

Ingenico Driver Installer User Guide

ICO-OPE-00098

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1. Document Information

1.1. Evolution follow-up

Revision	Type of modification	Author	Date
1	Initial Revision	LT	2011/11/03
2	Add how to enable the force COM feature	GP	2011/12/21
3	Update to new NSIS installer	LT	2012/01/27
4	Update for installer version 1.2	VG	2012/03/20
5	Remove Release note information	LT	2012/04/27
6	Add option /partial_cleanup	VG	2012/11/15
7	Update from the document "EPoS Interface USB Driver"	IJ	2014/06/02

1.2. Objective

This document is the installation guide of the Telium USB Jungo driver.

1.3. Scope

This document is aimed at every administrator or user who wants to install and use the new Jungo USB driver.

1.4. Glossary

List of terms used within this document is shown below for reference.

Term	Meaning
Telium	The terminal operating system
PID	Product ID (USB)
VID	Vendor ID (USB)
USB	Universal Serial Bus

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2. Important notes

2.1. Compatibility

2.1.1. Operating Systems

The Telium USB Jungo driver is compatible with the following versions of Microsoft Windows operating system:

- Windows XP 32 bits and 64 bits
- Windows XP Embedded
- Windows Vista 32 and 64 bits
- Windows 7 32 and 64 bits
- Windows 8 and 8.1
- Windows Server 2008
- Windows Server 2008 R2

The screen shots in this guide are from a PC running on various Windows OS version, and may differ from the user's version of Windows.

Please note that by default the install process will remove the old Windows USB driver (usbser); if desired you may opt to retain this driver during the installation.

2.1.2. Terminals

The Jungo USB Driver is compatible with the USB VIDs/PIDs of the following Telium terminal types:

USB ID Name	USB VID	USB PID
	0×070B	0
Sagem Tellum	0x0/90	0X0028
Ingenico iHT1	охоВоо	0x0052
Ingenico iHT2	охоВоо	0x0053
Ingenico iHT3	охоВоо	0x0054
Ingenico iHT4	охоВоо	0x0055
Ingenico iHT5	охоВоо	0x0056
Ingenico iST1xx/iUC1xx/iUP250	охоВоо	0x0057
Ingenico iPP3xx/iPP4xx	охоВоо	0x0060
Ingenico iSC3xx	охоВоо	0x0061
Ingenico iSC2xx	охоВоо	0x0062
Ingenico iSC4xx	охоВоо	0x0063
Ingenico iCT2xx	охоВоо	0x0066
Ingenico Desk5000	охоВоо	0x0080
Ingenico Desk3xxx	охоВоо	0x0081





2.2. Limitations

The Jungo USB Driver is intended to be used for Ingenico Telium device only and is compatible with other Ingenico applications such as LLT.

The Force COM feature provided by the Telium USB Jungo driver makes the "TeliumUsbPortUpdater" obsolete. This software must not be used when the Jungo driver is installed.

The Telium USB Jungo Driver Installer automatically uninstalls the old Windows driver and the "TeliumUsbPortUpdater".

The user must have administrator level access in order to install or to uninstall the driver correctly.

The installation process must be executed when no TELIUM terminal is currently connected to the PC.

The installer will uninstall all previous versions of the drivers and the TeliumUSBPortUpdater service. This operation may take some time complete.





3. Installation Process

To start the installation process, run the "IngenicoUSBDrivers_XX.YY_setup" executable file.

Please note that XX.YY is the version number of the installation package and not the version number of the USB Driver itself.

3.1. USB Driver Installation Wizard

This installer can be launched with the graphical interface by double-clicking on the executable file, the initial screen will confirm which version of the driver will be installed.



Click Next > to start the installation process.



To install the driver to a specific location click the Browse to search for the desired location, otherwise just click Next > to accept the default location specified.

🕞 Ingenico USB Drivers Package (JUNGO v36)) 2.60 Setup
Usb Driver parameters This page allows to set parameters used by US	B Driver.
Force COM Port Feature enabled Select by Product ID Product ID (PID) 0028 (Telium) 0052 (Ingenico iHT1) 0053 (Ingenico iHT2) 0054 (Ingenico iHT3) 0055 (Ingenico iHT4) 0056 (Ingenico iHT5) 0057 (Ingenico iST 1xx/iUC 1xx/iUP250) 0060 (Ingenico iPP3xx/iPP4xx) 0061 (ISC350) 0062 (SC2xx) 0066 (CT2xx) 0080 (Ingenico Desk5000) 0081 (Ingenico Desk3xxx)	Virtual COM Port (decimal range 1-256) 124 lue of COM port) < Back Next > Cancel





To enable the Force COM Port feature check the Force COM Port Feature enabled option and complete the configuration as per your requirements; once completed click Next >

For more information on the Force COM Port feature, or how to disable/enable it manually please refer to section <u>5.4 - How to manually enable the force COM feature</u>

🕞 Ingenico USB Drivers Package (JUNGO v36) 2.60 Setup 📃 🗖	• 💌
Advanced parameters This page allows to set advanced options. Select if old versions of Usbser driver will be deleted.	
Advanced Options	
✓ Uninstall Microsoft Usbser drivers(s)	
Command line:	_
Ingenico (Beyond Payment)	Cancel

If you wish to uninstall the Microsoft USB Driver (usbser) then check the option otherwise, if you wish to retain this, uncheck the Uninstall Microsoft Usbser driver(s) option before clicking Next >

You can also add options for the installation process via the command line input. Please refer to section **3.2**

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Choose the start menu folder into which shortcuts will be placed or check the Do not create shortcuts option before clicking Install to start the installation.

Once the installation is complete the install wizard will advise that the install is now complete; click Finish

3.2. USB Driver Installation Command Line

It can also be called via the command line with the following parameters which are case sensitive:

```
IngenicoUSBDrivers_XX.YY_setup.exe [/S] [/? --help] [[/PORT=NNN]
                                           [/PID=XXXX:YYY]][/U --uninstall]
                                           [/partial_cleanup][/INST_PATH path]
  /? or --help
                     Display this message.
                     Launches installation in silent mode.
  /S
                     Enables Force COM Port where "port" is the port number in numeric (eg. 1-256).
  /PORT=port
                     If "port" is specified then the installation is completed with the specified port
                     number. If the "port" is not specified then the installation will attempt to
                     complete using the port number found in the previous installation - if this is not
                     found then an error is returned.
  /PID=pid:port
                     Enables Force COM Port by PID where "pid" is the USB PID of the terminal type
                     in hex (eg. 0028) and the "port" is the port number in numeric (eg. 1-256).
                     Uninstalls older versions of the Jungo USB drivers only and exit the program.
  /U or / uninstall
  /partial cleanup
                     Uninstalls current version of the Jungo USB Driver only.
  /leave usbser
                     Does not uninstall the Windows USB Driver(s) (usbser).
```

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/INST_PATH path Specifies the installation path.

The installation will return one of the following codes:

- o The installation completed successfully;
- 1 The installation requires the operating system to be restarted in order to complete;
- -2 The installation has failed or has been interrupted.

If the force COM parameters are not set in the command line, the installer will try to retrieve parameters from TeliumUSBPortUpdate service, and next from a previous version of the Jungo USB Driver.

However if the executable is run without any parameters, the force COM feature can be manually enabled (cf. <u>5.4</u> - How to manually enable the force COM feature).



4. Uninstall process

To uninstall the Ingenico USB Driver one has to go to the add/remove programs in the control panel and remove the Ingenico USB Drivers Package xx.yy (remove only) item:

🐻 A jouter ou suppri	mer des programmes			
5	Programmes actuellement installés : 🛛 🔲 Affic <u>h</u> er les mises à jour	Irier par : Nom	~	
<u>M</u> odifier ou supprimer des	PTML Help Workshop	Taille	4,75Mo 🔷	
programmes	IngeDev 7.8.1.1 (remove only)	Taille	473,00Mo	
	- Ingenico PCToTelium V2.10	Taille	20,32Mo	
Ajouter de	📳 Ingenico Screen Saver	Taille	0,71Mo	
nouveaux programmes	📳 Ingenico USB Drivers Package 1.1 (remove only)	Taille	4,80Mo	
E.	Cliquer ici pour obtenir des informations sur le support technique.	Utilisé	rarement	
9		Dernière utilisation	26/01/2012	
Ajouter ou supprimer des composants Windows	Pour supprimer ce programme de votre ordinateur, cliquez sur Suppr	imer,	Supprimer	
<u></u>	A IngPackager 5.2.8 Taille			
	🗣 Inkscape 0,47	204,00Mo		
Configurer	Configurer Stup version 5.4.2			
les programmes par défaut	👙 J2SE Runtime Environment 5.0 Update 8	Taille	119,00Mo	
	🔊 Java(TM) 6 Update 18	Taille	97,15Mo	
	🛃 Java(TM) 6 Update 24	Taille	96,94Mo	
	🛃 Java(TM) 7 Update 1	Taille	98,90Mo	
	Lecteur Windows Media 11	Taille	8,02Mo	
	iveUpdate 3.3 (Symantec Corporation)	Taille	16,15Mo	
	ALL T Version 4.2	÷ 11	E 0014	

One must not try to uninstall through the device manager since it is either ineffective or incomplete. On Windows XP it has no effect and on Windows Vista and Windows 7 it doesn't uninstall the driver completely.

Important note: Do not try to uninstall drivers through the following menus of the window Device Manager.



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5. Frequently asked questions

5.1. How do I know that the driver is installed?

The easiest way of knowing whether the driver is installed is to check the "add/remove programs" window under the control panel. If the driver was installed with the installer there is the item "Ingenico USB Drivers Package xx.yy (remove only).

🐻 Ajouter ou suppri	mer des programmes		
6	Programmes actuellement installés : 🛛 🔲 Affic <u>h</u> er les mises à jour	<u>T</u> rier par : Nom	*
Modifier ou supprimer des	PTML Help Workshop	Taille	4,75Mo 🗖
programmes	B IngeDev 7.8.1.1 (remove only)	Taille	473,00Mo
	- Ingenico PCToTelium V2.10	Taille	20,32Mo
Ajouter de	13 Ingenico Screen Saver	Taille	0,71Mo
nouveaux programmes	🔂 Ingenico USB Drivers Package 1.1 (remove only)	Taille	<u>4,80Mo</u>
E .	Cliquer ici pour obtenir des informations sur le support technique.	Utilisé	rarement
		Dernière utilisation	26/01/2012
des composants Windows	Pour supprimer ce programme de votre ordinateur, cliquez sur Suppr	imer.	Supprimer
_	A IngPackager 5.2.8	Taille	10,74Mo
	🗣 Inkscape 0.47	Taille	204,00Mo
Configurer	Inno Setup version 5.4.2	Taille	4,44Mo
par défaut	👙 J2SE Runtime Environment 5.0 Update 8	Taille	119,00Mo
	🖾 Java(TM) 6 Update 18	Taille	97,15Mo
	🚳 Java(TM) 6 Update 24	Taille	96,94Mo
	🛃 Java(TM) 7 Update 1	Taille	98,90Mo
	💽 Lecteur Windows Media 11	Taille	8,02Mo
	iveUpdate 3.3 (Symantec Corporation)	Taille	16,15Mo
	ALLIT Varian 4.2	÷-0	<u> </u>

If the driver was not installed with the installer, one must find in the Device Manager the following new hardware.



🖳 Device Manager	
<u>File Action View H</u> elp	
 STOOLSW7-DUDBC7 Batteries Computer Disk drives Display adapters DVD/CD-ROM drives Floppy disk controllers Floppy disk drives Floppy disk drives Floppy disk drives Mana Interface Devices Mathematical Controllers 	
ACM Communications Port (COM3) Communications Port (COM1) Communications Port (COM2) Printer Port (LPT1) Processors SCSI and RAID controllers Sound, video and game controllers Storage volumes Surface douises	——— Low-level part of the driver
	High-level part of the driver (name device dependent)



5.2. How can I know which version number of the driver I use?

In order to check the current driver version number the device must be connected. Right-click My Computer, choose Manage and select Device Manager in the left-hand pane.

Note: If there is no "Force COM port" tab, it means that is not the Jungo driver but the old Windows driver.

Certified Driver:

nications P	Force COM port Driver Details	
CM Communic	cations Port (COM4)	
iver Provider:	Ingenico	
iver Date:	10/11/2011	
iver Version:	2.1.6.28	Driver version
gital Signer:	microsoft windows hardware compatibility publist	The driver is certified
Details	To view details about the driver files.	
Driver	To update the driver software for this device.	
k Driver	If the device fails after updating the driver, roll back to the previously installed driver.	E.
ble	Disables the selected device.	
stall	To uninstall the driver (Advanced).	
	t Settings I iM Communic ver Provider ver Date: ver Version: gital Signer: jital Signer: betails Driver c Driver	it Settings Force COM port Driver Details it Settings Force COM port Driver Details i:M Communications Port (COM4) ver Provider: Ingenico ver Date: 10/11/2011 ver Version: 2.1.6.28 gital Signer: microsoft windows hardware compatibility publist tetails To view details about the driver files. Driver To update the driver software for this device. if the device fails after updating the driver, roll back to the previously installed driver. ble Disables the selected device. tall To uninstall the driver (Advanced).

Not Certified Driver:

General	Port Settings	Force COM port	Driver	Details		
and the second s	ACM Commun	nications Port (CON	44)			
	Driver Provide	er: Ingenico				
	Driver Date:	10/11/2011				Driver version
	Driver Versior	n: 2.1.6.28	•			The driver is NOT certified
	Digital Signer	ingenico fra	nce			
Dri	ver Details	To view details	about t	ingenico fi he driver files	ance	
Upd	ate Driver	To update the	driver so	oftware for th	is device.	
Roll	Back Driver	If the device fa back to the pre	iils after eviously	updating the installed drive	driver, roll er.	
	Disable	Disables the se	elected o	levice.		
	Jninstall	To uninstall the	e driver (Advanced).		

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5.3. How can I use my previous driver again?

If there is a requirement to roll back to the previous driver, for example if you were using LLT and you just installed the new Jungo driver or if you have another driver (not distributed by Ingenico) which has been overwritten by this new driver, it's possible to recover the previous state without uninstalling the driver.

In order to roll back the driver the device must be connected. Right-click My Computer, choose Manage and select Device Manager in the left-hand pane



In the properties of the high-level part of the driver (the one under Universal Serial Bus controllers in the Device Manager), Right-click on the USB ID Name (eg. Sagem Telium - see section 2.1.2) and choose Update Driver and follow the instructions.





Choose No, not this time and and click Next >

Hardware Update Wizard	
	This wizard helps you install software for: Ingenico control device If your hardware came with an installation CD or floppy disk, insert it now. What do you want the wizard to do?
	Install the software automatically (Recommended)
	Click Next to continue.
	< <u>B</u> ack <u>N</u> ext > Cancel

Choose Install from a list or specific location (Advanced) and click Next >





Hardware Update Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM)
Include this location in the search:
D:\ Browse
O Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< <u>B</u> ack <u>N</u> ext > Cancel

Choose Don't search: I will choose the driver to install and click Next >

Hardware Update Wizard
Select the device driver you want to install for this hardware.
Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
Model
Ingenico control device
This driver is digitally signed. Have Disk Tell me why driver signing is important Important
< <u>B</u> ack <u>N</u> ext > Cancel

Choose the driver from the list as appropriate and click Next > After the driver update has completed click Finish

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5.4. How to manually enable the force COM feature

The Jungo USB Driver allows for you to force the virtual COM port of the USB device so that it does not change even if connected to different USB sockets. This feature can be configured to:

- Specify the COM Port based on the type of terminal (USB VID/PID see section 2.1.2); or
- Specify the COM Port order for unspecified types of terminal; or
- A combination of both.

To enable or disable the Force COM feature the device must be connected. Right-click My Computer, choose Manage and select Device Manager in the left-hand pane and right click on ACM Communications Port then Properties.







In the right-hand pane you will see two devices:

- Ports (COM & LPT) section
 - The low-level driver will be named "ACM Communications Port (COMn)" or "Sagem Telium Comm Port (COMn)", this contains all the configuration options. Where "COMn" refers to the port currently assigned.
- Universal Serial Bus controllers section
 - The high-level driver will be named as per the USB ID Name (see section 2.1.2) and will vary depending on the terminal type and will enable you to work out the USB PID.

ACM Com	munications Port	(COM3) Properties
General	Port Settings Fo	rce COM port Driver Details
and the second se	ACM Communica	tions Port (COM3)
	Device type:	Ports (COM & LPT)
	Manufacturer:	Ingenico
	Location:	Location () (usbcdcacm bus)
(This	device is working p	roperly.
		~
OK Cancel		

Then select the Force COM port tab to display the Force COM port features;



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ACM Communications Port (COM3) Properties
General Port Settings Force COM port Driver Details
Force COM Port Feature enabled
Force COM Port List - PID based
PID COM port (Enter Hex value of Device PID) (Enter decimal Value of COM port) 1 60 2 61 3 62 4 33
Force COM port - Order of connection based (Enter decimal Value of COM port) 6 7 8 9 10
OK Cancel

To enable or disable the Force COM Port feature check or uncheck the Force COM Port Feature enabled option respectively.

In the example shown above the option is enabled.

The Force COM Port feature has a number of settings to force the COM port. Depending on the exact requirements the level to which the different options are set will vary.

In the above example the following is true:

- If an Ingenico iPP3xx/iPP4xx terminal is connected (PID 0x0060) then the COM Port selected will be COM4;
- If an Ingenico iSC350 terminal is connected (PID 0x0061) then the COM Port selected will be COM5;
- If an Ingenico iSC2xx terminal is connected (PID 0x0062) then the COM Port selected will be COM33;
- If any other terminal is connected (any PID other than the three specified) then the COM Port selected will be COM6 (or in this example it could fall back to COM7-10 in that order if those ports are in use etc...).

The same port number may be used for more than one option for example, and there is no requirement to complete all fields. However, it is recommended that you add at least PID 0x0028, together with at least one port for unspecified PIDs.

Incorrect configuration of the Force COM Port feature can cause the Windows "System Settings Change" (ie. restart required) dialog box to appear when a terminal is attached and a COM Port cannot be allocated.



See section 2.1.2 for a complete list of PID and USB ID Names supported by the current version of the driver.

5.5. Why the window "System Settings Change" is displayed?

The window "System Setting Change" is displayed requesting to restart the computer when the PID of the terminal currently connected to the PC is not listed in the parameters of the Force COM port feature when enabled.

System	Settings Change
2	Windows has finished installing new devices. The software that supports your device requires that you restart your computer. You must restart your computer before the new settings will take effect.
	Do you want to restart your computer now?
	<u>Y</u> es <u>N</u> o

To remove this window, the PID of the terminal must be specified from the configuration panel of Force COM port feature or a default COM port must be set.