

Installation Guide

- Point of Sale: Gilbarco Passport - Version 12.02
- Processor: First Data - BuyPass
- Revision: 2019.12.16

Support Contact Information

- ControlScan 24/7/365 Help Desk
 - Phone: 800-393-3246
 - Email: mnfsupport@controlscan.com
- Gilbarco Support
 - Phone: 800-800-7498

Installation Notes

- All service and changes to the Gilbarco Passport System must be completed by an authorized service technician.
- ControlScan strongly recommends connecting all equipment to an Uninterruptible Power Supply (UPS) battery backup or, at minimum, a surge protector to safeguard the networking equipment from power surges or fluctuations.

A ControlScan PaySafe UTM router has been delivered to the site. This device will provide a secure and managed network for your POS transactions. The PaySafe UTM router will connect directly to the site's broadband Internet connection (i.e. DSL, Cable, Satellite, Frame Relay, etc.).

Product Images

These product images are provided as a reference to help identify the PaySafe UTM hardware.

AER2200 Series



AER2200 Series Back



Planning

The PaySafe appliance has a limited number of ports. As such, depending on the number and type of devices at a site, there may be a need for additional switches. Before proceeding with an installation ensure that any required switches are present before you begin the installation.

ControlScan can provide additional switches if a request is submitted with enough lead time to account for the shipping process.

PaySafe UTM Setup

1. Unpack the PaySafe UTM.
 - a. If performing a PaySafe UTM upgrade, locate the return shipping label. This will be used to return the existing PaySafe UTM (if present).
2. Connect PaySafe UTM Antennas.
 - a. Locate the 6 antennas included with the PaySafe UTM appliance.
 - i. The two wider, paddle-shaped antennas with "4G" printed at the stem are cellular antennas. Connect one to the port labeled **Main** and the other to the port labeled **Aux**.
 - ii. The four longer, narrower antennas with "5/2.4GHz" printed at the stem are for Wi-Fi. Connect these to the ports labeled 5GHz and 2.4/5GHz.
3. Connect the provided power supply to available power outlet and the PaySafe UTM.
 - a. ControlScan strongly recommends the use of a UPS or Surge Protector.
 - b. Set the power switch on the back of the PaySafe UTM up to the on position.
 - c. A power indicator light on the front will come on.
4. Connect the WAN port of the PaySafe UTM router to an open port on the Broadband router or modem that provides Internet access to the site. The PaySafe UTM will be pre-configured to automatically obtain an IP address from the local modem or router upon power up.
5. Connect any Non-POS devices, such as back office PC, DVR, etc. to the PaySafe UTM Customer Network on LAN Port 1 only (See Diagram on Page 6). These devices should either be set to accept DHCP, or statically configured as below:
 - a. IP Address: 192.168.41._
 - b. Default Gateway: 192.168.41.1
 - c. Subnet Mask: 255.255.255.0
 - d. DNS1: 8.8.8.8
 - e. DNS2: 8.8.4.4

PaySafe UTM POS Segment

The PaySafe POS Segment is setup by default to only allow transactional data out of the network to the ControlScan Secure Payment Gateway. Any device connected to the Payment segment will not be able to process via any other payment processors. You can expand the POS segment port using a simple unmanaged network switch.

Gilbarco POS Connections

The following steps are traffic impacting. Notify the site of a service interruption.

1. Contact the ControlScan Helpdesk and provide notice that you are installing PaySafe UTM.
2. Provide the site identification information (address, phone number, or ES number).
3. Connect any Non-POS devices, such as back office PC, DVR, etc. to the PaySafe UTM Customer Network on LAN Port 1 only (See Diagram on Page 8). Use an unmanaged switch if multiple connections are required. These devices should either be set to accept DHCP, or statically configured as below:
 - a. IP Address: 192.168.41._
 - b. Default Gateway: 192.168.41.1
 - c. Subnet Mask: 255.255.255.0
 - d. DNS1: 8.8.8.8
 - e. DNS2: 8.8.4.4
4. Connect the ATG (tank monitor) to PaySafe LAN port 2.
5. Connect the EDH to PaySafe LAN port 3.
6. Connect the Wi-Fi Access Point (if present) to PaySafe LAN port 4.
 - a. You may remove the PoE injector if present. The PaySafe UTM provides PoE directly.
7. Connect an unmanaged switch to PaySafe LAN port 5.
 - a. Connect the BRCM to this switch.
 - b. Connect any Unitec carwash terminals to this switch.
 - c. Connect IP enabled PIN pads to this switch.
 - d. Connect IP enabled dispensers to this switch.
8. Connect the CWS to PaySafe LAN 6 and LAN 7 port.
 - a. If there are more than 2 CWS, an additional switch is required. Connect all CWS to this switch and connect the switch to LAN 6.
9. Connect the MWS to PaySafe LAN 8 port.
10. Connect an unmanaged switch to PaySafe LAN 9 port.
 - a. Connect all IP-Enabled Auxiliary devices to this switch.
 - i. Edge tablets
 - ii. Impulse Clients
 - iii. Applause Server
 - iv. POS Scanners
 - v. Customer Displays
 - vi. Receipt Printers
11. Connect the PaySafe WAN port to a broadband modem/ISP link. The PaySafe will be configured to acquire a DHCP IP address by default. If a static IP address is required, the ControlScan helpdesk can assist with this configuration.
12. The ControlScan Helpdesk will enable Remote Support & VPN services once the PaySafe is online.
13. Contact the Gilbarco Help Desk (800-800-7498) to verify remote access functionality.
 - a. ControlScan Helpdesk will provide the remote access IP address.

Special Considerations

Applause Media Server

If the site has Applause Media System, refer to the following table to correctly configure the Applause Server.

- Notes: 1) The Applause Server needs only one connection from the main NIC in the unit to the replacement router.
2) In the new configuration, the replacement router allows the Applause site server to communicate with the dispensers and provide it access to the Applause content servers from the Internet.

Applause Server IP Scheme			
Device	IP Address	Fueling Position	Considerations
Applause	10.5.60.66	All fueling devices (The scheme applies only to the Main Applause Server IP and not the gateway or DNS addresses.)	Ensure that Passport and all fueling positions are pointed to the new address.
Subnet Mask	255.255.254.0		
Default Gateway	10.5.60.1		
DNS (1 st and 2 nd)	10.5.60.1		

Impulse

If the site has Impulse, refer to the following table to correctly configure the Impulse devices.

Note: In this new configuration, the replacement router allows the Impulse devices to communicate to Passport devices, as well as out to the Internet, for updates.

Impulse IP Scheme			
Device	IP Address	Workstation	Considerations
Impulse # 1	10.5.60.3	Cashier Workstation #1	IP addresses range from 10.5.60.3 to 10.5.60.52
Impulse # 2	10.5.60.4	Cashier Workstation #2	
Impulse # 3	10.5.60.5	Cashier Workstation #3	
Impulse # 4	10.5.60.6	Cashier Workstation #4	

Set the Impulse subnet/gateway/DNS as follows:

Device	Subnet	Gateway	DNS (Primary & Secondary)
Impulse	255.255.254.0	10.5.60.1	10.5.60.1

Passport Payment Host Configuration

The following configurations should be applied to the Passport system. Note, images are provided for reference only.

1. Navigate to Global Network Parameters, Network Connection Options, Page 3.
2. Configure the options as follows:
 - a. Connection Timer = 20
 - b. IP Address = **10.32.56.253**
 - c. IP Port = **7735**
 - d. Keep Alive time frame (minutes) = 10

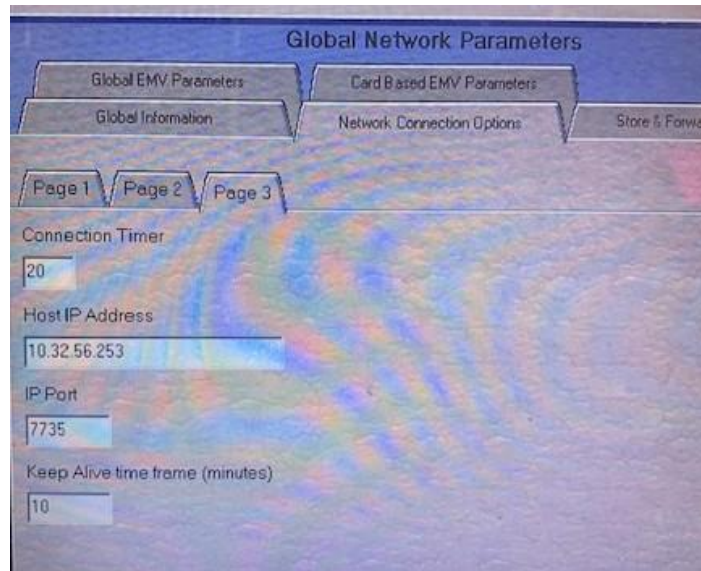


Image for Reference Only

Test Normal Credit Card

1. Run a test credit card transaction to ensure transactions are going through the Internet.
2. If you receive an approved transaction you know communication is working.
3. If you receive a not authorized/approved transaction, there is a problem. Please contact the ControlScan Helpdesk at the number provided.

Test Cellular Transaction

1. Disconnect the Ethernet cable from the PaySafe UTM router's WAN port. Wait 10 seconds and then run a transaction. You should receive an approval. If not, please contact the ControlScan Helpdesk at the number provided above.
2. Reconnect Ethernet cable to the PaySafe UTM WAN port to restore primary Internet access.

This concludes the installation of the ControlScan PaySafe UTM for
Gilbarco Passport with MNSP Support

