

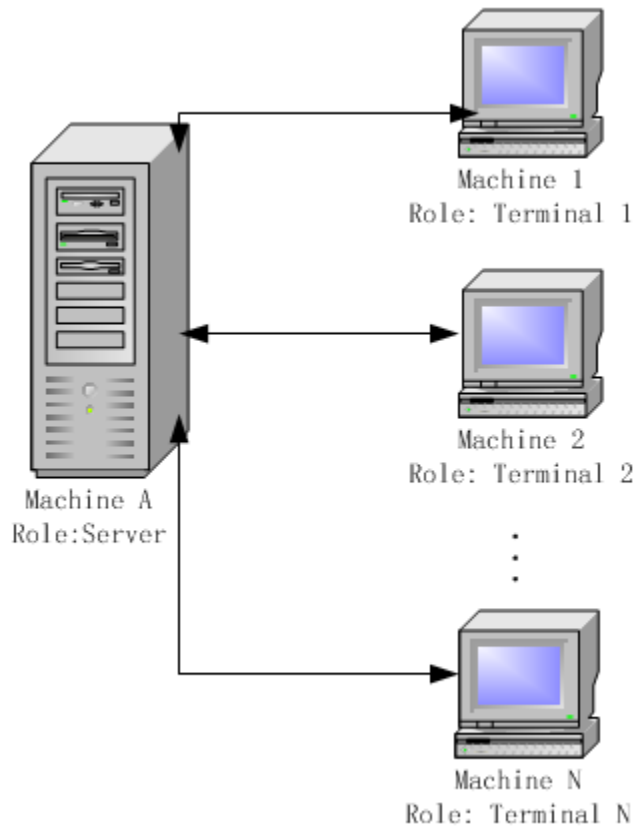
Cloud9 Quick Start Guide for CRG

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1. Topology

This is the topology of the environment.



1.1 Machine A

This machine's role is CreditLine and Siva's Server, the following software should be deployed to this computer:

- 1) Siva's Server
- 2) CreditLine's Server
- 3) Cloud9's FrontEnd

1.2 Machine1~N

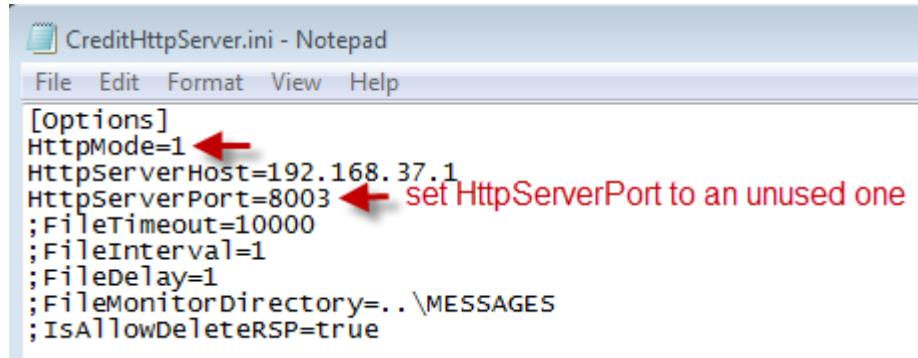
These machines' role is CreditLine and Siva's Terminal, the following software should be deployed to these computers:

- 1) Siva's Client
- 2) CreditLine's Client
- 3) Cloud9's FrontEnd

2. Install and Configure CreditLine

2.1 CreditLine Server

- 1) Log in **Machine A** in the [topology](#) above.
- 2) Download and install <http://www.911software.com/files/CreditLine4.1.3Build1186.5SP3.exe>
- 3) Modify the CreditHttpServer.ini under "...\\911\\BIN", enable the switch "HttpMode=1" and set HttpServerPort to an unused one.



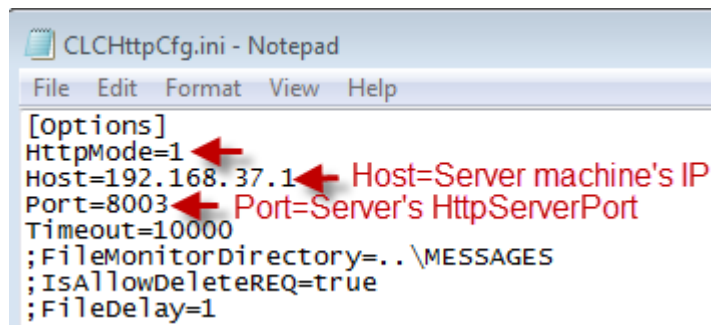
```
CreditHttpServer.ini - Notepad
File Edit Format View Help

[Options]
HttpMode=1
HttpServerHost=192.168.37.1
HttpServerPort=8003
;FileTimeout=10000
;FileInterval=1
;FileDelay=1
;FileMonitorDirectory=..\MESSAGES
;IsAllowDeleteRSP=true
```

- 4) Restart CCV_SERVER.EXE to make the setting in last step become effective.

2.2 CreditLine Client

- 1) Log in **Terminal 1/2/.../N** in the [topology](#) above.
- 2) Download and install <http://www.911software.com/files/CreditLineClient4.1.3Build1186.5SP3.exe>
- 3) Modify the CLCHttpCfg.ini under "...\\911\\api", enable the switch with "HttpMode=1", Set the value of Host= server machine's IP, set the value of Port= server's HttpServerPort.

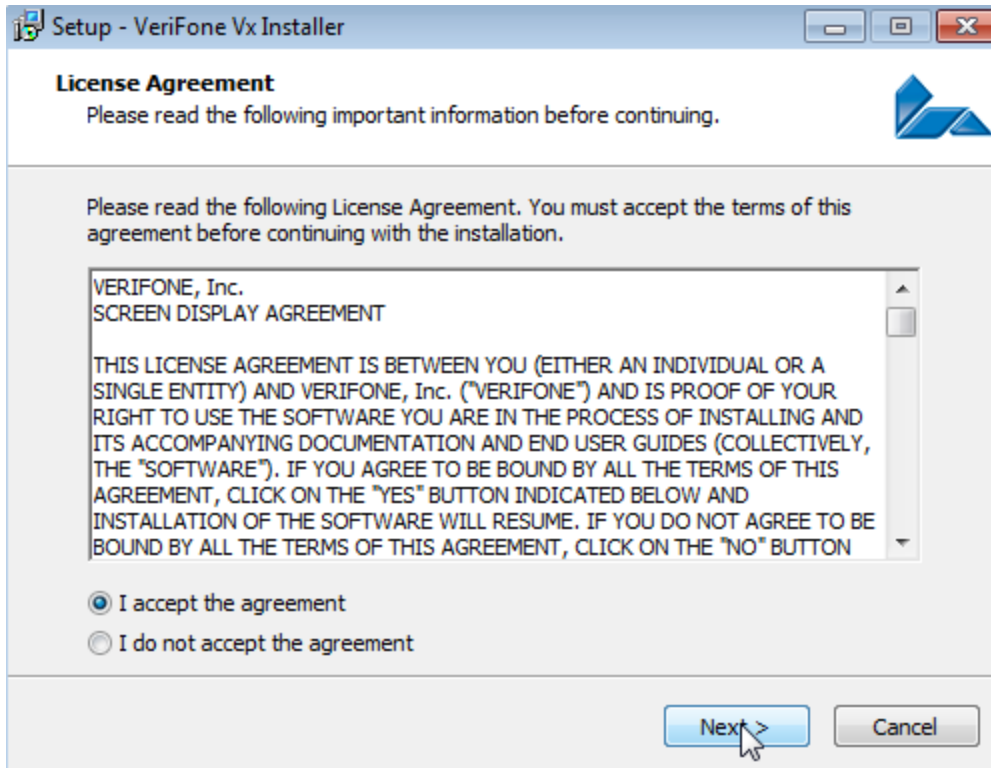


```
CLCHttpCfg.ini - Notepad
File Edit Format View Help

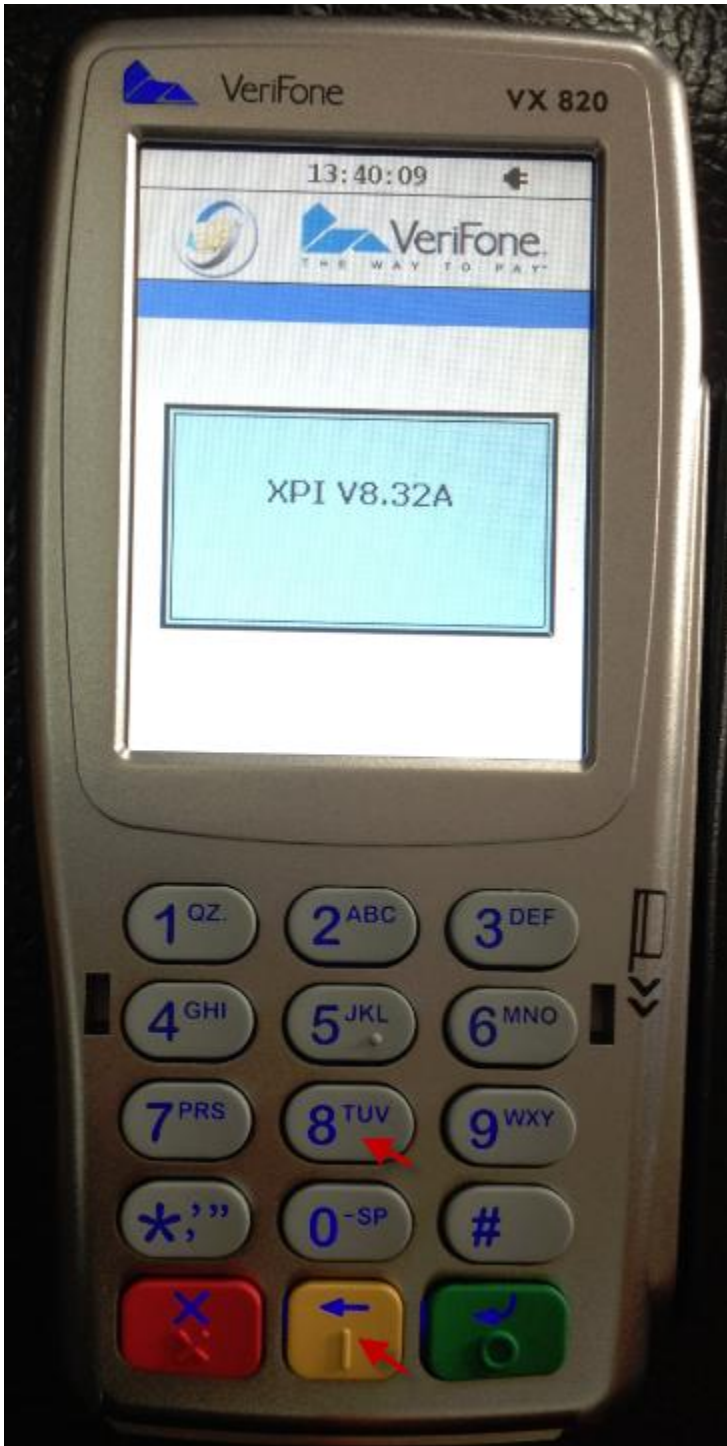
[Options]
HttpMode=1
Host=192.168.37.1
Port=8003
Timeout=10000
;FileMonitorDirectory=..\MESSAGES
;IsAllowDeleteREQ=true
;FileDelay=1
```

3. Install Driver and Configure PINPad

- 1) Log in **Terminal 1/2/.../N** in the [topology](#) above.
- 2) Download http://www.911software.com/files/Cloud9/Pinpad%20Driver/68551_VeriFoneUSBUARTDriver_Vx_1.0.0.37_Build2.zip
- 3) Run "...\\68551_VeriFoneUSBUARTDriver_Vx_1.0.0.37_Build2(driver for VX820)\\setup.exe".
- 4) Choose "I accept the agreement" then click Next.



- 5) If the Driver installation finished, Insert the PINPad(VeriFone VX 820) into USB interface.
- 6) When the screen appears "XPI V8.32A" message, press the button "8" and "<-" at the same time.



7) Click USB button.



8) Click ON button.



9) If the configuration finished, you can see the "WELCOME" message.



4. Configure Cloud9's FrontEnd

4.1 Server

- 1) Log in **Machine A** in the [topology](#) above.
- 2) Download and extract latest FrontEnd: <http://www.911software.com/files/Cloud9/FrontEnd/>
- 3) Open file "...\\FrontEnd\\conf\\com.jjjesoft.gateway.frontend.ini".
Change "911CreditLinePath" to [CreditLine Server's installation path](#).
Then save the file.

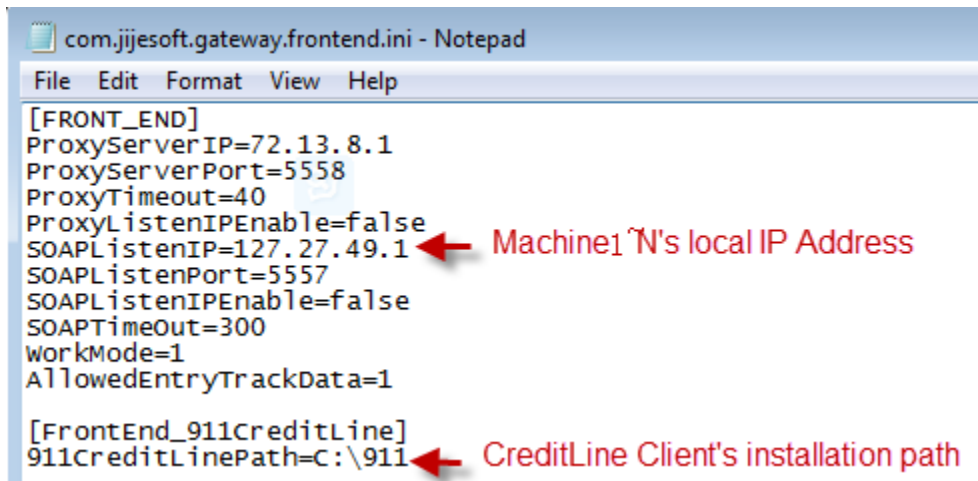
```
com.jjjesoft.gateway.frontend.ini - Notepad
File Edit Format View Help
[FRONT_END]
ProxyServerIP=72.13.8.1
ProxyServerPort=5558
ProxyTimeout=40
ProxyListenIPEnable=false
SOAPListenIP=127.27.49.1
SOAPListenPort=5557
SOAPListenIPEnable=false
SOAPTimeOut=300
workMode=1
AllowedEntryTrackData=1

[FrontEnd_911CreditLine]
911CreditLinePath=C:\\911 ← CreditLine Server's installation path
```

- 4) Double click "...\\FrontEnd\\FrontEnd.exe" to start the FrontEnd.

4.2 Terminals

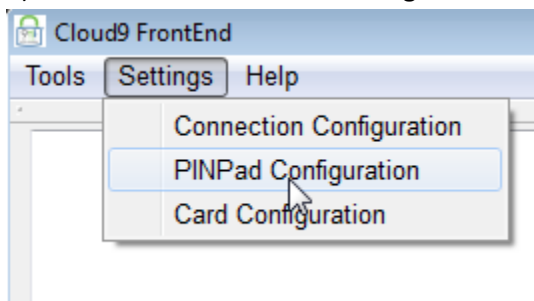
- 1) Log in **Terminal 1/2/.../N** in the [topology](#) above.
- 2) Download and extract latest FrontEnd: <http://www.911software.com/files/Cloud9/FrontEnd/>
- 3) Open file "...\\FrontEnd\\conf\\com.jjiesoft.gateway.frontend.ini".
Change "SOAPListenIP" to the local host's IP Address.
Change "911CreditLinePath" to [CreditLine Client's installation path](#).
Then save the file.



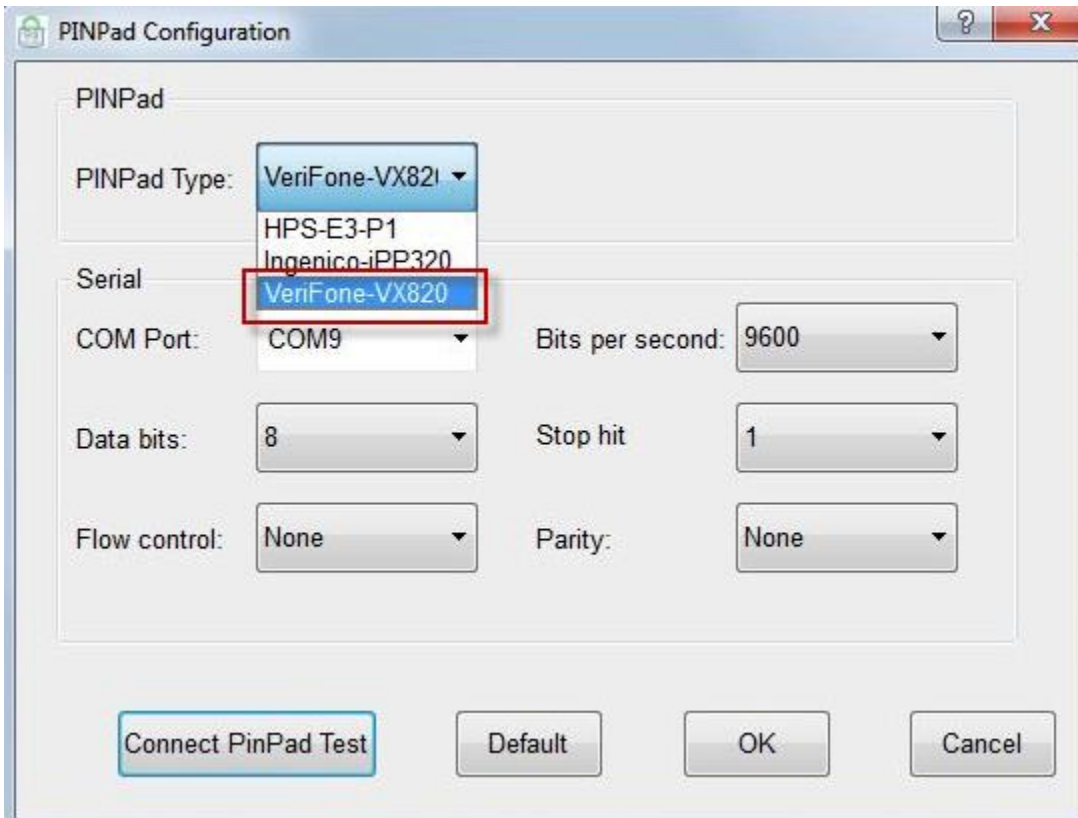
```
com.jjiesoft.gateway.frontend.ini - Notepad
File Edit Format View Help
[FRONT_END]
ProxyServerIP=72.13.8.1
ProxyServerPort=5558
ProxyTimeout=40
ProxyListenIPEnable=false
SOAPListenIP=127.27.49.1
SOAPListenPort=5557
SOAPListenIPEnable=false
SOAPTimeOut=300
workMode=1
AllowedEntryTrackData=1

[FrontEnd_911CreditLine]
911CreditLinePath=C:\911
```

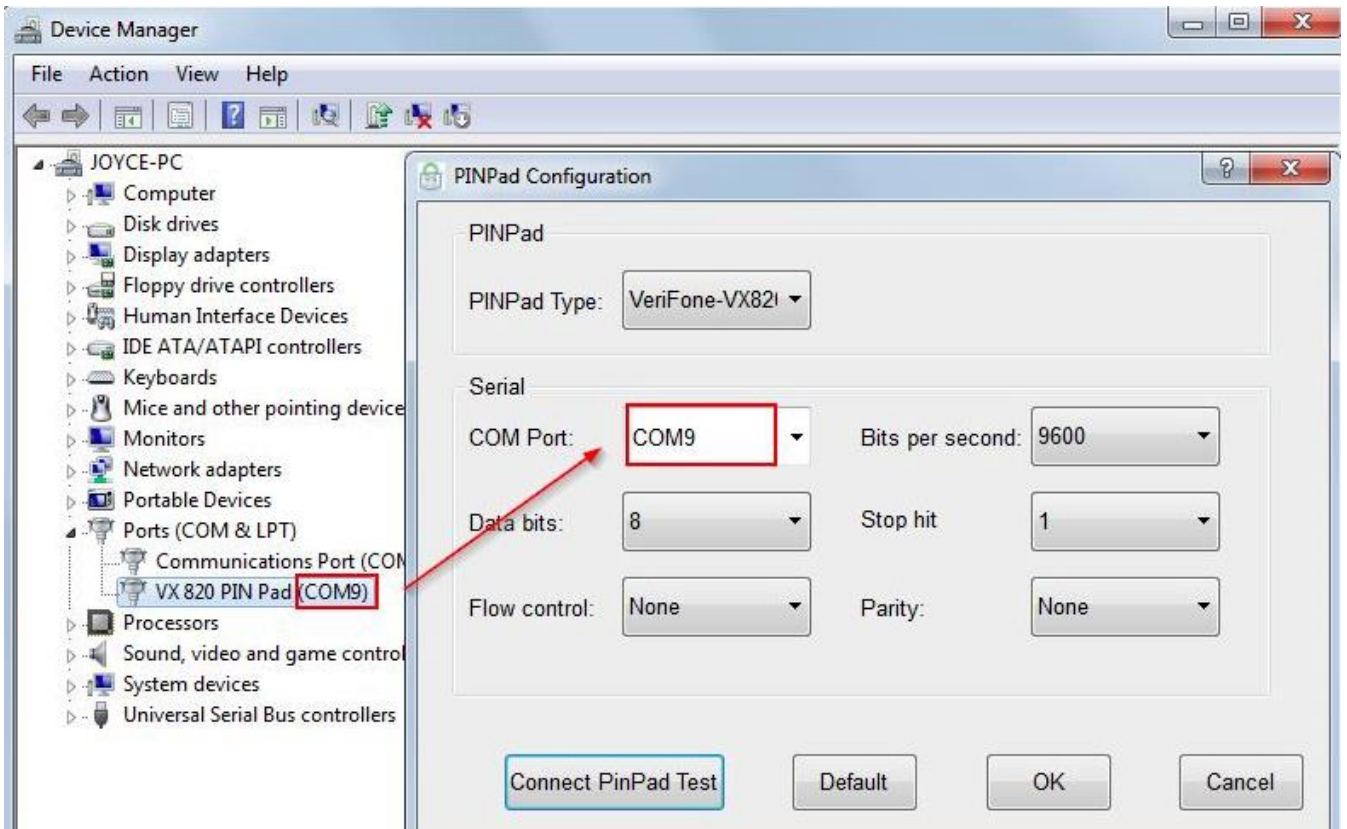
- 4) Double click "...\\FrontEnd\\FrontEnd.exe" to start the FrontEnd.
- 5) Click "Cloud9 FrontEnd->Settings->PINPad Configuration"

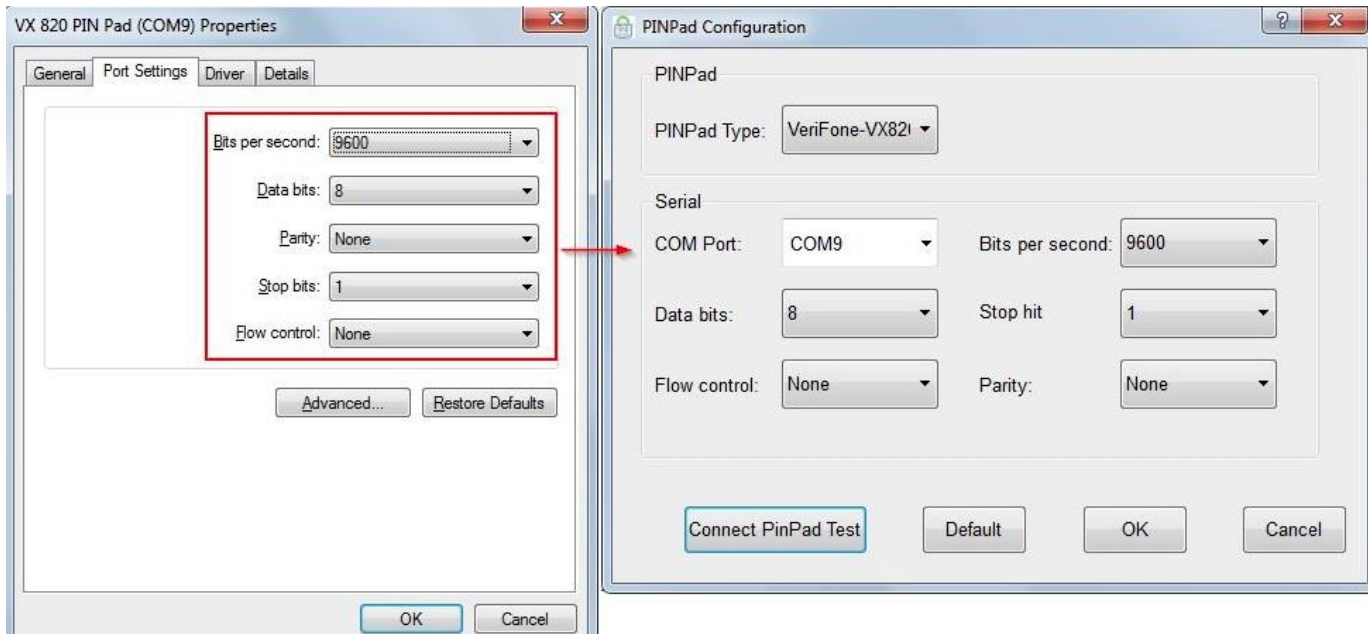


- 6) Choose "VeriFone-VX820" in the PINPad Type list.

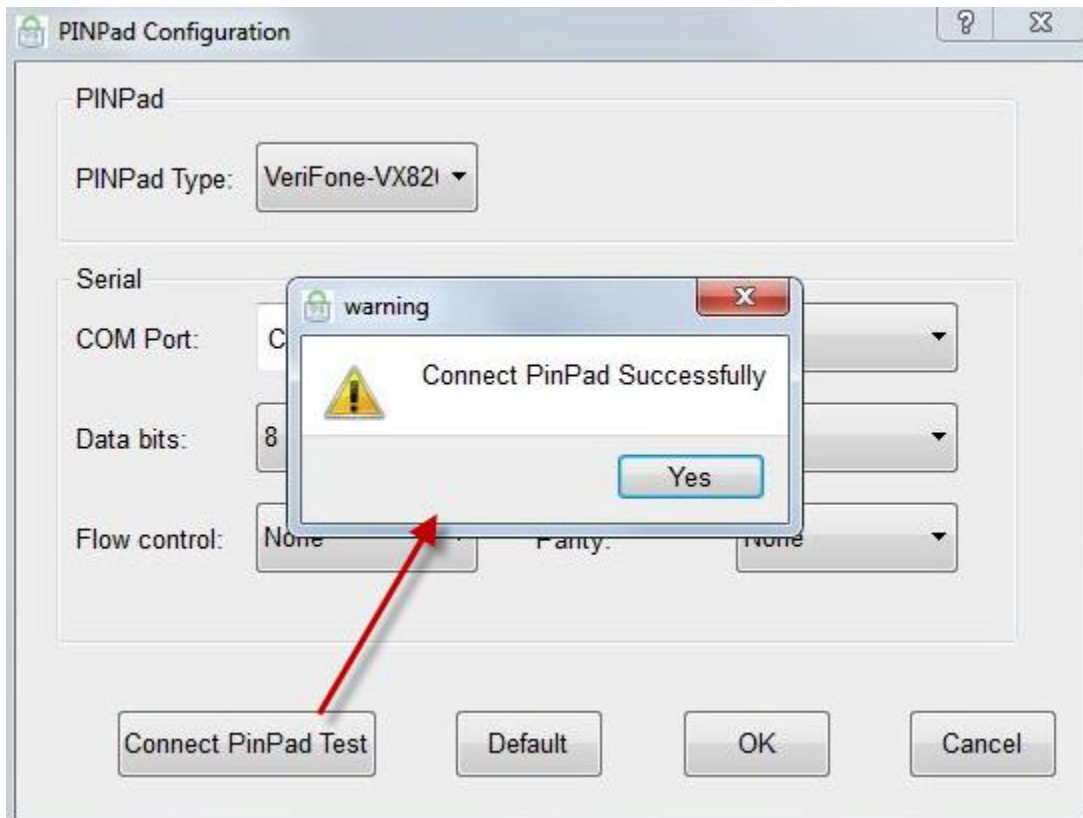


7) Configure the following parameters according to Device Manager.





You can click the “Connect PinPad Test” button to check the setting, if the setting is correct there will be message “Connect PinPad Successfully” popup.



8) Click OK to save the setting.

Note: Please ensure **Terminal 1/2/.../N** in the topology above can access Cloud9 Server (72.13.8.1). If you turn on your firewall, please add port 5558 to exception.

Connection Configuration

Cloud9 Server

IP Address: 72.13.8.1

Port: 5558

Connection Test

SOAP

Listen IP Address: 127.0.0.1

Listen Port: 5557

OK Cancel

5. Create Merchant Account on Cloud9's website

1) Logon Cloud9's website as Dealer Admin or Store Admin.

Click <https://www.c9pg.com/cloud9/web/>

Please input Your Email, Password, and Verification Code, then click Login button.

If your do Not have account, please contact your dealer or 911software's support.



Strong Reports Coverage
Centralised management of reports covering all aspects of business in one convenient location.

User Friendly Interface
Reports are easily generated using our new user friendly interface design.

Access Management Control
Our explicit user structure allows control over the secure delivery of information.

Login Cloud9

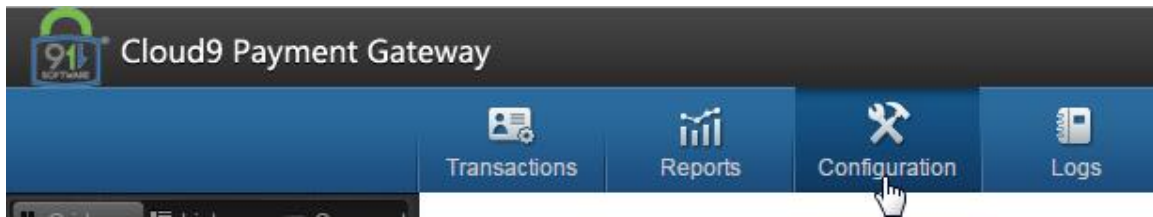
Your Email

Password

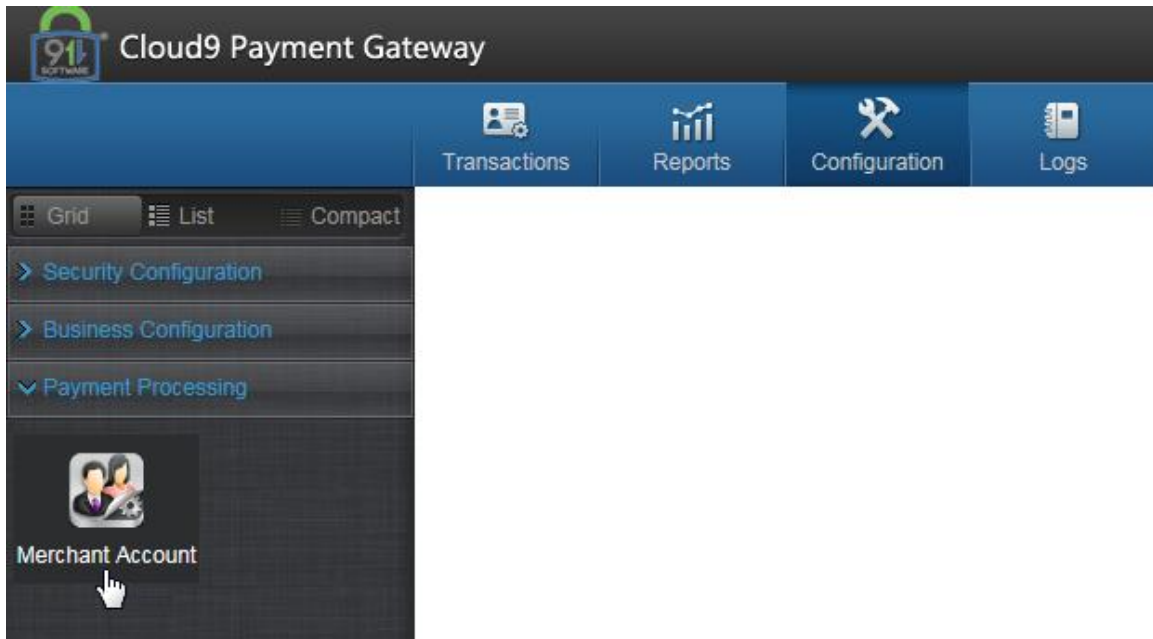
Verification code **b u m b**

Forget password? Login

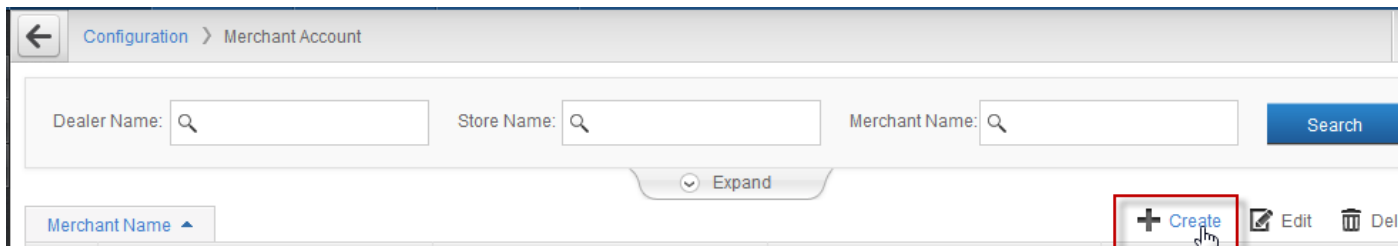
2) Click Configuration on the navigation.



3) Click Merchant Account under Payment Processing.



4) Click Create icon on the right.



5) Click OK button on the popup page.

System Message × Close



You must make a test deposit and confirm the funds arrival at the correct bank account. By clicking OK below, you acknowledge that you have or will have taken the necessary steps to make sure that the funds go to the correct bank account.

6) Please input the Merchant Name, select the Dealer/Store, Industry Type and Credit Processor. Then click Processor Config button.

← Configuration > Merchant Account > Modify Merchant Account

Processor Config



* Merchant Name	<input type="text" value="Merchant1 Using WorldPay as Processor"/>	
* Dealer/Store	<input type="text" value="Tina.Yin(911)"/>	<input type="text" value="StoreForAmy"/>
* Industry Type	<input type="text" value="Restaurant"/>	
* Credit Processor	<input type="text" value="WorldPay"/>	<input type="button" value="Processor Config"/>

7) Please enter your Merchant ID, Check Digit, Terminal ID, then click Submit. If you do NOT have the configuration, please contact WorldPay's support.

processor X Clo

Basic Information

Name	WorldPay
Capture	Terminal Capture ▼
Support Industry	Retail,Restaurant
E2E Encryption	Available

Detailed Information

* Merchant ID	5123456789127
* Check Digit	.
* Terminal ID	600150

Submit Cancel

8) If you got the Submitted Successfully message, then click Submit button under the website.

Submitted Successfully! 18:07:48 X

Transactions Reports Configuration Logs

Configuration > Merchant Account > Modify Merchant Account

Processor Config Card Config

1 2

* Merchant Name	Merchant1 Using WorldPay as Processor
* Dealer/Store	<input type="text" value="Tina.Yin(911)"/> <input type="text" value="StoreForAmy"/>
* Industry Type	Restaurant
* Credit Processor	WorldPay <input type="button" value="Processor Config"/>
* Debit Processor	<input checked="" type="checkbox"/> Same As Credit <input type="text"/>
* EBT Processor	<input checked="" type="checkbox"/> Same As Credit <input type="text"/>
* Prepaid Processor	<input checked="" type="checkbox"/> Same As Credit <input type="text"/>
* Gift Processor	<input checked="" type="checkbox"/> Same As Credit <input type="text"/>

9) Click Next.



Processor Config



Merchant Name	Merchant1 Using WorldPay as Processor
Industry Type	Restaurant
Credit Processor	WorldPay
Debit Processor	WorldPay
EBT Processor	WorldPay
Prepaid Processor	WorldPay
Gift Processor	WorldPay



10) Please configure your accepted card type, then click Next.

Configuration > Cards Config

Processor Config 1 ————— 2 Card Config ————— 3 Terminal Config

Serial#	Card Type	Accepted
1	VISA	YES
2	MasterCard	YES
3	AmericanExpress	YES
4	Discover/NOVUS	YES
5	DinersClub	YES
6	JCB	YES
7	EBT CashBenefit	NO
8	EBT FoodStamp	NO
9	Debit Card	NO
10	Prepaid Card	YES
11	Gift Card	YES

Back Next

11) Please click Create icon on the right.

Configuration > Terminal Management

Processor Config 1 ————— 2 Card Config ————— 3 Terminal Config

+ Create

Edit	Delete	Serial#	Merchant Name	Gateway-MID	Gateway-TID	Device Number

Back Finish

12) Please enter the Device Number then click Submit button.

If you have multiple POS terminal, please create different Device Number for each POS terminal, such as N001~N009.

Add Terminal
✕ Close

Basic Information

* Device Number

13) Record the Gateway-MID and Gateway-TID.

Serial#	Gateway-MID	Gateway-TID	Device Number
1	1001395121	GT1001395122	N001
2	1001395121	GT1001395123	N002
3	1001395121	GT1001395124	N003

6. Configuration on Siva

1) Go to BOH->Location->Location, modify the location.

Set the "Credit Card Merchant ID" to [Gateway-MID](#) recorded in 5.Step13).

Set the "Credit Card Password" to "123456" which is reserved for future use.

Home	Reports	Business	Menu	Location	Operation	Locale	Cus	
Logout	Update Terminals	Deploy Now						zz PAI

Location Properties

Name	<input type="text" value="CC 0868 Monterey"/>	Main Setup Address Templates OprRules OthRules Attributes
A.k.a. Name	<input type="text" value="CC 0868 Monterey"/>	
Parent Location	<input type="text" value="CC Region 2"/>	
Class	<input type="text" value="Store"/>	
BOH Security Level	<input type="text" value="10"/>	
Corporate Number	<input type="text" value="510868"/>	
Reference Number	<input type="text" value="510868"/>	
Credit Card Merchant ID	<input type="text" value="1001394793"/>	
Credit Card Password	<input type="text" value="123456"/>	

← Gateway-MID

← 123456

Ok	Cancel	Done	Vendor List
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2) Navigate to Location->Device, modify terminals which are used to close checks. Set the "Gateway-TID" to [Gateway-TID](#) recorded in 5. Step13). Note: Each Terminal should have its own value.

Home	Reports	Business	Menu	Location	Operation	Locale	Cus
Logout	Update Terminals	Deploy Now					zz PAI

Location	CC 0868 Monterey
Center	Dine In
<input type="checkbox"/> Disable Screen Timeout	<input type="checkbox"/> Primary Terminal
<input checked="" type="checkbox"/> Skip Select Center	<input type="checkbox"/> Show All Centers To Total
<input type="checkbox"/> Skip Payment Screen	
Receipt Queue	T3 Q3
Checks Queue	Check Queue 1
OSR Default Mode	Counter Mode
Routing Group	Routing Group 1
Text Group	
Gateway-TID	GT1001395141 ← Gateway-TID
BOH Security Level	10
Corporate Number	
Reference Number	

Ok	Cancel	Done	Printer Diag
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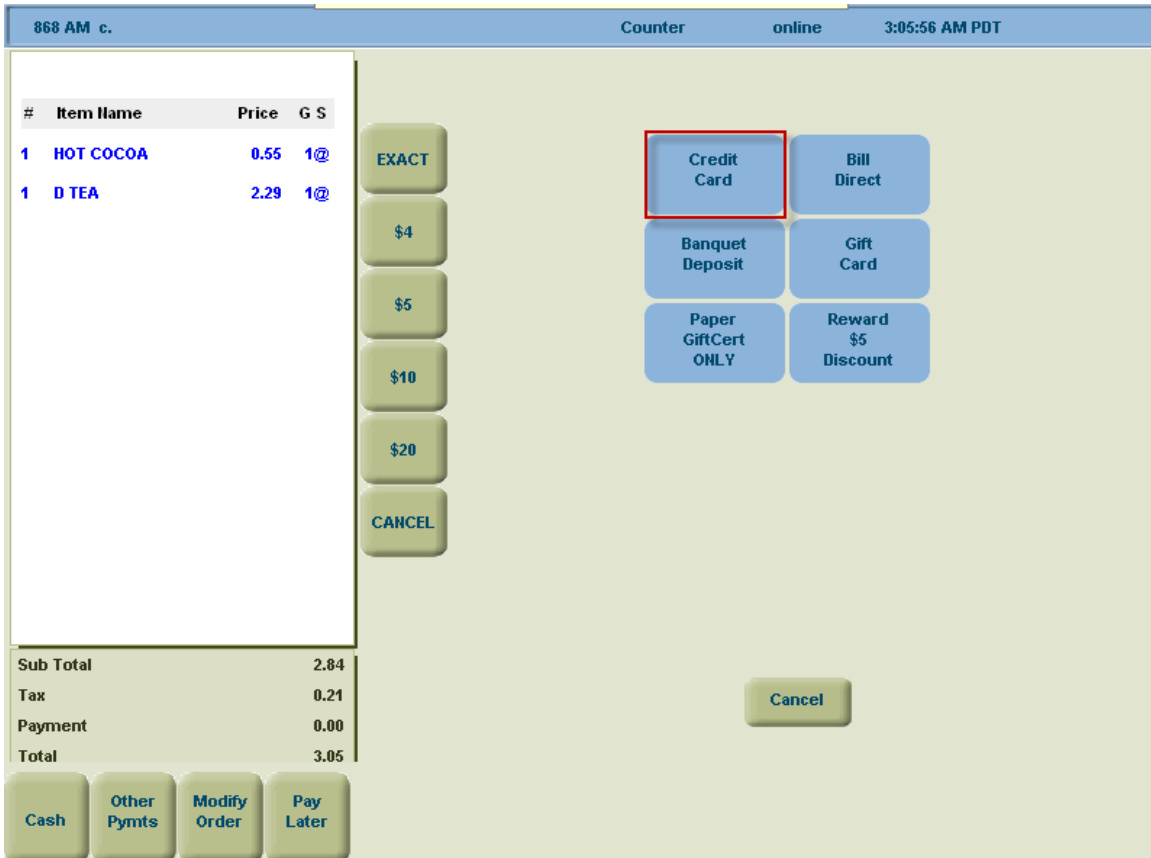
3) Click OK and Update Terminals.

Note: All Credit Card types' attributes should be the same.

7. Do some test transactions.

7.1 Do Credit Card Transactions

1) Login FOH, open a check and try to close it, on close checks screen click Credit Card button.



2) Confirm some messages, then FrontEnd pops up a "Please Select Account Type And Entry Mode" box.



7.1.1 Manual Entry Mode

- Click Manual Button, the following box is popped up

Please Select Account Type And Entry Mode

Credit Gift

Manual PinPad Cancel

(Credit Card Sale)

Card Number: 4111 1111 1111 1111 * Customer Name:

Exp MM/YY: 11/25 * CVC: Customer Number:

Base Amout: 10.00 Tip: 0.00 Customer Address:

Tax: 0.00 Customer Zip Code:

Q W E R T Y U I O P 7 8 9

A S D F G H J K L 4 5 6

Z X C V B N M , 1 2 3

Space Back 0 .

Track I Data:

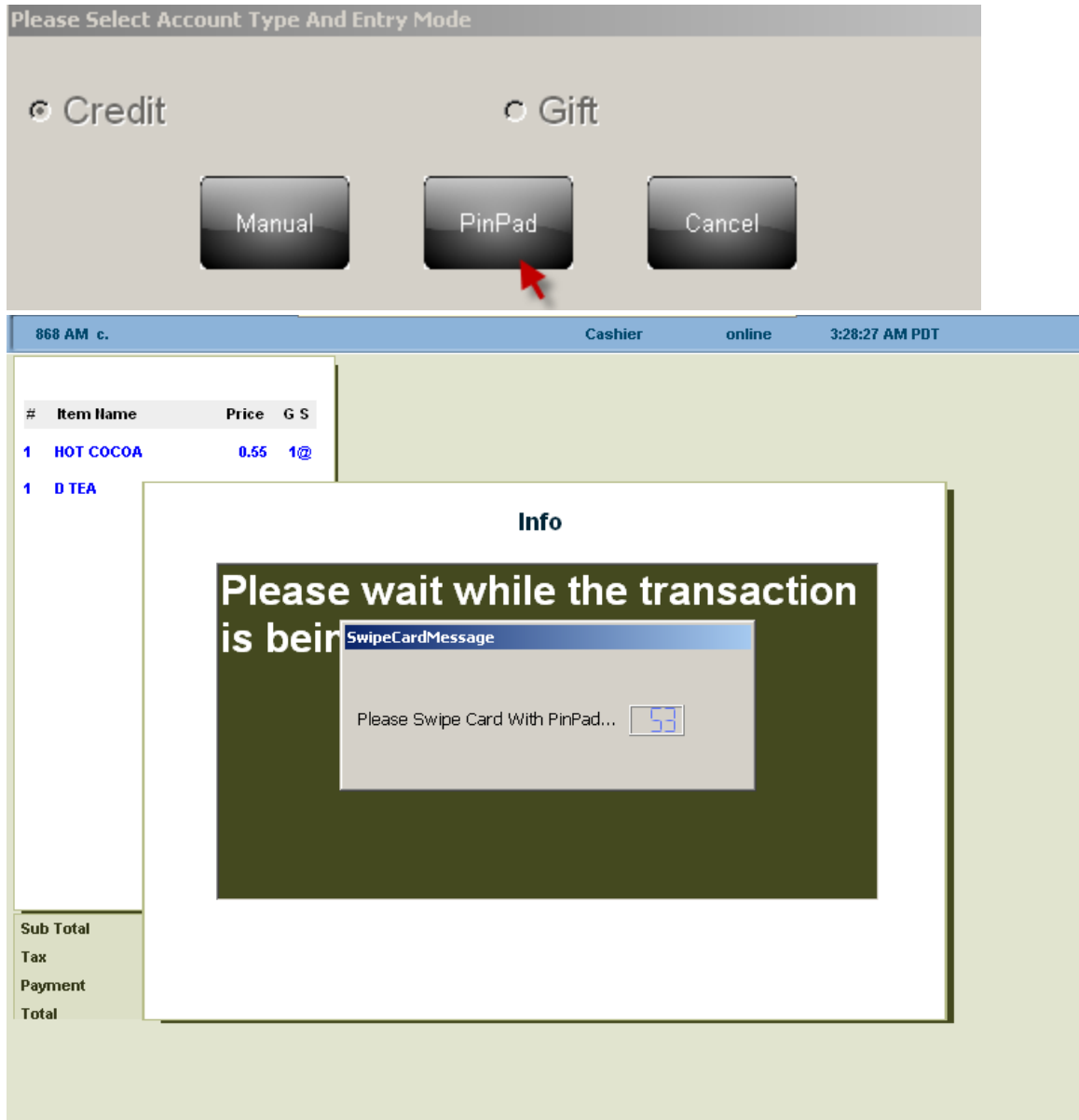
Track II Data:

OK Cancel

- Enter credit card number and its Expire date then click OK.
- The check is closed.
- The transaction will be shown on Cloud9's website, please according to [Chapter 8](#) to view the transaction.

7.1.2 Swipe Card Mode

- Click PinPad button, system will pop up a message to tell user to swipe card with PinPad and PinPad will show ACCOUNT NUMBER screen.



- Swipe credit card on PinPad to complete this transaction.
- The transaction will be shown on Cloud9's website.

7.2 Close checks with Gift Card

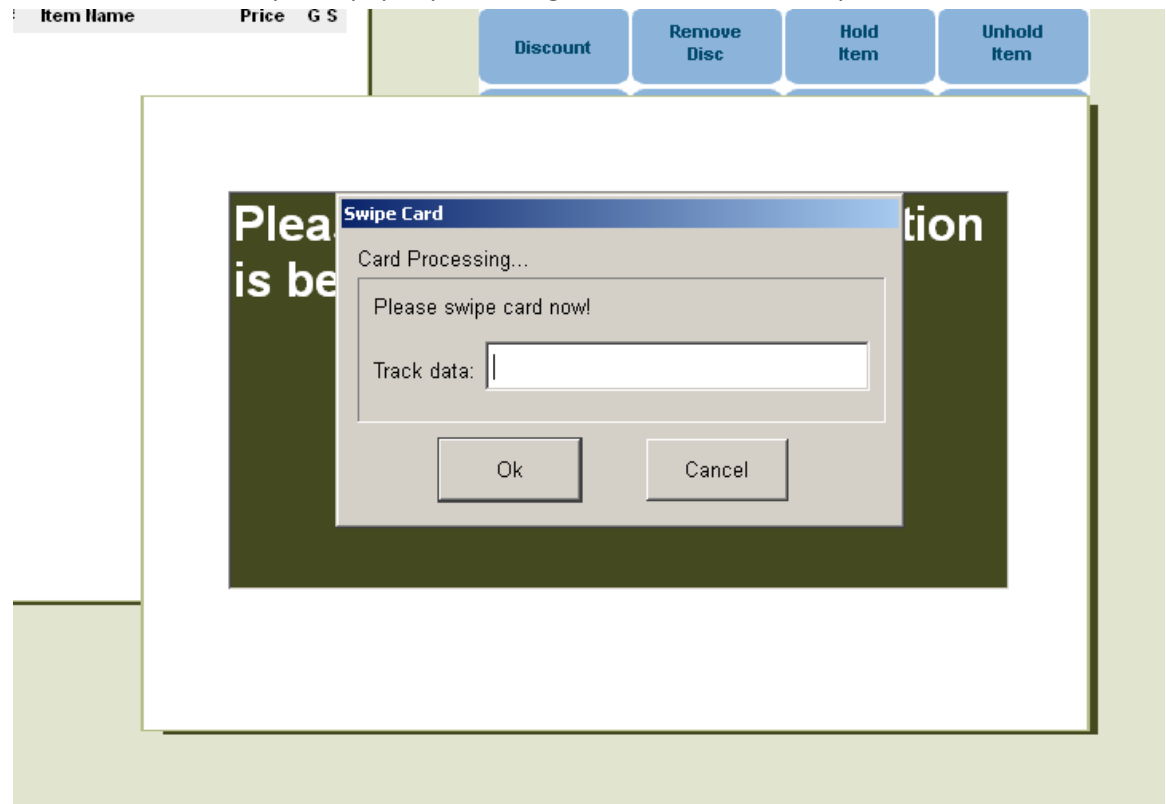
Login FOH, open a check and try to close it, click Gift Card and confirm some messages then FrontEnd pops up "Please Select Account Type And Entry Mode" box

7.2.1 Manual Entry Mode

- Click Manual button and enter a gift card number and its expire date then click OK.
- The check is closed.

7.2.2 Swipe Card Mode

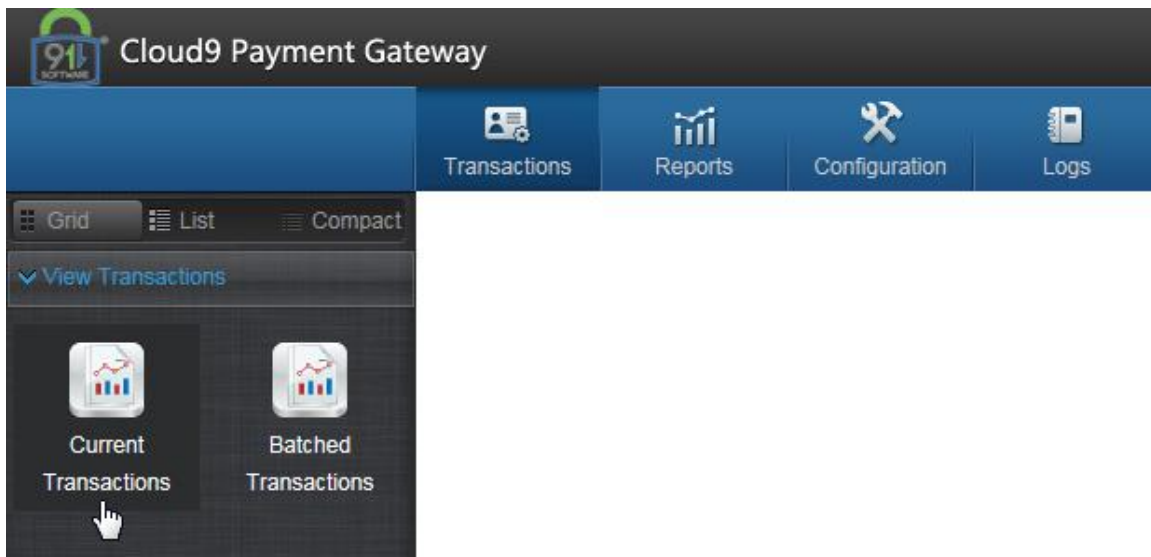
- Click PinPad button, system pops up a message box to tell user to swipe card.



- Swipe a gift card, then the check is closed.

8. View Transaction in the website.

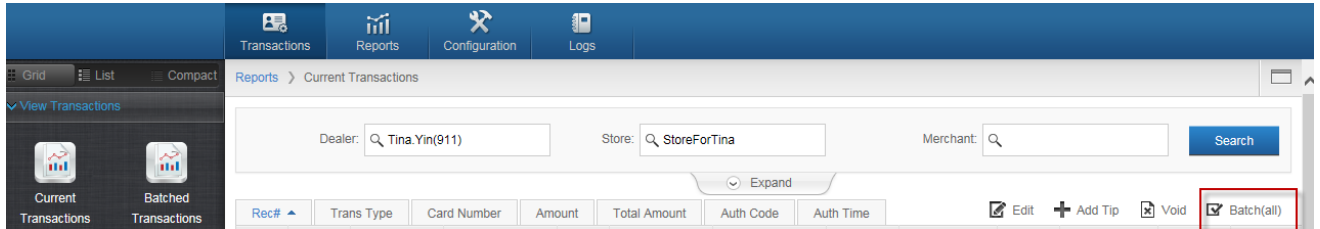
Please log in Cloud9's website as Dealer admin, Dealer User, Store Admin or Store User. Then click Transactions on the navigation, then click Current Transactions to view the transactions.



9. Batch and Batch Report.

Please log in Cloud9's website as Store admin.

Navigate to Transactions->Current Transactions, click Batch(all) button to do the batch.



Then you can navigate to Reports->Batch Report to view the Batch Report.

