

Tranax / Genmega / Hantle (Std 3 DCC) TCP/IP settings for Opt Connect

Customer Setup>Change Processor> Communication	Customer Setup>Change Processor>Message format	Customer Setup>Change Processor>Standard 3 options
Communication: Standard TCP/IP	Message Format: standard 3	Status Monitoring: Enabled
Reversal on Host error: ENABLE		Communication Header: Enabled
DCC Transactions: ENABLE		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: 192.168.1.90	TCP/IP Mode: Static
	Host Port: 7006	IP: 192.168.1.91
		SM: 255.255.255.0
		GW: 192.168.1.90
		Hit "APPLY" to store changes.

Tranax / Genmega / Hantle (Std 3) TCP/IP Opt Connect Troubleshooting

Error	D2500 D2511	Data is not being sent or returned to the terminal
	A	Log into your terminal using the master password. Verify that all settings exactly match those that are outlined in this guide above.
	B	Check the physical condition of the Ethernet cable. Unplug and reseal both ends of the cable to ensure a good physical connection. Check for green / amber LED's next to the ports on the wireless modem and at the terminal, which indicate data transmission. (Note: Some terminals will have no LED indicators.)
	C	Contact Contour and provide their tech support rep with the serial number from your modem. Their rep should be able to determine whether communications are coming from your terminal and through the modem. If the terminal is NOT sending data to the wireless modem, try replacing the cat5 cable. If data IS being sent to the wireless modem, but is either not reaching CDS or is being rejected, request that their rep update the wireless modem configuration. If this step did not resolve the problem, you can have Contour conference you over to CDS tech support for further troubleshooting.

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. "
	C	Contact Contour, provide their rep with your wireless modem's serial number, and request that a new configuration be loaded to the wireless modem. If this does not resolve your D170x error, have the rep conference you to CDS tech support.

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)