TouchNet Credit Card Gateway Connector

Step 1 – Configure the TouchNet gateway

Requirements

1. GoPrint server must resolve to an external FQDN and IP Address.

   Important: If the GoPrint server's host name doesn't resolve to an external IP or DNS name, then GoPrint will not be able to receive the confirmation, and not add the funds to the users Quota account; although, the funds are received by TouchNet.

2. The TouchNet communication ports must be open inbound to the GoPrint GTX server. Production ports used for the TLink URL is 8702 and for 443 for UPay.

3. The TouchNet secure URL's and ports must be captured in the GoPrint application under System – SSL Certificates

4. UPay must create a Firewall rule for the GoPrint servers IP Address.

5. The GoPrint GTX server's IP Address MUST be added to the TouchNet's Firewall Whitelist. Please ensure you have performed this task with TouchNet.

Payments – Credit Card Gateway - TouchNet

Name
Enter a user-friendly name to help identify the payment connector.

Active
Check the Active checkbox to make the gateway Active - only one gateway can be active at any one time.

Gateway Flat Fee
The value entered here is added to the GoPrint host accounting transaction total and is calculated along with the Gateway Percentage Fee to be used to offset charges incurred from using the Gateway service.

Gateway Percentage Fee
The value entered here is added to the GoPrint host accounting transaction total and is calculated along with the Gateway Flat Fee to be used to offset charges incurred from using the Gateway service.

User Flat Fee
The value entered here is added to the user's deposit amount for each successful transaction and is typically used by the GoPrint host to compensate offering the credit card services.

Minimum Deposit
The value here sets the minimum amount allowed for a transaction. (Before the fees listed above are taken into account).

User Agreement URL (optional)
Provide a link to your custom privacy agreement

New TouchNet Credit Card Gateway

This credit card gateway setup only works with the Web Client's add value feature.
Workstations running the Web Client must have access to connect to the payment gateway's web site.

General

Name	Touchnet
	Only one Credit Card Gateway may be active at a time.
Gateway Flat Fee	0.00
Gateway Percentage Fee	0.0 %
User Flat Fee	0.00
User Percentage Fee	0.0 %
Minimum Deposit	5.00
Maximum Deposit	25.00
User Agreement URL	NONE
	Enter the word NONE if you do not require users to accept a user agreement.

☐ **Do not store last four numbers of card used with transaction.**
Note that selecting this could make the transactions irreconcilable.

T-Link Web Service

Web Service URL (T-Link Web Service URL)

Standard port 8702
https://secure.touchnet.com:8702/tlinkauth/services/TPGSecureLink

T-Link Web Service

Web Service URL	https://secure.touchnet.com:8702/tlinkauth/services/TPGSecureLink **NOTE: The SSL certificate of the Web Service, if not signed by a Certificate A certificates file.**
Username	
Password	
Timeout	60 seconds
eMail Receipt	☑ Whether to eMail a receipt to user for each deposit transaction.

Username
The username of the TouchNet service account (provided by TouchNet)

Password
The password of the TouchNet service account (provided by TouchNet)
.
Timeout
The value here will define how many retries a transaction is allowed before returning a failure. The default is 60 seconds.

eMail Receipt
When checked and an SMTP server is configured under System Policy, users will be sent an email receipt to the email address specified during the transaction process.

UPay Web User Interface

UPay Web Site URL

Important: the UPay URL communicates over port 443!

https://secure.touchnet.com/C20015/web/index.jsp

uPay Web User Interface

uPay Web Site URL	https://secure.touchnet.com/C20015/web/index.jsp
Assigned Site ID	0
Success Link Text	Return to GoPrint
Error Link Text	Return to GoPrint (transaction cancelled)
Cancel Link Text	Cancel this transaction

Assigned Site ID
Only the Site ID is necessary and it is purely for TouchNet accounting purposes. This is provided by TouchNet and aids in tracking TouchNet transactions.

Success Link Text - (Message to send to user)
Return to GoPrint

Success Link Text - (Message to send to user)
Return to GoPrint - (Transaction cancelled)

Cancel Link Text - (Message to send to user)
Cancel this transaction

Step 2 – Capture the TouchNet T-Link and UPay secure SSL Certificate
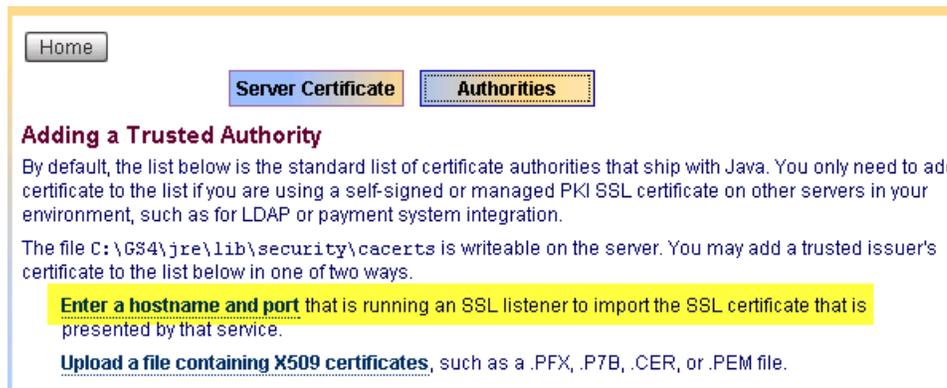
Option #1 – SSL Tool

Navigate to System – SSL Certificates

Important: the GS4-Services must be restarted after preforming this step

Click the Authorities tab and select "Enter a hostname and port"

Enter the TouchNet Server's Hostname (secure.touchnet.com) or IP address and TCP Port

Repeat for the UPay URL

Check all Certificates in the Chain and select to import.

Option #2 – Capture certificate from browser

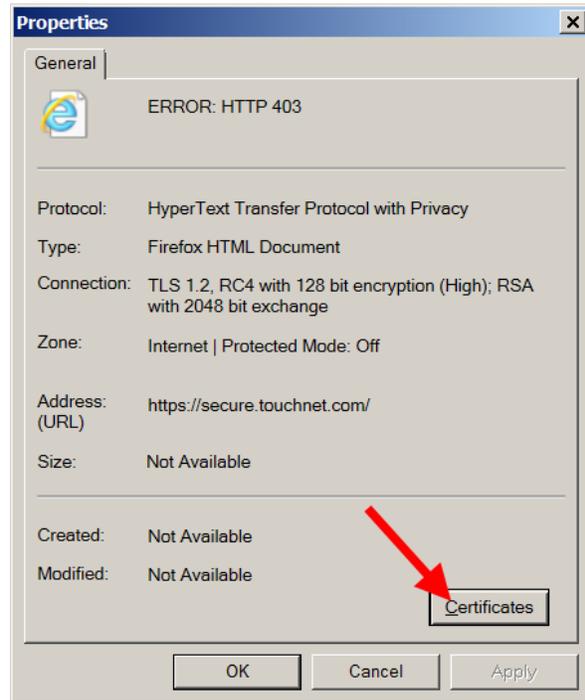1. Open a browser to secure.touchnet.com
2. Go to File - Properties

3. Click Certificates

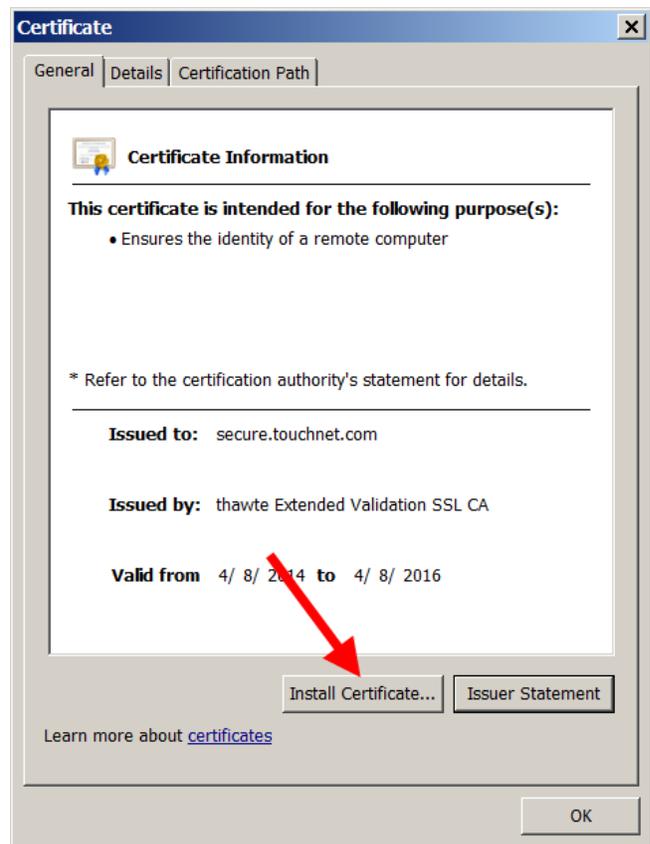**Properties** ☒

General

ERROR: HTTP 403

Protocol:	HyperText Transfer Protocol with Privacy
Type:	Firefox HTML Document
Connection:	TLS 1.2, RC4 with 128 bit encryption (High); RSA with 2048 bit exchange
Zone:	Internet	Protected Mode: Off
Address: (URL)	https://secure.touchnet.com/
Size:	Not Available
Created:	Not Available
Modified:	Not Available

Certificates

OK   Cancel   Apply
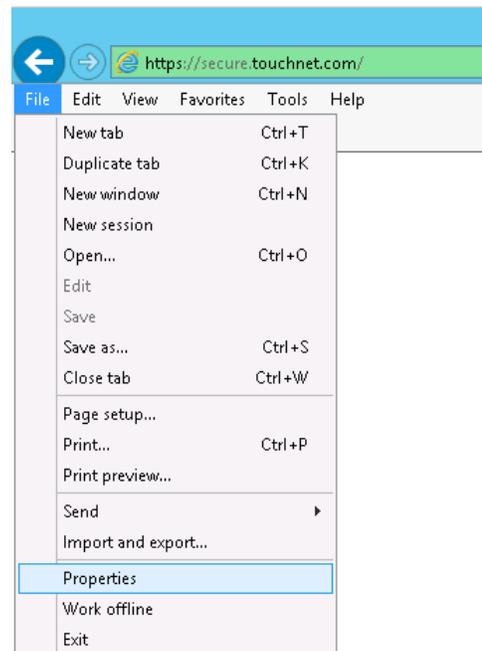
4. Install Certificate

Import into the Windows Certificate Store!

Certificate ☒

General | Details | Certification Path

Certificate Information

This certificate is intended for the following purpose(s):

- Ensures the identity of a remote computer

* Refer to the certification authority's statement for details.

Issued to: secure.touchnet.com

Issued by: thawte Extended Validation SSL CA

Valid from 4/ 8/ 2014 **to** 4/ 8/ 2016

Install Certificate...   Issuer Statement

Learn more about certificates

OK

Export Certificate and Chain from Windows Certificate Store in .p7b format and use the GoPrint SSL Tool to import the chain.

1. Run command and type MMC
2. Add New Snap
3. Select Certificates
4. Find the secure.touchnet.com certificate
5. Right-click – select All Tasks – Export
6. Follow prompts to Export entire chain as a .p7b
7. User the GoPrint SSL Tool as mentioned previously to import the chain.
8. Restart the GS4 Services

<p style="text-align:center; color:red;">Restart the GS4-Services</p>

Step 3 - Configure the Quota Payment Method

The credit Card gateways must be associated with a User Class. To do so select:

Accounts – **Class Definitions – Default User Class**

Important: Credit Card Gateways function ONLY with a Quota purse!

Check Quota

Purse Name: establish a user-friendly name

This name will be visible to the end-user when selecting their purse at the web client.

It will also be used to identify the purse type for administrators when generating reports.

Click Save

Home > Class Definitions	
Default User Class	
Class Type	USER The USER class type is used to define purses. Users can be members of one of which define one or more purses. Purses are the unique combination of Cla and represent accounts at the transaction level for proper accounting treatmen
Class Name	Default User Class
Pay Methods Mark the Pay Methods that you want to allow for this class and	Type — Purse Name ☑ Quota — Credit Card Printing Funds ☐ Allowance —

Step 4 – Associate the Quota Purse with a PayPoint

The credit Card gateways User Class must be associated with a PayPoint. To do so select:

PayPoint- Financial tab

1. **Allowed Purses:** check the User Class from Step 2

      Ex: Default User class – Credit Card Printing Funds (Quota)

2. **From the Add Value Option**: select Credit Card to Quota

Important: If not selected, the Credit Card Add Value optional will not appear at the web client.

3. **Add Value Instructions**: add an optional customize message to assist in guiding users.

Configure EMAIL Receipt

The system can be configured to email users a receipt to the email address entered during the transaction process. To do so, a valid SMTP server must be configured under System Policy.

eMail Receipt ☑ Whether to eMail a receipt to user for each deposit transaction.

1. System – System Policy
2. Network Tab – enter a valid SMTP SERVER

System Policy

This is the System Policy page where you may customize

General	Security
Network	Bac

Logging

SMTP Mail Server	smtp.goprint.com
Email From	
Email On Error	

Sample:

Your deposit has been confirmed.

3.00 has been deposited into your Purchased Funds account.

Type of card: Visa
Card holder: fred
Card number: XXXXXXXX2222
Charge amount: 3.00
Approval code: 090651
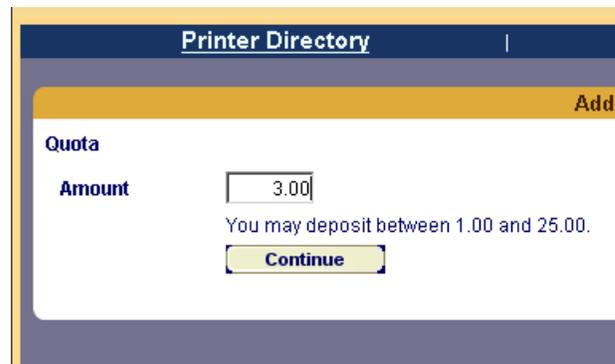Processed on:2014-09-11 07:06:01.415

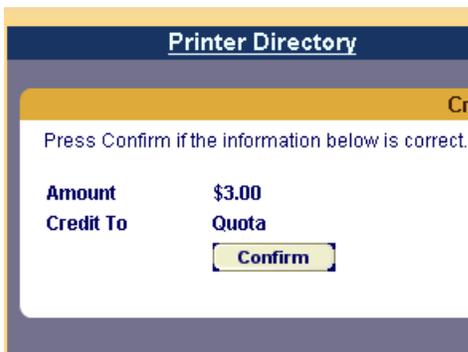Campus USA

Test the configuration

To add funds, the user logs into the web client and clicks the ADD VALUE button.

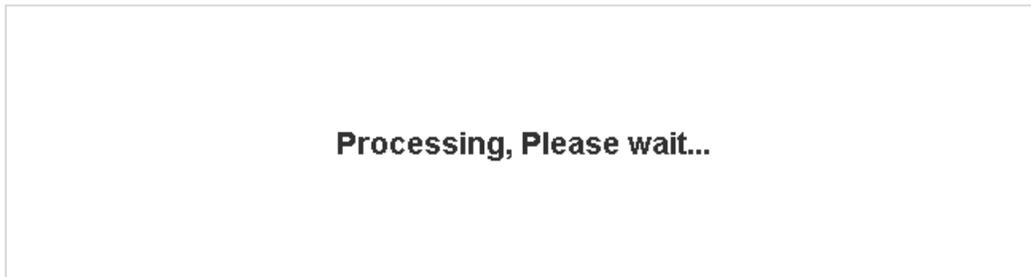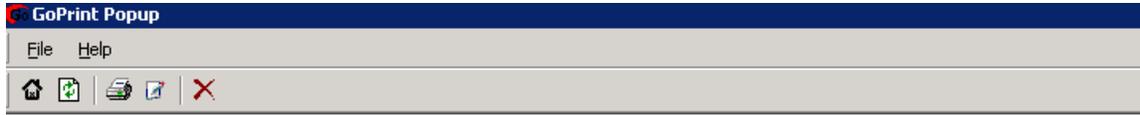The next screen prompts the user to enter the amount of print funds they wish to purchase

They are then asked to confirm the amount:

At this point, the request is made to the TouchNet server:

Processing, Please wait...

If successful, the user is prompt for a payment method of either credit card or electronic check

Please select a payment method and enter an amount

* Indicates required information

Payment Amount: $ 3.00

* Payment method: | Credit Card ▼ |
                                                      | Credit Card |
                                                      | Electronic Check |

Continue   **Cancel this transaction**
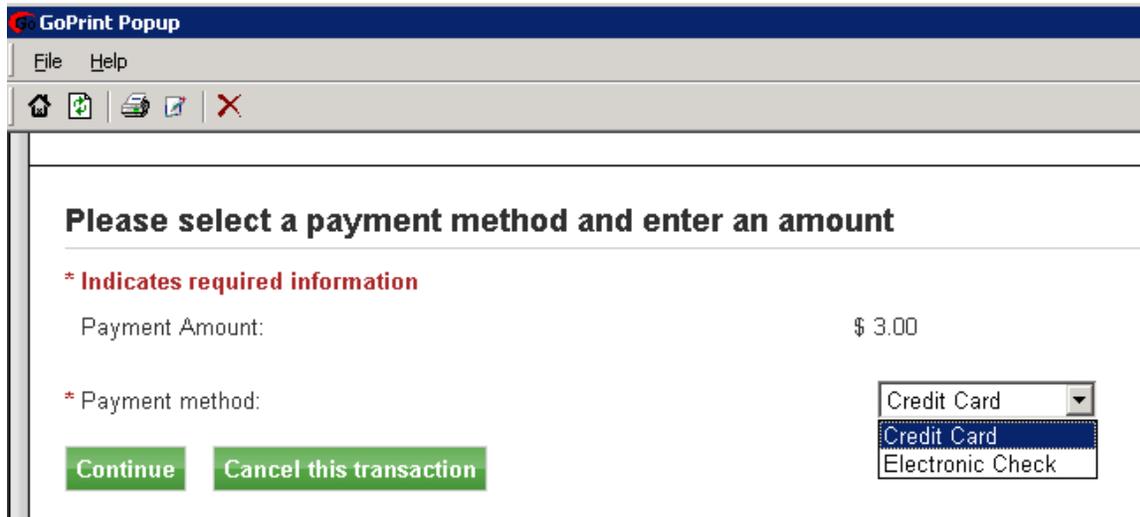
User then enters their credit card information:

Please enter your credit card information

Total:	$2.00

* Indicates required information

* Credit Card Type:	Visa
* Account Number:	▮
* Expiration Date:	12 2015
* Security Code: (**View example**)	▮
* Name on Card:	Joe Customer

Billing Address of Credit Card

* Street Address 1:	123 Test Drive
Street Address 2:	
* City:	Paydirt
* State:	Kansas (KS)
* ZIP / Postal Code:	66219
* Country:	United States
Email:	customer@touchnet.com
Day Phone:	

The payment information is processed:

GoPrint Popup

File   Help

Payment information processed. Please wait and you will be redirected.

TouchNet Secured Site
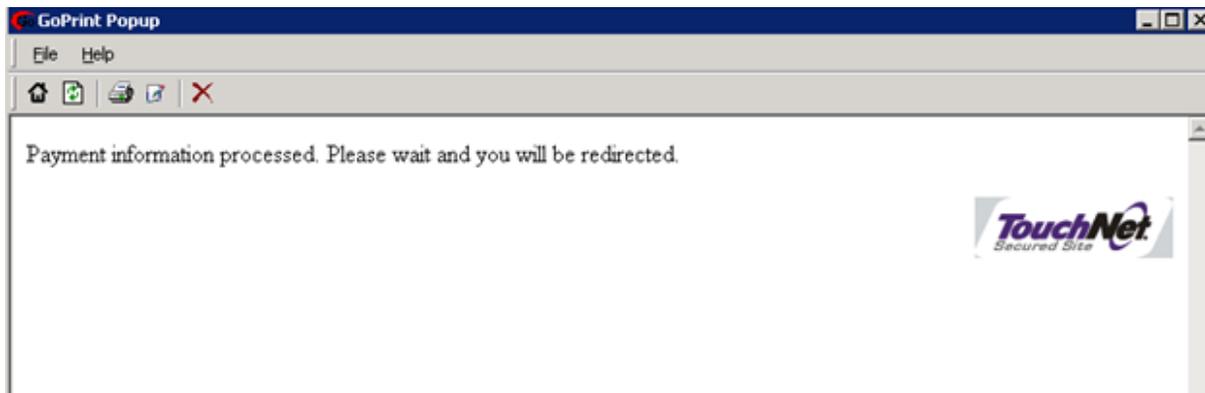
A successful transaction returns the user back to the GoPrint Web Client confirmation page. At this point, the amount has been deposited to the users account.

Important: If the GoPrint server's Hostname doesn't resolve to an external IP or DNS name, then GoPrint will not be able to receive the confirmation, and not add the funds to the users Quota account although, the funds are received by TouchNet.
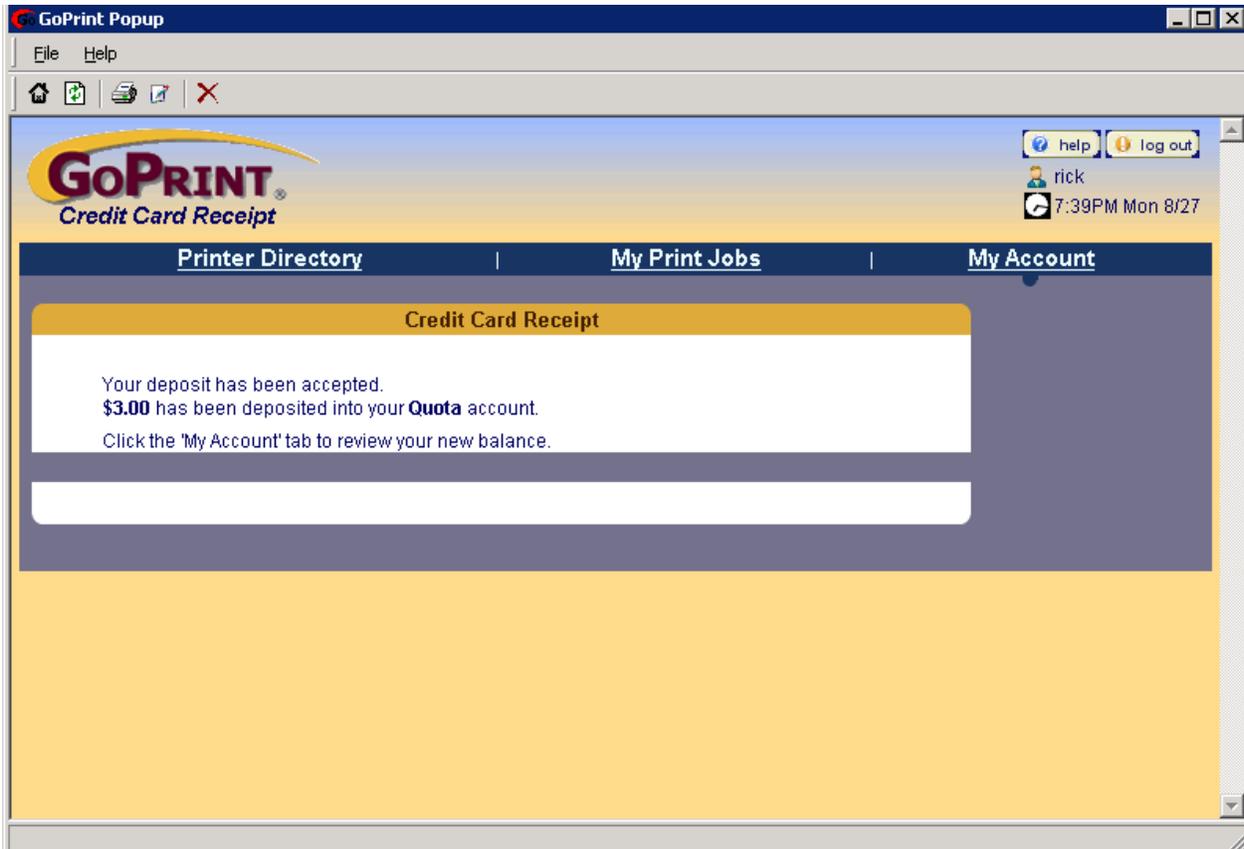
If your GoPrint system is
configured with an SMTP server,
the user will receive an emailed
receipt.

Your deposit has been confirmed.

3.00 has been deposited into your Purchased Funds account.

Type of card: Visa
Card holder: fred
Card number: XXXXXXXXX2222
Charge amount: 3.00
Approval code: 090651
Processed on:2014-09-11 07:06:01.415

Campus USA

If the Touchnet SSL certificates have not be captured (Step 2) then the transaction will also fail
with

We're sorry, your request could not be fulfilled.
For security reasons, your session has been closed due to inactivity. Do not use
your browser's Back button. Please close this window.

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Secured Site

Confirming the Deposits (users)

Optionally, the use can select My Account tab and scroll down to Transaction History to confirm the amount has been deposited.

Note: confirmed transactions can be viewed by system administrators under the GoPrint Credit Card Transaction Reports.
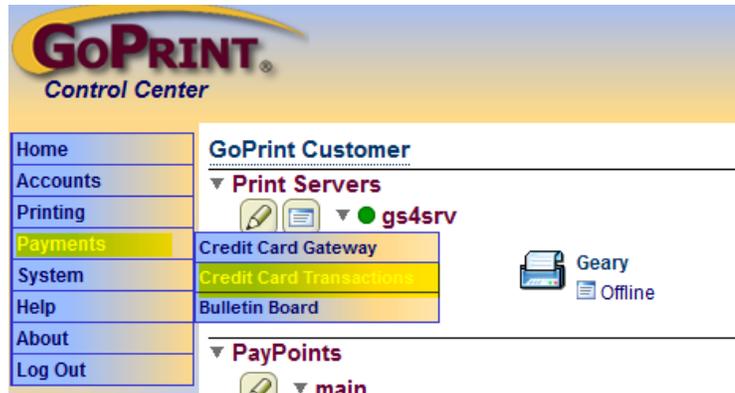
GoPrint User Accounts and Transactions (Admin Users)

GoPrint Administrators can view successful transactions which can be used to compare to Authorize.Net reports and to confirm the funds have been applied to the users account. Also, users may always log into the Web Client to view their complete lists of transactions under Accounts – Transaction History section.

From Control Center select:

Payments – Credit Card Transactions

The Credit Card Transaction Query page appears:

Queries can be conducted by; date range, individual Gateway Ref# (this is the Transaction ID), GoPrint Transaction#, or individual user account.

Example: Date Range Query

Returns one user:

	CC Tran #	User	Date	Status	Gateway Reference Number	Gateway Messages	Amount	
☐	645	rick	2014-09-11 06:38:25	Started	None		$4.00	Details
☐	670	rick	2014-09-11 06:57:25	Started	None		$4.00	Details
	671	rick	2014-09-11 07:00:58	Completed	20140911000002	Approval code: 090138 Session Id: 8ddffdf0-f7bb-4c86-8c8c-a285fd8bf991	$3.00	Details
☐	672	rick	2014-09-11 07:03:36	Started	None		$4.00	Details
	673	rick	2014-09-11 07:06:01	Completed	20140911000003	Approval code: 090651 Session Id: b77beef3-1ef1-44ba-a8f1-b1188a256cb3	$3.00	Details

Manual Confirmation   [Confirmed]   [Rejected]   [Error]

You can select the "Details" button to view more specific information:

The Credit Card Transaction Details page appears:

Credit Card Transaction Details

Account	rick
Purse	Purchased Funds
Date	2014-09-11 07:00:58
Pay Point	Main campus
Payment Source	web
Processing Status	Completed
CC Transaction #	671
GL Transaction #	1451
Gateway Reference Number	20140911000002
Gateway Messages	Approval code: 090138 Session Id: 8ddffdf0-f7bb-4c86-8c8c-a285fd8bf991
Approved By	touchnet
Card Type	Visa
Last Four Digits	2222
Amount Credited	$3.00
Amount Collected	$3.00

Reconcile incomplete transactions

At times transaction may go through to Authorize.net but due to network issues a confirmation may not be returned. In this case the transaction is displayed with a red column and a status of Started.

	CC Tran #	User	Date	Status	Gateway Reference Number	Gateway Messages	Amount	
☐	645	rick	2014-09-11 06:38:25	Started	None		$4.00	Details
☐	670	rick	2014-09-11 06:57:25	Started	None		$4.00	Details
	671	rick	2014-09-11 07:00:58	Completed	20140911000002	Approval code: 090138 Session Id: 8ddffdf0-f7bb-4c86-8c8c-a285fd8bf991	$3.00	Details
☐	672	rick	2014-09-11 07:03:36	Started	None		$4.00	Details
	673	rick	2014-09-11 07:06:01	Completed	20140911000003	Approval code: 090651 Session Id: b77beef3-1ef1-44ba-a8f1-b1188a256cb3	$3.00	Details

Manual Confirmation   [Confirmed]   [Rejected]   [Error]

To reconcile the transaction and apply the funds to the users Quota account:

1. Click Details
2. Press Confirm

Credit Card Transaction Details

Account	rick
Purse	Purchased Funds
Date	2014-09-11 06:38:25
Pay Point	Main campus
Payment Source	web
Processing Status	Started
CC Transaction #	645
Gateway Reference Number	
Gateway Messages	none
Amount Attempted	$4.00
Manual Confirmation	[Confirmed] [Rejected] [Error]

3. Click Ok to confirm

Credit Card Transaction Details

Account	rick
Purse	Purchased Funds
Date	2014-09-11 06:38:25
Pay Point	Main campus
Payment Source	web
Processing Status	Started
CC Transaction #	645
Gateway Reference Number	
Gateway Messages	none
Amount Attempted	$4.00

Are you sure you want to

[Ok] [Cancel]

Troubleshooting

The TouchNet SSL certificates were not added to the GoPrint Application. Navigate back to System – SSL and add the required secure URL's and ports (See Step 2)

> **We're sorry, your request could not be fulfilled.**
> For security reasons, your session has been closed due to inactivity. Do not use your browser's Back button. Please close this window.

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⚠️ *Add Value on goprint user account: Failed;*

EXCEPTION CHAIN:

(1) javax.xml.ws.WebServiceException
could not send Message.
(2) java.net.ConnectException
ConnectException invoking https://secure.touchnet.com:8703/tlinkauthtest/services/TPGSecureLink:
Connection timed out: connect
(3) java.net.ConnectException
Connection timed out: connect

Resolution:

1.   Removed ALL firewall rules
2.   Ping GoPrint public IP from outside colleges network
3.   Run Wireshark on the server or somewhere beyond it network-wise, and do an

       Example: "telnet secure.touchnet.com 8702" at a command prompt.
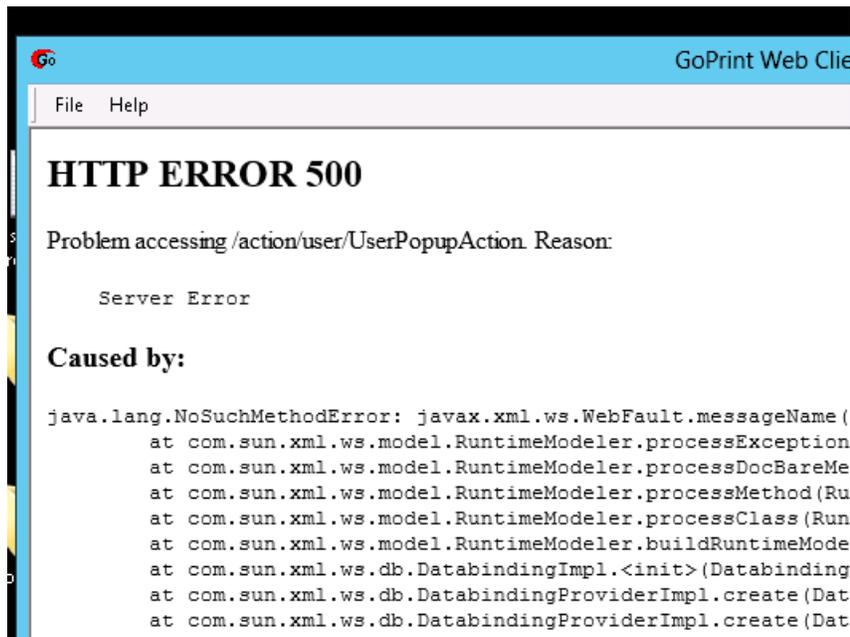
       You'll either get connected or you won't, and Wireshark should indicate why.

Web Client Popup

The following message is displayed at the web client with the related exception error in the GTX RUN log.

CAUSE: GoPrint is running an older version of JRE (GS4\JRE) and you must update to JRE 1.7. Contact GoPrint Support to obtain the updated JRE and instructions.

Error loading credit card payment gateway: Failed to access the WSDL at:

https://secure.touchnet.net:8702/tlink/services/TPGSecureLink?WSDL. It failed with:

   secure.touchnet.net.

javax.xml.ws.WebServiceException: Failed to access the WSDL at:
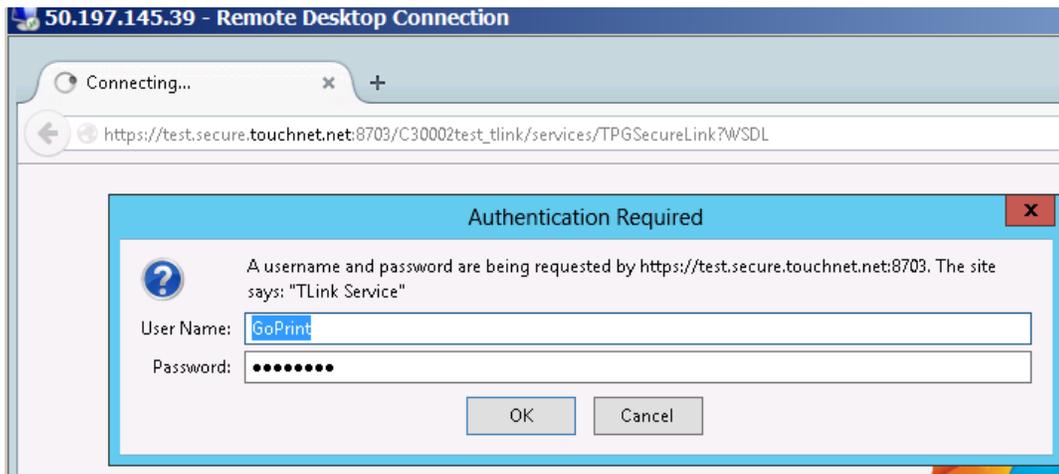
https://secure.touchnet.net:8702/tlink/services/TPGSecureLink?WSDL. It failed with:

   secure.touchnet.net.

TouchNet Connection Issue

Open a browser and type in the URL to confirm a successful connection.

https://secure.touchnet.net:8702/tlink/services/TPGSecureLink?WSDL

If you can successfully connect and return the XML parsing data you can confirm your server is on the TouchNet Whitelist. If it hangs or produces a 403 message then check to make sure the Username and Password are correct.

TouchNet Testing

Optionally, you can arrange with TouchNet to allow sandbox testing. This allows for flexible testing without having to use "real time" transaction processing.

You must contact TouchNet to enable sandbox mode for your system and obtain the testing URL's and Ports and sample credit card numbers and CVV numbers.

https://secure.touchnet.com:8703/tlinkauthtest/services/TPGSecureLink
https://secure.touchnet.com:8443/C21199test_upay/web/index.jsp

Testing Errors

When using testing using the TouchNet testing servers you receive a 1741 error

Example: testing URL's

SecureLink: https://test.secure.touchnet.net:8703/C30002test_tlink/services/TPG
uPay URL: https://test.secure.touchnet.net:8443

During testing mode you receive a CreditCard Auth Failed – 1741 error.

The CVV2 three code number entered is designed to return the error enter another number designed to return a positive confirmation.

Example: CVV2 numbers divisible by "5" instead of those listed. E.g. "250" will work, but "249" will fail (a good way to test failures).

IMPORTANT: the Touchnet TN Ready TLink Validation CC documentation does NOT specify this and offers a CVV of 242 which will fail.