

## Installation Guide

- Point of Sale: Verifone Commander
- Processor: First Data
- Revision: 2019.12.16

### Support Contact Information

- ControlScan 24/7/365 Help Desk
  - Phone: 800-393-3246
  - Email: [mnfsupport@controlscan.com](mailto:mnfsupport@controlscan.com)
- Verifone Support
  - Phone: 888-777-3536

### Installation Notes

- All service and changes to VeriFone Commander/CI/Ruby2/Sapphire equipment must be performed by a VeriFone Authorized Service Contractor (VASC).
- 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 Front**



**AER2200 Series Back**



## 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, Automatic Tank Gauge, etc. to the PaySafe UTM Customer Network on LAN Port 1 only (See Diagram on Page 7). 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

## **New Installation: Connecting and Configuring the Verifone POS**

The instructions in this section describe the procedure to install the PaySafe UTM in a new POS installation or when changing transaction gateways to ControlScan/Echosat. Note that the PaySafe Payment 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.

If you are performing a MNSP (Zone Router removal) upgrade, skip this section and proceed to the **MNSP Migration** section on page 4.

1. Connect the Commander NIC N and all POS terminals and PIN pads to the Verifone segment ports or unmanaged switch as outlined above.
  - a. This segment is LAN ports 4-9. An unmanaged switch may be required in cases where more than 6 devices are on the Verifone POS segment.
2. Connect the Commander NIC A/Payment Network to the PaySafe UTM LAN port 3.
3. Login to the Commander/CI Network Configuration from the Commander or go to the web utility from a computer connected to the Verifone Zone by browsing to <https://192.168.31.11/ConfigClient.html>.
4. Mouse over "Initial Setup" and click on Local Area Network Configuration.
5. Change the Isolated Payment NIC to use the following address information:
  - a. IP Address – 192.168.40.250
  - b. Default Gateway – 192.168.40.1
  - c. Subnet Mask – 255.255.255.0

Note: Do not use the default route setting.

6. Enter the required DNS server addresses. You can use those supplied by the store/ISP or you can use the following (If using ISP supplied the above Device Specific Routes will have to be modified to allow them):
  - a. DNS1 – 8.8.4.4
  - b. DNS2 – 8.8.8.8
  - c. DNS3 – 4.2.2.2
7. Once the changes are complete and saved, reboot the Commander. Once the Commander is back online, log back into the Commander/CI Network Configuration either from the Commander or the web utility from a computer connected to the Verifone Zone by browsing to <https://192.168.31.11/ConfigClient.html>.
8. Log back in, return to the Local Area Network Configuration, and add the following:

**Device Specific Routes**

Route Type	Destination	Gateway	Subnet Mask
Host	10.32.17.50	192.168.31.31	255.255.255.255
Network	8.8.0.0	192.168.40.1	255.255.0.0
Network	64.27.0.0	192.168.40.1	255.255.0.0
Network	63.131.0.0	192.168.40.1	255.255.0.0
Network	66.70.0.0	192.168.40.1	255.255.0.0
Network	192.168.41.0	192.168.31.31	255.255.255.0

- If installing outdoor EMV with Wayne pumps, add this route:

Route Type	Destination	Gateway	Subnet Mask
Network	192.168.35.0	192.168.31.31	255.255.255.0

- If installing outdoor EMV with Gilbarco pumps, add this route:

Route Type	Destination	Gateway	Subnet Mask
Network	10.5.55.0	192.168.31.31	255.255.255.0

9. Save the additional device specific routes and reboot the Commander as prompted.
10. Navigate to "Payment Controller", "EPS Configuration" and finally Buypass Configuration.
11. Enter the following into the fields provided:
  - a. Select UMF in the Buypass codec dropdown.
  - b. Enter the location's **Buypass Dealer ID** into the Dealer ID field. If you have been given an ALT105 formatted ID beginning with VP followed by 11 numbers, the Dealer ID is the "D" section in red: VPSS**DDDDDD**TTT.
  - c. Enter the stores **Terminal ID** into the Terminal ID field. If you have been given an ALT105 formatted ID beginning with VP followed by 11 numbers, the Terminal ID is the "T" section in green: VPSS**DDDDDD**TTT.
  - d. Select **IP** in the Connection Mode section.
  - e. Enter **fd.paysafespg.com** into the Domain Name field.
  - f. Enter **443** into the Port field.
  - g. Ensure **SSL Enabled** is selected at the bottom of the page.
12. Save the changes and reboot the Commander.

13. Once the Commander is back online, logon to POS Terminal #1 and complete the following steps:
  - a. Go to **CSR Function**. This will take you to the Main Menu.
  - b. Go to **Network Menu**.
  - c. Go to **#3 – EPS Network Functions**.
  - d. Go to **#3 – Perform Table Load**.

## MNSP Migration (Verifone Enhanced Zone Router Removal)

The instructions in this section describe the process of migrating from an existing PaySafe UTM configuration utilizing the Verifone Enhanced Zone Router to a MNSP all in one setup.

### Pre-Conversion

1. Check in with the on-site contact and note that downtime will occur during migration.
2. Locate the PaySafe UTM.
3. Identify (label if necessary) the cables connected to the PaySafe UTM LAN ports.
  - a. Refer to Diagrams on page 6-7 for typical LAN cabling on a PaySafe UTM.
4. Identify if there is a switch or BCM supporting direct IP connection to the dispensers.
5. An unmanaged switch is needed if the Verifone Zone requires more than 6 connections (Commander NIC N, POS terminals, and PIN Pads).
6. If the site has non-payment devices (Back office PC, printer) currently connected to the PaySafe UTM, verify that there is a dedicated switch present capable of supporting all customer (non-POS) devices.
  - a. The PaySafe UTM MNSP Configuration includes only 1 LAN port for the Customer Non-POS network. A new unmanaged switch may be required for this migration. ControlScan will provide one, if needed. Please contact us at 1-800-393-3246 or [mnfsupport@controlscan.com](mailto:mnfsupport@controlscan.com).

### Conversion

1. Contact the ControlScan Help Desk at 1-800-393-3246 and notify us that you are performing a MNSP Upgrade and removing the Verifone EZR. We will need the site's address, phone number, MID, or ControlScan account number (ESxxxxxx).
2. Move the Commander's Integrated Payment NIC (IPN or NIC-A) to the PaySafe UTM LAN port 3.
3. Move the Verifone POS Devices.
  - a. Connect the Verifone Commander NIC N to any LAN port from 4-9 on the PaySafe UTM.
  - b. Connect the Verifone POS Terminals to any LAN port from 4-9 on the PaySafe UTM.
  - c. Connect the Verifone POS PIN Pads to any LAN port from 4-9 on the PaySafe UTM.
  - d. If additional ports are needed in the Verifone Zone, connect an unmanaged switch to any port from 4-9 on the PaySafe UTM, then additional devices to the switch.
4. If present, move the dispenser switch or BCM to the PaySafe UTM LAN port 2.
5. If present, move the switch or devices on the customer network to the PaySafe UTM LAN port 1.

### Commander Configuration for MNSP Support

A host route must be added to the Verifone Commander to support MNSP remote support connections. No existing routes need to be modified.

1. Log into the Configuration Client to make the following changes.
2. Navigate to Initial Setup > Local Area Network Configuration.
3. Add a Device Specific Host Route to the list by clicking on New and adding per the table below.

Route Type	Destination	Gateway	Subnet Mask
Host	10.32.17.50	192.168.31.31	255.255.255.255

4. Save and reboot the commander as prompted.

## Verifone MNSP Remote Access

ControlScan provides a secure remote access connection to the Verifone POS system. This remote access is to allow Verifone support access for the purpose of providing product support and updates and is only accessible by authorized Verifone support. ControlScan will enable this secure remote access connection by default and share the connection information with Verifone support directly.

To test this remote connectivity at the time of installation, follow these steps.

1. If you have not contacted the ControlScan Help desk already, call us at 800-393-3246.
2. Inform the ControlScan Help desk that you are setting up a Verifone Commander POS with MNSP and need to have the remote support connection enable and tested.
3. The ControlScan Help Desk will enable the remote support connection and provide you with the remote support IP address (The remote support IP is provided directly to Verifone support; however, this does not synchronize immediately).
4. Contact the Verifone Help Desk at 1-888-777-3536, option 7.
5. Inform the Verifone Help Desk that you are installing a Verifone Commander with a ControlScan PaySafe UTM and need to test the MNSP remote support connection. Provide the remote support IP from ControlScan in step 3. The Verifone Support technician will attempt to connect to the Commander and request a one-time access code from the Commander to authorize the connection.
  - a. If any issues are found that prevent Verifone Support from connecting to the Commander, please contact the ControlScan Help Desk for troubleshooting assistance.
6. If the Verifone Help Desk confirms the connection is working, you have successfully setup and tested the Verifone MNSP Remote access connection.

## Test High-speed Transaction

1. Once all the above has been configured and the POS Terminals and PIN Pads have been configured per VeriFone instructions, you may run a test credit/debit transaction.
2. If the transaction is approved, the connection and configuration is working correctly.
3. If a "not authorized"/"not approved" message is returned on the transaction, this indicates a problem. Please contact the ControlScan Help Desk at the number above.

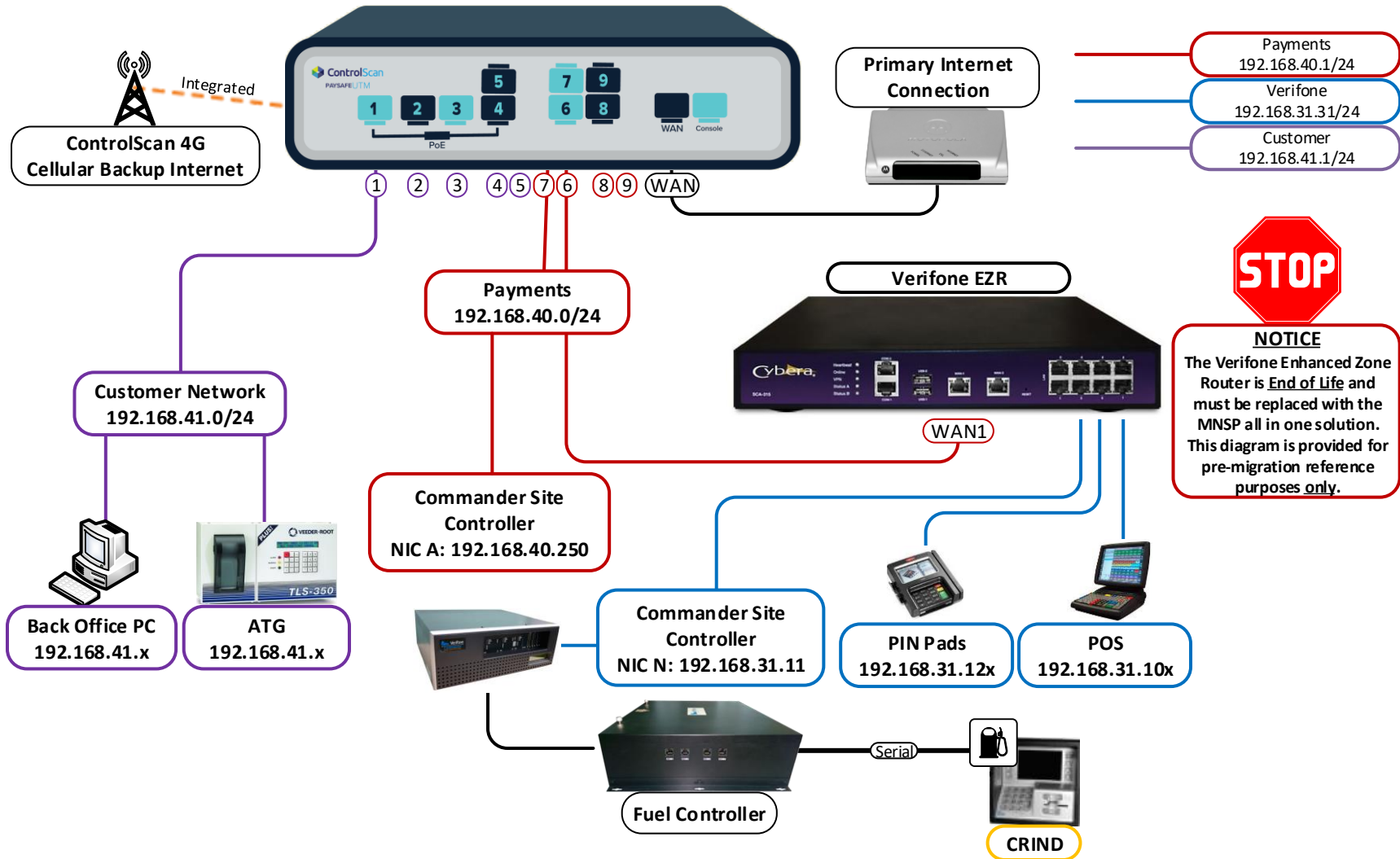
## Test Cellular Transaction

1. Disconnect the Ethernet cable from the PaySafe UTM WAN port. Wait 30 seconds and test a credit/debit transaction. You should receive an approval. If not, please contact the ControlScan Help Desk at 1-800-393-3246.
2. Reconnect the Ethernet cable to the PaySafe UTM WAN port to restore Internet connectivity.

This concludes the installation of the ControlScan PaySafe UTM for Verifone Commander with MNSP Support

# AER2200 Series – EZR Configuration (Pre-MNSP Migration)

*Note: This is provided for reference only and should not be installed as new deployment.*



# AER2200 Series – MNSP Configuration

