

# Mynt terminal installation



## Documentation

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## 1 Changes

### Change log:

Date:	Description:	By:
2012-05-24	Initial version	Helge Dahl
2013-06-21	Updated troubleshooting	Helge Dahl

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## 2 Introduction

This document describes the Mynt terminal installation process using the semi-automated installation script.

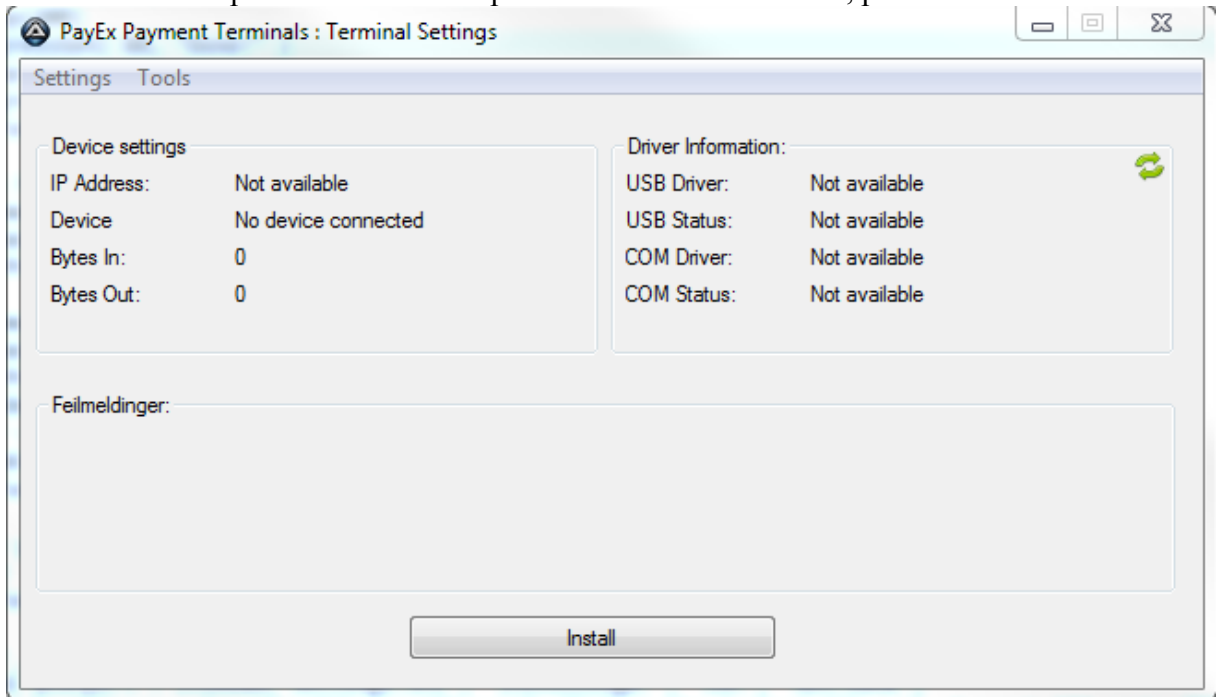
## 3 Prerequisites

The following files are required:

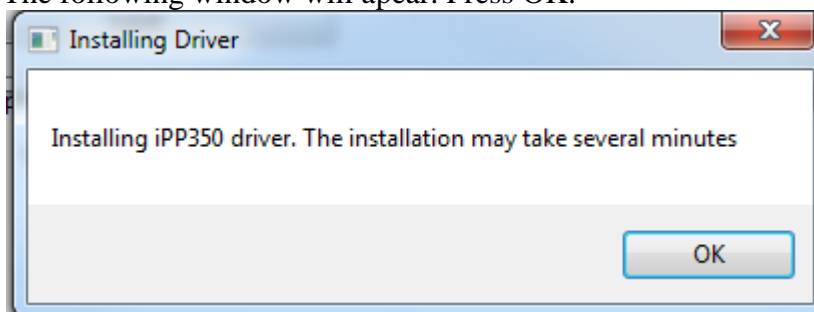
- MyntPPPInstall.zip

## 4 Installation

1. Connect terminal to desired USB port on host PC.
2. Verify terminal displays WAIT FOR PPP
3. Extract MyntInstall.zip to desired directory.
4. Execute Mynt-Script.exe with administrator rights. For Windows 7, right click and select "Run as Administrator".
5. The main control panel window will appear. To run the installation, press "Install".

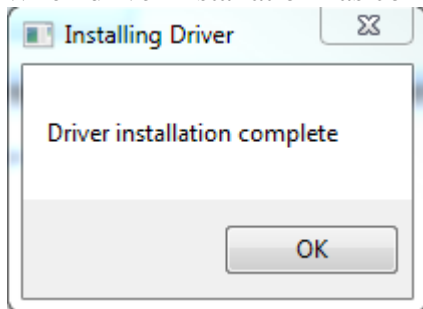


6. The following window will appear. Press OK.



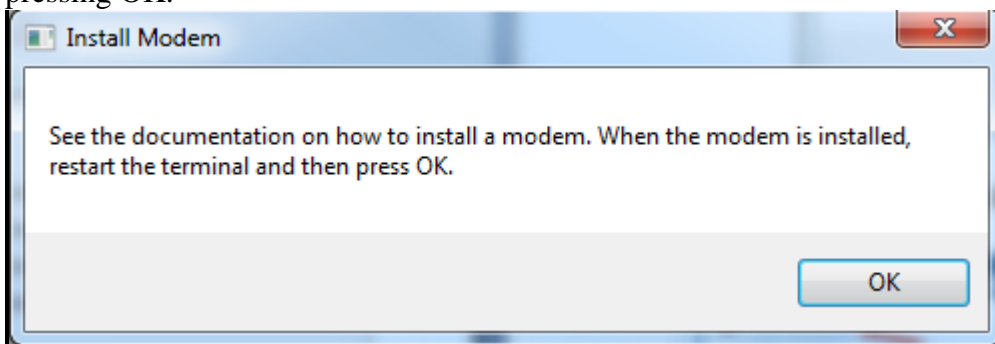
Press OK. Note that driver installation can take several minutes. Please be patient.

When driver installation has completed, the following window will appear:

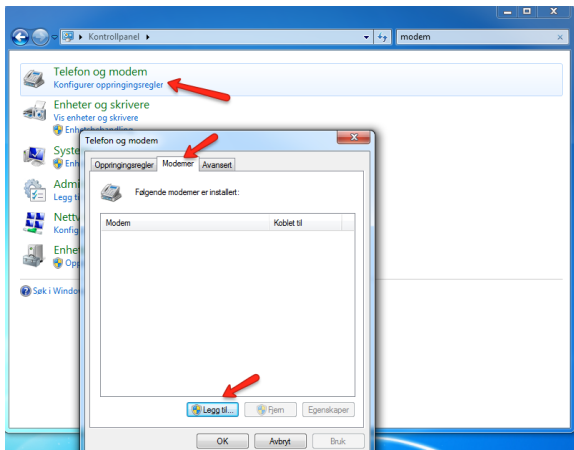


Press OK.

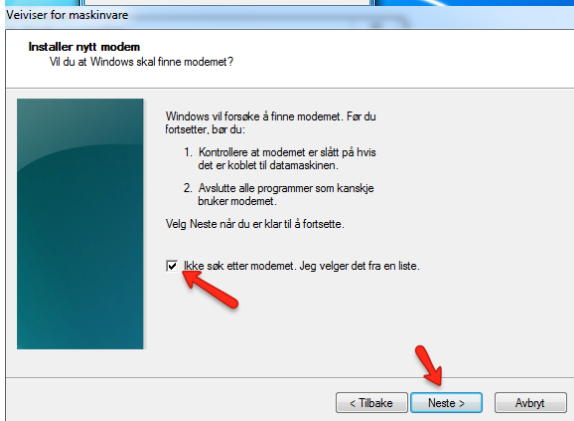
- 7. Install modem window will now appear. Follow the instructions below, before pressing OK.



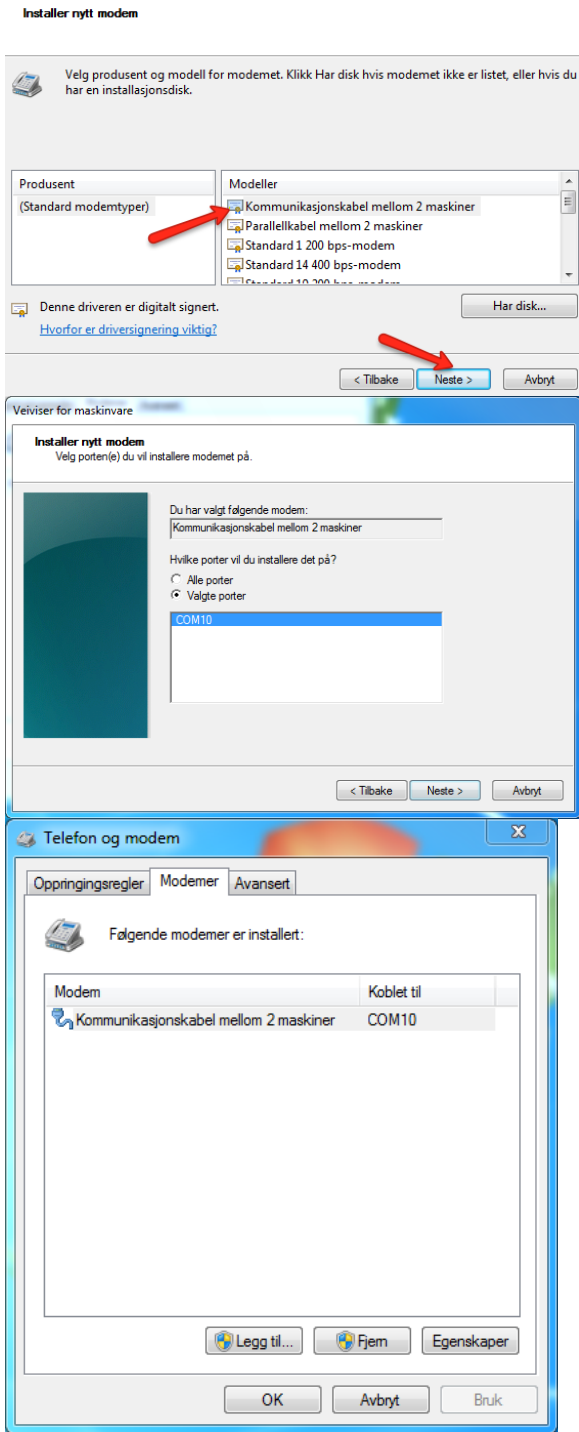
Following is a description of the modem installation process.



Chose "Modems" tab and press "Add".  
Ensure no modem is already installed using the same com port.



Check "Don't detect my modem. I will select it from a list and click next.



Wait for next window to appear (may take 5 – 10 seconds) and choose "Communications cable between two computers".

Click "Next" to continue.

Choose the COM port the terminal has been installed with. COM10 is default.

NOTE! If COM10 (or the port you have chosen when installing) is not available, a reboot is required to make Windows accept the forced com port. Reboot before installing modem.

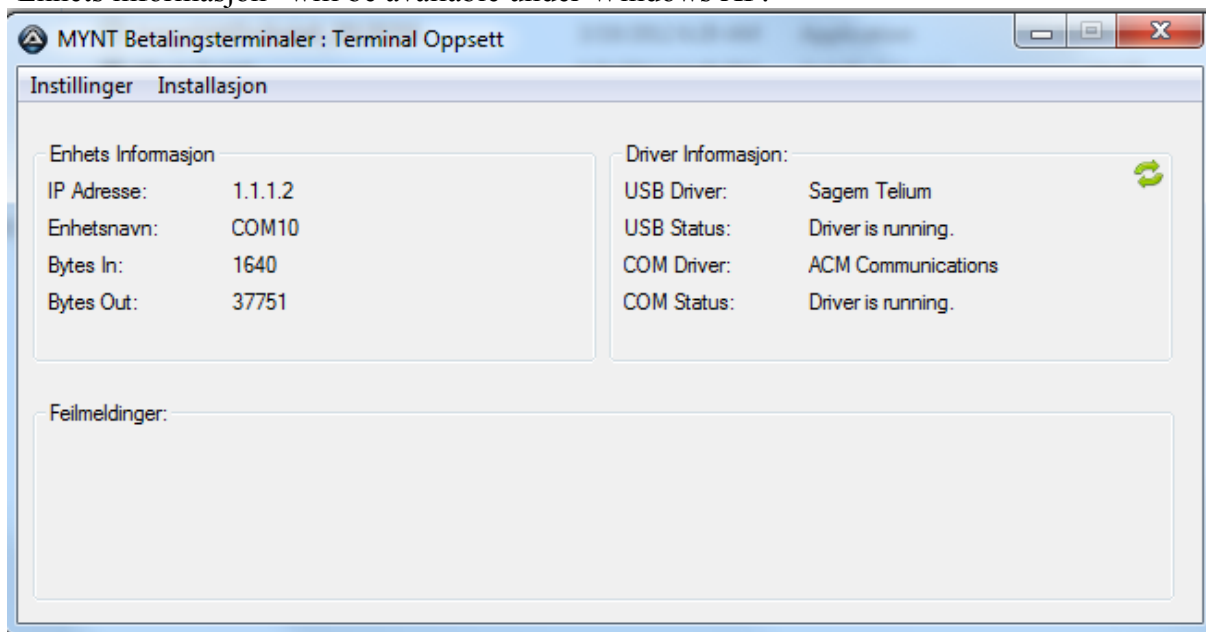
Click next to finish the installation. A new modem should now be installed.

Click "OK" to exit modem installation.

Now press OK in the dialog window.

8. If the installation was successful, the following window will appear. It shows status of the driver and terminal connection. Please note that no information in the section

”Enhets informasjon” will be available under Windows XP.



## 5 Main control panel menu options

The main control panel has two menu bar items: Instillinger and Installasjon.

### 5.1 Innstillinger

#### 5.1.1 Endre COM port

Change the COM port to which terminal is connected. Default is COM10. Must be set before installation og a reinstall of terminal drivers is required after changes are made.

#### 5.1.2 Endre IP innstillinger

Change the IP addresses of the PPP link.

### 5.2 Verktøy

#### 5.2.1 Reinstaller driver

Reinstall terminal driver.

#### 5.2.2 Klargjør PPP kobling

Configure system for PPP with ip-forwarding

#### 5.2.3 Restart PPP

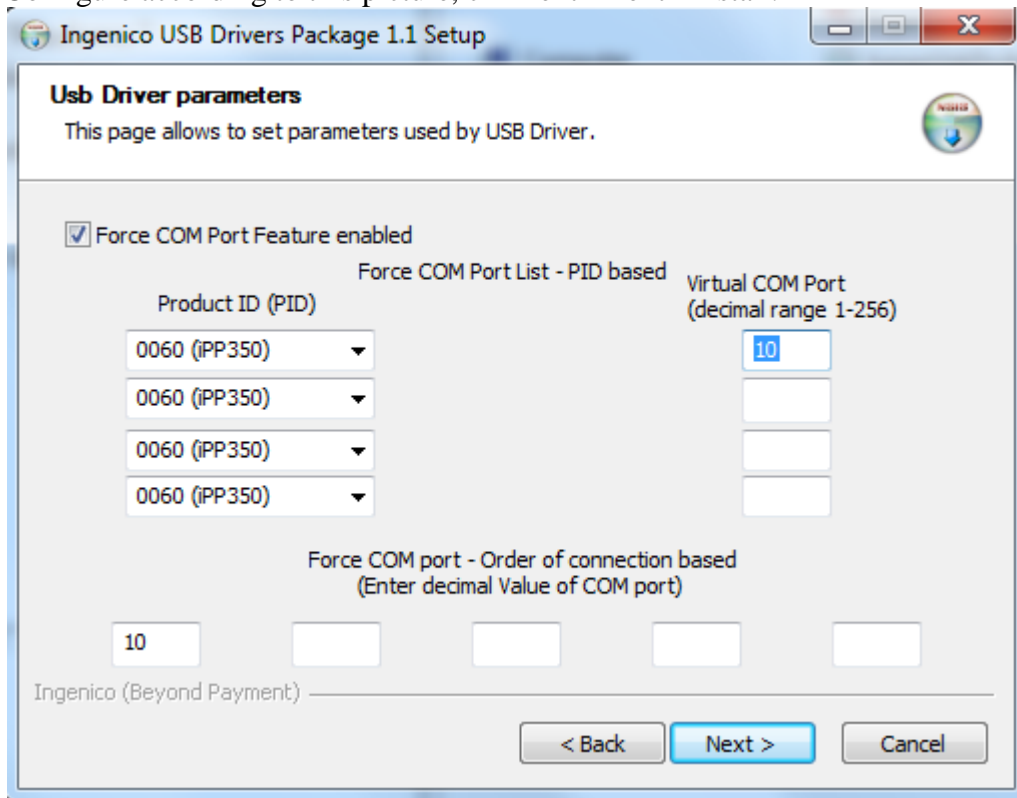
Restart the PPP connection with terminal.

## 6 Troubleshooting

### 6.1 Installation fails for Windows 8

Terminal driver installation must be executed in compatibility mode for Windows 7. To accomplish this:

- Locate JungoUsbDrvInstall\_20120210.exe in MyntPPPInstall folder.
- Right click JungoUsbDrvInstall\_20120210.exe and select Properties
- Select Compatibility tab
- Check “Run this program in compatibility mode for” and select Windows 7
- Right click JungoUsbDrvInstall\_20120210.exe and run as Administrator
- Configure according to this picture, click next – next - install:



After driver installation completes, run mynt-script.exe and install according to documentation.

### 6.2 Terminal com port ( 10 is default ) is not available when installing modem

Reboot computer and retry modem installation

### 6.3 Cannot connect to terminal

#### 6.3.1 Does terminal show PPP OK after boot?

- If NO proceed to 6.4
- If YES proceed to 6.3.2

#### 6.3.2 Ping terminal

Try to ping terminal address. Execute from command line "ping 1.1.1.2". Replace 1.1.1.2 with correct address if ip address has been altered. 1.1.1.2 is default.

Does terminal respond?

- If YES proceed to 6.3.3
- If NO proceed to 6.4

### 6.3.3 Telnet terminal

Try to connect to terminal with telnet from command line:  
telnet 1.1.1.2 5188

Is connection established?

- If YES proceed to 6.3.4
- If NO proceed to 6.4

### 6.3.4 Restart PosPayService

Restart terminal. Then restart PosPayService and verify connection is established.

## **6.4 Terminal does not show PPP OK when started**

For each step pay close attention to terminal display. PPP OK is what you are looking for.

### 6.4.1 Verify Routing and Remote Access service

Check that Routing and Remote Access service is started. If not - start it.

### 6.4.2 Check terminal settings

Verify that terminal is in PPP mode by following these steps:

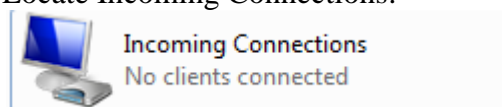
1. Enter terminal menu by pressing F3 and operator code 1234
2. Press 2-Mynt
3. Press 9-Support and enter support code
4. Press 1-Settings
5. Press 1-Activate ECR
6. Select menu choice for PPP mode. Should be 3, but may vary
7. Press OK to restart terminal

### 6.4.3 Check port settings

Check com port for ACM Communications device in Windows device manager under com ports. This com port must correspond with com port registered for Communications cable between two computers under modems. When settings are ok, restart terminal and then restart Routing and Remote Access service.

### 6.4.4 Check network settings

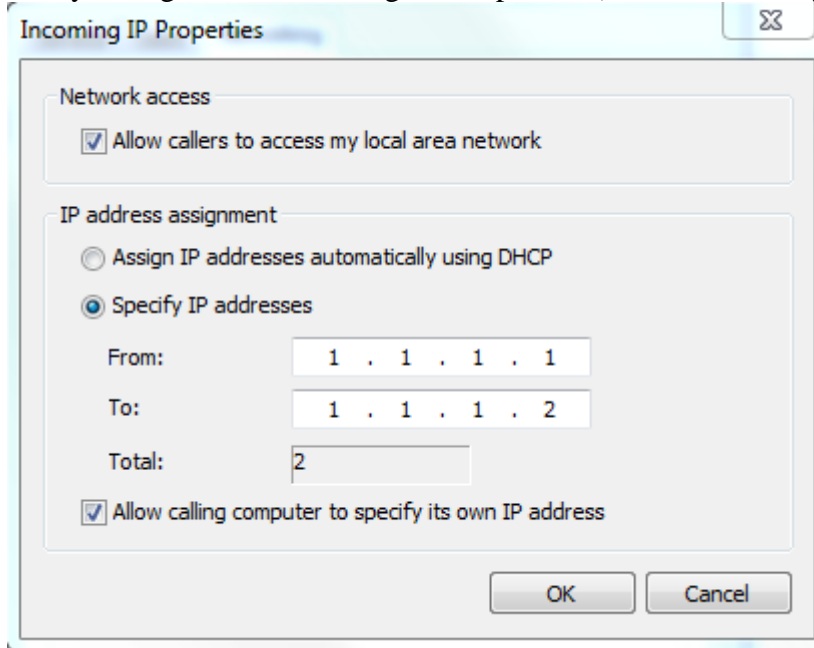
- Open ControlPanel -> Network and Sharing Center -> Change adapter settings
- Locate Incoming Connections:



- If Incoming Connections does not exist, refer to 6.3.4. This interface is automatically added when Routing and Remote Access service starts correctly.
- Right click Incoming Connections and select Properties



- Verify Communications cable between two computers on COM10 is checked
- Select Users tab
- Verify this checkbox is checked (if not – check it):  
 Always allow directly connected devices such as handheld computers to connect without providing a password
- Select networking tab
- Select Internet Protocol Version 4 and click Properties
- Verify configuration according to this picture (alter as necessary):



- If any configuration changes have been made, restart Routing and Remote Access service.

**6.5 I have followed all the troubleshooting steps and are still unable to connect**

Refer to 6.7

**6.6 Terminal is unable to process transactions online**

Refer to 6.7

**6.7 Check firewall settings**

If a local firewall is active ( Windows Firewall or other 3. party firewall ) the following rules must be applied:

Src address	Target address	Port
1.1.1.1	1.1.1.2	5188
1.1.1.2	1.1.1.1	9034
1.1.1.2	1.1.1.1	7003