

cCredit Gateway Hospitality Setup

Setup description

Version 1.2

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1 History

[illegible]

2 Introduction

With the cCredit Gateway solution, a hosted Omni-Channel payment solution is available for the retail and hospitality market.

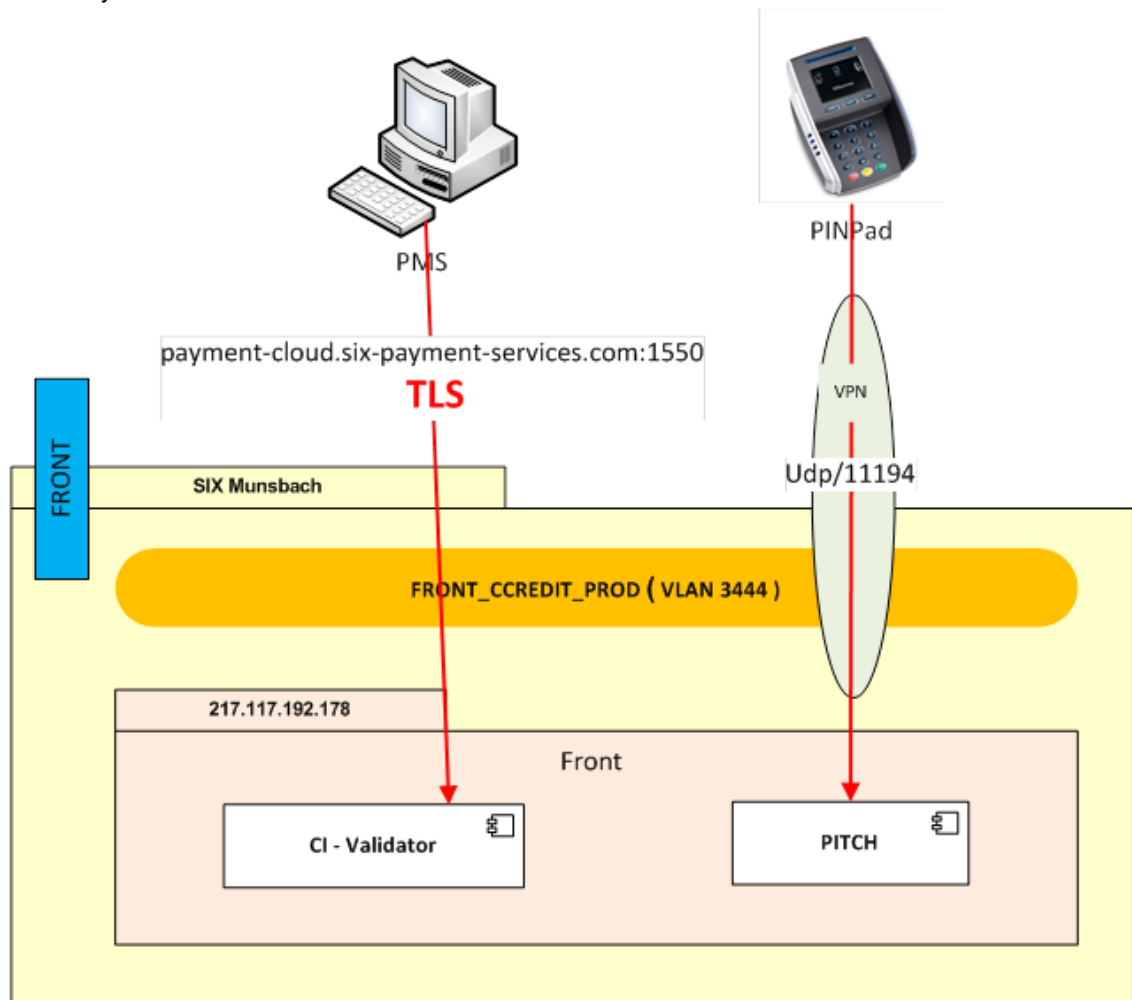
This solution is currently only available for the ep2 protocol and its technical and functional restrictions, which can be found in "cCredit Service Description (Overview) Hospitality".

This document describes the process for the setup of (or: setting up) the PINPAD on site.

3 General PINPAD information

3.1 Connection between PINPAD and Pitch

The diagram below illustrates the basic connection of the PINPAD and the PMS to the cCredit Gateway solution.



3.2 Firewall clearance for PINPAD resp. PMS

Name	IP	Domain-Name	Port	Description
PINPAD Connection	217.117.192.178	payment-cloud.six-payment-services.com	UDP 11194	Connection between PINPAD and cCredit-Gateway Has to be entered on the PINPAD
CXI Connection HMS - Gateway	217.117.192.178	payment-cloud.six-payment-services.com	TCP 1550	Requests between POS/HMS and cCredit-Gateway <i>This connection requires a certificate provided from cCredit</i>
CXI over WebSocket HMS – Gateway	217.117.192.178	payment-cloud.six-payment-services.com	TCP 1552 HTTPS	Requests between POS/HMS and cCredit-Gateway <i>This connection requires a username and password provided by cCredit</i>

3.3 Character set change

If a numeric input (IP, Terminal ID etc.) is required, it may be necessary to change the available character set (change between letters, special characters and numbers).

To switch from the full character set to the purely numeric (only numbers) input, the menu key must be pressed three times. The digits can then be entered directly using the keys.



4 Pltch – Wizard

The Pltch - Wizard is displayed when a PINPAD is started for the first time and leads step by step through the Pltch configuration.

As soon as a successful connection to the PINPAD could be established, this wizard is no longer displayed.

1. „Adapter Info“ is displayed after starting the PINPAD
2. Press „proceed“ or „OK“ button

Adapter Info

LAN

Ip: not assigned

Mask: not assigned

DGW: not assigned

DNS:

config

proceed

3. Enter hostname or IP address of the Pltch Server, confirm with “OK” button (twice)

Preset with Pltch¹

IP: 217.117.192.178

Hostname:

payment-cloud.six-payment-services.com

Connection setup

Enter Pltch host:

127.0.0.1

2àáâãäåæçà

4. Enter IP port of the Pltch Server, confirm with “OK”

Port: 11194

Connection setup

Enter Pltch port:

11194

5. Save connection configuration with “OK” button
6. The updated Pltch configuration is displayed

(press „Stop“ if the connection configuration is incorrect)

Save Pltch

Host: 127.0.0.1

Port: 11194

Type: udp

Save configuration?

¹ If you enter the name pitch to the used DNS with the address 217.117.192.178. No change is needed

7. Enter terminal-ID, confirm with "OK"
8. Enter terminal-ID again, confirm with "OK"

(Typing errors are checked)

9. Save terminal-ID with "OK" button

(press „Stop“ if the terminal ID is incorrect)

TID Entry

Enter TID:

Save TID

TID: 12345678
S/N: 000819230292

Save TID?

After a successful configuration and the following connection with cCredit, the Pltch - Wizard will no longer be displayed.

5 Yomani for Pltch configuration

The operation of Pltch requires manual entries on the PINPAD. This chapter describes the possible and/or necessary configuration settings on the PINPAD.

The following steps must be performed if any future changes are to be made to the configuration (after using the [Pltch - Wizard](#)).

Select the installation menu

Enter TerminalID

Start the Pltch Client

In case of errors during the installation, please pay attention to the explanations in the **installation error scenarios** and correct the error if necessary.

5.1 Select the installation menu

Bei der ersten Inbetriebnahme eines PINPAD wird der **Pltch – Wizard angezeigt**.

(Alle Daten in den Bildern sind **Beispieldaten**)

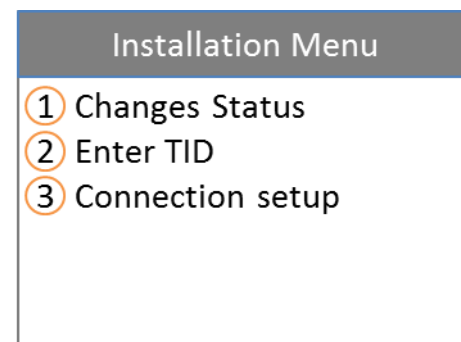
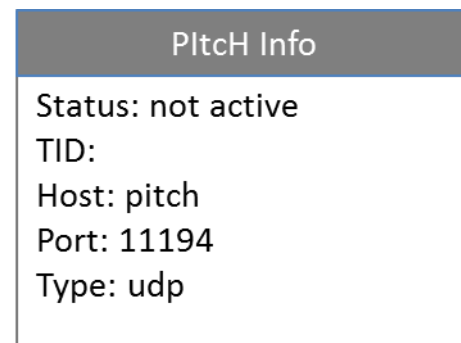
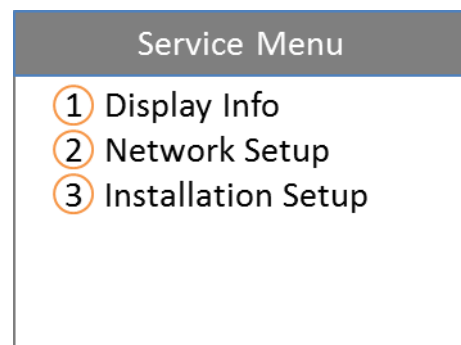
1. On the screen „PINPAD betriebsbereit“ or „PINPAD ready“ shall be displayed.
2. Press the “Menu“ button

3. Select “3 – Installation Setup“
4. Type in the technician password
1235789

5. The Pltch configuration is shown

(the picture on the left shows an empty configuration)

6. Press the “Menu“ button
7. The Installation Menu is shown



5.2 Enter terminal ID

1. Open Installation Menu (see **2.1 Select the installation menu**)
2. Select "2 – Enter TID"

3. Enter the Terminal-ID and confirm with "OK"
4. Enter the Terminal-ID again and confirm with "OK"

(check for typing errors)

5. Save the Terminal-ID by pressing the "OK" Button
6. The current Pltch configuration is shown

(in case of a wrong Terminal-ID please press "Stop" button instead)

TID Entry
<p>Enter TID:</p> <input type="text" value="0"/>

Save TID
<p>TID: 12345678 S/N: 000819230292</p> <p>Save TID?</p>

5.3 Enter Pltch communication parameter

1. Open the „Installation Menu“ (see **2.1 Select the installation menu**)
2. Select "3 – Connection setup"

3. Enter Pltch Servers Hostname or IP Adresse and press "OK" button (twice) to confirm

Preset with Pltch²

IP: 217.117.192.178

Hostname:
payment-cloud.six-payment-services.com

Connection setup
<p>Enter Pltch host:</p> <input type="text" value="127.0.0.1"/>
<input type="text" value="2àáâãäåæçà"/>

4. Enter the Pltch Server IP Portnumber and confirm with "OK"

Port: 11194

Connection setup
<p>Enter Pltch port:</p> <input type="text" value="11194"/>

² If you enter the name pitch to the used DNS with the address 217.117.192.178. No change is needed

5. Confirm the connection parameter by pressing „OK“
6. The updated Pltch configuration will be shown

(in case of a wrong configuration please press “Stop“ Button instead)

Save Pltch
Host: 127.0.0.1
Port: 11194
Type: udp
Save configuration?

5.4 Start (or stop) the Pltch Client

Note: a Terminal-ID and the Pltch configuration parameter has to be entered first (see **2.2 Enter TerminalID** and **2.3 Enter Pltch communication parameter**).

1. Open the „Installation Menu“ (see **Select the installation menu**)
2. Select “1 – Change Status“

3. Select “1 – Activate Pltch client“
(to stop: Select “2 – Deactivate Pltch client“)

Pltch Status
① Activate Pltch client
② Deactivate Pltch client

4. Confirm changings by pressing “OK“
5. The Pltch Client starts *(or stops)*
6. The current Pltch configuration will be shown.

Pltch Status
Status: activate
Proceed?

After the configuration and activation of the Pltch the installation starts automatically. On the display you can read the messages “Please wait”, “software download” and at the end “Welcome”.

6 Installation Error Scenarios

If the installation is not successful, the reason of the error will be shown on the Yomani display.

Note: With the "OK" or "STOP" button the Yomani returns to the Pltch configuration screen, where the configuration can be adjusted or a new installation request can be sent.

6.1 Connection issues

- **TmOut**, No connection after waiting for some time
 - **Description:** no connection to Pltch within 30 Seconds.
 - **Reason:** The Yomani was not able to reach Pltch.
- **TmOut**, Timeout waiting for response
 - **Description:** A connection was established but no answer can be received.
 - **Reason:** The Pltch Server cannot reach cCredit.

6.2 Problems during cCredit registration

- **TerminalId is unknown**
 - **Description:** cCredit cannot find the inserted Terminal-ID.
 - **Possible Reason:**
 - Wrong TID or different cCredit Server assignment, or
 - The cCredit Server doesn't find the Terminal configuration for the configured Terminal-ID.
- **Action cancelled, TID:XXX is connected to HWID:YYY already**
 - **Description:** The Terminal with TID XXX exists but is already used by PINPAD YYY.
 - **Possible Reason:**
 - A PINPAD change should be performed
 - **Solution:** Report the Serial Number of the wrong PINPAD to the Acquirer to make an exchange possible.
 - Terminal-ID is wrong or assigned to a different till
 - **Solution:** Check the Terminal-ID again and correct it if necessary.
 - The PINPAD (YYY) got a wrong Terminal-ID and the Installation already has been done
 - **Solution:**
 - Remove the serial number of the wrong PINPAD's out of cCredit and report the serial number to the acquirer.
 - Reinitiate the Installation request and finish the installation again
 - Configure the PINPAD YYY with the right Terminal-ID and perform the installation again.