



Paymark 6.1 Software Upgrade Instructions

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98 Anzac Avenue
PO Box 8400 Auckland, 1150
New Zealand
www.paymentexpress.com

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PROPRIETY NOTICE

The information described in this document is proprietary and confidential to Payment Express. Any unauthorized use of this material is expressly prohibited except as authorized by Payment Express in writing.

DISCLAIMER

Please read through the document in full before starting the process and if you do not feel confident in undertaking this process please contact our support line on 0800 729 6368 who will help you through the process. Please note that the changes are done in accordance with Paymark specifications updates and terminal compliance changes.

<https://www.paymark.co.nz/instore/approved-terminals.html>

UPGRADE OPTIONS

As of April 30th 2016, All EFTPOS Terminals running Paymark 6.0 software may become inactive unless upgraded to Paymark 6.1 as part of their annual software release cycle. The control process is managed by Paymark.

<https://www.paymark.co.nz/instore/6.0-software-upgrade.html>

As your EFTPOS terminal provider, we would like to ensure that you are upgraded to the new software as soon as possible. We have noticed that you have EFTPOS terminal(s) that requires upgrade.

UPGRADE OPTION 1 – Installer file

This upgrade option is an automated process and involves running an upgrade application. The approximate time this will take is 2-4 minutes.

UPGRADE OPTION 2 – Manual Update

This upgrade option requires manually inputting or updating tags and is a little bit more involved. The approximate time this will take is 3-6 minutes.

UPGRADE OPTION 3 – Call Payment Express Support

We do it for you; just call us on the relevant numbers below:

AUSTRALIA	NEW ZEALAND
Sydney	Auckland
Phone	Phone
1 800 006 254 or +61 2 8268 7700	0800 PAYMENT (729 6368) or +64 9 309 4693
UK	USA
London	Los Angeles
Phone	Phone
0800 088 6040 or +44 (0) 2 037 523 340	1 877 434 0003 or +1 213 378 1190 or +1 310 670 7299

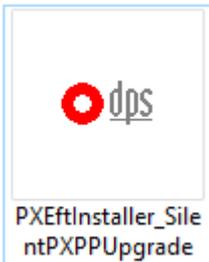
The approximate time this will take is 5-10 minutes (due to a required remote session)

OPTION 1 – INSTALLER FILE

DOWNLOAD THE UPDATE INSTALLER

http://www.paymentexpress.com/eftpos/pxeftinstaller_silentpxppupgrade.exe

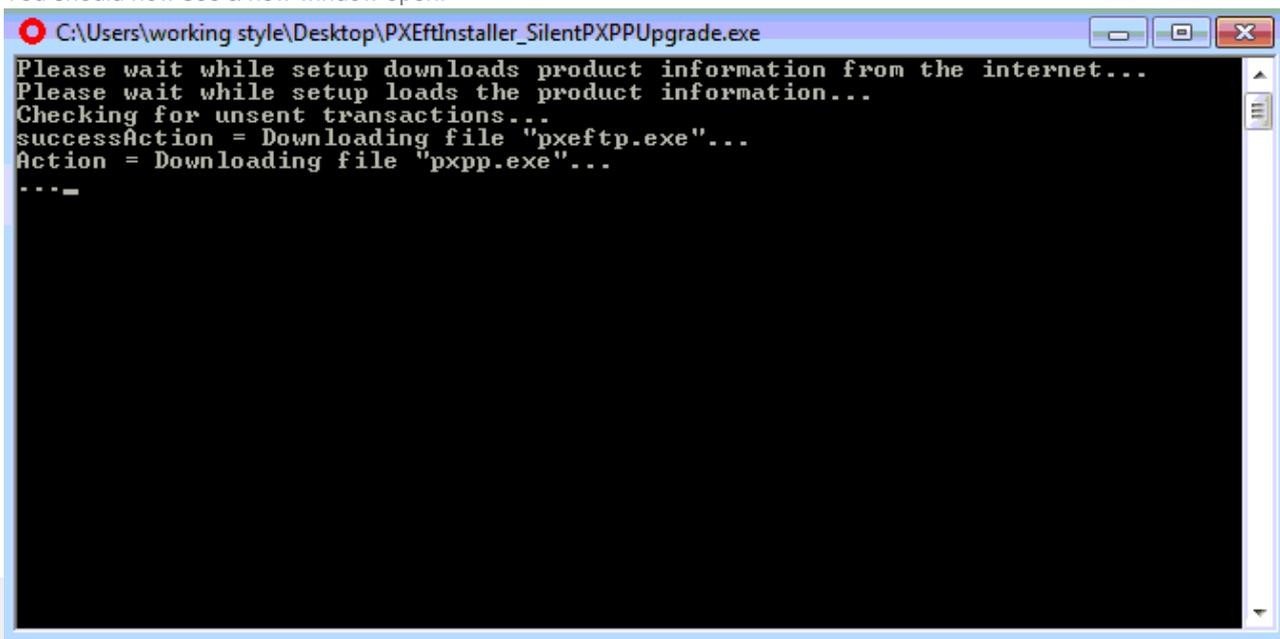
This might save to your DOWNLOADS folder which is usually found in: C:\Users\Downloads



Double-Click on the file named - PXEftInstaller_SilentPXPPUpgrade.

INSTALL THE UPDATE

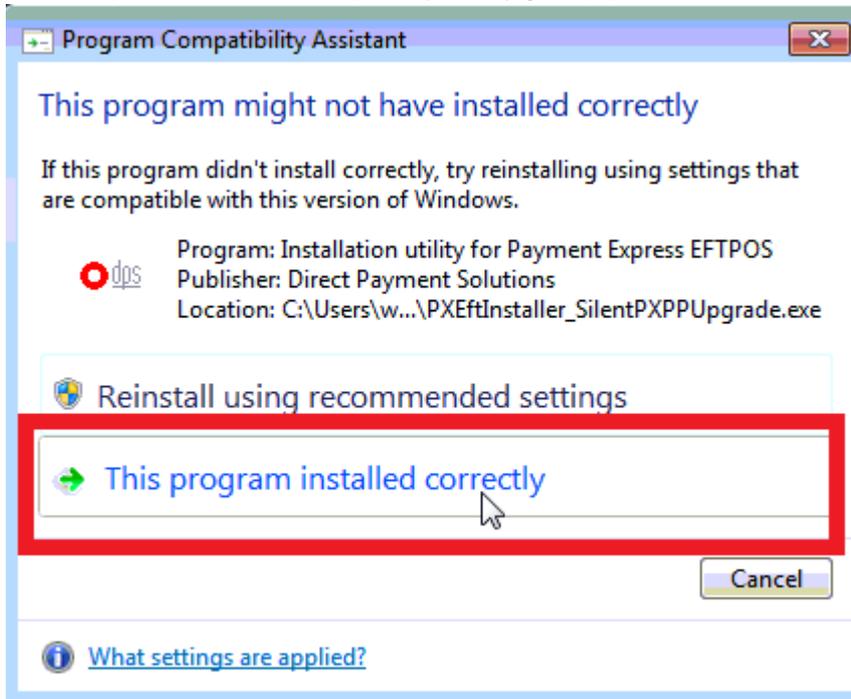
You should now see a new window open:

A screenshot of a Windows command prompt window titled 'C:\Users\working style\Desktop\PXEftInstaller_SilentPXPPUpgrade.exe'. The window contains the following text:

```
Please wait while setup downloads product information from the internet...
Please wait while setup loads the product information...
Checking for unspent transactions...
successAction = Downloading file "pxeftp.exe"...
Action = Downloading file "pxpp.exe"...
....=
```

Please allow this install process to run until the window closes.

Once the process has been completed you may get a popup:

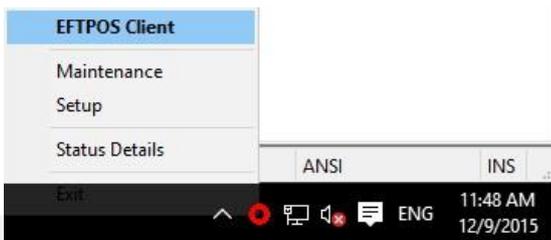


Select 'This program installed correctly'

Now you will need to perform a 'logon' with the next step – Restarting Payment Express Eftpos Services.

RESTARTING PAYMENT EXPRESS EFTPOS SERVICES

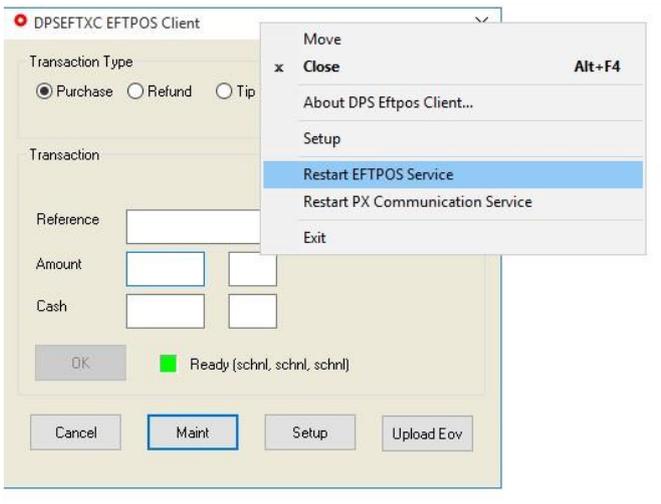
Locate the 'Payment Express EFTPOS' service running in the background by right clicking the 'red donut' icon, and navigating to 'EFTPOS Client' and the top of the menu



Alternatively, you can **search for EFTPOS** client by opening your start menu and navigating to your installed programs



After opening the 'EFTPOS Client', Right click the top menu bar, and select **"Restart EFTPOS Service"**. Your EFTPOS Pinpad will go offline for around 10 seconds while the EFTPOS services restart

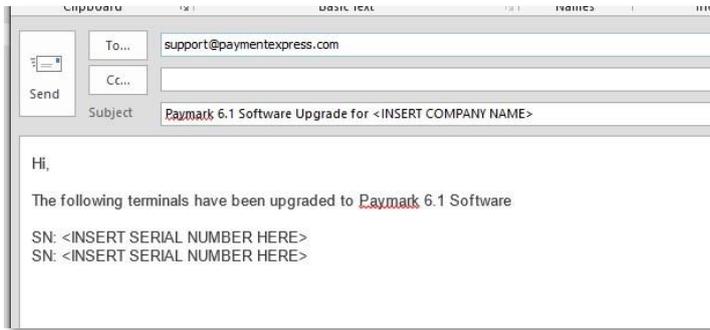


After your services come back online, **complete a 'LOGON'** using the EFTPOS client or your own POS system to ensure that the EFTPOS Terminal is communicating with the computer as per usual.

To finalize the upgrade please do the next step – Confirmation Email

CONFIRMATION EMAIL

Please send a confirmation email to support@paymentexpress.com stating your Company, and the Serial Numbers of the EFTPOS Terminals that have been upgraded



The screenshot shows an email client window with the following fields:

- To: support@paymentexpress.com
- CC: (empty)
- Subject: **Paymark 6.1 Software Upgrade for <INSERT COMPANY NAME>**

The email body contains the following text:

Hi,

The following terminals have been upgraded to **Paymark 6.1 Software**

SN: <INSERT SERIAL NUMBER HERE>
SN: <INSERT SERIAL NUMBER HERE>

If you need assistance or have any questions please email support@paymentexpress.com

Thanks once again for choosing a Payment Express product.

OPTION 2 - PAYMARK 6.1 MANUAL UPGRADE INSTRUCTIONS

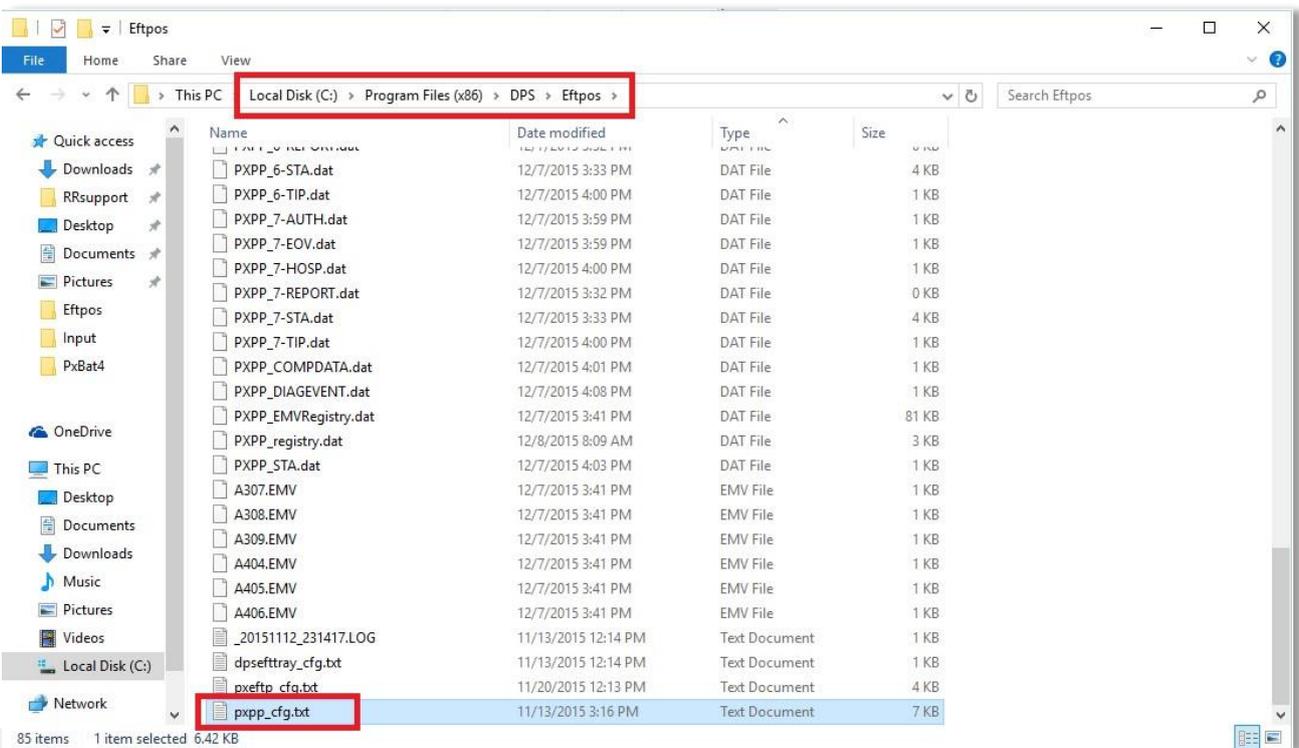
As of April 30th 2016, All EFTPOS Terminals running Paymark 6.0 software may become inactive unless upgraded to Paymark 6.1 as part of their annual software release cycle. The control process is managed by Paymark.

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As your EFTPOS terminal provider, we would like to ensure that you are upgraded to the new software as soon as possible. We have noticed that you have EFTPOS terminal(s) that requires upgrade. Please follow the instructions below to complete this process – This whole upgrade should take less than 5 minutes per EFTPOS Terminal

LOCATING THE EFTPOS FOLDER

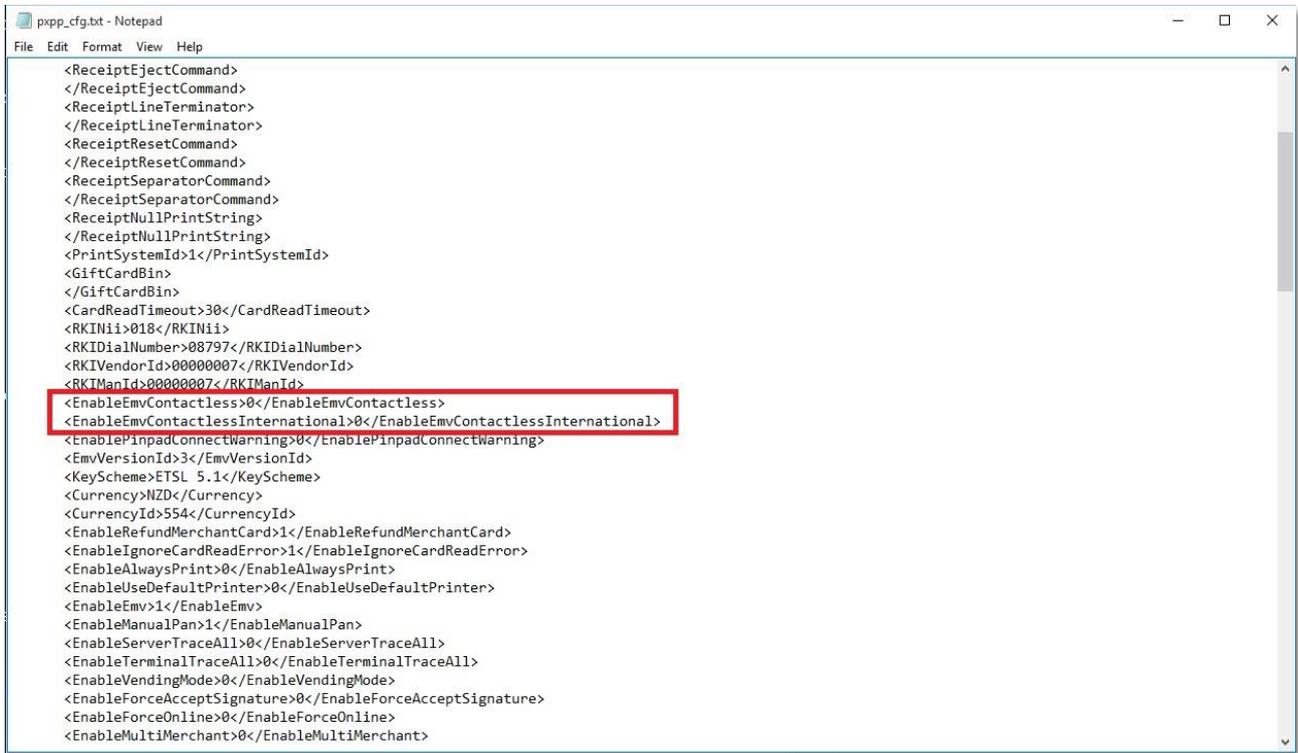
Locate your EFTPOS folder. This folder is located by default in 'C:\Program Files (x86)\DPS\Eftpos' on a 64bit OS, and 'C:\Program Files\DPS\Eftpos' on a 32bit OS, after locating the folder, open up the file pxpp_cfg.txt.



EDITING THE CONFIGURATION FILE

Within the pxpp_cfg.txt file, the following changes will have to be made:

Find the tags: `<EnableEmvContactless>` and `<EnableEmvContactlessInternational>`, and change the value of the 0's to 1



```
<ReceiptEjectCommand>
</ReceiptEjectCommand>
<ReceiptLineTerminator>
</ReceiptLineTerminator>
<ReceiptResetCommand>
</ReceiptResetCommand>
<ReceiptSeparatorCommand>
</ReceiptSeparatorCommand>
<ReceiptNullPrintString>
</ReceiptNullPrintString>
<PrintSystemId>1</PrintSystemId>
<GiftCardBin>
</GiftCardBin>
<CardReadTimeout>30</CardReadTimeout>
<RKINii>018</RKINii>
<RKIDialNumber>08797</RKIDialNumber>
<RKIVendorId>00000007</RKIVendorId>
<RKIManId>00000007</RKIManId>
<EnableEmvContactless>0</EnableEmvContactless>
<EnableEmvContactlessInternational>0</EnableEmvContactlessInternational>
<EnablePinpadConnectWarning>0</EnablePinpadConnectWarning>
<EmvVersionId>3</EmvVersionId>
<KeyScheme>ETSL 5.1</KeyScheme>
<Currency>NZD</Currency>
<CurrencyId>554</CurrencyId>
<EnableRefundMerchantCard>1</EnableRefundMerchantCard>
<EnableIgnoreCardReadError>1</EnableIgnoreCardReadError>
<EnableAlwaysPrint>0</EnableAlwaysPrint>
<EnableUseDefaultPrinter>0</EnableUseDefaultPrinter>
<EnableEmv>1</EnableEmv>
<EnableManualPan>1</EnableManualPan>
<EnableServerTraceAll>0</EnableServerTraceAll>
<EnableTerminalTraceAll>0</EnableTerminalTraceAll>
<EnableVendingMode>0</EnableVendingMode>
<EnableForceAcceptSignature>0</EnableForceAcceptSignature>
<EnableForceOnline>0</EnableForceOnline>
<EnableMultiMerchant>0</EnableMultiMerchant>
```

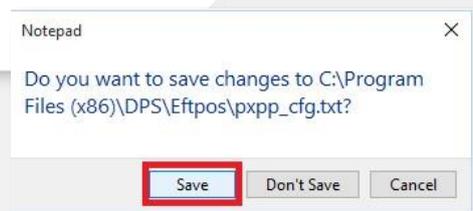


```
<CardReadTimeout>30</CardReadTimeout>
<RKINii>018</RKINii>
<RKIDialNumber>08797</RKIDialNumber>
<RKIVendorId>00000007</RKIVendorId>
<RKIManId>00000007</RKIManId>
<EnableEmvContactless>1</EnableEmvContactless>
<EnableEmvContactlessInternational>1</EnableEmvContactlessInternational>
<EnablePinpadConnectWarning>0</EnablePinpadConnectWarning>
<EmvVersionId>3</EmvVersionId>
<KeyScheme>ETSL 5.1</KeyScheme>
<Currency>NZD</Currency>
<CurrencyId>554</CurrencyId>
<EnableRefundMerchantCard>1</EnableRefundMerchantCard>
<EnableIgnoreCardReadError>1</EnableIgnoreCardReadError>
```

NB: If you cannot find these tags, you can add them in manually, somewhere between the top Server tag '`<Server>`' and the closing Server tag '`</Server>`'

```
<EnableEmvContactless>1</EnableEmvContactless>
<EnableEmvContactlessInternational>1</EnableEmvContactlessInternational>
```

After these changes have been made, save the pxpp_cfg.txt



RESTARTING PAYMENT EXPRESS EFTPOS SERVICES

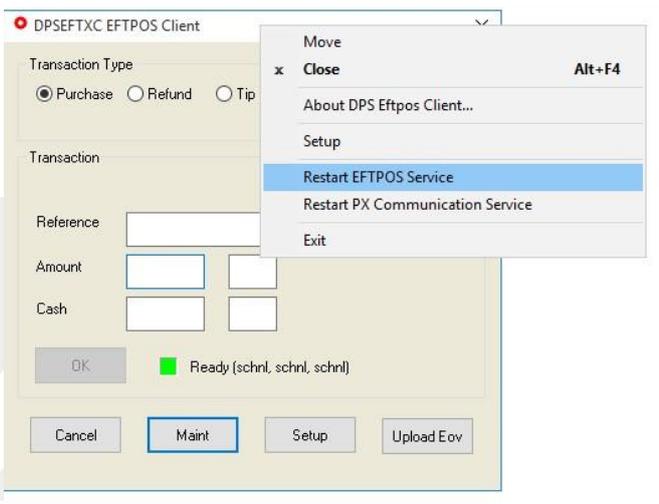
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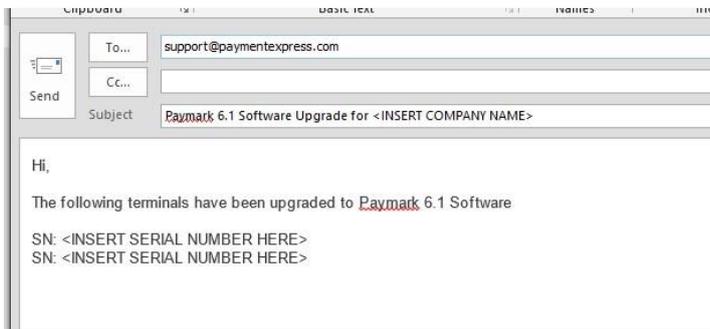
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