

Bypassing UTG Offline Mode

Starting with Universal Transaction Gateway® (UTG®) version 3130, all new releases will have the Offline Mode feature enabled by default (offering a seamless transition between offline and online processing).

As a result, Shift4 has removed the option to disable Offline Mode from UTG TuneUp. Instead, there are two options available to bypass this feature (as detailed in the *Enabling the UTG to Stay Online* document). See the applicable section below for information on how and when to utilize a bypass option:

- [Using Command Prompt to Temporarily Bypass Offline Mode When Using the UTG Stand Alone Application](#)
- [Using an Environment Variable to Permanently Bypass Offline Mode](#)
 - [Creating an Environment Variable Using Control Panel](#)
 - [Creating an Environment Variable Using Windows PowerShell](#)
 - [Removing a Permanent Bypass](#)



Note: The steps outlined in the *Creating an Environment Variable Using Control Panel* section will be most familiar to users. More advanced users may prefer to use the steps in the *Creating an Environment Variable Using Windows PowerShell* section. Regardless of the steps followed, when completed, the UTG will bypass Offline Mode. When the UTG should no longer bypass Offline Mode, the steps in the *Removing a Permanent Bypass* section will need to be completed.

Using Command Prompt to Temporarily Bypass Offline Mode When Using the UTG Stand Alone Application

For UTG Stand Alone (meaning the UTG is running with a GUI on-screen), you will need to launch UTG's Stand Alone application from Command Prompt and pass event arguments with the application at startup to bypass Offline Mode.

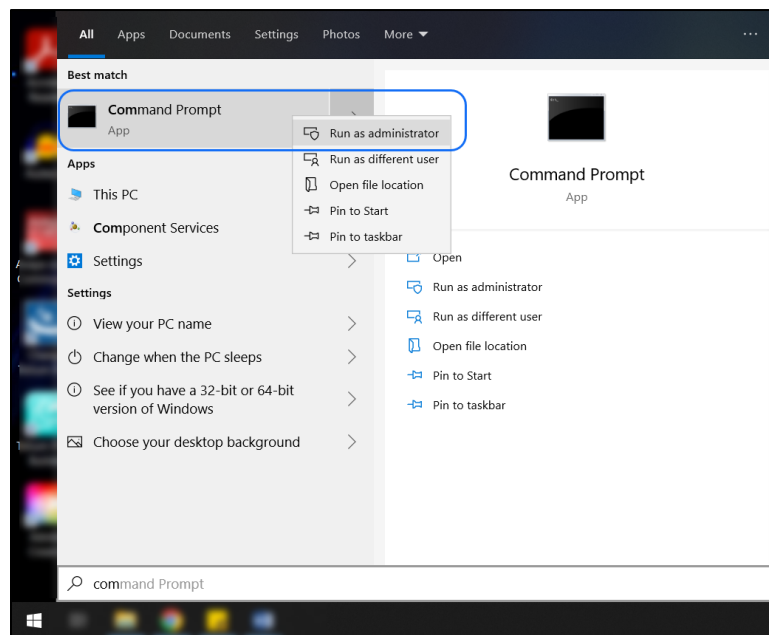


Requirement: This method must be used with the UTG Stand Alone application (i.e., the UTG2service.exe cannot be launched using this method).

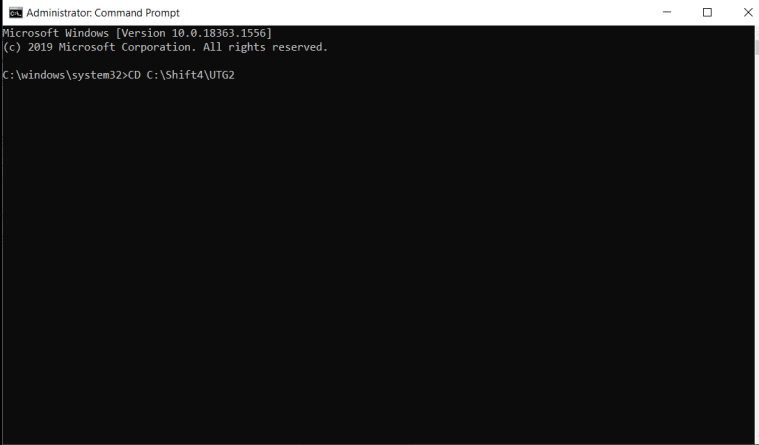
The scope of this bypass is at the session level; meaning, this can be useful for one-off scenarios where you need to ensure the UTG does not go offline for a brief period of time. It is important to note that once the UTG Stand Alone application is closed and relaunched without the event arguments, Offline Mode will be enabled again.

To implement this bypass, complete the following steps:

1. From the Start menu, run Command Prompt as an administrator. (Ensure to accept any User Account Control [UAC] prompts, and enter the administrator password where needed.)



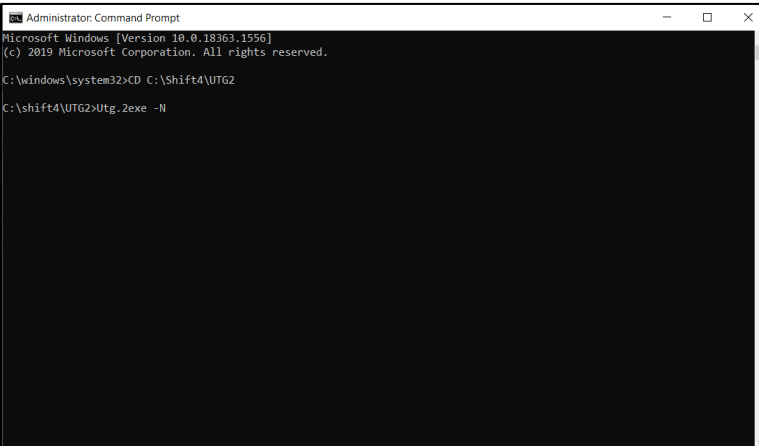
2. In Command Prompt, if using the default UTG installation path, enter `CD C:\Shift4\UTG2` and then press **Enter** on your keyboard. (If the default is not in use, replace `C:\Shift4\UTG2` with the current directory the UTG is installed at on the customer's machine.)



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\windows\system32>CD C:\Shift4\UTG2
```

3. In Command Prompt, when the line `C:\Shift4\UTG2` appears, enter `Utg.2exe -N` and then press **Enter** on your keyboard.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.18363.1556]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\windows\system32>CD C:\Shift4\UTG2
C:\shift4\UTG2>Utg.2exe -N
```

4. This will cause the UTG's Stand Alone application to launch with Offline Mode bypassed. As a result, any offline attempts to process will be returned with the declined response until the UTG Stand Alone application is closed and relaunched without passing the event arguments.

Using an Environment Variable to Permanently Bypass Offline Mode

To permanently bypass Offline Mode in all UTG operating modes (i.e., the UTG Stand Alone application or the UTG service [UTG2service.exe]), you will need to create a Windows® Environment Variable with these details:

- **Name:** ISAPPLICATIONHOSTED
- **Value:** Y

When the UTG is started, it will recognize this variable is set, bypass Offline Mode, and return the declined response. This bypass method is primarily intended for datacenter use, and there are two ways to implement it:

- [Creating an Environment Variable Using Control Panel](#)
- [Creating an Environment Variable Using Windows PowerShell](#)

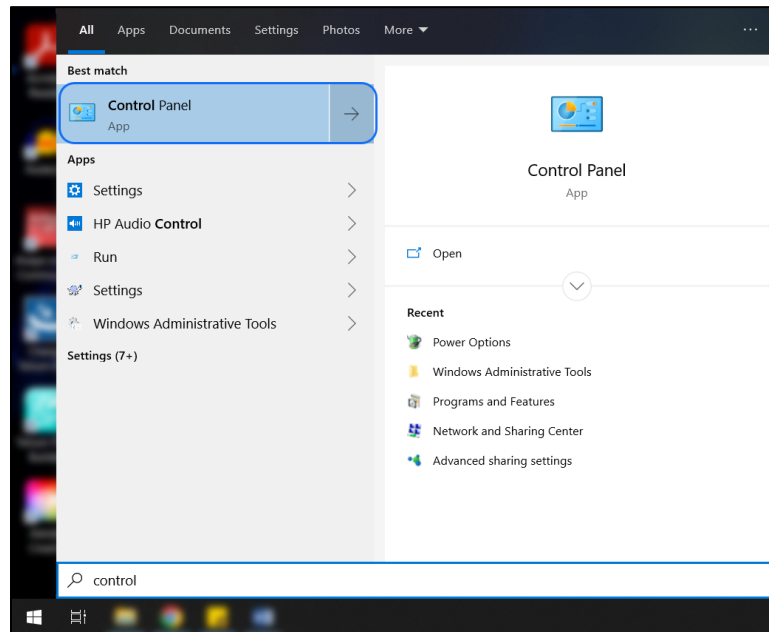


Note: The steps outlined in the *Creating an Environment Variable Using Control Panel* section will be most familiar to users. More advanced users may prefer to use the steps in the *Creating an Environment Variable Using Windows PowerShell* section. Regardless of the steps followed, when completed, the UTG will bypass Offline Mode. When the UTG should no longer bypass Offline Mode, the steps in the *Removing a Permanent Bypass* section will need to be completed.

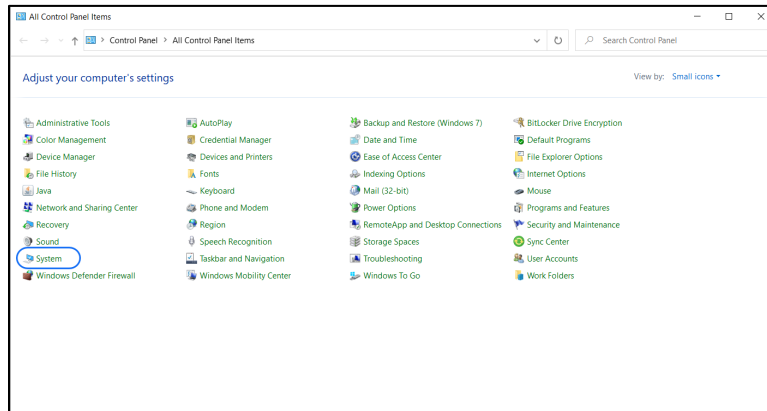
Creating an Environment Variable Using Control Panel

To implement this bypass, complete the following steps:

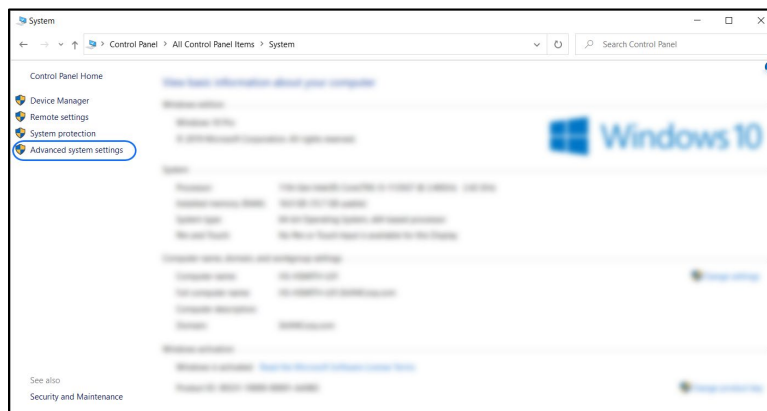
1. From the Start menu, run Control Panel.



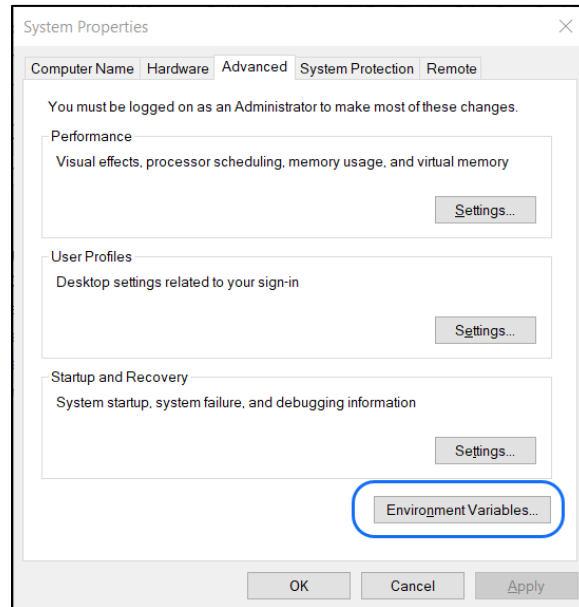
2. Under Adjust your computer's settings, click **System**.



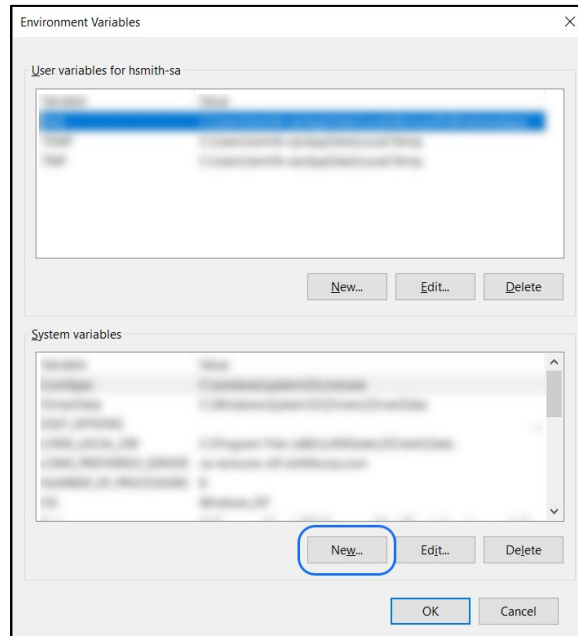
3. From the menu, click **Advanced system settings**. (Ensure to accept any UAC prompts, and enter the administrator password where needed.)



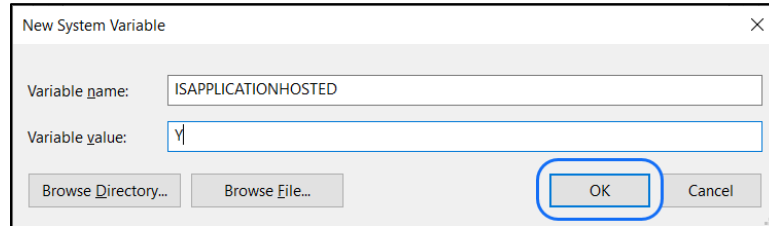
4. In the System Properties window, ensure the Advanced tab is selected, and then click **Environment Variables**.



5. In the Environment Variables window, in the System variables section, click **New**.



6. In the New System Variable window, complete the following steps:
 - In the Variable name field, enter `ISAPPLICATIONHOSTED`.
 - In the Variable value field, enter `Y`.
 - Click **OK** to save the variable.



The screenshot shows a 'New System Variable' dialog box. It has two text input fields: 'Variable name' with the text 'ISAPPLICATIONHOSTED' and 'Variable value' with the text 'Y'. Below the fields are three buttons: 'Browse Directory...', 'Browse File...', and 'OK'. The 'OK' button is circled in blue. There is also a 'Cancel' button to the right of 'OK'.



Requirement: You must use all capital letters.

7. Restart the machine to ensure all settings are saved.
8. The UTG will now bypass Offline Mode.

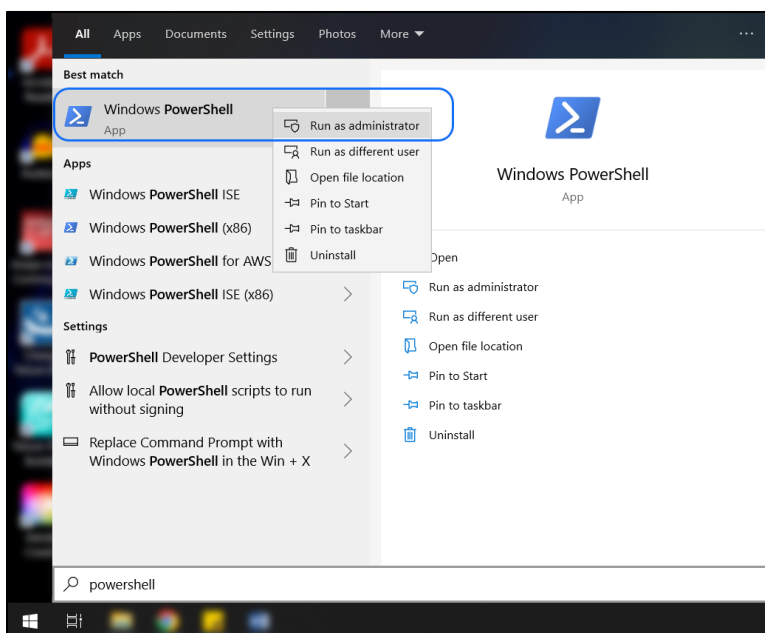
Creating an Environment Variable Using Windows PowerShell



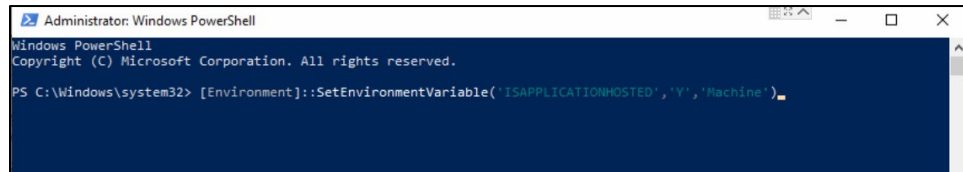
Note: The steps outlined below are for more advanced users. If you're not familiar with Windows PowerShell, you may want to use the steps in the [Creating an Environment Variable Using Control Panel](#) section.

To implement this bypass, complete the following steps:

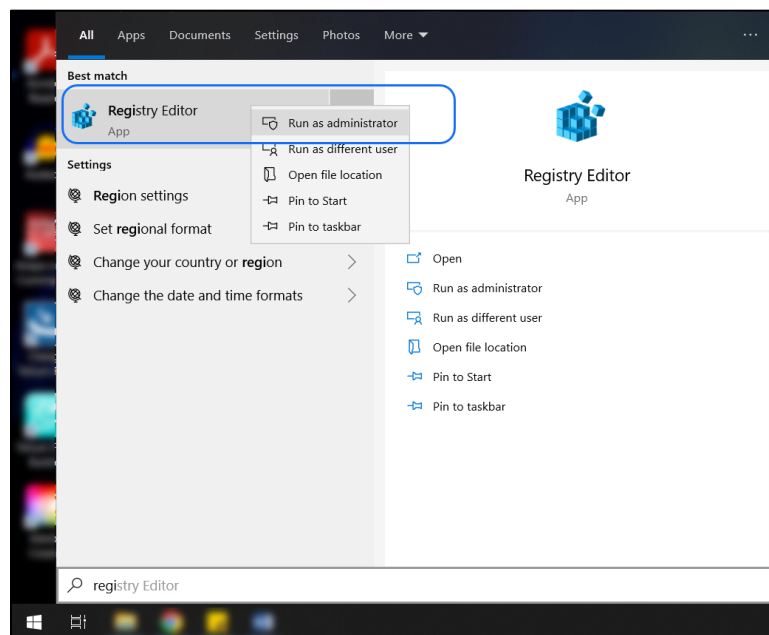
1. From the Start menu, run Windows PowerShell as an administrator. (Ensure to accept any UAC prompts, and enter the administrator password where needed.)



2. In Windows PowerShell, enter
`[Environment]::SetEnvironmentVariable('ISAPPLICATIONHOSTED','Y','Machine')`
and then press **Enter** on your keyboard.



3. Once completed, from the Start menu, run Registry Editor as an administrator. (Ensure to accept any UAC prompts, and enter the administrator password where needed.)

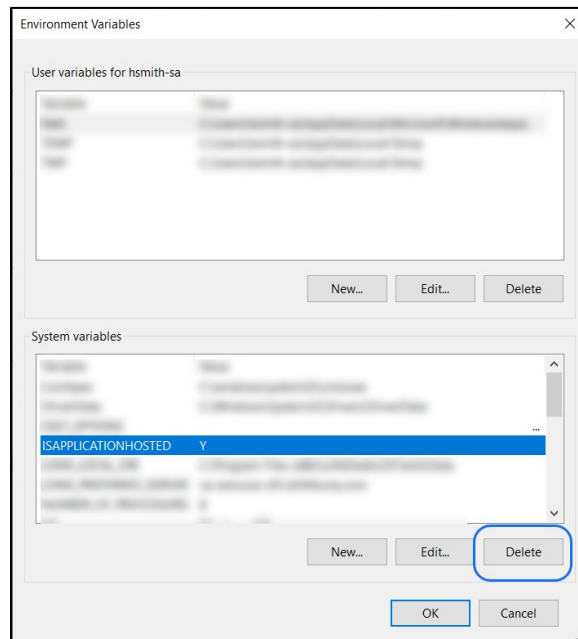


4. While viewing the Registry Editor, navigate to the following location:
`Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Environment`
5. In this window, you should see an entry for `ISAPPLICATIONHOSTED` and the value should be set to `Y`.
6. Restart the machine to ensure all settings are saved.
7. The UTG will now bypass Offline Mode.

Removing a Permanent Bypass

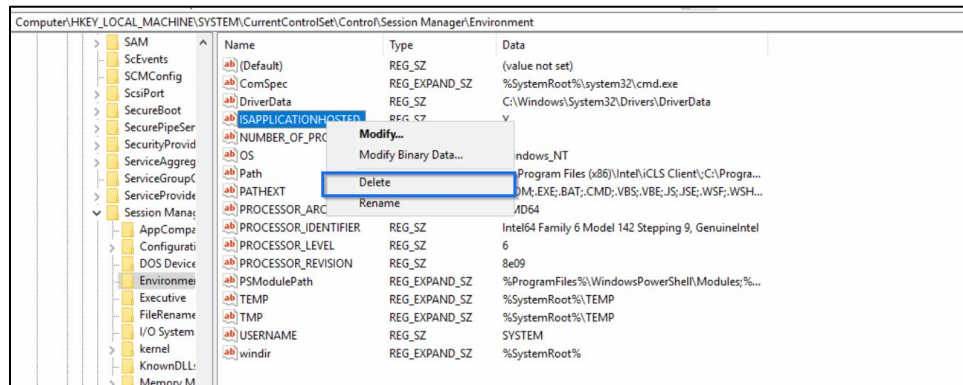
To remove a permanent bypass, complete the following steps:

1. From the Start menu, run Control Panel.
2. Under Adjust your computer's settings, click **System**.
3. From the menu, click **Advanced system settings**. (Ensure to accept any UAC prompts, and enter the administrator password where needed.)
4. In the System Properties window, ensure the Advanced tab is selected, and then click **Environment Variables**.
5. In the System variables section, complete the following steps:
 - Select **ISAPPLICATIONHOSTED**.
 - Click **Delete**.



6. From the Start menu, run Registry Editor as an administrator. (Ensure to accept any UAC prompts, and enter the administrator password where needed.)
7. Navigate to
`Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Environment`.

8. Right-click on ISAPPLICATIONHOSTED, and then click on **Delete**.



9. Restart the machine to ensure all settings are saved.
10. The bypass should now be removed. When the UTG is relaunched, Offline Mode will be enabled again.