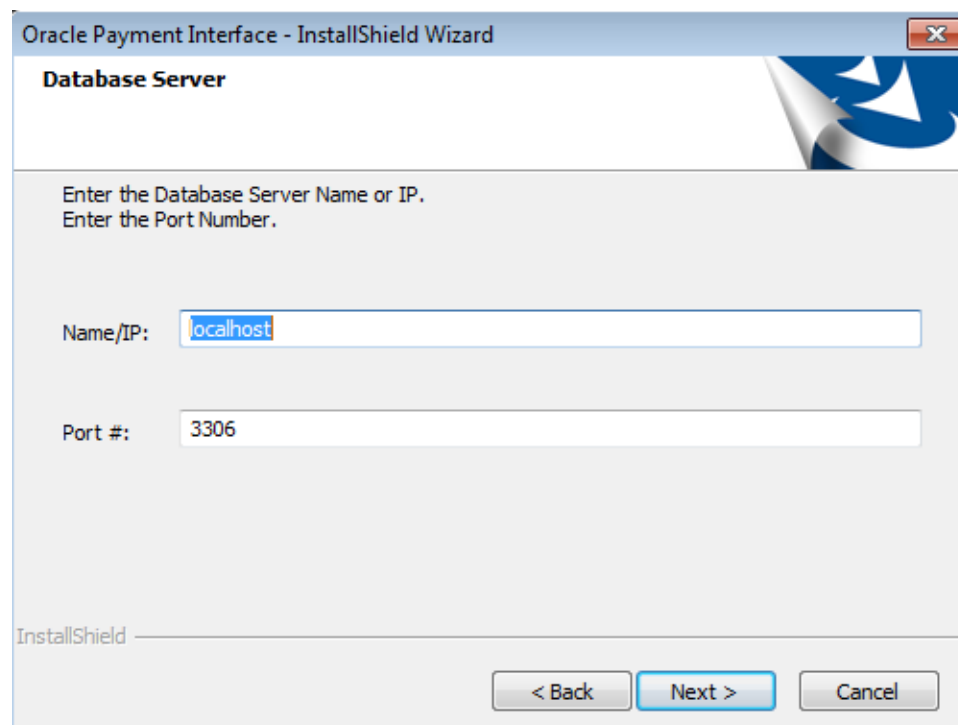
The Setup Type screen appears.



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

 **NOTE:**

OPI does not install any database, so the database must already be installed.



The Database Server screen appears.

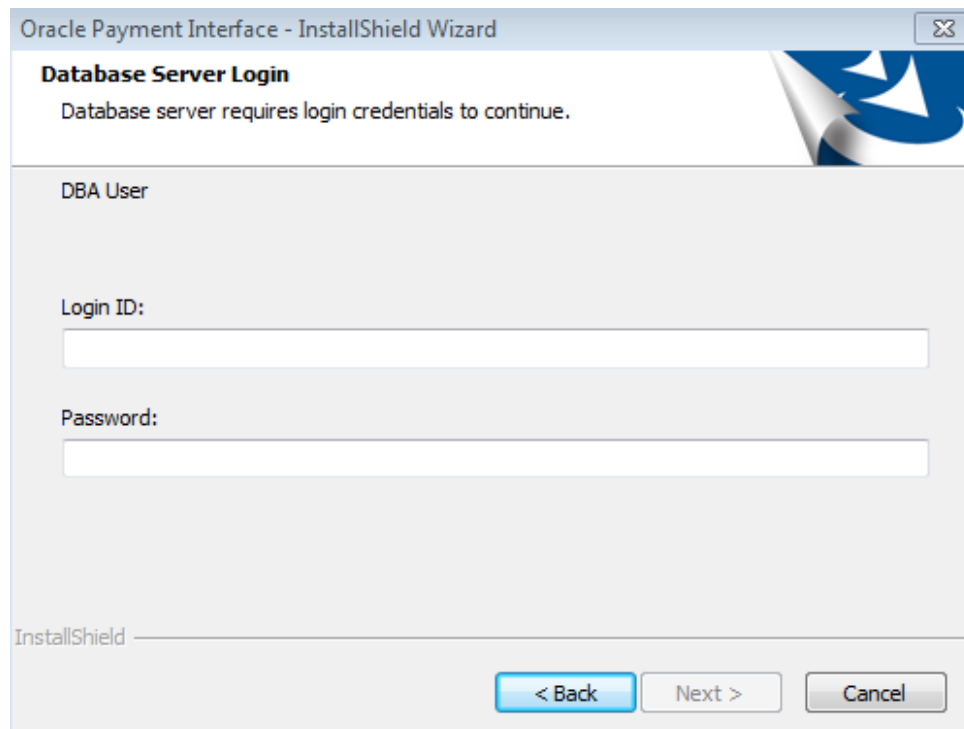
11. **The Name/IP:** field defaults to localhost. This should be left as localhost if the OPI database is installed on the same computer. If the database is installed on another computer, the Name or IP address of that machine should be entered here.

 **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.



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.

The screenshot shows a dialog box titled "Oracle Payment Interface - InstallShield Wizard" with a sub-header "Database User Credentials". The dialog contains the following text: "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: !@#\$\$%^&*". Below this text are three input fields labeled "User Name:", "Password:", and "Confirm Password:". At the bottom of the dialog are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the dialog.

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

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:

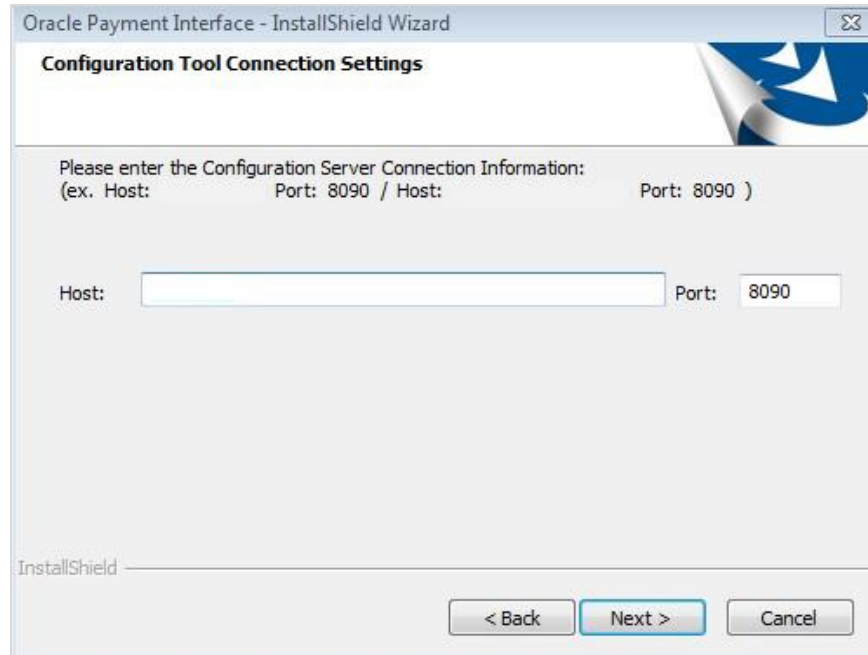
Password:

Confirm Password:

InstallShield

< Back Next > Cancel

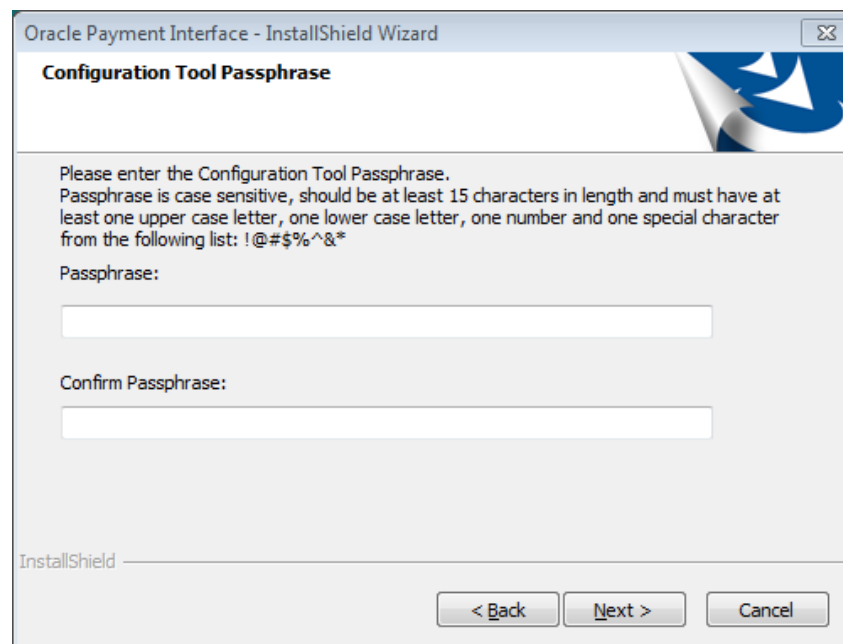
19. **User Name:** Enter the user name to create the Super user account. This can be any user name and does not have to be a Windows account user.
20. **Password:** Create a password. Password is case sensitive, should be at least 8 characters in length and must have at least one upper case letter, one 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.



- **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**.

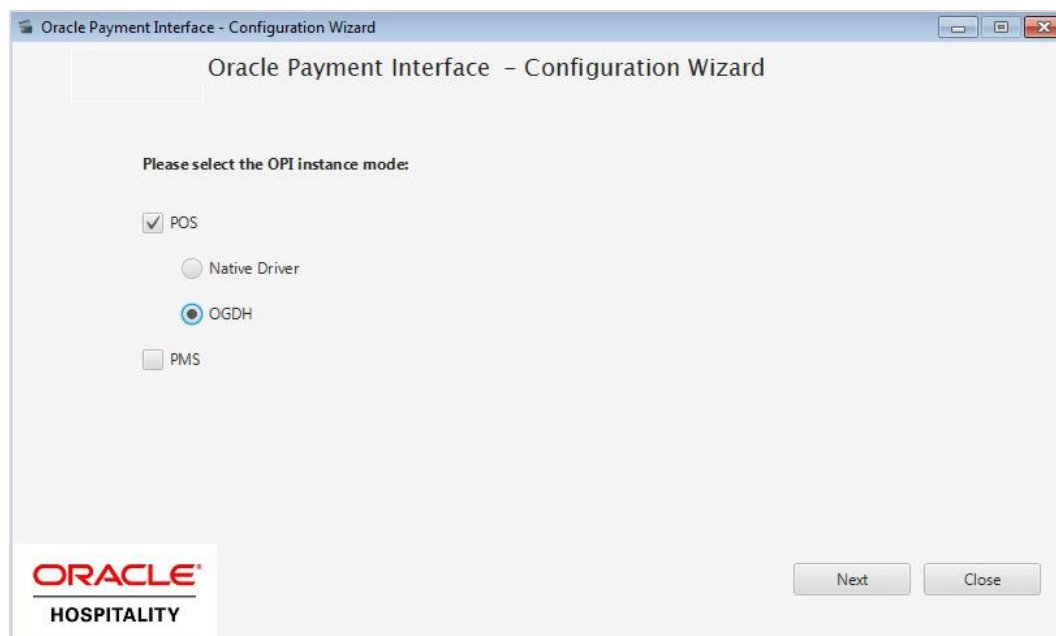
The Configuration Tool Passphrase screen appears.



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.

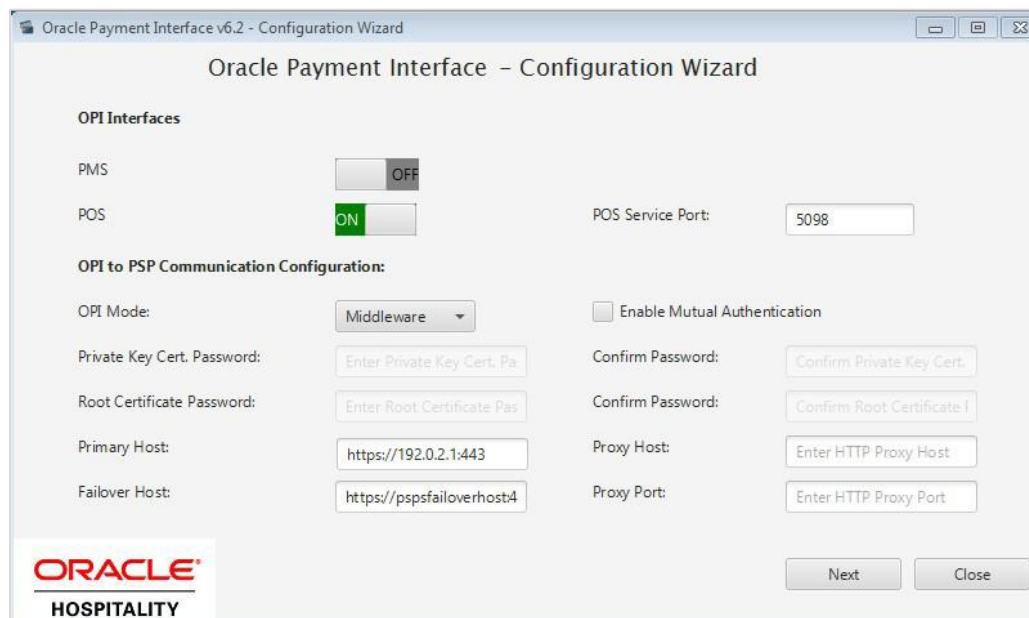


26. Select **POS** and **OGDH**, and then click **Next**.

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.



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.

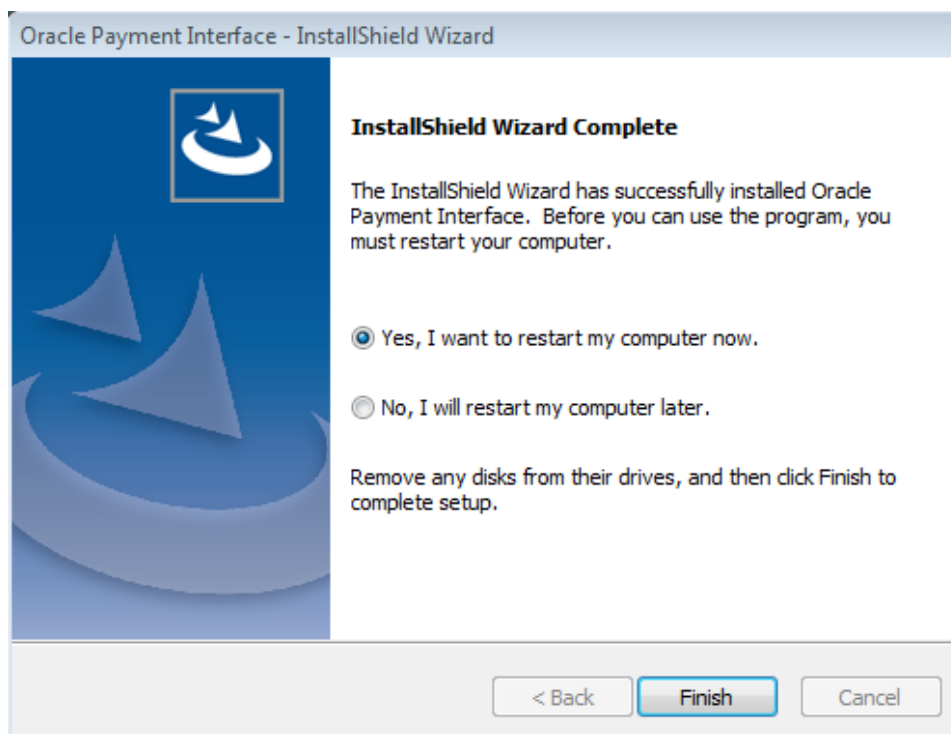
45. Complete or accept the following default values for Pay at Table Configuration fields:
 - **Service Port:** Enter the correct port for use with Pay at Table terminals.
 - **Certificate Password:** If doing a new OPI installation, then use the certificate password and port provided by the PSP.
46. 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.



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

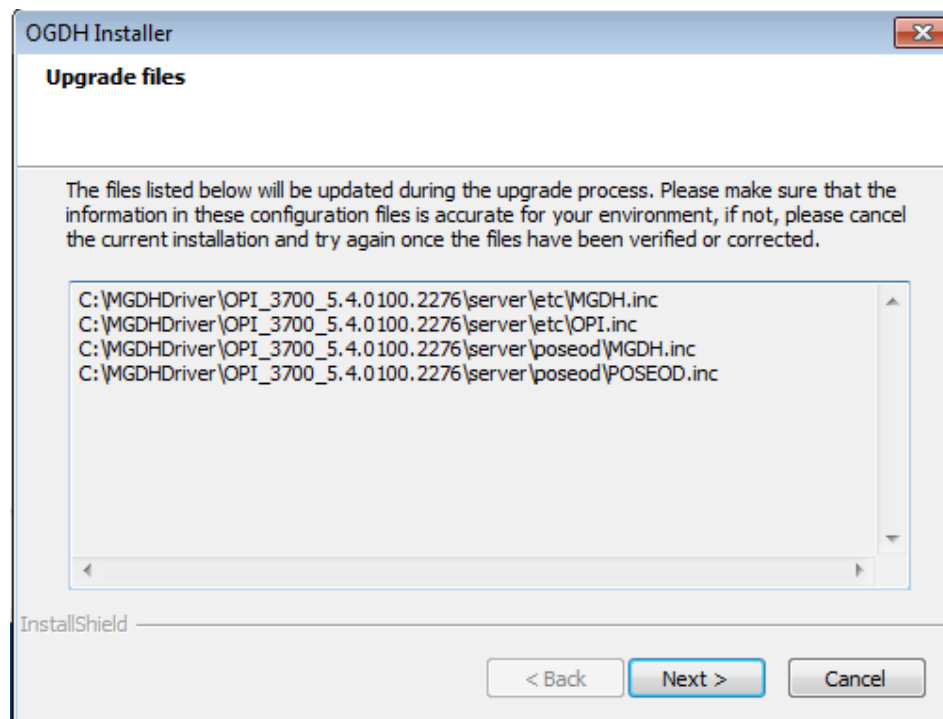
Upgrading MGDH to OGDH

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.



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

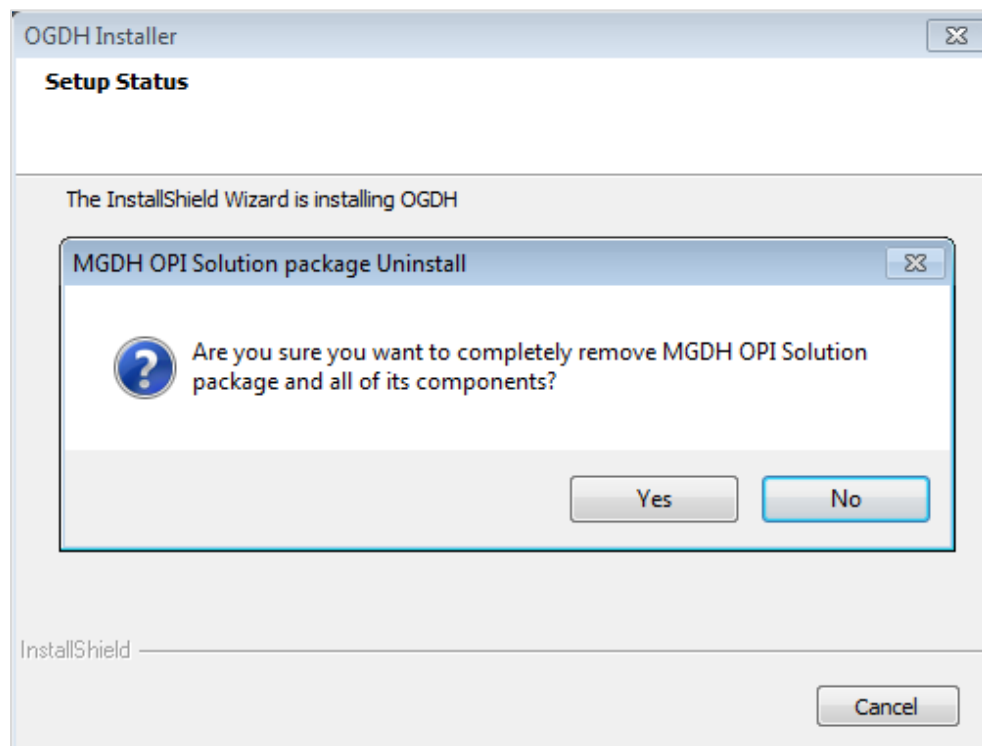
4. After verifying the files are correct, click Next.

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**.

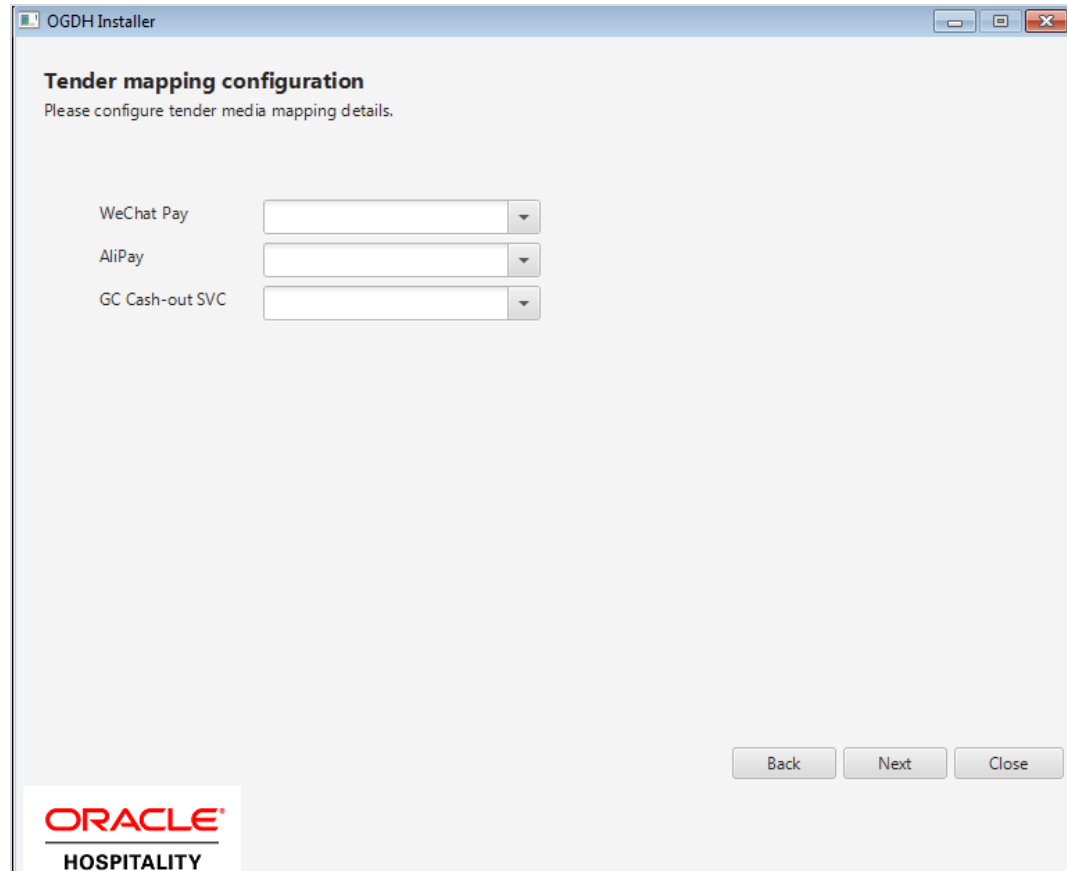
The InstallShield Wizard screen appears.



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

The screenshot shows a window titled "OGDH Installer" with a subtitle "Connect to RES database". Below the subtitle is a note: "This connection will be used to retrieve details like RVC list, Tender Mappings, etc." The main area contains a "DB System" section with a radio button selected for "Sybase". Below this are five input fields: "Host / IP Address", "Port" (with the value "2638" entered), "DB Name / SID", "Username", and "Password". At the bottom of the input fields are two buttons: "Connect" and "Skip DB Connection". The "Skip DB Connection" button is highlighted in yellow. At the bottom right of the window are three buttons: "Back", "Next", and "Close". In the bottom left corner, there is an "ORACLE HOSPITALITY" logo.

9. Click **Skip DB Connection**.



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**.
16. On Tender Mapping configuration screen, verify settings are correct, and then click **Next**.

Extra Tender mapping configuration
Please configure tender media mapping details.

Enable extra tenders

ExtraTender1 [dropdown] ExtraTender13 [dropdown]
 ExtraTender2 [dropdown] ExtraTender14 [dropdown]
 ExtraTender3 [dropdown] ExtraTender15 [dropdown]
 ExtraTender4 [dropdown]
 ExtraTender5 [dropdown]
 ExtraTender6 [dropdown]
 ExtraTender7 [dropdown]
 ExtraTender8 [dropdown]
 ExtraTender9 [dropdown]
 ExtraTender10 [dropdown]
 ExtraTender11 [dropdown]
 ExtraTender12 [dropdown]

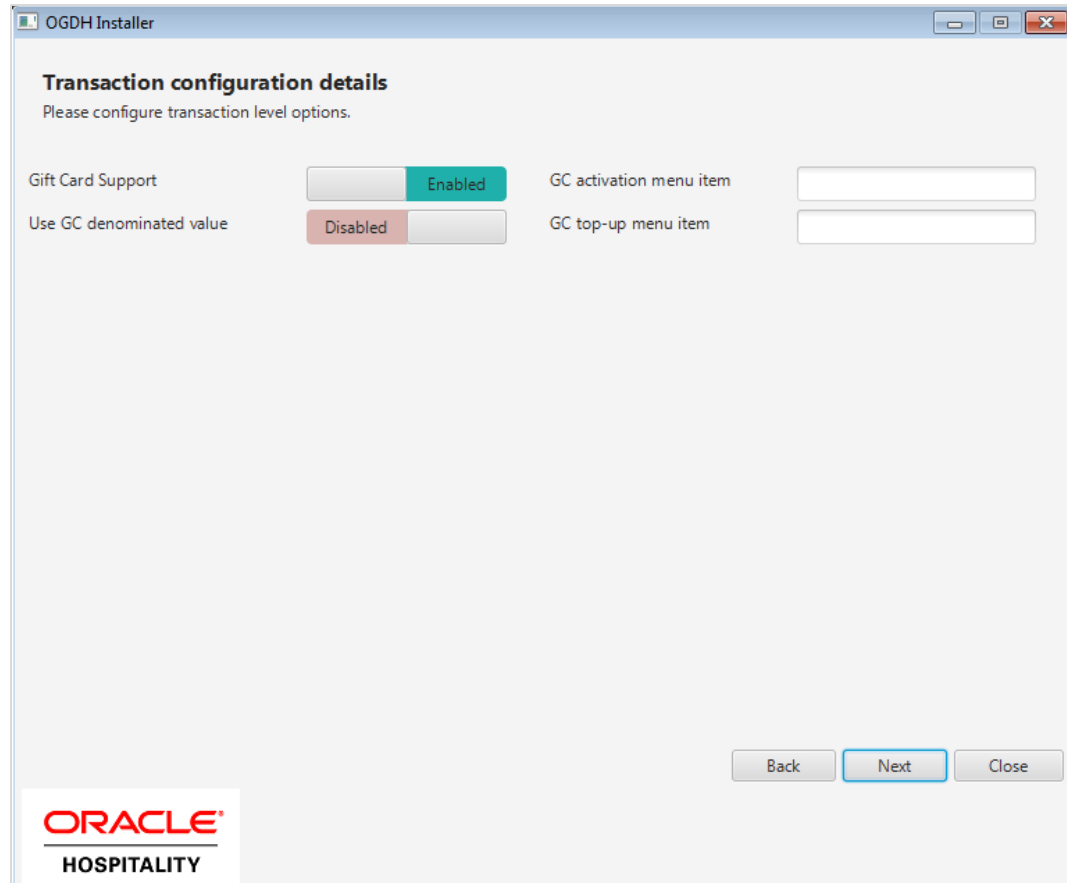
Back Next Close

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NOTE:

Note that all tenders that existed in the previous MGDH installation have already been transferred to new OGDH OPI.inc file.

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.



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.



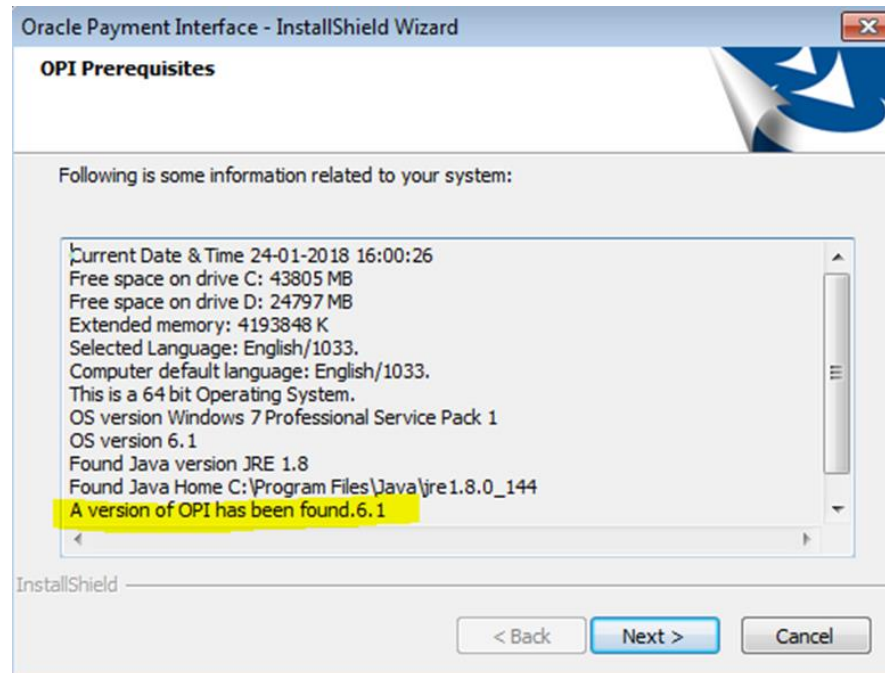
NOTE:

OPI 6.1 and higher can be upgraded to OPI 19.1.

OPI Upgrade Steps

1. 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.



5. Click **OK** on the OPI Upgrade screen.



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**.

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.
2. 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.

5. 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.

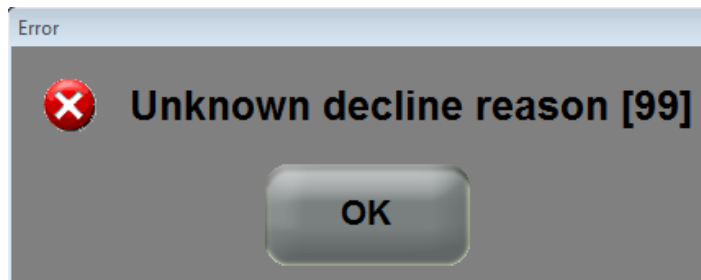
Example: From CMD prompt: telnet 192.0.2.1 5098

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