

How to Install Point-of-Sale Controller

Point-of-Sale Controller (POS Controller) works with TouchNet software to provide an enhanced solution for taking in-person payments using Ingenico countertop payment devices, such as the Ingenico iSC Touch 250. (Note: Handheld devices such as the Ingenico iCMP and the Ingenico iSMP Companion do not use POS Controller.)

Important! Point-of-Sale Controller requires the use of a self-signed certificate. All workstations where Point-of-Sale Controller will be installed must allow the use of a self-signed certificate. Please see the "Troubleshooting" section of this document for more information.

Product Updates

TouchNet may update Point-of-Sale Controller software to address issues and to add new functionality. Once you install Point-of-Sale Controller, we strongly recommend you watch the "Software Downloads" page of the TouchNet Client Community to determine when new versions of the software are released and install the new versions as they become available. (Note: You can determine the version number of Point-of-Sale Controller installed on a workstation by using the Windows Control Panel and navigating to "Programs and Features." In the list of installed applications, look for "TouchNet POS Controller" and its corresponding Version number.) TouchNet supports the current version of the software and one version back. A short history of the Point-of-Sale Controller version numbers is included on the "Software Downloads" page of the TouchNet Client Community.

Enhanced Functionality

POS Controller introduces enhanced functionality for TouchNet applications. These applications include Marketplace Point-of-Sale Countertop, POS Client (formerly called EMV Client), Cashiering Business Office, and Campus Merchant Edition.

This new, enhanced functionality includes ...

- A PCI-validated point-to-point encryption (P2PE) solution that encrypts cardholder data at the point-of-sale.

- Support for the latest versions of the following browsers: Internet Explorer, Firefox, and Chrome. (Cashiering Business Office must use Internet Explorer 11.)
- Support for EMV debit card payments with PIN entry by cardholders (availability depends upon your payment processor).
- Support for EMV contactless debit card payments and Apple Pay (availability depends upon your payment processor).

Note: For existing customers, be sure to read “How to Transition to POS Controller” below so you can learn more about how to start the transition process.

How to Transition to POS Controller

New customers can skip this section

If you are an existing client of TouchNet and would like to take advantage of the enhanced functionality provided through POS Controller, you can begin the transition process by contacting your TouchNet Client Relationship Manager.

POS Controller requires that you either purchase new Ingenico payment devices or return your existing devices for an operating system upgrade. In many situations, purchasing new Ingenico payment devices is the best alternative.

Regarding the Purchase of New Ingenico Payment Devices ...

How old is your payment hardware on campus? Much like phones and computers, Ingenico devices are only covered by warranty for one year. Even during this period, software updates, product enhancements, and new technology all impact the speed and validity of your transactions.

As we add new layers of security around the data you send, the changes could overload your system, which is why we recommend replacing your hardware every three years. TouchNet is currently rolling out the ability to add contactless and Validated Point-to-Point Encryption to our hardware options.

If you're interested in adding this software and would like more information about how it will affect your current hardware devices, please contact your TouchNet Client Relationship Manager.

Regarding Upgrading Your Existing Ingenico Payment Devices ...

To use your existing Ingenico payment devices with Point-of-Sale Controller will likely require that you return your existing payment devices to TouchNet—or if you would like to take advantage of TouchNet’s PCI-validated P2PE solution, by returning your payment devices to TouchNet’s partner. This return of devices typically takes place in shifts so that you always have devices in the field and thus your ability to take payments is not interrupted. The return and upgrade of your existing Ingenico payment devices can

be coordinated by contacting TouchNet. (A fee applies when devices are upgraded. Contact your TouchNet Sales Representative for details.)

After You Have Received New or Upgraded Ingenico Payment Devices ...

After you have received new or upgraded Ingenico payment devices, you can then begin the process of installing POS Controller on workstations where payments will be accepted. The Point-of-Sale Controller can be downloaded from the TouchNet Client Community (go to the Software Downloads section).

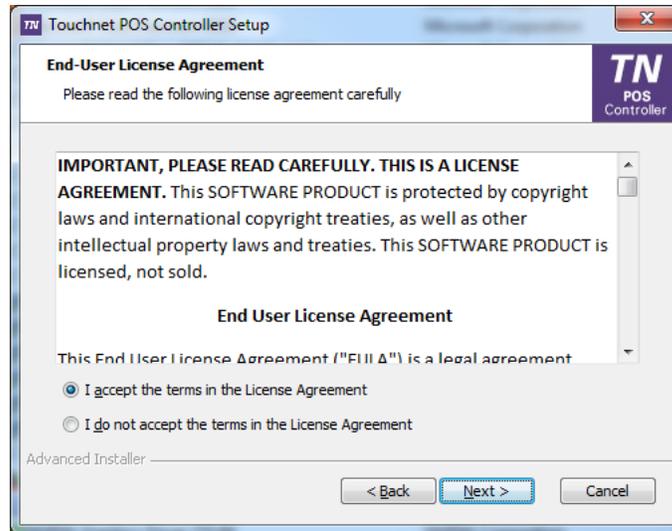
Running the Installer for Point-of-Sale Controller

Follow these instructions after you have downloaded the installer for Point-of-Sale Controller. The installer is available on the TouchNet Client Community on the Software Downloads page:

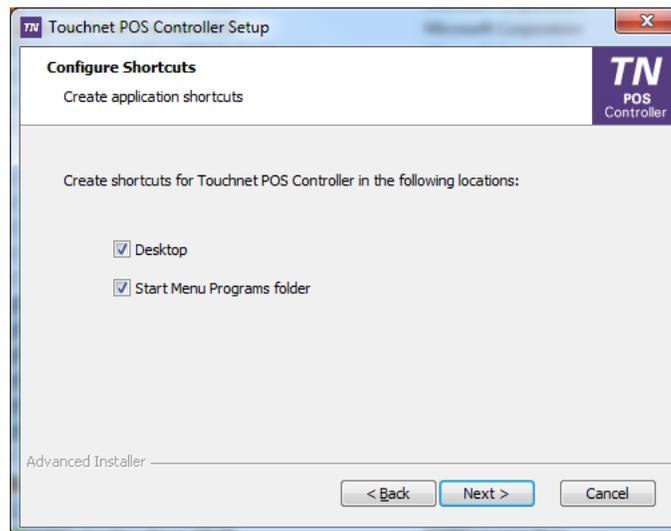
1. Double click the installer.
The installer will prepare to install the files and then display the Welcome panel.



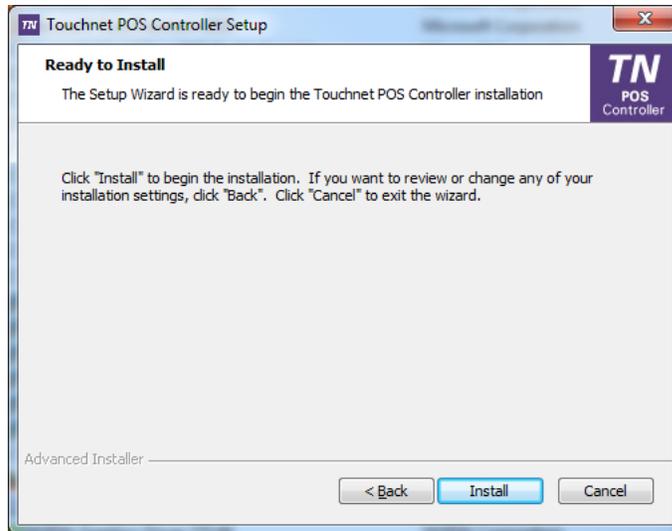
2. Select the Next button to start the Setup Wizard.
The End-User License Agreement panel appears.



3. Read the agreement and indicate whether you accept the terms of the agreement.
4. *If you choose "I accept the terms of the License Agreement" ...*
Select the **Next** button. The Configure Shortcuts panel then appears.
If you choose "I do not accept the terms of the License Agreement" ...
Select the Cancel button to exit the installer.

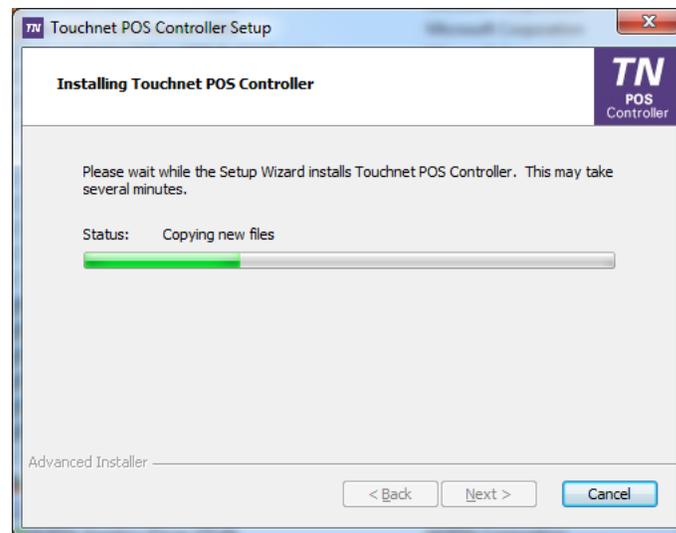


5. Select the checkboxes on this Configure Shortcuts panel to determine where the icon for launching POS Controller will be placed. You can choose to install a start icon on your Desktop and/or you can choose to install the start icon in the Start Menu.
Note: We strongly suggest you select the checkbox for 'Start Menu Programs folder' so that you will be able to start POS Controller easily.
6. Select the **Next** button.
The "Ready to Install" panel then appears.



7. Select the **Install** button.

The Setup Wizard may now take several minutes as it installs the files and configures your system.



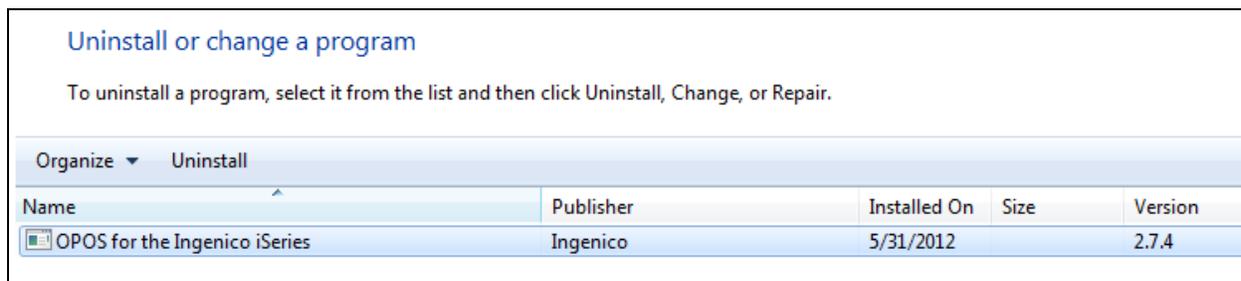
After the installation process completes, the final panel appears.

8. Select the Finish button.

The Setup Wizard finishes the installation process and exits.

Important! Ingenico iSeries device drivers are not used with POS Controller and will in fact prevent POS Controller from working. After installing POS Controller, you should uninstall any Ingenico iSeries device drivers that were previously installed on the workstation computer. (Note: These drivers may have been installed, for example, if the workstation computer was previously used with TouchNet Cashiering Business Office Edition.) To determine if Ingenico iSeries device drivers have been installed, select the "Programs and Features" option on the Windows Control

Panel, and then look for "OPOS for the Ingenico iSeries" in the list of programs, as shown in the image below.



If "OPOS for the Ingenico iSeries" appears, right click on it, choose Uninstall/Change, and follow the prompts to remove these drivers from the workstation computer.

Starting POS Controller

Once the installation process is complete, start POS Controller by either using the shortcut on the Windows Desktop or the entry in the Start Menu (depending on the options that you chose when you ran the installer). The shortcut icon says "POS" and has a purple background.

Important! You must start POS Controller before you can take payments. If you fail to launch POS Controller before you attempt to take a payment, your TouchNet application will not be able to accept payments.

When Point-of-Sale Controller starts, an icon for this application will appear in the Windows taskbar.



If you right click on the POS Controller icon in the taskbar, a fly-out menu appears with two options: 1) Exit and 2) Ship Debug Log.

Select Exit to close Point-of-Sale Controller. (If you choose this option, you will not be able to take payments.)

You can use the "Ship Debug Log" option if you plan to contact TouchNet about a concern regarding POS Controller. When you choose this option, a copy of the debug file for the current session of POS Controller will be saved and made available for TouchNet support analysts to view, which can help with the troubleshooting process.

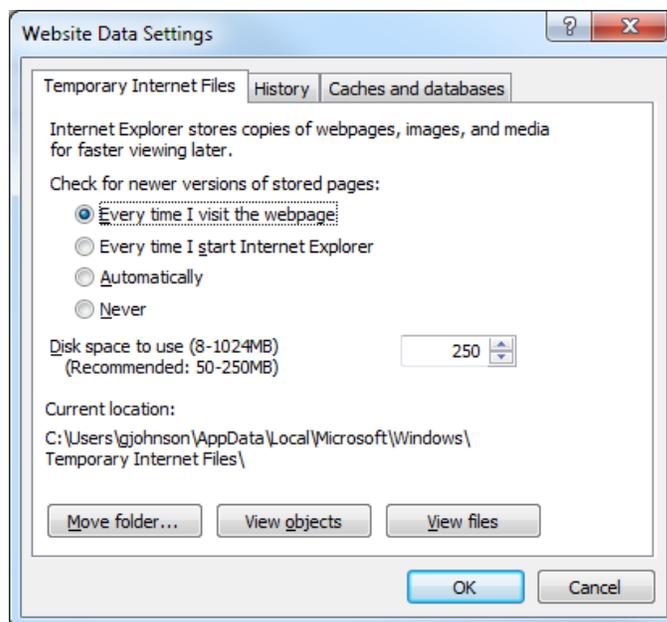
Browser Configuration

The following table provides additional notes regarding configuration for the major browsers.

Browser	Steps to take
Google Chrome	No additional browser configuration is required for Google Chrome.
Firefox	<div data-bbox="423 499 1433 653" style="border: 1px solid black; padding: 5px;"> <p>Important! Make sure you have started POS Controller as described in “Starting POS Controller” before you perform the following steps. POS Controller must be running when you perform the following setup steps.</p> </div> <ol style="list-style-type: none"> <li data-bbox="440 678 1349 751">1. Navigate to https://127.0.0.1:8444/ in Firefox. <i>You will now see a page that says “Your connection is not secure.”</i> <li data-bbox="440 758 1284 831">2. Select the Advanced button. <i>You will see a panel that explains the certificate is self-signed.</i> <li data-bbox="440 837 1235 911">3. Select the Add Exception button. <i>A window will then appear titled “Add Security Exception.”</i> <li data-bbox="440 917 1089 951">4. Select the “Confirm Security Exception” button.
Internet Explorer 11	No additional browser configuration is required for Microsoft Explorer 11. However, with Cashiering Business Office, please see the note below.
Microsoft Edge	Microsoft Edge is not supported for use with POS Controller.

Note: Cashiering Business Office only supports Microsoft Internet Explorer 11. In addition, we strongly recommend that you make the following selections in the Internet Explorer Settings:

1. Click the Gear icon in the upper right corner and choose “Internet options.”
The Internet Options dialog window is then displayed.
2. Select the General tab (if it is not already selected).
3. In the Browsing history section, select the Settings button.
The Website Data Settings dialog window is then displayed.



4. Select the Temporary Internet Files tab (if it is not already selected).
5. In the "Check for newer versions of stored pages" section, select "Every time I visit the webpage."

Important! TouchNet strongly recommends that "Every time I visit the webpage" be selected on the Website Data Settings panel. If this option is not selected, payments may fail.

Taking Payments

Before you attempt to take payments, be sure to start POS Controller (if it is not already running). Look for the POS icon in the Windows taskbar, as described in "Starting POS Controller." Do not attempt to take payments if the POS icon is not displayed in the Windows taskbar.

Important! You must start POS Controller before you can take payments. If you fail to launch POS Controller, your TouchNet application will not be able to accept payments.

Troubleshooting

Note: The following steps may require action by your Campus IT department.

To test that the browser is configured for POS Controller, navigate to <https://127.0.0.1:8444/>. (Be sure you have started POS Controller.)

If your browser is properly configured for POS Controller, it will display "HTTP Status 404" — *and this result is to be expected*. Apache Tomcat software was installed along with POS Controller. Notice the bottom of the "HTTP Status 404" messages says "Apache Tomcat" (followed by a version number). This message means the Apache Tomcat software now on the workstation is responding when your browser sends a request to the local port (127.0.0.1) and port 8444. Your workstation is now ready to take payments.

If you do not see the "HTTP Status 404" message ...

If you do not see the "HTTP Status 404" message, you should first check to ensure that you have launched POS Controller. If you have not, your browser will display a page that indicates there was a problem loading the page.

- Google Chrome will say "This site can't be reached"
- Firefox will say "Unable to Connect"
- Microsoft Internet Explorer will say "This page can't be displayed"

In this situation, simply follow the instructions in "Starting POS Controller."

If you encounter a different message, continue to the next section.

Identifying problems with certificates

The installer for Point-of-Sale Controller includes a self-signed certificate. In some circumstances, institutions may have policies that prevent the use of self-signed certificates that have been provided by a second or third party. To determine if the POS Controller certificate has been installed, you must view the list of certificates that your browser recognizes.

With Google Chrome ...

- a. Go to Settings and search for "certificates." The "Privacy and Security" settings will appear and "Manage certificates" will be highlighted.
- b. Click "Manage certificates". A Certificate dialog then opens.

- c. Select the Trusted Root Certification Authorities tab and look for "127.0.0.1" in the list of certificates.
- d. In some circumstances, an additional step may be required for Google Chrome configuration. If you have followed the steps above and your browser is still not working with POS Controller, enter the following command into your browser's address field:

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chrome://flags/#allow-insecure-localhost
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And then press Enter. This command will allow your browser to run applications on the local host or 127.0.0.1 IP address.

- e. If you still do not see the "127.0.0.1" certificate, see the note below.

With Firefox ...

- a. Go to Options and search for "certificates." The Certificates settings will then appear and the View Certificates button will be highlighted.
- b. Click the "View Certificates" button. The Certificate Manager panel then appears.
- c. Select the Your Certificates tab and look for "127.0.0.1" in the list of certificates.
- d. If "127.0.0.1" certificate is present but your browser is still not working with POS Controller, see the note below.

With Microsoft Internet Explorer ...

- a. Go to Internet Options. The Internet Options dialog appears.
- b. Select the Content tab.
- c. Select the Certificates button. The Certificates dialog then opens.
- d. Select the Trusted Root Certification Authorities tab and look for "127.0.0.1" in the list of certificates. If you do not see "127.0.0.1", see the note below.

Note: If the "127.0.0.1" certificate is not listed as described above, your institution most likely has security policies that prevent the use of self-signed certificates provided by a second or third party.