

# TriPOS Installation and Setup

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## Overview

This document is intended to assist you in the installation of the VeriFone® USB drivers and the triPOS® Service. These new devices are designed to run on systems using Windows 7 or higher and require the .Net Framework 4.5 or higher. In addition you'll need to have installed the Anthology 9.1.026.0 or higher as these devices are not supported on all version of Anthology.

Please read through this document before you start. We also recommend that you do not attempt this installation after hours or on the weekend unless you have made prior arrangements with Anthology's Support department. This installation and troubleshooting issues surrounding it is not covered under "after-hours" support policies. You could be without credit card functionality until normal business hours.

## What you'll need to complete this installation

1. You'll need to determine if you are running a 32 or 64 bit version of Windows so you can determine which USB driver to install.
  - a. For Windows 7
    - i. Choose Start
    - ii. Right click on **Computer**
    - iii. Choose properties – It is listed as **System Type**:
  - b. For Windows 8 and 8.1
    - i. Open the desktop
    - ii. Computer has been changed to **This PC**
    - iii. Right click This PC
    - iv. Choose properties – it is listed as **System Type**:
  - c. For Windows 10
    - i. Open File Explorer
    - ii. Right click This PC
    - iii. Choose properties – it is listed as **System Type**:
2. You will need your Element credentials. You should already have received your account information from Element Hosted Payments – you will need these credentials to complete the "TriPOS" installation. We recommend you copy these values to Notepad for easy "cut & paste" when needed – this will insure accuracy when entering very long numbers such as the 64+ character Account Token. Find this by going to the EPS web portal, click on Virtual Terminal and then Profile.

Merchant ID 17XXXX34  
Account ID 10XXX26  
Account Token 169FE79D919F12BFF22FXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX11DA371C5B915354D6B501

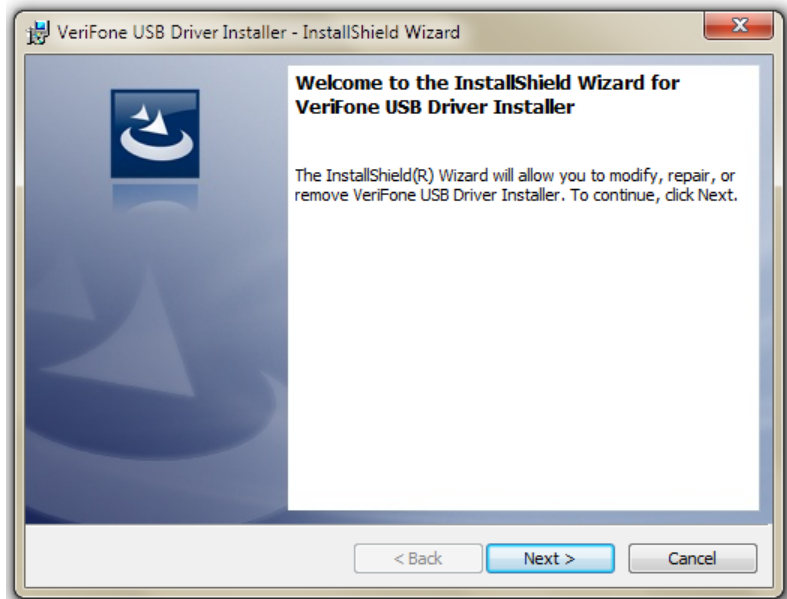


## Verifone® Driver Installation

It isn't important which is installed first the USB driver or triPOS. We'll go through the USB driver installation first. This is where you need to know which Windows "System Type:" you are using, either 64 bit or 32 bit (See Above) this will determine which installation you run. The installation is the same regardless of which one you install.

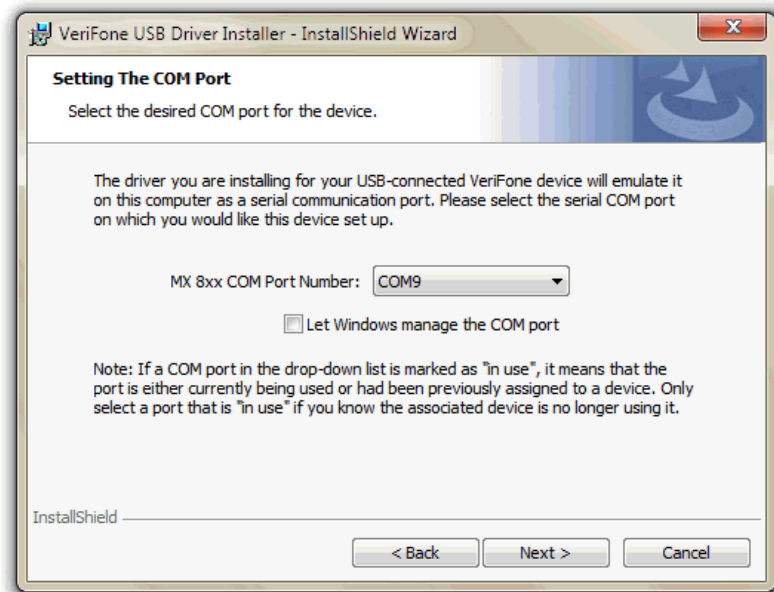
### Opening Screen

Choose Next



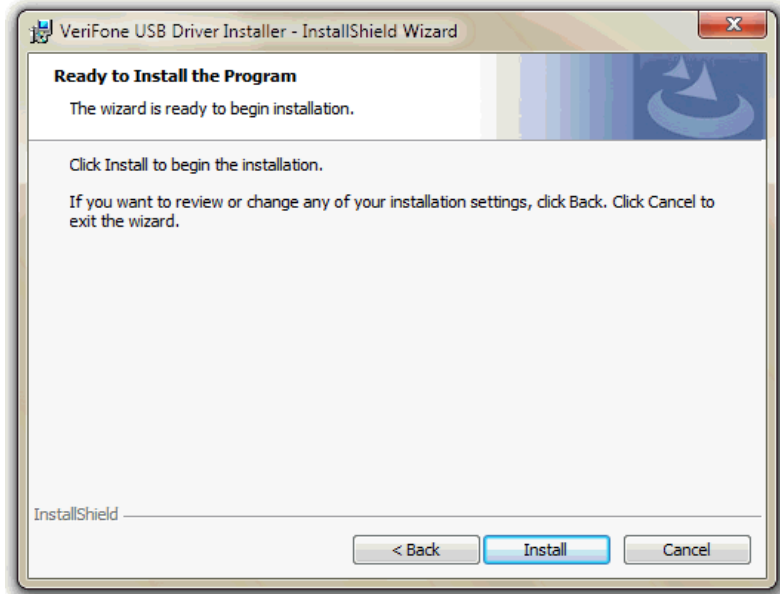
### Setting the COM Port

Be sure that COM9 is selected and that the "Let Windows manage the COM port" option is not checked.



## Ready to Install

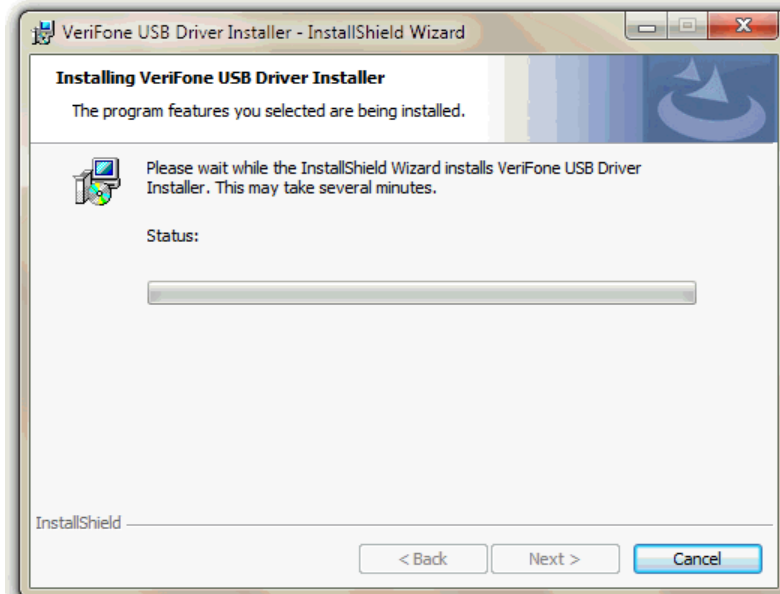
Choose Install



## Progress of Installation

This option can take several minutes to show any activity. It is running. Please do not interrupt this process.

When the process is finished – choose Next.



## Installation Complete

Choose Finish

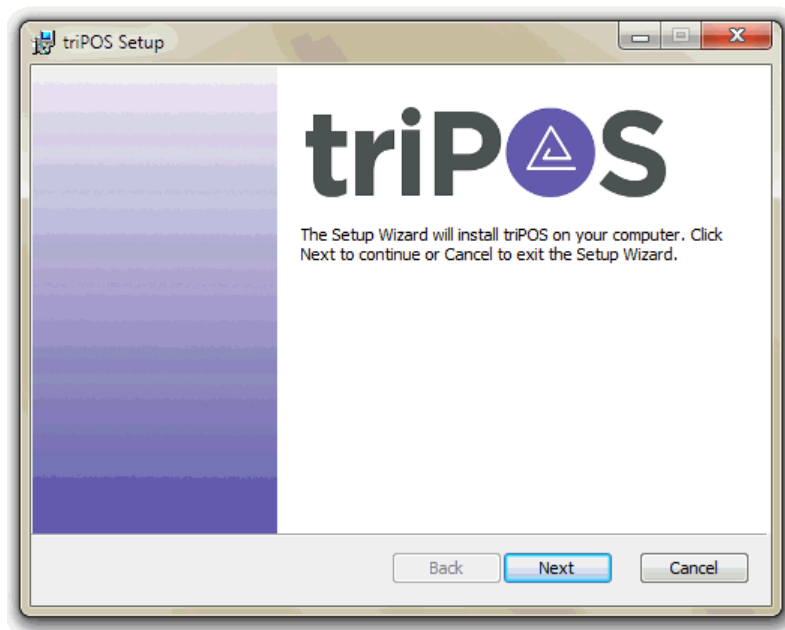


## TriPOS Installation

Next we'll install the triPOS Service. Remember to have your credentials ready

### triPOS Welcome screen

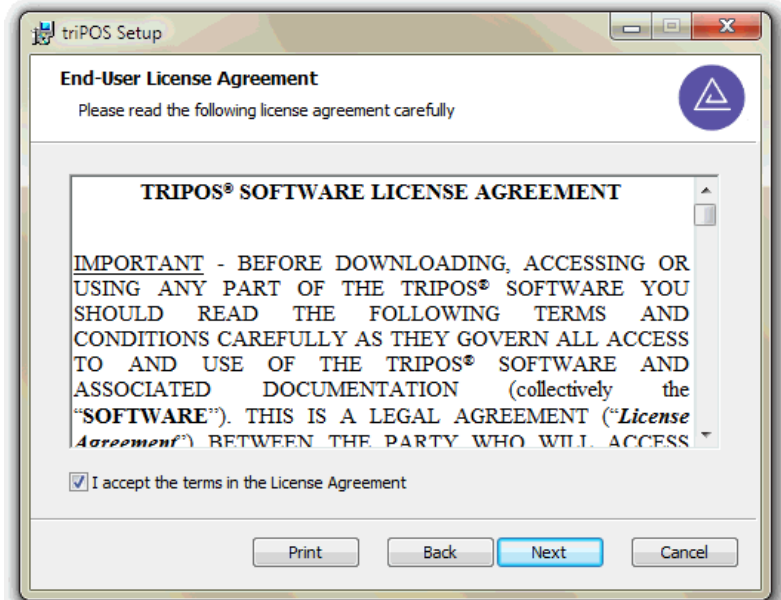
Choose Next



## End-User License Agreement

Check the “I accept the terms in this license agreement” checkbox

Choose Next



## Credential Information

This is where you enter your Element supplied credentials.

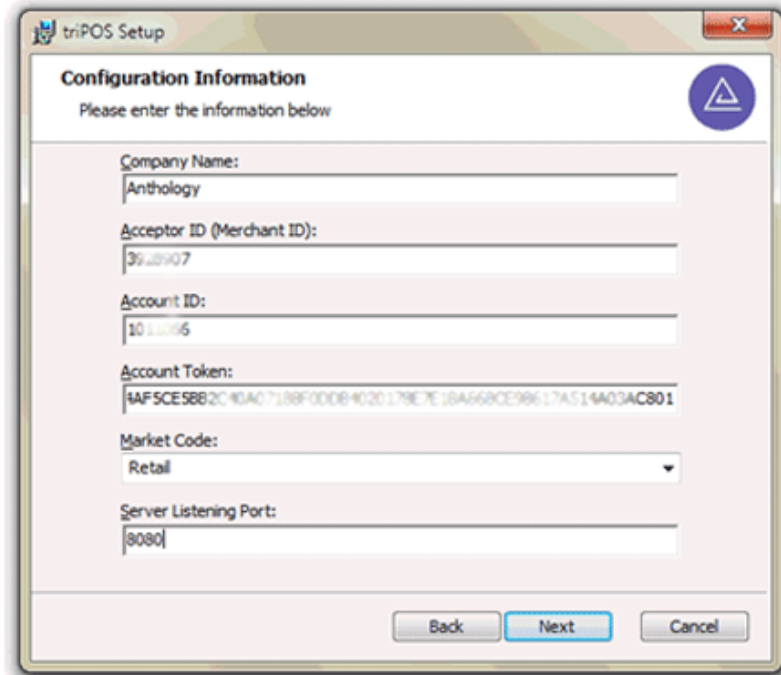
Company Name should be the name you used when applying for your Element account.

Cut and Paste your credentials

Market Code is **Retail**

Server Listening Port is **8080**

Choose **Next**

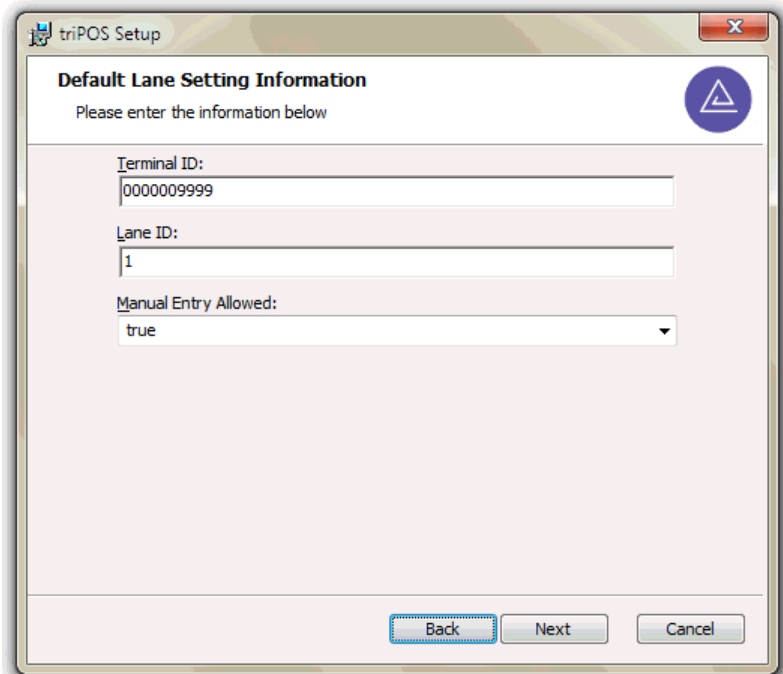


### Setting the Lane Information

You should have been provided with a Terminal ID from Element. This should be a unique value for each credit card capable workstation

The Lane ID should correspond to the Station ID shown in the Anthology Master Files | Station screen.

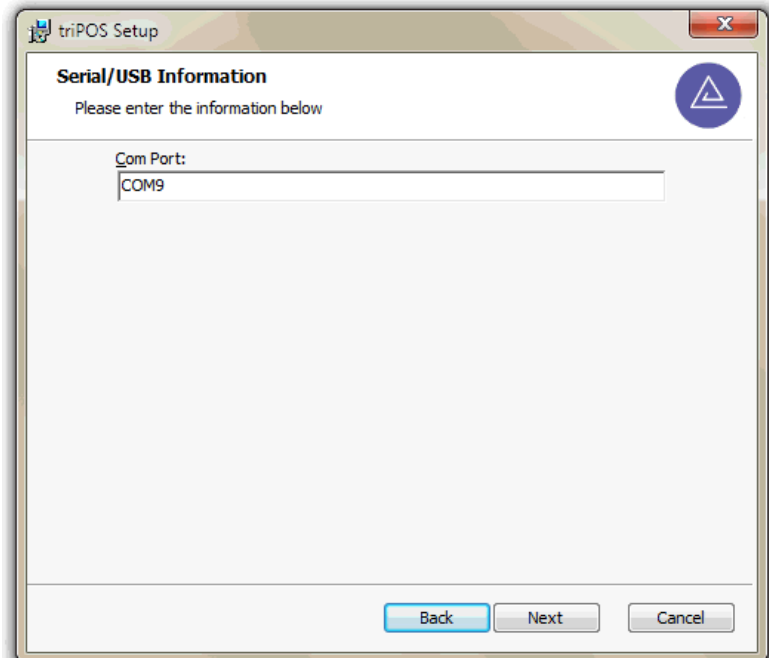
Manual Entry Allowed: set to **true**



The screenshot shows the 'Default Lane Setting Information' window in the triPOS Setup application. The window title is 'triPOS Setup' and it contains a sub-header 'Default Lane Setting Information' with a help icon. Below the sub-header is the instruction 'Please enter the information below'. There are three input fields: 'Terminal ID' with the value '000009999', 'Lane ID' with the value '1', and 'Manual Entry Allowed' with a dropdown menu set to 'true'. At the bottom of the window are three buttons: 'Back', 'Next', and 'Cancel'.

### Assigning the COM port

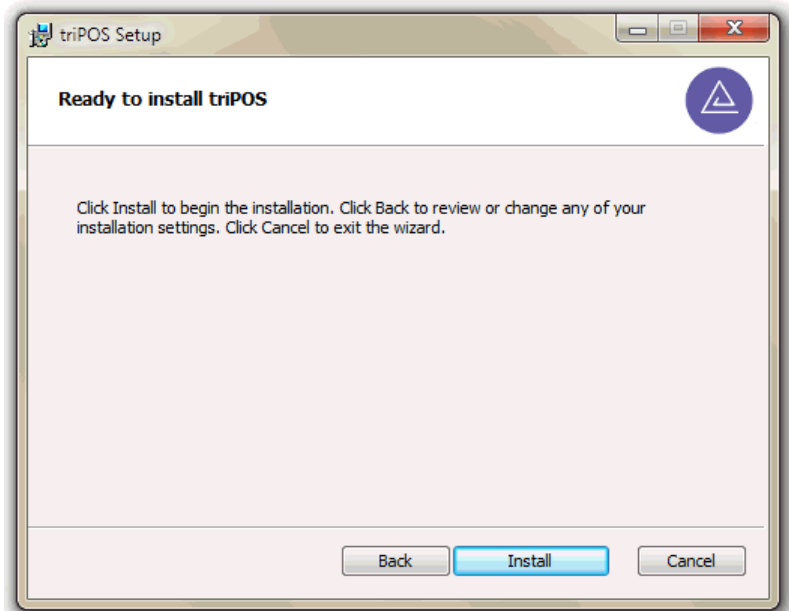
As we did with the driver installation be sure COM9 is displayed in the Com Port field as shown.



The screenshot shows the 'Serial/USB Information' window in the triPOS Setup application. The window title is 'triPOS Setup' and it contains a sub-header 'Serial/USB Information' with a help icon. Below the sub-header is the instruction 'Please enter the information below'. There is one input field labeled 'Com Port' with the value 'COM9'. At the bottom of the window are three buttons: 'Back', 'Next', and 'Cancel'.

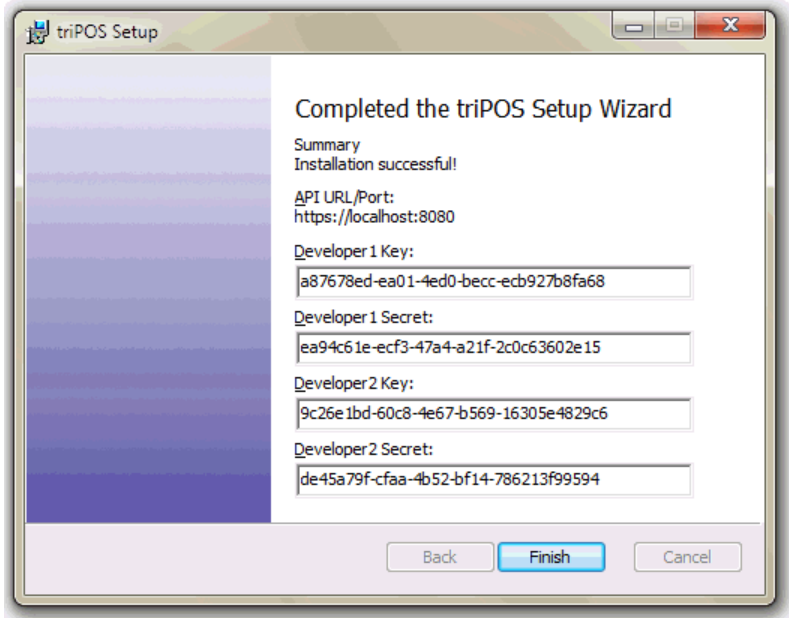
## Ready to Install

Choose Install



**Note:** This screen may not show for everyone.

If you are seeing this screen during the installation you may safely ignore this information and choose **Finish**



## Setting organization and workstation level controls

Each workstation install of the TriPOS service must have a group of configuration values set. These will vary from store to store. As of October 2015, these values may need to be done by an Anthology tech via a remote login. A simpler utility for store managers to modify these settings will be available in the next few weeks.



## Starting the triPOS Service

Typically it isn't necessary to start the service after the installation but if you should find that it is necessary these are the steps to do so. The procedure for starting or restarting the service is the same but depending on which version of Windows you are running the procedure for locating the Services screen is a bit different.

You'll need to locate the "Local Services" screen on your Windows system.

1. Window 7
  - a. Click **Start**
  - b. Right click on **Computer**
  - c. Choose **Manage**
  - d. On the Computer Management screen choose **Service** in the left pane.
  - e. Locate the "TriPPOS Net" service
    - i. You may choose to Start, Stop or Restart the service here.
2. Window 8/8.1/10
  - a. Press the **Windows Key + X**
  - b. Choose **Computer Management**
  - c. On the Computer Management screen choose **Service** in the left pane.
  - d. Locate the "TriPPOS Net" service
    - i. You may choose to Start, Stop or Restart the service here.

