

## PCCharge™ FAQ

This is a static version of the PCCharge FAQ (Frequently Asked Questions) document. For the most up-to-date version, please refer to our online version at <http://www.verifone.com/payment-software/pccharge.aspx>.

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## 1. Will PCCharge run on Windows Vista?

- o PCCharge has been successfully tested on Windows Vista Business Edition (32-bit). However, there are certain actions that must be performed for proper installation. Please carefully review the document VISTA\_AND\_7\_README.pdf (found on your PCCharge installation CD) prior to installing and using PCCharge in your Vista-based transaction processing environment.

## 2. Will PCCharge run on Windows 7?

- o PCCharge 5.8.3 has been successfully tested on Windows 7 Professional Edition (32-bit) and Windows 7 Ultimate Edition (32-bit). However, Windows 7 is a newer operating system and there are certain actions that must be performed for proper installation. Please carefully review the document VISTA\_AND\_7\_README.pdf (found on your PCCharge installation CD) prior to installing and using PCCharge in your Windows 7-based transaction processing environment.

## 3. What should I do if I keep getting an error during a transaction?

- o Try restarting your computer and trying the transaction again.
- o From the PCCharge **Utilities** menu, try running the **Repair** command and then the **Compact** command.
- o Read through the PCCharge manual and help files thoroughly. Many problems can be solved by applying the information in the manual and the help files. The help files can be accessed from the **Help | Contents** menu in PCCharge.
- o If you are having modem connection problems, please make sure that communications programs such as HyperTerminal or Dial-Up Networking are able to access your modem properly. Also, make sure that no communications or fax programs are running while trying to process transactions.
- o If these steps do not solve your problem, please contact technical support. To maximize the effectiveness of your contact with technical support representatives, we ask that you have the following information included in your email or ready when you call:
  - o Version of PCCharge you are using (select **Help | About** from PCCharge.)
  - o Your credit card processing company and/or Merchant Service Provider.
  - o Your merchant information (Terminal ID, Merchant ID, extended data, etc.)
  - o Brand, model, and speed of the modem you are using.
  - o Information on any 3rd party POS software (when applicable.)
  - o The type of error you are getting:
    - Installation error
    - Modem/dialing problem
    - GPF (General Protection Fault) - please note the information that is displayed when the error occurs
- o If possible, step through the transaction and document the step that is causing the error.

## 4. Which versions of PCCharge products are currently supported?

- o As of November 1<sup>st</sup>, 2007, VeriFone will no longer support any version of PCCharge earlier than 5.7.0. These versions were created over three years ago, and therefore do not meet the high security standards required to function in today's payment processing industry. VeriFone

recommends an immediate PCCharge upgrade for those consumers who are using any version of PCCharge earlier than 5.7.0.

Annual support is available for all currently supported versions of PCCharge.

#### 5. Is there a charge to change the merchant number in PCCharge?

- o There is no charge, provided that the customer has an active support contract. The merchant number is changed by means of a certain file that is e-mailed to the customer.

#### 6. What should I know about modems?

- o Your computer system must include a Hayes or compatible 300, 1200, or 2400 baud modem. The modem can be connected to either serial port 1, 2, 3, 4 (COM 1 - COM 4) of your system and must be connected to a standard analog phone jack.
- o VeriFone suggests that customers avoid "Win-modems" if at all possible. Win-modems are popular because of their low price, high speeds, and advanced compression techniques (which makes them ideal for connecting to the Internet.) Unfortunately, most Win-modems are incapable of non-compressed data transfer and the 300/1200 baud speeds that most financial networks require. Check with your modem manufacturer to see if your modem is capable of running without compression and can operate at these low speeds.
- o VeriFone has found that the following external non-Win-modems work well with most financial networks:
  - 3Com US Robotics 56k Faxmodem
  - Zoom 56k (older chipsets only)
- o VeriFone has found that the following internal non-Win-modem works well with most financial networks (but not in a Windows 2000 environment):
  - Actiontec PCI Pro (Model PC156019)
- o We have also found that older modems (pre 14.4 baud) and external modems work well with most financial networks.
- o If a modem can communicate using the Bell 212A protocol (1200 baud), it can almost always be made to successfully transmit transactions to any dial-up credit card processing company.

#### Modem troubleshooting:

- o It is not uncommon for a PC running Windows to run out of serial ports. There are only a limited number of IRQ numbers that devices such as serial mice and modems can use.
- o Factory IRQ setting most widely used for serial ports are:
  - COM1: Uses IRQ 4
  - COM2: Uses IRQ 3
  - COM3: Uses IRQ 4
  - COM4: Uses IRQ 3
- o Two devices cannot use the same IRQ at the same time. Therefore, if a PINpad is using COM1 (IRQ4), then COM3 cannot be used because it also uses IRQ4. Most Windows users who install modems set up the modem to use COM2, because other devices use COM1. However, some

machines also have scanners, serial printers, or other devices that use COM2 or some other COM port. In this case, there may not be another COM port available. For customers who want to use more than two serial devices in Windows, it is recommended they install a serial port card that allows them to configure the COM ports to use different IRQs. Hardware conflicts are the most common problems customers have with PCs. An IRQ conflict is especially frustrating for novice computers users and an experienced technician may be required to solve these problems. In general, if programs such as HyperTerminal or Dial-Up Networking cannot access your modem, then PCCharge Pro will not be able to either. If this is the case, these problems will need to be resolved before PCCharge Pro will function properly.

#### High-speed modems and Win-modems:

- o If you have a new modem that operates at 14.4, 28.8, 33.6 or 56 kbps, it is very likely you will need to modify the modem's initialization string to force it to connect at 300/1200 baud, disable data compression, and error correction features. This information is normally found in the modem's manual or by contacting the modem manufacturer. It is impossible for us to know all the methods necessary to disable these techniques with all of the different types of modems. Consequently, you may need to call your modem manufacturer and ask them, "How do I get my modem to act like a dumb 1200 baud Hayes modem?"

#### 7. What should I do if I keep getting a result of Not Captured Connect Failure, No answer, or No dial tone?

- o Make sure you have no other programs that are using the modem. If there are any running, shut them down and re-attempt the transaction.
- o Restart the computer. Re-attempt the transaction.
- o Click **Setup | Modem**.
- o Click **Detect Modem Setting**. If that button is not shown, click **Use Manual Modem Setup** and you'll be taken to the correct window.
- o Make sure your modem is shown in the **Modem** box. Click **OK** on the **Modem Setup** window and re-attempt the transaction.
- o If the transaction still does not work, re-access that same modem setup window and change the modem shown in the **Modem** box to **GS Special**, **Generic Fax/Modem**, **US Robotics 28.8**, or **Simple1**. Click **OK**. Re-attempt the transaction using each of these modem types.
- o If the transaction still does not work, contact the PCCharge Technical Support Department at 1-877-659-8981.

#### 8. How do I edit my company's information in PCCharge?

- o Click **Setup | Company Name**.

#### 9. How do I check to see what transactions are currently authorized?

#### Terminal-based Processors

- o Click **Reports | Batch | Pre-Settle**.
- o Click **OK**.

- o This report will display what transactions have been authorized and are approved for settlement.

### Host-based Processors

- o There is no actual batch residing on your computer when using a Host-based processor; therefore, PCCharge can only show you what the processor has communicated as being approved.
- o Click **Reports | Transactions | Credit Card Detail**. Select **Approved** in the box labeled **Status**.
- o Click **OK**.
- o This report will display today's approved transactions.
- o Alternatively, your processor may be able to fax you a list of currently authorized transactions.

### 10. I have a new computer. How do I move my PCCharge data over to the new computer?

- o You will need to create a configuration disk. This will back up your PCCharge settings and merchant configuration.
- o Create a blank directory somewhere on your computer where you can easily relocate it. Call it **PCCharge Config**.
- o Click **Utilities | Configuration Disk**. Select **Update/Create Config Disk**. Click **OK**
- o Click **Yes**. Navigate to the PCCharge Config directory you created. Your configuration files will be copied to this directory.
- o Once the files have been copied, you may write these to a CD using your CD-writer on your computer.
- o Label the CD "PCCharge Configuration Disk".
- o Install PCCharge on your new computer, if you haven't already. Follow the standard installation instructions shown in your manual.
- o Start PCCharge on your new computer. Click **Utilities | Configuration Disk**. Select **Restore from Config Disk**. Click **OK**.
- o Click **Yes**. Insert CD disk labeled "PCCharge Configuration Disk" and click **OK**. Click **Open** to start the process. Click **OK** and remove the CD when the process is complete.
- o PCCharge will shut down after the process is complete. All of your merchant account's information has been restored.
- o At this point, you can begin processing on your new computer using PCCharge. However, your customer/transaction history database has not been transferred to your computer. If you need/want to transfer your database to your new computer, continue with the following instructions.
- o To transfer your old database to your new computer, you'll either need a Zip disk, LAN connection, or some other means a transporting a large (>1.4meg) file from your old computer to your new computer.
- o The PCCharge database file is named **pccw.mdb** and can be found in your PCCharge directory.
  - The PCCharge Pro default directory is **C:\Program Files\pccw**.
  - The PCCharge Payment Server default directory is **C:\Program Files\Active-Charge**.
- o Use Windows Explorer (**Start | Programs | Windows Explorer**) or some other suitable program to copy this file from your old computer to your new computer.
- o After that's complete, start PCCharge on your new computer. PCCharge is now completely updated with all of your old information.

### 11. How can I make sure PCCharge is operating at top performance?

- o To make sure PCCharge is operating at maximum capability, it's important to perform regular maintenance on your PCCharge database.
  - o Click **Utilities** | **Repair**. Click OK when the process is complete.
  - o Click **Utilities** | **Compact**. Click OK when the process is complete.
  - o It's recommended that this process be repeated weekly.
12. **What is the difference between PCCharge Pro and PCCharge Payment Server?**
- o PCCharge Pro is our multi-user and networkable award winning end user (merchant) product with Recurring and Installment Billing. PCCharge Payment Server is the payment processing engine used by software developers, ISP's and CSP's to integrate into their applications and web sites to provide a seamless eCommerce solution.
13. **Will PCCharge work with "xyz company's" software?**
- o Only if "xyz company" has integrated their product with PCCharge software. Call our sales department (1-800-725-9264) to find out about a specific integration.
14. **Can VeriFone's PCCharge brand products be upgraded?**
- o Yes, PCCharge may be upgraded any time. Contact the company that sold you your current version of PCCharge to obtain information on updating to the latest version of the software.
15. **Will I need to use a credit card terminal in conjunction with your software?**
- o There is no need to have a credit card terminal with PCCharge. If a card swipe or PIN pad is needed, you may attach a card reader to your computer. Our software works with all major brands of peripherals.
16. **What are the system requirements for VeriFone's PCCharge branded products?**

#### System Requirements

- o PC with Windows 7 Professional or Ultimate Edition (32-bit), Windows Vista Business Edition (32-bit), Windows XP Professional Edition, Windows 2003 Enterprise Edition, or Windows 2000
- o 256 MB minimum of RAM, 512 MB preferred
- o 50 MB free space on hard drive, 100 MB recommended
- o Hayes compatible modem (capable of 1200 baud or less) with an analog phone line OR an Internet connection
- o CD-ROM drive
- o Merchant Account
- o 600 MHz or higher processor
- o MS Internet Explorer v6 or higher
- o Latest MS service packs installed

#### Optional

- o Track I & II reader
  - o Check Reader/Scanner
  - o Debit Card PIN pad
  - o Windows compatible receipt printer
17. **What should I do if I keep getting a result of INVALID TERMINAL ID?**
- o Access the **Credit Card Company Setup** window and verify that your Merchant Number is correct. To do so, click **Setup | Credit Card Company**. Contact your Merchant Service Provider to confirm that you have the correct merchant number.
  - o In the same **Credit Card Company Setup** window, verify that you're using the correct phone numbers.
  - o If all numbers are correct or you need to change your merchant number, contact the PCCharge Technical Support Department at 1-877-659-8981.
18. **How do I know who my credit card processing company is?**
- o To find out which credit card processing company you're using, access the **Credit Card Company Setup** window and verify that your Merchant Number is correct. To do so, click **Setup | Credit Card Company**. Contact your Merchant Service Provider to confirm that you have the correct merchant number.
19. **I can process Visa and MasterCard transactions, but I cannot process American Express or Discover cards?**
- o Your account may not be configured to accept that type of card. Contact your Merchant Services Provider and confirm that your account can process that type of card before enabling the acceptance of that card in the **Setup | Configure System** area.
20. **How do I change my PCCharge password?**
- o The "System" password must be created at the first startup of PCCharge. If "System" wants to change their password or any other cashier's password, the "System" user must log into PCCharge and go to **Setup | Cashier Privileges**. Once in the cashier privileges area, the System user will click on the cashier whose password needs to be changed and then click the Enter key. This will bring up a window where the password can be changed. Please note that if System is changing any other cashier's password other than its own, that cashier will be prompted to create a new password when they log into the software. This is to insure password integrity.
21. **How do I make/edit a configuration disk?**
- o Click **Utilities | Configuration Disk**. Select **Update/Create Configuration Disk**.
  - o Create a blank directory somewhere on your computer where you can easily relocate it. Call it **PCCharge Config**.
  - o Click **Utilities | Configuration Disk**. Select **Update/Create Config Disk**. Click **OK**
  - o Click **Yes**. Navigate to the PCCharge Config directory you created. Your configuration files will be

- o copied to this directory.
  - o Once the files have been copied, you may write these to a CD using your CD-writer on your computer.
  - o Label the CD "PCCharge Configuration Disk".
22. **Why is my printer not printing receipts?**
- o Click **Setup | Printer | Receipt Printer**. Verify that the correct printer is selected.
  - o If you're processing a **Pre-Auth** transaction, verify that the box labeled **Print Receipts for Pre-Auths** is checked.
  - o Verify that the **Number of Copies** is set to one or more.
23. **Why can't I see the whole credit card number in my reports?**
- o The credit card account numbers in PCCharge's reports are obscured for your protection and your customers' protection.
  - o To obtain individual card numbers, determine the TROUTD of the transaction in question (shown in the PCCharge reports). Return to the main PCCharge screen. Click **Utilities | Retrieve Account Number**. Enter the TROUTD, click **OK**, and PCCharge will display that account number.
24. **How can I stop PCCharge from asking me if I want add a ticket number or address verification information when I process transactions?**
- o Access the **Configure System/Preferences** window. To do so, click **Setup | Configure System**.
  - o Uncheck the box labeled **Prompt for CPS 2000 qualifiers**. Click **OK**.
  - o You will no longer be prompted for the additional information.
  - o **\*\*If you are processing manually keyed transactions, not entering this additional information can affect your processing rates. Check with your Merchant Services Provider to find out more about this additional data.**
25. **How can I process several transactions at once, or as a batch?**
- o Click **File | New**. This interface will allow you enter as many transactions as you need.
  - o The far left column will allow you to specify the type of transaction you wish to perform.
  - o Check the bottom of the window for the transaction code key.
  - o Scroll from left to right to enter all transaction information each line.
  - o Click in next row to enter the information for the next transaction. Click **OK** when you're done.
  - o Type in the name of your file in the **File Name** field and click **Save**.
  - o To process the transactions you just saved, click **File | Import**. Select the file you saved. Click **Open**.
  - o PCCharge will display the number of the transactions in the file and the balance. Click **OK**.
  - o PCCharge will contact the credit card processing company and process the transactions.
26. **What kind of encryption does PCCharge use when processing TCP/IP (Internet) transactions?**
- o PCCharge uses SSL encryption to protect TCP/IP (Internet) transactions and merchant information from being recorded and used to make fraudulent transactions. The strength of the SSL

encryptions depends on your Internet browser's capabilities. For example, Microsoft's Internet Explorer can support 128-bit SSL encryption. Thus, a computer processing TCP/IP transactions via PCCharge would be transmitting 128-bit SSL-encrypted transactions.

The following definition of SSL was taken from <http://www.webopedia.com>:

*SSL: Short for Secure Sockets Layer, a protocol developed by Netscape for transmitting private documents via the Internet. SSL works by using a public key to encrypt data that's transferred over the SSL connection. Both Netscape Navigator and Internet Explorer support SSL, and many Web sites use the protocol to obtain confidential user information, such as credit card numbers. By convention, Web pages that require an SSL connection start with https: instead of http:.*

*Another protocol for transmitting data securely over the World Wide Web is Secure HTTP (S-HTTP). Whereas SSL creates a secure connection between a client and a server, over which any amount of data can be sent securely, S-HTTP is designed to transmit individual messages securely. SSL and S-HTTP, therefore, can be seen as complementary rather than competing technologies. Both protocols have been approved by the Internet Engineering Task Force (IETF) as a standard.*

27. How should I enter my company name in the Company Information window? Is the field case-sensitive?
- o Make sure that you enter exactly the same information into this window that your credit card processing company has on file. PCCharge will automatically change the case to upper case letters. The majority of processors require merchant information to be in upper case. Inconsistent information may cause transaction processing and/or end-of-day functions to fail with certain credit card processing companies. You should verify that your credit card processing company has the correct, most current company information.
27. Can I use remote access with PCCharge?
- o We currently **do not** support accessing PCCharge via Windows Remote Desktop, Virtual Private Network (VPN), or any other remote interface application. Programs like these allow PCCharge to initiate multiple instances of itself, causing lost transactions, duplicate charges, and database corruption. Instead, we recommend that you use either PCCharge Client or PCCharge DevKit (via integration) to access the PCCharge Server.
28. Can PCCharge operate in a Terminal Services environment?
- o PCCharge is not supported in a Terminal Service environment. Terminal Services allows multiple instances of the same application to run simultaneously. PCCharge cannot be supported in such an environment. Running multiple instances of PCCharge often results in duplicate charges and lost transactions.