



Swapping Moneris PIN Pads

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Introduction

Moneris requires their customers who use the IPP320 Pin Pads have them updated to use a new type of encryption. Auto-Star has provided Star-Plus users with a software patch to work with these updated devices. If you've received new devices or if your current devices have been updated, this document covers the steps necessary in swapping out Moneris IPP320 devices from non-TLS 1.2 versions to the newer TLS 1.2 compliant devices. The new devices may also be referred to by Moneris as "POSPad 11". As this is a hardware update Auto-Star is not responsible for implementing these. If you have difficulties or questions, contact the Moneris Technical Support Number is 1-866-319-7450. There is information that you will need before the Moneris technical services rep can assist you, see Appendix B on page 11 on this document for more information.

Before Beginning

Before starting, make sure that you start this procedure at a time that the store is closed. While the process may only take approximately 20 minutes per PIN pad if everything works well, you should allow for 90 minutes if you have problems and need to contact Moneris for support, due to their high call volumes. Contact information for Moneris is noted in Appendix B on page 11 of this document.

You will need to ensure your StarPlus system is version 8.2.6 or 8.2.7 with patches applied before running this update. You can get your current version by going into the Star-Plus menu and selecting "Till Apps and Parameters" → "About Star-Plus".

Please note that Auto-Star does not have, and is not able to obtain on your behalf, some key information. This includes:

- ECR IDs for your new PIN pads (Obtain these from Moneris)
- Network information of your existing PIN pad (Obtain following steps in part 1).

Obtaining information from the old PIN pad and the till system

Space is provided on the next page for you to record important values you find in this section.

1. Reboot the old PIN pad by holding down the # button and yellow button simultaneously on the PIN pad.
2. Watch for a screen on the PIN pad that is similar to "U-1119-#####". Press The Red Button and release it then Press the Green Button and Release it. This should take you into the configuration of the PIN pad. Repeat Steps 1-3 if you see a welcome on the PIN pad
3. Press F1 to select English
4. Press F1 if you see a display asking to enable the reader
5. Press the Ok Button
6. Press F1 to Select Static IP
7. The next screen should be the IP of the Old PIN pad. Write this down then press the green button
8. The subnet mask will be displayed next. Write this down and press the green button
9. The gateway IP will be displayed next. Write this down and press the green button
10. Press the green button on the screen asking if it should be Public or Private
11. Press the green button on the screen asking if the IP Host should be IPG1, IPG2 or IPG3
12. The next screen should be the Primary DNS IP Address. Write this down and press the green button

13. The next screen will be the secondary DNS IP Address. Write this down and press the green button.
14. Press the green button to accept the IP Time Out
15. Press the green button to accept the Host Connect Time out
16. Press ok on the Serial Number display and the PIN pad will reboot.

IP Address _____

Subnet Mask _____

Gateway IP _____

Primary DNS _____

Secondary DNS _____

Configuring the New PIN pad

[Do not start this configuration unless you have the ECR number for your NEW PIN pad from Moneris.](#)

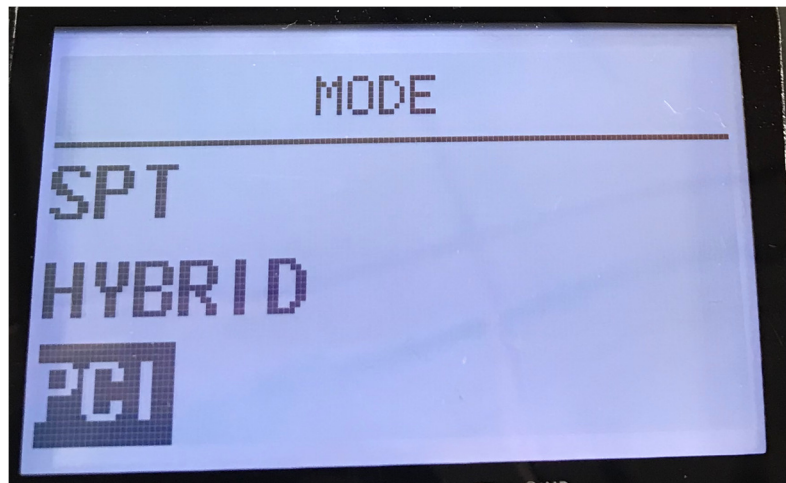
1. Unplug the power source from the old PIN pad then disconnect the cable from the back of it. You may need a Phillips Screwdriver to disconnect the cable from the PIN pad. The power source will plug into the cable itself near the end that plugs into the network port. It should look similar to the following:



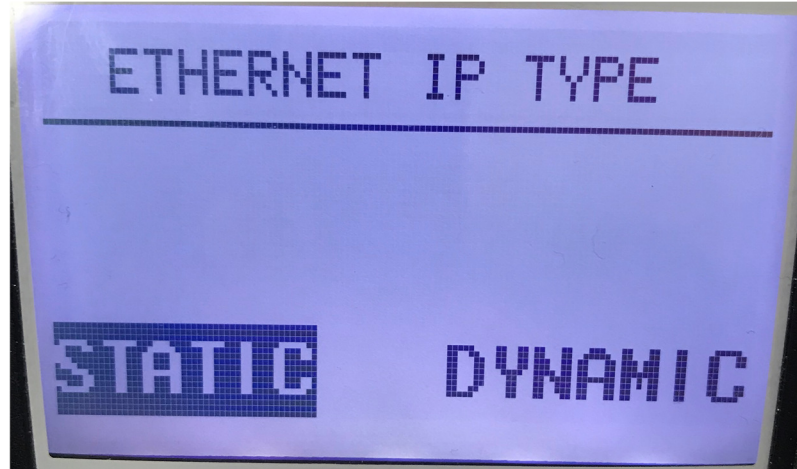
2. Hook the existing cable up to the new PIN pad then reconnect the power source.
3. After a moment, the following screen should display on the PIN pad. Press F1 to select “English” or F4 to Select “French” (It may take a few seconds to start up)



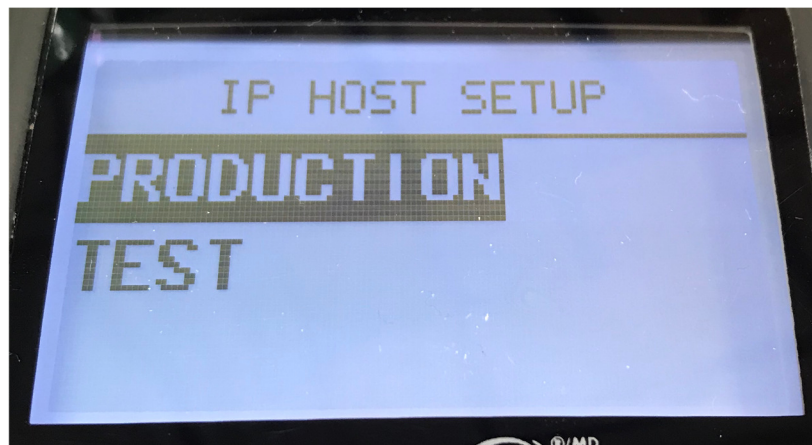
4. Use the F1 and F4 buttons to navigate to the "PCI" Option then press the Green button once it is highlighted in black.



5. A screen similar to the one below will be displayed. Press F1 to select Static for the display asking what type of Ethernet IP to configure.



6. Enter in the IP of the PIN pad on the next screen. This should match the IP of the old PIN pad that was recorded previously. Press the Green button to accept the IP once it is entered in. Make sure you use the Yellow button if you make a mistake typing this in. The Red button will reset take you back to the start of the configuration.
7. Enter in the Subnet Mask that obtained from the old PIN pad. Press the Green button to accept the Subnet Mask once it is entered in. Make sure you use the Yellow button if you make a mistake typing this in. The Red button will reset take you back to the start of the configuration.
8. Enter in the Gateway IP that obtained from the old PIN pad. Press the Green button to accept the Gateway IP once it is entered in. Make sure you use the Yellow button if you make a mistake typing this in. The Red button will reset take you back to the start of the configuration.
9. "Production" should be highlighted by default but use F1 and F4 to navigate between the options to select it then press the Green Button when it is highlighted in black.



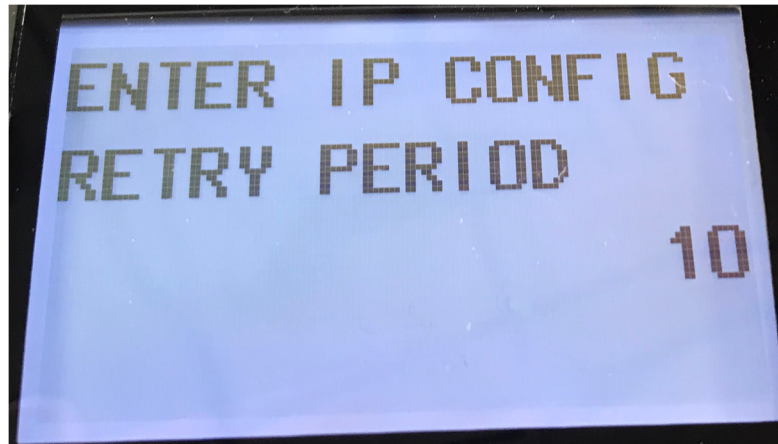
10. "Public" should be highlighted by default but use F2 and F3 to navigate between the options to select it then press the Green Button when it is highlighted in black.



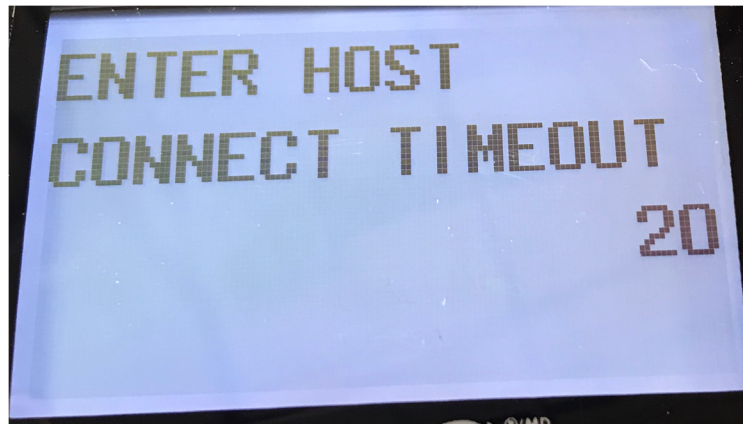
11. Enter in the Primary DNS IP that obtained from the old PIN pad. Press the Green button to accept the DNS IP once it is entered in. Make sure you use the Yellow button if you make a mistake typing this in. The Red button will reset take you back to the start of the configuration.
12. Enter in the Secondary DNS IP that obtained from the old PIN pad. Press the Green button to accept the DNS IP once it is entered in. Make sure you use the Yellow button if you make a mistake typing this in. The Red button will reset take you back to the start of the configuration.
13. Select the option "IPG1" by using F1 and F4 to navigate the options. Press the Green button when it is highlighted in black.



14. The default "IP Config Retry Period" should be 10. Press the Green Button to accept the default settings.



15. The default "Host Connect Timeout" should be 20. Press the Green Button to accept the default settings.

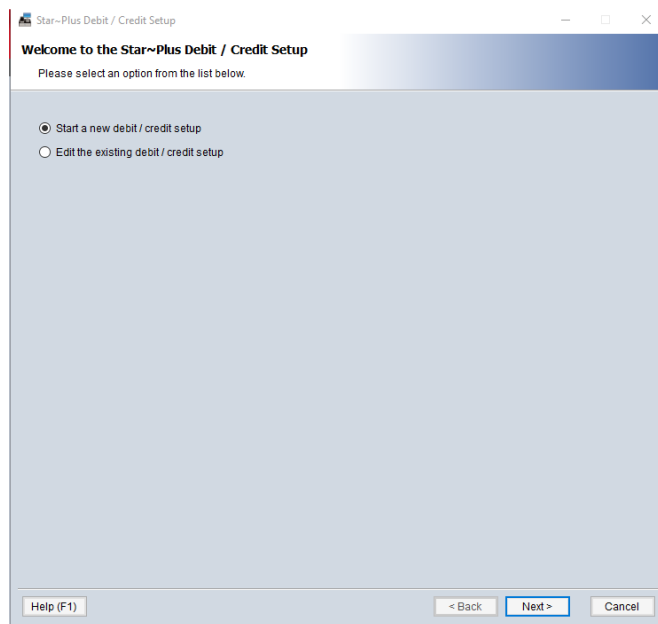


16. A screen will show the PED Serial Number. Press the Green Button to exit and save the configuration. Write this serial number down since it may be needed if Moneris Technical support is called. It will help to determine which ECR number is needed for this PIN pad.
17. Press Ok on the serial number display and the PIN pad will reboot and load the configuration changes. It may take a few seconds to start up after the reboot.

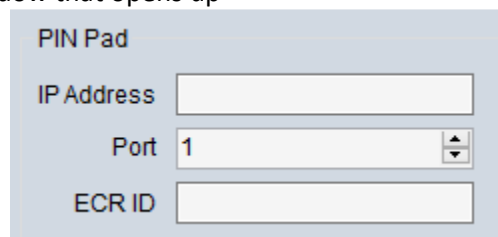
Configuring Star-Plus to work with the new PIN pad

1. Sign into the Menu as a user that will have permission/rights to access the Debit/Credit Configuration. Normally this would be a Manager
2. Click on the Till, Apps and Parameters button at the top of the menu then double click on the Debit/Credit Setup. Follow the sub steps below if you do not see the Debit/Credit Setup button otherwise you can skip them
 - a. Click on the Utilities button on the top right of the Menu
 - b. Double Click on the “Add to Menu” option
 - c. Click on the Till, Apps and Parameters selection on the left window pane then select the Debit/Credit Setup
 - d. Click the Add Button at the bottom then finish
 - e. Click on the Till, Apps and Parameters button at the top of the Menu then double click on the Debit/Credit Setup button. Call Auto-Star Support if the button is still not displaying or get a store Manager to sign into the Menu

The following screen will open up once the Debit/Credit setup application is started



3. Click on “Edit the existing debit/credit setup” option then click next
4. Click on “Moneris Direct Parameters” option and look for the following information on the bottom right corner of the window that opens up



5. -The IP Address field should match the IP of the new PIN pad and the port needs to be left at 1.

6. Make sure you write down the old ECR number on the chance the new PIN pad does not work. This will make it easier to go back to the old PIN pads.
7. Change the ECR ID to the number that Moneris sent with the new PIN pads. You will need to match the ERC number to the PIN pad via the serial number. This Serial Number should be a sticker on the side of the PIN pad. Call Moneris support if you do not have the ECR numbers since they are needed before the PIN pad can be used.
8. Click “Commit” once the ECR Number has been changed then “Commit” on the review screen and Yes on the Confirmation Window.
9. Click the Finish Button

Testing the new PIN pad on the till

1. Make sure the PIN pad is powered on and the display shows “Welcome” then start the till Application
2. The till display “initializing PIN pad” which should show “Sending, Receiving then Processing” on the PIN pad.
3. Wait until this is done then press the “PIN pad Admin” button or type in ^668^ and select the Full Initialization option. This will do a “Perform Full Pin Pad Init” instead of a Partial and report any errors the PIN pad may encounter.
4. Perform a test transaction using a Debit Card (if possible) once you get a successful Initialization using the Full Initialization option
5. Perform a Gift Card activation and tender if the store accepts these.

Appendix A. Troubleshooting

- “No Match on PED Serial Number – Error 201”
 - o This usually indicates that the wrong ECR number has been entered into the debit/credit setup within Star-Plus. Call Moneris support and verify the ECR number with them
- PIN pad fails to initialize
 - o Try a “Perform Full Pin Pad Init” from the PIN pad Admin button on the till or by using ^668^
 - o Try pinging the PIN pad IP from the system. The PIN pad will not be able to initialize if the till cannot communicate with it
 - o Exit the till then verify the ECR number and IP address that was entered into the Debit/Credit setup. Start the till and try another initialization once the data has been verified
 - o Call Auto-Star Support if the PIN pad still will not initialize
- Credit Cards are approved but Debit cards are declined
 - o This usually indicates that there is an issue with the merchant account at Moneris. Call Moneris Technical support and ask them to verify the account settings then call Auto-Star support if the problem persists.

Appendix B. Contacting Moneris Support



The Moneris Technical Support Number is 1-866-319-7450. Make sure you have the following information before you call their support line:

- Know your Merchant Number. This can be found in the Debit/Credit Setup wizard within Star-Plus
- The Serial number of the PIN pad that you are having the issue with
- The New ECR Number you were provided
- The ECR Number of the old PIN pad