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Before you begin

Carefully review the hardware, software and operating system requirements before proceeding. Install **PC**Charge and configure your merchant accounts in **PC**Charge, then install Maitre'D Back-Office Server prior to installing the Maitre'D Plugin. The Maitre'D Plugin, **PC**Charge, and Maitre'D Back-Office Server should all reside on the same computer.

Maitre 'D Plugin System Requirements

- The Maitre'D Plugin must be installed on the same computer as
 PCCharge
- The Maitre'D Plugin requires either Windows XP, Windows 2000 or Windows Server 2003
- Regional and Language settings must be set to English (United States)
- 64 MB minimum of RAM, 128 MB preferred
- 30 MB free space on hard drive, 100 MB recommended
- Hayes compatible modem (capable of 1200 baud or less) with an analog phone line OR an Internet connection
- CD-ROM drive
- Merchant Account
- 400 MHz or higher processor
- MS Internet Explorer v6 or higher
- Latest MS service packs installed

Maitre'D Plugin Installation Instructions

- Double-click setup.exe to begin the Maitre'D Plugin installation process. You may be prompted to install Microsoft .NET Framework 1.1, a prerequisite product. If you are prompted, Click Yes, and continue to the next step. If the InstallShield Wizard for Maitre'D Plugin panel appears, skip to Step 5.
- 2. Next, The License Agreement panel will appear. Review the EULA and Check "I agree", then Click Install to begin the Microsoft .NET Framework 1.1 installation.



3. **Note:** Microsoft .NET Framework 1.1 installation may take several minutes.



After the Microsoft .NET Framework 1.1 installation is complete, Click **OK**.



4. When the system prompts for a reboot, Click **Restart**.



5. Welcome to the InstallShield Wizard for Maitre'D Plugin panel. Click Next to continue.



6. Review the License Agreement, and then Check "I accept the terms in the license agreement". Click Next to continue.

🙀 Maitre'D Plugin - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	
NOTICE: THIS IS AN AGREEMENT BETWEEN YOU ("MERCHANT") AND VERIFONE, INC. ("VERIFONE"). PLEASE READ THIS AGREEMENT CAREFULLY. BY USING VERIFONE'S PAYMENT GATEWAY SERVICES ("SERVICES"), MERCHANT ACCEPTS ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT, INCLUDING, IN PARTICULAR, THE WARRANTY AND LIABILITY LIMITATIONS IN SECTIONS 4 AND 5. INDICATE YOUR ACCEPTANCE OF THESE TERMS BY SELECTING THE "ACCEPT" BUTTON OR, IF INDICATED, SIGNING A COPY OF THE AGREEMENT WHERE INDICATED.IF YOU DO NOT AGREE TO THESE TERMS, DO NOT USE THE SERVICES.	
I accept the terms in the license agreement Print I do not accept the terms in the license agreement InstallShield	
< <u>Back</u> Next > Cancel	

7. Verify your Customer Information, and check the appropriate application use option. Click **Next** to continue.

🔀 Maitre'D Plugin - InstallShield Wizard	
Customer Information Please enter your information.	
User Name: Test Customer	(
<u>O</u> rganization: VeriFone Inc.	(
Install this application for:	
 Anyone who uses this computer (all users) 	
Only for <u>m</u> e (John Simpson)	
InstallShield	ext > Cancel

8. Select the **Complete** installation Setup Type, which will install to the default location. Click **Next** to continue.



9. Click **Install** to begin the installation of the Maitre'D Plugin. **Note:** Setup may take several minutes.

🙀 Maitre'D Plugin - InstallShield Wizard	X
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Cli exit the wizard.	ck Cancel to
InstallShield	Cancel

Setup may launch Microsoft SQL Server Desktop Engine installation. This may take several minutes.



10. Once the Maitre'D Plugin has been successfully installed, Click **Finish**.



11. Next, double-click the **MPManager** icon on your Desktop. The Maitre'D Plugin will try to connect to the server and create the default database. Click **Yes** to create default database.

Server (onnected	
2	Sucessfully Connected to Server. Create default Database	?
	Yes No	

12. Once the database is successfully created, you will be prompted to Close and restart the application. Click **OK**, and then click **Close**.

	Database created successfully. Close and restart the application.
	OK
🛃 VeriFone - Maitre'D Pl	ıgin Manager
Merchant Configuration Data	base Configuration
Server	(local)
Connectivity	(default)
TCP/IP Port	1433
Database Name	PaymentGateway
Login Type	Trusted Connection
User ID	
Password	
	Close Apply Cancel

13. Double-click the MPManager icon on your desktop to launch the Maitre'D Plugin application again. The Maitre'D Plugin will launch. Click on the **Add New** button on the upper right portion of the panel to add a new merchant account.

🛃 VeriFone - Maitre'D I	Plugin Manager			
Merchant Configuration Da	atabase Configuration			
			•	Edit Add New
Transaction Source Tran	saction Destination			
Choose Source Type	Maitre'D POS 🗾	Choose Interface Type		v
			OK	Apply Cancel

14. To set up an EFT (Credit Card) account, you will need to populate:

Description - a brief description of the merchant account
Processor ID - must contain the Processor ID code
Merchant ID - the Merchant Number
Select the EFT radio button
Place a checkmark in the Active? box to make the Merchant ID the Active
Merchant Number - the merchant number you will be processing transactions
to. There can only be one active EFT (credit card) merchant number and one active gift card merchant number at any one time.

Click OK.

🖪 Add Merchant			
Description	VITAL EFT Account		
Merchant ID	1234567890		
Processor ID	VITAL	Processor Type	● EFT
Active ?			Gift Card
		ОК	Cancel

15. To set up a Gift Card account, you will need to populate:

Description - a brief description of the merchant account
Processor ID - must contain the Processor ID code
Merchant ID - the Merchant Number
Select the Gift Card radio button
Place a checkmark in the Active? box to make the Merchant ID the Active
Merchant Number - the merchant number you will be processing transactions
to. There can only be one active EFT (credit card) merchant number and one active gift card merchant number at any one time.

Click OK

🚬 Add Merchant			
Description	VTEC Gift Account		
Merchant ID	1234567890		
Processor ID	VTEC	Processor Type	C EFT
Active ?	V		Gift Card
		ОК	Cancel

16. Transaction Source Tab:

Browse to the Maitre'D INT folder to populate the **Folder to watch** field. This folder will contain the Maitre'D request and response files created during processing. The default location is: C:\POSERA\MaitreD\DATA\INT.

Leave all other options as default.

Click **Apply**.

🛃 VeriFone - Maitre'D Plu	ugin Manager				
Merchant Configuration Data	oase Configuration				
VITAL EFT Account (123456	7890)0			•	Edit Add New
Transaction Source Transa	ction Destination				
Choose Source Type	Maitre'D POS	Choose Interface Type	File		•
Inbound Files from Maitre')				
Folder to watch	C:\POSERA\MaitreD\DATA\INT				
EFT Request File Format	REFT*.XML				
Gift Request File Format	RGIF*.XML				
Outbound Files to Maitre'D					
Use the same directo	ry as inbound				
Folder for Output	C:\POSERA\MaitreD\DATA\INT			- 🖻	
EFT Answer File Format	AEFT*.XML				
Gift Answer File Format	AGIF*.XML				
				ок [Apply Cancel

17. Click on the Transaction Destination tab.

Browse to the Active-Charge folder to populate the **Folder for Output** field. This folder will contain the **PC**Charge request and response files created during processing. The default location is: C:\Program Files\Active-Charge.

Leave the Processing Timeout at 250 seconds.

Leave all other options as default.

Click **OK** to save settings.

🗷 VeriFone - Maitre'D Plugin Manag	ger				
Merchant Configuration Database Configur	ation				
VITAL EFT Account (1234567890)0			•	Edit	Add New
Transaction Source Transaction Destinat	tion				
Choose Destination Type VeriFone - P	CCharge 🗾 💌	Choose Destination Interface	File	•	
Outbound Files to PCCharge					
Folder for Output C:\Program Fil	es\Active-Charge				
User Name User1					
Request File Format User1.inx					
Processing Timeout 250 (second	nds)				
Inbound Files from PCCharge					
✓ Use the same directory as outboun	d				
Folder to watch C:\Program Fil	es\Active-Charge				
Answer File Format User1.oux					
			ОК	Apply	Cancel

18. Start the Maitre'D Plugin as a Windows service. Keep in mind that any changes that are made to the Maitre'D Plugin interface (e.g., paths, timeouts, processor, merchant ID, etc.) will require the service to be restarted. To start the service, go to Control Panel and Double-click on Administrative Tools.



19. From the Administrative Tools panel, Double-click on Services.



20. Select (or Right-click) MaitreDPlugin, and Click on Start the service.

Services							
<u>File A</u> ction <u>V</u> iew	Help						
← → 💽 🗗 🕻) 🖪 🔮 🕨 🗉 💷						
🍓 Services (Local)	Services (Local)						
		1		:	102		
	MaitreDPlugin	Name 🔨	Description	Status	Startup Type	Log On As	^
		🦓 Help and Support	Enables He	Started	Automatic	Local System	
	<u>Start</u> the service	HTTP SSL	This servic		Manual	Local System	
		🖏 Human Interface D	Enables ge		Disabled	Local System	
		🦓 IIS Admin	Allows adm	Started	Automatic	Local System	
		🦓 IMAPI CD-Burning C	Manages C		Manual	Local System	
		🍓 Indexing Service	Indexes co		Manual	Local System	
		Notes IPSEC Services	Manages I	Started	Automatic	Local System	
		🍓 Logical Disk Manager	Detects an	Started	Automatic	Local System	
		🍓 Logical Disk Manage	Configures		Manual	Local System	_
		🆓 Machine Debug Man	Supports lo	Started	Automatic	Local System	
		MaitreDPlugin			Automatic	Local System	
		Senger 🖓	Transmits		Disabled	Local System	
		🎇 MS Software Shado	Manages s		Manual	Local System	
		MSSQLSERVER		Started	Automatic	Local System	
		MSSQLServerADHel			Manual	Local System	
		🎇 Net Logon	Supports p	Started	Automatic	Local System	
		NetMeeting Remote	Enables an		Manual	Local System	
		Network Connections	Manages o	Started	Manual	Local System	
		Network DDE	Provides n		Disabled	Local System	
		Network DDE DSDM	Manages D		Disabled	Local System	
		Network Location A	Collects an	Started	Manual	Local System	
		Network Provisionin	Manages X		Manual	Local System	~
	Extended Standard /	- aval-					

- 21. Once the service is Started, **Exit** the window.
- 22. Finally, install Maitre'D POS on the client computers.

Valid Restaurant EFT and Gift Card Processor IDs

Credit Card

Processing Company	Processor Code
BuyPass, Inc.	BPAS
FDMS South / NaBanco	NB
Fifth-Third Bank – St. Pete	BPS
First Horizon	FTMS
Global Payments-East	NDC
Heartland Payment Systems	HPTS
Lynk Systems, Inc.	LYNK
Paymentech	GSAR
Vital	VISA

Gift

Processing Company	Processor Code
Fifth-Third Bank – St. Pete	BPS
Paymentech	GSAR
Smart Transaction Systems	SMTS
ValueLink	VLNK
Valutec	VTEC

Frequently Asked Questions

Q: Maitre'D POS is responding with a transaction timeout error, what could be the cause?

A: First, make sure the paths are correct in the Maitre'D Plugin for the transaction destination and output. See installation instructions for further information. If the paths are correct, make sure that the Maitre'D Plugin service is started under Windows service. If it Maitre'D Plugin is started, make sure transactions are successful when attempted directly from the **PC**Charge GUI. If the transaction is not successful in the **PC**Charge GUI, please contact technical support at 1-877-659-8981. Have your **PC**Charge serial number ready.

Q: Maitre'D Plugin is encountering errors when launched for the first time. It cannot create a database. What could be the cause?

A: If MSDE is installed due to another application, you may receive this error. In the Maitre'D Plugin database configuration screen, change the login type from Trusted Connection to SQL User ID/Password. Enter the admin user ID and password, and click Apply. You will be prompted to create the correct database.

Q: When processing transactions in Maitre'D, receipts are printing "declined" with errors. What could be the cause?

A: Make sure you have only one active credit card merchant number and one active gift card merchant number in the Maitre'D Plugin at one time. Make sure the merchant numbers and processor ID's match with what is set up in **PC**Charge. For a list of valid credit card and gift card processor IDs, please refer to the previous section.