

PaperCut | TouchNet uPay – Quick Start Guide

This guide is designed to supplement the *Payment Gateway Module* documentation and provides a guide to installing, setting up and testing the *Payment Gateway Module* for use with *TouchNet uPay*. The main *Payment Gateway Module* documentation may be downloaded from:

<http://www.papercut.com/files/pcng/ext/payment-gateway/PaymentGatewayModule.pdf>

TouchNet uPay is a component of the TouchNet Marketplace Suite. It provides a common, web based payment site that may be used by many applications or storefronts within the organization.

Setup and testing (minus lead time to arrange credentials) should take around 30 minutes. No system level restart is required; however, the PaperCut application server will be restarted during the install process. If other administrators are using the PaperCut administration interface at this time it may be advisable to warn them of the pending restart.

This document is written assuming the reader has good server administration skills and is experienced with general PaperCut administration.

Contents

Stage 1: Contact TouchNet to obtain uPay Credentials	2
Stage 2: Configuring a uPay Site.....	2
Stage 3: Installing the Payment Gateway Module	3
Stage 4: Firewall Configuration	4
Stage 5: Testing	4
Troubleshooting	5



Stage 1: Contact TouchNet to obtain uPay Credentials

PaperCut requires a username and password to connect to uPay and initiate transactions. Please contact your TouchNet representative for more information. The result will be a username and password that will later be entered into a PaperCut configuration file.

Stage 2: Configuring a uPay Site

You must configure a uPay site to process PaperCut payments. This is the page that PaperCut will send users to when they request a payment. Your TouchNet representative can provide more information about this process if necessary.

The information required when setting up the uPay site will be:

- **Return URL:**
`http://papercutserver:9191/app?service=page/ExtnTouchNet&status=success`
- **Error URL:**
`http://papercutserver:9191/app?service=page/ExtnTouchNet&status=error`
- **Cancel URL:**
`http://papercutserver:9191/app?service=page/ExtnTouchNet&status=cancel`

Be sure to replace '*papercutserver*' with the host name of the server running PaperCut.

After configuring the uPay site you will receive a 'site ID'. This, along with the URL of the uPay site, will be required when configuring the Payment Gateway Module.

Stage 3: Installing the Payment Gateway Module

The Payment Gateway Module will function during the PaperCut NG 40-day trial period. After this time the module must be licensed. If you have been supplied with a new license, take the time to install this now. The license installation procedure is documented in Chapter 15 of the PaperCut user manual.

1. Download the Payment Gateway module installer from the PaperCut website at:
<http://www.papercut.com/files/pcng/ext/payment-gateway/pcng-payment-gateway-module.exe>
2. Run and complete the installer, following the prompts.
3. Open the file:
`[app-dir]\server\lib-ext\ext-payment-gateway-touchnet.properties`
in a text editor such as WordPad.
4. Locate the line:
`touchnet.enabled=N`
and change the **N** to **Y**. This will enable the TouchNet uPay module.
5. Locate the following lines:
`touchnet.web-service-endpoint=`
`touchnet.upay-site-url=`
`touchnet.upay-site-id=`
`touchnet.username=`
`touchnet.password=`
each piece of information should have been collected during stages 1 (obtaining uPay credentials) and 2 (configuring the uPay site). More information about each setting is available in the config file.
6. If SSO Authentication is used, then locate the line `touchnet.use-configured-links=` and change it from its default value of **N** to **Y**.
7. Configure the other options in this file as discussed in the *General Configuration Options* section of the *Payment Gateway Module* documentation. Options include limits on the amount to transfer, groups allowed to access the feature, and custom labels.
Further configuration options are available in the global `ext-payment-gateway.properties` file, as described in the *Payment Gateway Module* documentation.
8. Save the file and exit the text editor.
9. Restart the PaperCut Application Server via 'Control Panel -> Administrative Tools -> Services' and wait approximately 30 seconds for the application server to start up.
10. Open the file:
`[app-dir]\server\logs\server.log`
in a text editor and look for any error messages that may indicate an issue.

Stage 4: Firewall Configuration

The PaperCut Payment Gateway Module communicates with your TouchNet uPay server via the port defined in the “web service endpoint” setting in stage 3. You should ensure that there is no firewall or software that blocks outbound connections from the PaperCut server to the uPay server.

Stage 5: Testing

The PaperCut Payment Gateway Module is now configured. When logging into the end-user interface as a standard user via the URL. E.g.:

<http://papercutserver:9191/user>

A new link titled **Add Credit** should appear in the left navigation menu. Click this link to start a payment via TouchNet uPay.

Add credit using Credit Card

Username	tom
Current Balance	\$0.06
Amount to add	<input type="text" value="\$5.00"/>
<input type="button" value="Add Value"/>	

Testing the payment process with a real credit card is one option, but you may also like to contact your TouchNet representative to discuss using a test site/number so that payments may be simulated without any charges.

Once you have made a payment via uPay, the payment amount will be added to the user's account, and a transaction will be entered into the user's transaction log. Further tracking information is written to log files, discussed in the **Troubleshooting** section.

Troubleshooting

Administrators may find information in the following log files useful when trying to troubleshoot a setup/configuration problem or other issues reporting by end users.

- **Payment Gateway Event Log:**
[app-dir]\server\logs\payment-gateway\event.log
this log file contains payment gateway specific error messages and events. Events in this log may be useful in tracking down problems or unexplained events.
- **Application Log:**
[app-dir]\server\logs\server.log
this log file contains general application specific error messages and events.
- **Transaction Log:**
[app-dir]\server\logs\payment-gateway\transaction.log
this log file contains a list of successful transactions in a tab-delimited form.

Contact your reseller or Authorized Solution Center for assistance. You can find their contact information in your PaperCut Admin interface on the **About** page.