

Tupelo Installation Guide

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Document Revision Information and Amendments

All amendments are to be identified and the manual updated, noting the amendment on this amendment page.

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0.1	2020/05/01	All	Initial Draft	КН
0.2	2020/05/06	4	Updated Screen Images	КН
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1.1	2023/05/04	2.2	Updated firewall considerations	КН

Related Documents

Document title	Link/Location			



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1 Components

The following details the components required based on your chosen Windcave terminal solution, please ensure you have the necessary equipment prior to proceeding with this installation guide. If you are missing any components or have any questions please let your Windcave consultant know immediately.

Please note the Ingenico IPP350 and Move5000 can be provided with a number of different connection methods, please speak to your Windcave Sales consultant regarding your specific cable requirements.

1.1 Ingenico IPP350





1.2 Ingenico Move5000





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2 Pre-Installation Checklist

Please ensure you have the following items organized and ready before proceeding further with the installation:

- Your Windcave provided payment terminal and cables
- Receipt printer if using IPP350, if using Move5000 on-board printer can be used
- A stable broadband internet connection
- Payline username and password to access Windcave online Payment Manager

2.1 System Pre-requisites

The SCR Controller supports the following versions of Microsoft Windows:

- Windows 10 (32-bit/64-bit)
- Windows 8 (32-bit/64-bit)
- Windows 7 (32-bit/64-bit)

Please ensure latest Service Pack updates have been installed and meets the below recommended minimum hardware requirements:

- Recommended minimum RAM: 1GB
- Recommended minimum CPU: 2.4GHz single core

2.2 Firewall Considerations

2.2.1 Windcave Firewall Considerations

The Windcave SCR Tupelo solution requires access to our UAT host for testing and our SEC host for production/live traffic. The communication protocols used are HTTPS & TCP.

Test Production	HTTPS Address: https://uat.windcave.com/scr.aspx	Port: 443
	TCP Address: uatscr.windcave.com	Port: 65
	HTTPS Address: https://sec.windcave.com/scr.aspx	Port: 443
	TCP Address: scr.windcave.com	Port: 65

Access on port 80 is required to browse to our website (www.windcave.com) and download the installer (.exe). The installer needs to connect to port 443 as it uses SSL encryption to connect to our server and download application and configuration files.

2.2.2 Paymark NZ Connectivity

For merchants connecting with Paymark NZ Merchant/Terminal Id's (applicable to New Zealand Merchants only) there are some additional firewall considerations.

Paymark Test	TCP Address: 117.120.36.122	Port: 33876
Paymark Production	TCP Address: 117.120.34.110 (Primary)	Port: 33876
	TCP Address: 117.120.32.110 (Secondary)	Port: 33876
	TCP Address: eft6.windcave.com (for RKI only)	Port: 61



3 Software Installation

The Windcave SCR Controller application controls communications between the Point of Sale (POS) system, the Windcave Host and Tupelo terminal. To install the Windcave SCR Controller on your PC please follow the below step by step guide.

Please ensure your Windcave Tupelo terminal is connected to the PC before proceeding.

3.1 Downloading Windcave SCR Controller

To download the Windcave SCR Controller software first open a web browser and navigate to <u>www.windcave.com</u>:



Scroll down to the bottom of the page and press the "Download Software" link:



Windcave has a dedicated and technically competent support centre, offering a full range of support services.

→ Download Software



From the Download Software page choose the "SCR Tupelo Terminal Installer" to download the production installer for the SCR Controller:

Download Software			
Demote Cunnet			
Remote Support			
 Anydesk 			
Windcave Production Software			
• SCR Tupelo Terminal Installer			
Windcave Development Software			
• Dev SCR Tupelo Terminal Installer			
SKIDATA			
 Skidata Setup Installer 			
○ SKIDATA LAN300 DLL			

For development installations please choose the "Dev SCR Tupelo Terminal Installer" instead to download the development SCR Controller installer.

3.2 Installing the Windcave SCR Controller

3.2.1 Installation Location

Once downloaded open the file to start the installation wizard:

(It is recommended to run the application as administrator where possible.)

indcave EFTPOS	Setup	_		×
) Windcave	Installation location: C:\Program Files (x86)\DPS\Eftpos_scr			
	In	istall	E	xit

Choose your preferred installation location or leave on default, then press the "Install" button.



3.2.2 End User License Agreement

Please ensure you read the End User License Agreement (EULA) carefully. Once you have scrolled all the way to the bottom you can accept the agreement by pressing the "Yes, I Accept":

End User License Agreement To proceed with the installation, you must read and accept this license agreement. Please read it carefully. End User License Agreement for WindCave Software IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT CAREFULLY. BY USING ALL OR ANY PORTION OF THE SOFTWARE INSTALLED BY THIS SETUP UTILITY ("SOFTWARE") YOU ACCEPT ALL THE TERMS AND CONDITIONS SET OUT IN THIS AGREEMENT. YOU AGREE THAT THIS AGREEMENT IS ENFORCEABLE LIKE ANY WRITTEN NEGOTIATED AGREEMENT SIGNED BY YOU. THIS AGREEMENT IS ENFORCEABLE AGAINST YOU AND ANY LEGAL ENTITY THAT OBTAINED THE SOFTWARE AND ON WHOSE BEHALF IT IS USED. IF YOU DO NOT AGREE, DO NOT USE THIS SOFTWARE. Definitions "WindCave" means WindCave Limited; a New Zealand registered Limited Liability Company. "Software" or "MindCave" means (a) all of the contents of the floe, distribution media or other Yes, I Accept No, I Do Not Accept					
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End User License Agreement for WindCave Software Important: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT CAREFULLY. BY USING ALL OR ANY PORTION OF THE SOFTWARE INSTALLED BY THIS SETUP UTILITY ("SOFTWARE") YOU ACCEPT ALL THE TERMS AND CONDITIONS SET OUT IN THIS AGREEMENT. YOU AGREE THAT THIS AGREEMENT IS ENFORCEABLE LIKE ANY WRITTEN NEGOTIATED AGREEMENT SIGNED BY YOU. THIS AGREEMENT IS ENFORCEABLE LIKE ANY WRITTEN NEGOTIATED AGREEMENT SIGNED BY YOU. THIS AGREEMENT IS ENFORCEABLE AGAINST YOU AND ANY LEGAL ENTITY THAT OBTAINED THE SOFTWARE AND ON WHOSE BEHALF IT IS USED. IF YOU DO NOT AGREE, DO NOT USE THIS SOFTWARE. Definitions "WindCave" means WindCave Limited; a New Zealand registered Limited Liability Company. "Software" or "WindCave Limited; a New Zealand registered Limited Liability Company. "Yes, I Accept" button will be disabled until you have reached the bottom of the license agreement. Yes, I Accept No, I Do Not Accept	To proceed with the installation, you must read and accept this license agreement. Please read it carefully.				
IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT CAREFULLY. BY USING ALL OR ANY PORTION OF THE SOFTWARE INSTALLED BY THIS SETUP UTILITY ("SOFTWARE") YOU ACCEPT ALL THE TERMS AND CONDITIONS SET OUT IN THIS AGREEMENT. YOU AGREE THAT THIS AGREEMENT IS ENFORCEABLE LIKE ANY WRITTEN NEGOTIATED AGREEMENT SIGNED BY YOU. THIS AGREEMENT IS ENFORCEABLE AGAINST YOU AND ANY LEGAL ENTITY THAT OBTAINED THE SOFTWARE AND ON WHOSE BEHALF IT IS USED. IF YOU DO NOT AGREE, DO NOT USE THIS SOFTWARE. Definitions "WindCave" means WindCave Limited; a New Zealand registered Limited Liability Company. "Software" or "MindCave" means (a) all of the contents of the files, distribution media or other Yes, I Accept No, I Do Not Accept	End User License Agreement for WindCave Software				
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Note: The "Yes, I Accept" button will be disabled until you have reached the bottom of the license agreement. Yes, I Accept No, I Do Not Accept	"Cothwara" or "MindCaus" means (a) all of the contents of the files distribution media or other				
Yes, I Accept No, I Do Not Accept	Note: The "Yes, I Accept" button will be disabled until you have reached the bottom of the license agreement.				
	Yes, I Accept No, I Do Not Accept				

This agreement must be accepted to proceed with the installation, if you have any questions regarding this please contact your account manager or email <u>sales@windcave.com</u>.



3.2.3 Ingenico USB Drivers

The installer will then proceed to download the proprietary USB pinpad drivers, if using the supplied USB cable please follow the below instructions. If using a serial cable please cancel the below dialogue and proceed to 3.2.2.

Once downloaded the driver wizard will appear, it is recommended to install using the default settings as such when prompted press "Next" to continue until driver installation reports as complete. The follow images will walk you through step by step the driver installations:





☞ Ingenico USB Drivers Package (JUNGO v36) 2.60 Setup		×
Choose Install Location Choose the folder in which to install Ingenico USB Drivers Package (JUNGO v36) 2	.60.	
Setup will install Ingenico USB Drivers Package (JUNGO v36) 2.60 in the following install in a different folder, click Browse and select another folder. Click Next to co	folder. Intinue	То
Destination Folder C:\Program Files (x86)\Ingenico\IngenicoUSBDrivers Brows	e	
Space required: 94.0KB Space available: 52.7GB		
Ingenico (Beyond Payment)	Car	ncel

🌍 Ingenico USB Drivers Package (JUNGO v36) 2.60	Setup — 🗆 🗙
Usb Driver parameters	Num I
This page allows to set parameters used by USB Driv	er. 🕡
Force COM Port Feature enabled	
Select by Product ID	Victual COM Part
Product ID (PID)	(decimal range 1-256)
~ · · · · ·	
- Select by Connection Order (Enter decimal Value or	f COM port)
Ingenico (Beyond Payment)	
	< Back Next > Cancel



(□ Ingenico USB Drivers Package (JUNGO v36) 2.60 Setup — □	×
Advanced parameters	NUMB
This page allows to set advanced options. Select if old versions of Usbser driver will be deleted.	J
Advanced Options	
Uninstall Microsoft Usbser drivers(s) Command line:	
]
Ingenico (Beyond Payment)	
< Back Next > Car	ncel

🌍 Ingenico USB Drivers Package (JUNGO v36) 2.60 Setup	—		\times
Choose Start Menu Folder Choose a Start Menu folder for the Ingenico USB Drivers Package (JUNG shortcuts.	O v36)	2.60	
Select the Start Menu folder in which you would like to create the progra can also enter a name to create a new folder.	m's sho	rtcuts. Yo	DU
Ingenico \Ingenico USB Drivers Package (JUNGO v36) 2.60			
Accessibility			^
Accessories Administrative Tools			
Apache NetBeans			
Discord Inc			
Ingenico Java Development Kit			
League of Legends			
Maintenance			
Microsoft Office Tools			5
			Ŧ
Ingenico (Beyond Paymenc)			
< Back Insta	11	Can	icel







3.2.4 FTDI Serial Driver

If using a serial cable to connect the pinpad to PC please follow the below instructions. If using a USB cable please press cancel button in the below dialogue and proceed to 3.2.5.

Press "Extract" on the driver wizard, it is recommended to install using the default settings as such when prompted press "Next" to continue until driver installation reports as complete. The follow images will walk you through step by step the driver installations:





Device Driver Installation Wizard	ł
	Welcome to the Device Driver Installation Wizard! This wizard helps you install the software drivers that some computers devices need in order to work.
	< Back Next > Cancel

Device Driver In	stallation Wizard
License Ag	reement
Ż	To continue, accept the following license agreement. To read the entire agreement, use the scroll bar or press the Page Down key.
	IMPORTANT NOTICE: PLEASE READ CAREFULLY BEFORE INSTALLING THE RELEVANT SOFTWARE: This licence agreement (Licence) is a legal agreement between you (Licensee or you) and Future Technology Devices International Limited of 2 Seaward Place, Centurion Business Park, Glasgow G41 1HH, Scotland (UK Company Number SC136640) (Licensor or we) for use of driver software provided by the Licensor(Software).
	BY INSTALLING OR USING THIS SOFTWARE YOU AGREE TO THE \checkmark
	 I accept this agreement I don't accept this agreement
	< Back Next > Cancel



Device Driver Installation Wizard	I	
	Completing the De Installation Wizard	vice Driver I
	The drivers were successfully ins	stalled on this computer.
	You can now connect your devi came with instructions, please re	ce to this computer. If your device ad them first.
	Driver Name ✓ FTDI CDM Driver Packa ✓ FTDI CDM Driver Packa	Status Ready to use Ready to use
	< Back	Finish Cancel

3.2.5 Finalizing Installation

The installer will now download the Windcave SCR Controller application and configuration files, when prompted ensure the pinpad is connected and powered on:

indcave EFTPOS	S Setup —		\times
Windcave Windcave	Installation progress: Downloading the setup configuration for your EFTPOS pint EFTPOS Setup Please ensure that your EFTPOS pinpad is plugged in and powered on.	×	
	ОК	Can	cel



Windcave EFTPO:	5 Setup	_		×
Windcave	Installation progress:	TPOS pir	pad	
			Can	cel

Mindcave EFTF	OS Setup — 🗆 🗙	
) Windcave	Installation progress:	
	Windcave EFTPOS Setup × Windcave EFTPOS has been successfully installed.	
	OK Cancel	



3.2.6 Verifying Connection to Windcave

To verify that your Windcave Tupelo terminal is connected to our servers, right click on the Windcave in the taskbar area and select the "Status Details" option per the below screenshot:



Per above all interfaces should be Green to indicate connection to the Windcave Host, if any interfaces persist Red please contact Windcave Support.



4 Remote Key Injection (RKI)

For merchants connecting with Paymark NZ Merchant/Terminal Id's (applicable to New Zealand Merchants only), a Remote Key Injection (RKI) process must be completed prior to processing transactions.

4.1 First Time Setup

If this is the first time you are installing the SCR Tupelo terminal from our website, the terminal will automatically initiate the RKI and your terminal shortly after install will display "Please Logon" on the pinpad screen.

Once you see the "Please Logon" prompt please phone the Windcave Support team to complete the RKI process and ensure you have the below information close by:

- Customer Name or Customer Id
- Pinpad serial number (Located on the rear of the device)

The support team can be contacted on 0800 PAYMENT (729 6368) or +64 9 309 4693.

If your terminal does not display "Please Logon" please follow the below process to initiate a manual RKI.

4.2 Manual RKI

To initiate the manual Remote Key Injection (RKI), open the pinpad menu by pressing the menu key on your terminal:







0,

3₽

6™

9∜×

From the menu select the "RKI INIT" option:

Transaction Menu	
REFUND	$\left[\right]$
GET REFUND TOKEN	
MANUAL ENTRY	E
DUPLICATE RECEIPT	
LOGON	
RKI INIT	

When prompted to enter a password, enter "6987" and press "enter":

ENTER PASSWORD

The terminal screen will display "RKI INIT" followed by a "Processing Now" prompt indicating the RKI has been initiated:



Once complete the terminal will display "Please Logon", once you see the "Please Logon" prompt please phone the Windcave Support team to complete the RKI process and ensure you have the below information close by:

- Customer Name or Customer Id
- Pinpad serial number (Located on the rear of the device)

The support team can be contacted on 0800 PAYMENT (729 6368) or +64 9 309 4693.



5 Verifying the Installation

To verify the installation is setup and functioning please open the Windcave EFTPOS client by double clicking the Windcave icon in the system tray. A green status icon and status text should be displayed next to the OK button:

DPSEFTXC EF	TPOS Client				×
Transaction Ty	pe				
Purchase	◯ Refund	🔿 Tip	 Hospitality 	⊖Xtra	
🔿 Add Tip	🔿 Торир	🔘 Cancel	🔘 Status	⊖ Balance	
○ Finalize	O Partial Com				
Transaction					
Account	1 ≑				
Reference					
Amount					
Cash					
OK	Rea	ady			
Cancel	Maint	9	Setup	Upload Eov	

5.1 Performing a Logon

A logon should be performed to confirm the terminal is able to successfully communicate with the Windcave host.

To initiate a logon press the "Maint" button from the Windcave EFTPOS client, then select the "Logon" option from the new dialogue window:

EFTPOS			
Settle	Enquiry	Pending	Receipt
Logon	EMV Key	EMV App	Close
Account 1	Disable Client ID N	latching Receipt Type	Transaction V
		Tecopt Type	Transaction •





The result of the logon request will be displayed on the pinpad screen as well as on a small receipt printed, if successful this will display approved.

Please ensure the Merchant name and address printed at the top of the receipt is correct, if there are any issues please contact Windcave support as soon as possible.



6 Troubleshooting

6.1 Installer Not Running/Downloading

The below error occurs when there is no internet connectivity to the Windcave host, when this occurs check your internet connectivity by:

- Attempt to browse to <u>Https://www.windcave.com</u>
- Ensure all fire wall considerations in section 2.2 are allowed
- Attempt to browse to <u>Https://www.windcave.com</u> on another device connected to the same network.
- Consult with your network/IT team or Internet Service Provider (ISP)

颜 Setup)	_		\times
Wine)) Setup	Installation location:	×	
	8	Setup was unable to download the setup configuration file from the internet. Reason: Unable to send the request. CURLE_COULDNT_RESOLVE_HOST Please check your internet connect and try again.		
		ОК		it



6.2 Cannot Detect Pinpad

The below error occurs when the SCR Controller cannot detect the Windcave terminal, when this error occurs check the connectivity by:

- Check physical cable connection i.e. ensure cable is securely connected both in the PC and rear of the pinpad
- Unplug the terminal from the PC then reconnect it
- Connect the terminal to a different connection on the PC

Windcave EFTPO:	Setup	_		\times
Windcave	Installation progress:			
Windcave	EFTPOS Setup		\times	
8	Your EFTPOS pinpad could not be detected. Setup continue until the pinpad is detected. Would you like to search again?	cannot		
	Yes	No		
			Cance	el



6.3 Link Failure

The below error occurs when the SCR Controller cannot connect to the Windcave host, when this error occurs check the connectivity by:

- Attempt to browse to <u>Https://www.windcave.com</u>
- Attempt to browse to <u>Https://www.windcave.com</u> on another device connected to the same network.
- Consult with your network/IT team or Internet Service Provider (ISP)
- Ensure all fire wall considerations in section 2.2 are allowed

DPSEFTXC EFTPOS Client					\times
Transaction Type					
Purchase	◯ Refund	🔿 Tip	⊖ Hospitality	⊖×tra	
🔿 Add Tip	🔾 Торир	🔘 Cancel	🔘 Status	⊖ Balance	
 Finalize 	O Partial Corr				
Transaction					
Account	1 ≑				
Reference					
Amount					
Cash					
OK	Link	< Failure			
Cancel	Maint	S	etup	Upload Eov]



6.4 Logon Error

The below error occurs when the Logon request does not reach the Windcave host, when this error occurs check the connectivity by:

- Attempt to browse to <u>Https://www.windcave.com</u>
- Attempt to browse to <u>Https://www.windcave.com</u> on another device connected to the same network.
- Consult with your network/IT team or Internet Service Provider (ISP)
- Ensure all fire wall considerations in section 2.2 are allowed

	\sim	0
		~
 	~	-

TIMEOUT DECLINED						
PLEASE TRY AGAIN						
	Ok					

