



# Windcave

## Tupelo Installation Guide

**Version 1.1**

## Copyright

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## Proprietary Notice

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## Document Revision Information and Amendments

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All amendments are to be identified and the manual updated, noting the amendment on this amendment page.

Version	Date	Section	Revision Information	Amended by
0.1	2020/05/01	All	Initial Draft	KH
0.2	2020/05/06	4	Updated Screen Images	KH
0.3	2020/05/28	6	Added troubleshooting section	KH
0.4	2020/06/19	All	Formatting update	KH
1.0	2020/08/05	All	Release version	KH
1.1	2023/05/04	2.2	Updated firewall considerations	KH

## Related Documents

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Document title	Link/Location

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# 1 Components

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The following details the components required based on your chosen Windcave terminal solution, please ensure you have the necessary equipment prior to proceeding with this installation guide. If you are missing any components or have any questions please let your Windcave consultant know immediately.

Please note the Ingenico IPP350 and Move5000 can be provided with a number of different connection methods, please speak to your Windcave Sales consultant regarding your specific cable requirements.

## 1.1 Ingenico IPP350



## 1.2 Ingenico Move5000



## 2 Pre-Installation Checklist

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Please ensure you have the following items organized and ready before proceeding further with the installation:

- Your Windcave provided payment terminal and cables
- Receipt printer if using IPP350, if using Move5000 on-board printer can be used
- A stable broadband internet connection
- Payline username and password to access Windcave online Payment Manager

### 2.1 System Pre-requisites

The SCR Controller supports the following versions of Microsoft Windows:

- Windows 10 (32-bit/64-bit)
- Windows 8 (32-bit/64-bit)
- Windows 7 (32-bit/64-bit)

Please ensure latest Service Pack updates have been installed and meets the below recommended minimum hardware requirements:

- Recommended minimum RAM: 1GB
- Recommended minimum CPU: 2.4GHz single core

### 2.2 Firewall Considerations

#### 2.2.1 Windcave Firewall Considerations

The Windcave SCR Tupelo solution requires access to our UAT host for testing and our SEC host for production/live traffic. The communication protocols used are HTTPS & TCP.

Test	HTTPS Address: <a href="https://uat.windcave.com/scr.aspx">https://uat.windcave.com/scr.aspx</a>	Port: 443
	TCP Address: <a href="https://uat.windcave.com">uat.windcave.com</a>	Port: 65
Production	HTTPS Address: <a href="https://sec.windcave.com/scr.aspx">https://sec.windcave.com/scr.aspx</a>	Port: 443
	TCP Address: <a href="https://sec.windcave.com">scr.windcave.com</a>	Port: 65

Access on port 80 is required to browse to our website ([www.windcave.com](http://www.windcave.com)) and download the installer (.exe). The installer needs to connect to port 443 as it uses SSL encryption to connect to our server and download application and configuration files.

#### 2.2.2 Paymark NZ Connectivity

For merchants connecting with Paymark NZ Merchant/Terminal Id's (applicable to New Zealand Merchants only) there are some additional firewall considerations.

Paymark Test	TCP Address: 117.120.36.122	Port: 33876
Paymark Production	TCP Address: 117.120.34.110 (Primary)	Port: 33876
	TCP Address: 117.120.32.110 (Secondary)	Port: 33876
	TCP Address: <a href="https://eft6.windcave.com">eft6.windcave.com</a> (for RKI only)	Port: 61

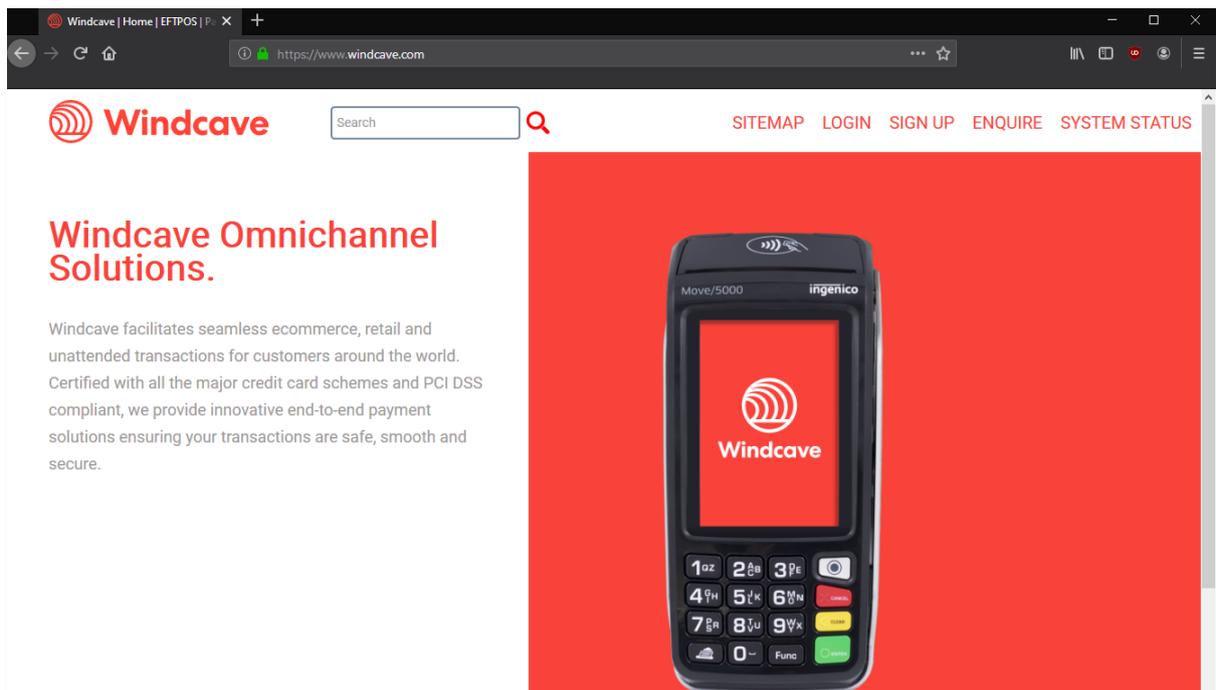
### 3 Software Installation

The Windcave SCR Controller application controls communications between the Point of Sale (POS) system, the Windcave Host and Tupelo terminal. To install the Windcave SCR Controller on your PC please follow the below step by step guide.

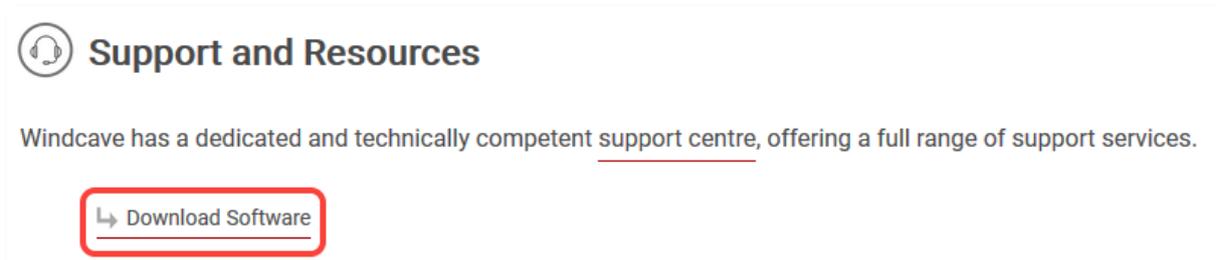
Please ensure your Windcave Tupelo terminal is connected to the PC before proceeding.

#### 3.1 Downloading Windcave SCR Controller

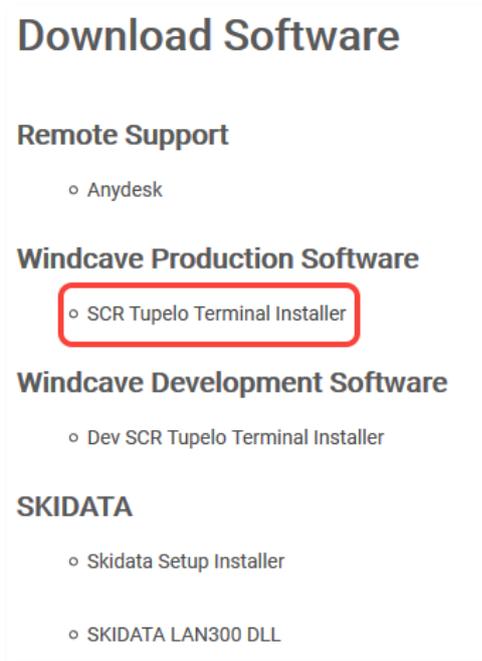
To download the Windcave SCR Controller software first open a web browser and navigate to [www.windcave.com](https://www.windcave.com):



Scroll down to the bottom of the page and press the “Download Software” link:



From the Download Software page choose the “SCR Tupelo Terminal Installer” to download the production installer for the SCR Controller:



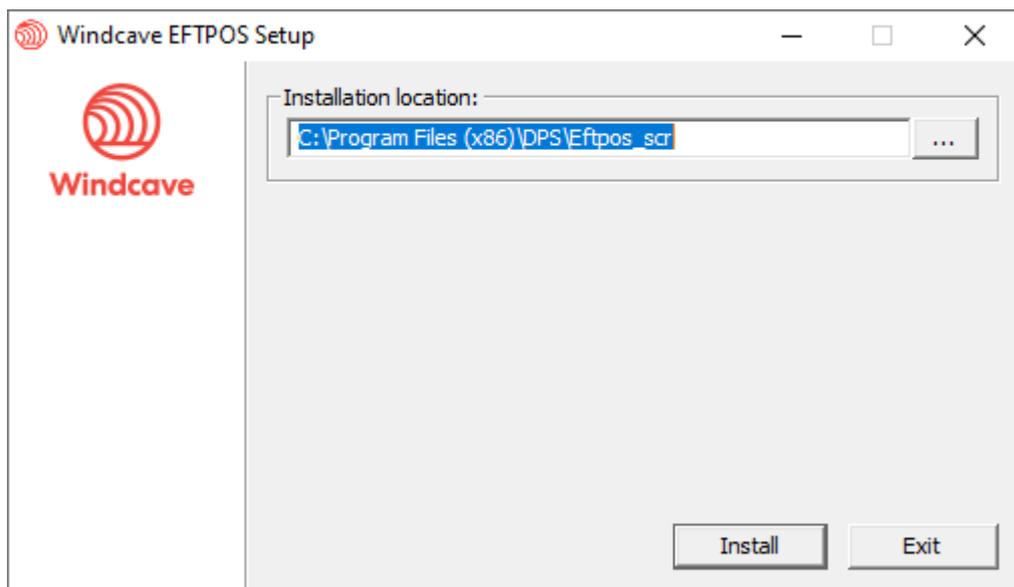
For development installations please choose the “Dev SCR Tupelo Terminal Installer” instead to download the development SCR Controller installer.

## 3.2 Installing the Windcave SCR Controller

### 3.2.1 Installation Location

Once downloaded open the file to start the installation wizard:

*(It is recommended to run the application as administrator where possible.)*



Choose your preferred installation location or leave on default, then press the “Install” button.

### 3.2.2 End User License Agreement

Please ensure you read the End User License Agreement (EULA) carefully. Once you have scrolled all the way to the bottom you can accept the agreement by pressing the "Yes, I Accept":

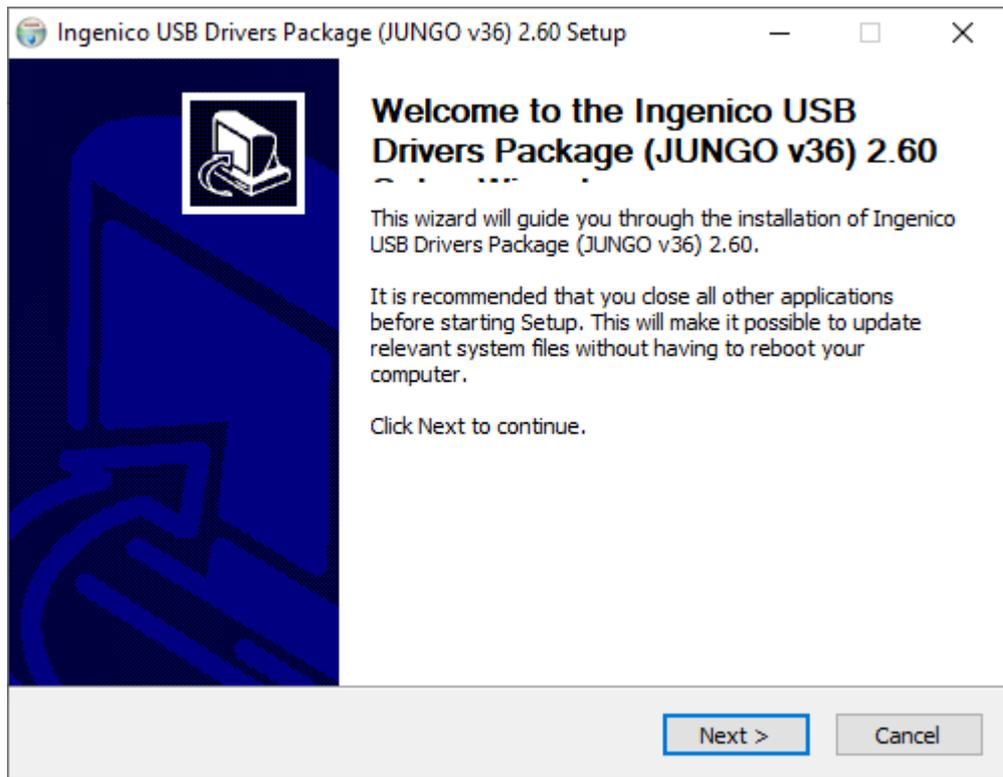


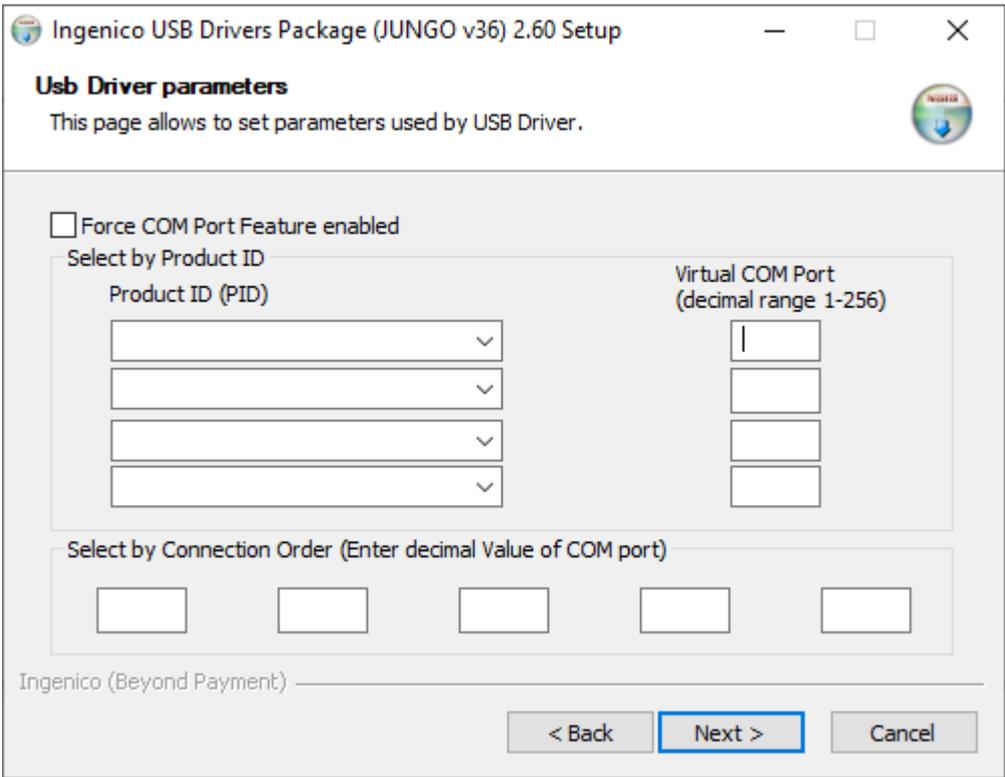
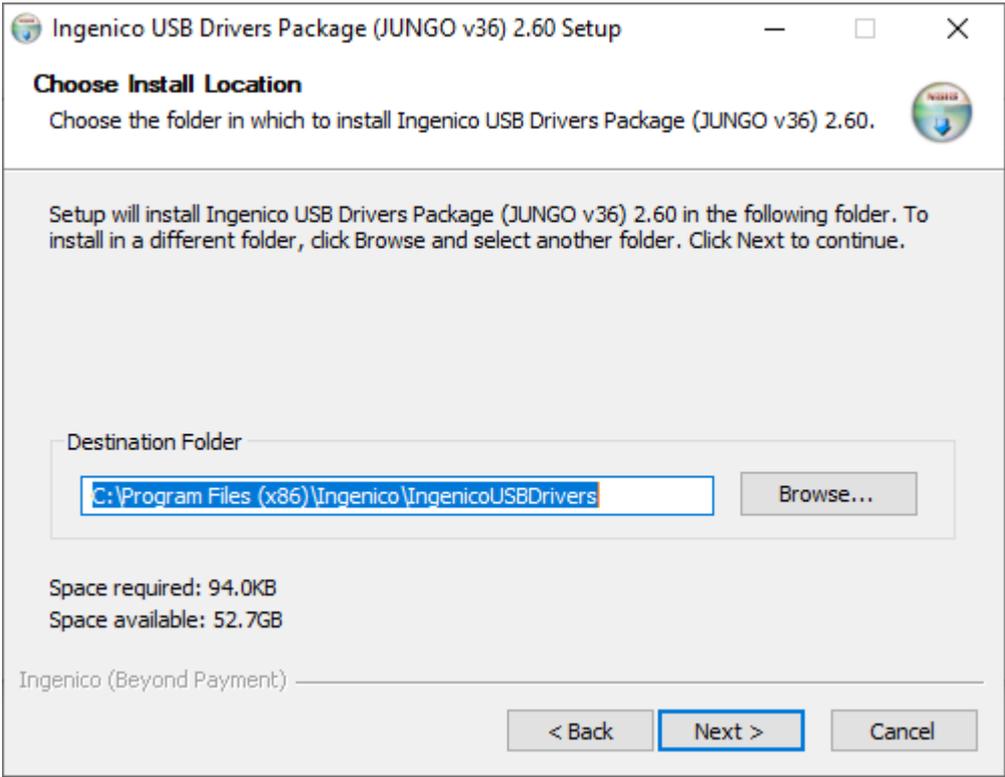
This agreement must be accepted to proceed with the installation, if you have any questions regarding this please contact your account manager or email [sales@windcave.com](mailto:sales@windcave.com).

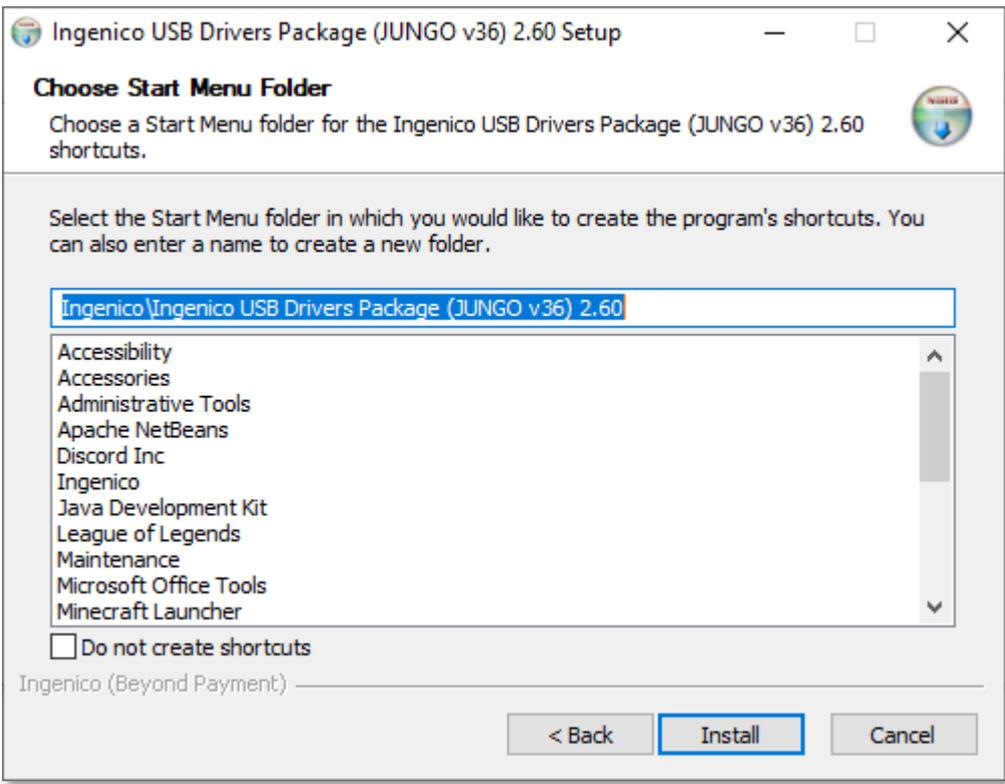
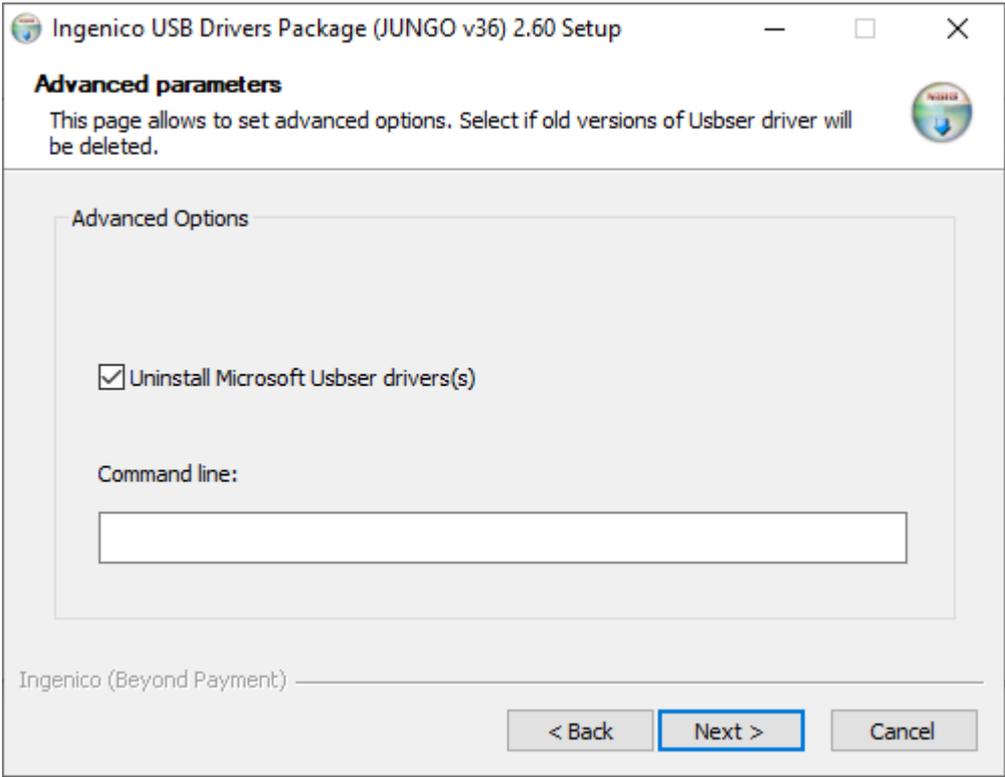
### 3.2.3 Ingenico USB Drivers

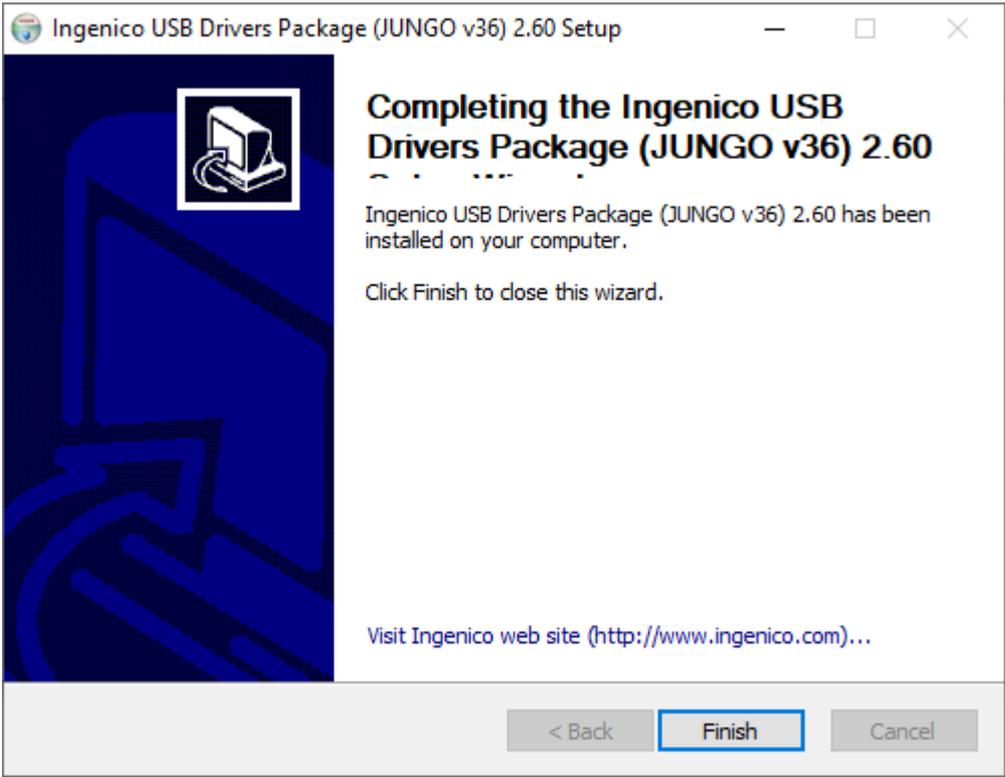
The installer will then proceed to download the proprietary USB pinpad drivers, if using the supplied USB cable please follow the below instructions. If using a serial cable please cancel the below dialogue and proceed to 3.2.2.

Once downloaded the driver wizard will appear, it is recommended to install using the default settings as such when prompted press "Next" to continue until driver installation reports as complete. The follow images will walk you through step by step the driver installations:





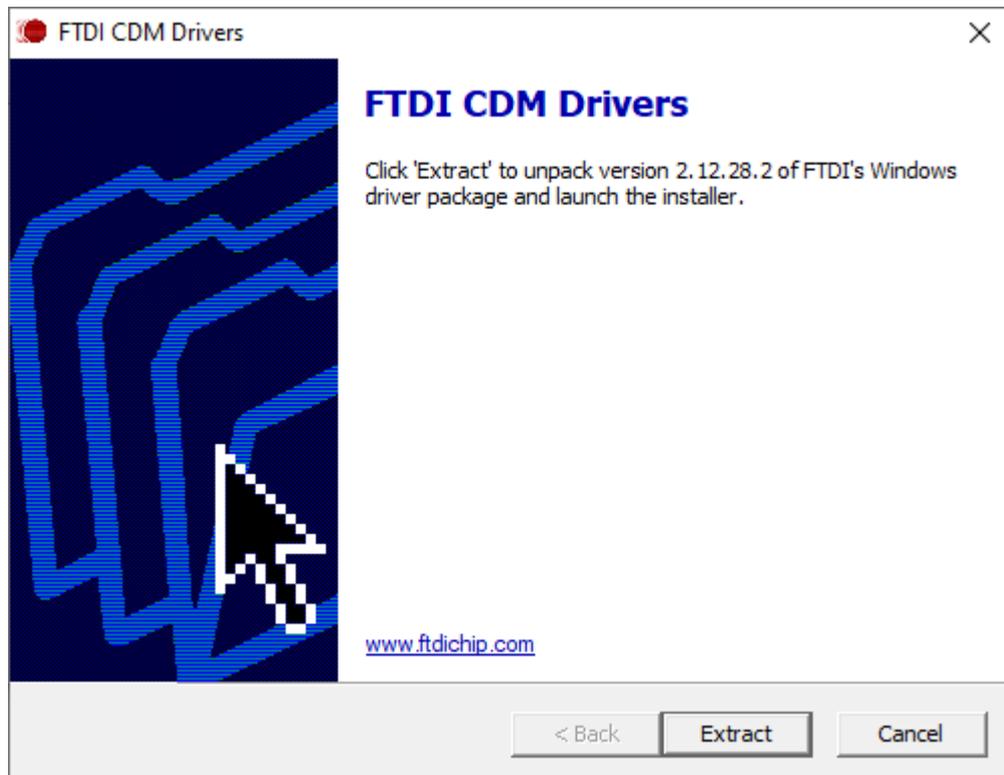


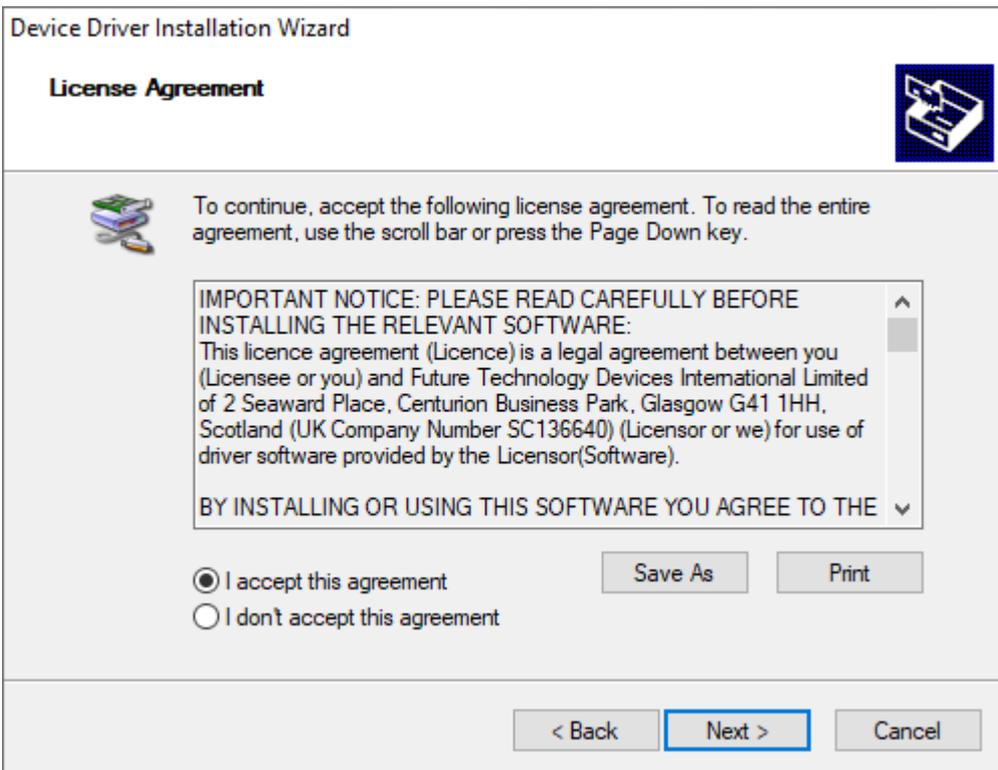
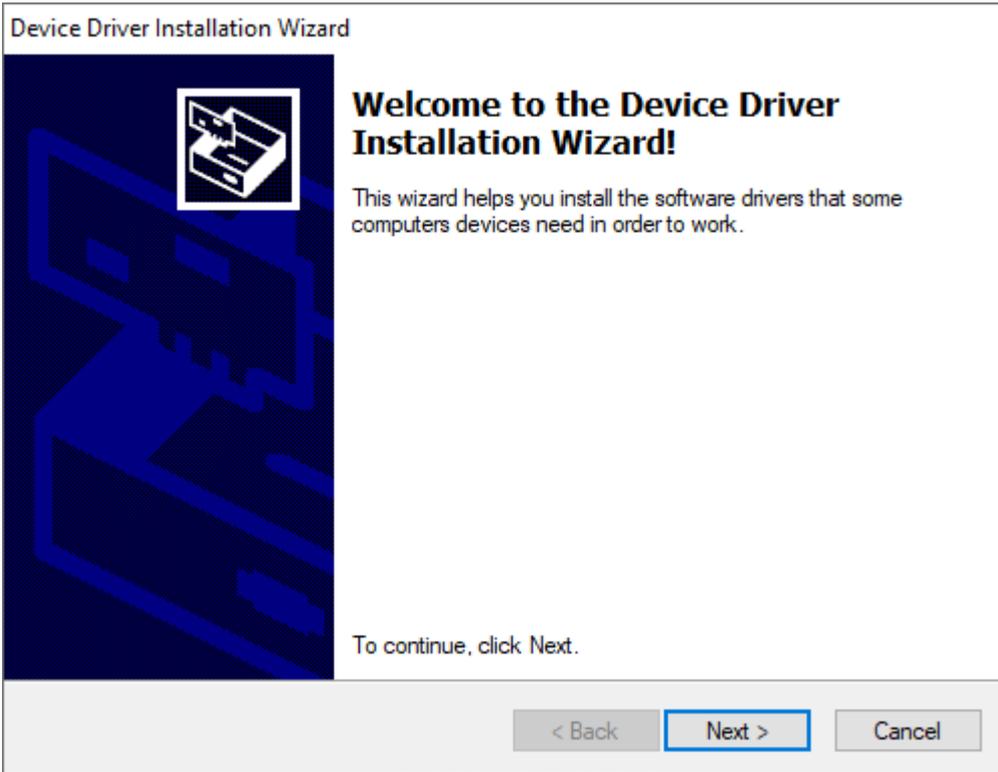


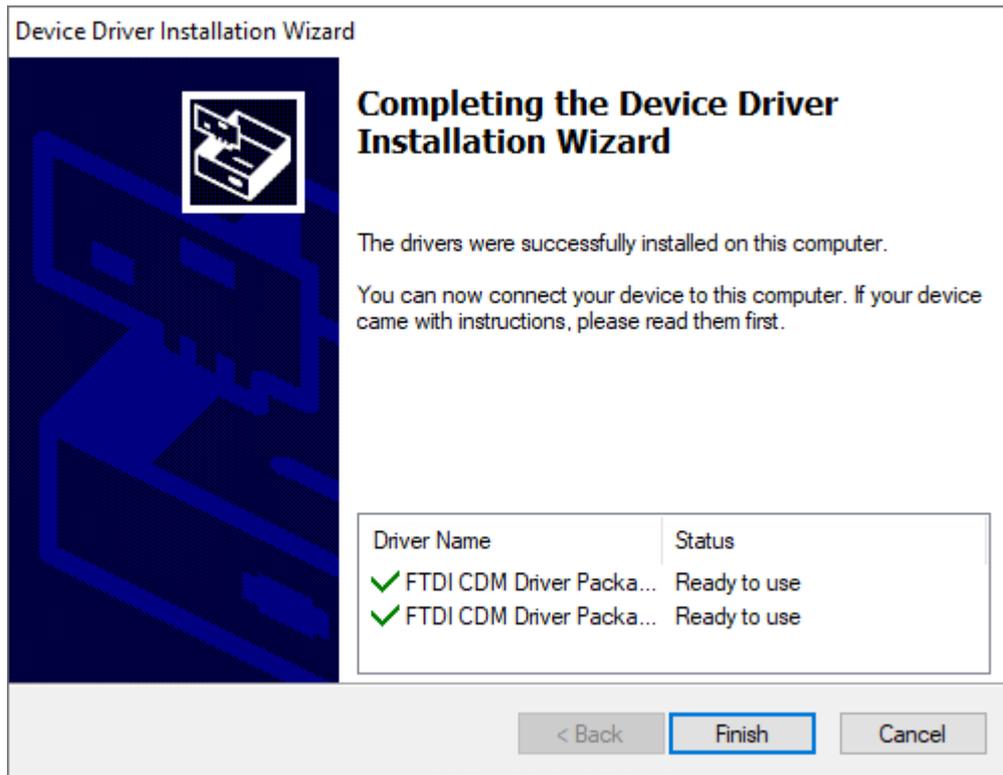
### 3.2.4 FTDI Serial Driver

If using a serial cable to connect the pinpad to PC please follow the below instructions. If using a USB cable please press cancel button in the below dialogue and proceed to 3.2.5.

Press "Extract" on the driver wizard, it is recommended to install using the default settings as such when prompted press "Next" to continue until driver installation reports as complete. The follow images will walk you through step by step the driver installations:

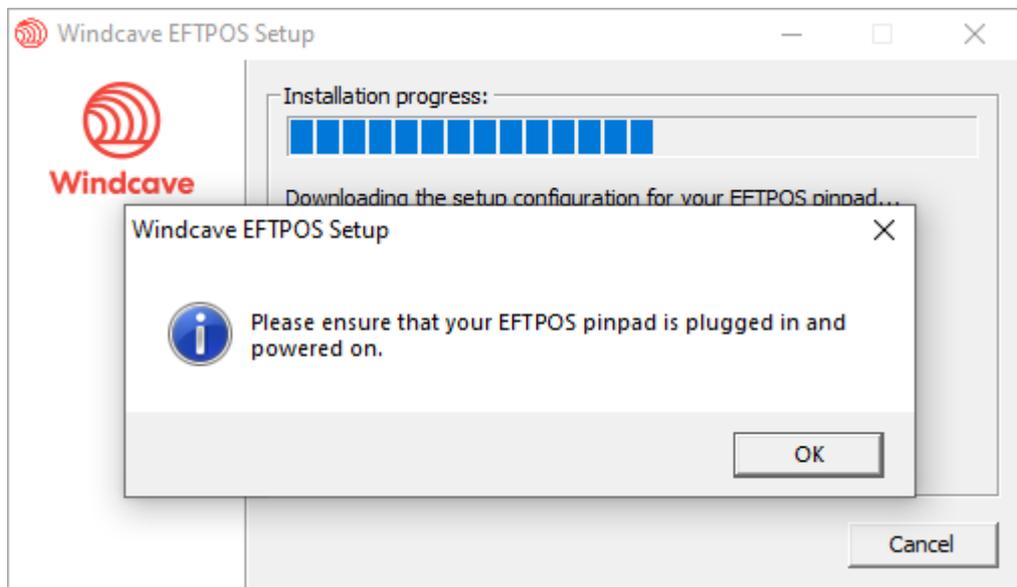


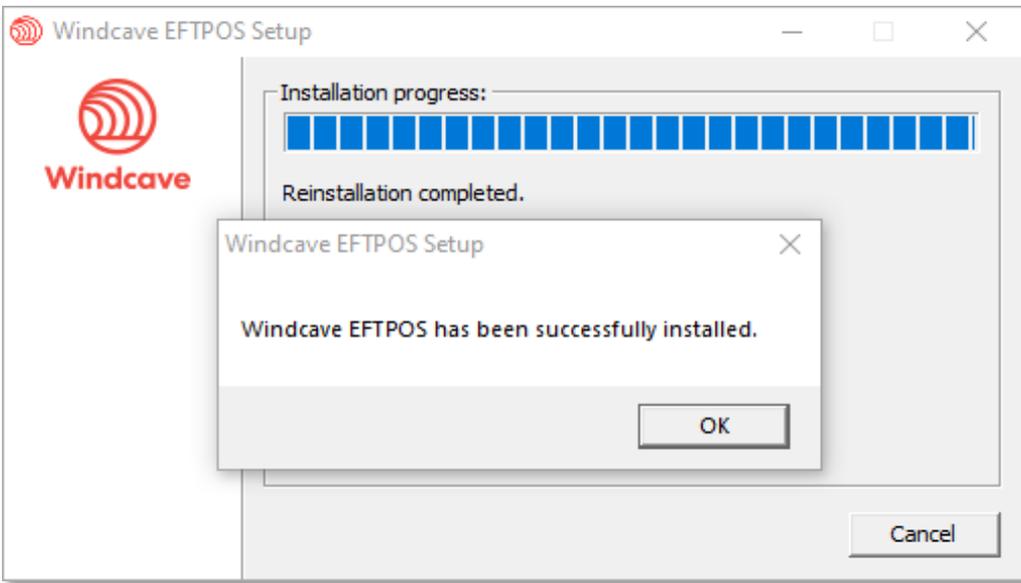
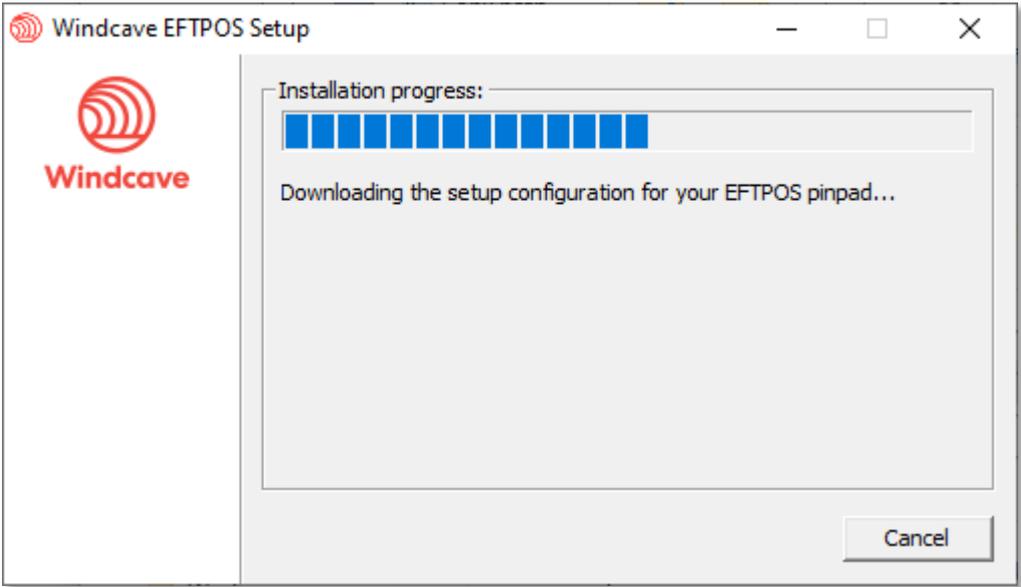




### 3.2.5 Finalizing Installation

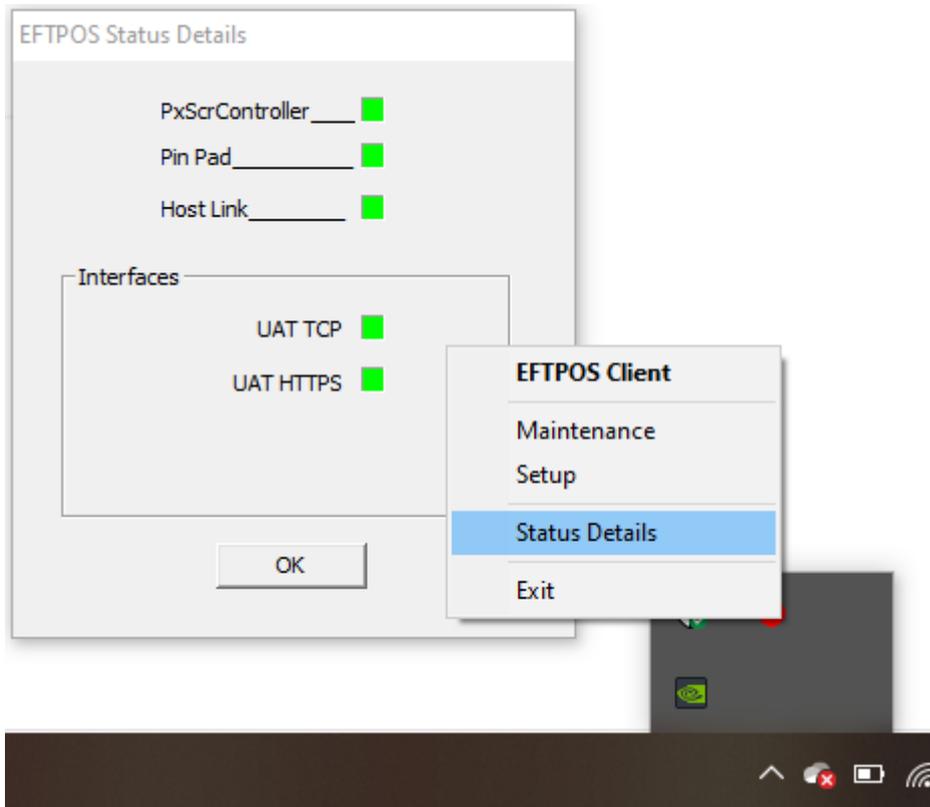
The installer will now download the Windcave SCR Controller application and configuration files, when prompted ensure the pinpad is connected and powered on:





### 3.2.6 Verifying Connection to Windcave

To verify that your Windcave Tupelo terminal is connected to our servers, right click on the Windcave in the taskbar area and select the "Status Details" option per the below screenshot:



Per above all interfaces should be Green to indicate connection to the Windcave Host, if any interfaces persist Red please contact Windcave Support.

## 4 Remote Key Injection (RKI)

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For merchants connecting with Paymark NZ Merchant/Terminal Id's (applicable to New Zealand Merchants only), a Remote Key Injection (RKI) process must be completed prior to processing transactions.

### 4.1 First Time Setup

If this is the first time you are installing the SCR Tupelo terminal from our website, the terminal will automatically initiate the RKI and your terminal shortly after install will display "Please Logon" on the pinpad screen.

Once you see the "Please Logon" prompt please phone the Windcave Support team to complete the RKI process and ensure you have the below information close by:

- Customer Name or Customer Id
- Pinpad serial number (Located on the rear of the device)

The support team can be contacted on 0800 PAYMENT (729 6368) or +64 9 309 4693.

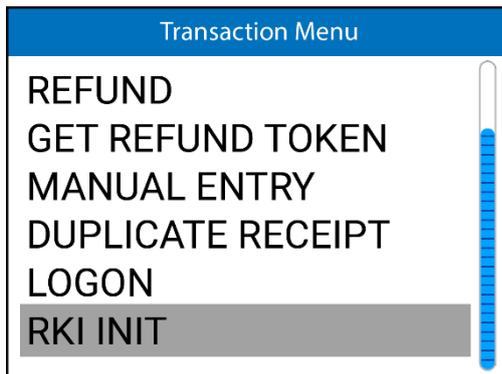
If your terminal does not display "Please Logon" please follow the below process to initiate a manual RKI.

### 4.2 Manual RKI

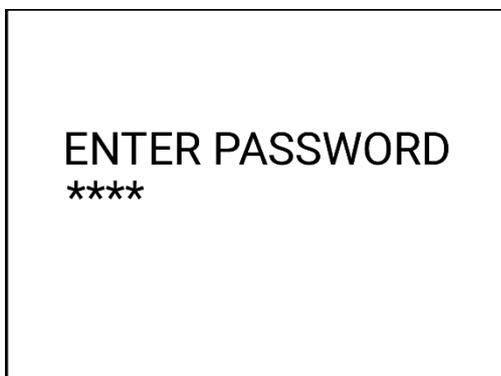
To initiate the manual Remote Key Injection (RKI), open the pinpad menu by pressing the menu key on your terminal:



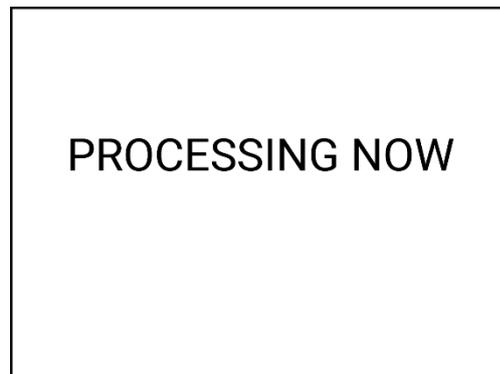
From the menu select the "RKI INIT" option:



When prompted to enter a password, enter "6987" and press "enter":



The terminal screen will display "RKI INIT" followed by a "Processing Now" prompt indicating the RKI has been initiated:



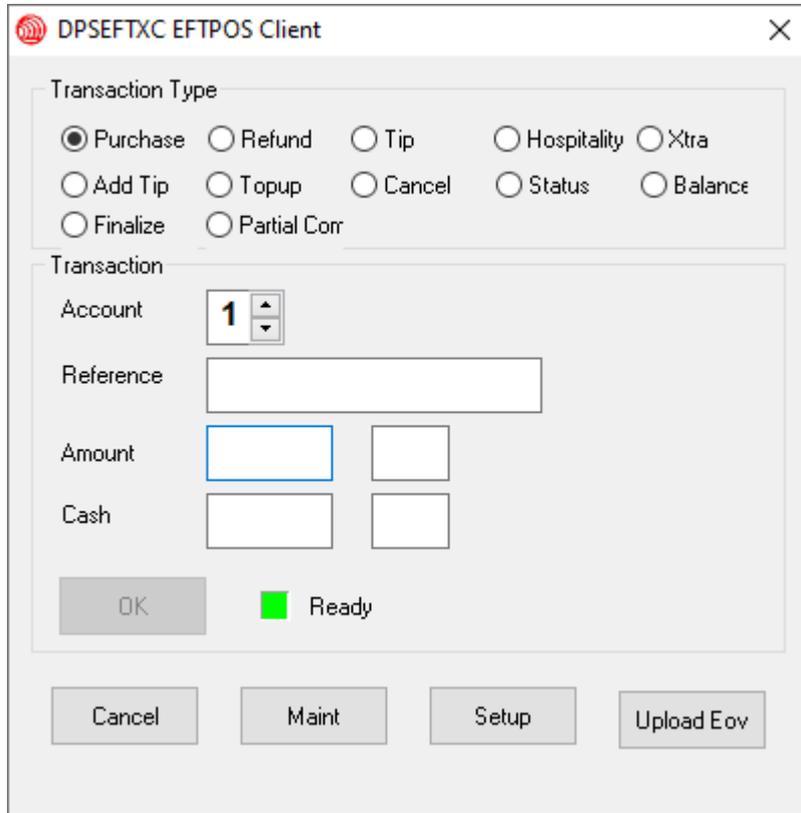
Once complete the terminal will display "Please Logon", once you see the "Please Logon" prompt please phone the Windcave Support team to complete the RKI process and ensure you have the below information close by:

- Customer Name or Customer Id
- Pinpad serial number (Located on the rear of the device)

The support team can be contacted on 0800 PAYMENT (729 6368) or +64 9 309 4693.

## 5 Verifying the Installation

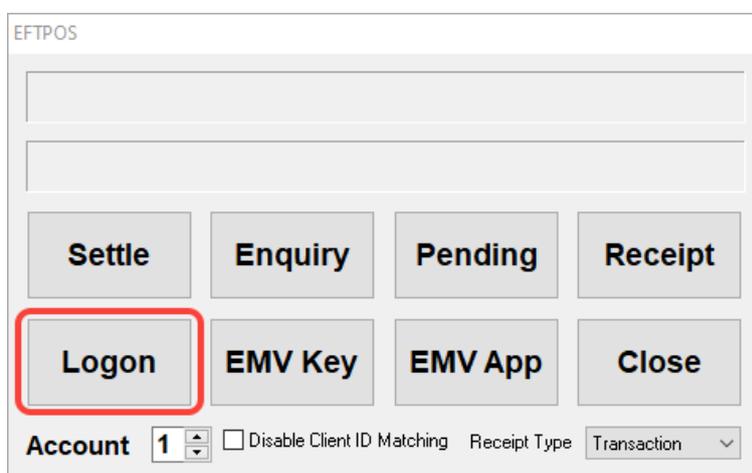
To verify the installation is setup and functioning please open the Windcave EFTPOS client by double clicking the Windcave icon in the system tray. A green status icon and status text should be displayed next to the OK button:



### 5.1 Performing a Logon

A logon should be performed to confirm the terminal is able to successfully communicate with the Windcave host.

To initiate a logon press the "Maint" button from the Windcave EFTPOS client, then select the "Logon" option from the new dialogue window:



The result of the logon request will be displayed on the pinpad screen as well as on a small receipt printed, if successful this will display approved.

Please ensure the Merchant name and address printed at the top of the receipt is correct, if there are any issues please contact Windcave support as soon as possible.

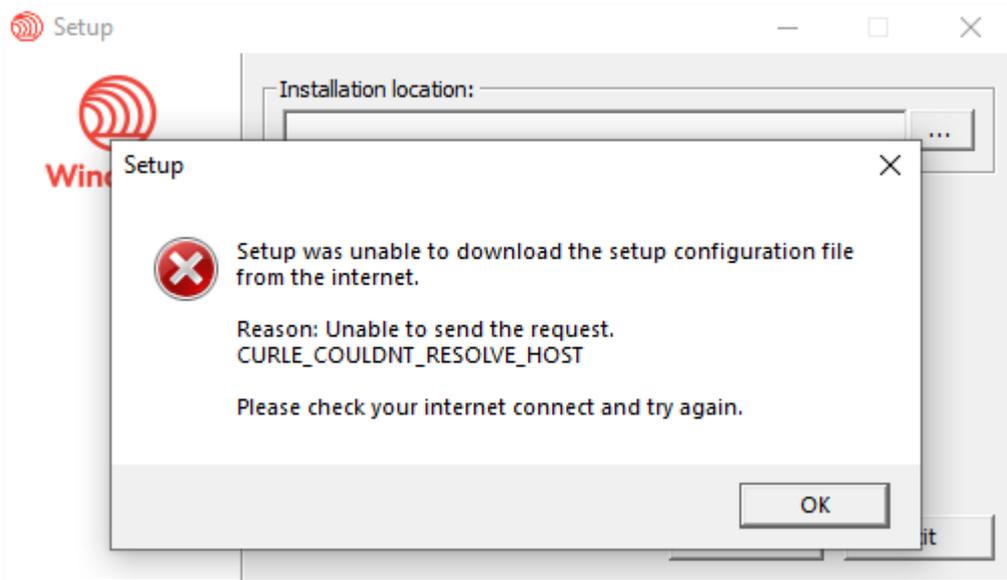
## 6 Troubleshooting

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### 6.1 Installer Not Running/Downloading

The below error occurs when there is no internet connectivity to the Windcave host, when this occurs check your internet connectivity by:

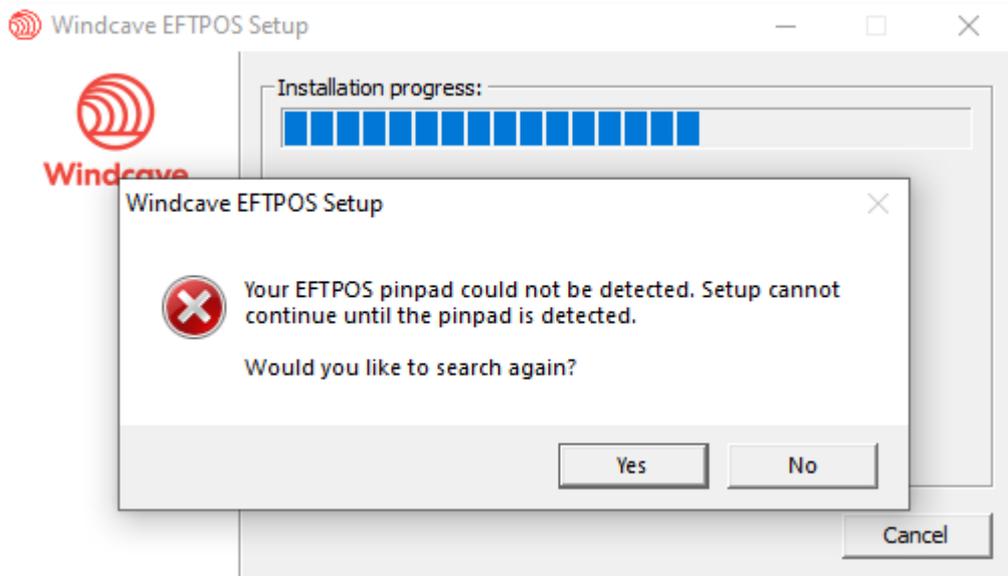
- Attempt to browse to <https://www.windcave.com>
- Ensure all fire wall considerations in section 2.2 are allowed
- Attempt to browse to <https://www.windcave.com> on another device connected to the same network.
- Consult with your network/IT team or Internet Service Provider (ISP)



## 6.2 Cannot Detect Pinpad

The below error occurs when the SCR Controller cannot detect the Windcave terminal, when this error occurs check the connectivity by:

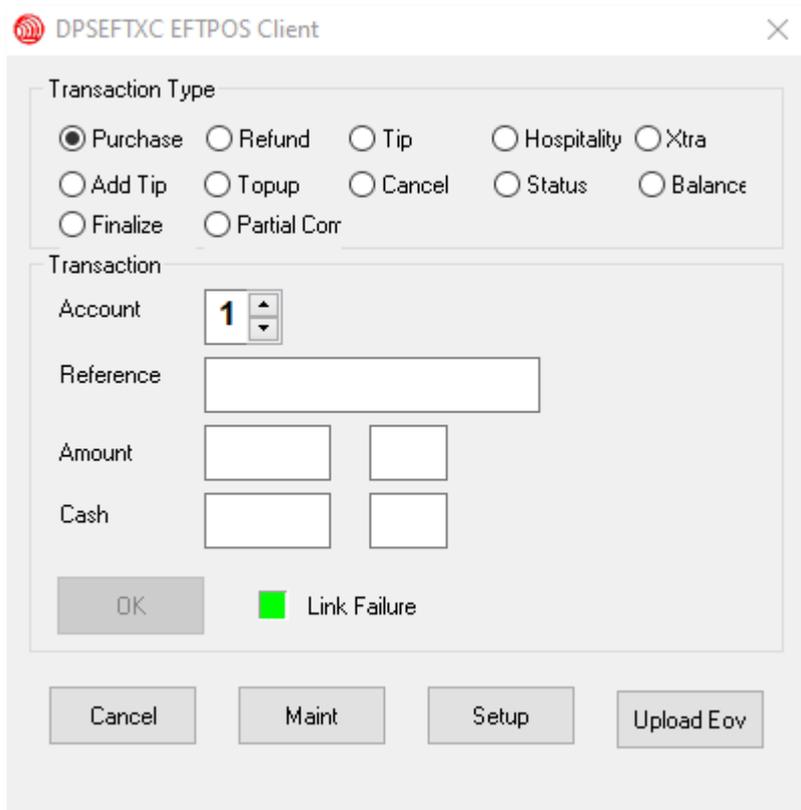
- Check physical cable connection i.e. ensure cable is securely connected both in the PC and rear of the pinpad
- Unplug the terminal from the PC then reconnect it
- Connect the terminal to a different connection on the PC



### 6.3 Link Failure

The below error occurs when the SCR Controller cannot connect to the Windcave host, when this error occurs check the connectivity by:

- Attempt to browse to <https://www.windcave.com>
- Attempt to browse to <https://www.windcave.com> on another device connected to the same network.
- Consult with your network/IT team or Internet Service Provider (ISP)
- Ensure all fire wall considerations in section 2.2 are allowed



## 6.4 Logon Error

The below error occurs when the Logon request does not reach the Windcave host, when this error occurs check the connectivity by:

- Attempt to browse to <https://www.windcave.com>
- Attempt to browse to <https://www.windcave.com> on another device connected to the same network.
- Consult with your network/IT team or Internet Service Provider (ISP)
- Ensure all fire wall considerations in section 2.2 are allowed

EFTPOS

