

**Call View [8] [1]** Device View

Caller Name: Andrew / Jason  
 Caller Phone: 301-578-2013 / 301-704-1171  
 Call Type: Problem-DataBase  
 Product: NETePay  
 On Site:  Left Msg:  No Ct:  Kill:

Customer Type: Dealer  
 Program:   
 Dealer: Essential Systems Solutions  
 Pckg: Pixel Point (NETePay) Prc: Nova Term  
 Depl: WAGSHWASH9 Dev: 8660.11.305306

Deployments: Devices Parameters  
 Identifier:  Add:

Tickets Acct User  
 This section is not yet comp...  
 Suggestions welcome

WAGSHWASH9

Dealer: Essential Systems Solutions (ESS301)  
 Username: essentialsys  
 App: ePay Elavon (Nova) Term - NVT (8660.11) v 5.02  
 Package: Pixel Point (NETePay) (PIXE02)

Merchant Info  
 Name: WAGSHALS  
 Contact: SILVIA ALEXANDER  
 Address 1: 3201 NEW MEXICO AVE NW  
 Address 2:  
 City/State/Zip: WASHINGTON, DC 20016

Deployment  
 Identifier: WAGSHWASH9  
 Status: ACTIVATED  
 Activated: 2/12/15  
 Device: 8660.11.305306  
 Number of Fixed Lanes: 4  
 Number of Mobile Lanes: 0

Device Events | Depl Events | Call History | DMS Logs

Date	Type	Memo
9/12/15 11:55 AM	param_load	v5.02
9/12/15 11:51 AM	param_load	v5.02
9/12/15 11:50 AM	param_load	v5.02
9/12/15 11:50 AM	param_load	v5.02
9/12/15 11:50 AM	modify	deployment.application=ePay Elavon (Nova) Ter...
9/12/15 11:50 AM	express exchange	new did 8660.11.305306 replacing 8660.11.304096 for de...

Parameter | Value

Parameter	Value
Assigned Bin (6 digits)	001060
Terminal ID (1-16 digits)	
Select Merchant Category	Restaurant
Use ePay Client/Server Password	No
ePay Client/Server Password (Optional)	
Do Not Connect to Host on Startup	Yes
Go to System Tray when Minimized	Yes
Use Trusted Database Connection	No
Number of Fixed Lanes (1-50)	4
Number of Mobile Lanes (0-25)	0

blue ridge actually submitted the ticket for them.  
 several issues  
 locked themselves out of  
 couldn't find deployment id  
 boiked SQL install  
 Unlocked PSCS account and dealer was able to locate their deployment id. pc needs to be restarted, will call back @ 2:30  
 called back, no answer, will try again in a few minutes  
 Complete reinstall of SQL resolved issue

Re-open  Call Complete

**Call View [6] [2]** Device View

Caller Name: Matt Web  
 Caller Phone: 828-265-2907  
 Call Type: Problem-Installation/Activation Support  
 Product: NETePay  
 On Site:  Left Msg:  No Ct:  Kill:

Customer Type: Dealer  
 Program:   
 Dealer: ECR Software Corporation  
 Pckg: CATAPULT/ECR SOFT... Prc: Nova Host  
 Depl: ARAMAWILM5 Dev: 8660.12.308914

Deployments: Devices Parameters  
 Identifier:  Add:

Tickets Acct User  
 This section is not yet comp...  
 Suggestions welcome

ARAMAWILM5

Dealer: ECR Software Corporation (ECR890)  
 Username: ECR Software  
 App: ePay Nova Host - NOV (8660.12) v 5.04  
 Package: CATAPULT/ECR SOFTWARE (CATA01)

Merchant Info  
 Name: Aramark Refreshment Services Boston  
 Contact: Karen  
 Address 1: 234 Ballardvale Street  
 Address 2:  
 City/State/Zip: Wilmington, MA 01887

Deployment  
 Identifier: ARAMAWILM1  
 Status: ACTIVATED  
 Activated: 10/22/13  
 Device: 8660.12.314150  
 Number of Fixed Lanes: 2

Device Events | Depl Events | Call History | DMS Logs

Date	Type	Memo
9/25/15 10:38 AM	param_load	v5.04
8/25/15 3:21 PM	param_load	v5.04
8/21/15 11:07 AM	param_load	v5.04
8/21/15 11:07 AM	modify	deployment.application=ePay ePay Nova Host - NOV ...
8/21/15 11:07 AM	express exchange	new did 8660.12.314150 replacing 8660.12.304426 for d...

Parameter | Value

Parameter	Value
Assigned Bin (6 digits)	001054
Terminal ID (1-16 digits)	
Merchant Category	Retail / Grocery
Debit Key Management	Triple DES
iCheck	Conversion
Duplicate Checking	None
Use ePay Client/Server Password	No
ePay Client/Server Password	
Do Not Connect to Host on Startup	Yes

having trouble moving a license between terminals.  
 8660.12.314150 was successfully deactivated and the license for 8660.12.308914 was actually already present on this machine.

Re-open  Call Complete

**Call View [6] [2] Device View**

Caller Name: **Bob Threnhauser - URGENT** Customer Type: **Dealer**  
 Caller Phone: **717-790-9955** Program: **[Dropdown]**  
 Call Type: **[Dropdown]** Dealer: **Penn Center Systems, Inc.**  
 Product: **NETePay** Pckg: **CAP Software** Prc: **TSYS/Vital Term**  
 On Site **Left Msg** **No Ct.** **Kill** Depl: **BARRESTAT** Dev: **8660.60.346237**

Deployments | Devices | Parameters  
Identifier:  **Add**

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Tickets | Acct | User

This section is not yet comp...  
Suggestions welcome

**BARRESTAT**

**Dealer** Penn Center Systems, Inc. (PEN129)  
**Username** pennce717  
**App** ePay TSYS (Vital) Term - VS2 (8660.60) v 5.05.05  
**Package** CAP Software (CAP0001)

**Merchant Info**  
 Name: BARREL 21 DISTILLERY  
 Contact: VICKY PONISH  
 Address 1: 2355 NORTH ATHERTON ST  
 Address 2:  
 City/State/Zip: STATE COLLEGE, PA 16803

**Deployment** **Look up**  
 Identifier: BARRESTAT  
 Status: ACTIVATED  
 Activated: 9/9/15  
 Device: 8660.60.346237  
**Number of Fixed Lanes** 1

**Device Events** | **Depl Events** | **Call History** | **DMS Logs**

Date	Type	Memo
9/10/15 10:13 AM	param_load	v5.05
9/10/15 10:12 AM	modify	deployment.application=ePay TSYS (Vital) Term ...
9/10/15 9:45 AM	modify	deployment.application=ePay TSYS (Vital) Term ...
9/10/15 9:44 AM	param_load	v5.05
9/10/15 9:44 AM	modify	deployment.application=ePay TSYS (Vital) Term ...
9/9/15 5:00 PM	param_load	v5.05
9/9/15 5:00 PM	ePay initial activation	deployment.application=ePay TSYS (Vital) Term ...
9/9/15 5:00 PM	ePay initial activation	deployment.identifier: BARRESTAT

Parameter	Value
Acquirer BIN (6 digits)	424760
Merchant Id (12 digits)	[REDACTED]
Store Id (4 digits)	0001
Terminal Id (4 digits)	0001
City Code (5 or 9 digits)	16803
Time Zone Differential (3 digits)	705
Merchant Category Code (4 digits)	7299
Merchant Location Number (5 digit)	00001
Agent Bank Number (6 digits)	000001

remoting - cannot process - goint out and talking to TSYS - but getting a: time out error - **Re-open**

Called vital, MCC was wrong from what the dealer programed to the netepay. Correct MCC is 7299

**Call Complete**

**Call View [6] [2] Device View**

Caller Name: **Aruna Disanayaka** Customer Type: **Dealer**  
 Caller Phone: **E-MAIL T: 301-445-6100 x 113** Program: **Action Systems Usage Program**  
 Call Type: **Problem-Auth/Settlement** Dealer: **Computer Assistance Co**  
 Product: **NETePay** Pckg: **RESTAURANT MANA...** Prc: **FDMS Nashville Term**  
 On Site **Left Msg** **No Ct.** **Kill** Depl: **ORLEATTU1** Dev: **8660.54.308749**

Deployments | Devices | Parameters  
Identifier:  **Add**

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Tickets | Acct | User

This section is not yet comp...  
Suggestions welcome

**ORLEATTU1**

**Program** Action Systems Usage Program  
**Username** asimaster  
**App** ePay FDMS Nashville Term - ENV (8660.54) v 5.05.05  
**Package** RESTAURANT MANAGER GATEWAY (RMGTW)

**Merchant Info**  
 Name: ORLEANSBYTHERIVER  
 Contact: Sean Truesdale  
 Address 1: 2204 S Washington Avenue  
 Address 2:  
 City/State/Zip: Titusville, FL 32780

**Deployment** **Look up**  
 Identifier: ORLEATTU1  
 Status: ACTIVATED  
 Activated: 9/23/15  
 Device: 8660.54.308749  
**Number of Fixed Lanes** 4

**Device Events** | **Depl Events** | **Call History** | **DMS Logs**

Date	Type	Memo
9/24/15 8:55 AM	param_load	v5.05
9/24/15 8:51 AM	modify	deployment.application=ePay FDMS Nashville ...
9/24/15 8:48 AM	external data	Adapter msg: status code: AccessDenied (50058) Text...
9/23/15 6:02 PM	modify	deployment.application=ePay FDMS Nashville ...
9/23/15 1:46 PM	external data	Adapter msg: status code: AuthenticationError (5001...
9/23/15 11:57 AM	param_load	v5.05
9/23/15 11:57 AM	param_load	v5.05
9/23/15 11:56 AM	modify	deployment.application=ePay FDMS Nashville ...
9/23/15 10:26 AM	param_load	v5.05
9/23/15 10:25 AM	ePay initial activation	deployment.application=ePay FDMS Nashville ...

Parameter	Value
Merchant Id (15 characters)	[REDACTED]
Terminal Id (8 characters)	[REDACTED]
Datawire Id	[REDACTED]
Acquire Datawire Id	No
Primary URL	vxn1.datawire.net
Secondary URL	vxn1.datawire.net
Select Merchant Category	Restaurant
Use ePay Client/Server Password	No
ePay Client/Server Password (Optional)	

Frank,  
 I setup a deployment for Orleans by the River. Deployment ID: ORLEATTU1. This is for First Data Nashville and based on the MID 240202039881 and TID: 7523786. First Data then changed the TID to 0285005. When I entered this information I had to pad the numbers to match the character requirement. So MID is: 000240202039881 (15 characters) and TID: 00285005 (8 characters). The datawire id was not changed from original TID (07523786). The customer, Chris, is getting the following error when processing a test card through ePay Administrator.

Error: "DWS0013 Authentication Error check, DID MID TID, Status response: Error from Server."

Any ideas? Chris's phone: 407-365-1991

Datawire account reprovisioned at first data **Re-open**

**Call Complete**

Call View [6] [2]    Device View

Caller Name:     Customer Type:   
 Caller Phone:     Program:   
 Call Type:     Dealer:   
 Product:     Pckg:     Prc:   
 On Site                Depl:     Dev:

Identifier:

Tickets    Acct    User

This section is not yet comp...  
Suggestions welcome

LAMESLAME1

**Program** WorldPay US, Inc.

**Username** rbsworldpay

**App** ePay WorldPay TCMP Term - WRT (8716.84) v 5.05.05

**Package** FUTURE POINT OF SALE (FUTU01)

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**Merchant Info**

Name La Mesa Bistro and Bakery  
 Contact Jamie Osuna  
 Address 1 8697 La Mesa Blvd  
 Address 2  
 City/State/Zip La Mesa, CA 91942

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**Deployment**

Identifier LAMESLAME1  
 Status ACTIVATED  
 Activated 9/21/15  
 Device 8716.84.303524

**Number of Fixed Lanes** 2

Date	Type	Memo
9/21/15 8:46 AM	param_load	v5.05
9/21/15 8:46 AM	epay initial activation	deployment.application=epay ePay WorldPay TCMP T...
9/21/15 8:46 AM	epay initial activation	deployment.identifier=LAMESLAME1

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Parameter	Value
Merchant Id (15 digits)	
Terminal Id (8 digits)	
Check Digit (1 digit)	7
Select Merchant Category	Restaurant
Contactless Capable	No
Customer Activated Terminal	No
Use ePay Client/Server Password	No
ePay Client/Server Password	
Do Not Connect to Host on Startup	Yes

Rental deployment for world pay got canceled after 15 days. Needs deployment activated. Worldpay needs to enter a new order. Customer will purchase a copy of worldpay 5.0 netePAY as a temp until order comes through. Jim agreed to refund the full amount paid for worldpay 5.0 netePAY purchase copy once the rental deployment has been entered by worldpay.