

# Secure Suite 4 MICROS 9700

## Version 3

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Technical Installation Guide

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## Using the Technical Installation Guide

The Secure Suite 4 MICROS 9700 Version 3 Technical Installation Guide provides detailed information on installing its files and configuring various components of the MICROS 9700 application for use with Secure Suite 4 MICROS 9700.

It is important to note that this guide is used for all subsequent versions of MICROS 9700 Version 3. While the basic installation and configuration remains the same throughout all versions, variances in MICROS' screen designs may appear and include additional options; however, these options are not relevant to the installation and configuration of Secure Suite 4 MICROS 9700.

In addition, Secure Suite 4 MICROS 9700 operates with Windows 2000 and 2003.

### ***Who Should Use This Guide?***

This guide is intended for individuals familiar with installing, programming, configuring, and updating the MICROS 9700 system, such as:

- MICROS Programmers/Installers
- MICROS Dealers
- MICROS Customer Service Representatives
- MICROS Training Personnel
- MIS/IT Personnel

This guide assumes that the installer has the following knowledge or expertise:

- Operational understanding of PCs
- Understanding of basic network concepts
- Experience with Microsoft Windows operating systems
- Understanding of Point-of-Sale (POS) terminology and concepts
- Exposure to MICROS POS systems (8700, 9700, 3700, or other MICROS POS systems) and familiarity with associated peripherals

### ***Security and Secure Suite 4 MICROS***

To ensure the Secure Suite 4 MICROS is installed, configured, and operating in a secure manner and environment that is compliant with PCI DSS standards, you must read the following documents:

- MICROS 3700 or 9700 PA-DSS Implementation Guide
- Secure Suite 4 Micros 9700 Version 3 Technical Installation Guide
- The latest version of the PCI DSS documentation at [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org)



**WARNING!** For security implementation and best practices, see the Secure Suite 4 MICROS 3700 or 9700 PA-DSS Implementation Guide.

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Use of a Payment Application Data Security Standard (PA-DSS) compliant application by itself does not make an entity PCI DSS compliant, since that application must be implemented into a PCI DSS compliant environment and according to the PA-DSS Implementation Guide provided by the payment application vendor.

All applications that store, process, or transmit cardholder data are in scope for an entity's PCI DSS assessment, including applications that have been validated to PA-DSS. The PCI DSS assessment should verify the PA-DSS validated payment application is properly configured and securely implemented per PCI DSS requirements and the vendor's PA-DSS implementation guide. If the payment application has undergone any customization, a more in-depth review will be required during the PCI DSS assessment, as the application may no longer be representative of the version that was validated to PA-DSS.

The PA-DSS requirements are derived from the *PCI DSS Requirements and Security Assessment Procedures* (defined in this document). The PA-DSS details the requirements a payment application must meet in order to facilitate a customer's PCI DSS compliance. As security threats are constantly evolving, applications that are no longer supported by the vendor (e.g., identified by the vendor as "end of life") may not offer the same level of security as supported versions.

## ***Installation and Configuration Essentials***

A reference list and an installation checklist are included below to ensure the Secure Suite 4 MICROS 9700 installation and configuration processes run smoothly.

The reference list is a companion to the parameter file and includes space to record numbers that may be assigned during the configuration process. In addition, details on the reference list may be collected prior to the configuration process to create the parameter file in advance.

The installation checklist is a companion to the installation guide and guarantees all required steps are completed.

## Reference List

Print and use this reference list throughout the configuration process to record details that you will need to reference later. The table contains entries you may or may not need. Contact the Shift4 Payments Customer Support team at 702.597.2480, option 2, with any questions.

Name	Details
MICROS Version Number	
MICROS Server Name	
MICROS Server IP Address	
CaDOTN Interface Number	
CaDOTN TCP Port Number	Default: 8797
MicrosTCP Interface IP Address	
MicrosTCP Port Number	Default: 17478
4GoTCP Interface IP Address	
4GoTCP Port Number	Default: 17504
Merchant Name/Type, Shift4 Payments Merchant ID, Assigned RVC Name/Number	
Merchant Name/Type, Shift4 Payments Merchant ID, Assigned RVC Name/Number	
Merchant Name/Type, Shift4 Payments Merchant ID, Assigned RVC Name/Number	
Charged Tip Service Charge Number	
Charged Tip Active?	Yes or No
Cash Tender Media Number	
Visa Tender Media Number	
MasterCard Tender Media Number	




Name	Details
Discover Tender Media Number	
American Express Tender Media Number	
Diners Club Tender Media Number	
Japanese Credit Bureau Tender Media Number	
Gift Card Tender Media Number	
Alt. Gift Card Preamble Number	
GC SALE Service Charge Number	
GC RECHARGE Service Charge Number	
GC CASHOUT Service Charge Number	
Employee Class Name/Number	
Employee Class Name/Number	
Employee Class Name/Number	

## Installation Checklist







Print and use this checklist throughout the configuration process to ensure Secure Suite 4 MICROS 9700 is properly installed and configured. Contact the Shift4 Payments Customer Support team at 702.597.2480, option 2, with any questions.

### 1. Installing and Configuring Secure Suite 4 MICROS 9700






- Prior to Installation
- Prepare to Install Secure Suite 4 MICROS 9700
- Install Secure Suite 4 MICROS 9700
- Configure the UTG to Communicate with Secure Suite 4 MICROS 9700

-  Verifying File Placement
-  Verifying File Placement for 4 Way Stop (if configured)
-  Configuring the MICROS Terminals





## 2. MICROS System Configuration

-  System Hardware Settings
-  System Information Settings
-  RVC Information Settings
-  Touchscreen Settings
-  Parameter File Settings
-  Shared Secret Passphrase Settings

## 3. (Optional) Gift Card Configuration

-  Steps 1 and 2 above Completed
-  System Information Settings
-  Personnel Settings
-  Touchscreen Settings
-  Parameter File Settings

## 4. Post-Installation Process

-  Restarting the MICROS 9700 System
-  Verifying the CaDOTN.log File
-  Activating the MICROS Terminals
-  Running a Test Transaction

## Installing and Configuring Secure Suite 4 MICROS 9700

This section explains how to install Shift4 Payments’ Secure Suite 4 MICROS 9700 and configure it to communicate with Shift4 Payments’ Universal Transaction Gateway® (UTG®).

### ***Prior to Installation***

Before installing Secure Suite 4 MICROS 9700, you must verify the MICROS 9700 system has been set up and tested, settle any outstanding batches, verify the UTG is installed on the same network as the MICROS server and terminals, and lastly, download the Secure Suite 4 MICROS 9700 installer.

### **Verifying the MICROS System**

You must verify the MICROS 9700 system has been set up and tested prior to installing Secure Suite 4 MICROS 9700:

- All credit card types accepted must be set up and tested.
- If charged tips are accepted, service charges for charged tips must be set up and tested.
- If MICROS Keyboard Workstation 270 is in use, complete the “Keyboard Overlay for the MICROS Keyboard Workstation 270” section.

### ***Keyboard Overlay for the MICROS Keyboard Workstation 270***

Secure Suite 4 MICROS 9700’s CaDOTN driver is designed to accept the manual entry of a payment card number when the Mag Card Reader on the MICROS Keyboard Workstation 270 is unable to read the swiped payment card.

Upon completion of installing Secure Suite 4 MICROS 9700, five hard coded keys on the keyboard are remapped to ensure proper functionality when entering a payment card number manually on the keyboard – all other keys are at the merchant’s discretion. The five hard coded keys on the keyboard are remapped to the following:

Hard Coded Key	Remapped Key
X	Enter Yes
Y	Clear No
- .	0
) 0	.



Hard Coded Key	Remapped Key
+ =	00

To ensure proper placement of the keypad on the keyboard, which will ensure the CaDOTN driver accepts the number as entered, a paper overlay will be needed – the design is based on MICROS’ standard keypad layout.

Please use the layout below:

					Enter Yes	Clear No		
					7	8	9	
					4	5	6	
					1	2	3	
					0	.	00	



**WARNING!** Do NOT proceed with the Secure Suite 4 MICROS 9700 installation until your MICROS System is set up and tested.

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## Settling Batches

Prior to installing Secure Suite 4 MICROS 9700, customers must settle any outstanding batches either by running the MICROS 9700 Batch Auto Sequencer or by executing the company's normal settlement process.

The MICROS 9700 Batch Auto Sequencer is configured to automatically run reports and archive them as part of the Batch Auto Sequencer process. Customers can run the Credit Card Report from the MICROS 9700 EMC to confirm that all batches were settled.



**WARNING!** Settle any outstanding batches before installing Secure Suite 4 MICROS 9700 to prevent loss of information. Once installation is complete, you will no longer be able to settle batches with transactions that were processed prior to its installation.

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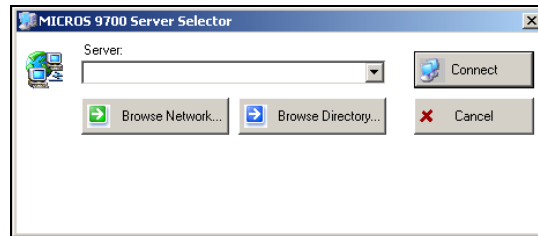
## Verifying the UTG Installation

Prior to installing Secure Suite 4 MICROS 9700, you must verify that the UTG is installed on the same network as the MICROS server and terminals. A UTG must be on the MICROS network in order for 4Go® to function properly. Make any necessary changes to the UTG installation before proceeding with the Secure Suite 4 MICROS 9700 installation.

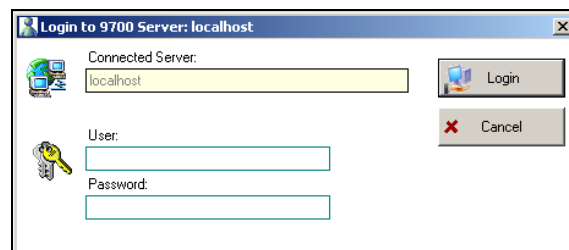
## Prepare to Install Secure Suite 4 MICROS 9700

To prepare for installation, perform the following steps:

1. From the **Start** menu, select **Programs > MICROS Applications > EMC**.
2. In the **MICROS 9700 Server Selector** window, select or type the name of the server and click **Connect**.

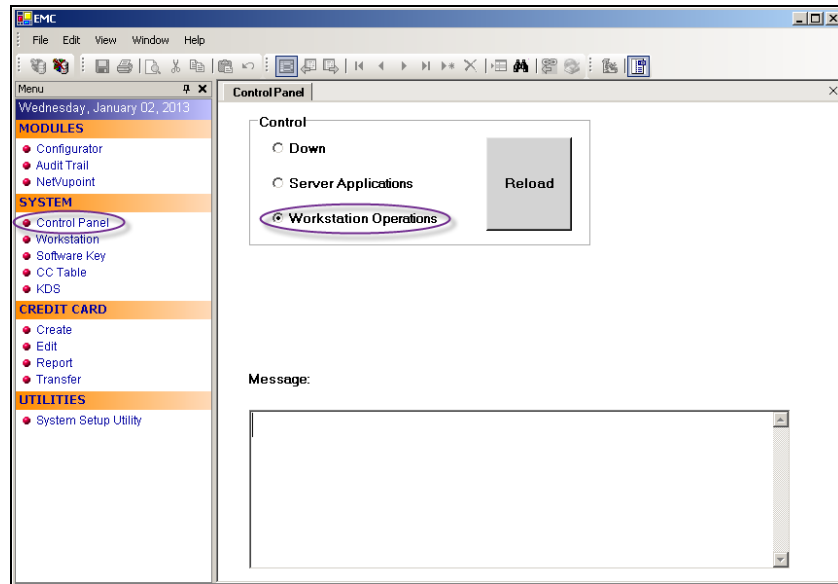


3. In the **Login to 9700 Server** window, the merchant will perform the following:

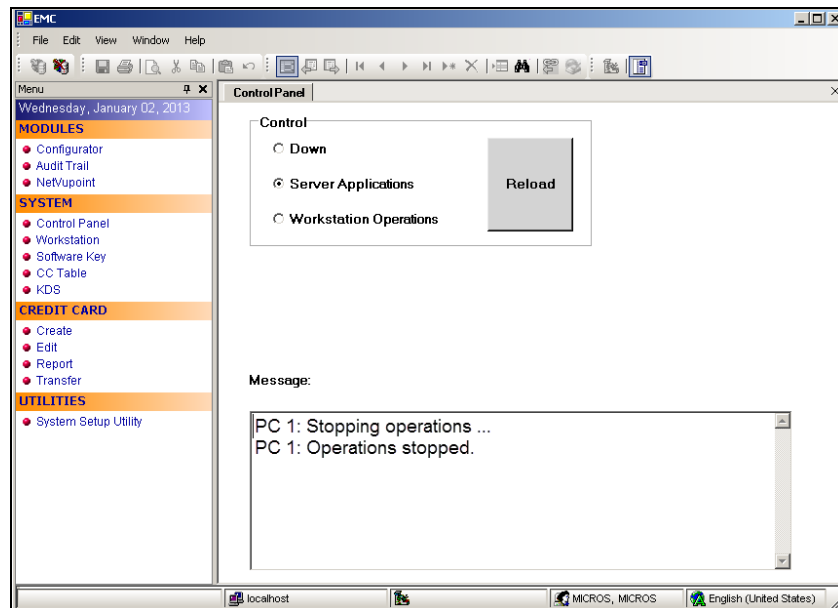


- In the **User** box, the merchant types their MICROS 9700 ID.
- In the **Password** box, the merchant types their MICROS 9700 password.
- Click **Login**.

- In the **EMC** window, under **SYSTEM**, select **Control Panel**. Under **Control**, verify **Workstation Operations** is selected, indicating the MICROS terminals are currently activated.



- To stop operations and deactivate the terminals, perform the following steps:



- Under **Control**, select **Server Applications**.
- When the system prompts *Stop 9700 Ops?*, click **Yes**.

- Under **Message**, verify the message *Operations stopped* appears.
6. The Secure Suite 4 MICROS 9700 Installer file located at [www.shift4.com/downloads/secure-suite4-micros9700.exe](http://www.shift4.com/downloads/secure-suite4-micros9700.exe) should be downloaded and saved to the desktop. **Double-click** the **secure-suite4-micros9700.exe** file on the desktop to open Shift4 Payments' Installation Wizard.

## ***Install Secure Suite 4 MICROS 9700***

The Installation Wizard provided by Shift4 Payments identifies system configuration parameters and installs files in their appropriate locations.

In addition, the Installation Wizard provides an option to install the Secure Suite 4 MICROS 9700 4Go Terminal Client, also called “4 Way Stop,” on the server – this allows the server to be used as a MICROS terminal in which transactions may be processed on.

To install Secure Suite 4 MICROS 9700, perform the following steps:

1. In the **Installation Wizard** window, click **Next** to continue the installation.
2. **Read** the license agreement, scroll to the bottom to indicate acceptance, and click **Next** to continue.
3. The **Installation Wizard** is ready to make changes to your computer. Click **Next** to continue.
4. The **Installation Wizard** displays a message regarding using the MICROS Server as a terminal, select **Yes** or **No** as applicable.
5. The **Installation Wizard** shows the progress of the installation:
6. The **Installation Wizard** displays a message indicating the process was successful. Click **Finish**.

## Configure the UTG to Communicate with Secure Suite 4 MICROS 9700

Prior to configuring settings in the MICROS 9700 system, you must configure TCP/IP interfaces in the UTG to communicate with Secure Suite 4 MICROS 9700, which consists of the following three sections:

- Configuring the UTG to Communicate with the CaDOTN Driver
- Configuring the UTG to Communicate with the MICROS Terminals
- Configuring the UTG for the 4Go interface



**Requirement:** You must use a different TCP/IP interface for the CaDOTN driver communication and the MICROS terminal communication.

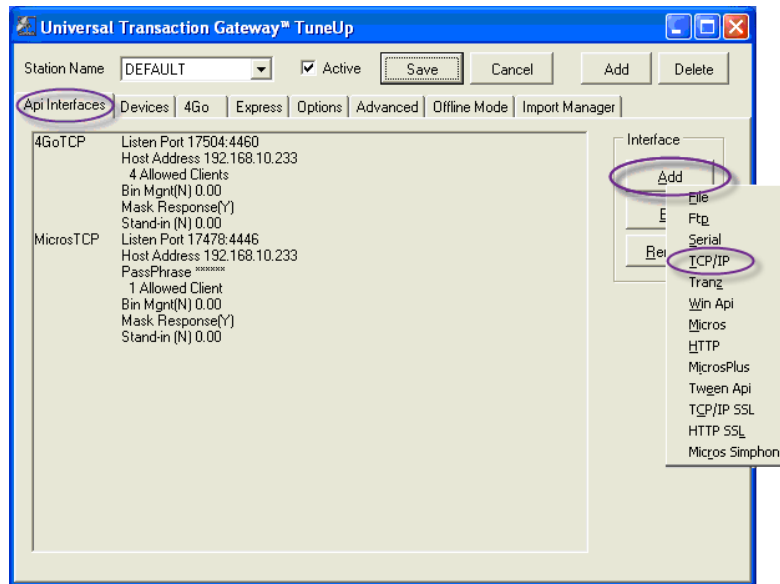
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### Configuring the UTG to Communicate with the CaDOTN Driver

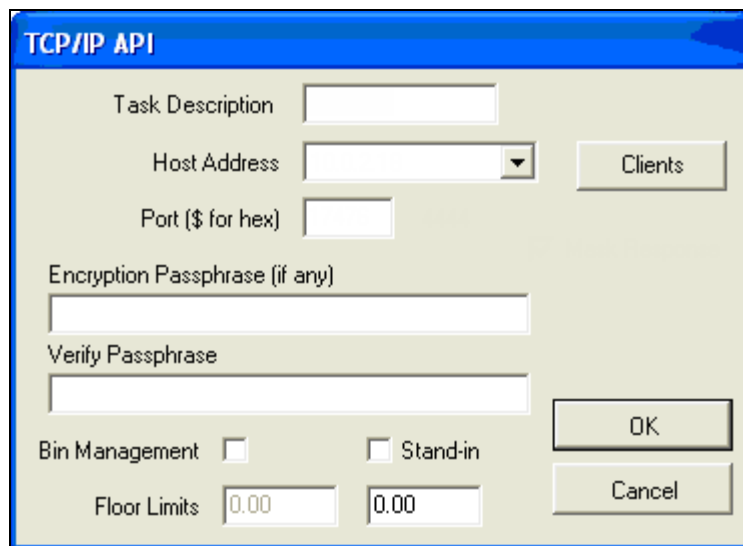
To configure the UTG to communicate with the CaDOTN driver via a TCP/IP interface, perform the following steps:

1. If the **UTG** is running as a service, stop the service:
  - From the **Start** menu, select **Programs > Administrative Tools > Services**.
  - Locate **Shift4 UTG(v2)**, **right-click** and select **Stop**.
2. If the **UTG** is running in Stand Alone, close it:
  - In the **UTG Task Explorer** window, click **Close** (red X).
  - On the **Shutdown Shift4's Universal Transaction Gateway** screen, select **Yes**.
  - The UTG Task Explorer window will show a shutdown countdown and then close.
3. From the **Start** menu, select **Programs > Shift4 Corporation > Universal Transaction Gateway > UTG (v2) TuneUp**.

- In the **UTG TuneUp** window, verify the **Api Interfaces** tab is selected. Under **Interface**, click **Add**, and select **TCP/IP**.



- In the **TCP/IP API** window, configure the following:



- In the **Task Description** box, type MicrosTCP.
- From the **Host Address** list, select the MICROS Server IP Address; or, if the UTG is on a different computer than the MICROS server, when configuring the UTG you must select the IP address that can communicate to the MICROS server.

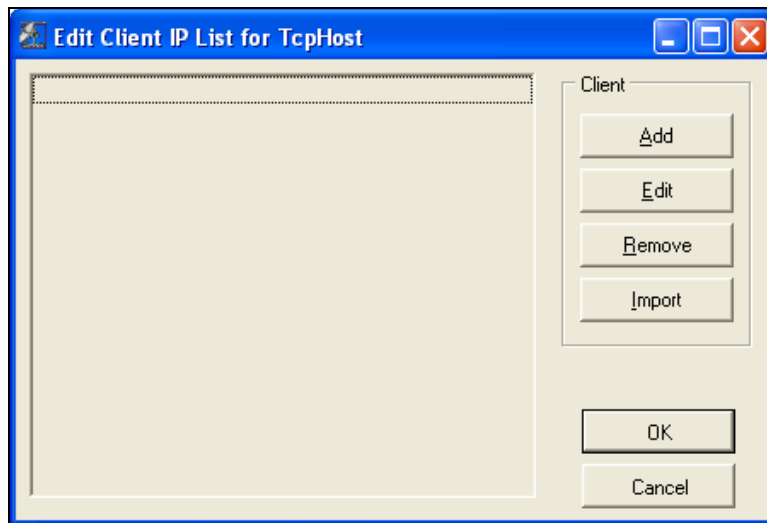


- Record the IP address you selected, which will be the MicrosTCP Interface IP Address on your reference list, you will need it later.
  - In the **Port** box, type the default 17478 (\$4446 for hex) unless it is in use by another TCP/IP API. If you use a port other than 17478, record the port number on your reference list, you will need it later.
  - In the **Encryption Passphrase** box, type the shared secret passphrase (which is case sensitive) for communication between the UTG and the CaDOTN driver.
  - In the **Verify Passphrase** box, type the same passphrase.
  - Select **Bin Management** or **Stand In** if needed. The default is to leave the boxes cleared.
6. Click **Clients** and follow the instructions below to add the CaDOTN driver as a client of the MicrosTCP interface.

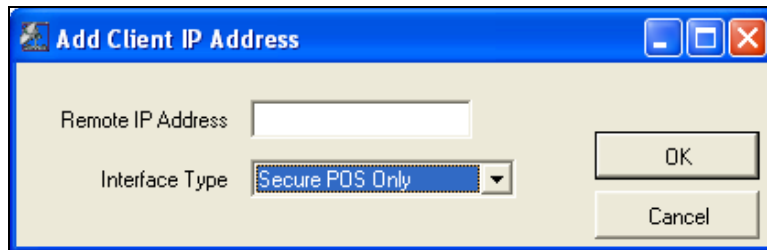
### **Adding the CaDOTN Driver as a Client of MicrosTCP**

To add the CaDOTN driver as a client of the MicrosTCP interface, perform the following steps:

1. In the **Edit Client IP List for TcpHost** window, click **Add**.



2. In the **Add Client IP Address** window, add the CaDOTN driver to the client list:



- In the **Remote IP Address** box, type the MICROS Server IP Address.
  - In the **Interface Type** list, select **Secure POS Only**.
  - Click **OK**.
3. In the **Edit Client IP List for MicrosTCP** window, click **OK**.
  4. In the **TCP/IP API** window, click **OK**.
  5. Leave UTG TuneUp open and continue with "Configuring the UTG to Communicate with the MICROS Terminals."

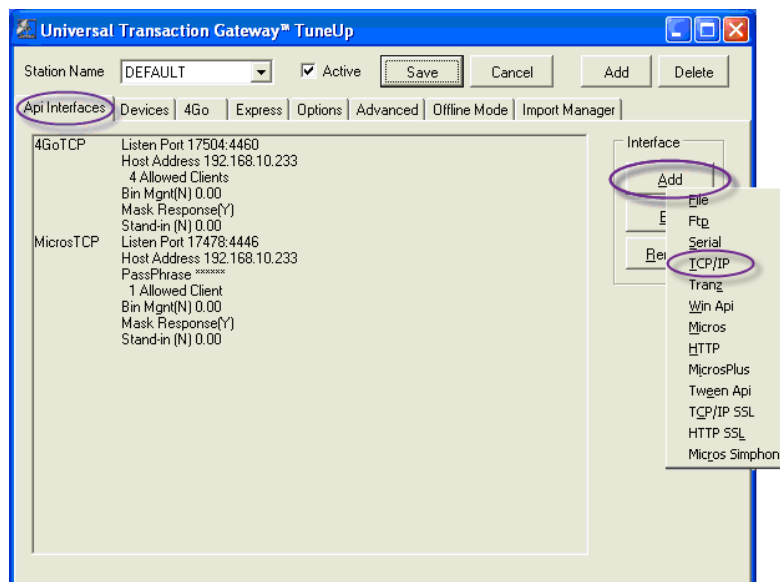
## Configuring the UTG to Communicate with the MICROS Terminals



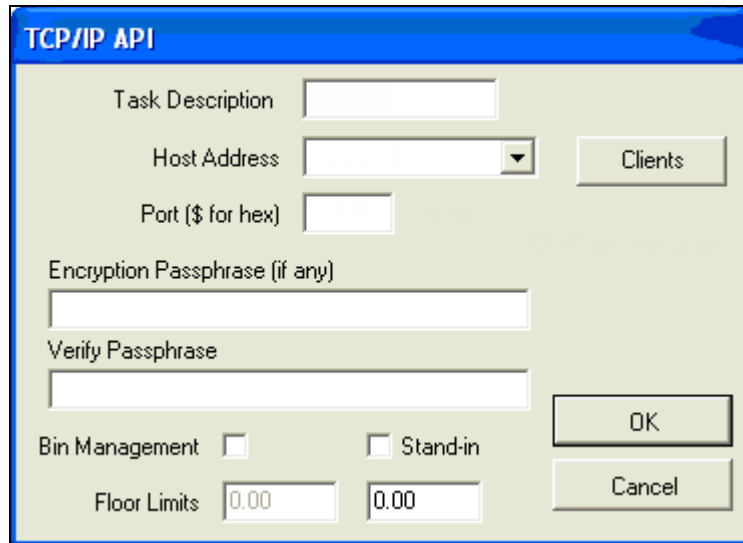
**Requirement:** The TCP/IP interface for MICROS terminal communication must not use a passphrase. If in addition to Secure Suite 4 MICROS 9700 you are also using POSibridge or a similar application, set up a separate TCP/IP interface that does use a passphrase for that application.

To configure the UTG to communicate with the MICROS terminals via a TCP/IP interface, perform the following steps:

1. In the **UTG TuneUp** window, verify the **Api Interfaces** tab is selected. Under **Interface**, click **Add**, and select **TCP/IP**.



- In the **TCP/IP API** window, configure the following:



- In the **Task Description** box, type 4GoTCP.
- From the **Host Address** list, select the MICROS Server IP Address; or, if the UTG is on a different computer than the MICROS server, when configuring the UTG you must select the IP address that can communicate to the MICROS terminals.
  - Record the IP address you selected, which will be the 4GoTCP Interface IP Address on your reference list, you will need it later.
- In the **Port** box, type the default 17504 (\$4460 for hex) unless it is in use by another TCP/IP API. If you use a port other than the suggested port, record the port number on your reference list, you will need it later.



**Requirement:** Do not use the same port number for the MICROS terminal communication as you used for the CaDOTN driver.

- Leave the **Encryption Passphrase** box blank.
- Leave the **Verify Passphrase** box blank.
- Clear **Bin Management** and **Stand In** if selected.

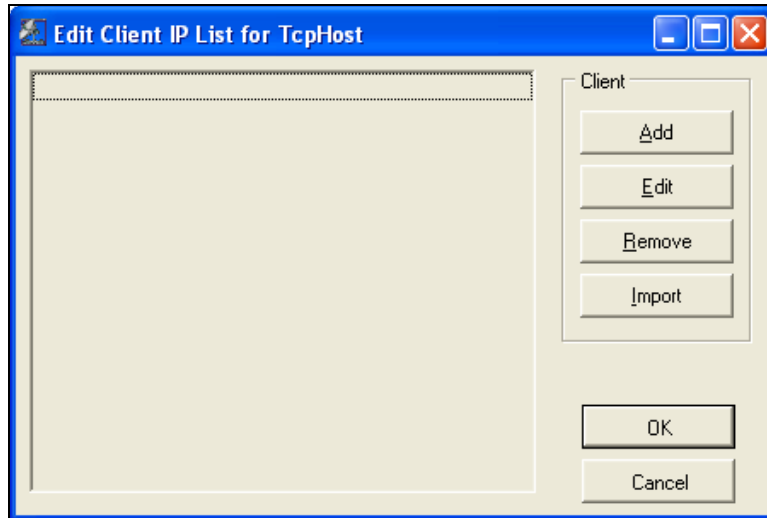
- Click **Clients** and follow the instructions below for “Adding Terminals to 4GoTCP” (for a small number of terminals needing to be added) or “Importing Terminals to 4GoTCP” (for a large number of terminals needing to be added).

### **Adding Terminals to 4GoTCP**

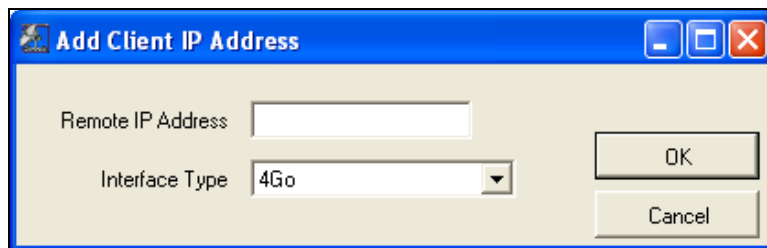
When you have a small number of MICROS terminals, you can add each terminal individually.

To add terminals to the 4GoTCP interface, perform the following steps:

1. In the **Edit Client IP List for TcpHost** window, click **Add**.



2. In the **Add Client IP Address** window, add the MICROS terminal to the client list:



- In the **Remote IP Address** box, type the MICROS Terminal IP Address.
  - In the **Interface Type** list, select **4Go**.
  - Click **OK**.
3. Repeat Steps 1 and 2 for each MICROS terminal.
  4. In the **Edit Client IP List** window, click **OK** to save the client IP list.
  5. In the **TCP/IP API** window, click **OK**.
  6. Continue with "Configuring the UTG for the 4Go Interface."

### Importing Terminals to 4GoTCP

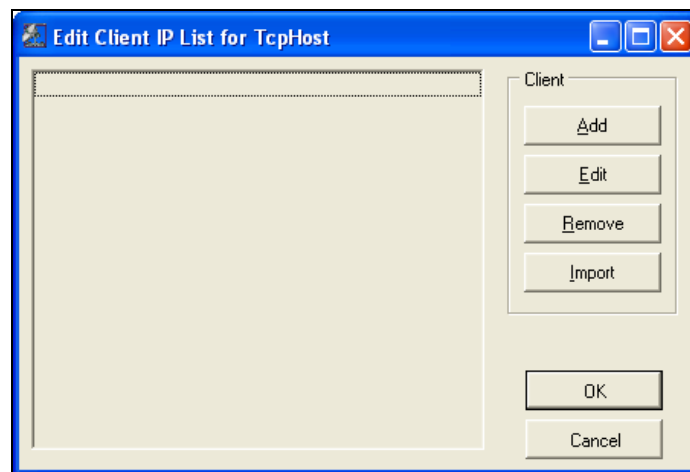
When you have a large number of MICROS terminals, the fastest way to add them to the 4GoTCP interface is to import the IP addresses from a file.



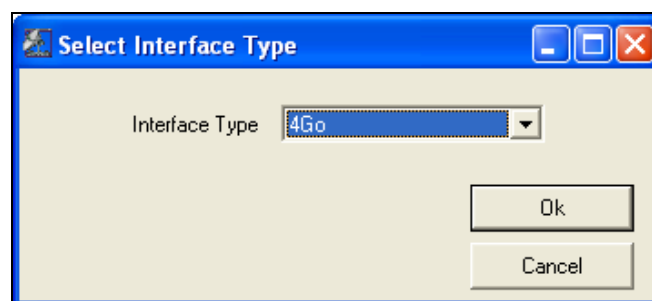
**Requirement:** The import file must be a text (.txt) file and must contain only one IP address per line.

To import terminals to the 4GoTCP interface, perform the following steps:

1. In the **Edit Client IP List for TcpHost** window, click **Import**.



2. In the **Open** window, browse to and select the .txt file that contains the MICROS terminal IP addresses, and click **OK**.
3. In the **Select Interface Type** window, specify the interface type for all of the imported terminals:



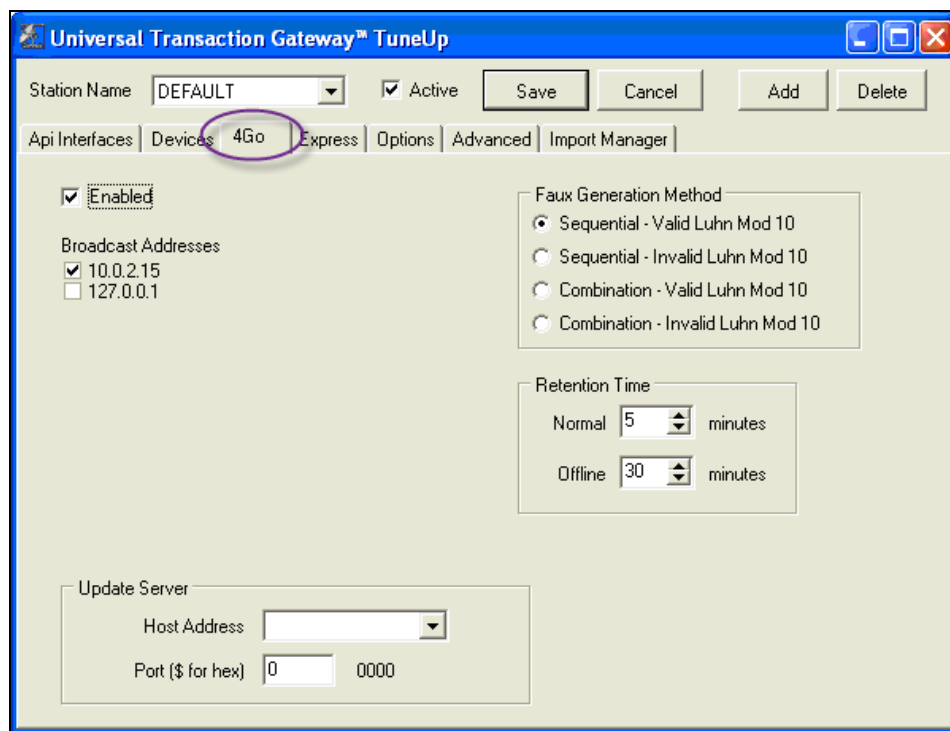
- Select **4Go**.
  - Click **OK**.
4. In the **Edit Client IP List** window, click **OK** to save the client IP list.
  5. In the **TCP/IP API** window, click **OK**.
  6. Continue with “Configuring the UTG for the 4Go Interface.”

## Configuring the UTG for the 4Go Interface

The 4Go interface intercepts credit card data so that no cardholder data is stored in the MICROS 9700 system at the merchant level.

To configure the UTG for the 4Go interface, perform the following steps:

1. In the **UTG TuneUp** window, click the **4Go** tab and configure the following settings:

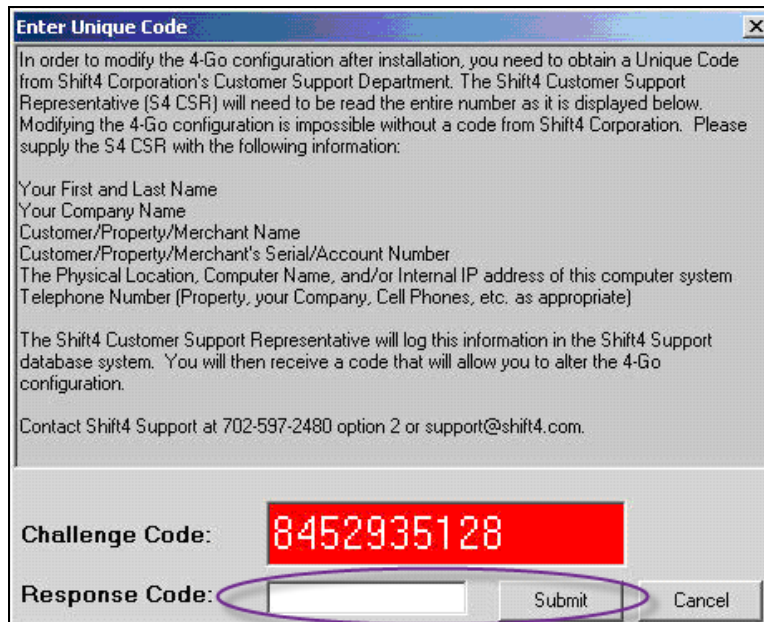


- Select **Enabled**.
- Under **Broadcast Addresses**, select the IP Address that is used to communicate to the MICROS Server and Terminals.
- Under **Faux Generation Method**, select the default **Sequential - Valid Luhn Mod 10**.
- Under **Retention Time**, select retention times for Normal (default is 5) and Offline (default is 30) modes.

- Under **Update Server**, leave **Host Address** and **Port** blank.
2. Click **Save**.
  3. Restart the **UTG** service:
    - As a service, from the **Start** menu, select **Programs > Administrative Tools > Services**. Locate **Shift4 UTG(v2)**, **right-click** and select **Start**.
    - In Stand Alone, from the **Start** menu, select **Programs > Shift4 Corporation > Universal Transaction Gateway > UTG (v2) Stand Alone**.

### Run the Shift4 4Go Configuration Utility

1. From the **Start** menu, select **Programs > Shift4 Corporation > Secure Suite 4 MICROS 9700 > Shift4 4Go Configuration Utility**.
2. In the **Enter Unique Code** window, follow the instructions to obtain a response code from a Shift4 Payments Customer Service Representative (CSR), type the code in the **Response Code** box, and click **Submit**.



**Enter Unique Code**

In order to modify the 4-Go configuration after installation, you need to obtain a Unique Code from Shift4 Corporation's Customer Support Department. The Shift4 Customer Support Representative (S4 CSR) will need to be read the entire number as it is displayed below. Modifying the 4-Go configuration is impossible without a code from Shift4 Corporation. Please supply the S4 CSR with the following information:

Your First and Last Name  
Your Company Name  
Customer/Property/Merchant Name  
Customer/Property/Merchant's Serial/Account Number  
The Physical Location, Computer Name, and/or Internal IP address of this computer system  
Telephone Number (Property, your Company, Cell Phones, etc. as appropriate)

The Shift4 Customer Support Representative will log this information in the Shift4 Support database system. You will then receive a code that will allow you to alter the 4-Go configuration.

Contact Shift4 Support at 702-597-2480 option 2 or support@shift4.com.

**Challenge Code:** 8452935128

**Response Code:**

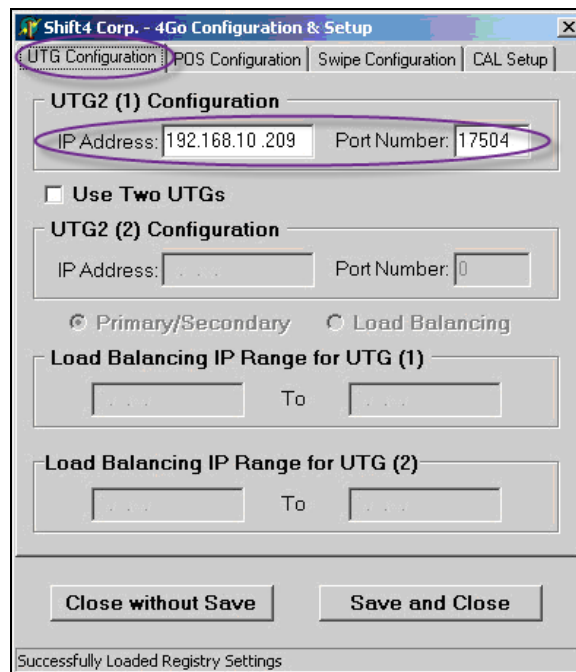


3. In the **4Go Configuration & Setup** window, on the **UTG Configuration** tab, under **UTG2 (1) Configuration**, configure the following:
  - In the **IP Address** box:
    - Type the 4GoTCP Interface IP Address from your reference list.

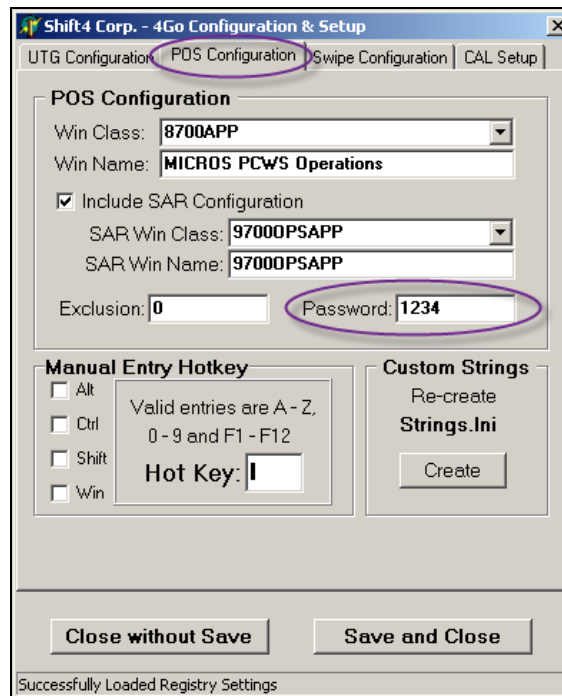


**Requirement:** If your IP address has less than three digits in a portion, you must type the decimal point. If there are three digits in the portion, the decimal point will automatically be added for you. Visually verify correct upon completion of typing the IP address.

- In the **Port Number** box:
  - Type the 4GoTCP Port Number from your reference list.

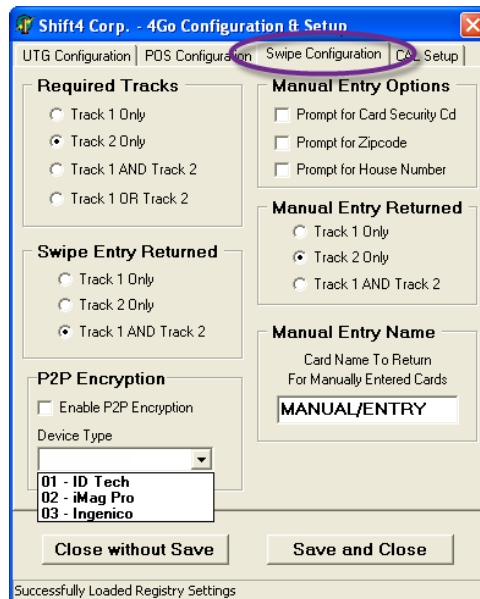


4. Click the **POS Configuration** tab to continue the configuration.
  - The settings on the POS Configuration tab defaults to the MICROS version. Do not change any of the default settings except for the **Password**.

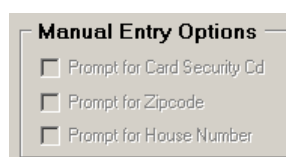


- (Default) Win Class: 8700APP
  - (Default) Win Name: MICROS PCWS Operations
  - (Default) Include SAR Configuration is selected
  - (Default) SAR Win Class: 97000PSAPP
  - (Default) SAR Win Name: 97000PSAPP
  - (Default) Exclusion: 0
  - **Password:** Type 1234 to proceed with the installation. This password will not be used by the system after installation.
5. Under **Custom Strings**, click **Create** and when the system warns about overwriting the Strings.Ini file, click **OK** to confirm that you want to continue.

- Click the **Swipe Configuration** tab and configure the information that the system prompts for when the card is swiped:



- Do not change the **Required Tracks** or **Manual Entry Returned** settings. They default based on the MICROS version. For MICROS 9700, both default to Track 2 Only.
- (Optional) Select **Prompt for Card Security Cd** to prompt for the unique 3- or 4-digit Card Verification Value on the back of the debit or credit card, which is also called the Card Security Code (confirm with merchant if needed).
- (Optional) Select **Prompt for Zipcode** to prompt for the postal code (confirm with merchant if needed).
- (Optional) Select **Prompt for House Number** to prompt for the number of the street address. For example, if the street address is 123 Main Street, then “123” is the House Number (confirm with merchant if needed).
- (Optional) Select **Enable P2P Encryption** to enable Point-to-Point Encryption; and from the **Device Type** list, select your MSR device type.
  - When P2PE is enabled, payment cards should be swiped on the P2PE device; non-payment cards should be swiped on the MICROS terminal.
  - When P2PE is enabled, the Manual Entry Options are not configurable because the device can be configured to prompt for the information:

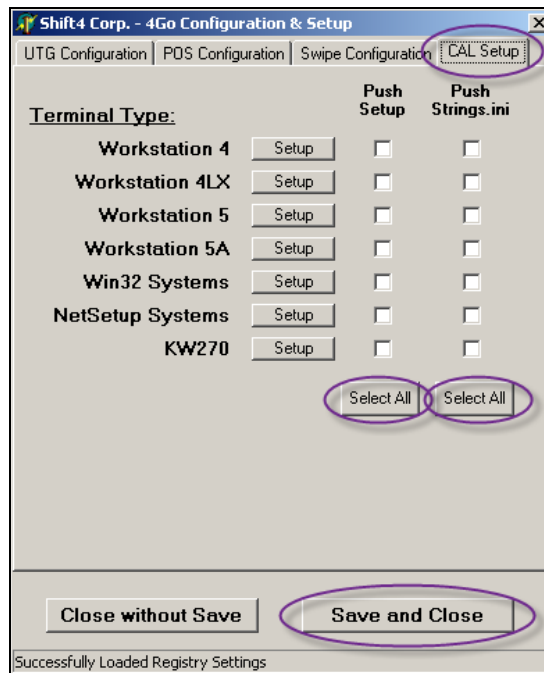


- (Optional) In the **Manual Entry Name** box, type the name that will be printed on receipts for manually entered transactions. The default is MANUAL/ENTRY.

### CAL Setup (Logging and Tuning Settings)

For new installations, perform the following steps:

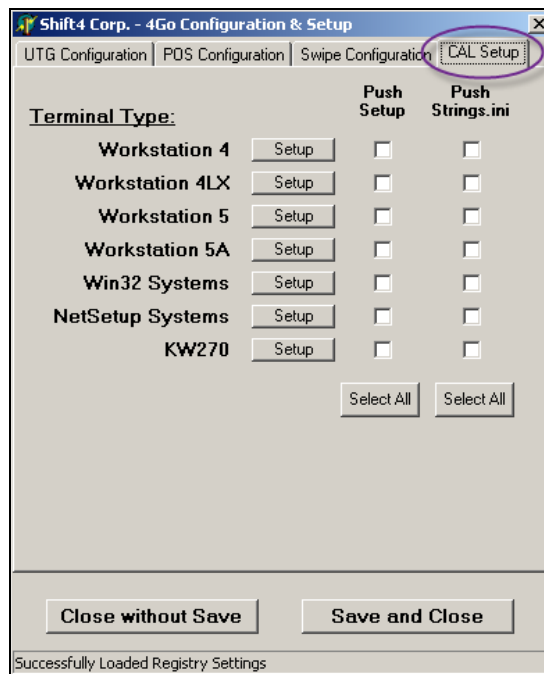
1. Click the **CAL Setup** tab.
2. Click **Select All** in the **Push Setup** column and the **Push Strings.ini** column.
3. Click **Save and Close**.



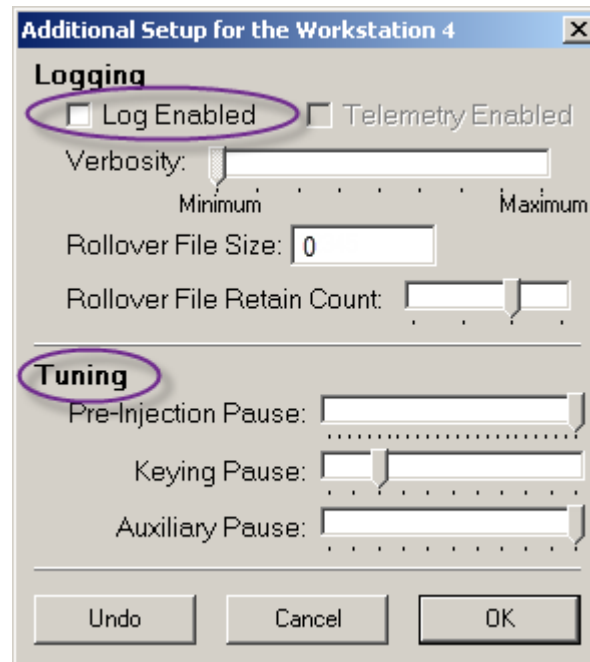
### Configure or Reconfigure a Terminal Type Individually

If needed, perform the following steps:

1. Click the **CAL Setup** tab. Click the **Setup** button opposite the terminal type you need to configure.

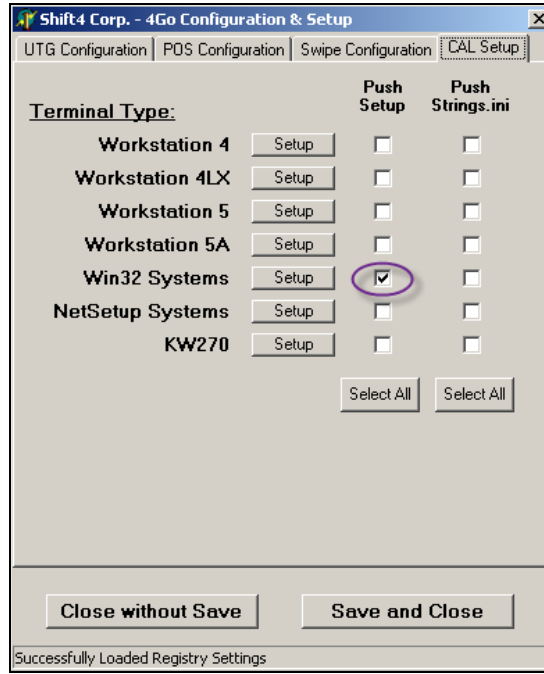


- In the **Additional Setup** window of your selected terminal, confirm that **Log Enabled** is blank to disable Logging, and then confirm the default **Tuning** settings against the table that follows:



Pause Setting	Net Setup	WS4	WS4LX	WS5	WS5A CE	WS5A POSReady 2009	Win32 Systems
Pre-Injection	250	150	150	150	150	250	250
Keying	10	10	10	10	10	10	10
Auxiliary	100	5	5	5	5	10	100

3. Click **OK** to return to the CAL Setup tab.



4. Repeat Steps 1, 2, and 3 for each terminal type in use. For every terminal configured, the **Push Setup** check box is selected automatically.
5. Click **Save and Close**.

## Verifying File Placement

After configuring Secure Suite 4 MICROS 9700, verify the following files are found in the corresponding folders; if they are not, contact Shift4 Payments.



**Note:** File placement for WS5A only applies to versions 3.1, 3.2, and 3.5 with patches supplied by MICROS.

File placement for WS5A applies to version 3.6 without a patch supplied by MICROS.

File placement for KW270 only applies to version 3.6 for SAR terminals.

---

...Micros\LES\POS\9700\bin\

- CaDOTN.exe
- s4cedStart.dll
- s4Crypto.dll
- s4GoConfig.exe
- S4PasswordUtil.exe
- ShredAndDelete.exe

...Micros\LES\POS\9700\Etc\

- CaDOTN.isl
- CaDOTN.param
- CaDOTNReadMe.txt
- SQLEMP.bat
- SQLEMPNO.bat
- FourGoDEC.cfg
- Strings.ini

...Micros\LES\POS\9700\Scripts\SAR

- CaDOTN.isl

...Micros\LES\POS\9700\ClientInstalls\CALInstall\Win32\Packages\Shift4 4Go

- S4WayStopSetup.exe
- setup.dat



...Micros\LES\POS\9700\ClientInstalls\CALInstall\WS4\Packages\Shift4 4Go  
...Micros\LES\POS\9700\ClientInstalls\CALInstall\WS4LX\Packages\Shift4 4Go  
...Micros\LES\POS\9700\ClientInstalls\CALInstall\WS5\Packages\Shift4 4Go  
...Micros\LES\POS\9700\ClientInstalls\CALInstall\WS5A\Packages\Shift4 4Go

FourGoDCE.exe  
S4WayStopCE.exe  
setup.dat

\MICROS\LES\POS\9700\ClientInstalls\CALInstall\Win32\Files\Shift4\Param  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS4\Files\CF\PosClient\Sim  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS4LX\Files\CF\PosClient\Sim  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS5\Files\CF\PosClient\Sim  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS5A\Files\CF\PosClient\Sim  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\KW270\Files\Store\PosClient\Sim  
CaDOTN.param

\MICROS\LES\POS\9700\ClientInstalls\CALInstall\Win32\Packages\Shift4 4Go SAR  
S4WayStopSetup.exe  
setup.dat

\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS4\Packages\Shift4 4Go SAR  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS4LX\Packages\Shift4 4Go SAR  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS5\Packages\Shift4 4Go SAR  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS5A\Packages\Shift4 4Go SAR  
\MICROS\LES\POS\9700\ClientInstalls\CALInstall\KW270\Packages\Shift4 4Go SAR  
FourGoDCE.exe  
S4cedStart.dll  
S4WayStopCE.exe  
setup.dat

...Micros\LES\POS\9700\ClientInstalls\CALInstall\Win32\Files\Shift4\4Go\etc  
...Micros\LES\POS\9700\ClientInstalls\CALInstall\WS4\Files\CF\Micros\etc

...Micros\LES\POS\9700\ClientInstalls\CALInstall\WS4LX\Files\CF\Micros\etc  
...Micros\LES\POS\9700\ClientInstalls\CALInstall\WS5\Files\CF\Micros\etc  
...Micros\LES\POS\9700\ClientInstalls\CALInstall\WS5A\Files\CF\Micros\etc  
...Micros\LES\POS\9700\ClientInstalls\CALInstall\KW270\Files\Store\Micros\etc  
    FourGoDCE.cfg  
    Strings.ini

### ***Verifying File Placement for 4 Way Stop***

If the server is also being used as a MICROS terminal, in addition to the files listed above, the following file should be present when 4 Way Stop is properly installed on the server:

...Shift4\4Go\Bin  
    S4SecurePayment.dll  
    S4WayStop.exe

...Shift4\4Go\etc  
    FourGoDCE.cfg  
    Strings.ini

## **Configuring the MICROS Terminals**

At this point, Secure Suite 4 MICROS 9700 has been installed and configured on the server. The option to use the server as a MICROS terminal, utilizing 4 Way Stop, may have been selected during the Secure Suite 4 MICROS 9700 installation on the server as well.

Now, Secure Suite 4 MICROS 9700 and 4 Way Stop will need to be installed and configured on the remaining MICROS terminals. Operations must be minimized on each MICROS terminal before Secure Suite 4 MICROS 9700 and 4 Way Stop can be installed. For assistance in minimizing operations, please contact the Shift4 Payments Customer Support team at 702.597.2480, option 2.

The installation process varies based on whether the terminals are Stand Alone Resiliency (SAR) terminals with/without CAL installed or Non-SAR terminals with/without CAL installed – follow the applicable instructions:

- Installing Secure Suite 4 MICROS 9700 on SAR Terminals with CAL
- Installing Secure Suite 4 MICROS 9700 on SAR Terminals without CAL
- Installing Secure Suite 4 MICROS 9700 on Non-SAR Terminals with CAL
- Installing Secure Suite 4 MICROS 9700 on Non-SAR Terminals without CAL

## **Limitations of Running as a SAR Terminal**

The following limitations apply when running as a SAR terminal:

- No initial authorizations (no tabs).
- No incremental authorizations.
- No multiple authorizations on one check (no split or partial tenders with more than one credit card).
- No adjusting a closed check to another credit card.
- No filtering of seats.
- No gift card functions for MICROS 9700 3.2 or 3.5.

## **Limitations of Running on a Win32 Terminal**

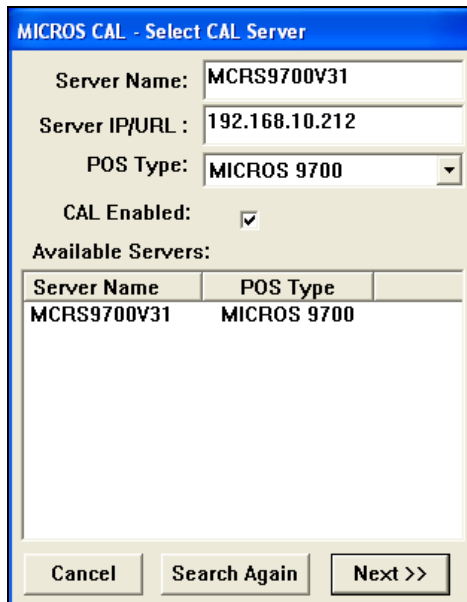
The following limitation applies when installing and running on Win32 Terminals (Eclipse 2010, 2015, 5A POSReady 2009, or a Desktop PC based workstation):

- The default auto user login must have administrator rights granted in order to install and run Secure Suite 4 MICROS 9700 and 4 Way Stop. If the default auto user login does not have administrator rights, 4 Way Stop will not function properly upon reboot.

## Installing Secure Suite 4 MICROS 9700 on SAR Terminals with CAL

The Secure Suite 4 MICROS 9700 installation integrates with the MICROS CAL application. To install, perform the following steps on each SAR terminal with CAL installed:

1. On the **MICROS terminal**, minimize operations.
2. On the **MICROS terminal**, from the **Start** menu, select **Programs > CAL > Reconfigure CAL**. Wait for the **MICROS Cal Busy...** window to close which indicates MICROS CAL has located a server running the CAL service.
3. In the **MICROS CAL – Select CAL Server** window, verify **CAL Enabled** is selected.
4. In the **MICROS CAL - Select CAL Server** window, under **Available Servers**, select the MICROS 9700 server from the list and click **Next**.



**MICROS CAL - Select CAL Server**

Server Name: MCRS9700V31

Server IP/URL : 192.168.10.212

POS Type: MICROS 9700

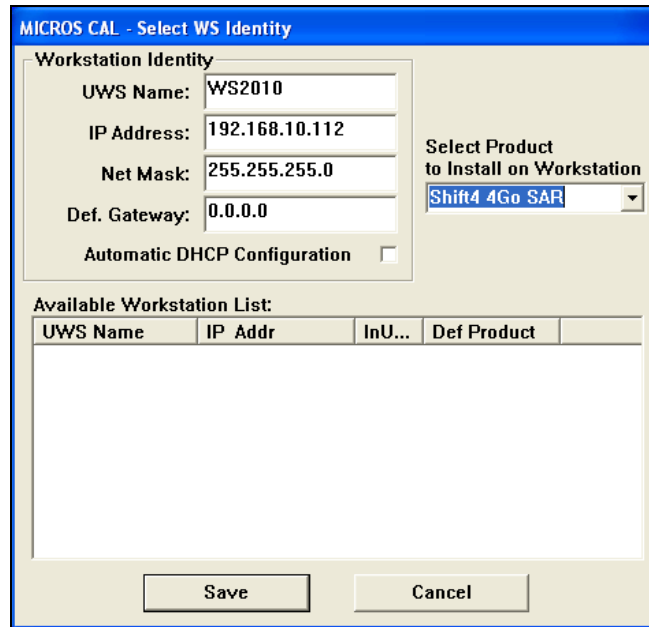
CAL Enabled:

Available Servers:

Server Name	POS Type
MCRS9700V31	MICROS 9700

Cancel Search Again Next >>

- In the **MICROS CAL – Select WS Identity** window:



**MICROS CAL - Select WS Identity**

**Workstation Identity**

UWS Name: WS2010

IP Address: 192.168.10.112

Net Mask: 255.255.255.0

Def. Gateway: 0.0.0.0

Automatic DHCP Configuration

Select Product to Install on Workstation  
 Shift4 4Go SAR

**Available Workstation List:**

UWS Name	IP Addr	InU...	Def Product

Save Cancel

- In the **Select Product to Install on Workstation** list, select **Shift4 4Go SAR** to install Secure Suite 4 MICROS 9700 and 4 Way Stop simultaneously. (If the version of CAL on the workstation is older than the version of CAL on the server, CAL updates and reboots the workstation before installing Secure Suite 4 MICROS 9700 and 4 Way Stop.)
  - Click **Save**.
- After Secure Suite 4 MICROS 9700 and 4 Way Stop are finished being installed on the terminal, the terminal will restart the winstation application. (4 Way Stop may start after the winstation application and reside in the foreground – press anywhere behind 4 Way Stop to bring winstation to the foreground.)

7. After Secure Suite 4 MICROS 9700 and 4 Way Stop are installed on the terminal, the following files should be present:

**Win32**

...Shift4\4Go\Bin

- S4SecurePayment.dll
- S4WayStop.exe

...Shift4\4Go\etc

- FourGoDCE.cfg
- Strings.ini

...\Program Files\Micros\PosClient\Sim

- ScriptX.isl, where X equals the CaDOTN interface number.

**WS4, WS4LX, WS5, or WS5A**

...CF\Micros\Bin

- FourGoDCE.exe
- S4WayStopCE.exe

...CF\Micros\etc

- FourGoDCE.cfg
- Strings.ini

...CF\PosClient\Bin

- S4cedStart.dll

...CF\PosClient\Sim

- ScriptX.isl, where X equals the CaDOTN interface number.

**KW270**

...Store\Micros\Bin

- FourGoDCE.exe
- S4WayStopCE.exe

...Store\Micros\etc

- FourGoDCE.cfg
- Strings.ini

...Store\PosClient\Bin

- S4cedStart.dll

...Store\PosClient\Sim

- ScriptX.isl, where X equals the CaDOTN interface number.

8. Repeat Steps 1, 2, 3, 4, and 5 on each SAR terminal with CAL as required.



## Installing Secure Suite 4 MICROS 9700 on SAR Terminals without CAL

If the terminal is a Win32 (Eclipse 2010, 2015, 5A POSReady 2009, or a Desktop PC based workstation) and does not have the MICROS CAL application installed, Secure Suite 4 MICROS 9700 and 4 Way Stop can still be installed.

To install Secure Suite 4 MICROS 9700 and 4 Way Stop, perform the following steps on each SAR terminal without CAL installed:

1. Log on to the terminal without CAL as Administrator.
2. Copy the **S4WayStopSetup.exe** file from the following directory on the server  
...ClientInstalls\CALInstall\Win32\Packages\Shift4 4Go SAR and paste it on the terminal's desktop.
3. Copy the **Shift4** folder from \MICROS\LES\POS\9700\ClientInstalls\CALInstall\Win32\Files and paste it in the terminal's C:\ drive.
4. Verify the following file placements:
  - C:\Shift4\4Go\bin
    - No files (empty)
  - C:\Shift4\4Go\etc
    - FourGoDCE.cfg
    - Strings.ini
  - C:\Shift4\Param
    - CaDOTN.param
5. On the terminal's desktop, double-tap **S4WayStopSetup.exe** to run the 4 Way Stop installer.
  - After 4 Way Stop is installed on the terminal, the following files should be present:
    - C:\Shift4\4Go\bin
      - S4SecurePayment.dll
      - S4WayStop.exe
6. Repeat Steps 1, 2, 3, 4, and 5 on each SAR terminal without CAL as required.
7. Read "Rebooting Terminals without CAL" which contains important information about rebooting these terminals once Secure Suite 4 MICROS 9700 and 4 Way Stop have been installed.

### **Rebooting Terminals without CAL**

Anytime a terminal without CAL is rebooted once Secure Suite 4 MICROS 9700 and 4 Way Stop have been installed, the terminal's user must tap the 4Go application window on the terminal to give the 4Go window focus.

If the user fails to tap the 4Go application window after rebooting, the following error will occur the next time a card is swiped on the terminal: *Entry error - Please retry - 4Go*. To recover from this error message, perform the following steps on the terminal:

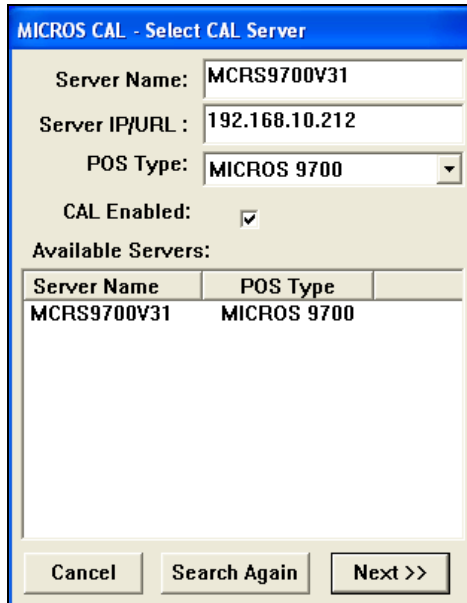
1. On the **4Go** window, tap the **Cancel** button.
2. Tap the **Clear** button to clear the error message.
3. On the **Touchscreen**, tap the **C Card Auth** button.
4. Finish the card transaction as usual.



## Installing Secure Suite 4 MICROS 9700 on Non-SAR Terminals with CAL

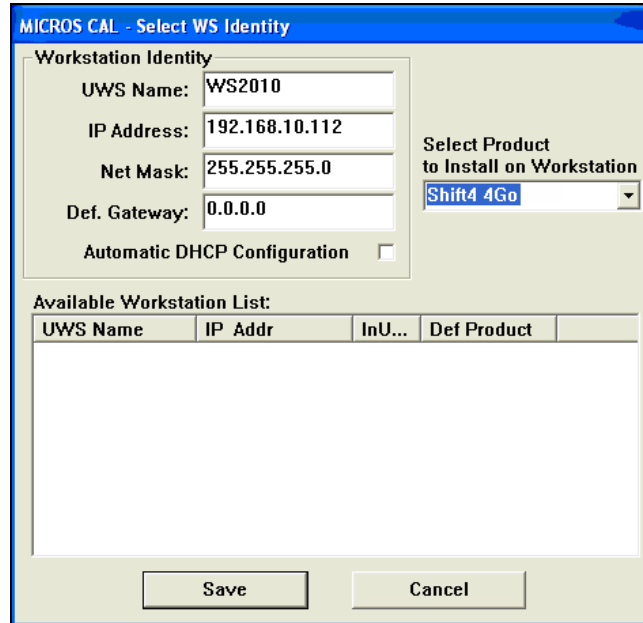
The Secure Suite 4 MICROS 9700 installation integrates with the MICROS CAL application. To install, perform the following steps on each Non-SAR terminal with CAL installed:

1. On the **MICROS terminal**, minimize operations.
2. On the **MICROS terminal**, from the **Start** menu, select **Programs > CAL > Reconfigure CAL**. Wait for the **MICROS Cal Busy...** window to close which indicates MICROS CAL has located a server running the CAL service.
3. In the **MICROS CAL – Select CAL Server** window, verify **CAL Enabled** is selected.
4. In the **MICROS CAL - Select CAL Server** window, under **Available Servers**, select the MICROS 9700 server from the list and click **Next**.



Server Name	POS Type
MCRS9700V31	MICROS 9700

- In the **MICROS CAL – Select WS Identity** window:



- In the **Select Product to Install on Workstation** list, select **Shift4 4Go** to install Secure Suite 4 MICROS 9700 and 4 Way Stop simultaneously. (If the version of CAL on the workstation is older than the version of CAL on the server, CAL updates and reboots the workstation before installing Secure Suite 4 MICROS 9700 and 4 Way Stop.)
  - Click **Save**.
- After Secure Suite 4 MICROS 9700 and 4 Way Stop are finished being installed on the terminal, the terminal will restart the winstation application. (4 Way Stop may start after the winstation application and reside in the foreground – press anywhere behind 4 Way Stop to bring winstation to the foreground.)
  - After Secure Suite 4 MICROS 9700 and 4 Way Stop are installed on the terminal, the following files should be present:

**Win32**

- ...Shift4\4Go\Bin
  - S4SecurePayment.dll
  - S4WayStop.exe
- ...Shift4\4Go\etc
  - FourGoDCE.cfg
  - Strings.ini

**WS4, WS4LX, WS5, or WS5A**

- ...CF\Micros\Bin

- FourGoDCE.exe
  - S4WayStopCE.exe
- ...CF\Micros\etc
- FourGoDCE.cfg
  - Strings.ini
8. Repeat Steps 1, 2, 3, 4, and 5 on each Non-SAR terminal with CAL as required.

## Installing Secure Suite 4 MICROS 9700 on Non-SAR Terminals without CAL

If the terminal is a Win32 (Eclipse 2010, 2015, 5A POSReady 2009, or a Desktop PC based workstation) and does not have the MICROS CAL application installed, Secure Suite 4 MICROS 9700 and 4 Way Stop can still be installed.

To install Secure Suite 4 MICROS 9700 and 4 Way Stop, perform the following steps on each Non-SAR terminal without CAL installed:

1. Log on to the terminal without CAL as Administrator.
2. Copy the **S4WayStopSetup.exe** file from the following directory on the server  
**...ClientInstalls\CALInstall\Win32\Packages\Shift4 4Go** and paste it on the terminal's desktop.
3. Copy the **Shift4** folder from **\MICROS\LES\POS\9700\ClientInstalls\CALInstall\Win32\Files** and paste it in the terminal's C:\ drive.
4. Verify the following file placements:
  - C:\Shift4\4Go\bin
    - No files (empty)
  - C:\Shift4\4Go\etc
    - FourGoDCE.cfg
    - Strings.ini
  - C:\Shift4\Param
    - CaDOTN.param
5. On the terminal's desktop, double-tap **S4WayStopSetup.exe** to run the 4 Way Stop installer.
  - After 4 Way Stop is installed on the terminal, the following files should be present:
    - C:\Shift4\4Go\bin
      - S4SecurePayment.dll
      - S4WayStop.exe
6. Repeat Steps 1, 2, 3, 4, and 5 on each Non-SAR terminal without CAL as required.
7. **Read** "Rebooting Terminals without CAL" which contains important information about rebooting these terminals once Secure Suite 4 MICROS 9700 and 4 Way Stop have been installed.

### ***Rebooting Terminals without CAL***

Anytime a terminal without CAL is rebooted once Secure Suite 4 MICROS 9700 and 4 Way Stop have been installed, the terminal's user must tap the 4Go application window on the terminal to give the 4Go window focus.

If the user fails to tap the 4Go application window after rebooting, the following error will occur the next time a card is swiped on the terminal: *Entry error - Please retry - 4Go*. To recover from this error message, perform the following steps on the terminal:

1. On the **4Go** window, tap the **Cancel** button.
2. Tap the **Clear** button to clear the error message.
3. On the **Touchscreen**, tap the **CCard Auth** button.
4. Finish the card transaction as usual.

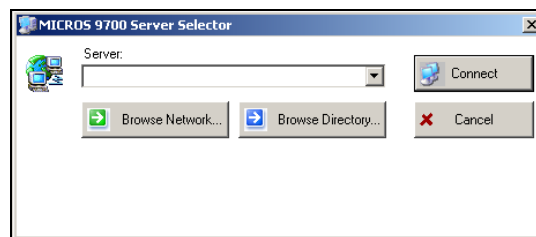
## MICROS System Configuration

Use the Enterprise Management Console (EMC) to configure the MICROS 9700 system for Secure Suite 4 MICROS 9700 by modifying System Hardware, System Information, RVC Information, and Touchscreens.

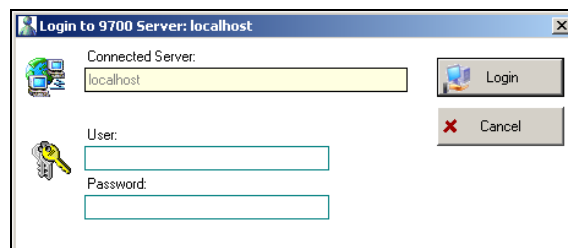
### *Accessing the EMC and the Configurator Within*

If the EMC was closed, to access the EMC and the Configurator within, perform the following steps:

1. From the **Start** menu, select **Programs > MICROS Applications > EMC**.
2. In the **MICROS 9700 Server Selector** window, select or type the name of the server and click **Connect**.

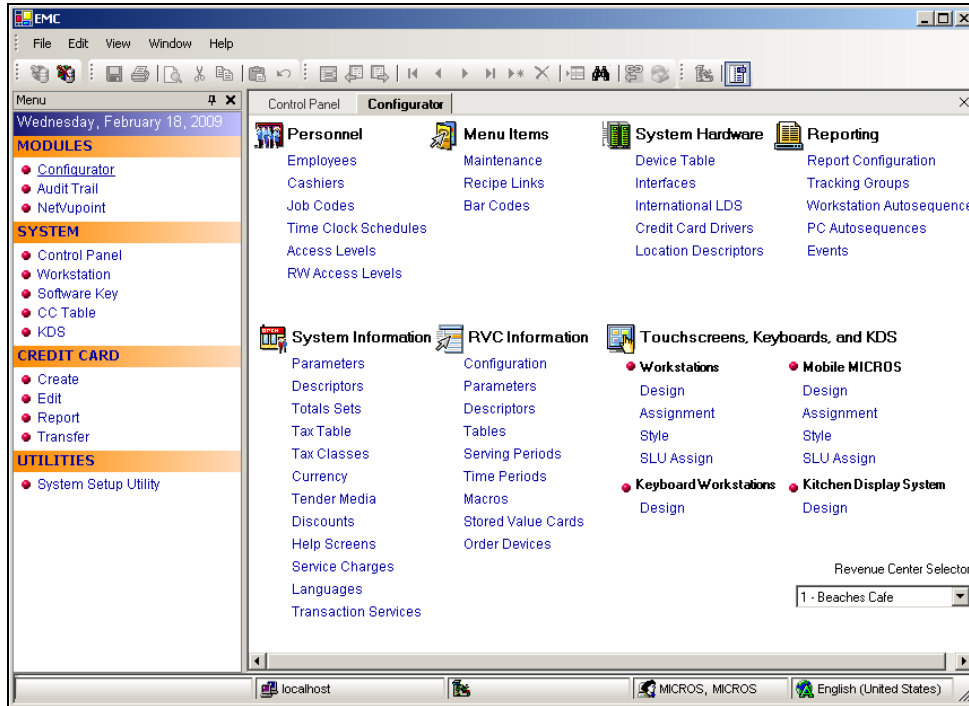


3. In the **Login to 9700 Server** window, the merchant will perform the following:



- In the **User** box, the merchant types their MICROS 9700 ID.
- In the **Password** box, the merchant types their MICROS 9700 password.
- Click **Login**.














4. In the **EMC** window, under **MODULES**, select **Configurator**.














**Tip:** Maximize the EMC window to ensure all settings, options, and menus are visible.

## Navigating the EMC Window

The buttons located at the top of the EMC window are useful when navigating the tabs. The following table describes each button:

Button	Action
	Connect to the server.
	Disconnect from the server.
	Save the configuration settings.
	Print the current configuration settings.
	Preview the screen as it will appear when printed.
	Cut a highlighted selection.
	Copy a highlighted selection for pasting later.
	Paste a previously cut or copied section.
	Undo a previous change.
	Toggle between Table view and Form view.
	Navigate to the previous tab.
	Navigate to the next tab.
	Access the first record.

Button	Action
	Access the previous record.
	Access the next record.
	Access the last record.
	Create a new record for configuration.
	Delete the current record.
	Go directly to a particular record.
	Find a word or phrase.
	Go to the previous Internet link.
	View language translation options.
	Access the Revenue Center Selector and activate a revenue center for configuration.
	Toggle to display or hide the system panel.

### ***System Hardware Settings***

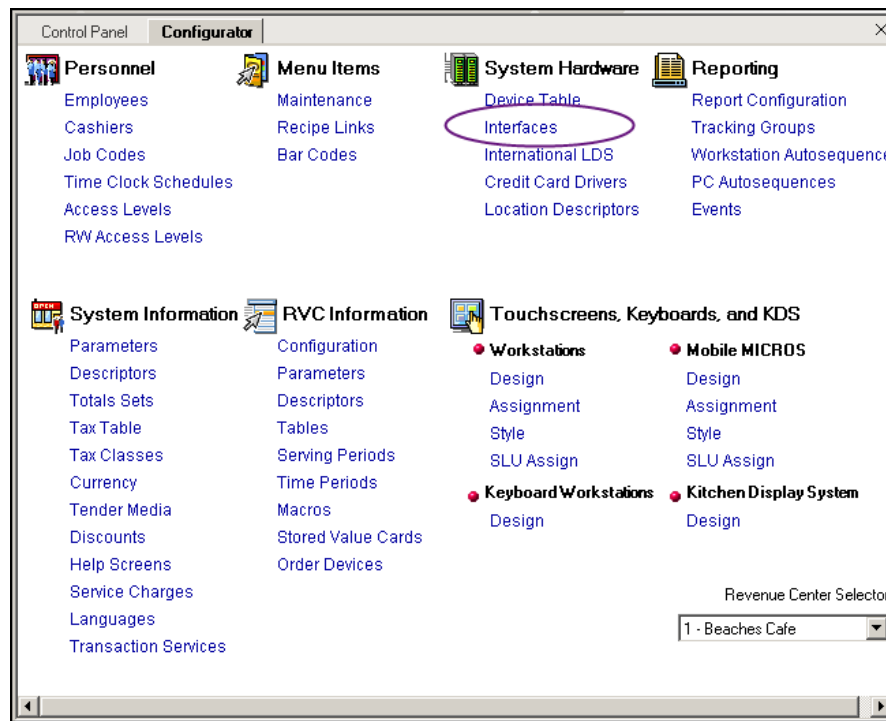
The Configurator provides access to the System Hardware menu where changes will be made to Interfaces and the Device Table settings to support Secure Suite 4 MICROS 9700's CaDOTN interface and driver.



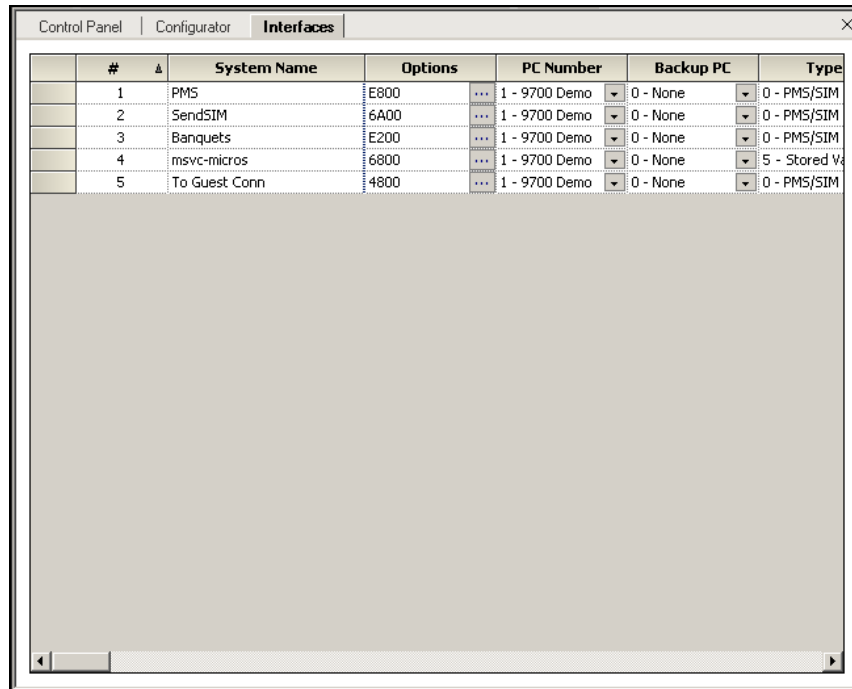
## Configuring Interfaces

To add and configure Secure Suite 4 MICROS 9700's CaDOTN interface, perform the following steps:

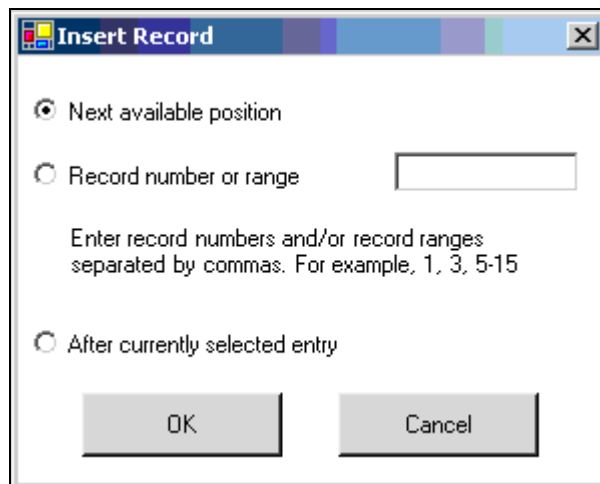
1. In the **EMC** window, on the **Configurator** tab, locate **System Hardware** and select **Interfaces**.




2. In the **EMC** window, on the **Interfaces** tab, click  to add a new interface.

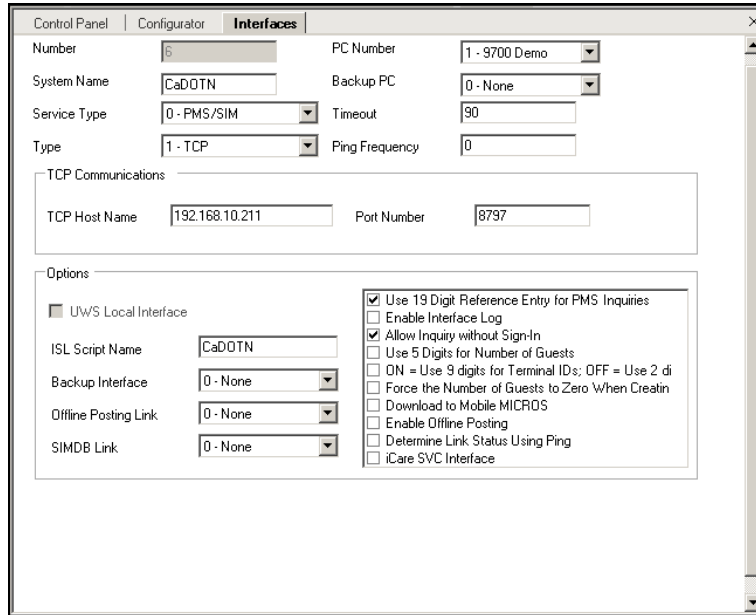


3. In the **Insert Record** window:



- Select **Next available position**.
- Click **OK** to add the record for the new interface.

- Record the number assigned to the new interface on your reference list, you will need it later.
4. In the **EMC** window, on the **Interfaces** tab, verify the new interface record is selected and click  to switch to Form view.
  5. Configure the following settings:




The screenshot shows the 'Interfaces' configurator window with the following settings:

- Number: 6
- System Name: CaDOTN
- Service Type: 0 - PMS/SIM
- Type: 1 - TCP
- PC Number: 1 - 9700 Demo
- Backup PC: 0 - None
- Timeout: 90
- Ping Frequency: 0
- TCP Host Name: 192.168.10.211
- Port Number: 8797
- Options:
  - Use 19 Digit Reference Entry for PMS Inquiries
  - Enable Interface Log
  - Allow Inquiry without Sign-In
  - Use 5 Digits for Number of Guests
  - ON = Use 9 digits for Terminal IDs; OFF = Use 2 di
  - Force the Number of Guests to Zero When Creatin
  - Download to Mobile MICROS
  - Enable Offline Posting
  - Determine Link Status Using Ping
  - iCare SVC Interface

- In the **PC Number** list, select your primary PC.
- In the **System Name** box, type CaDOTN (type CaDOTN exactly as shown without deviation from spelling or case).
- In the **Service Type** list, select **PMS/SIM**.
- In the **Timeout** box, type 90.
- In the **Type** list, select **TCP**.
- In the **Ping Frequency** box, verify that 0 appears and type if not.
- In the **TCP Host Name** box, type the MICROS Server IP Address.
- In the **Port Number** box, type 8797 which is the default port number. If you change the default, record the port number on your reference list, you will need it later.
- In the **ISL Script Name** box, type CaDOTN.
- Verify **None** is selected in the following lists:
  - **Backup Interface**
  - **Offline Posting Link**
  - **SIMDB Link**
- Select **Use 19 Digit Reference Entry for PMS Inquiries**.

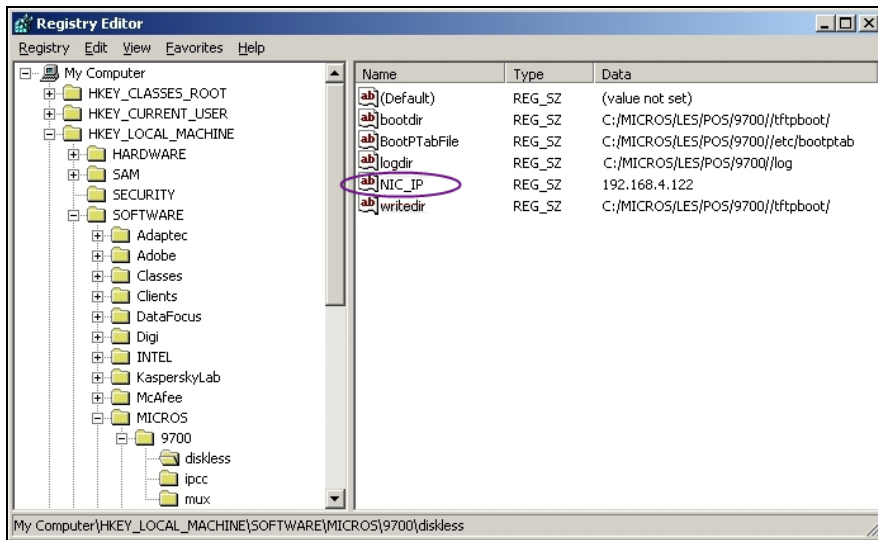
- Select **Allow Inquiry without Sign-In**.
- Select **ON = Use 9 digits for Terminal IDs**; **OFF = Use 2 di**. if terminal IDs have three digits or more; if terminal IDs have two digits or less, leave this option cleared.

6. Click  to save the settings and close the **Interfaces** tab.

### Verifying a Registry Editor Setting

After adding the new interface, CaDOTN, verify a Registry Editor setting by performing the following steps:

1. From the **Start** menu, select **Run**.
2. Type `regedit` and click **Ok**.
3. In the **Registry Editor** window, navigate to **HKEY\_LOCAL\_MACHINE\SOFTWARE\MICROS\9700\diskless**.
4. Locate **NIC\_IP** and verify the **MICROS Server IP Address** appears in the **Data** column.

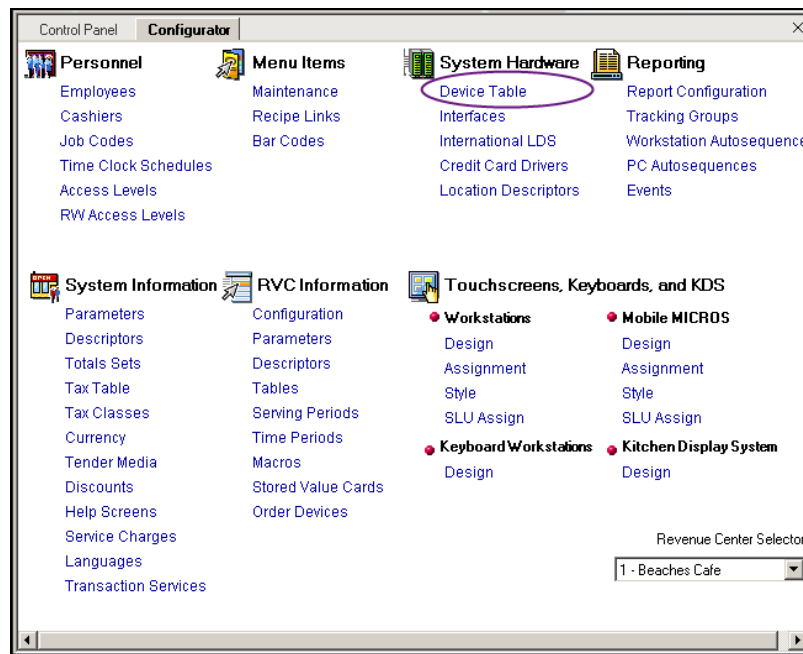


5. If the IP Address is incorrect, **double-click NIC\_IP** to open the **Edit String** window.
6. On the **Edit String** window, in the **Value data** box, type the MICROS Server IP Address and click **Ok**.
7. Close the **Registry Editor** window.

## Configuring Device Table

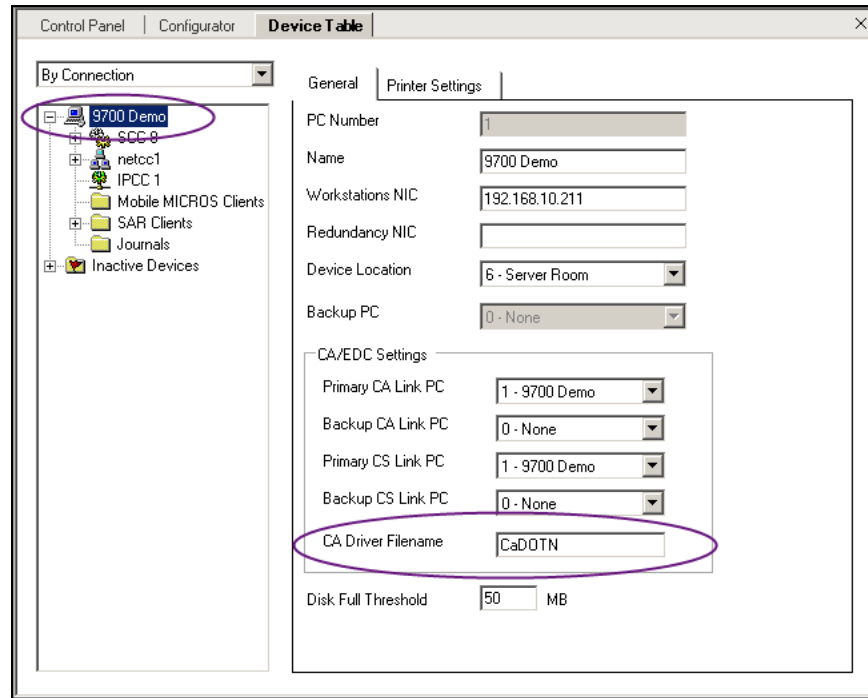
To reference Secure Suite 4 MICROS 9700's CaDOTN driver, perform the following steps:


1. In the **EMC** window, on the **Configurator** tab, locate **System Hardware** and select **Device Table**.



2. In the **EMC** window, on the **Device Table** tab, select your primary PC from the system tree.

3. Click the **General** tab and configure the following:

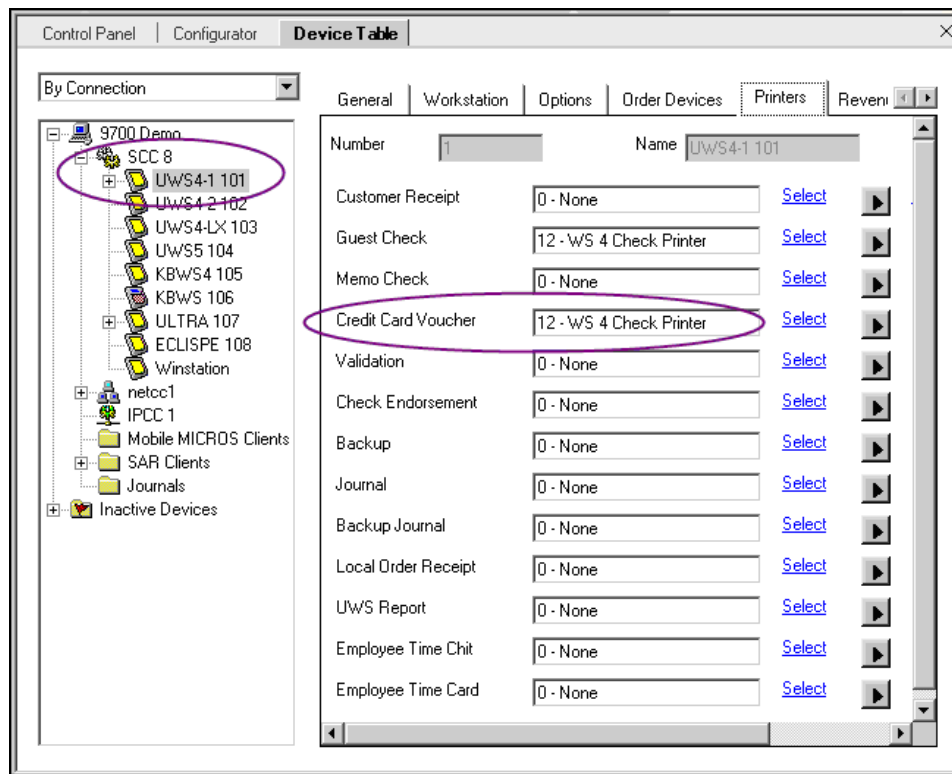



- In the **CA Driver Filename** box, type CaDOTN (type CaDOTN exactly as shown without deviation from spelling or case).
4. Click  to save the setting.
  5. Repeat Steps 2, 3, and 4 if a secondary PC is being utilized.

### Configuring Printers

To configure printing for each workstation, perform the following steps:

1. In the **EMC** window, on the **Device Table** tab, expand **SCC** in the system tree.
2. Under **SCC**, select a workstation from the system tree.
3. Click the **Printers** tab and verify the **Credit Card Voucher** box has a printer selected. If not, perform the following steps:



- Next to the **Credit Card Voucher** box, click **Select**.
  - In the **Select?** window, select the applicable printer (usually the same as Guest Check).
  - Click **Ok**.
  - Click  to save the setting.
4. Repeat Steps 2 and 3 for each workstation.
  5. Close the **Device Table** tab.

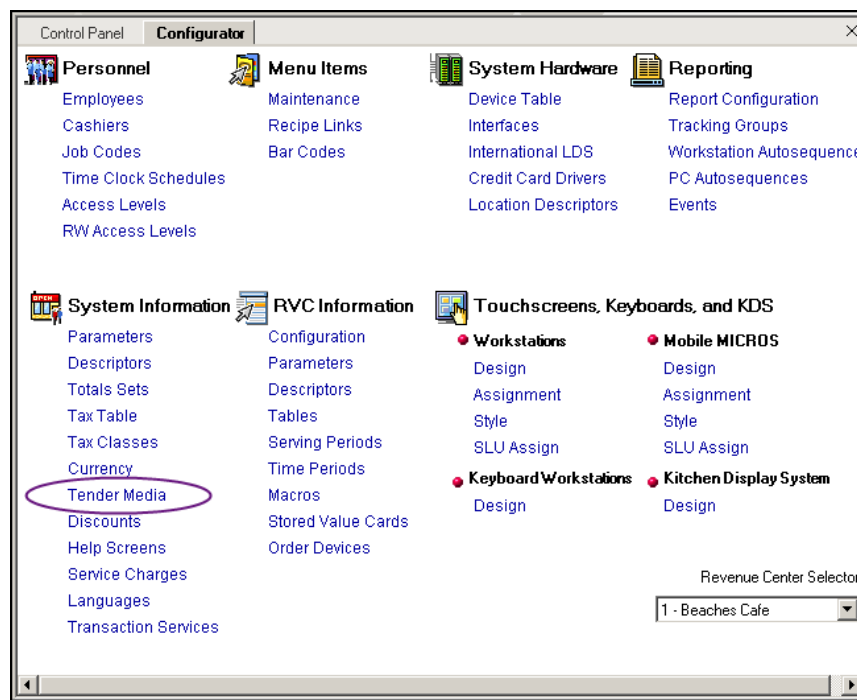
## System Information Settings

The Configurator provides access to the System Information menu where changes will be made to the Tender Media settings.

### Configuring Tender Media

To configure tender media settings for each credit card tender, perform the following steps:


1. In the EMC window, on the **Configurator** tab, locate **System Information** and select **Tender Media**.





- On the **Tender Media** tab, record the **cash tender number** and each credit card tender number on your reference list, you will need them later. Ensure the numbers you record have a **Type of Payment** – not Preamble (this information is located in the Type column).

#	Name	Type	Preamble	Options	Tax Exer
1	Debit	1 - Payment		000000000000	00000000000000
2	Cash	1 - Payment		21421A00000	00000000000000
3	Visa	1 - Payment	4*	29E09A00800	00000000000000
4	Check	1 - Payment		51000000000	00000000000000
5	MasterCard	1 - Payment	5*	39E29A09800	00000000000000
6	PESO	1 - Payment		30421A0D000	00000000000000
7	Amex Preamble	5 - Preamble	37*		00000000000000
8	American Express	1 - Payment	34*	21E09A00800	00000000000000
9	PadTender	1 - Payment	00000000	00000000400	00000000000000
10	Debit	1 - Payment		28600000000	00000000000000
11	Gift Card	1 - Payment	0*	09E89E19800	00000000000000
13	Diners/C.B Pre	5 - Preamble	36*		00000000000000
14	Diners/C.B Pre	5 - Preamble	38*		00000000000000
15	Diners/Carte Bln	1 - Payment	30*	39E2DA29800	00000000000000
16	Alt Gift Card	1 - Payment	6035*	09E89E1B800	00000000000000
18	J.C.B.	1 - Payment	35*	39E2DA29800	00000000000000
19	Enroute	1 - Payment		39E2DA29800	00000000000000
20	Discover/Novus	1 - Payment	6*	39E0DA09800	00000000000000
25	Gift Certificate	1 - Payment		FD421A0D000	00000000000000
29	* Room Charge *	1 - Payment		00000000000	00000000000000
30	Offline Posting	1 - Payment		31624A10000	00000000000000
31	Room Charge	1 - Payment		31E24A10040	00000000000000
32	City Ledger	1 - Payment		31E24A1D040	00000000000000
40	* Misc Service *	1 - Payment		00000000000	00000000000000
44	Hold Order	2 - Service Tot		00020600000	00000000000000
45	Fast Check	2 - Service Tot		00000000000	00000000000000

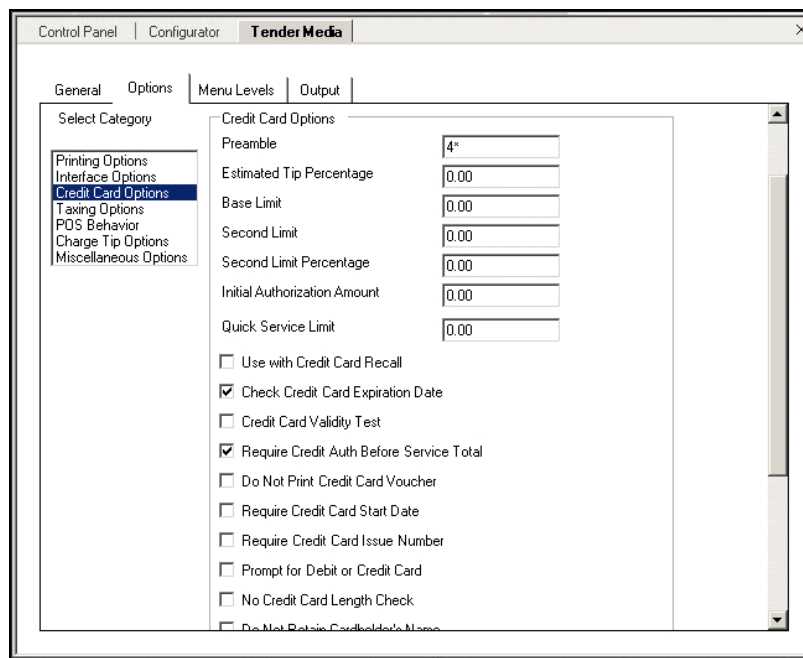
- Select a credit card tender and click  to switch to Form view.
- Continue to “Configuring the Credit Card Tender with the Options Tab.”

### Configuring the Credit Card Tender with the Options Tab

Changes will be made to the credit card tender's settings by using the Options tab which provides access to the Credit Card Options, POS Behavior, and Charge Tip Options categories.


### Configuring the Credit Card Options Category

1. Click the **Options** tab.
2. Under **Select Category**, select **Credit Card Options** from the list.
3. Under **Credit Card Options**, configure the following:



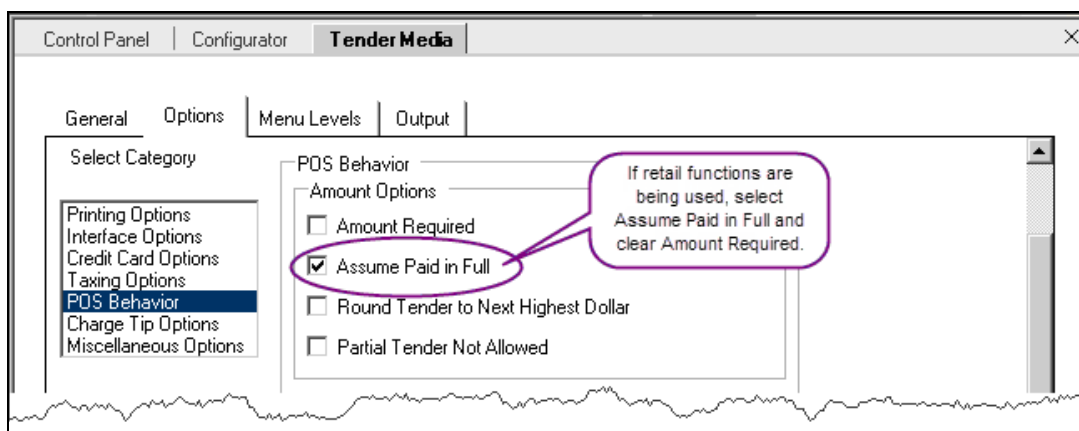
- Type 0.00 in the following boxes:
  - **Estimated Tip Percentage**
  - **Base Limit**
  - **Second Limit**
  - **Second Limit Percentage**
- In the **Initial Authorization Amount** box, type the amount in use (if the MICROS Initial Authorizations feature is not in use, type 0.00 in this box).
- (Optional) In the **Quick Service Limit** box, type the threshold dollar amount below which the system will obtain authorization but will not require a signature.
- Select the following options:
  - **Check Credit Card Expiration Date**
  - **Require Credit Auth Before Service Total**

- Clear **Credit Card Validity Test** to avoid unnecessary, duplicate verification of the credit card which slows processing.


4. Click  to save the settings.

### Configuring the POS Behavior Category

1. Under **Select Category**, select **POS Behavior** from the list.
2. Under **POS Behavior**, under **Amount Options**, configure the following:



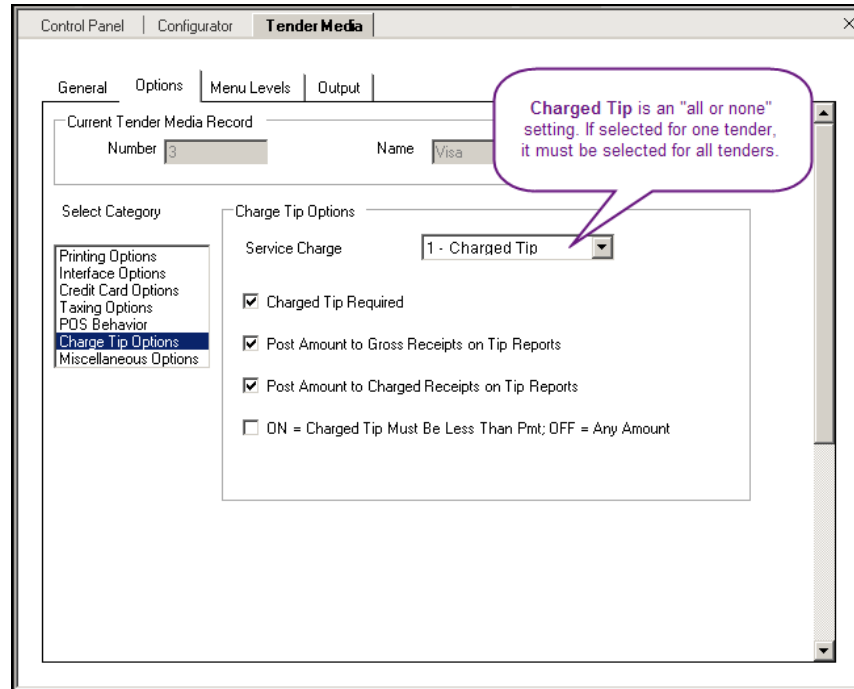
- If retail functions are being used, select **Assume Paid in Full** and clear **Amount Required**. Selecting this option will record the exact amount due as the entry. If this option is not selected, the system will record 0.00 as the entry.

3. Click  to save the settings.

## Configuring the Charge Tip Options Category

If Charged Tip is in use, perform the following steps:

1. Under **Select Category**, select **Charge Tip Options** from the list.
2. Under **Charge Tip Options**, configure the following:



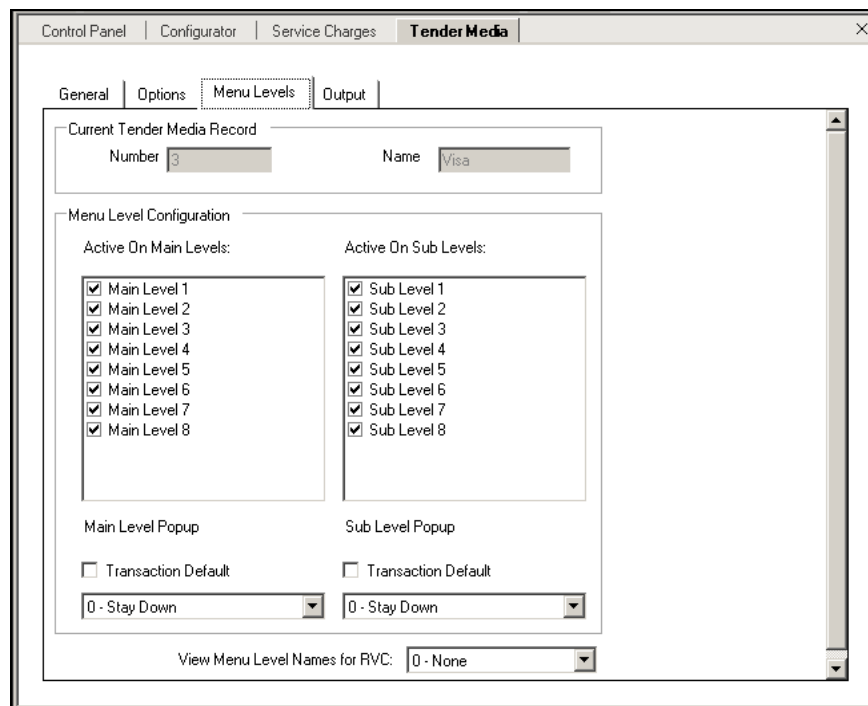
- In the **Service Charge** list, select the service charge number for charged tip.
- Record the Charged Tip Number on your reference list, you will need it later.
- Select the following options:
  - **Charged Tip Required**
  - **Post Amount to Gross Receipts on Tip Reports**
  - **Post Amount to Charged Receipts on Tip Reports**
- (Optional) Clear **ON = Charged Tip Must Be Less Than Pmt; OFF = Any Amount** to allow a tip of any amount. If this option is selected, the tip must be less than the payment amount.

3. Click  to save the settings.
4. Continue to "Configuring the Credit Card Tender with the Menu Levels Tab."


### Configuring the Credit Card Tender with the Menu Levels Tab

To configure the Menu Levels for the credit card tender, perform the following steps:

1. Click the **Menu Levels** tab and configure the following:



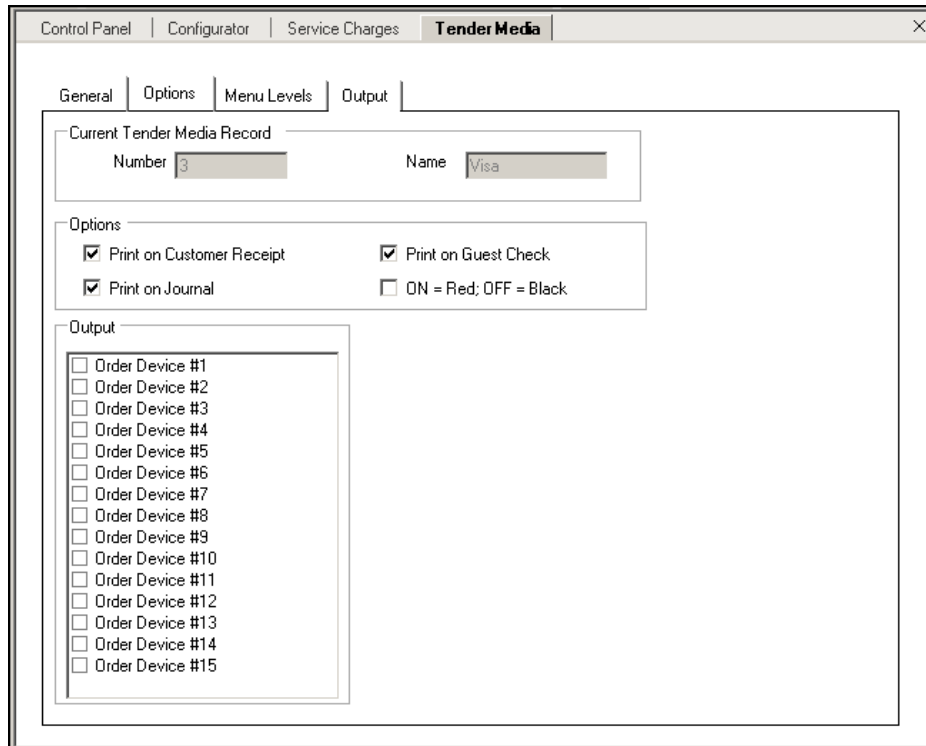
- Under **Active On Main Levels**, select each **Main Level** in the list.
- Under **Active On Sub Levels**, select each **Sub Level** in the list.
- In the **Main Level Popup** list, select **Stay Down**.
- In the **Sub Level Popup** list, select **Stay Down**.

2. Click  to save the settings.
3. Continue to “Configuring the Credit Card Tender with the Output Tab.”


### Configuring the Credit Card Tender with the Output Tab

The Output tab controls the credit card tender’s ability to support printing credit card receipts. To configure, perform the following steps:

1. Click the **Output** tab and configure the following:




- Select **Print on Customer Receipt**.
- Select **Print on Journal**.
- Select **Print on Guest Check**.

2. Click  to save the settings.

---

**Requirement:** Repeat all sections in “System Information Settings” to configure each credit card tender as required.



Click  to return to Table view and select the next credit card tender to configure.

After all credit card tenders are configured, close the Tender Media tab.

---

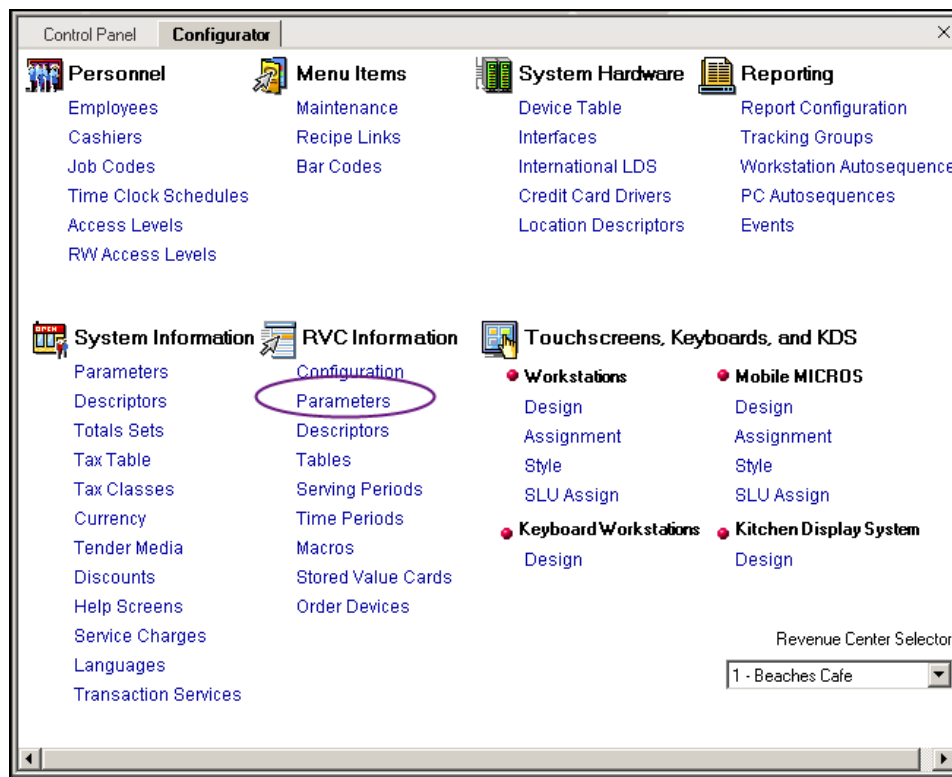
## RVC Information Settings

The Configurator provides access to the RVC Information menu where changes will be made to Revenue Center (RVC) Parameter settings regarding default seat number, interface assignment, and secondary floor limits.

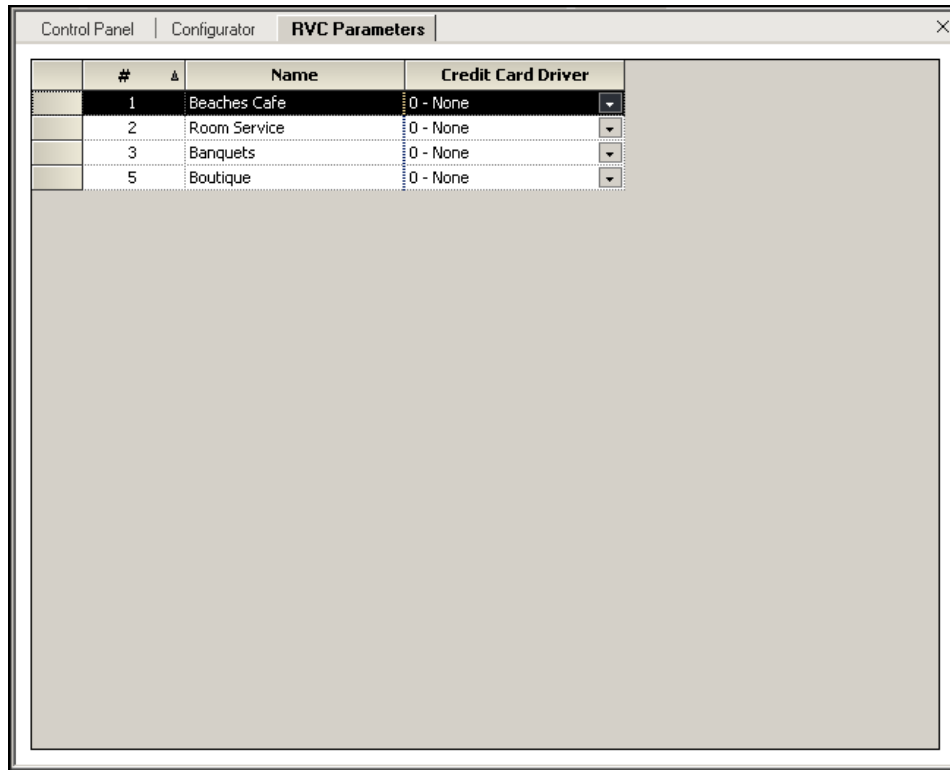
## Configuring RVC Parameters

To configure RVC parameters for each revenue center, perform the following steps:


1. In the **EMC** window, on the **Configurator** tab, locate **RVC Information** and select **Parameters**.



2. On the **RVC Parameters** tab, record the name and number assigned to each revenue center on your reference list, you will need them later.



#	Name	Credit Card Driver
1	Beaches Cafe	0 - None
2	Room Service	0 - None
3	Banquets	0 - None
5	Boutique	0 - None

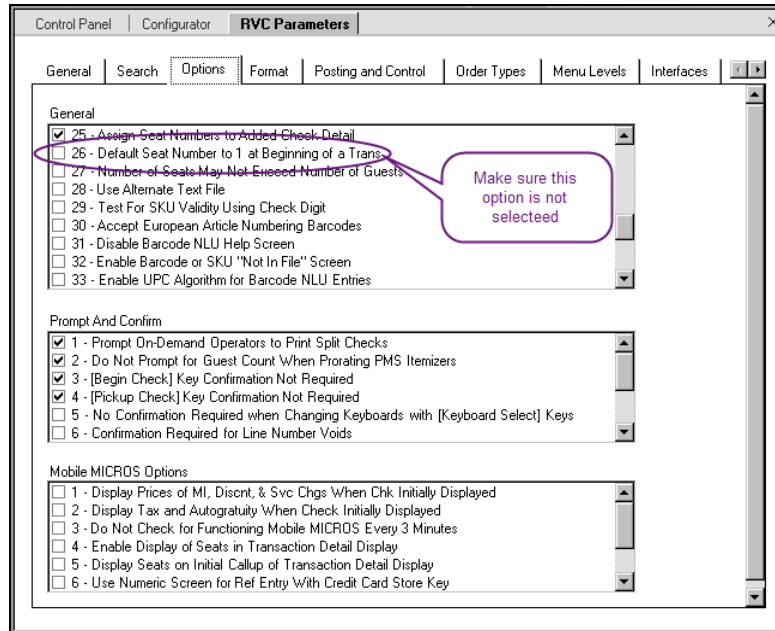
3. Select a revenue center and click  to switch to Form view.
4. Continue to "Configuring the Revenue Center with the Options Tab."




### Configuring the Revenue Center with the Options Tab

To deactivate the default seat number, perform the following steps:

1. Click the **Options** tab.
2. Under General, locate and clear Default Seat Number to 1 at Beginning of a Trans.

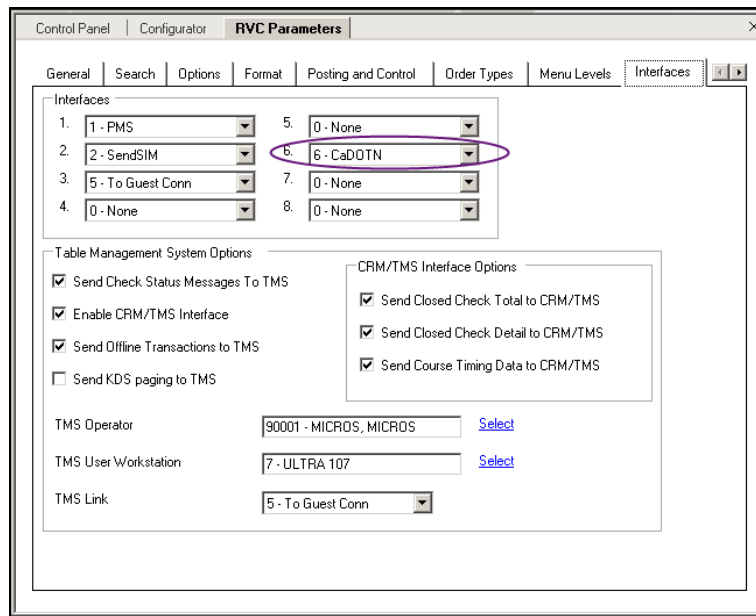



3. Click  to save the settings.
4. Continue to "Configuring the Revenue Center with the Interfaces Tab."

### Configuring the Revenue Center with the Interfaces Tab

To configure the revenue center to use Secure Suite 4 MICROS 9700's CaDOTN interface, perform the following steps:

1. Click the **Interfaces** tab.
2. Under **Interfaces**, in list **6** (if available), select **CaDOTN**. (The open lists are set to None. Shift4 Payments recommends using the same assigned interface slot for all revenue centers to ensure efficient referencing when configuring settings. The suggested list is 6.)

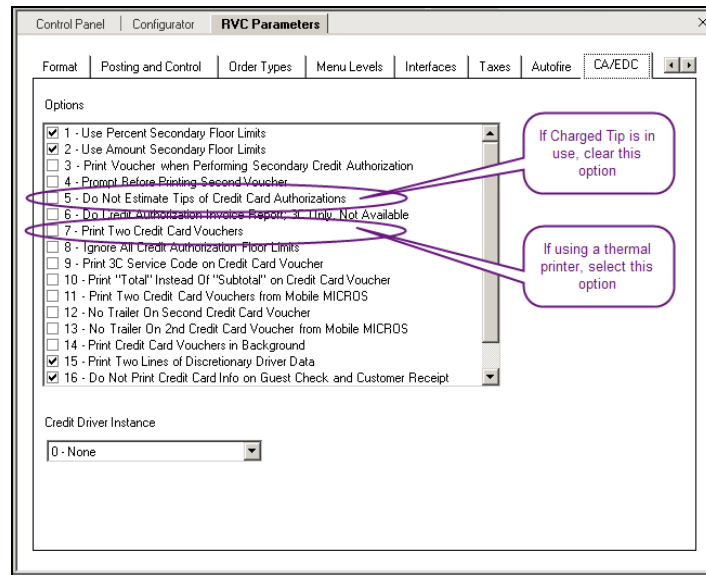


3. Click  to save the settings.
4. Continue to "Configuring the Revenue Center with the CA/EDC Tab."


### Configuring the Revenue Center with the CA/EDC Tab

To establish secondary floor limits and printing operations to ensure the revenue center in the MICROS 9700 system recognizes numerical and percentage floor limits as well as credit card printing information, perform the following steps:


1. Click the **CA/EDC** tab.
2. Under **Options**, configure the following:



- Select **Use Percent Secondary Floor Limits**.
- Select **Use Amount Secondary Floor Limits**.
- Select **Print Two Lines of Discretionary Driver Data**.
- If Charged Tip is in use, clear **Do Not Estimate Tips of Credit Card Authorizations**.
- If you have a thermal printer, select **Print Two Credit Card Vouchers**.
- In the **Credit Driver Instance** list, select **None**.

3. Click  to save the settings.



**Requirement:** Repeat all sections in “RVC Information Settings” to configure each revenue center as required. Click  to return to Table view and select the next revenue center to configure. After all revenue centers are configured, close the RVC Parameters tab.

## Touchscreen Settings

The MICROS Touchscreen settings must be configured to process transactions using Secure Suite 4 MICROS 9700's CaDOTN Inquiry Numbers. The table below lists the buttons on the MICROS Touchscreen that will need to be configured if present.

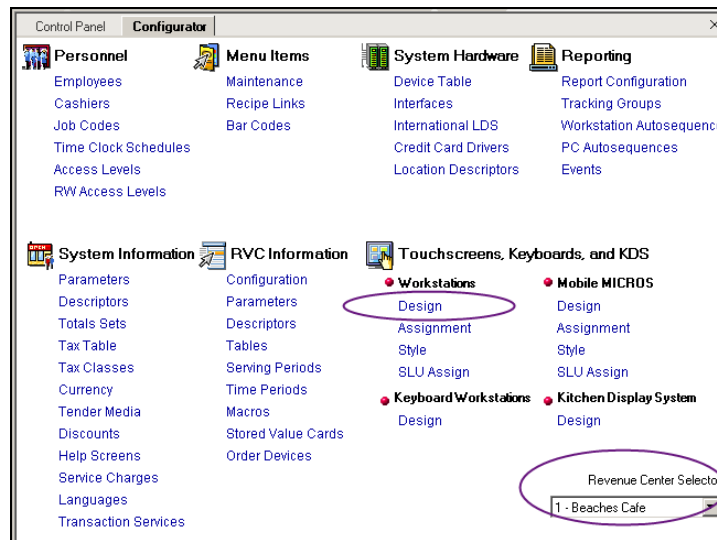
Existing MICROS Function Name	Existing MICROS Key Number	New CaDOTN Inquiry Number	Notes
CCard Lookup	625	9	Used for retail credit card authorization and settlement.
CCard Lookup/Ask	626	None – Delete or Reconfigure	<p>If CCard Lookup is in use, delete CCard Lookup/Ask and use CCard Lookup.</p> <p>If CCard Lookup is not in use, reconfigure CCard Lookup/Ask to use CaDOTN Inquiry 9.</p> <p>Instruct the clerk to enter the amount before pressing CCard Lookup/Ask.</p>
CCard Recall	627	None – Delete or Reconfigure	Secure Suite 4 MICROS 9700 protects against recalling credit card data.
CCard Recall/Ask	628	None – Delete or Reconfigure	Secure Suite 4 MICROS 9700 protects against recalling credit card data.
CCard Authorize	629	8	Used for food and beverage credit card authorization and settlement.
Initl Authorize	631	14	Used for credit card authorization only.
Manual Authorize	632	11	Used for manual and telephone credit card authorization only.

Existing MICROS Function Name	Existing MICROS Key Number	New CaDOTN Inquiry Number	Notes
CCard Auth/Prompt	633	None – Delete or Reconfigure	<p>If CCard Authorize is in use, delete CCard Auth/Prompt and use CCard Authorize.</p> <p>If CCard Authorize is not in use, reconfigure CCard Auth/Prompt to use CaDOTN Inquiry 8.</p> <p>Instruct the clerk to enter the amount before pressing CCard Auth/Prompt.</p>
Initl Auth/Prompt	635	None – Delete or Reconfigure	<p>If Initl Authorize is in use, delete Initl Auth/Prompt and use Initl Authorize.</p> <p>If Initl Authorize is not in use, reconfigure Initl Auth/Prompt to use CaDOTN Inquiry 14.</p> <p>Instruct the clerk to enter the amount before pressing Initl Auth/Prompt.</p>
Manual Auth/Prompt	636	None – Delete or Reconfigure	<p>If Manual Authorize is in use, delete Manual Auth/Prompt and use Manual Authorize.</p> <p>If Manual Authorize is not in use, reconfigure Manual Auth/Prompt to use CaDOTN Inquiry 11.</p> <p>Instruct the clerk to enter the amount before pressing Manual Auth/Prompt.</p>

## Configuring the Touchscreen


To configure the Payment Touchscreen, perform the following steps:

1. In the **EMC** window, on the **Configurator** tab, locate the **Revenue Center Selector** list (bottom-right-corner) and select a revenue center.
2. In the **EMC** window, on the **Configurator** tab, locate the **Touchscreens, Keyboards, and KDS** menu. Under **Workstations**, select **Design**.



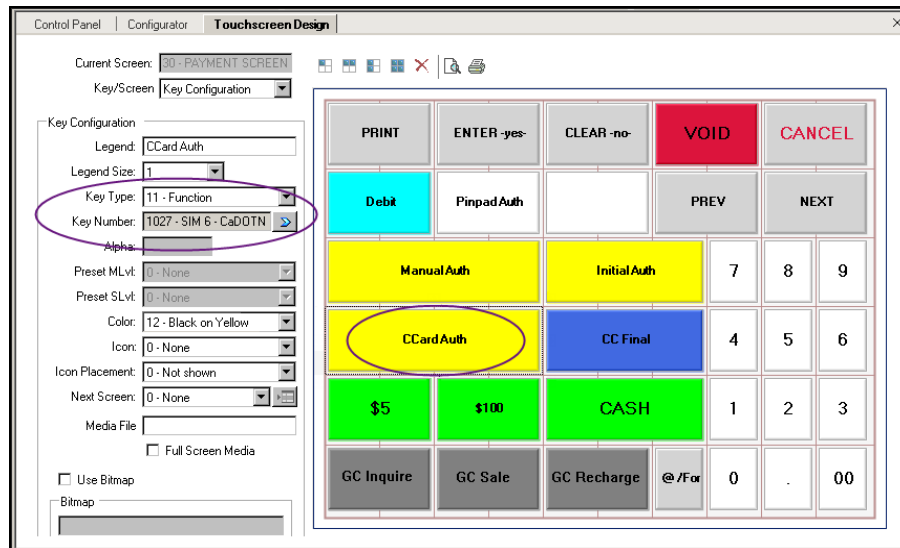
- On the **Touchscreen Design** tab, from the **Names** column, select the Payment Touchscreen. In most cases, your payment screen will be named PAYMENT, PAYMENT AUTH, or something similar.




- Click  to switch to Form view.
- Continue to “Configuring a Credit Button for its CaDOTN Inquiry Number.”

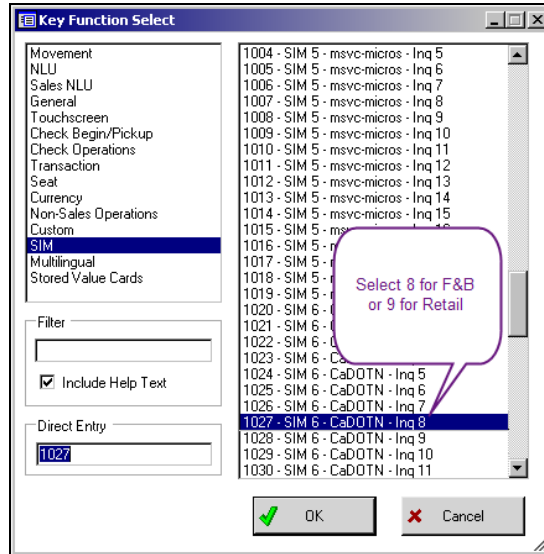
### Configuring a Credit Button for its CaDOTN Inquiry Number

1. On the **Touchscreen Design** tab, select a credit button with an Existing MICROS Function Name. The Existing MICROS Function Names are listed in the table under "Touchscreen Settings."
  - o In this example, the button is CCard Auth and has an Existing MICROS Function Name of CCard Authorize.




2. From the **Key Type** list, select **Function**.
3. Click  next to the **Key Number** list to open the Key Function Select window.

4. In the **Key Function Select** window, configure the following:



- On the left side of the window, select **SIM**.
- On the right side, select the new, corresponding **CaDOTN Inquiry Number**:
  - Formatting example: *X – SIM # – CaDOTN – Inq ?* where *X* is a number generated by MICROS, *#* is the CaDOTN interface number previously created and *?* is the CaDOTN Inquiry Number from the table under “Touchscreen Settings.”
  - In this example, it would be either *1027 – SIM 6 – CaDOTN - Inq 8* if the revenue center is Food and Beverage or *1028 – SIM 6 - CaDOTN - Inq 9* if the revenue center is Retail.
- Click **OK** to close the window.

5. Click  to save the settings.
6. Repeat Steps 1, 2, 3, 4, and 5 for all credit buttons on the Payment Touchscreen with an Existing MICROS Function Name from the table under “Touchscreen Settings.”
7. Repeat all sections in “Configuring the Touchscreen” to configure additional Touchscreens (if credit buttons exist on other screens, other than Payment) for the selected revenue center. This is required to ensure the system is completely functional. After all touchscreens are configured for the selected revenue center, proceed to Step 8.
8. Repeat all sections in “Touchscreen Settings” if additional revenue centers need to be configured.



## Parameter File Settings

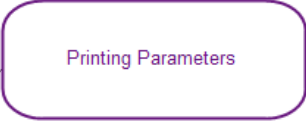
The CaDOTN.param file must be updated to reflect your newly configured settings in the MICROS 9700 system to support Secure Suite 4 MICROS 9700. To update the parameter file, perform the following steps:

1. Navigate to ...\**MICROS\LES\POS\9700\Etc** and open **CaDOTN.param** in WordPad or Notepad.
2. Continue to “Updating the Printing Parameters.”

## Updating the Printing Parameters

1. Locate the Printing section:

```
var ManagerDBAAddressonvoucher : a1
// For gift card informational draft print: "Y" - print all, "N" - print none,
// "E" - print error drafts only
var ManagerDraftPrint          : a1 = "E"
var CustomerDraftPrint         : a1 = "N"
var AltGCPreamble              : a7 = "6035"
```




**Tip:** Search the document for key words to locate the sections quickly.

2. Update the Printing Parameters according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Printing Parameter	Required Setting	Notes
var ManagerDraftPrint	If Charged Tip is in use: "Y" If not in use: "E"	Y = Enhanced printing enabled N = Enhanced printing disabled
var CustomerDraftPrint	If Charged Tip is in use: "Y" If not in use: "N"	E = Enhanced printing enabled to print errors only

3. **Save** the CaDOTN.param file but do not close it.
4. Continue to “Updating the Tender Keys Parameters.”

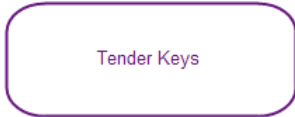
## Updating the Tender Keys Parameters

1. Locate the Tender Keys section:

```

// Tender Keys
// These values map the Tender/Media table in Micros to the proper type of credit card payment.
// *** Note *** These values will have to be edited to correspond to the settings of a system.
var DB_TENDER      : key = key(7,999)
var VS_TENDER      : key = key(7,3)
var MC_TENDER      : key = key(7,5)
var NS_TENDER      : key = key(7,20)
var AX_TENDER      : key = key(7,8)
var JC_TENDER      : key = key(7,18)
var DC_TENDER      : key = key(7,15)
var YC_TENDER      : key = key(7,999)
var CASH_TENDER    : key = key(7,2)

var GCSALE_SVC_OBJ : key = key(5,13)
var GCCASH_SVC_OBJ : key = key(5,15)
var GCRCHG_SVC_OBJ : key = key(5,12)
var TIP_SVC_OBJ    : key = key(5,1)
var CHG_TIP_ACTIVE : a1 = "Y"
  
```



2. Update the Tender Keys Parameters according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Tender Keys Parameter	Tender Media Payment Type	Required Setting
var DB_TENDER	Debit	If in use: (7,#) where # is the Tender Media Number recorded on your reference list.  If not in use: (7,999).
var VS_TENDER	Visa	
var MC_TENDER	MasterCard	
var NS_TENDER	Novus/Discover	
var AX_TENDER	American Express	
var JC_TENDER	Japanese Credit Bureau	
var DC_TENDER	Diners Club	
var CASH_TENDER	Cash	

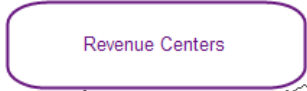
Tender Keys Parameter	Tender Media Payment Type	Required Setting
var TIP_SVC_OBJ	Charged Tip	If in use: (5,#) where # is the Charged Tip Service Charge Number recorded on your reference list.  If not in use: (5,999)
var CHG_TIP_ACTIVE	N/A	If in use: "Y" If not in use: "N"

3. **Save** the CaDOTN.param file but do not close it.
4. Continue to "Updating the Revenue Center Parameters."

## Updating the Revenue Center Parameters

1. Locate the Revenue Center section:

```
// Corresponds to the name of the revenue center. @RVC is used to select array element, can
// be 2 lines of text, each up to 32 characters, separated by an '(undecided)' character.
var storenames[5] : a66
storenames[1] = "Beaches Cafe"
storenames[2] = "Room Service"
storenames[3] = "Banquets"
storenames[5] = "Boutique"
```



2. Update the Revenue Center Parameters according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Revenue Center Parameter	Required Setting
var storenames [#]: a66	# equals the highest MICROS RVC Number recorded on your reference list.
storenames [n] = "x"	n equals the MICROS RVC Number recorded on your reference list.  x is the MICROS RVC Name recorded on your reference list that corresponds to n and is typed within double quotes.

3. **Save** the CaDOTN.param file but do not close it.
4. Continue to "Updating the Log and Operation Parameters" section.

## Updating the Log and Operation Parameters

1. Locate the Log and Operation section:

```
*** NOTE ***
The information following the symbol below ("// ***) represents the configuration
information for the driver, used to construct the driver configuration data file if it
is not found when the driver starts.

The basic structure for a line of data is "// *keyword data1 {data2}", where "keyword"
indicates which variable is to be filled, data1 is either data for the variable or an
array index if the variable is an array, and data2 is the data for an array element.
Each should be separated by whitespace, but be on the same line. Text should be in quotes.
It is possible to insert comments into the text, on lines other than the data lines,
as long as they will not be mistaken for data lines.

****
*verbosity          7
*log_enabled        1
*log_caedc          1
*log_timer          0
*log_retain         6
*log_rolltime       "23:59:50"
*validate_cards     0
*interleave_cas    1
*manual_auth_allowed 1
*ping_host          0
*no_sim_print       1
*gc_sim_partialauth 0
*alt_gc_preamble    "6035"
*max_uws            200
*ca_retry_max       0
*edc_retry_max      0
*edc_retry_delay    120
*edc_timeout        65
*edc_erlist         ""
*edc_high_capacity  0
*edc_highc_links    3
*edc_highc_quelen  12
```

Log and Operation  
Parameters

2. Update the Log and Operation Parameters according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

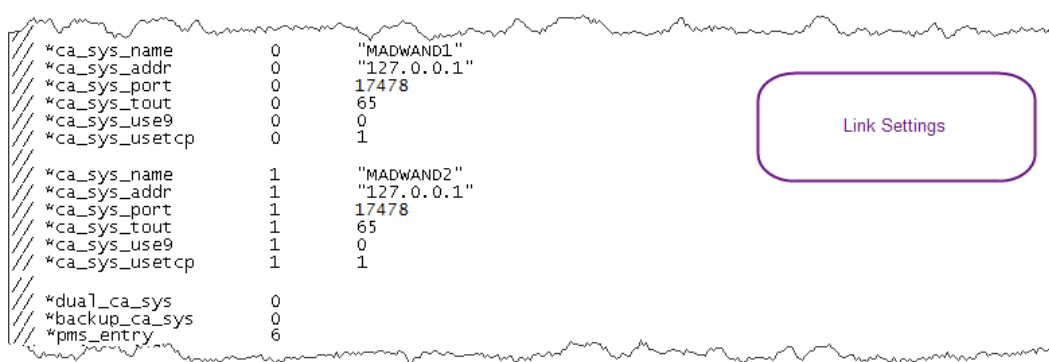
Log and Operation Parameter	Required Setting	Notes
*log_retain	6	The number of days to retain the log file.
*log_rolltime	"xx:yy:zz"	<p>Where xx:yy:zz is the time (xx is the hour in a 24-hour format, yy is the minutes, and zz is the seconds) the system will roll to a new log file, where xx, yy, and zz are separated by a colon and typed within double quotes.</p> <p>This time should be ten seconds before the MICROS system's configured start of day time, which the merchant can provide.</p> <p>The default is ten seconds before midnight: "23:59:50"</p>
*validate_cards	0	The setting disables duplicate card validation.
*max_uws	200 or greater	The maximum number of user workstations/terminals.
*ca_retry_max	0	A setting other than zero delays messages from appearing on the screen.
*edc_high_capacity	0 = false 1 = true	<p>Indicates when settlement is being run as a high capacity batch.</p> <p>The default is false.</p>
*edc_highc_links	3	<p>The maximum number of simultaneous connections to use if high capacity batch is enabled.</p> <p>The default value is 3, the minimum value is 1, and the maximum value is 10.</p>

Log and Operation Parameter	Required Setting	Notes
*edc_highc_quelen	12	<p>The maximum number of queue depth for connections if high capacity batch is enabled.</p> <p>The default value is 12, the minimum value is 3, and the maximum value is 24.</p>

3. **Save** the CaDOTN.param file but do not close it.
4. Continue to “Updating the Link Settings Parameters” section.

## Updating the Link Settings Parameters

1. Locate the Link Settings section:



2. In the second column, be aware of the following:
  - 0 = Primary Link Parameters
  - 1 = Secondary Link Parameters
3. Update the Link Settings (Primary and Secondary) Parameters according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Link Settings Parameter	Required Setting	Notes
*ca_sys_name	The name of the link address typed within double quotes.	The Primary Link default is "MADWAND1" The Secondary Link default is "MADWAND2"
*ca_sys_addr	The MicrosTCP Interface IP Address typed within double quotes.	The MicrosTCP Interface IP Address recorded on your reference list.
*ca_sys_port	The MicrosTCP Port Number.	The MicrosTCP Port Number recorded on your reference list. The default is 17478.
*ca_sys_tout	65	The amount of time the system waits, in seconds, before indicating an attempted transaction has failed. The default is 65.



Link Settings Parameter	Required Setting	Notes
*ca_sys_use9	0 – Disabled 1 – Enabled	If the terminal IDs are two digits or less, type 0. If the terminal IDs are three digits or more, type 1.
*ca_sys_usetcp	1	This setting specifies a TCP/IP connection for communications between Secure Suite 4 MICROS 9700, the UTG, and the MICROS 9700 system.

4. Update the Backup Preference Parameters (how the Primary and Secondary link will be used by the system) according to your newly configured settings in the MICROS 9700 system. There are three setting configurations to choose from, type the applicable Required Setting from the table below:

Backup Preference Parameter Configuration Choices	Required Setting	Notes
*dual_ca_sys *backup_ca_sys	1 0	The system uses both the Primary and Secondary Links when sending transmissions.
*dual_ca_sys *backup_ca_sys	1 1	The system uses the Secondary Link only when the Primary Link has failed.
*dual_ca_sys *backup_ca_sys	0 0	The system does not use the Secondary Link.

5. Update the Interface Parameter according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Interface Parameter	Required Setting	Notes
*pms_entry	The CaDOTN Interface Number recorded on your reference list.	The default is 6.

6. **Save** the CaDOTN.param file but do not close it.

- Continue to “Updating the RVC Assignments Parameters” section.

## Updating the RVC Assignments Parameters

- Locate the Revenue Center Assignments section:

```

*rvc_no      0      1
*rvc_merch   0      266411
*rvc_type    0      F
*rvc_name    0      "Beaches"
*rvc_cvv2_chk 0      0
*rvc_avs_chk 0      0
*rvc_api_serial 0    ""
*rvc_api_pwd 0      ""

*rvc_no      1      2
*rvc_merch   1      266411
*rvc_type    1      F
*rvc_name    1      "Room Service"
*rvc_cvv2_chk 1      0
*rvc_avs_chk 1      0
*rvc_api_serial 1    ""
*rvc_api_pwd 1      ""

*rvc_no      2      3
*rvc_merch   2      266411
*rvc_type    2      F
*rvc_name    2      "Banquets"
*rvc_cvv2_chk 2      0
*rvc_avs_chk 2      0
*rvc_api_serial 2    ""
*rvc_api_pwd 2      ""

*rvc_no      3      5
*rvc_merch   3      130930
*rvc_type    3      R
*rvc_name    3      "Boutique"
*rvc_cvv2_chk 3      0
*rvc_avs_chk 3      0
*rvc_api_serial 3    ""
*rvc_api_pwd 3      ""
  
```

Revenue Center Assignments

- In the second column, be aware of the following:
  - Each revenue center has an identifying number in the second column. All parameters with the same identifying number in the second column belong to that revenue center.
- Unless instructed otherwise, only edit parameters located in the third column.
- Update the RVC Assignments Parameters for each revenue center according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting in the third column from the table below:

RVC Assignments Parameter	Required Setting
*rvc_no	Type the RVC Number recorded on your reference list.
*rvc_merch	Type the Shift4 Payments Merchant ID recorded on your reference list that corresponds to the RVC Number.

RVC Assignments Parameter	Required Setting
*rvc_type	Type the Merchant Type recorded on your reference list that corresponds to the RVC Number: R = Retail F = Food & Beverage K = Kiosk
*rvc_name	Type the RVC Name recorded on your reference list that corresponds to the RVC Number within double quotes.
*rvc_api_serial	If the parameter is not in use, set to ""

5. If needed, to add additional revenue centers to the CaDOTN.param file:
  - Copy the last block of RVC Assignments Parameters content (all three columns).
  - Paste the copied selection below the last block of RVC Assignments Parameters.
  - In the pasted content, increment the identifying number in the second column by 1 for all of the RVC Assignments Parameters that will now correspond to this new, additional revenue center.
  - Repeat Step 4 to update the added revenue center.
  - Review the section “Updating the Revenue Center Parameters” to ensure the added revenue center is included in this area as well.
6. **Save** and **Close** the CaDOTN.param file.

### Rebuilding the CaDOTN.dat File

If the MICROS 9700 system is being upgraded from Shift4 Payments’ Enhanced driver, after editing the CaDOTN.param file, you must delete the CaDOTN.dat file. This ensures the MICROS 9700 system rebuilds the CaDOTN.dat file using the updated CaDOTN.param file once it is restarted. To delete the CaDOTN.dat file, perform the following steps:

1. Navigate to **...MICROS\LES\POS\9700\etc**.
2. Locate **CaDOTN.dat**, **right-click** and select **Delete**.

## Replacing the CaDOTN.param File

After editing and saving the changes made to the CaDOTN.param file, replace the old CaDOTN.param file in the following directories on the server with the new version:

\\MICROS\LES\POS\9700\ClientInstalls\CALInstall\Win32\Files\Shift4\Param

\\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS4\Files\CF\PosClient\Sim

\\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS4LX\Files\CF\PosClient\Sim

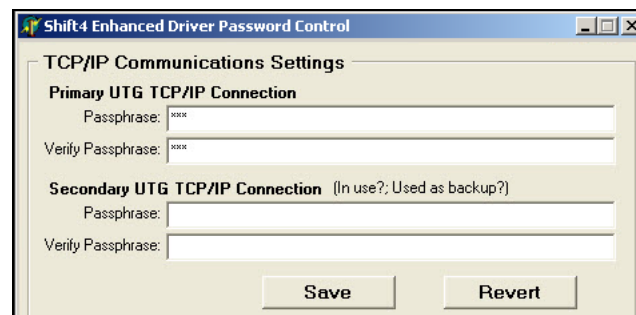
\\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS5\Files\CF\PosClient\Sim

\\MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS5A\Files\CF\PosClient\Sim

## Shared Secret Passphrase Settings

The UTG has been configured to communicate with the CaDOTN driver using a shared secret passphrase. To configure the CaDOTN driver for the shared secret passphrase, perform the following steps:

1. From the **Start** menu, select **Programs > Shift4 Corporation > Secure Suite 4 MICROS 9700 > Secure Suite 4 MICROS 9700 Password Utility**.
2. In the **Shift4 Enhanced Driver Password Control** window, configure the following:



- Under **Primary UTG TCP/IP Connection**:
    - In the **Passphrase** box, type the shared secret passphrase configured in the UTG. (Remember, it is case sensitive.)
    - In the **Verify Passphrase** box, re-type the shared secret passphrase configured in the UTG.
  - Under **Secondary UTG TCP/IP Connection**:
    - In the **Passphrase** box, type the shared secret passphrase configured in the UTG. (Remember, it is case sensitive.)
    - In the **Verify Passphrase** box, re-type the shared secret passphrase configured in the UTG.
3. (Optional) Before saving the changes, the Revert button can be used to restore the previous settings.
  4. Click **Save**.

5. When the MICROS 9700 system is restarted, the shared secret passphrase will be in effect.



**Requirement:** If you are not doing “Gift Card Configuration,” which is an advanced and optional feature, proceed to the “Post-Installation Process.”

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## Gift Card Configuration

Secure Suite 4 MICROS 9700 enables gift card purchases, activations and deactivations, recharges, redemptions, and cashouts using the MICROS 9700 system.

It is important to remember the following limitation when running as a SAR terminal on MICROS 9700 Version 3.2 or 3.5: gift card functions are not supported.



**Requirement:** Complete all tasks in “Installing and Configuring Secure Suite 4 MICROS 9700” and “MICROS System Configuration” prior to doing Gift Card Configuration.

---

## System Information Settings

The Configurator provides access to the System Information menu where changes will be made to the Service Charges and Tender Media settings to support gift cards.



**Requirement:** When adding service charges and tender media, MICROS customers must contact their Accounting department to verify placement of the service charges and tender media in the correct tracking group for reporting.

Until the service charges and tender media are added to tracking groups, they will not show up in any reports.

For assistance, customers must contact MICROS for support.

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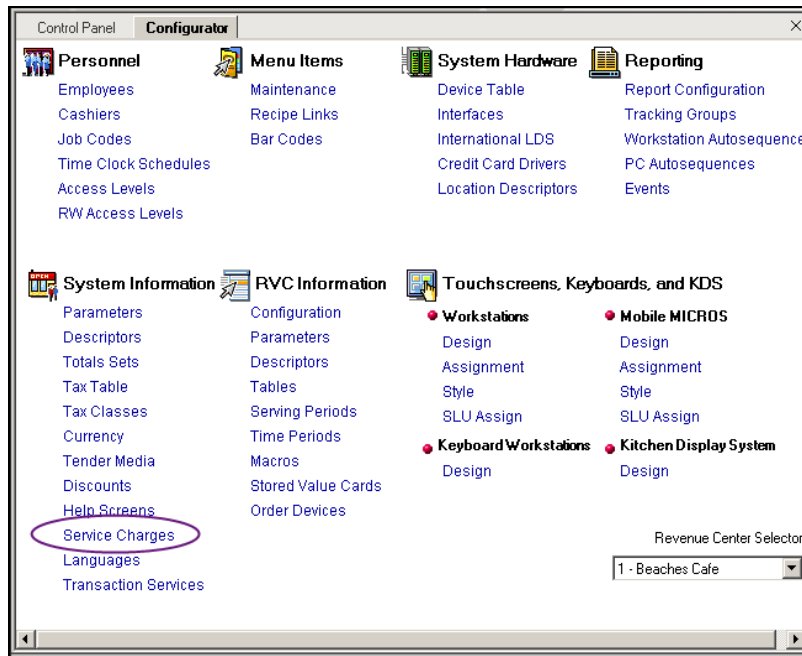
## Configuring Service Charges


There are three service charges needed to support gift cards:

- (Required) GC SALE – Allows merchants to sell gift cards with any value. GC SALE does not apply to gift card redemptions; its use is for selling gift cards.
- (Required) GC RECHARGE – Allows merchants to add additional value to gift cards.
- (Optional) GC CASHOUT – Allows customers to redeem the remaining value of a gift card for cash if the merchant chooses to configure.

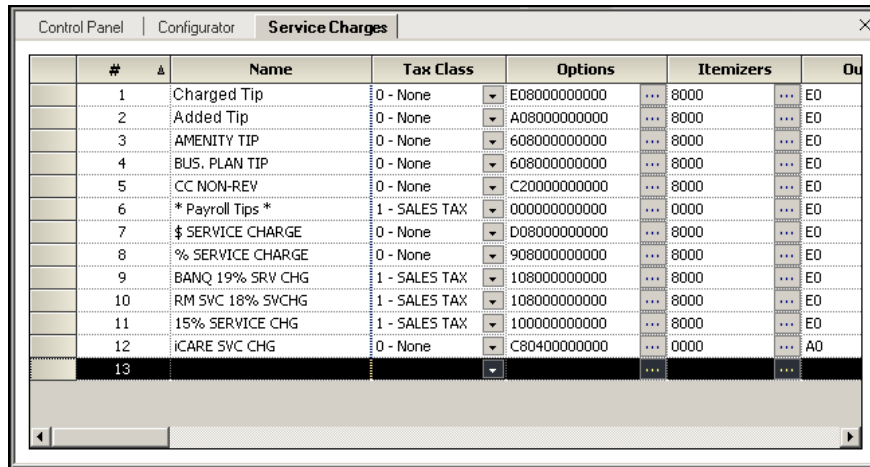
To configure the new service charges to support gift cards, perform the following steps:

1. In the **EMC** window, on the **Configurator** tab, locate **System Information** and select **Service Charges**.




2. On the **Service Charges** tab, click  to switch to Table view.

- On the **Service Charges** tab, click  to add a new service charge number.

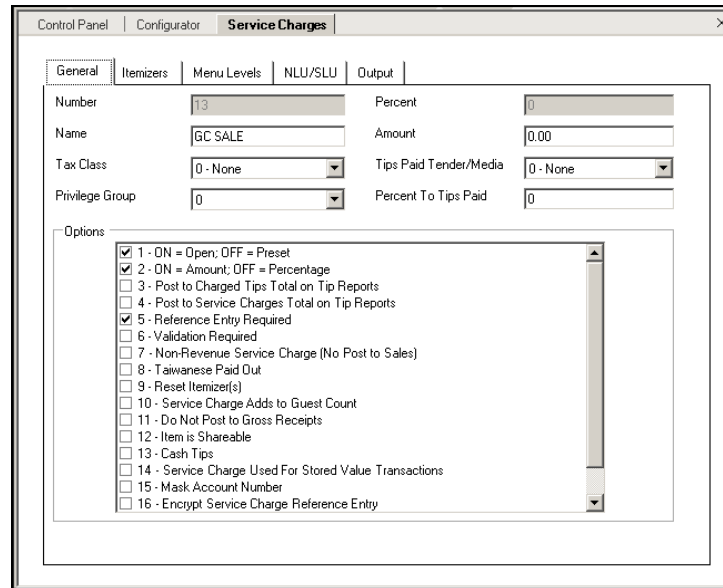


#	Name	Tax Class	Options	Itemizers	Out
1	Charged Tip	0 - None	E08000000000	8000	EO
2	Added Tip	0 - None	A08000000000	8000	EO
3	AMENITY TIP	0 - None	608000000000	8000	EO
4	BUS. PLAN TIP	0 - None	608000000000	8000	EO
5	CC NON-REV	0 - None	C20000000000	8000	EO
6	* Payroll Tips *	1 - SALES TAX	000000000000	0000	EO
7	\$ SERVICE CHARGE	0 - None	D08000000000	8000	EO
8	% SERVICE CHARGE	0 - None	908000000000	8000	EO
9	BANQ 19% SRV CHG	1 - SALES TAX	108000000000	8000	EO
10	RM SVC 18% SVCHG	1 - SALES TAX	108000000000	8000	EO
11	15% SERVICE CHG	1 - SALES TAX	100000000000	8000	EO
12	ICARE SVC CHG	0 - None	C80400000000	0000	AO
13					

- Record the number assigned to the new service charge on your reference list, you will need it later.
- On the **Service Charges** tab, verify the new service charge is selected and click  to switch to Form view.
- Continue to “Configuring the Service Charge with the General Tab.”

### Configuring the Service Charge with the General Tab

1. Click the **General** tab and configure the following:




- In the **Name** box, type GC SALE.



**Requirement:** Type GC SALE, GC RECHARGE, and GC CASHOUT exactly as shown without deviation from spelling or case, and with only one space between the words.

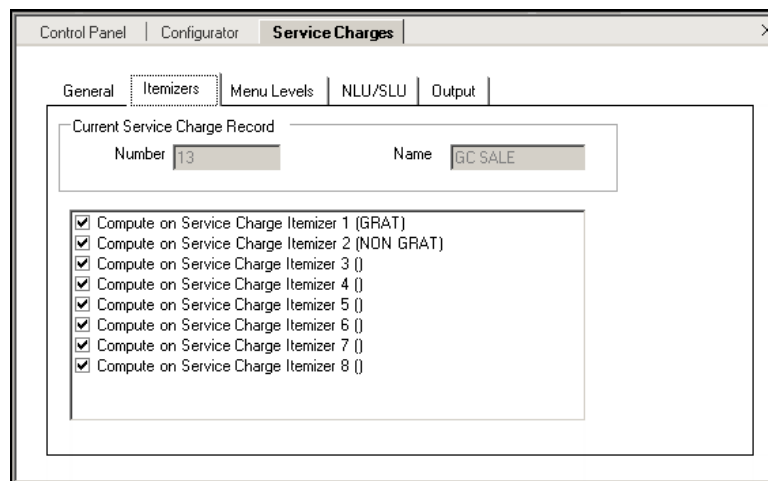
- In the **Amount** box, type 0, which is the default. If this is an Amount Service Charge, this field determines the dollar amount of the service charge. If this is a Preset Percentage or an Open Amount Service Charge, this field determines the maximum amount of the service charge. The number of fixed decimal places is determined by the setting for the base currency in the Currency file.
- In the **Tax Class** list, select **None**, which is the default. If needed, a tax class can be selected to apply to this service charge.
- In the **Tips Paid Tender/Media** list, select **None**.
- In the **Privilege Group** list, select **0**, which is the default. If needed, a privilege group number can be selected to restrict use of this service charge to employees who are linked to the privilege group number.
- In the **Percent To Tips Paid** box, type 0, which is the default. If needed, a percentage of the charged tip can be configured here to post to the Tips Paid total.




2. Under **Options**, configure the following:
  - Select **ON = Open; OFF = Present.**
  - Select **ON = Amount; OFF = Percentage.**
  - Select **Reference Entry Required.**
3. Click  to save the settings.
4. Continue to “Configuring the Service Charge with the Itemizers Tab.”

### ***Configuring the Service Charge with the Itemizers Tab***

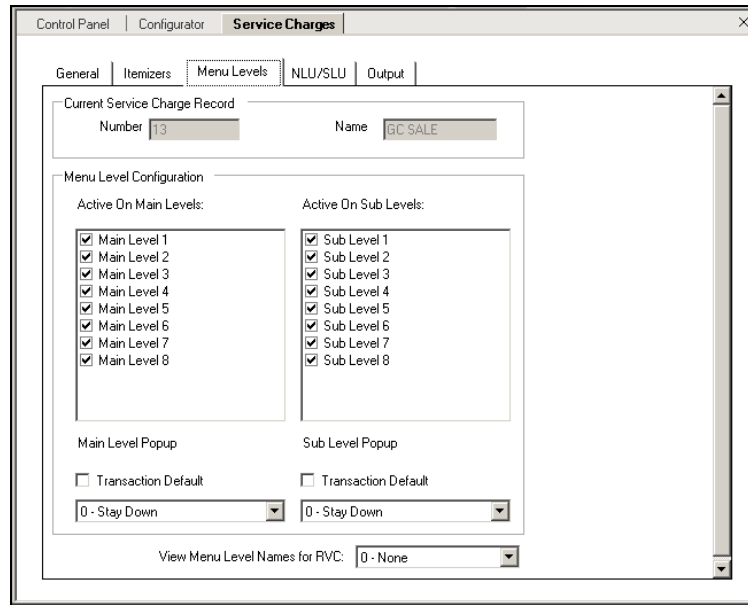
1. Click the **Itemizers** tab and configure the following:




- Select each **Compute on Service Charge Itemizer** in the list.
2. Click  to save the settings.
  3. Continue to “Configuring the Service Charge with the Menu Levels Tab.”

### Configuring the Service Charge with the Menu Levels Tab

1. Click the **Menu Levels** tab and configure the following:

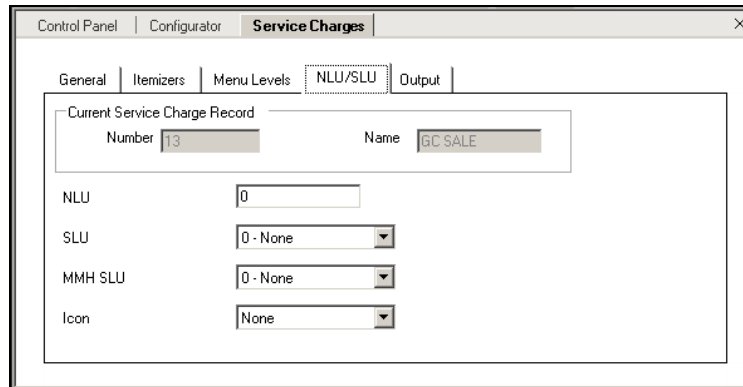


- Under **Active On Main Levels**, select each **Main Level** in the list.
- Under **Active On Sub Levels**, select each **Sub Level** in the list.
- In the **Main Level Popup** list, select **Stay Down**.
- In the **Sub Level Popup** list, select **Stay Down**.


2. Click  to save the settings.
3. Continue to “Configuring the Service Charge with the NLU/SLU Tab.”

### Configuring the Service Charge with the NLU/SLU Tab

1. Click the **NLU/SLU** tab and configure the following:

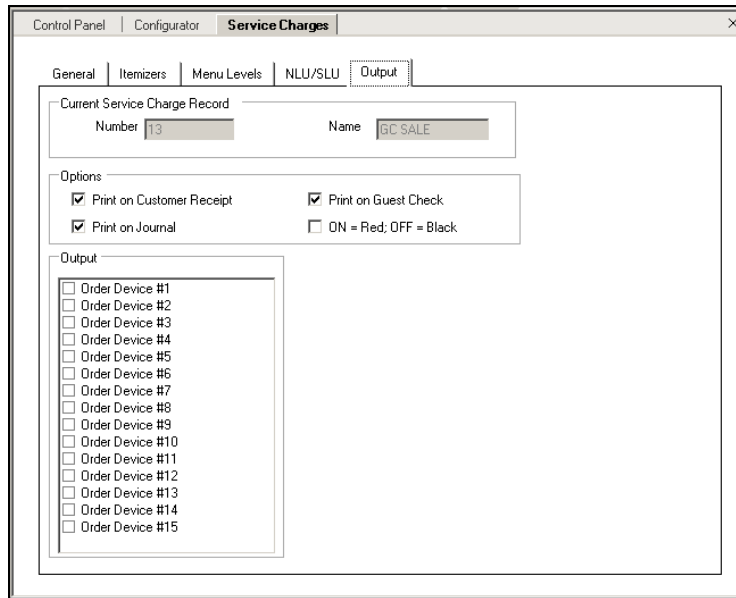


Current Service Charge Record	
Number	13
Name	GC SALE
NLU	0
SLU	0 - None
MMH SLU	0 - None
Icon	None


- In the **NLU** box, type 0.
  - In the **SLU** list, select **None**.
  - In the **MMH SLU** list, select **None**.
  - In the **Icon** list, select **None**.
2. Click  to save the settings.
  3. Continue to “Configuring the Service Charge with the Output Tab.”

### Configuring the Service Charge with the Output Tab

1. Click the **Output** tab and configure the following:



- Select **Print on Customer Receipt**.
- Select **Print on Journal**.
- Select **Print on Guest Check**.

2. Click  to save the settings.

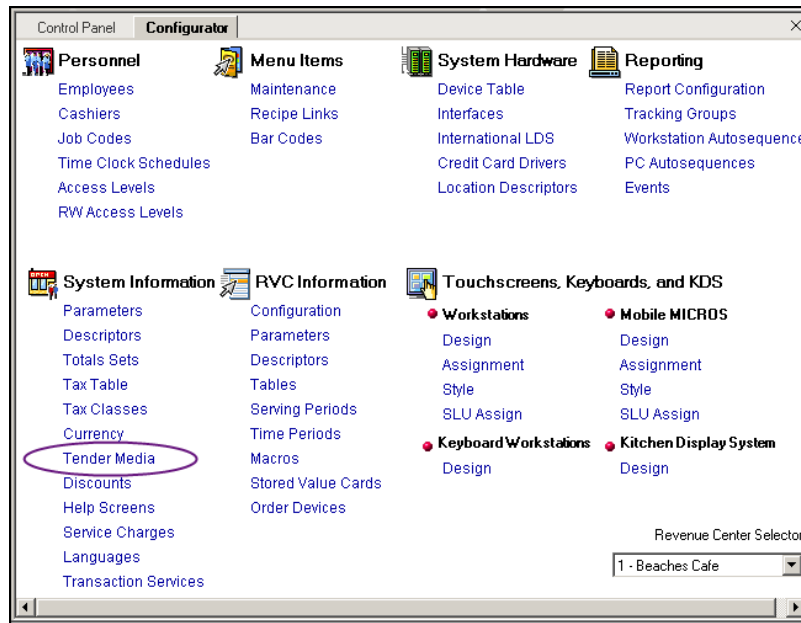



**Requirement:** Repeat all sections in “Configuring Service Charges” to configure each gift card service charge (GC SALE, GC RECHARGE, and GC CASHOUT) as required. After each gift card service charge is configured (GC CASHOUT is optional), close the Service Charges tab.

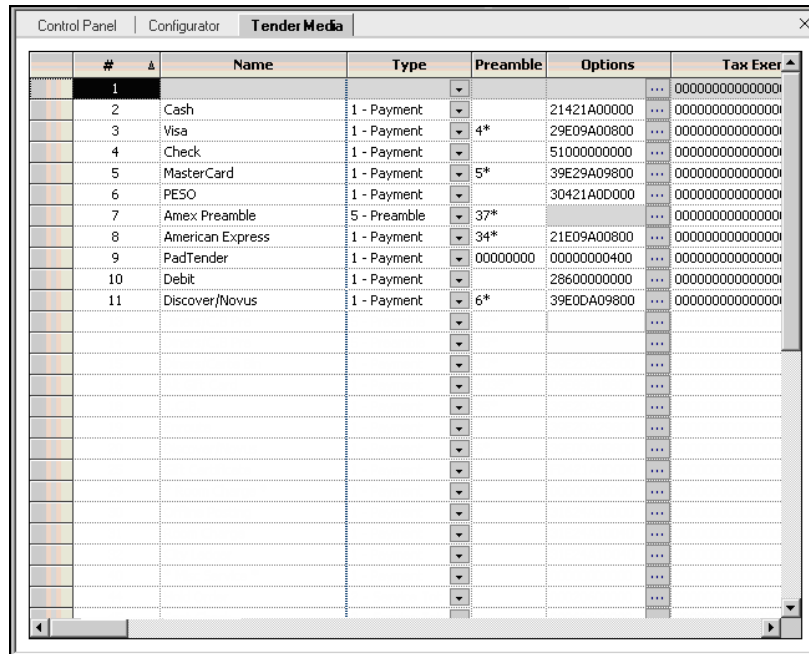
## Configuring Tender Media

To add and configure tender media settings for the new gift card tender, perform the following steps:

1. In the EMC window, on the **Configurator** tab, locate **System Information** and select **Tender Media**.

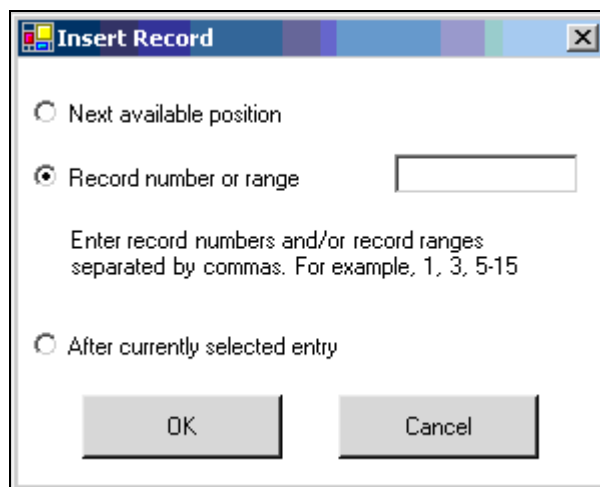


- On the **Tender Media** tab, click  to add a new tender.



#	Name	Type	Preamble	Options	Tax Exer
1					00000000000000
2	Cash	1 - Payment		21421A00000	00000000000000
3	Visa	1 - Payment	4*	29E09A00800	00000000000000
4	Check	1 - Payment		51000000000	00000000000000
5	MasterCard	1 - Payment	5*	39E29A09800	00000000000000
6	PESO	1 - Payment		30421A0D000	00000000000000
7	Amex Preamble	5 - Preamble	37*		00000000000000
8	American Express	1 - Payment	34*	21E09A00800	00000000000000
9	PadTender	1 - Payment	00000000	00000000400	00000000000000
10	Debit	1 - Payment		28600000000	00000000000000
11	Discover/Novus	1 - Payment	6*	39E0DA09800	00000000000000

- In the **Insert Record** window:




**Insert Record**

Next available position  
 Record number or range   
 Enter record numbers and/or record ranges separated by commas. For example, 1, 3, 5-15  
 After currently selected entry

OK Cancel

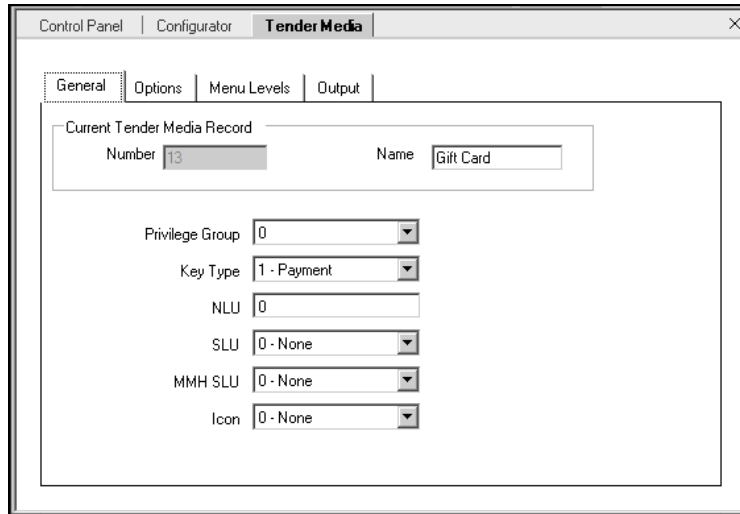
- Select **Record number or range** and type an available number:
  - The number typed in must be less than 60 and have an available number preceding it. For example, if the last number in use on the Tender Media tab is 11, type 13.

This will ensure the number 12 is available for configuring an alternate gift card preamble if zero and another number are being used as gift card preambles.

- Click **OK** to add the record for the new tender media.
  - Record the number assigned to the new tender media on your reference list, you will need it later.
4. On the **Tender Media** tab, verify the new tender media is selected and click  to switch to Form view.
  5. Continue to “Configuring the Tender Media with the General Tab.”


### Configuring the Tender Media with the General Tab

1. Click the **General** tab and configure the following:



The screenshot shows a window titled "Tender Media" with tabs for "General", "Options", "Menu Levels", and "Output". The "General" tab is active. It contains a "Current Tender Media Record" section with a "Number" field set to "13" and a "Name" field set to "Gift Card". Below this are several dropdown menus: "Privilege Group" (0), "Key Type" (1 - Payment), "NLU" (0), "SLU" (0 - None), "MMH SLU" (0 - None), and "Icon" (0 - None).

- In the **Name** box, type Gift Card.
- In the **Privilege Group** list, select **0**, which is the default. If needed, a privilege group number can be selected to restrict use of this tender media to employees who are linked to the privilege group number.
- In the **Key Type** list, select **1-Payment**.
- In the **NLU** box, type 0.
- In the **SLU** list, select **0-None**.
- In the **MMH SLU** list, select **0-None**.
- In the **Icon** list, select **0-None**.

2. Click  to save the settings.
3. Continue to "Configuring the Tender Media with the Options Tab."

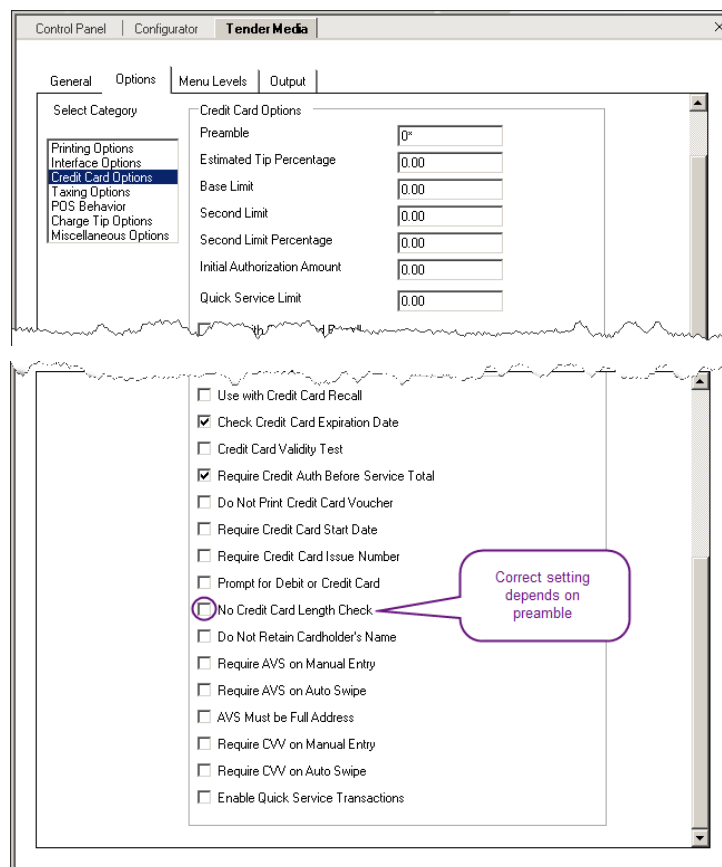


### Configuring the Tender Media with the Options Tab

Changes will be made to the gift card tender media's settings by using the Options tab which provides access to the Credit Card Options, Interface Options, POS Behavior, and Charge Tip Options categories.


### Configuring the Credit Card Options Category

1. Click the **Options** tab.
2. Under **Select Category**, select **Credit Card Options** from the list.
3. Under **Credit Card Options**, configure the following:



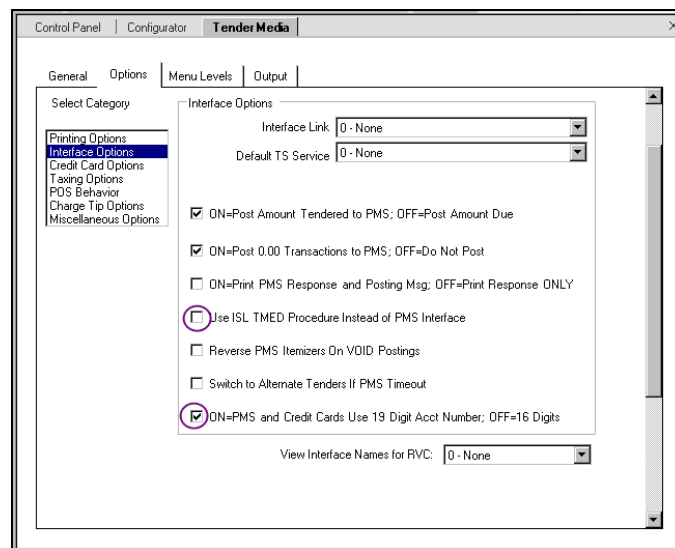
- In the **Preamble** box, configure the following:
  - If zero is the gift card preamble, type 0\*.
  - If zero is not the gift card preamble, type n\* where n represents the gift card preamble. Record the preamble on your reference list as the Alt. Gift Card Preamble Number.
  - If zero and another number are being used as gift card preambles, type 0\*. The other number will be added in the “Configuring an Alternate Gift Card Preamble” section that follows.

- Type 0.00 in the following boxes:
  - **Estimated Tip Percentage**
  - **Base Limit**
  - **Second Limit**
  - **Second Limit Percentage**
  - **Initial Authorization Amount**
  - **Quick Service Limit**
- Select the following options:
  - **Check Credit Card Expiration Date**
  - **Require Credit Auth Before Service Total**
  - **No Credit Card Length Check**
- Clear **Credit Card Validity Test**.


4. Click  to save the settings.

### Configuring the Interface Options Category

1. Under **Select Category**, select **Interface Options** from the list
2. Under **Interface Options**, configure the following:

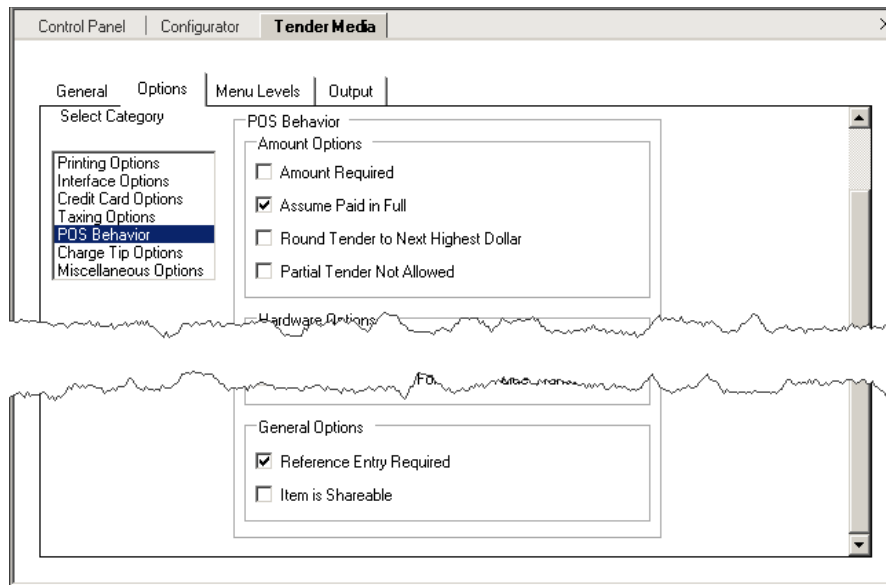



- Clear **Use ISL TMED Procedure Instead of PMS Interface** to use the PMS interface.
- Select **ON = PMS and Credit Cards Use 19 Digit Acct Number; OFF = 16 Digits**.

3. Click  to save the settings.

## Configuring the POS Behaviors Category

1. Under **Select Category**, select **POS Behavior** from the list.
2. Under **POS Behavior**, configure the following:

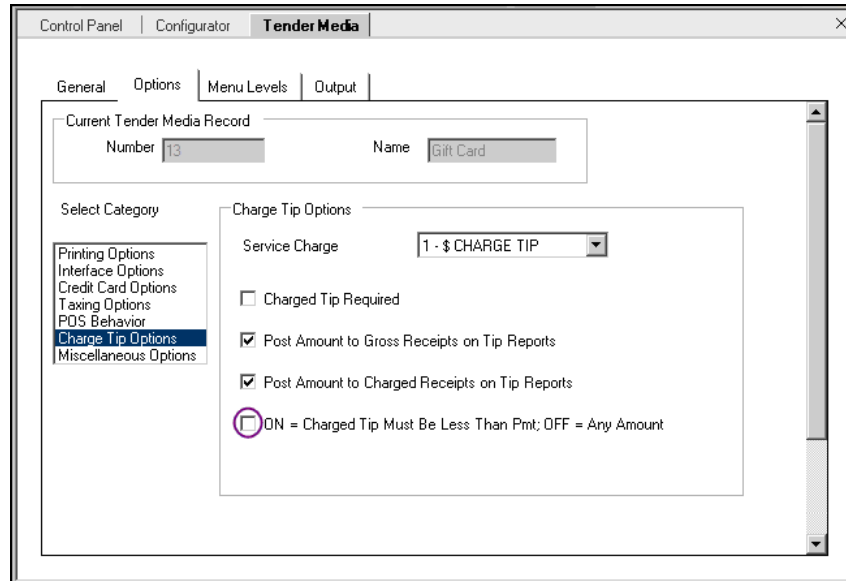


- Under **Amount Options**, select **Assume Paid in Full**.
  - Under **General Options**, select **Reference Entry Required**.
3. Click  to save the settings.


## Configuring the Charge Tip Options Category

If Charged Tip is in use, perform the following steps:

1. Under **Select Category**, select **Charge Tip Options** from the list.
2. Under **Charge Tip Options**, configure the following:



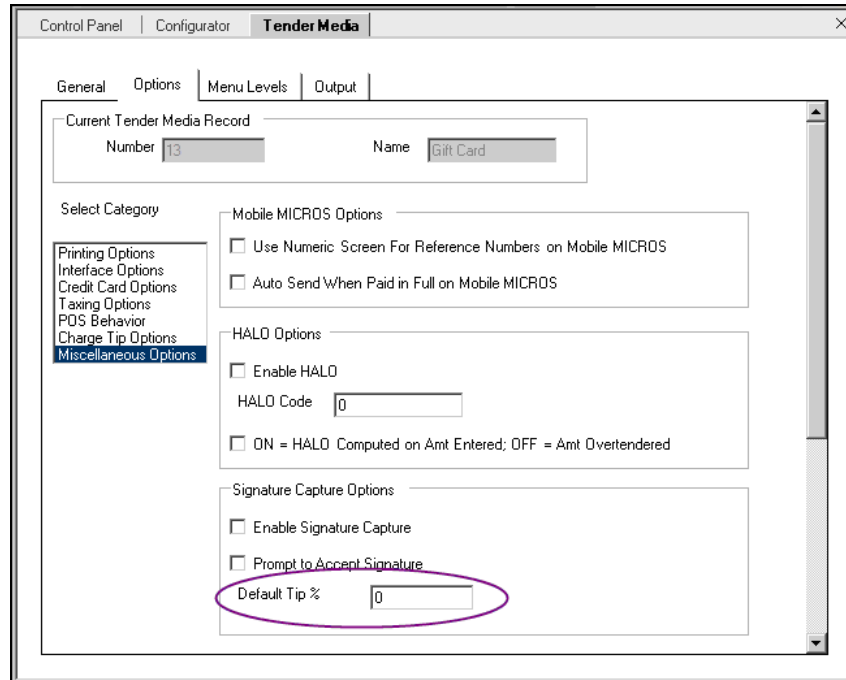
- In the **Service Charge** list, select the **Charge Tip Service Charge Number** recorded on your reference list.
- Select the following options:
  - **Post Amount to Gross Receipts on Tip Reports**
  - **Post Amount to Charged Receipts on Tip Reports**
- (Optional) Clear **ON = Charged Tip Must Be Less Than Pmt; OFF = Any Amount** to allow a tip of any amount. If this option is selected, the tip must be less than the payment amount.

3. Click  to save the settings.

## Configuring the Miscellaneous Options Category

If Charged Tip is in use, perform the following steps:

1. Under **Select Category**, select **Miscellaneous Options** from the list.
2. Under **Signature Capture Options**, configure the following:



The screenshot shows the 'Tender Media' configurator window with the 'Miscellaneous Options' category selected. The 'Default Tip %' field is highlighted with a purple oval and contains the value '0'.

Control Panel | Configurator | **Tender Media**

General | Options | Menu Levels | Output

Current Tender Media Record  
Number: 13 | Name: Gift Card

Select Category

- Printing Options
- Interface Options
- Credit Card Options
- Taxing Options
- POS Behavior
- Charge Tip Options
- Miscellaneous Options**

Mobile MICROS Options

- Use Numeric Screen For Reference Numbers on Mobile MICROS
- Auto Send When Paid in Full on Mobile MICROS

HALO Options

- Enable HALO
- HALO Code: 0
- ON = HALO Computed on Amt Entered; OFF = Amt Overtendered

Signature Capture Options

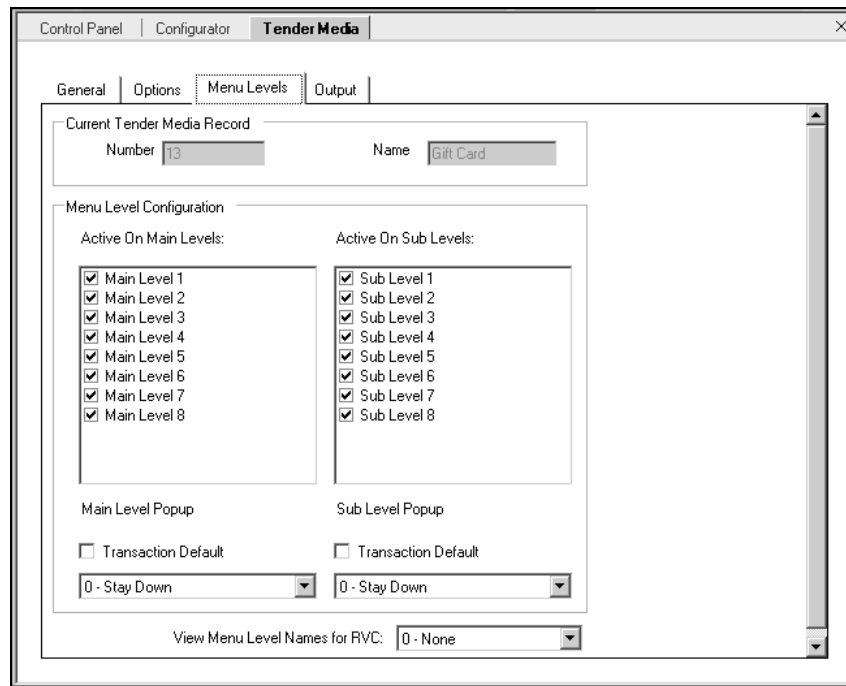
- Enable Signature Capture
- Prompt to Accept Signature
- Default Tip %: 0

- In the **Default Tip %** box, type 0.
3. Continue to “Configuring the Tender Media with the Menu Levels Tab.”


### Configuring the Tender Media with the Menu Levels Tab

To configure the Menu Levels for the gift card tender, perform the following steps:

1. Click the **Menu Levels** tab and configure the following:



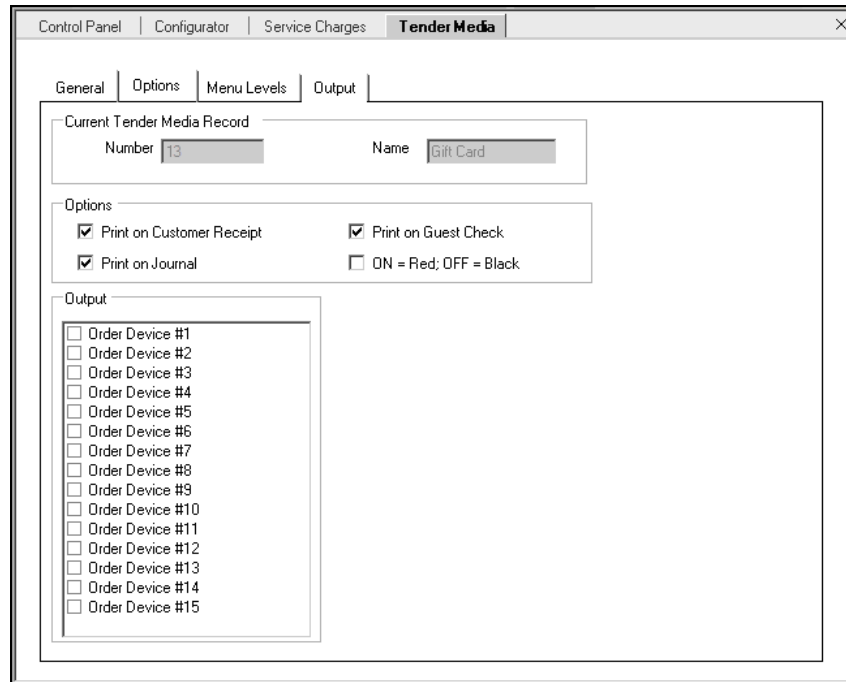
- Under **Active On Main Levels**, select each **Main Level** in the list.
- Under **Active On Sub Levels**, select each **Sub Level** in the list.
- In the **Main Level Popup** list, select **Stay Down**.
- In the **Sub Level Popup** list, select **Stay Down**.

2. Click  to save the settings.
3. Continue to “Configuring the Tender Media with the Output Tab.”


### Configuring the Tender Media with the Output Tab

The Output tab controls the gift card tender’s ability to support printing receipts. To configure, perform the following steps:

1. Click the **Output** tab and configure the following:



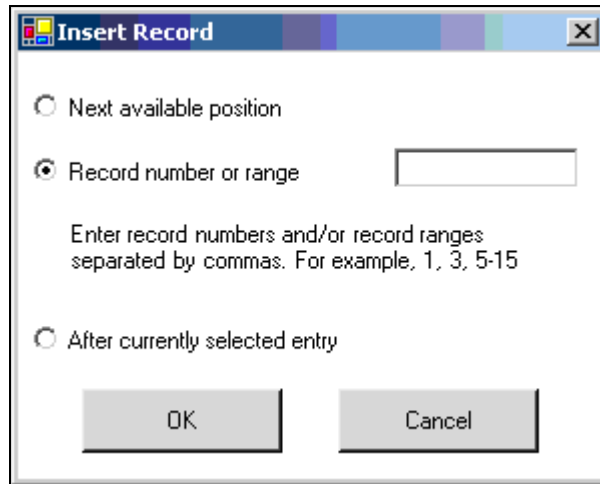
- Select **Print on Customer Receipt**.
- Select **Print on Journal**.
- Select **Print on Guest Check**.

2. Click  to save the settings.
3. If applicable, continue to “Configuring an Alternate Gift Card Preamble.” If not, close the **Tender Media** tab.



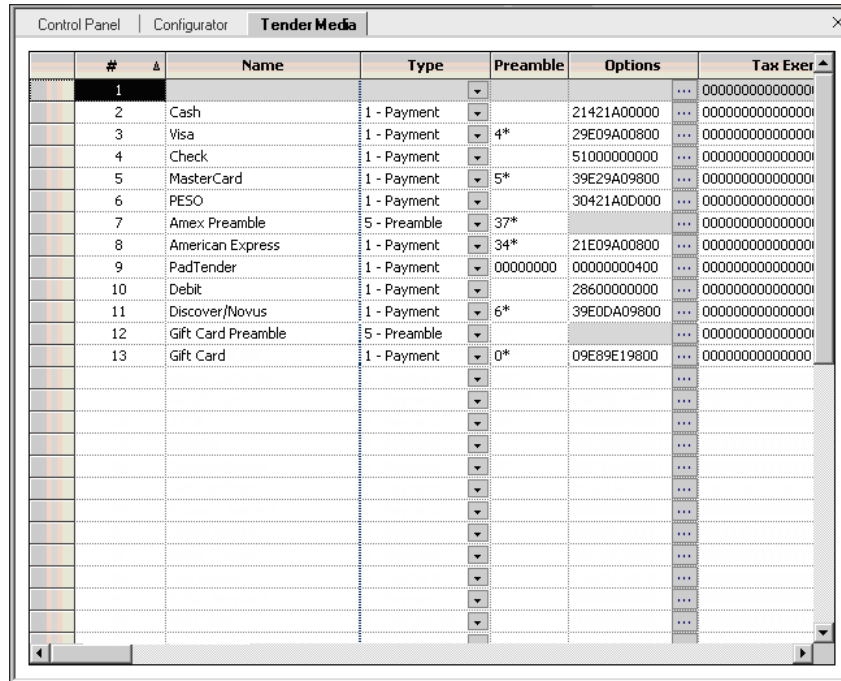


3. In the **Insert Record** window:



- Select **Record number or range** and type the number preceding your newly created gift card tender number.
  - Continuing from our previous example, 12 would be typed in.
- Click **OK** to add the record for the new tender media.

4. On the **Tender Media** tab, configure the following:




#	Name	Type	Preamble	Options	Tax Exer
1					0000000000000000
2	Cash	1 - Payment		21421A00000	0000000000000000
3	Visa	1 - Payment	4*	29E09A00800	0000000000000000
4	Check	1 - Payment		51000000000	0000000000000000
5	MasterCard	1 - Payment	5*	39E29A09800	0000000000000000
6	PESO	1 - Payment		30421A00000	0000000000000000
7	Amex Preamble	5 - Preamble	37*		0000000000000000
8	American Express	1 - Payment	34*	21E09A00800	0000000000000000
9	PadTender	1 - Payment	00000000	00000000400	0000000000000000
10	Debit	1 - Payment		28600000000	0000000000000000
11	Discover/Novus	1 - Payment	6*	39E0DA09800	0000000000000000
12	Gift Card Preamble	5 - Preamble			0000000000000000
13	Gift Card	1 - Payment	0*	09E89E19800	0000000000000000

- Click the **Name** box next to the new tender media number and type *Gift Card Preamble*.
- In the **Type** list, select **5 – Preamble**.
- Click the **Preamble** box and type *n\**, where *n* is a number other than zero and represents the alternate gift card preamble. Record the preamble on your reference list as the Alt. Gift Card Preamble Number – you will need it later.



**Requirement:** For an alternate preamble to function, it must precede its tender media on the Tender Media tab.

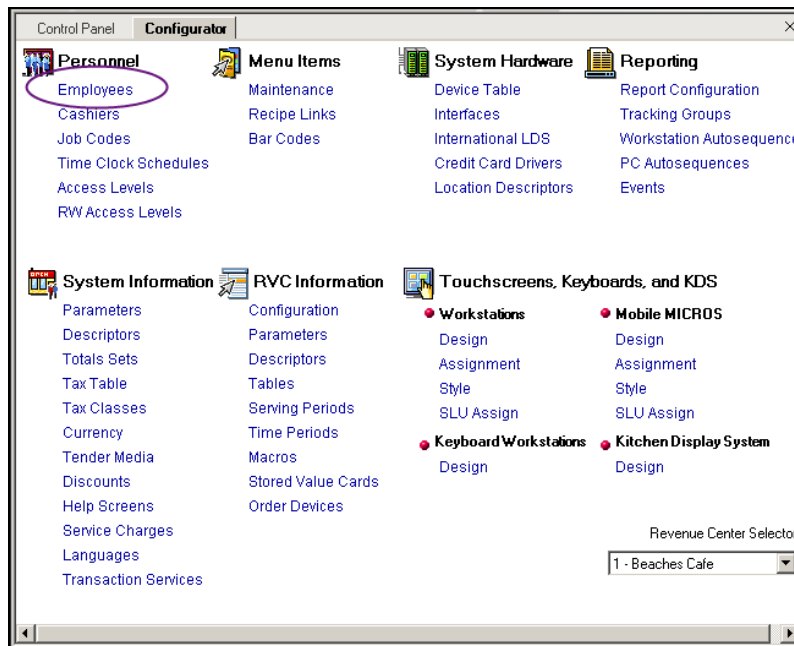
As in this example, 12 is the Alternate Gift Card Preamble and 13 is the Gift Card Tender Media.

5. Click  to save the settings and close the **Tender Media** tab.

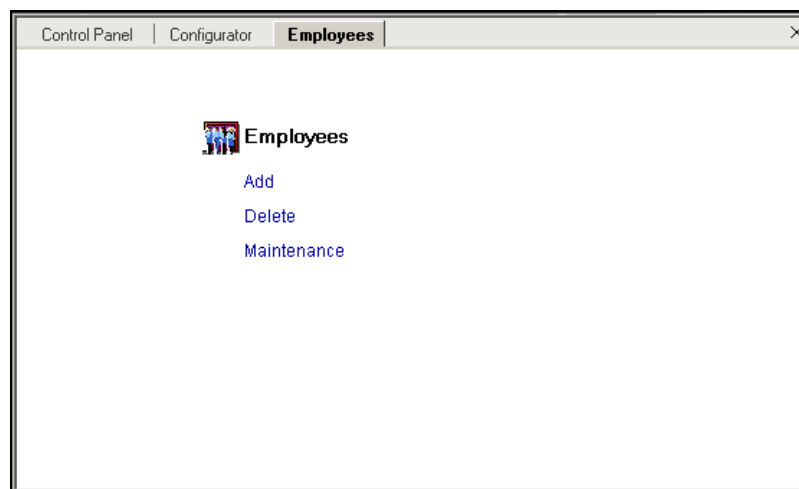
## Personnel Settings

The Employee Class numbers that require gift card activation and deactivation privileges must be recorded on your reference list, you will need them later. To find the numbers in the MICROS 9700 system, perform the following steps:

1. In the **EMC** window, on the **Configurator** tab, locate **Personnel** and select **Employees**.

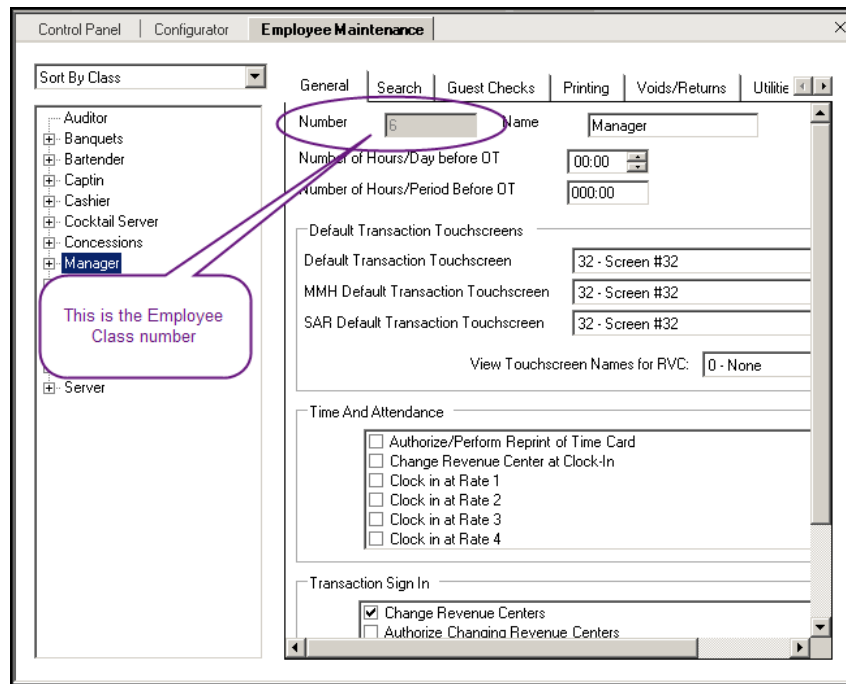


2. On the **Employees** tab, select **Maintenance**.





3. On the **Employee Maintenance** tab, on the left side of the window, select the employee class that requires gift card activation and deactivation privileges.
4. On the **General** tab, locate the **Number** box and record the number on your reference list.



5. Repeat Steps 3 and 4 for each employee class that requires gift card activation and deactivation privileges.
6. Close the **Employee Maintenance** tab.

## Touchscreen Settings

The MICROS Touchscreen settings must be configured to process transactions using Secure Suite 4 MICROS 9700's CaDOTN Inquiry Numbers that support gift cards.

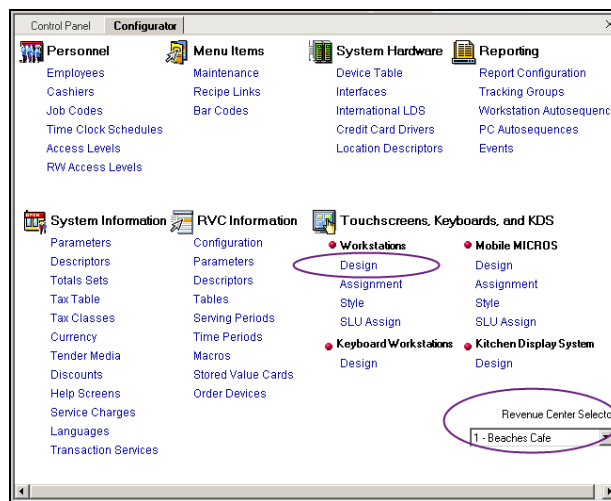
The table below lists the buttons that will need to be added and configured on the MICROS Touchscreen according to your newly configured settings in the MICROS 9700 system.

New Button Name	New CaDOTN Inquiry Number	Notes
GC Inquire	2	If added and configured on the Touchscreen, this button will report the balance of the gift card.
GC Activate	3	If added and configured on the Touchscreen, this button will facilitate the reuse of a gift card with a zero balance by allowing managers or supervisors to activate a deactivated gift card. This does not add funds.
GC Sale	5	If added and configured on the Touchscreen, this button will activate a new gift card and add an initial balance to the gift card.
GC Deactivate	6	If added and configured on the Touchscreen, this button will allow managers or supervisors to deactivate a gift card.
GC Cashout	7	If added and configured on the Touchscreen, this button will allow the customer to redeem a gift card for cash.
GC Retail	10	If added and configured on the Touchscreen, this button will report the balance of the gift card before processing the transaction to ensure sufficient funds – handles split tender in a retail environment if needed.
GC Recharge	12	If added and configured on the Touchscreen, this button will add money to a previously activated gift card.

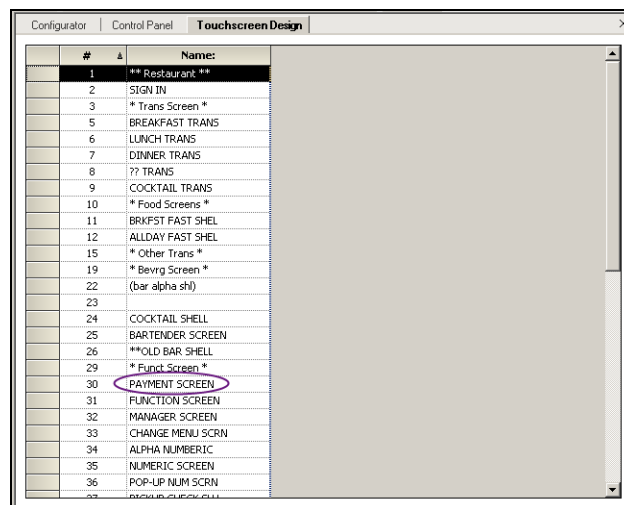
## Configuring the Touchscreen


To configure the Payment Touchscreen, perform the following steps:

1. In the **EMC** window, on the **Configurator** tab, locate the **Revenue Center Selector** list (bottom-right-corner) and select a revenue center.
2. In the **EMC** window, on the **Configurator** tab, locate the **Touchscreens, Keyboards, and KDS** menu. Under **Workstations**, select **Design**.




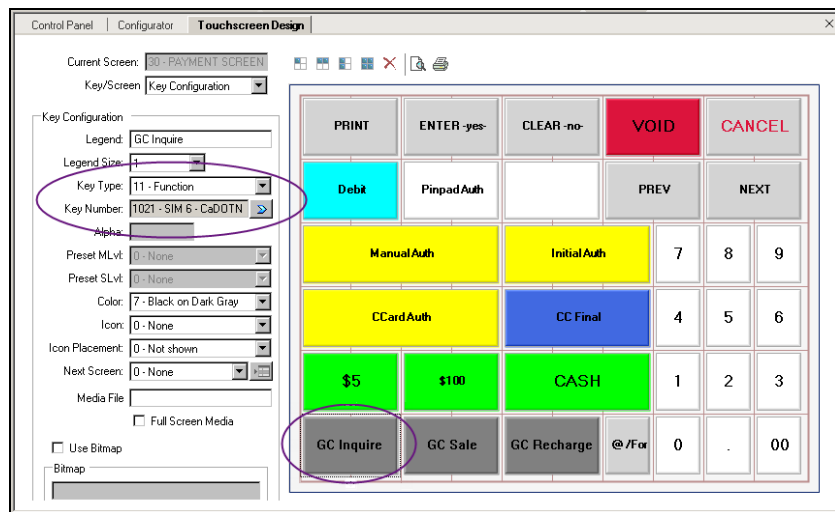
3. On the **Touchscreen Design** tab, from the **Names** column, select the Payment Touchscreen. In most cases, your payment authorization screen will be named **PAYMENT**, **PAYMENT AUTH**, or something similar.




4. Click  to switch to Form view.
5. Continue to “Configuring a Gift Card Button for its CaDOTN Inquiry Number.”

**Configuring a Gift Card Button for its CaDOTN Inquiry Number**

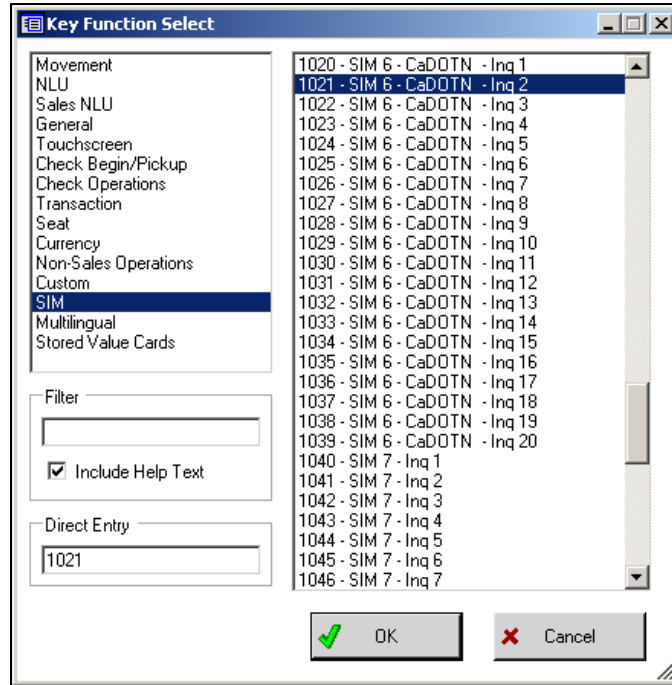
1. On the **Touchscreen Designer** tab, click one of the New Button icons (  ), drag the new button to an open space on the screen, and configure the new button:




2. In the **Legend** box, type the name of the new button being configured.
  - In this example, GC Inquire.
3. In the **Key Type** list, select **Function**.
4. Click  next to the **Key Number** list to open the Key Function Select window.



5. In the **Key Function Select** window, configure the following:



- On the left side of the window, select **SIM**.
- On the right side, select the new, corresponding **CaDOTN Inquiry Number**.
  - Formatting example: *X – SIM # – CaDOTN – Inq ?* where *X* is a number generated by MICROS, *#* is the CaDOTN interface number previously created and *?* is the CaDOTN Inquiry Number from the table under “Touchscreen Settings.”
  - In this example, *1021 – SIM 6 – CaDOTN - Inq 2*.
- Click **OK** to close the window.

6. Click  to save the settings.
7. Repeat Steps 1, 2, 3, 4, 5, and 6 for all gift card buttons that need to be added and configured according to your newly configured settings in the MICROS 9700 system.
8. Repeat all sections in “Configuring the Touchscreen” to configure additional Touchscreens (if gift card buttons exist on other screens, other than Payment) for the selected revenue center. This is required to ensure the system is completely functional. After all touchscreens are configured for the selected revenue center, proceed to Step 9.
9. Repeat all sections in “Touchscreen Settings” if additional revenue centers need to be configured.

## Parameter File Settings

The CaDOTN.param file must be updated to reflect your newly configured gift card settings in the MICROS 9700 system to support Secure Suite 4 MICROS 9700. To update the parameter file, perform the following steps:

1. Navigate to ...\**MICROS\LES\POS\9700\Etc** and open **CaDOTN.param** in WordPad or Notepad.
2. Continue to “Updating the Manager Auto Activate and Alternate GC Preamble Parameter.”

## Updating the Manager Auto Activate and Alternate GC Preamble Parameter

1. Locate the Manager Auto Activate and Alternate GC Preamble Section:

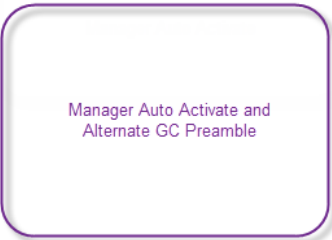
```

var ManagerEnhPopups      : a1 = "Y"
var ManagerSwipeMode     : a1 = "2"
var ManagerRecoverSwipe  : a1 = "N"
var ManagerAutoActivate  : a1 = "N"
var ManagerMaskGiftCard  : a1 = "Y"
var ManagerFullCheckDetail : a1 = "N"
var ManagerGetCustomerDataOnActivation : a1 = "N"
var ManagerDBAAddressOnVoucher : a1 = "Y"
// For gift card informational draft print: "Y" - print all, "N" - print none,
// "E" - print error drafts only
var ManagerDraftPrint    : a1 = "E"
var CustomerDraftPrint   : a1 = "N"
var AltGCPreamble       : a7 = ""

// Troubleshooting Parameters
var ShowDebug          : a1 = "N"
var DebugFlags         : a4 = "FFFF"

// Script Behavior Parameters
var GCNonRev_SaleSVC   : a1 = "N"
var GCNonRev_CashSVC  : a1 = "N"
var GCNonRev_RchgSVC  : a1 = "N"
var GCValidBeforeOp   : a1 = "N"

// Service Charge Text
// Used when searching the ticket for service charges, for performing final actions.
// *** Note *** The text here must match the text programmed for the service charge items.
var GCSaleDesc        : a16 = "GC SALE"
var GCCashDesc        : a16 = "GC CASHOUT"
var GCRchgDesc        : a16 = "GC RECHARGE"
  
```



**Tip:** Search the document for key words to locate the sections quickly.

- Update the Manager Auto Activate and Alternate GC Preamble Parameter according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Manager Auto Activate and Alternate GC Preamble Parameter	Required Setting	Notes
var ManagerAutoActivate	Y – Enabled N – Disabled	<p>If the GC Activate and GC Deactivate functions require manager approval, set to Y to enable. If they do not, set to N to disable.</p> <p>For SAR terminals, if GC Activate and GC Deactivate are in use, ManagerAutoActivate must be set to Y or there will be a <i>Not Supported</i> error.</p>
var AltGCPreamble	<p>If gift cards have a zero preamble: a7 = ""</p> <p>If gift cards have an alternate preamble (anything other than zero): a7 = "nnnnn"</p> <p>Where nnnnn is the alternate preamble.</p>	<p>Type only the numbers of the non-zero gift card preamble.</p> <p><u>DO NOT</u> type the asterisk (*) symbol, which indicates additional numbers outside the preamble range.</p>

- Save** the CaDOTN.param file but do not close it.
- Continue to “Updating the Tender Keys Parameters.”

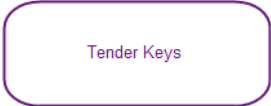
## Updating the Tender Keys Parameters

1. Locate the Tender Keys section:

```

// Tender Keys
// These values map the Tender/Media table in Micros to the proper type of credit card payment.
// *** Note *** These values will have to be edited to correspond to the settings of a system.
var DB_TENDER      : key = key(7,999)
var VS_TENDER      : key = key(7,3)
var MC_TENDER      : key = key(7,5)
var NS_TENDER      : key = key(7,20)
var AX_TENDER      : key = key(7,8)
var JC_TENDER      : key = key(7,18)
var DC_TENDER      : key = key(7,15)
var YC_TENDER      : key = key(7,999)
var CASH_TENDER    : key = key(7,2)

var GCSALE_SVC_OBJ  : key = key(5,13)
var GCCASH_SVC_OBJ  : key = key(5,15)
var GCRCHG_SVC_OBJ  : key = key(5,12)
var TIP_SVC_OBJ     : key = key(5,1)
var CHG_TIP_ACTIVE  : al = "Y"
  
```



2. Update the Tender Keys Parameters according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Tender Keys Parameter	Tender Media/Service Charge Name	Required Setting
var YC_TENDER	Gift Card	If in use: (7,#) where # is the Tender Media Number recorded on your reference list.  If not in use: (7,999).
var GCSALE_SVC_OBJ	GC SALE	If in use: (5,#) where # is the Gift Card Service Charge Number recorded on your reference list.  If not in use: (5,999)
var GCCASH_SVC_OBJ	GC CASHOUT	
var GCRCHG_SVC_OBJ	GC RECHARGE	

3. **Save** the CaDOTN.param file but do not close it.
4. Continue to “Updating the Manager Groups Parameters.”

## Updating Manager Groups Parameters

1. Locate the Manager Groups section:

```
// Manager Groups are the CASE-SENSITIVE names of Micros cashier groups that are allowed to
// execute Gift Card Activations at any time, and issue offline sales. Make sure the value
// of mgrpcount and the array is large enough to hold all the manager groups used onsite.
var mgrpcount : n4 = 1
var managergroups[1] : a10
managergroups[1] = "6"
```

Manager Groups

2. Update the Manager Groups Parameters according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Manager Groups Parameter	Required Setting
var mgrpcount : n4 = #	# equals the total number of MICROS Employee Classes that require gift card permissions.
var managergroups [#]: a10	
managergroups [x] = "n"	<p>x will begin with 1 and increment by one for each additional Manager Group Parameter added to represent a MICROS Employee Class Number.</p> <p>n equals the MICROS Employee Class Number recorded on your reference list and typed within double quotes.</p>

3. If needed, to add additional manager groups to the CaDOTN.param file:
  - Copy the last block of managergroups [x] = "n" parameter content.
  - Paste the copied selection below the last block of managergroups [x] = "n" parameter content.
  - In the pasted content, increment x by one.
  - In the pasted content, replace n with the MICROS Employee Class Number recorded on your reference list and typed within double quotes.
4. **Save** the CaDOTN.param file but do not close it.
5. Continue to "Updating Log and Operation Parameters."

## Updating Log and Operation Parameters

1. Locate the Log and Operation section:

```

*** NOTE ***
The information following the symbol below ("// **+") represents the configuration
information for the driver, used to construct the driver configuration data file if it
is not found when the driver starts.

The basic structure for a line of data is "// *keyword data1 {data2}", where "keyword"
indicates which variable is to be filled, data1 is either the data for the variable or an
array index if the variable is an array, and data2 is the data for an array element.
Each should be separated by whitespace, but be on the same line. Text should be in quotes.
It is possible to insert comments into the text, on lines other than the data lines,
as long as they will not be mistaken for data lines.

**+**
*verbosity          7
*log_enabled        1
*log_caedc          1
*log_timer          0
*log_retain         6
*log_rolltime       "23:59:50"
*validate_cards     0
*interleave_cas    1
*manual_auth_allowed 1
*ping_host          0
*no_sim_print       1
*gc_sim_partialauth 0
*alt_gc_preamble    "6035"
*max_uws            200
*ca_retry_max       0
*edc_retry_max      0
*edc_retry_delay    120
*edc_timeout        65
*edc_errlist        ""
*edc_high_capacity  0
*edc_highc_links    3
*edc_highc_quelen   12
  
```

Log and Operation  
Parameters

2. Update the Log and Operation Parameters according to your newly configured settings in the MICROS 9700 system by typing the applicable Required Setting from the table below:

Log and Operation Parameter	Required Setting	Notes
*alt_gc_preamble	<p>If gift cards have a zero preamble: ""</p> <p>If gift cards have an alternate preamble (anything other than zero): "nnnnnn" Where nnnnnn is the alternate preamble.</p>	<p>Type only the numbers of the non-zero gift card preamble.</p> <p><u>DO NOT</u> type the asterisk (*) symbol, which indicates additional numbers outside the preamble range.</p>

Log and Operation Parameter	Required Setting	Notes
*gc_sim_partialauth	0 – This parameter has been deprecated.	If a gift card with insufficient funds is used it will be declined and the error message will state the available balance. Then, the clerk can use the available gift card balance with a new authorization and collect for the remaining balance.

3. **Save** and **Close** the CaDOTN.param file.
4. Continue to “Rebuilding the CaDOTN.dat File.”

### Rebuilding the CaDOTN.dat File

If the MICROS 9700 system is being upgraded from Shift4 Payments’ Enhanced driver, after editing the CaDOTN.param file, you must delete the CaDOTN.dat file. This ensures the MICROS 9700 system rebuilds the CaDOTN.dat file using the updated CaDOTN.param file once it is restarted. To delete the CaDOTN.dat file, perform the following steps:

1. Navigate to **...MICROS\LES\POS\9700\etc.**
2. Locate **CaDOTN.dat**, **right-click** and select **Delete**.

### Replacing the CaDOTN.param File

After editing and saving the changes made to the CaDOTN.param file, replace the old CaDOTN.param file in the following directories on the server with the new version:

\MICROS\LES\POS\9700\ClientInstalls\CALInstall\Win32\Files\Shift4\Param  
 \MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS4\Files\CF\PosClient\Sim  
 \MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS4LX\Files\CF\PosClient\Sim  
 \MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS5\Files\CF\PosClient\Sim  
 \MICROS\LES\POS\9700\ClientInstalls\CALInstall\WS5A\Files\CF\PosClient\Sim

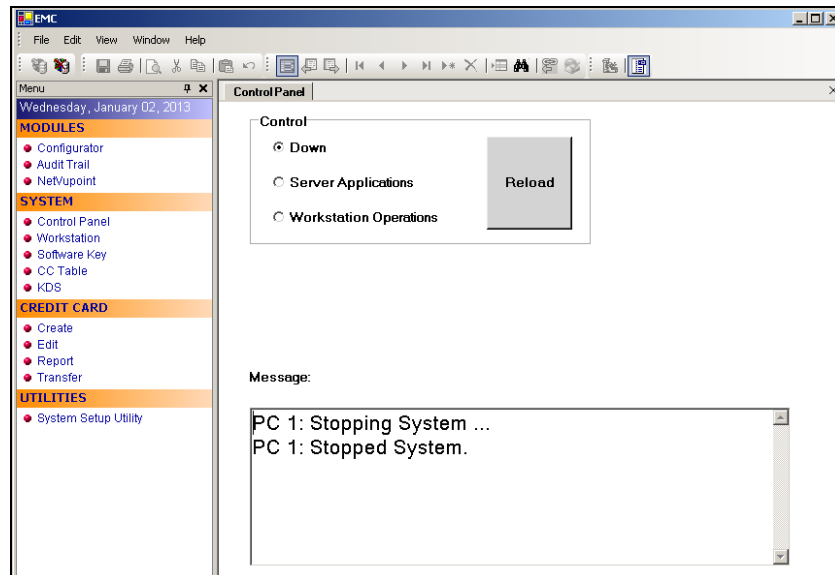
## Post-Installation Process

After you install and configure Secure Suite 4 MICROS 9700 and the optional, advanced configuration (gift card), test the MICROS 9700 system thoroughly using the processes outlined in this section.

### ***Restarting the MICROS 9700 System***

After installing and configuring Secure Suite 4 MICROS 9700, the MICROS 9700 system must be restarted for the changes to take effect. To restart the MICROS 9700 system, perform the following steps:

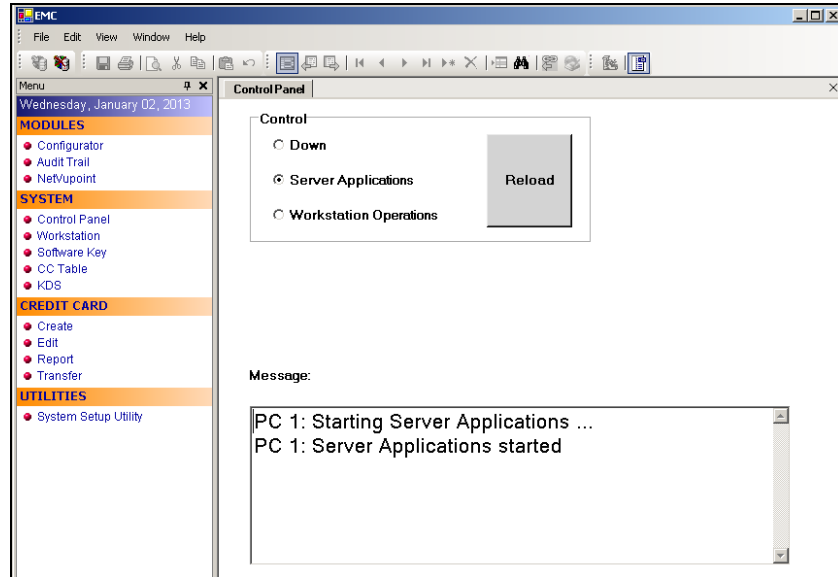
1. In the **EMC** window, under **SYSTEM**, select **Control Panel**.
2. On the **Control Panel** tab, verify **Down** is selected. If not, configure the following:



- Under **Control**, select **Down**.
- When the system prompts *Stop the 9700 system?* click **Yes**.
- Under **Message**, verify *Stopped System* appears.



3. On the **Control Panel** tab, configure the following:

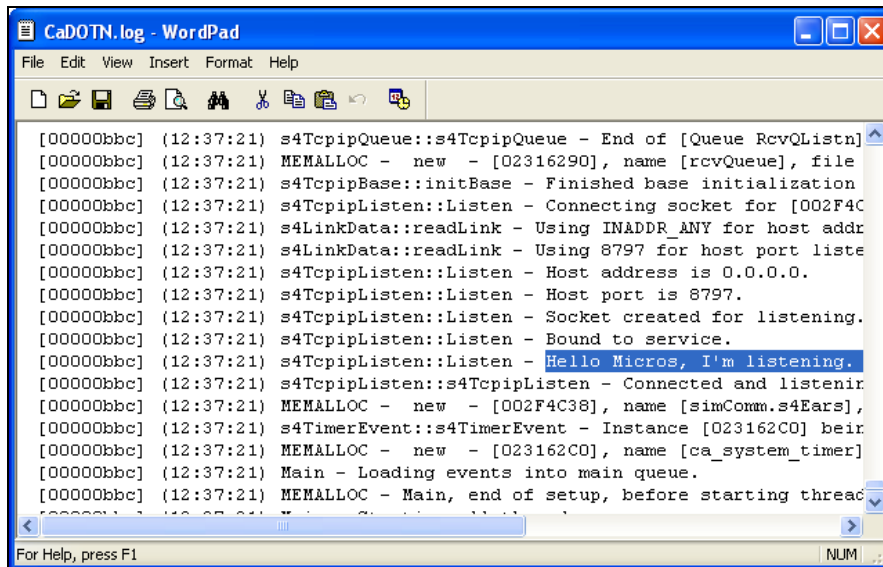


- Under **Control**, select **Server Applications** which restarts the system without activating the terminals.
- Under **Message**, verify *Server Applications started* appears.

## Verifying the CaDOTN.log File

To verify the operational status of the system, perform the following steps:

1. Navigate to ...\**MICROS\LES\POS\9700\Log**.
2. Locate **CaDOTN.log** and open the file in WordPad or Notepad.
3. Verify *Hello Micros, I'm listening* appears in the log which indicates Secure Suite 4 MICROS 9700 is operating.



```
[00000bbc] (12:37:21) s4TcpipQueue::s4TcpipQueue - End of [Queue RcvQListn]
[00000bbc] (12:37:21) MEMALLOC - new - [02316290], name [rcvQueue], file
[00000bbc] (12:37:21) s4TcpipBase::initBase - Finished base initialization
[00000bbc] (12:37:21) s4TcpipListen::Listen - Connecting socket for [002F4C
[00000bbc] (12:37:21) s4LinkData::readLink - Using INADDR_ANY for host addr
[00000bbc] (12:37:21) s4LinkData::readLink - Using 8797 for host port list
[00000bbc] (12:37:21) s4TcpipListen::Listen - Host address is 0.0.0.0.
[00000bbc] (12:37:21) s4TcpipListen::Listen - Host port is 8797.
[00000bbc] (12:37:21) s4TcpipListen::Listen - Socket created for listening.
[00000bbc] (12:37:21) s4TcpipListen::Listen - Bound to service.
[00000bbc] (12:37:21) s4TcpipListen::Listen - Hello Micros, I'm listening.
[00000bbc] (12:37:21) s4TcpipListen::s4TcpipListen - Connected and listenir
[00000bbc] (12:37:21) MEMALLOC - new - [002F4C38], name [simComm.s4Ears],
[00000bbc] (12:37:21) s4TimerEvent::s4TimerEvent - Instance [023162C0] beir
[00000bbc] (12:37:21) MEMALLOC - new - [023162C0], name [ca_system_timer]
[00000bbc] (12:37:21) Main - Loading events into main queue.
[00000bbc] (12:37:21) MEMALLOC - Main, end of setup, before starting thread
```

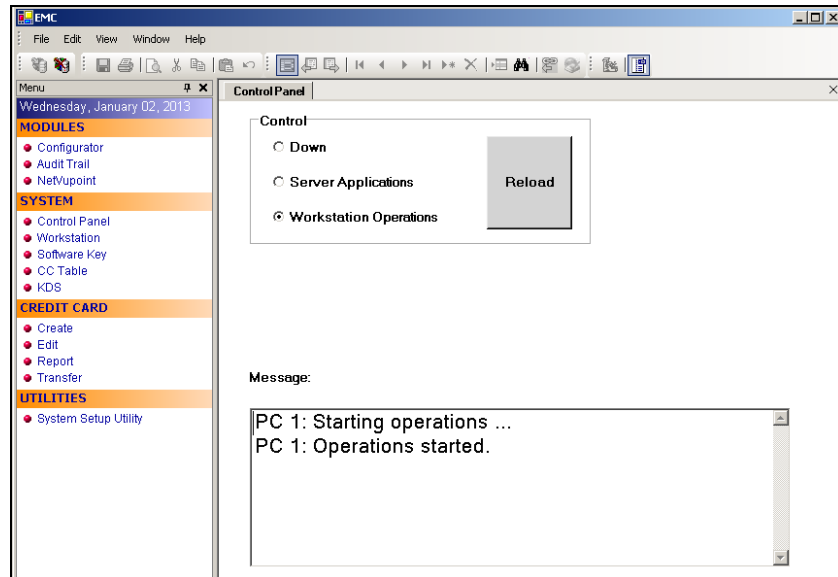


**Requirement:** If *Hello Micros, I'm listening* is not displayed, contact Shift4 Payments Customer Support.

## Activating the MICROS Terminals

After restarting the MICROS system and verifying the operational status of the system, the terminals must be activated. To activate the terminals, perform the following steps:

1. On the **Control Panel** tab, configure the following:



- Under **Control**, select **Workstation Operations**.
  - Under **Message**, verify *Operations started* appears.
2. Close the **Control Panel** tab.

## Running a Test Transaction

To test Secure Suite 4 MICROS 9700, perform the following steps:

1. Run a test credit authorization, and finalize it as you normally would finalize a real transaction.
2. In Lighthouse Transaction Manager, confirm that test transaction came through the right merchant.
3. In Lighthouse Transaction Manager, confirm settlement of the test transaction.
4. If you did not set up the advanced configuration option (gift card), and your test transaction was successful, configuration, verification, and testing of Secure Suite 4 MICROS 9700 is complete, congratulations!
5. If you did set up the advanced configuration, repeat the steps above to complete the verification and testing of Secure Suite 4 MICROS 9700 for gift card configuration.

## Appendix A - Troubleshooting

Appendix A contains troubleshooting information for Secure Suite 4 MICROS 9700 when in use. Due to the complexity of the environment that Secure Suite 4 MICROS 9700 operates in, it may be necessary to take a closer look at the system and the configuration to restore full functionality of the implementation.

### **Log and Trace File Locations**

Both the log and trace files contain information about the system that is helpful for troubleshooting.

The Support department may have you change settings to reveal more detailed information – refer to these sections in the document: *Parameter File Settings*, *Updating the Log and Operation Parameters* and *Replacing the CaDOTN.param File* to ensure the requested changes take effect.

### **Logs**

The default locations for the log and trace files are:

- [Drive Letter]:\Micros\Les\Pos\9700\Log\8700d.log
- [Drive Letter]:\Micros\Les\Pos\9700\Log\CaDOTN.log

If the logs are not in the default location, search the MICROS server for the files by name. Both log files should be in the same directory on the computer.

### **Trace Files**

The default location of the UTG trace files is:

- C:\Shift4\UTG\Trace\Unnnn.TRC on the Shift4 server, where nnnn is an automatically incremented number that uniquely identifies the trace. Examples: U9259.TRC and U9260.TRC.

If the UTG trace logs are not in the default location, then the UTG has been configured to write them to a different directory and, possibly, a different file name.

To determine the directory and file name of the UTG trace logs, perform the following steps:

1. If the **UTG** is running as a service, stop the service:
  - From the **Start** menu, select **Programs > Administrative Tools > Services**.
  - Locate **Shift4 UTG(v2)**, **right-click** and select **Stop**.
2. If the **UTG** is running in Stand Alone, close it:
  - In the **UTG Task Explorer** window, click **Close** (red X).
  - On the **Shutdown Shift4's Universal Transaction Gateway** screen, select **Yes**.
  - The UTG Task Explorer window will show a shutdown countdown and then close.

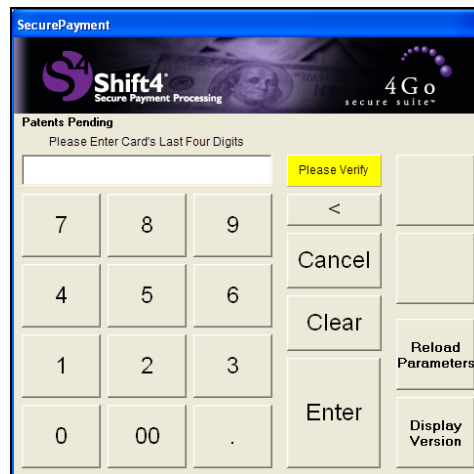
3. From the **Start** menu, select **Programs > Shift4 Corporation > Universal Transaction Gateway > UTG (v2) Tune Up**.

4. In the **UTG TuneUp** window, click the **Advanced** tab and then click the **Trace Configuration** button.
5. In the **Trace Parameters** window, the **Directory** box shows the path where the UTG trace files are located, and the **Suffix** box contains an optional suffix appended to the default file name.
6. Restart the **UTG** service:
  - As a service, from the **Start** menu, select **Programs > Administrative Tools > Services**. Locate **Shift4 UTG(v2)**, **right-click** and select **Start**.
  - In Stand Alone, from the **Start** menu, select **Programs > Shift4 Corporation > Universal Transaction Gateway > UTG (v2) Stand Alone**.

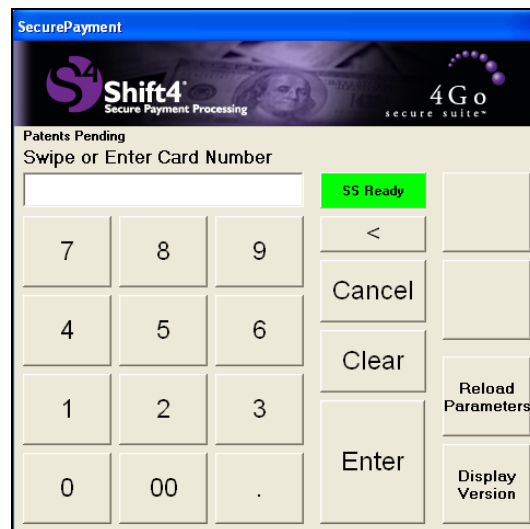
## Payment Card Verification

Any time a clerk swipes a payment card on the terminal, Secure Suite 4 MICROS will compare the last payment card used to the payment card that was currently swiped.

If the payment card numbers are the same, Secure Suite 4 MICROS will instruct the clerk to enter the last four digits of the payment card that was currently swiped in order to verify the use of the same payment card:



If the payment card numbers match, the transaction will process normally. If the payment card numbers do not match, Secure Suite 4 MICROS will prompt the clerk to swipe the customer's payment card again, and then the transaction will process normally:



## Resolving Issues and Errors

When errors and/or issues occur, document them accordingly.



**Requirement:** Have the clerk leave the screen up and call or contact the manager on duty.

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In order to troubleshoot efficiently, it is important to gather the following data:

- The exact version of MICROS (for example, 9700 3.6) or build.
- The terminal type (Workstation 4, 5, Eclipse with HDD, etc.).
- What action the clerk was attempting when the error occurred (cc auth, cc close etc.).
- The date and time that the error occurred and the immediate action the clerk took prior to the error (immediately after swiping, after entering CVV2 code, etc.)
- CC info (type of card, last 4 numbers, and amount).
- The exact error description (if any).
- The exact terminal/server on which the error happened.
- Trends (issue occurs at a specific time, only on certain card types, when the Internet is down, on all workstations or a certain workstation, etc.).

After verifying the workstation, perform the following steps on the server:

1. Verify the status of the MICROS system by bringing up the MICROS Control Panel.
2. Document any errors showing on the server.
3. **Right-click** the clock in the bottom right corner of the screen and select **Task Manager**.
4. **Click** the **Processes** tab and verify (and document) ccs.exe and caDOTN.exe are listed.

After documenting all of the above information, and prior to restarting the system, make copies of the following files, and email them to trace@shift4.com together with all of the gathered information:

- [Drive Letter]:\Micros\Res\Pos\Etc\9700d.log
- [Drive Letter]:\Micros\Res\Pos\Etc\CaDOTN.log
- The four most recent Shift4 trace files (normally located under C:\Shift4\UTG\Trace on the Shift4 server).  
Examples: U9259.TRC and U9260.TRC

Refer to the Log and Trace File Locations section for information about where to find these files on the Shift4 server and include your Shift4 Payments/DOTN serial/account number and the name of your establishment in your email message.

## Calling for Technical Support

Immediately after completing the data gathering steps, call the Support department at 702.597.2480, option 2, to open a case. The Support Representative will have the issue resolved as quickly as possible.



## Appendix B – Additional Resources

Appendix B contains a list of additional resources that may be helpful and provide additional guidance when installing and configuring Secure Suite 4 MICROS 9700. Direct any specific questions about these documents to their respective publishers.

### **Product Support**

For assistance with this and any other Shift4 Payments product, visit the website at [www.shift4.com](http://www.shift4.com). It provides access to the FAQ page (under Client Center), where answers to general and technical questions regarding the entire Shift4 Payments product line are available.

### **Live Support**

Information about troubleshooting techniques and handling special problems that may occur during installation or configuration can be obtained by contacting the Shift4 Payments Customer Support team at 702.597.2480, option 2.

### **On the Web**

The Shift4 Payments website at [www.shift4.com](http://www.shift4.com) offers technical notes, patches, and guides 24 hours a day, 7 days a week, 365 days a year. The Shift4 Payments website also contains troubleshooting and FAQ sections to provide additional guidance.

### **Feedback**

Your feedback regarding Shift4 Payments products and documentation is welcome, encouraged, and we appreciate your comments. If you have any documentation comments or suggestions about this guide, please send them to us at [techdocs@shift4.com](mailto:techdocs@shift4.com).

### **Shift4 Payments Guides and Documentation**

The following Shift4 Payments guides and documentation may provide additional helpful information:

- UTG Quick Installation Guide
- UTG Using External Devices Guide

### **MICROS Manuals**

Refer to the following MICROS manual for additional manufacturer information:

- MICROS Systems, Inc. User's Manual for MICROS 9700 POS Systems

### **MICROS Customer Support**

MICROS Customer Support can be reached by phone or email:

- For technical assistance, 800.937.2211.
- For product inquiries, 866.287.4736.
- To contact via email, [info@micros.com](mailto:info@micros.com).

## Industry Websites

The following sites provide additional industry guidelines and standards:

- <https://www.pcisecuritystandards.org/>
- [http://usa.visa.com/merchants/risk\\_management/index.html](http://usa.visa.com/merchants/risk_management/index.html)