

# Payment Software FAQs

Please review the following First Data Payment Software frequently asked questions. The questions below are directly related to the ICVERIFY® software solution, a version of the First Data Payment Software offering.

## **What are the minimum requirements to install ICVERIFY for Windows?**

To install and operate the entire ICVERIFY product suite successfully, your computer must meet at least the following requirements:

- Microsoft® Windows® 2000 (Service Pack 4 or later), Windows XP Home/Professional (Service Pack 1 or later), Windows 2003 (Service Pack 1 or later) or Small Business Server, or Windows Vista
- At least 256MB of RAM
- Up to 500MB available hard drive space if you install all components
- Physical communications access to your processing network, either via a modem or Internet link
- Microsoft Internet Explorer® version 6.0 or higher installed
- What are the system prerequisites?
- The ICVERIFY product uses certain helper/prerequisite applications. Your computer must properly support the items below if you intend to use all the functionality of the product
- The Microsoft .NET Framework 2.0 is required for the security and encryption subsystems to function
- The Microsoft SQL Desktop Engine (MSDE) or SQL Server 2005 Express Edition (depending on version) is required to operate the user account database. You do not have to install the database system on the same computer on which the ICVERIFY GUI or User Manager is installed, but you must use either the built-in MSDE/SQL Server 2005 support or a 100% SQL Server-compatible database instance to run the user database

## **Why are Windows 95, 98 and ME no longer supported?**

There are several reasons for this.

- First, some of the new components of the ICVERIFY product line, for example, the User Manager application and encryption subsystem, are based on technologies that may not work on older versions of Windows
- Second, we have not found that a large portion of our customer base still uses these operating systems, so it is not economical to test our products on them
- Third, Microsoft designed these products for home rather than commercial use, meaning they do not have the same security features as the operating systems we do support; this means that it may be substantially more difficult for a merchant to pass a security audit while using one of these operating systems
- Finally, Microsoft Corporation is in the process of withdrawing support for these operating systems

## **Do you support Microsoft Windows NT, 2003 and Vista? What about 64-bit versions of Windows?**

Version 4.0 Release 2 and later versions support Windows 2003 with Service Pack 1. Version 4.0 Release 3, Service Pack 2 and later versions also support Windows Vista.

We have identified one known issue from Microsoft regarding Windows 2003's support of the Microsoft SQL Desktop Engine (used by the User Manager application.) If you install and operate the User Manager database on a Windows 2003 computer, you must download and install MSDE 2000 Service Pack 3 or later from Microsoft. See Microsoft's Knowledge Base article KB329329 for details.

With Version 4.0 Release 3, Service Pack 2 we have moved from MSDE to SQL Server 2005 Express Edition to support Windows Vista. We are unaware of any issues introduced by this change. If you encounter issues installing SQL Server 2005, check the Microsoft Knowledge Base for support.

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We no longer officially support Windows NT 4.0 due to its retirement by Microsoft.

ICVERIFY, Inc. supports both 32- and 64-bit distributions of Windows Vista, but only 32-bit distributions of other operating systems.

### **Can I use products like Windows Terminal Server or Citrix Presentation Server?**

We do not test with remote-access products of any kind; however we are aware of customers successfully using them. If you choose to implement and use a remote-access product, we urge you to bear the following points in mind:

- Your use of such a product is entirely at your own risk. ICVERIFY, Inc. cannot warrant our products will work in such environments
- You may have an obligation to limit or discontinue the use of a remote-access product based on the findings of a Payment Card Industry (PCI) security audit. As a merchant, you must take appropriate measures to secure your payment processing software. Depending on how you configure and use your remote-access software, you may have security exposures requiring remediation
- Using a remote-access product to grant multiple users access to a single copy of software does not release you from your obligations under the ICVERIFY End-User License Agreement. You must purchase a sufficient number of licenses for your entire ICVERIFY user community, regardless of the number of installed copies you have

### **If I'm creating a network of ICVERIFY systems, do they all have to be the same version?**

Yes. If you are planning to install a network of ICVERIFY substations routing transactions through a single master station, they must all be the same installed version.

### **When I launch the ICVERIFY 4.0 CD-ROM, what installation option should I choose?**

It depends on how you intend to use the ICVERIFY product:

- If you have only one computer, select the Install All Applications option. This will automatically install both the ICVERIFY for Windows and ICVERIFY User Manager products on your PC
- If you are installing the software on a substation within an ICVERIFY payment network, select the Install ICVERIFY for Windows Only option. This will install only the ICVERIFY for Windows application. Be aware that you will have to specify where the User Manager database resides, so your users can log in successfully from the substation PC
- If you are installing the software on a master station within an ICVERIFY payment network, select the Install All Applications option, unless you want to manage the users from a different computer. In that case, move to the next bullet point
- If you are installing the software on one computer, but you want to manage your user accounts from another computer, select the Install ICVERIFY for Windows Only option. Again, you will have to specify where the User Manager database resides
- Finally, if all you want to install is the ICVERIFY User Manager to manage the users of your ICVERIFY product, select the Install ICVERIFY User Manager Only option

### **What is the User Manager and do I really need to install it?**

The ICVERIFY User Manager is part of the ICVERIFY application suite and is used to control access to the ICVERIFY Graphical User Interface (GUI) application. Prior versions of the ICVERIFY product supported password-level access to certain application functions. However, version 4.0 and above follow a user-based security model, where the privileges associated with a user's account determine what that user is allowed to do within the application. Since user-based security is a mandatory component of the Payment Card Industry (PCI) security guidelines, it is important that you use the User Manager to configure and maintain your user accounts.

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The only exception to this is if you are using the ICVERIFY software in a fully integrated environment and will not access the ICVERIFY GUI at all. In that case, you need not install the User Manager; however, you will not be able to use the ICVERIFY GUI without it. Furthermore, your entire integrated environment may need to be audited to prove it meets the user-based security standards in the PCI program.

### **Can I upgrade my old data from a previous version of ICVERIFY for Windows?**

Version 4.0 supports upgrading data from version 3.1 and later. If you plan to upgrade your data, you must first settle any open batches prior to installing your new software.

If you are using a version of software older than version 3.1, you should plan on running final reports and de-installing that software prior to using 4.0.

### **Can I install two (or more) copies of software and have them use the same data files in a single data directory?**

No. Each installation of ICVERIFY version 4.0 has a unique encryption key, including if you install twice from the same CD-ROM. If you attempt to share the same data files between two installed copies of software, you will corrupt your data, and you may be unable to settle your transactions and receive funds for your payments.

If you want to allow multiple computers running ICVERIFY software to access the same data for the same merchant account, you must configure them in a master station / substation network mode and purchase the appropriate licenses to do so.

### **Can I install two (or more) copies of version 4.0 on a single computer?**

Each installation of ICVERIFY version 4.0 writes critical information to the system registry. Therefore, unless you are running a dual-boot PC with multiple system registries, you can install only one copy of a particular version of ICVERIFY software at any time.

On the other hand, you can install and run multiple different versions of software on a single computer. In other words, you could install ICVERIFY version 3.1.6, version 4.0 and version 4.0.2 all on the same PC. You just cannot install multiple copies of the same version.

### **I get a message saying "Error installing ikernel.exe" after clicking an option on the installation splash screen.**

This problem is usually due to a different software product you've installed on your computer not "cleaning up" after its own installation process. The message means that InstallShield™, a commonly used installation product, could not properly initialize because the computer has certain files on it that shouldn't be there. Refer to the InstallShield support knowledgebase at <http://support.installshield.com>, article Q111519, and consult the section on InstallShield Professional 6.x.

### **I installed everything, but I can't log in. What's my initial username and password?**

Both ICVERIFY for Windows and the ICVERIFY User Manager install an initial account with administrator-level access. When you reboot your computer after first installing the software, you should see a message box with your initial system-administrator user credentials. Remember that you will need to change your password the first time you log in. Do not forget your new password! ICVERIFY, Inc. cannot tell you what it is!

### **I installed everything, but when I try to log into ICVERIFY I get an error reading "Login failed due to system error."**

You probably forgot to restart your computer after the installation process completed. The ICVERIFY User Manager requires a reboot in order to start the MSDE database system and build the user account tables.

If you restarted the computer after the installation and still can't log in, consider whether your use of Windows Firewall might be preventing the login from being transmitted properly. Review the information in this FAQ about allowing Named Pipes through port 445 in Windows Firewall.

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**I'm running Windows XP Service Pack 2. Everything seemed to install OK, but I can't log in from a substation, even though I know my username and password are correct.**

This issue usually occurs because the Windows Firewall service in Service Pack 2 is installed to restrict file and printer sharing by default. Windows uses TCP port 445 for these services. Unfortunately, the SQL Server Named Pipes service used by the ICVERIFY User Manager also uses this port. If you are trying to log into a user database running on a remote computer with Service Pack 2, you need to enable port 445 through the firewall on that computer and associate the SQL Server instance with that port's usage.

Refer to Microsoft Knowledge Base article KB839269 for further details on configuring Windows Firewall to support SQL Server interaction on port 445. Also review the document "Configuring Windows Firewall to Support MSDE Named Pipes" available from ICVERIFY, Inc.

This issue may also occur with other operating systems.

**I upgraded from an old version of software. I copied over my old SET file and pointed 4.0 at my data directory. Why isn't it working?**

Version 4.0 uses different file structures and encryption methods from older versions of software. While you may have been able to upgrade in the past simply by copying files from one directory to the next, DO NOT ATTEMPT THIS WITH VERSION 4.0! This has never been a supported activity, and you risk corrupting your old setup and transaction information by doing so.

### A Global Leader in Electronic Commerce

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

**For more information, contact your First Data Sales Representative or visit [firstdata.com](http://firstdata.com).**