

Genmega / Hantle (Std 3) DCC TCP/IP settings for location-provided Ethernet

Customer Setup>Change Processor> Communication	Customer Setup>Change Processor>Message format	Customer Setup>Change Processor>Standard 3 options
Comm Type: SSL Passthrough SSL Format: 7 bits even parity Reversal at host: Enabled DCC Transactions: Enabled SSL Version: TLS 1.2 SSL Cert: Disabled * Software V5.00.22 + required for options in red.	Message Format: standard 3	Status Monitoring: Enabled Communication Header: Enabled 12 bit Sequence: Disabled CRC: Disabled
Host Setup> Routing ID	Host Setup> Host IP Address	System Setup>Device Setup> ATM TCP/IP
Routing number: CDSAA0	Host IP: 208.35.209.1 Host Port: 6965	TCP/IP Mode: DHCP IP: set automatically SM: set automatically GW: set automatically Hit "APPLY" to store changes.

Tranax / Genmega / Hantle (Std 3) TCP/IP LAN Troubleshooting

Error	D2500 D2511	Data is not being sent or returned to the terminal
	A	Log into your terminal using the master password. Navigate to: Master functions > System Setup>Device setup>ATM TCP/IP Setup. Ensure that the DHCP option is enabled. If DHCP is enabled, and the connection to the location router is valid and functioning, the IP address, subnet mask, and gateway fields will be generated automatically. If you see 0.0.0.0 or blanks for any of these three addresses, proceed to step B. If all three addresses are present and you still get D1500 errors, proceed to Step C.
	B	Check the physical condition of the Ethernet cable. Unplug and reseal both ends of the cable to ensure a good connection. Check for green / amber LED's next to the ports which indicate a connection. If your terminal lacks LED indicators on its Ethernet port, you can test the line by connecting it to a laptop. If the LED's on the laptop do not illuminate, the cable may require replacement. Before replacing the line, proceed to step D.
	C	Verify that ALL settings you have entered match this guide exactly. If your settings are correct, It is likely that communications from the ATM, which go to CDS over port 6964 are being blocked by the ISP. Contact the Internet Service Provider of the location's network and request that communications on port 6964 be allowed.
	D	Contact the location's Internet Service Provider to ensure that the router to which you are connecting does not require a static address. Some locations, most notably Hotels, large businesses and franchises, have secure networks which require a static address. Speak with the ISP or location IT representative to obtain an IP address, a subnet mask, a gateway, and a DNS address. Log into the terminal. Navigate to: Operator Functions>System Setup>Device Setup>ATMTCP/IP Setup and change the TCP/IP mode to STATIC. You can now enter the static addresses the location to you.

Error	D2514	No ACK / NAK :CDS received but rejected the transaction / communication (incl. any "D170x" type of error)
	A	Verify terminal programming. Ensure that your terminal ID is correct (Host setup> Terminal ID) . Check that your Routing ID is set to ATM100 (Host Setup> Routing ID) Verify Host address and port. (Host Setup>Host IP Address) Make sure you are set to standard 3 message format (Customer setup>Change processor)
	B	Check your terminal setup on CDS. Open www.columbusdata.net and enter your login credentials. Navigate to Terminal>Edit Terminal. Select your terminal ID from the drop down and click continue. In the equipment type drop down, make sure your machine type is accurate, selecting the entry indicating TRITON EMULATION. Click "Update Terminal. "

Error	DA0111	Pin Translation error / Master keys are incorrect
	A	Log into Key management. (Operator>Host Setup>Key Management>Enter Master Keys> input password 1&2 >) Key mode should be TDES or TDES 3. Verify that the Check Digit matches the one provided when the master keys for this terminal were bound.
	B	Verify Terminal ID. (Operator> Host Setup> Terminal ID)

Error	.	First Field ID Code Mismatch (when attempting to go into service)
		Master Keys have not been bound on the CDS website for this terminal. You can bind keys on www.columbusdata.net or have Tech Support bind them for you by telephone