

OpenEdge Platform

REMOTE CLIENT MANAGER HELP
VERSION 1.0.2

MERCHANT SALES: 800-637-8268

- New Merchant Accounts

PARTNER PROGRAMS: 800-637-8268

- New and existing partnerships

CUSTOMER CARE: 800-338-6614

- Existing merchant account support
- Statements and deposits
- Changes to existing merchant accounts
- Technical Support

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OVERVIEW

The Remote Client Manager (RCM) software is used to handle the communication between PIN Pad devices and OpenEdge payment forms. The RCM supports four PIN Pad devices as of this version, and additional devices and/or functionality may be added in future releases.

RCM Process Flow

1. Partner application requests an OpenEdge payment form.
2. The OpenEdge payment form wakes up the RCM for the desired transaction.
3. The RCM communicates with the configured PIN Pad Device to capture the payment card information.
4. The RCM submits the transaction to the OpenEdge Gateway.
5. The OpenEdge Gateway returns a response to the RCM.
6. The RCM notifies the OpenEdge payment form that the transaction is completed.
7. The partner application retrieves the transaction response from the OpenEdge Gateway.

System Requirements

The RCM uses port 21113 by default, but may be configured for a different port if required. Contact OpenEdge support if a different port is required. The RCM for OS X is supported in a 64-bit environment on OS X 10.9 ("Mavericks") and higher.

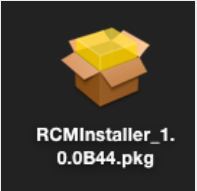
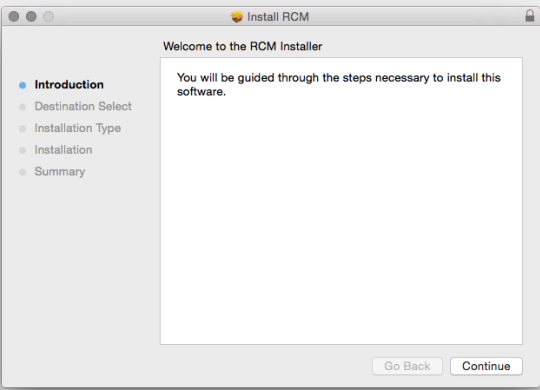
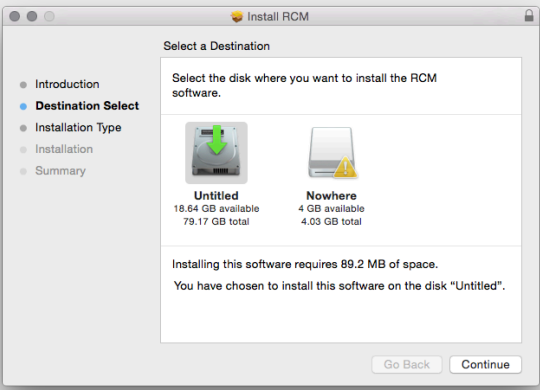
The RCM on OS X supports the following browsers:

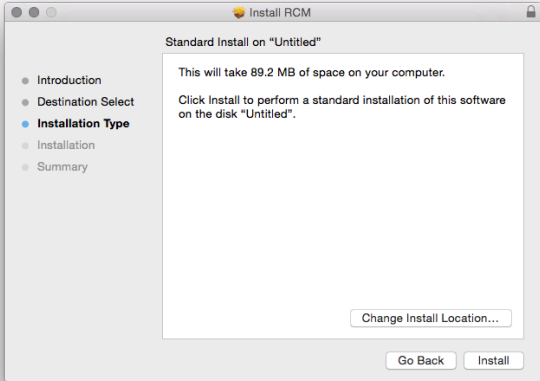
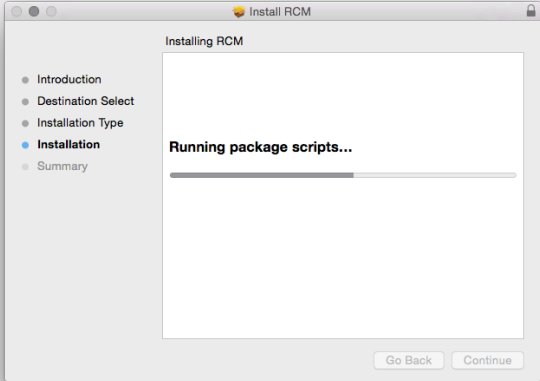
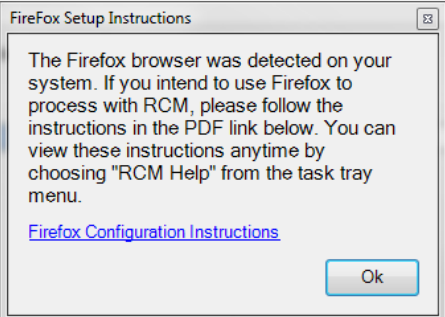
- Google Chrome
- Firefox (see **Appendix A** for information on configuring Firefox for use with the RCM)
- Safari

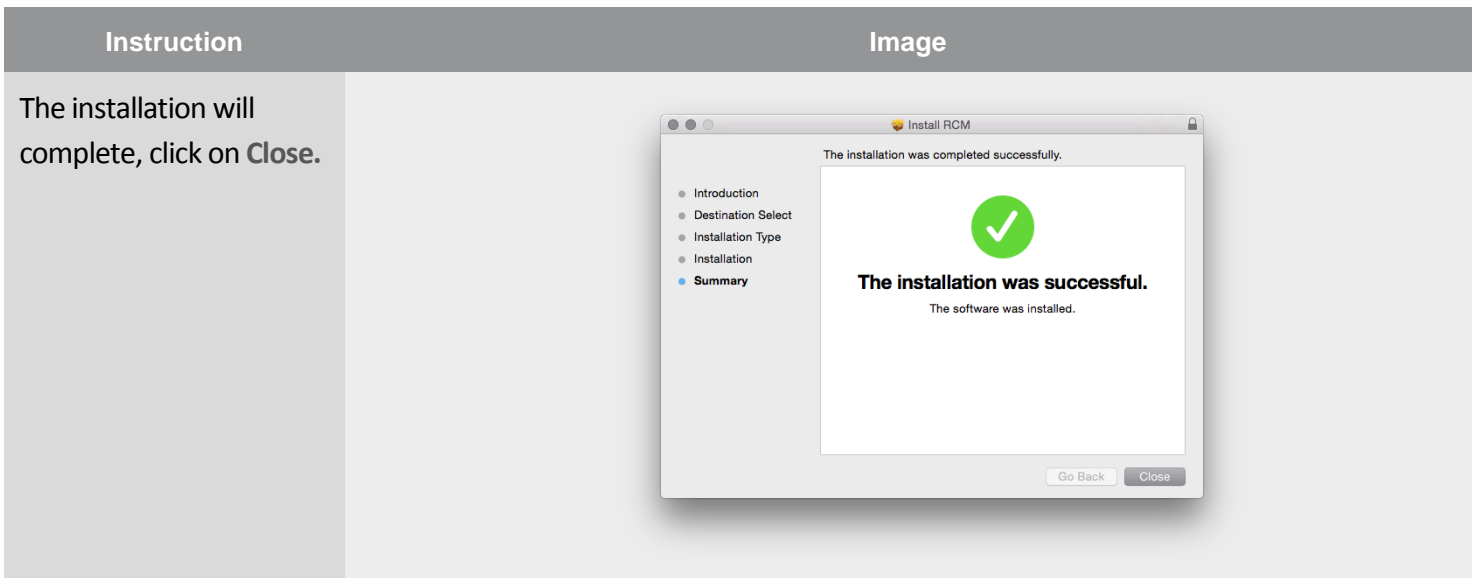
Installing Mono

To use the RCM for OS X, Mono 4.0 or higher must be installed. See the [Mono website](#) for installation instructions.

Installing the RCM

Instruction	Image
Double Click on the RCM installer to launch it.	 The image shows a yellow and brown cardboard box icon on a black background. Below the icon, the text reads "RCMInstaller_1.0.0B44.pkg".
Click Continue .	 The image shows a window titled "Install RCM". On the left is a sidebar with a list of steps: Introduction (selected), Destination Select, Installation Type, Installation, and Summary. The main area contains the text: "Welcome to the RCM Installer" and "You will be guided through the steps necessary to install this software." At the bottom right are "Go Back" and "Continue" buttons.
On the Select Destination window, select the hard drive you wish to install the RCM on, then click Continue .	 The image shows a window titled "Install RCM" with the "Select a Destination" step selected in the sidebar. The main area asks to "Select the disk where you want to install the RCM software." and shows two options: "Untitled" (18.64 GB available, 79.17 GB total) and "Nowhere" (4 GB available, 4.03 GB total). Below the options, it states: "Installing this software requires 89.2 MB of space. You have chosen to install this software on the disk 'Untitled'." At the bottom right are "Go Back" and "Continue" buttons.

Instruction	Image
<p>Either click Install or if you want to change which Hard Drive to install the RCM, click Change Install Location...</p>	
<p>The RCM will begin installing.</p>	
<p>If Firefox is installed, the following window will appear. Click OK.</p>	



Starting the RCM

After installing the RCM, the RCM application must be started.

1. From the desktop or the "Applications" folder, double-click on the RCM application.
2. The RCM icon displays in the status section of the menu bar (near the system clock).


RCM Log Files

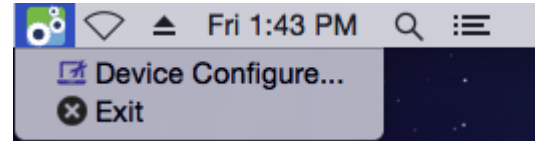
Log files for the RCM are stored in the "/Users/Shared/XpressLink2" directory.

SETUP PROCEDURES

RCM Setup - PIN Pad Device Setup

After installing the RCM, it must be setup and configured for the PIN Pad device. To access the RCM's **Device Configure** menu:

1. Right-click on the RCM menu bar icon .
2. Select **Device Configure**.
3. Choose the desired device from the PIN Pad Device drop down menu.




Ingenico iPP320

The Ingenico iPP320 is a PIN entry **EMV Device** with an integrated Magnetic Stripe Reader, EMV chip card reader, and a monochrome display. See also the **Device Update** section.

NOTE:

The Ingenico iPP320 requires unique Credit and Debit Processing Accounts configured per unit when used for Canadian EMV. The Ingenico iPP320 requires a unique EMV Terminal ID (EMV TID) when used for US EMV processing. For assistance with obtaining and configuring your Processing Accounts, please contact OpenEdge.


Ingenico iPP320 (Non-EMV)

1. Plug the Ingenico iPP320 into a USB port and a power outlet.
2. Right-click on the RCM menu bar icon .
3. Select **Device Configure**.
4. Select the **Ingenico iPP320** from the **PIN Pad Device** drop-down menu.
5. In the **COM Port** field, select the setting used by the device. Enter a **Default Message** if desired. The **Default Message** must be 30 characters or less.
6. Choose the **Load Forms to Device** button. This may take several minutes, and should not be interrupted.
7. Choose the **Test** button to initialize the device, then follow the prompts on the screen of the Ingenico iPP320 to complete the test.
8. Choose **OK** from the confirmation window, then **OK** on the **Device Setup** window.




RCM Setup - PIN Pad Device Setup (CONTINUED)

Ingenico iPP320 (Canadian EMV)

1. Plug the Ingenico iPP320 into a serial port and a power outlet.
2. Right-click on the RCM menu bar icon .
3. Select **Device Configure**.
4. Select the **Ingenico iPP320 (Canadian EMV)** from the **PIN Pad Device** drop-down menu.
5. In the **COM Port** field, select the setting used by the device.
6. Enter the Processing Account Terminal IDs into the **Debit TID** and **Credit TID** fields.
7. Choose the **Load Settings to Device** button from the **Device Setup** window. This may take several minutes and should not be interrupted.
8. Choose the **Test** button to initialize the device, then follow the prompts on the screen of the Ingenico iPP320 to complete the test.
9. Choose **OK** from the confirmation window, then **OK** on the **Device Setup** window.

Ingenico iPP320 (US EMV)

1. Plug the Ingenico iPP320 into a USB port and a power outlet.
2. Right-click on the RCM menu bar icon .
3. Select **Device Configure**.
4. Select the **Ingenico iPP320 (US EMV)** from the **PIN Pad Device** drop-down menu.
5. In the **COM Port** field, select the setting used by the device. Enter a **Default Message** if desired. The **Default Message** must be 30 characters or less.
6. Choose the **Load Forms to Device** button. This may take several minutes and should not be interrupted.
7. Choose the **Load Settings to Device** button from the **Device Setup** window. This may take several minutes and should not be interrupted.
8. Choose the **Test** button to initialize the device, then follow the prompts on the screen of the Ingenico iPP320 to complete the test.
9. Choose **OK** from the confirmation window, then **OK** on the **Device Setup** window.

RCM Setup - PIN Pad Device Setup (CONTINUED)


Ingenico iSC250

The Ingenico iSC250 is a signature capture device equipped to handle all forms of payment including EMV Chip & PIN, Chip & Sign, MagStripe, Signature Capture, and Contactless. The iSC250 has a 480x272 color display, with replaceable logos that display when idle. This device also supports the slide show feature. For additional information, see also the [Device Update](#), [Edit Logo](#), and [Slide Show](#) sections.

NOTE:


The Ingenico iSC250 requires a unique EMV Terminal ID (EMV TID) when used for US EMV processing. For assistance with obtaining and configuring your Processing Accounts, please contact OpenEdge.

Ingenico iSC250 (Non-EMV)

1. Plug the Ingenico iSC250 into a USB port and a power outlet.
2. Right-click on the RCM menu bar icon .
3. Select **Device Configure**.
4. Select the **Ingenico iSC250** from the **PIN Pad Device** drop-down menu.
5. In the **COM Port** field, select the setting used by the device. Enter a **Default Message** if desired. The **Default Message** must be 30 characters or less.
6. Choose the **Test** button to initialize the device, then follow the prompts on the screen of the Ingenico iSC250 to complete the test.
7. Choose **OK** from the confirmation window, then **OK** on the **Device Setup** window.



Ingenico iSC250 (US EMV)

1. Plug the Ingenico iSC250 into a USB port and a power outlet.
2. Right-click on the RCM menu bar icon .
3. Select **Device Configure**.
4. Select the **Ingenico iSC250 (US EMV)** from the **PIN Pad Device** drop-down menu.
5. In the **COM Port** field, select the setting used by the device. Enter a **Default Message** if desired. The **Default Message** must be 30 characters or less.
6. Choose the **Load Forms to Device** button.
7. Choose the **Load Settings to Device** button from the **Device Setup** window. This may take several minutes and should not be interrupted.
8. Choose the **Test** button to initialize the device, then follow the prompts on the screen of the Ingenico iSC250 to complete the test.
9. Choose **OK** from the confirmation window, then **OK** on the **Device Setup** window.

RCM Setup - PIN Pad Device Setup (CONTINUED)


Ingenico iSC480

The Ingenico iSC480 is a signature capture device equipped to handle all forms of payment including EMV Chip & PIN, Chip & Sign, MagStripe, Signature Capture, and Contactless. The iSC480 has a 800x340 color display, with replaceable logos that display when idle. This device also supports the slide show feature. For additional information, see also the [Device Update](#), [Edit Logo](#), and [Slide Show](#) sections.

NOTE:


The Ingenico iSC480 requires a unique EMV Terminal ID (EMV TID) when used for US EMV processing. For assistance with obtaining and configuring your Processing Accounts, please contact OpenEdge.

Ingenico iSC480 (Non-EMV)

1. Plug the Ingenico iSC480 into a USB port and a power outlet.
2. Right-click on the RCM menu bar icon .
3. Select **Device Configure**.
4. Select the **Ingenico iSC480** from the **PIN Pad Device** drop-down menu.
5. In the **COM Port** field, select the setting used by the device. Enter a **Default Message** if desired. The **Default Message** must be 30 characters or less.
6. Choose the **Test** button to initialize the device, then follow the prompts on the screen of the Ingenico iSC480 to complete the test.
7. Choose **OK** from the confirmation window, then **OK** on the **Device Setup** window.



Ingenico iSC480 (US EMV)


1. Plug the Ingenico iSC480 into a USB port and a power outlet.
2. Right-click on the RCM menu bar icon .
3. Select **Device Configure**.
4. Select the **Ingenico iSC480 (US EMV)** from the **PIN Pad Device** drop-down menu.
5. In the **COM Port** field, select the setting used by the device. Enter a **Default Message** if desired. The **Default Message** must be 30 characters or less.
6. Choose the **Load Forms to Device** button.
7. Choose the **Load Settings to Device** button from the **Device Setup** window. This may take several minutes and should not be interrupted.
8. Choose the **Test** button to initialize the device, then follow the prompts on the screen of the Ingenico iSC480 to complete the test.
9. Choose **OK** from the confirmation window, then **OK** on the **Device Setup** window.

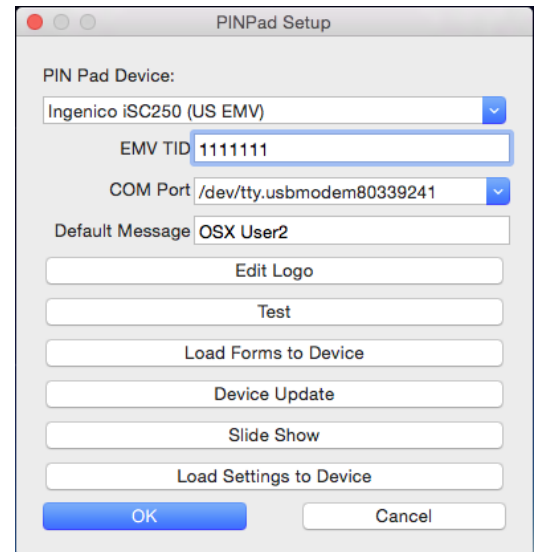
PIN Pad Functions

PIN Pad Device Update

OpenEdge can provide software updates to certain PIN Pad devices, which may add support for new features or resolve issues. When a new update is available for the configured device, a window will display prompting the user to update the device. The updates usually take 5 to 15 minutes to complete, and the device will automatically restart during the process. If the update is optional, it may be postponed.

Manually checking for PIN Pad Device Updates

1. Right-click on the RCM menu bar icon .
2. Select **Device Configure**.
3. If the PIN Pad Device is already configured, then proceed to Step 4. Otherwise, see the "RCM Setup - PIN Pad Device Setup" section.
4. Select the **Device Update** button.




NOTE:

The PIN Pad device will automatically restart during the device update process.


Edit Logo

On supported devices, a single image may be selected to be shown as the default screen. This image will be displayed when the device is idle and a slide show is not running. Images must be of the same resolution as the PIN Pad device's screen and of the format required by the device (typically .jpg or .png).

1. Right-click on the RCM menu bar icon .
2. Select **Device Configure**.
3. Select the **Edit Logo** button.
4. Browse to the image file. Select **OK**.
5. Select the **Load Forms to Device** button to update the PIN Pad device with any changes.

Slide Show

On supported devices, images may be displayed while the device is idle. Images must be of the PIN Pad device's resolution and of the format required by the device (typically .jpg or .png). To load the images onto the device, use the **Slide Show** feature.

1. Right-click on the RCM menu bar icon .
2. Select **Device Configure**.
3. Select the **Slide Show** button.
4. The Image Slide Show window displays.
 - a. Check the **Enable Slide Show** box.
 - b. Choose the **Wait** and **Pause** times.
 - c. Select the **Add** button to add images to the slide show.
 - d. Select the **Delete** button to remove images from the slide show.
 - e. The **Display** button will show the selected image on the device.
 - f. The **Test Slide Show** button will initiate a slide show on the device using the images currently loaded to the PIN Pad device.

NOTE:

The **Load Forms to Device** button from the Device Setup window must be used to update the PIN Pad before changes to the slide show will appear.

5. Select the **OK** to save the changes made.
6. Select the **Load Forms to Device** button to update the PIN Pad device with any changes.

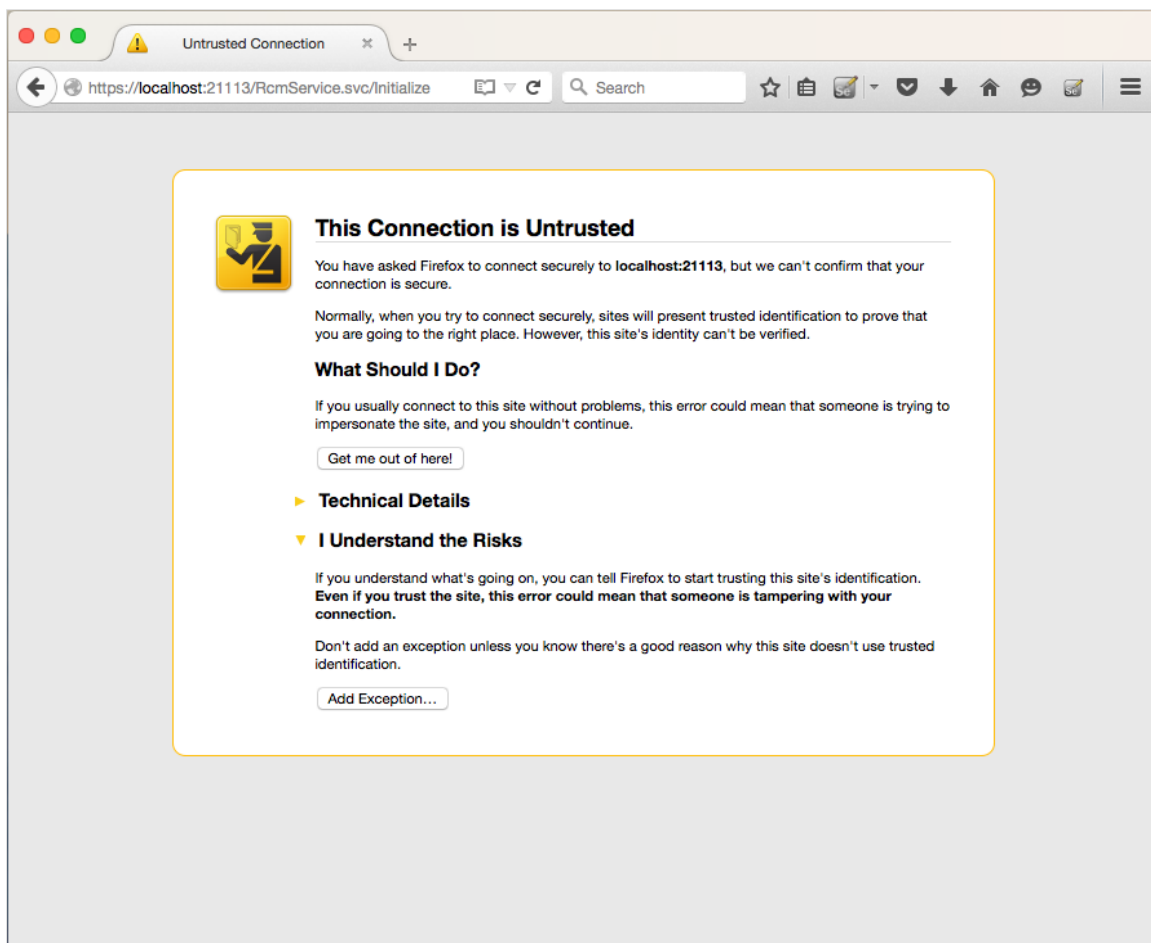
ADDITIONAL INFORMATION

Appendix A - Using the RCM with Firefox

If you intend to use the Remote Client Manager (RCM) with Firefox, please follow the instructions below to properly configure Firefox.

Step 1:

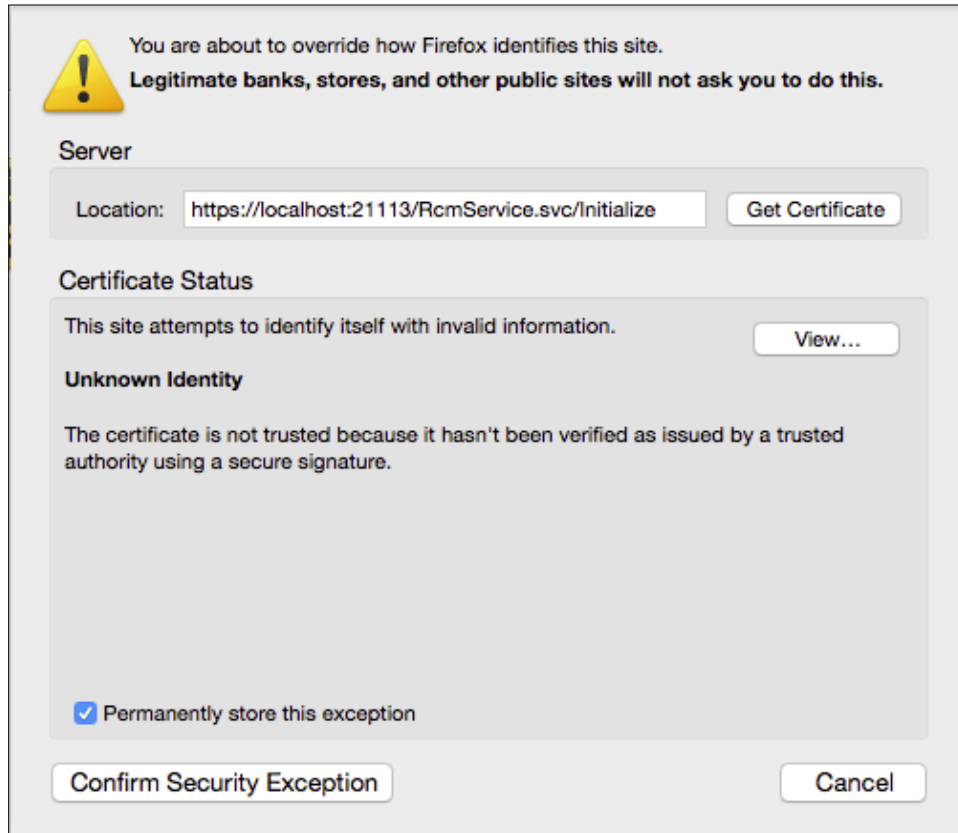
Open Firefox and browse to: <https://localhost.paygateway.com:21113/RcmService.svc/Initialize>
Expand the 'I Understand the Risks' section. Click the **Add Exception** button.



Appendix A - Using the RCM with Firefox (Continued)

Step 2:

Check the 'Permanently store this exception' checkbox. Click the **Confirm Security Exception** button.



Done!

Firefox is now properly configured for use with the RCM.

RCM Release Notes

- = Issue, Enhancement
- = Resolution

July 2016		Version 1.0.2
Area	Description	
Remote Client Manager, Bug Fix	<ul style="list-style-type: none"> • RCM takes longer than expected to initialize. (SF# 023060) <ul style="list-style-type: none"> ○ Improved initialization time. 	
April 2016		Version 1.0.1
Area	Description	
Remote Client Manager, Bug Fix	<ul style="list-style-type: none"> • RCM locks up when testing the initialization of a device. • The last known setting change is not saved in the Device Configuration menu. • RCM CPU usage is unexpectedly high when a PIN Pad device is unplugged from Mac system. • MasterCard transactions declined. • An error occurred if CountryCode 840 was not sent with transaction. • Use PINPad device window failing to suppress. • Updated address field validation to allow standard special characters. • Install failed when the install package was downloaded from the internet. • Double clicking Device Update or Slide Shows produces Incorrect Device error message. • Canadian Debit transactions are inconsistently reversed after receiving error "Transaction Result Declined by Device". 	
Remote Client Manager, Enhancement	<ul style="list-style-type: none"> • Added function to suppress/hide the device initialization window. • Double clicking Device Update or Slide Shows produces Incorrect Device error message. • Eliminated crash log generation upon closing out of application. • Created function to alert the RCM user that a duplicate card has been detected within their Point of Sale. • Added ability to turn logging on and off. • Added function to allow Xpresslink2 to send the status update message directly to OEHP. • Added function to log transaction performance timing. 	
PINPad, Enhancement	<ul style="list-style-type: none"> • Removed idle screen before the signature prompt screen on iSC250, and iSC480. • Improved serial device communication layer. 	
PINPad, Bug Fix	<ul style="list-style-type: none"> • Canadian IPP320 was unable to have the settings loaded to it. 	

January 2016		Version 1.0.0
Area	Description	
Remote Client Manager, Enhancement	<ul style="list-style-type: none"> • Added the ability to use one EMV device for multiple processing accounts. • Added the RCM Help and Release Notes to the RCM menu. • Added the ability to use one EMV device for multiple processing accounts. • Updated the company name from "APT" to "GP Direct-APT" on the OS X certificate. • Debit Sale transactions will no longer prompt to process using an EMV chip. • The RCM "About" window now includes the build number. • Reduced the size of the RCM installation package. 	
Remote Client Manager, Bug Fix	<ul style="list-style-type: none"> • Fixed issue where a PINPad Status window would display even when using the /SUPPRESSUI parameter. • Updated the certificate and port binding used that was causing communication issues between the RCM and the HPF. • On OS X 10.9.5, a debug dialog box no longer displays. 	
EMV Cards, Enhancement	<ul style="list-style-type: none"> • Added support for the Ingenico iSC480 PIN Pad for Global US EMV processing. • Updated the American Express Certification Authority Public Keys used by the RCM. 	
EMV Cards, Bug Fix	<ul style="list-style-type: none"> • Offline Force EMV transactions no longer fail when prompting for a signature. • Interac Application Identifiers (AID) are no longer used on US EMV transactions. • Updated fallback logic to not prompt for an amount confirmation twice. • Fixed issue causing fallback logic to not allow a card swipe. • Fixed issue causing some EMV cards to not process correctly, due to a formatting issue. 	
PINPad, Enhancement	<ul style="list-style-type: none"> • EMV transactions no longer request a signature when the prompt signature is set to false by the integrator. • Updated Ingenico devices to use RBA 14.06 for EMV transactions. • Added support for the Ingenico iSC480 device. 	
PINPad, Bug Fix	<ul style="list-style-type: none"> • Transactions processed when requesting signature capture no longer return an "Unexpected Error". • Fixed issue causing HSM errors on Ingenico devices due to KSID padding. • When processing Debit transactions through an EMV device, the "Welcome" screen no longer appears during the transaction. • Fixed issue causing the RBA update to fail on Ingenico PINPad Devices. • Fixed issue blocking the ability to cancel a non-EMV transaction from the "Swipe or Tap" screen. • PINPad Devices will no longer restart while copying over Slideshow images. 	
Documentation, Enhancement	<ul style="list-style-type: none"> • Added note that the "Default Message" must be 30 characters or less. 	

July 2015		Version 1.0
Area	Description	
Remote Client Manager	<ul style="list-style-type: none">• Initial Release for OS X.	