

Universal Transaction Gateway Offline Transaction Manager

The Universal Transaction Gateway® (UTG®) Offline Transaction Manager application is a tool to aid in the recovery of transactions (performed while the UTG is in offline mode) that failed to successfully upload to the Shift4 data center.

The application allows for the UTG offline database (the **UTGU.s4d** file) to be loaded and displayed in order to manage the current offline transactions by:

- Viewing transactions, including their upload status;
- Omitting transactions from further upload attempts;
- Resetting transactions so they can be included in further upload attempts;
- And/or recovering transactions included in UTG trace files (if available) that are missing from the offline database so they can be included in further upload attempts.



WARNING! Transactions remain in the UTG offline database based on the number of days configured for the **Transaction Storage Period** field on the **Offline Mode** tab in UTG TuneUp. The default is 60 days. Once the number of days has passed, the transactions are pruned from the database. For additional information, see the *Configuring Offline Mode* section of the [UTG Installation and Configuration Guide](#).



Requirement: You must stop the UTG from running in Stand Alone or as a service before accessing the **UTGU.s4d** file. If you are not able to stop the UTG, see [Appendix A](#) for more information.

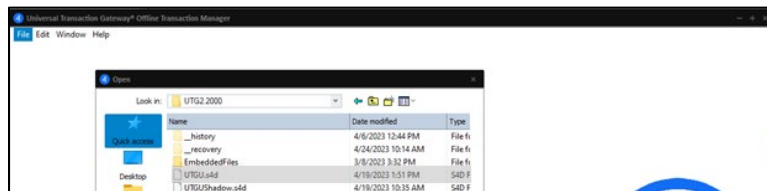
Managing Transactions

To manage transactions in the UTG offline database, complete the following steps:

1. Stop the UTG from running in Stand Alone or as a service.
2. Click  (Start icon on taskbar), and then enter **UTG Offline Transaction Manager** to search for the application. Once located, click it to run the application.
3. From the **File** menu, select **Open ABS database**.



4. Select the **UTGU.s4d** file, and then click **Open**.



5. The file will open and display information. Scroll to see additional information, including **Upload Status**.

Note: The **Upload Status** column will display one of the following:

- **0:** The transaction will be included when upload to the data center is attempted.
- **1:** The transaction was already uploaded and will not be included when upload to the data center is attempted.
- **-1:** The transaction will not be included when upload to the data center is attempted.



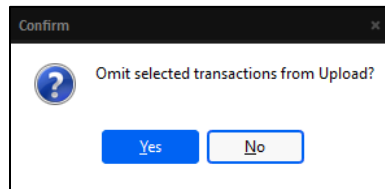
Tip: You can filter and sort transactions by **Requestor Reference**, **Invoice**, **Total Amount**, **Card Last 4**, and **Upload Status**. After configuring the desired fields, click **Refresh** to apply.



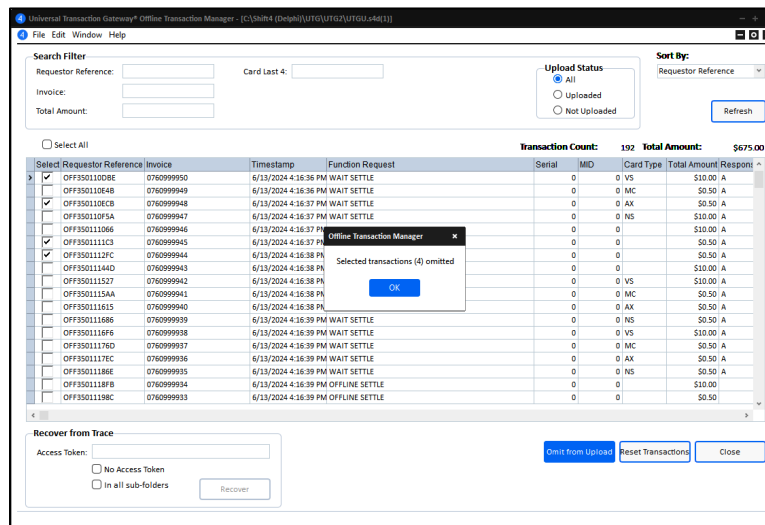
In addition, you can perform partial searches using these fields. For example, if you enter 19 in the Card Last 4 field and then click Refresh, transactions with 19 in the Card Last 4 column will be displayed.

6. (If applicable) To omit transactions from any subsequent upload attempt, complete the following steps:

- In the **Select** column, click the checkbox that corresponds to the transaction that should be omitted.
- Repeat until all transactions that should be omitted are selected.
- Click **Omit from Upload**. When prompted, select **Yes** to confirm that the selected transactions should be omitted from upload.



- The window displays how many transactions were omitted. Click **OK**.



- For any transaction that was omitted, its **Upload Status** is now **-1**; meaning, the transaction will not be included when upload to the data center is attempted.

Universal Transaction Gateway* Offline Transaction Manager - [C:\Shift4 (Design)\UTG\UTG1\UTG1\A4011]

File Edit Window Help

Search Filter

Requestor Reference:

Card Last 4:

Invoice:

Total Amount:

Upload Status

☒ All
 ☐ Uploaded
 ☐ Not Uploaded

Sort By:

Requestor Reference

Refresh

☐ Select All

Transaction Count: 192

Total Amount: \$675.00

ID	Card Type	Total Amount	Response	Auth Code	Auth Response	Unique Id	Card Last 4	Upload Attempts	Upload Status	Primary Error	Secondary Error	Short Error	Act
0	VS	\$10.00	A	440644		1119w9b9ks5w27	1119	0	-1				
0	MC	\$0.50	A	442144		3332f80pks5v48	3332	0	0				
0	AK	\$0.50	A	445444		2221f6vics5v7b2	2221	0	-1				
0	NS	\$10.00	A	448244		6883xvdp5s2jkw	6883	0	0				
0		\$10.00	A	448744		1119w4de6s5v1w	1119	0	0				
0		\$0.50	A	445044		3332v8zcs5s5qj	3332	0	-1				
0		\$0.50	A	445344		2221f6g5r5s5s02	2221	0	-1				
0		\$10.00	A	447244		6883907h8js5agp9	6883	0	0				
0	VS	\$10.00	A	445844		1119f5h8gs5ayne	1119	0	0				
0	MC	\$0.50	A	440844		3332p088ks5z79r	3332	0	0				
0	AK	\$0.50	A	442844		22214w51f6d5j1j	2221	0	0				
0	NS	\$0.50	A	444344		68834dk0575sk0p	6883	0	0				
0	VS	\$10.00	A	447344		1119f7s4ps5zcs5	1119	0	0				
0	MC	\$0.50	A	441944		3332z70c96s5ss53	3332	0	0				
0	AK	\$0.50	A	447644		222189mmms5agt	2221	0	0				
0	NS	\$0.50	A	444344		68838w0cs5syw	6883	0	0				
0		\$10.00				111964ewjs5v71d	1119	0	0				
0		\$0.50				3332ec1f4s5ajt	3332	0	0				

Recover from Trace

Access Token:

☐ No Access Token
 ☐ In all sub-folders

Recover

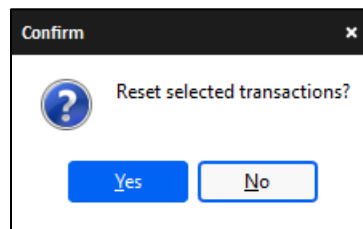
Omit from Upload

Reset Transactions

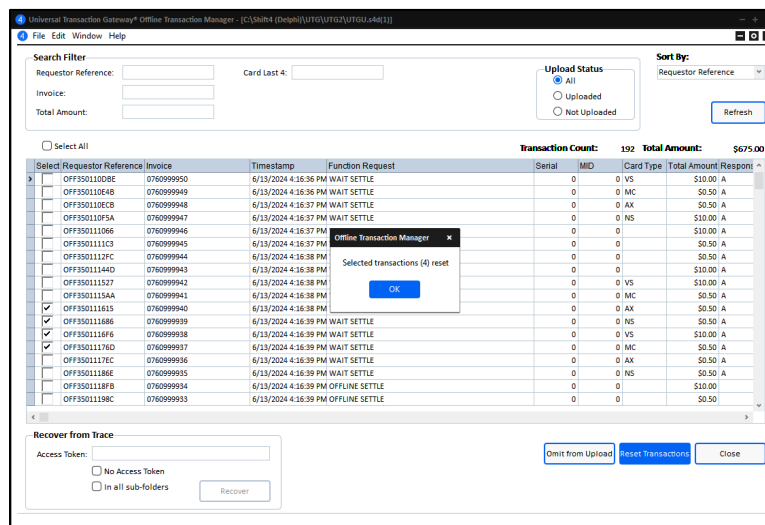
Close

7. (If applicable) To reset transactions so they will be included in the next upload attempt, complete the following steps:

- In the **Select** column, click the checkbox that corresponds to the transaction that should be reset.
- Repeat until all transactions that should be reset are selected.
- Click **Reset Transactions**. When prompted, select **Yes** to confirm that the selected transactions should be reset and included in the next upload attempt.



- The window displays how many transactions were reset. Click **OK**.



- For any transaction that was reset, its **Upload Status** is now **0**; meaning, the transaction will be included when upload to the data center is attempted. In addition, all error values were cleared (**Primary Error**, **Secondary Error**, etc.) and the number of **Upload Attempts** was reset to **0**.

Universal Transaction Gateway® Offline Transaction Manager - [C:\Shift4 (Desktop)\UTG\UTG2\UTG2.046(1)]

File Edit Window Help

Search Filter

Requestor Reference: Card Last 4:

Invoice:

Total Amount:

Upload Status

☒ All

☐ Uploaded

☐ Not Uploaded

Sort By: Requestor Reference

Refresh

☐ Select All

Transaction Count: 192 Total Amount: \$675.00

Total Amount	Response	Auth Code	Auth Response	Unique Id	Card Last 4	Upload Attempts	Upload Status	Primary Error	Secondary Error	Short Error	Long Error
\$10.00	A	440644		1119v8R3k5t5w27	1119	0	-1				
\$0.50	A	442144		3332r8p6k5c5w48	3332	0	-1				
\$0.50	A	440444		2221f6v5c5t570z	2221	0	-1				
\$10.00	A	448244		6883v6p5p5q5k7e	6883	0	-1				
\$10.00	A	448744		1119z4d6e5c5k7e	1119	0	-1				
\$0.50	A	440444		3332n3k5c5s5c7k	3332	0	-1				
\$0.50	A	440344		2221v6p5h5c5v50	2221	0	-1				
\$10.00	A	447244		6883v67h5q5c5q7d	6883	0	-1				
\$10.00	A	445844		1119v5k5q5s5o7e	1119	0	-1				
\$0.50	A	440844		3332v686k5c579e	3332	0	-1				
\$0.50	A			22214w514f55g5e	2221	0	0	0	0	0	
\$0.50	A			68834w57r5c5v5q	6883	0	0	0	0	0	
\$10.00	A			11197v5w5p5s5c5e	1119	0	0	0	0	0	
\$0.50	A			3332v38c5965c5s53	3332	0	0	0	0	0	
\$0.50	A	447644		22218m5m5m5s5g5t	2221	0	-1				
\$0.50	A	444344		68838j5e5t5s5z5v5y	6883	0	-1				
\$10.00				111964w5j5c5t57d	1119	0	-1				
\$0.50				3332v3c5t5e5d5o7e	3332	0	-1				

Recover from Trace

Access Token:

☐ No Access Token

☐ In all sub-folders

Recover

Omit from Upload Reset Transactions Close

8. (If applicable) To recover transactions from UTG trace so they will be included in the next upload attempt, complete the following steps:

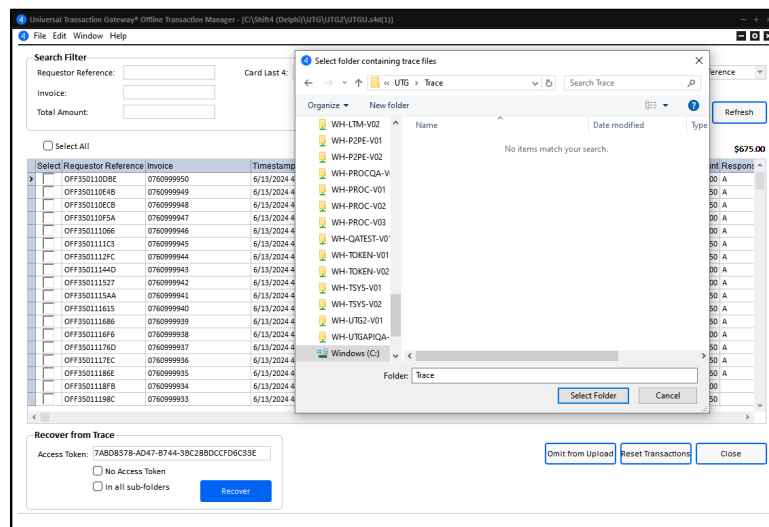
- In the **Recover from Trace** section, complete one of the following steps:
 - (If applicable) Enter the Access Token you use to process transactions via Shift4. This will enable the **Recover** button.

- (If applicable) Enter the Serial, Merchant Id, and API Password you use to process transactions via Shift4. This will enable the **Recover** button.



Tip: If the Serial, Merchant Id, and API Password fields are displayed but you need to enter an Access Token, select **Use Access Token**. If Access Token is displayed but you need to enter Serial, Merchant Id, and API Password, select **No Access Token**.

- (If applicable) Select **In all sub-folders** to look in the root folder and all sub-folders within that root folder. (The root folder will be specified in a later step.)
- Click **Recover**.
- In the **Browse for Folder** window, complete the following steps:
 - Select the folder containing the UTG trace files with the TRC extension (which contains the offline transactions to be recovered).
 - Click **Select Folder**.



- The window displays how many transactions were added. Click **OK**.

Universal Transaction Gateway* Offline Transaction Manager - [C:\NRM4 (Default)\UTG\UTG2\UTG2\44811]

File Edit Window Help

Search Filter

Requestor Reference: Card Last 4:

Invoice:

Total Amount:

Upload Status

☒ All

☐ Uploaded

☐ Not Uploaded

Sort By: Requestor Reference

Refresh

☐ Select All

Transaction Count: 166 **Total Amount:** \$763.50

Select	Requestor Reference	Invoice	Timestamp	Function Request	Serial	MID	Card Type	Total Amount	Response
☒	OFF3501100BE	0760999950	6/13/2024 4:16:36 PM	WAIT SETTLE	0	0	VS	\$10.00	A
☒	OFF350110E4B	0760999949	6/13/2024 4:16:36 PM	WAIT SETTLE	0	0	MC	\$0.50	A
☒	OFF350110E1B	0760999948	6/13/2024 4:16:37 PM	WAIT SETTLE	0	0	AX	\$0.50	A
☒	OFF350110F1A	0760999947	6/13/2024 4:16:37 PM	WAIT SETTLE	0	0	NS	\$10.00	A
☒	OFF350110D6E	0760999946	6/13/2024 4:16:37 PM	WAIT SETTLE	0	0	0	\$10.00	A
☒	OFF3501111C3	0760999945	6/13/2024 4:16:37 PM	WAIT SETTLE	0	0	0	\$0.50	A
☒	OFF3501112FC	0760999944	6/13/2024 4:16:38 PM	WAIT SETTLE	0	0	0	\$0.50	A
☒	OFF35011144D	0760999943	6/13/2024 4:16:38 PM	WAIT SETTLE	0	0	0	\$10.00	A
☒	OFF350111527	0760999942	6/13/2024 4:16:38 PM	WAIT SETTLE	0	0	VS	\$10.00	A
☒	OFF3501115AA	0760999941	6/13/2024 4:16:38 PM	WAIT SETTLE	0	0	MC	\$0.50	A
☒	OFF3501117EC	0760999936	6/13/2024 4:16:39 PM	WAIT SETTLE	0	0	AX	\$0.50	A
☒	OFF35011186E	0760999935	6/13/2024 4:16:39 PM	WAIT SETTLE	0	0	NS	\$0.50	A
☒	OFF3501118FB	0760999934	6/13/2024 4:16:39 PM	OFFLINE SETTLE	0	0	0	\$10.00	
☒	OFF35011198C	0760999933	6/13/2024 4:16:39 PM	OFFLINE SETTLE	0	0	0	\$0.50	
☒	OFF350111A0B	0760999932	6/13/2024 4:16:39 PM	OFFLINE SETTLE	0	0	0	\$0.50	
☒	OFF350111A82	0760999931	6/13/2024 4:16:40 PM	OFFLINE SETTLE	0	0	0	\$0.50	
☒	OFF350111B02	0760999930	6/13/2024 4:16:40 PM	OFFLINE SETTLE	0	0	0	\$10.00	
☒	OFF350111B7E	0760999929	6/13/2024 4:16:40 PM	OFFLINE SETTLE	0	0	0	\$0.50	

Recover from Trace

Access Token: 7ABD8378-AD47-B744-3BC28BDCFC6C33E

☐ No Access Token

☐ In all sub-folders

Recover

Omit from Upload Reset Transactions Close

- For any offline transaction recovered from the trace files, it is added to the current list of transactions with an **Upload Status** of **0**; meaning, the transaction will be included when upload to the data center is attempted.

9. When you're done managing the transactions, click **Close**.

10. Restart the UTG, which will initiate the upload attempt.

Appendix A – I Cannot Stop the UTG

If you are not able to stop the UTG, read the following steps and determine if they are appropriate for your situation and comfort level before attempting.

1. Make a copy of the **UTGU.s4d** file located in the **.../Shift4/UTG2** folder.
2. Modify as necessary using the applicable steps in the [Managing Transactions](#) section.
3. **Requirement:** Make another copy of the **UTGU.s4d** file located in the **.../Shift4/UTG2** folder (in case transactions were added to it while you were editing).
4. Place the edited file in the **.../Shift4/UTG2** folder.
5. Review the last copy you made to ensure that you didn't inadvertently overwrite transactions that need to attempt upload. If you did, after all the transactions in the edited file you placed have an **Upload Status** of **1**, you will need to repeat steps 2-5 while taking into account what was already uploaded from the edited file.

As you can deduce from reading the steps, this method could become challenging. So, consider following the steps in the [Managing Transactions](#) section instead.