



Troubleshooting
Integrated Credit Card Processing
in
Sensible Cinema Terminal Client
Version 4.1x and Later

Featuring PCI Compliant "Out-Of-Scope"
Credit Card Processing Solution Using Datacap dsiPDCX
and the Verifone VX-805 PIN Pad

Most Common Errors:

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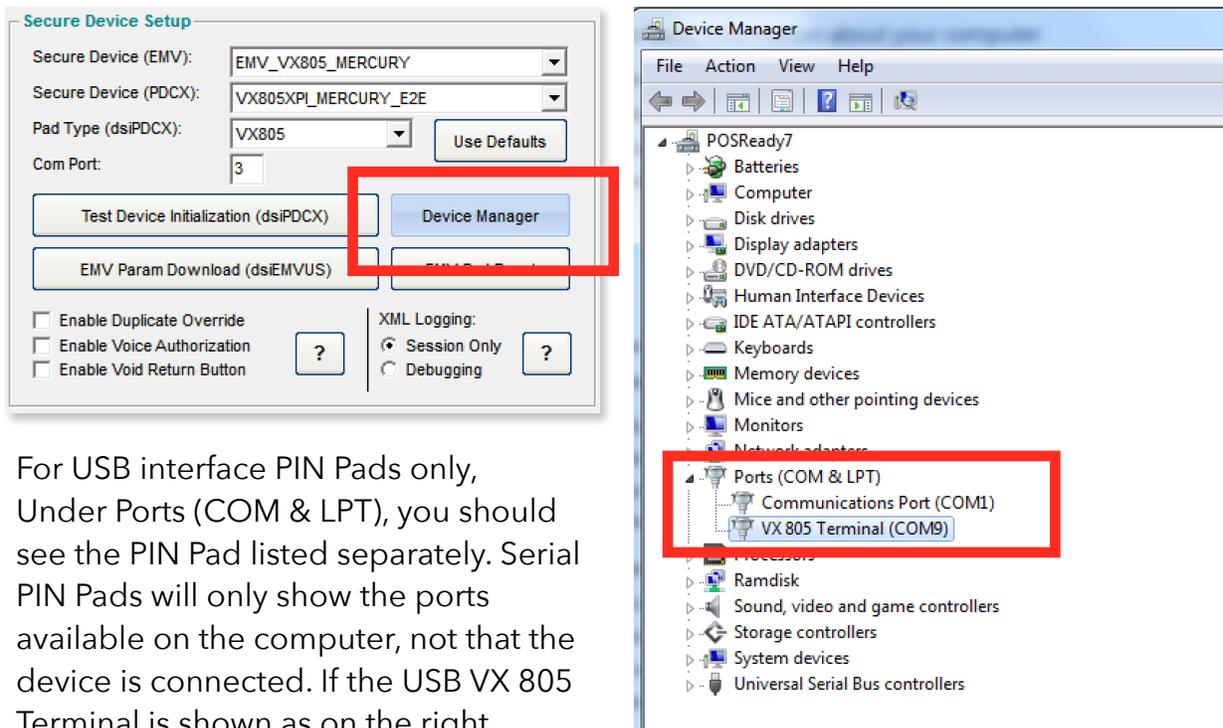
Most Common Errors:

* "Failed On Comport Access"

This error means that the PIN Pad has stopped communicating with the computer and is unable to use the virtual serial port created at the time the computer was started. (If you are using a serial version of the PIN Pad, the wrong Comport is likely selected in the Merchant Account Setup found in the Sensible Local Settings App. Most, but not all Sensible Cinema customers have USB devices which create virtual serial ports on COM9).

Most "Failed on Comport Access" errors will be corrected by disconnecting the PIN Pad at the computer USB port it is connected to, waiting five seconds then reconnecting the PIN pad. The unit will restart and likely work properly as long as no changes on the computer have been made since it last worked.

If using a USB connected PIN Pad, you can verify that it is seen by the computer by opening the Windows Device Manager. Open the "Sensible Local Settings" application on the affected PC and go to "Credit Card Merchant Setup". Press the blue "Device Manager" button.



For USB interface PIN Pads only, Under Ports (COM & LPT), you should see the PIN Pad listed separately. Serial PIN Pads will only show the ports available on the computer, not that the device is connected. If the USB VX 805 Terminal is shown as on the right, the device should work.

Most Common Errors:

* "Socket Error Trying to Connect Error 3006"

This error means that the PIN Pad is unable to communicate with the NETePay server software. NETePay is a software program which must be running on your server in order to communicate with your credit card processor. If NETePay has been closed, none of your computers will be able to process. If this computer is the only one not communicating, the setting on this machine pointing to the IP address of your NETePay server could be incorrect.

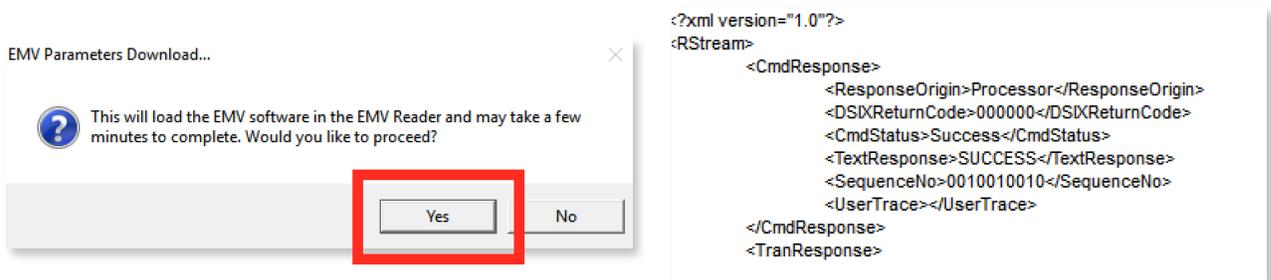
This help is divided into two parts. Part One is for those where ALL computers are getting error 3006. Part Two is for where the issue is isolated to this one machine.

Part One: All machines get error 3006.

(Note: If you are using one selling workstation as your server, this one machine may work while other terminals do not. In this case, the NETePay software must be running but is inaccessible by your other machines.) In other cases where zero terminals work, NETePay is either not running or inaccessible.

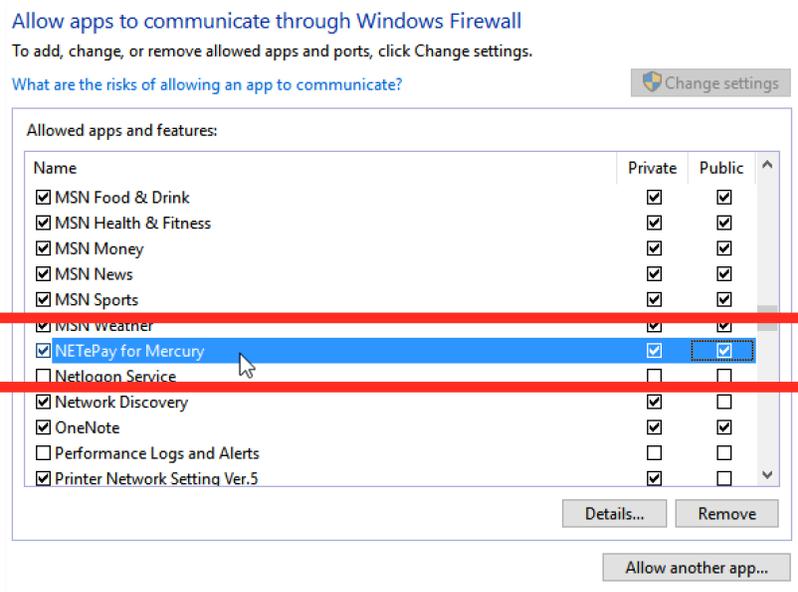
Here are some possibilities to look at in order of likelihood:

1. **NETePay software is not running on the server PC.** Ensure the NETePay software is currently running in your system tray (next to the Windows Task bar clock.) or on the task bar itself on the server. If it is not running, find the icon with "DSI" on it and start it then minimize it. Once you have started the NETePay server software, you can test it without running an actual card. Open a terminal, select the Menu (Cog Wheels Button), and select "PIN Pad Utilities". Next, select "EMV PIN Pad Parameter Download." After about two minutes the response will look like the XML text at the right if you are able to process again. If it still isn't working, continue to additional troubleshooting.



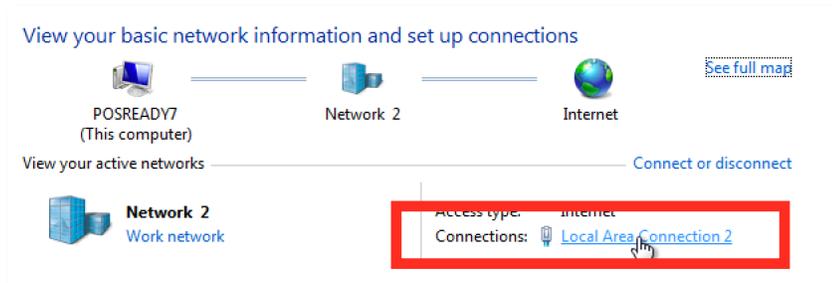
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2. **Windows firewall is blocking access to the server computer.** To test this, temporarily turn off your Windows Firewall on the server. If this resolves the issue, create a new firewall rule allowing client computers to access NETePay to process cards. If, for instance you have changed from a Private to a Public Network, there may not be a firewall exception for the new network type. Windows Firewall settings are found in the Windows Control panel -> Windows Firewall. To create a new firewall rule, select:



If NETePay is not shown, press "Allow another app..." and browse to **C:\Program Files\Datacap Systems\NETePay\DSIMercuryIP_Dial.exe** or the software specific for your processor. Use the same testing procedure found under Troubleshooting step 1.

- Fixed IP address on the NETePay server machine has been changed.** This can occur if you have installed a new router or someone had enabled DHCP on the NETePay server computer, which changed the server's local IP address. Each client computer was configured to use the IP address of the NETePay server computer. If the IP address of your server computer has changed, the terminal clients cannot locate the NETePay software on your server. On your server, open Windows Control Panel. Select "Network and Sharing Center" then find your Ethernet or Local Area connection (wired) and click.

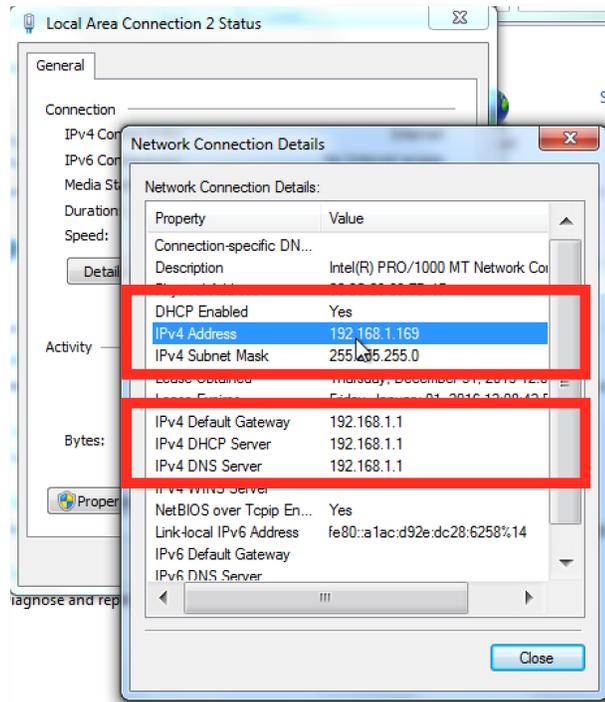


Next, Press the "Details" button on the "Local Area Connection" status dialog box. Note whether DHCP is enabled. If it is, we will need to disable it. Note the current IPv4 Address. We will use this address on each NETePay client machine. when we permanently manually set the IP and turn off DHCP. Also note the IPv4 Subnet Mask, IPv4 Default Gateway and the IPv4 DNS Server(s).

Press "Close" button and then click the "Properties" button on the previous dialog box.

In Figure 1 (next page), Select your "Internet Protocol Version 4 (TCP/IPv4)" connection and press the "Properties" button found below it.

In Figure 2, (next page) manually enter IPv4 setup shown in the image to the right.



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Figure 1:

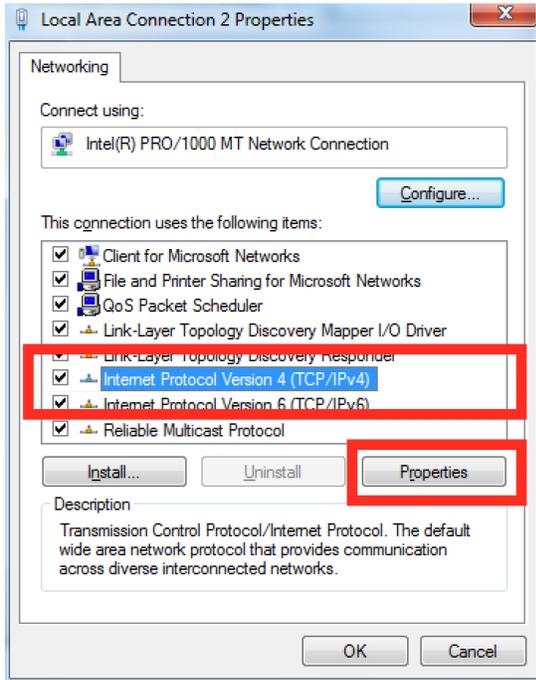
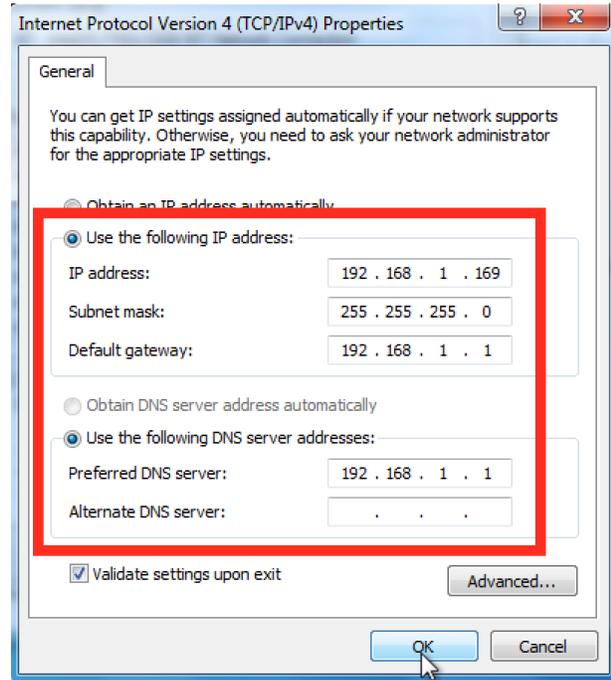
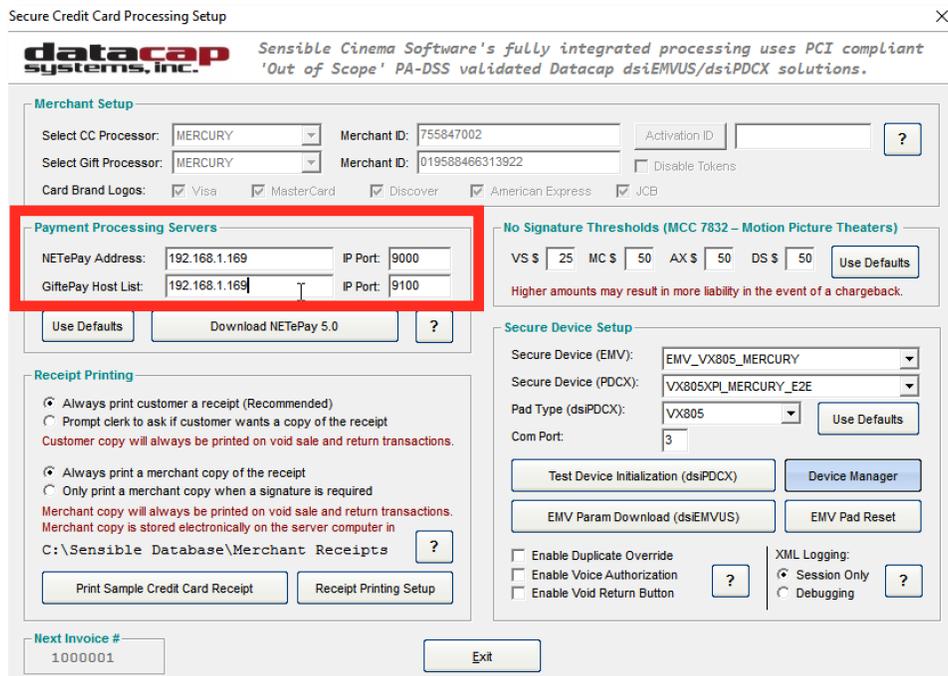


Figure 2:



Next, make sure each terminal client computer has the IP address of your NETePay server computer as its "NETePay Address" and "GIFTePay Host List" shown in the "Sensible Local Settings" app -> Credit Card Merchant Setup" on every selling station. Test using the testing steps found under heading #1 on page 4. See page 6 for where to find the server's IP address.



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Part Two: Single machine gets error 3006.

Here are some possibilities to look at in order of likelihood:

1. **NETePay server address is incorrect on this machine.** Go to the “Sensible Local Settings” App on a working computer, open Credit Card Merchant Setup to see the IP address being used to connect to the NETePay server. See the picture on the bottom of the previous page. If the working computer has an IP of 127.0.0.1, skip it and check another. (127.0.0.1 is a local address used on a machine that happens to *be* the NETePay Server. Choose a different working machine.) The NETePay server address should be the *actual* IP address of your server PC running NETePay software.
2. **IP Port for payment server is incorrect.** Check and ensure that the IP Port for NETePay is 9000 and the IP Port for GIFTePay is 9100.

Most Common Errors:

- * **“No Connection to Any Server” or “DNS Lookup Failed” followed by the web address of the actual payment server.**

This error means that the Internet connection between the NETePay server computer (your server) and the payment server of your credit card processor is down or simply that the server at the payment processor is down. Since most processors have built in rollover redundancies it is most likely that your server computer is not connected to the Internet or your Internet Service Provider is down. Check this by opening your web browser (Microsoft Edge, Microsoft Explorer, Mozilla Firefox, Google Chrome, etc) and see if you can navigate to a popular website. If you can connect to that site, try another web page, then try another. If the internet appears to be working, you should be able to process credit cards unless the payment server is offline. If you are experiencing this on every POS terminal, contact the payment processor for support.

Most Common Errors:

* Receipt Printer is not printing.

If the printer which is not printing is physically connected to this computer you should try the following suggestions:

1. **Power off the printer then power it back on.** Most offline receipt printers bought in 2014 and newer will discover the port and reassign it even if it has been moved to another port. (#2 won't apply to you). Older printers might have to be assigned to a different port manually.
2. **Move the printer USB cable to a different USB port.** Do this only if you believe it may have been moved. Print jobs in the Windows printer queue should commence printing once the printer is discovered.
3. **Open Receipt Printer Setup in the Sensible Local Settings app and check the selected driver.** If it says "Print Receipts Using Ticket Printer (Default)", close the receipt printing setup and open "Select Printer Driver Preference" to see which printer is designated for tickets. In either case, make sure the correct driver is currently selected to be used with Sensible Cinema for receipt printing.

In the worst case scenario where you cannot print a receipt, a digital version of the merchant copy of the receipt has been stored on the server computer. Open Sensible Manager -> "Daily Reports and Sales Summary" -> "Transaction Log" Tab -> "Merchant Copies of Today's Credit Card Slips" Button.

The left screenshot shows the 'Reporting' menu with the following items: Daily Reports and Sales Summary (highlighted), Weekly Box Office Reports, Sales Summary Reports, Weekly Concession Sales Report, Browse Report Folders, Drive-In Box Office Playdate Merge, E-Mail Files Using Microsoft Outlook®, and Connect to FTP Reporting Server.

The right screenshot shows the 'Transaction Log' tab with the following table:

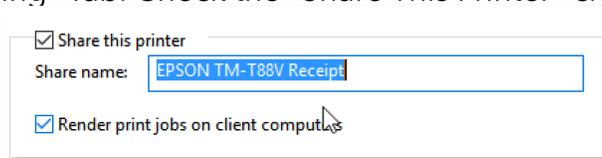
ID	Total Sale	Cash	Credit / Debit	Legacy Gift	Gift Card	Change	Transaction Date/Time
1	30.00	30.00	0.00	0.00	0.00	0.00	12/15/2015 12:23:47 F
2	40.00	0.00	40.00	0.00	0.00	0.00	12/15/2015 12:30:45 F
3	6.50	6.50	0.00	0.00	0.00	0.00	12/15/2015 1:00:08 PM
4	12.50	0.00	12.50	0.00	0.00	0.00	12/15/2015 1:15:07 PM
5	6.50	0.00	6.50	0.00	0.00	0.00	12/15/2015 1:42:43 PM
6	50.00	0.00	50.00	0.00	0.00	0.00	12/15/2015 1:44:21 PM
7	13.00	0.00	13.00	0.00	0.00	0.00	12/15/2015 1:47:01 PM
8	17.00	17.00	0.00	0.00	0.00	0.00	12/15/2015 1:49:38 PM
9	11.75	0.00	11.75	0.00	0.00	0.00	12/15/2015 1:50:50 PM
10	6.50	0.00	6.50	0.00	0.00	0.00	12/15/2015 1:52:21 PM
11	13.00	0.00	13.00	0.00	0.00	0.00	12/15/2015 1:55:22 PM
12	12.00	0.00	12.00	0.00	0.00	0.00	12/15/2015 1:56:55 PM

Below the table, there are buttons for 'Create Report', 'Mercury Pay W Portal', and 'Merchant Copies of Today's Credit Card Slips' (highlighted). The 'Merchant Copies of Today's Credit Card Slips' button is highlighted with a red box.

4. **Share a printer on another machine and print to it temporarily.** If you cannot print to a local computer's printer and you are certain you cannot resolve it or you are certain the printer is inoperable, select a nearby printer and share it so that it can be used by other computer users.

To do this you must first have administrative access to the other computer. If the machine came from Sensible Cinema, there will be a Windows account called "Admin Only" and a maintenance password known by our support and provided to your management. If you don't know it, call Sensible Cinema. Log in to the administrative Windows account on the computer with the working printer and go to the Devices and Printers in that computer's Windows Control Panel.

Next, locate the printer and either right-click or hold the icon with your finger until the right-click menu appears then select "Printer Properties". Next, choose the "Sharing" Tab. Check the "Share This Printer" checkbox and enter a name for the shared printer.



Once you have shared this printer, open the "Devices and Printers" control panel icon on the computer with the bad printer. Select "Add a Printer" and locate your shared printer over the network. In most cases the driver can be installed over the network, but you may have to download an appropriate driver if one cannot be used from another system. Drivers for most of the printers we support can be found on the Sensible Cinema web site.

Finally, once you have installed and successfully printed the Windows print test, open Sensible Local Settings app and choose the appropriate driver to be used for receipt printing in the "Receipt Printing Setup". Do a print test in the Receipt Printing Setup to ensure Sensible Cinema Terminal is properly configured. If using the same printer for ticketing as well, set this driver up in the "Printer Driver Preference" used for ticket printing.

For more info:

<http://windows.microsoft.com/en-us/windows/share-printer#1TC=windows-7>

<http://windows.microsoft.com/en-us/windows-8/share-printer>