Cloud9 Quick Start Guide

Contents

1. Create Merchant Account on Cloud9's website

1.1 Logon Cloud9's website as Dealer Admin

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

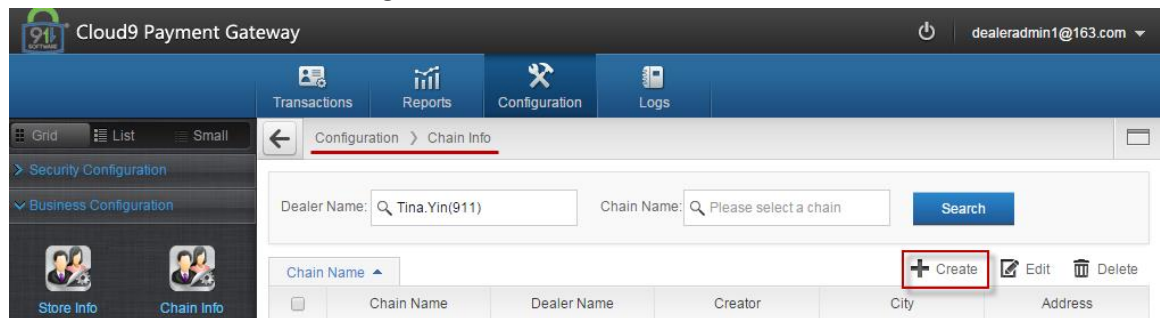Please input Your Email, Password, and Verification Code, then click Login button.

If your do Not have account, please contact 911software's support.
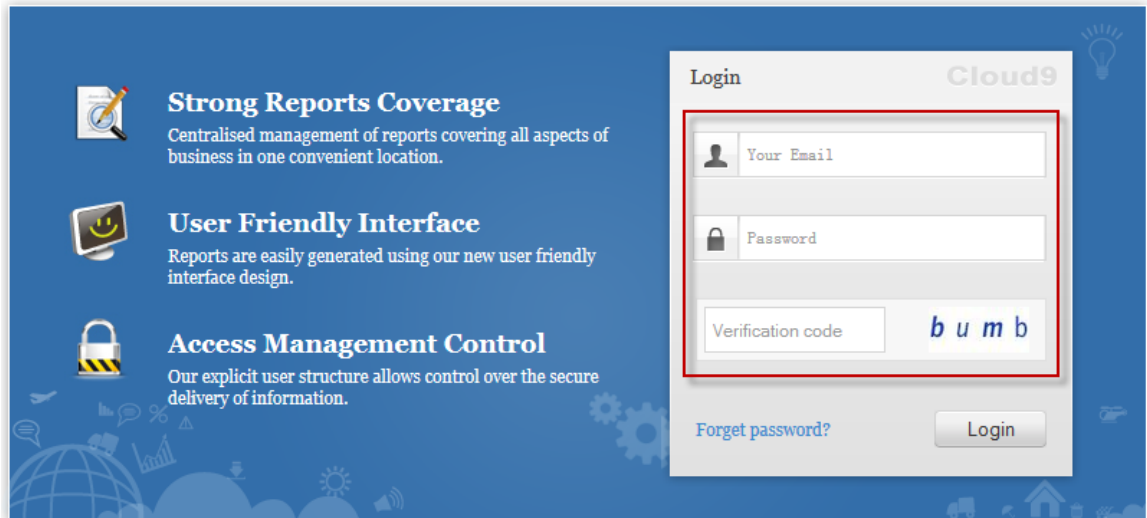
1.2 Create Chain (Optional)

1.2.1 Navigate to Configuration->Business Configuration->Chain Info

1.2.2 Click Create icon on the right

1.2.3 Please input the Chain Name, select the Dealer as mandatory fields. Please input the Address, Suite, City, State, Zip Code, Contact, Phone and Notes as optional fields. Then click Submit button.
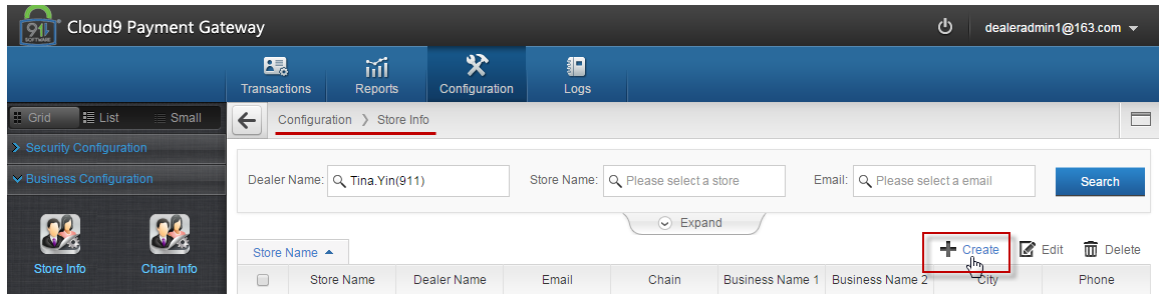
If the Chain is created successfully you will get the "Submitted Successfully" message.
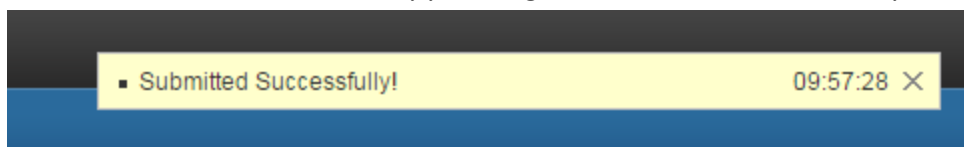
1.3 Create Store

1.3.1 Navigate to Configuration->Business Configuration->Store Info

1.3.2 Click Create icon on the right

1.3.3 Please input the Store Name, Email, City and State, select the Dealer as mandatory fields. Please select Chain, input Business Name 1, Business Name 2, Address, Suite, Zip Code, Contact, Phone, and Notes as optional fields. Then click Submit button.

|	
* Store Name	Store11
* Email	store11@911software.com
* Dealer	Tina.Yin(911) ▾
Chain	K.F.C ▾
Business Name 1	HPS TEST
Business Name 2	TEST
Address	1730 S Federal HWY
Suite	#389
* City	BOCA RATON
* State	FL
Zip Code	33481
Contact	
Phone	561-392-9606
Notes	

Submit   Cancel

If the Store is created successfully you will get the "Submitted Successfully" message.

1.4 Create Merchant Account

1.4.1 Navigate to Configuration-> Payment Processing -> Merchant Account

1.4.2 Click Create icon on the right.
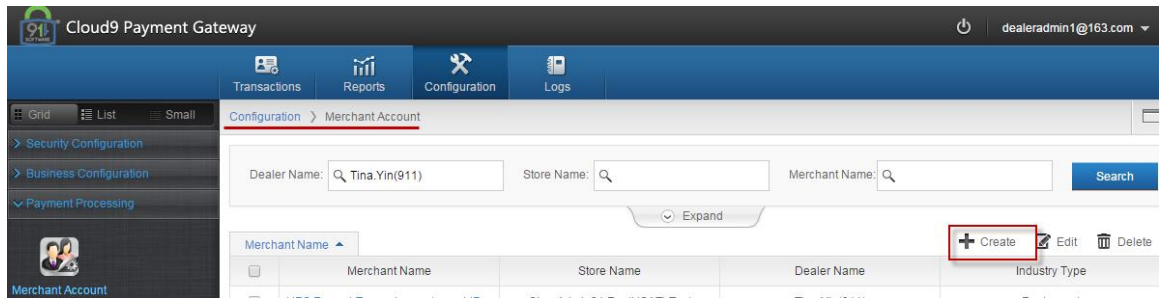
1.4.3 Click OK button on the popup page.

1.4.4 Please input the Merchant Name, select the Store, Industry Type and Credit Processor. Then click Processor Config button.

Processor Config

1

* Merchant Name	Merchant111 Using USAT as Processor
* Dealer	🔍 Tina.Yin(911)
* Store	🔍 Store11ForTina
* Industry Type	Retail ▾
* Credit Processor	USAT ▾ Processor Config ⚠

1.4.5 Please enter the configuration info from USAT(the selected Processor). Then click Submit.
If you do NOT have the configuration info, please contact USAT(the selected Processor)'s support.

processor	✕ Close

Basic Information

Name	USAT
Capture	Host Capture ▾
Support Industry	Retail
E2E Encryption	Not available

Detailed Information

* User Name	911□.□ :User
* Serial Number	K□NINE□□□□°01
* Password	W□□□□SMWQsyvns.IT9

Submit   Cancel

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

Submitted Successfully!

| Transactions | Reports | Configuration | Logs | Billing |

← Configuration ❭ Merchant Account

Processor Config ———————————————— Card Config
① ②

* Merchant Name	Merchant111 Using USAT as Processor
* Dealer	🔍 Tina.Yin(911)
* Store	🔍 Store11ForTina
* Industry Type	Retail ▾
* Credit Processor	USAT ▾ Processor Config
Debit Processor	☑ Same As Credit
EBT Processor	☑ Same As Credit
Prepaid Processor	☑ Same As Credit
Gift Processor	☑ Same As Credit
Current Credit	1800.00

Submit   Cancel

1.4.7 Click Next.

Processor Config

1

Merchant Name	Merchant111 Using USAT as Processor
Industry Type	Retail
Credit Processor	USAT
Debit Processor	USAT
EBT Processor	USAT
Prepaid Processor	USAT
Gift Processor	USAT

Next

1.4.8 Please configure your accepted card type, then click Next.

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

1.4.9 Please click Create icon on the right.

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

1.4.10 Please input the Device Number then click Submit button.
If you have multiple POS terminal, you can create multiple Terminal with different Device Number, such as 001~009.

1.4.11 Please record the Gateway-MID and Gateway-TID, then click Finish button.

The Gateway-MID and Gateway-TID is used to configure CreditLine.

2. Configure CreditLine.

2.1 Install CreditLine

Please download *CreditLine4.1.3Build1186.26SP3.exe* or newer version.

You can download the latest version on 911software's website:

https://www.911software.com/downloads/

Install *CreditLine4.1.3Build1186.26SP3.exe*

2.2 CreditLine Settlement, Authorization and Connection Configuration

2.2.1 Please logon 911 CreditLine Manager then navigate to Configuration->Connection Configuration.
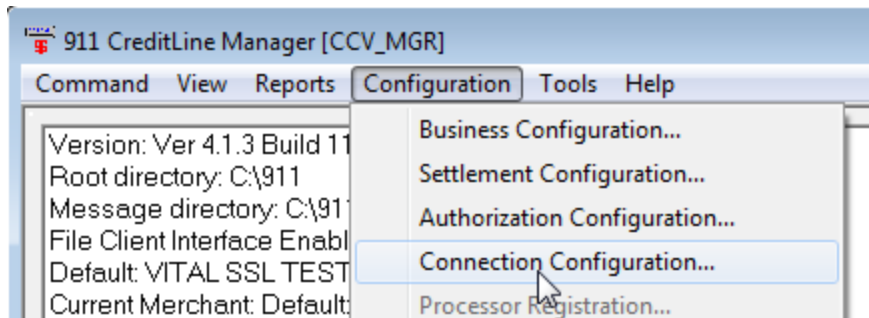
2.2.2 Click Edit.
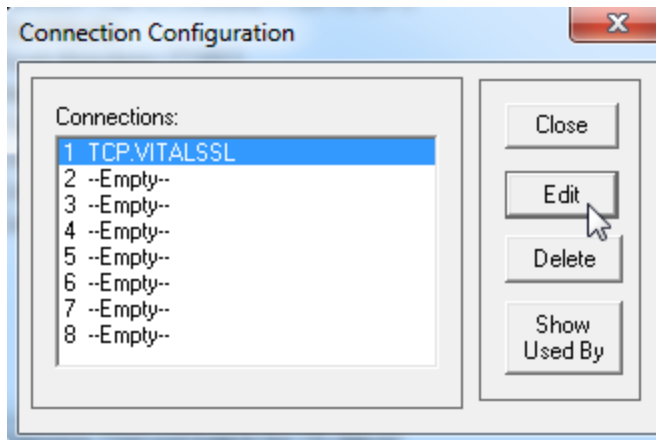
2.2.3 Select High Speed-Cloud9 as Connection type, select EFT as Connection Parameters, then click OK.
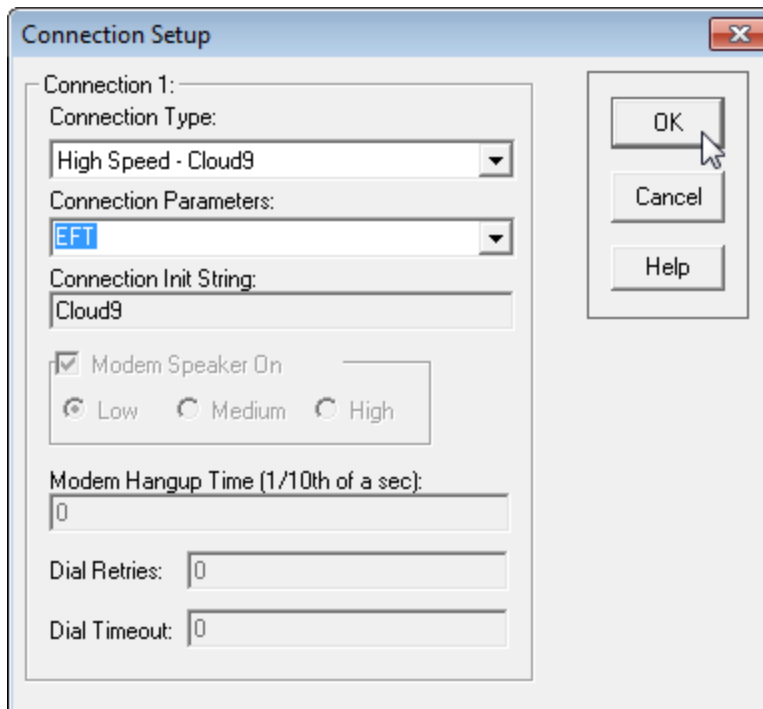
2.2.4 Click Close.
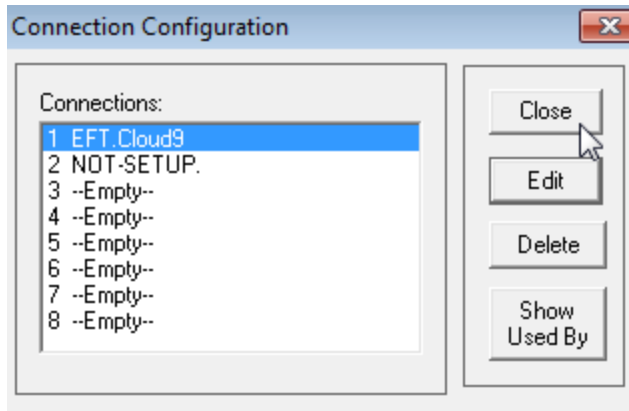
2.2.5 Then navigate to Configuration->Settlement Configuration.
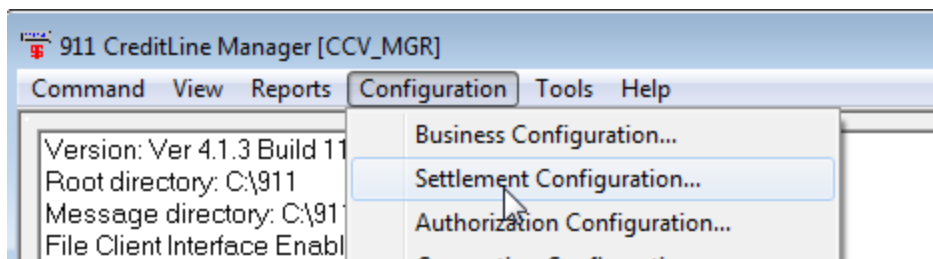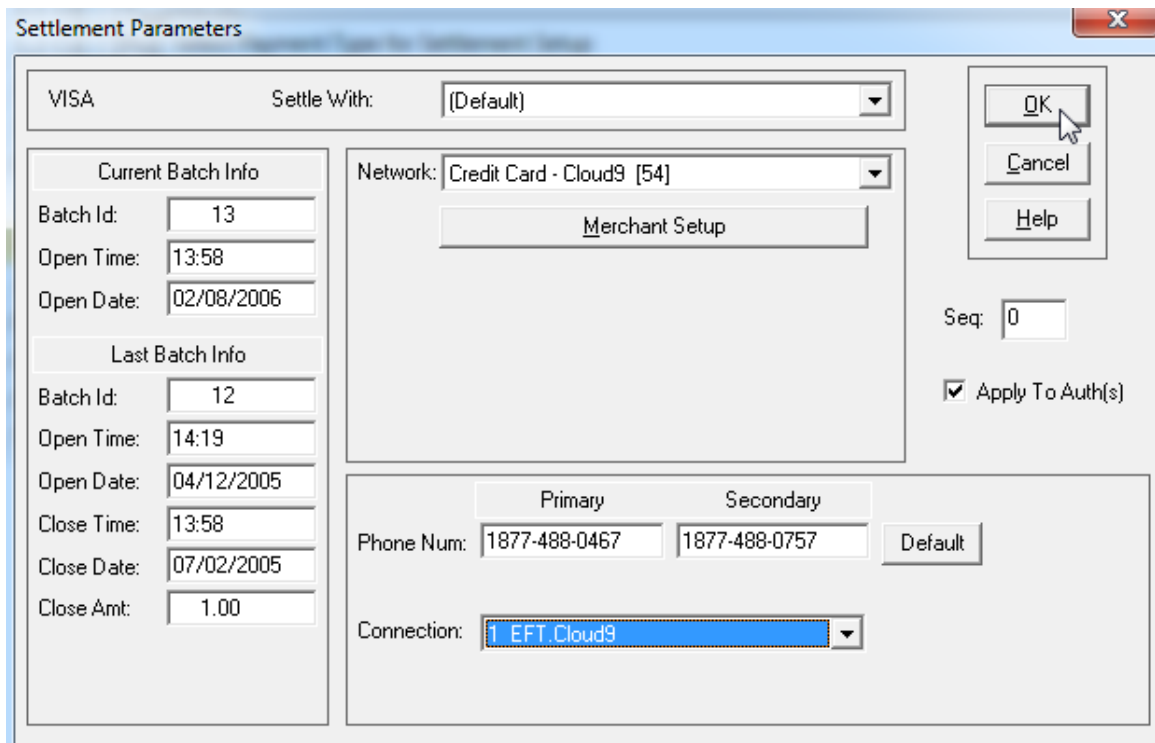

2.2.6 Click Edit
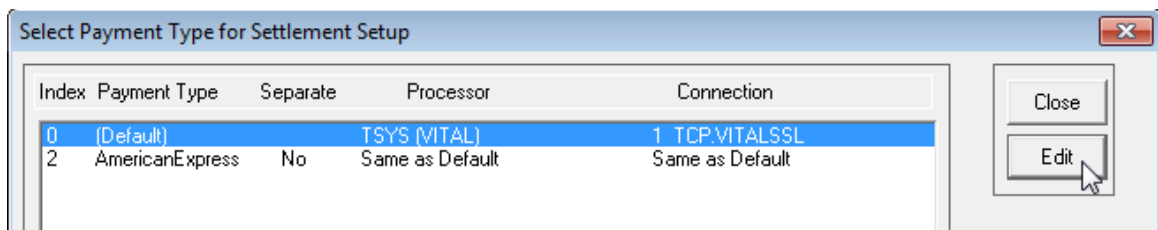
2.2.7 Ensure the Apply to Auth(s) is checked, then select Credit Card-Cloud9 in the Network drop-down box.
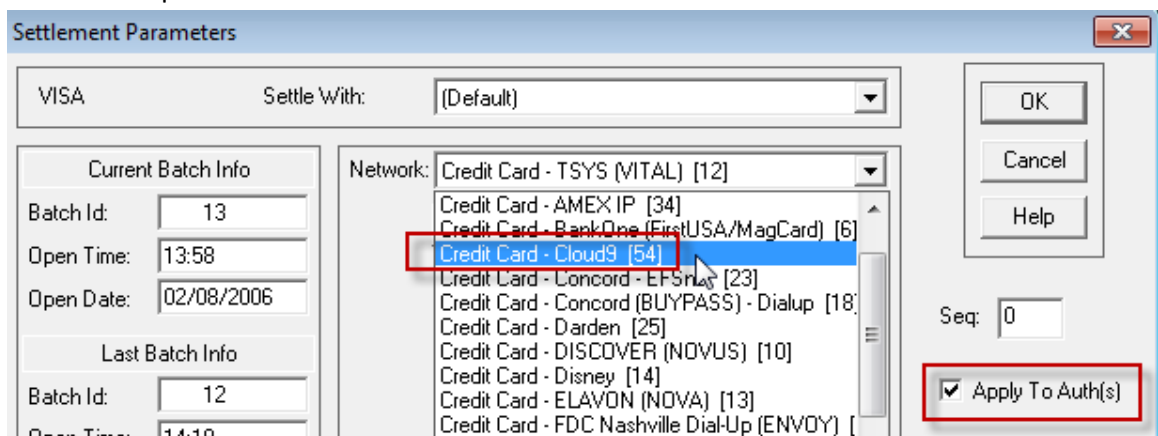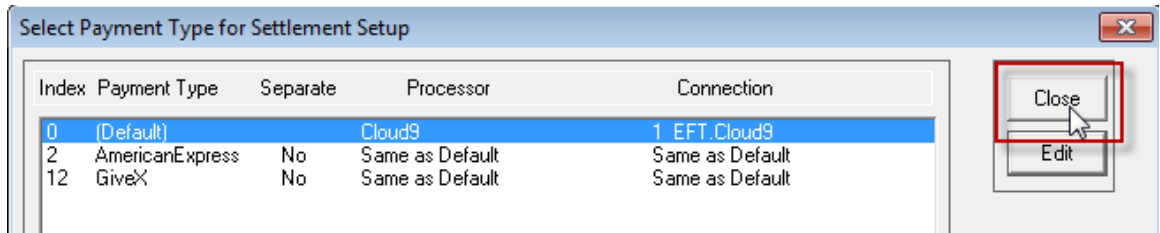

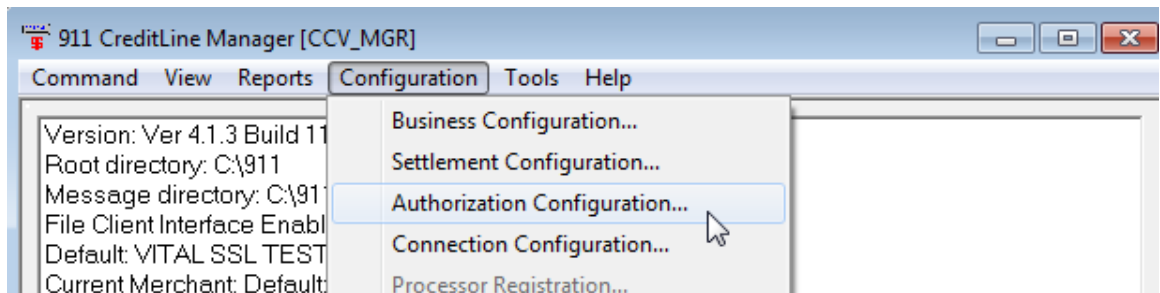2.2.8 Please enter the Gateway-MID and Gateway-TID recorded in 1.4.11 then click OK.
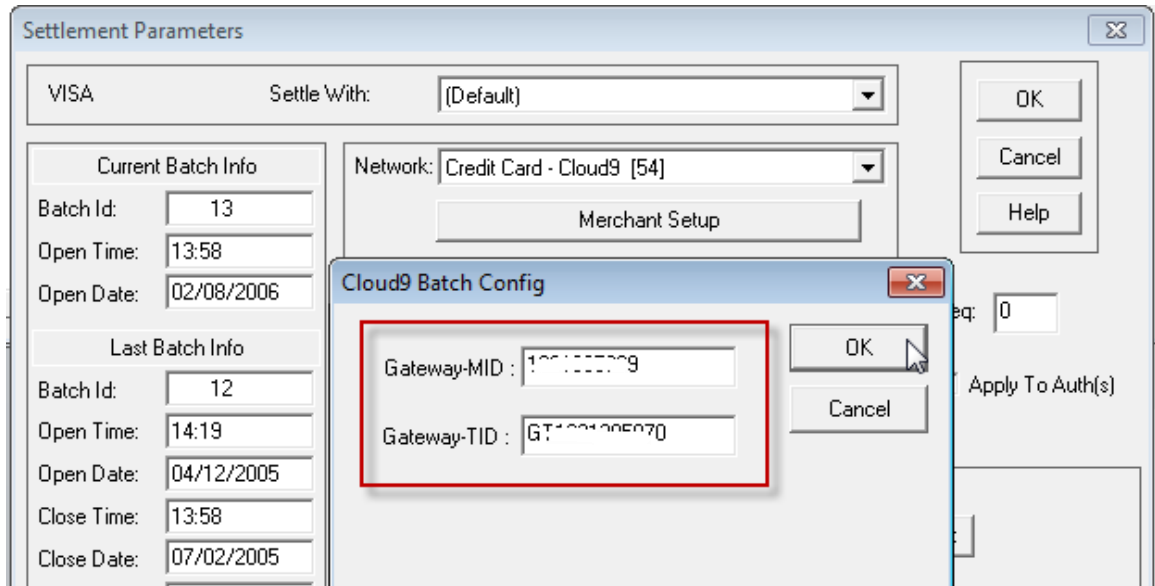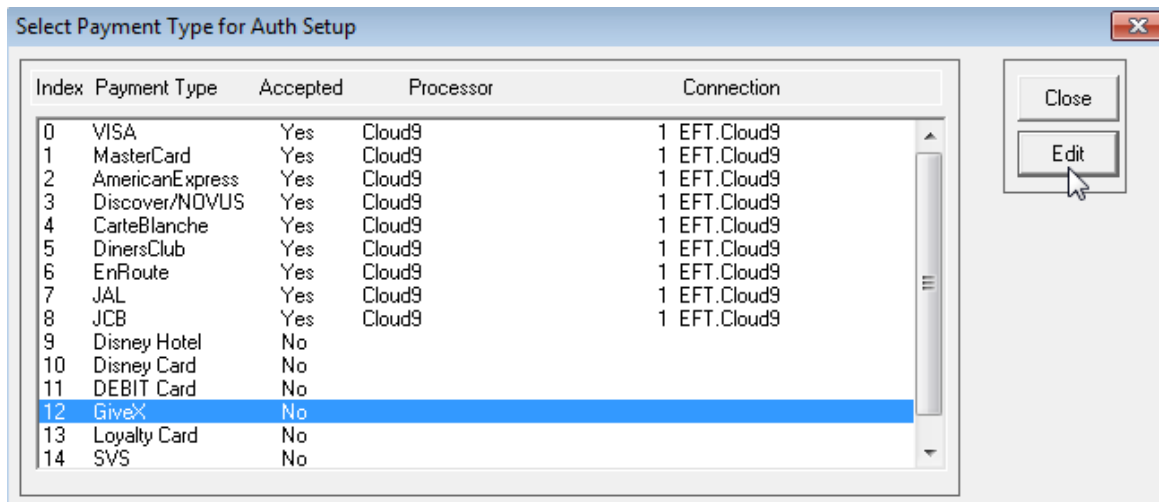
2.2.9 Ensure the Connection is EFT.Cloud9 then click OK.

2.2.10 Click Close.

2.2.11 Navigate to Authorization Configuration.

2.2.12 Select Index 12 then click Edit.

2.2.13 Please enter the Name, check the Card Is Accepted, input the Card Range and Len then select Gift Card-Cloud9 as Network.

2.2.14 Input the Gateway-MID and Gateway-TID record in 1.4.11.

2.2.15 Ensure the Connection is EFT.Cloud9 then click OK.
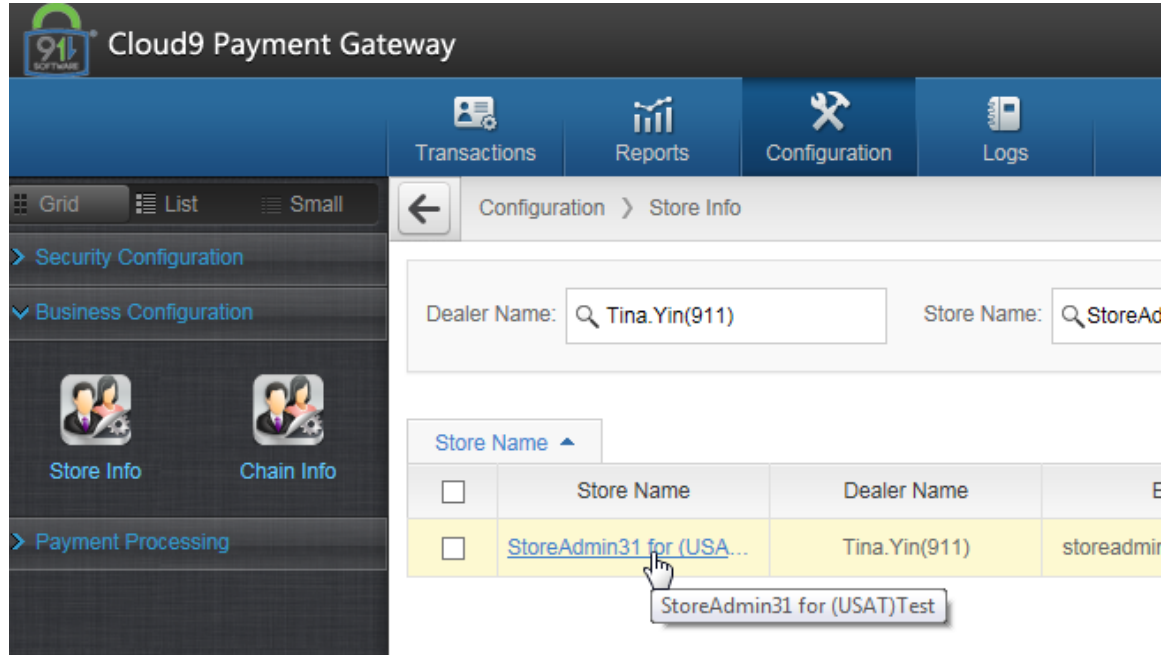

2.2.16 Click Close.

Note: If you need to set up multiple merchant, please refer to the link below:
http://911software.com/credit_card_processing_software/index.php?title=CreditLine_
Multiple_Merchant_Account_Setup
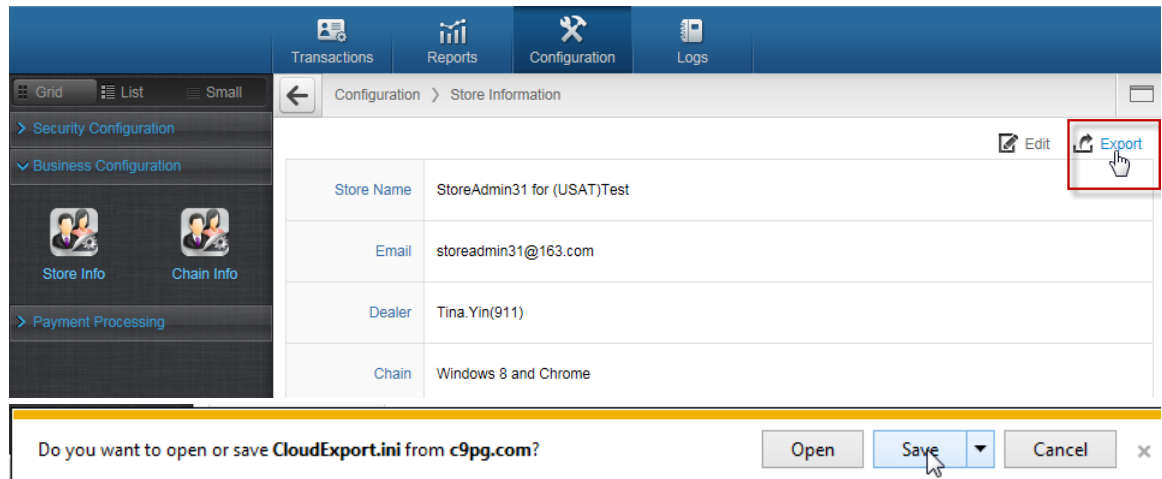
2.3 CreditLine Business Configuration

2.3.1 Logon Cloud9' website as Dealer Admin or Store Admin, then navigate to Configuration->Business Configuration->Store Info.
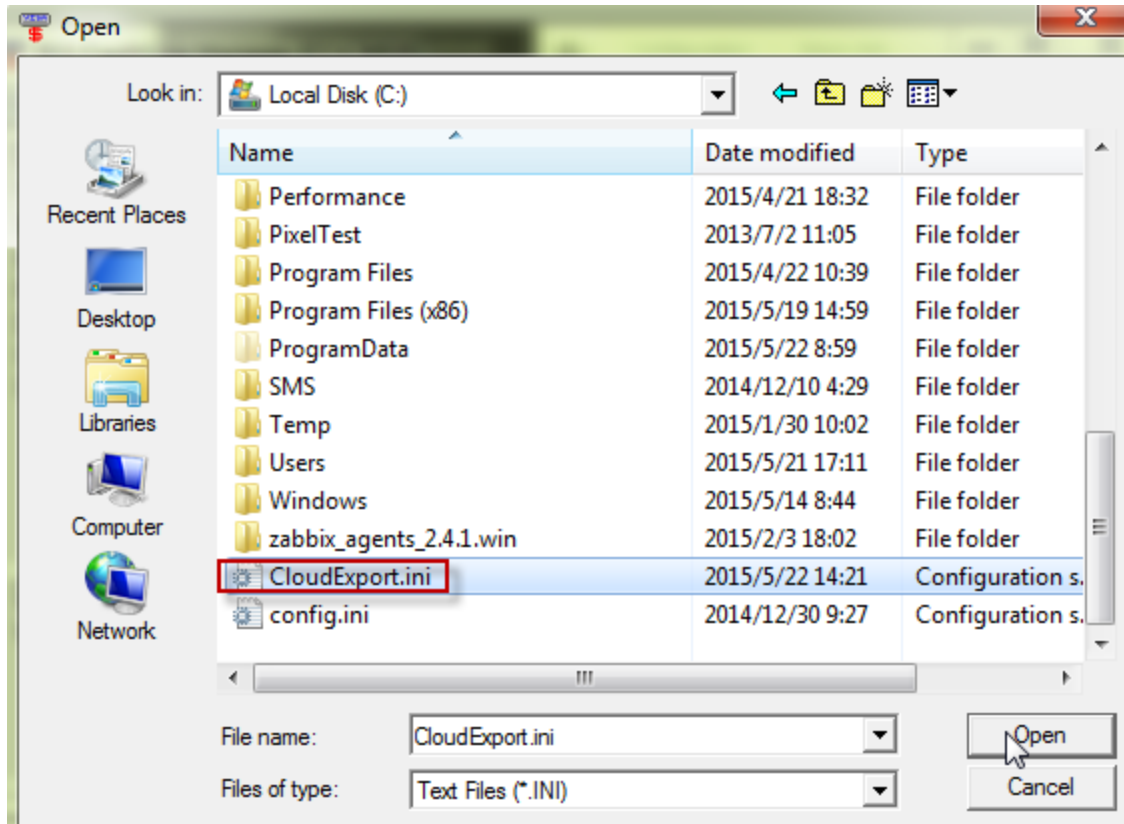
2.3.2 Click the store name.

2.3.3 Click Export on the right and save the export file.

2.3.4 Logon CreditLine Manager then click Tools->Import Configuration, then browse the exported file in step 2.3.3 to import the file.

2.3.5 You can see the business info has been updated.

911 CreditLine Server [CCVSRVR]

File   Help

```
AmericanExpress
Discover/NOVUS
CarteBlanche
DinersClub
EnRoute
JAL
JCB
Version: Ver 4.1.3 Build 1186.7 SP3
Test Mode
Root directory: C:\911
Message directory: C:\911\MESSAGES
File Client Interface Enabled
Default: Business N1 for Test - Business N2 for Test [Restaurant]      ←
Expired user : user
Expired User Password
Expired user : admin
Expired User Password
[CCVSRVR] 24  ReloadConfig Successful
```
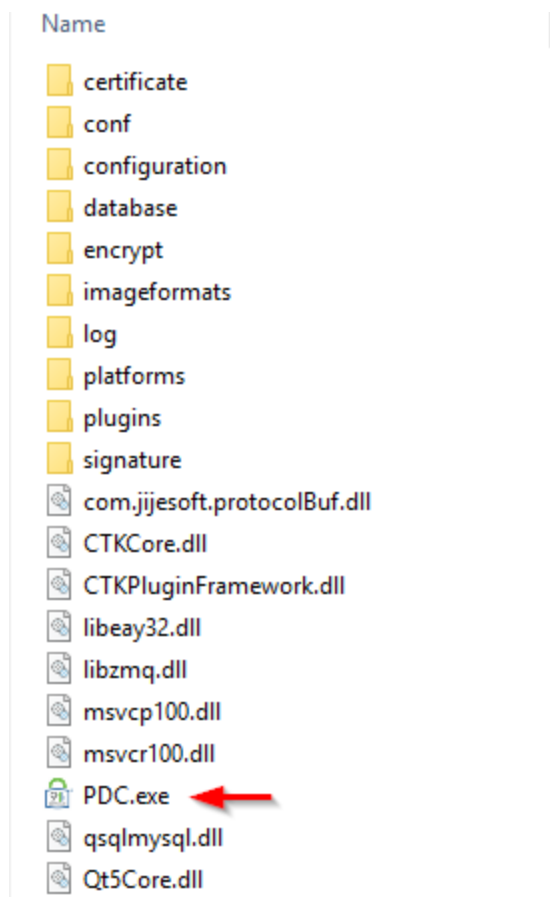
```
<< [TCP]VITALSSL
>> [TCP]OK
<< [TCP]TCP
<< [TCP]VITALSSL
>> [TCP]OK
```

911 CreditLine Manager [CCV_MGR]

Command   View   Reports   Configuration   Tools   Help

```
Version: Ver 4.1.3 Build 1186.7 SP3
Test Mode
Root directory: C:\911
Message directory: C:\911\MESSAGES
File Client Interface Enabled
Default: Business N1 for Test - Business N2 for Test [Restaurant]      ←
Current Merchant: Default: Business N1 for Test - Business N2 for Test [Restaurant]
Current Printer:
```

```
Warning: Did not batch for 15 days!
Warning: TEST MODE IN USE! Transactions will be sent to the test host!
```

3. Integrate your POS with CreditLine as before.

4. Configure and Run the Cloud9's PDC(Payment Device Controller).

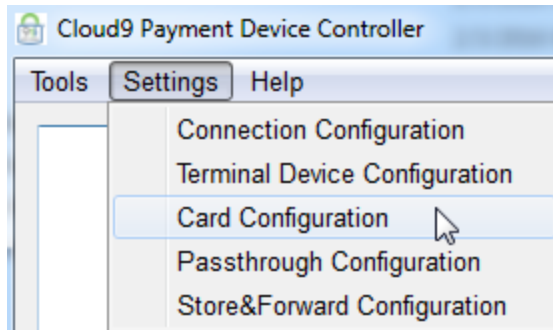4.1 Please download the latest Cloud9's PDC:

http://cloud9paymentgateway.com/files/?dir=PDC

4.2 Copy the install file to the client machine.

4.3 Double click ... C9PG\PDC\PDC.exe

Name

- certificate
- conf
- configuration
- database
- encrypt
- imageformats
- log
- platforms
- plugins
- signature
- com.jijesoft.protocolBuf.dll
- CTKCore.dll
- CTKPluginFramework.dll
- libeay32.dll
- libzmq.dll
- msvcp100.dll
- msvcr100.dll
- PDC.exe ⬅
- qsqlmysql.dll
- Qt5Core.dll
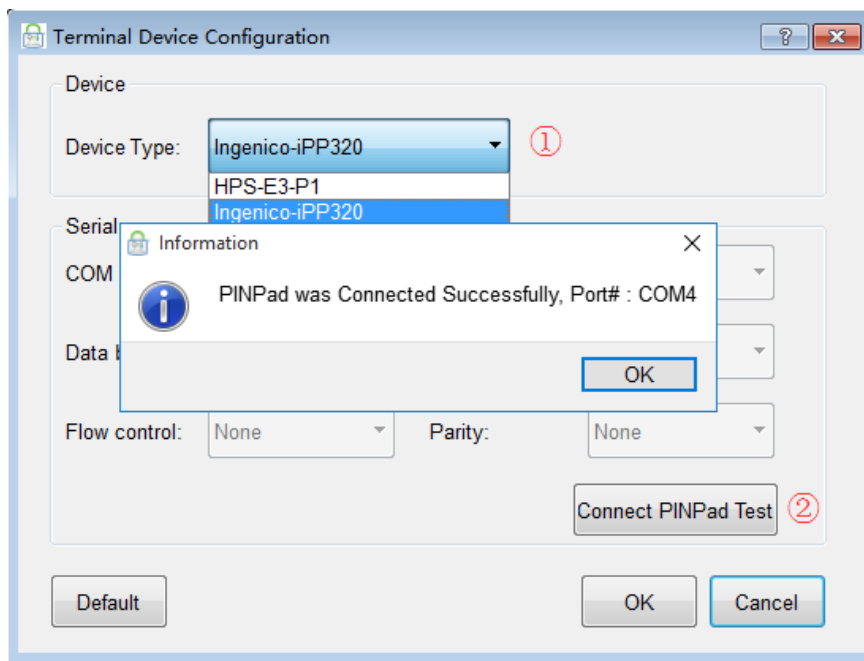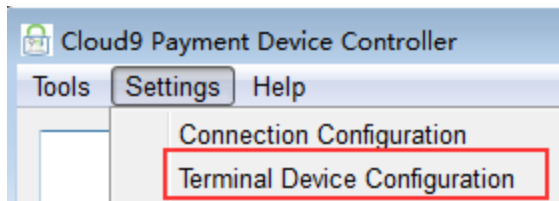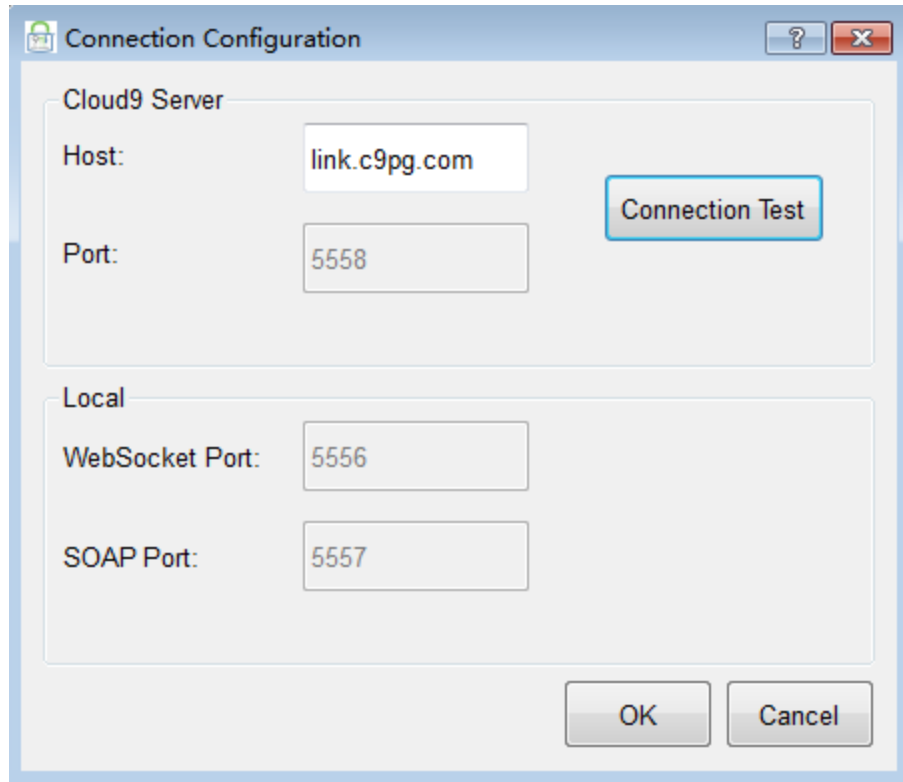
4.4 Configure the Card if you need.

4.5 Configure the Terminal Device

4.6 Ensure Cloud9's PDC is running.

Ensure the PDC's machine can access Cloud9 Server(link.c9pg.com). If you turn on your firewall, please add port 5558 to exception.

Then do some transactions.

Note: The latest version of CreditLine has disabled soap protocol, if a communication error occurs with PDC, please change the configuration like below:
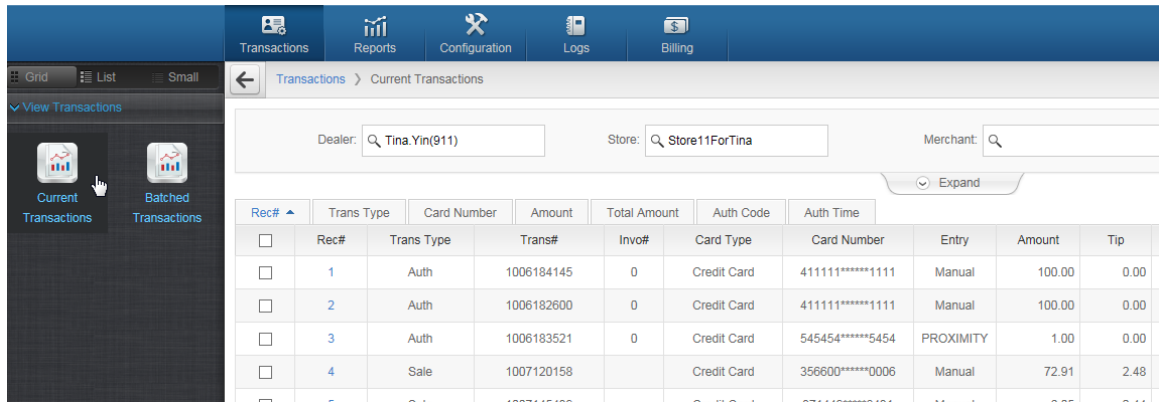
Edit ... C9PG\PDC\conf\com.jijesoft.gateway.frontend.ini, set "UseSOAPProtocal" as "false".

5. Check the Report.

Logon Cloud9's website as Dealer admin, Dealer user, Store admin or Store user.
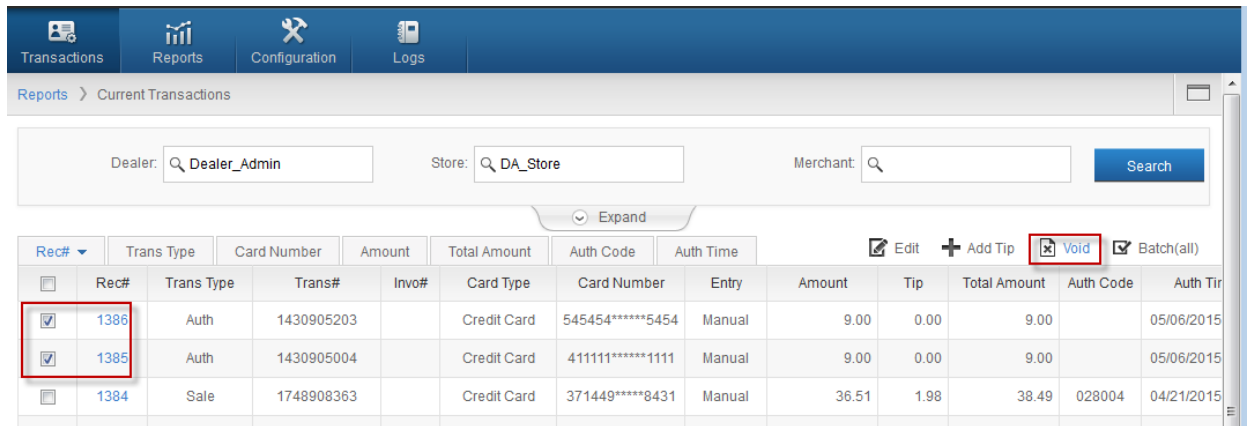Then navigate to Transactions->Current Transactions to view the transactions in

6. The operations of the transactions on website.

Logon Cloud9's website as Store Admin and navigate to Transactions->Current Transactions.

Note: USAT not support "Edit", "Add Tip", "Batch" operation, if you click these icon you will get the message "Submit failed.Reason:This kind of transaction is not allowed.

The "Void" operation is supported, the following is the steps to void the transactions:

6.1 Select the transactions you want to void and then click Void on the right.

6.2 Click OK on the popup page.

6.3 If void transactions successfully, you will get the message "Submitted Successfully".