

Paytronix Controller with Embedded OpenJDK (Version 20.10.20200910+) Installation

CONTENTS

Overview	1
NOTES.....	1
Paytronix Installer File Download	2
Security and Allowlisting.....	2
Paytronix Controller (PXC) Installation Steps.....	3
Start/Restart the Paytronix Daemon and Controller Services	5
Verify Connectivity.....	5
Errors and Troubleshooting	6
1. The Paytronix Controller Service does not appear in the Windows Services list	6
2. “Error 1920. Service Paytronix Daemon Service (PxDaemonService) failed to start” appears during the Paytronix Controller installation	6
Appendix	6
1. Oracle Java’s license change	6

Overview

In April 2019, the Oracle Java License terms changed, requiring installation of the Java software for personal (non-commercial) use only. Java installed for commercial use now requires a commercial license subscription. To prevent incurring extra cost to brands, Paytronix moved to use OpenJDK in place of Oracle Java software starting with the Paytronix Controller (PXC) Version 20.3.20200206 release. OpenJDK is based off Oracle Java and provides the same functionality with few exceptions. Beginning with the Version 20.10.20200910 release, OpenJDK is embedded in the PXC installation allowing other versions of Java to be used with other applications and eliminating the requirement of installing OpenJDK separately before installing the PXC.

NOTES

- PXC Version 20.10.20200910 and later has OpenJDK embedded in the PXC installation
- Any version of Java already installed on the back-office machine does not need to be uninstalled prior to installing PXC Version 20.10.20200910 or later
- OpenJDK 11 no longer needs to be installed separately with PXC Version 20.10.20200910 and later
- A reboot of the back-office machine is not required when installing PXC Version 20.10.20200910 or later
- Merchants are recommended to install a current PXC Version with embedded OpenJDK, such as Version 22.5.20221013 or later, to benefit from added security and new functionality

Paytronix Installer File Download

1. Create a directory called `C:\PXInstall` on the POS back-office server machine. If this folder already exists, remove any old installer files it may contain. This folder will be used as a distribution directory for the installation files.
2. Download the latest version of the Paytronix Controller installation files from the following location to the `C:\PXInstall` directory:

https://supportpx.com/PxSoftware_PXC

3. Log in using the following credentials:

Username: `pxcpxc`

Password: `pxcpxc`

4. Extract the zip archive package into the `C:\PXInstall` directory.
5. After extraction, the directory will contain the following Paytronix Controller installer file:

`controller-installer-<VERSION>.exe`

where **<VERSION>** is the Paytronix version

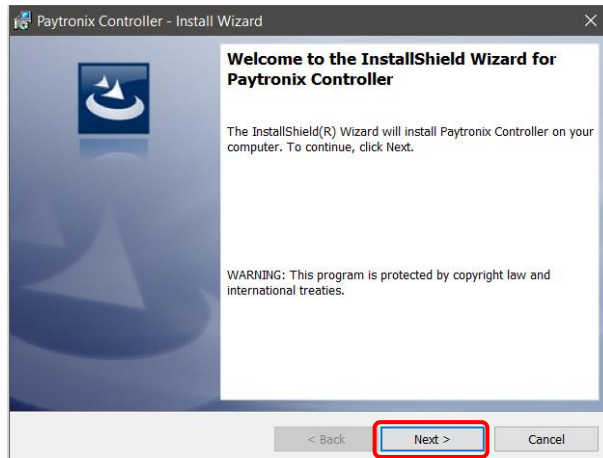
Security and Allowlisting

When Paytronix products are installed on a POS system, there's back-and-forth communication between the POS terminals, the BOH (back-of-house) machine, and Paytronix systems (PXS). Your organization's corporate information security team may use firewalls, security software, or other products and services designed to monitor networks, detect possible intrusions, and/or block suspicious network traffic. The best way to make sure communication between your POS system and Paytronix continues uninterrupted is to explicitly allow the specific URLs, ports, hosts, services, installers, and applications required for communication. If you think you are experiencing connectivity issues related to security or URL allowance, please work with your organization's IT Security Team. We highly recommend that you meet with your organization's IT Security Team before installing anything on the BOH machine so they can conduct an official security review.

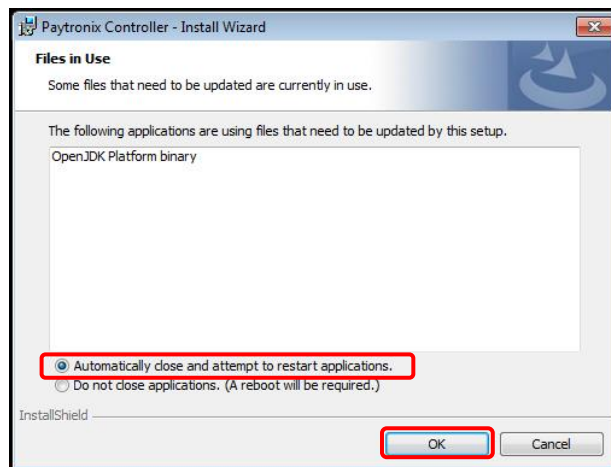
Allowing specific URLs, ports, hosts, services, installers, and applications is required for communication between your technology and the Paytronix systems. Refer to the [Paytronix Security & Network Allowlist Guide](#) on the Paytronix Support Help Center.

Paytronix Controller (PXC) Installation Steps

1. Double-click on the controller-installer-**<VERSION>**.exe file to launch the setup wizard. Select **Next** to continue.

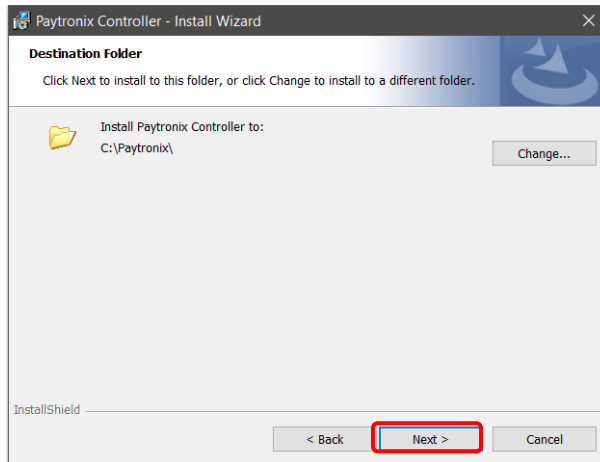


2. During an upgrade installation, the following dialog *may* appear if the existing PXC installation is attempting to stop the Paytronix Controller service with an installed OpenJDK 11. If this dialog does appear with the “Automatically close and attempt to restart applications” checked by default in the install wizard, select **OK** to proceed with the PXC installation.

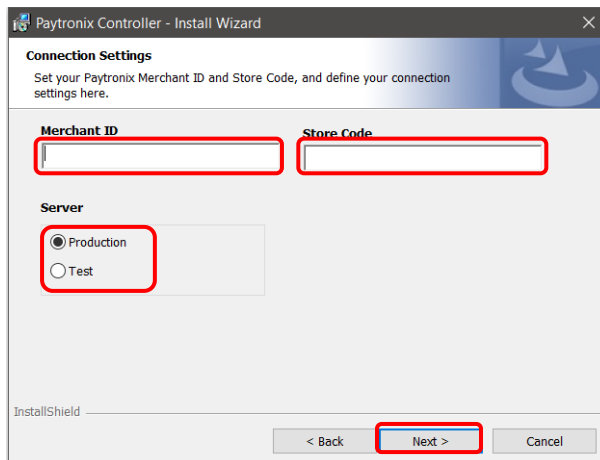


Additionally, when upgrading from some prior versions of the PXC, the Paytronix Controller Install Wizard may prompt to uninstall the older PXC version first. If this dialog appears, accept the prompt to uninstall the older PXC version. Then re-run Paytronix Controller Install Wizard to install the new PXC version. Most older versions of the PXC can be upgraded to the new version without having to uninstall the older PXC version first.

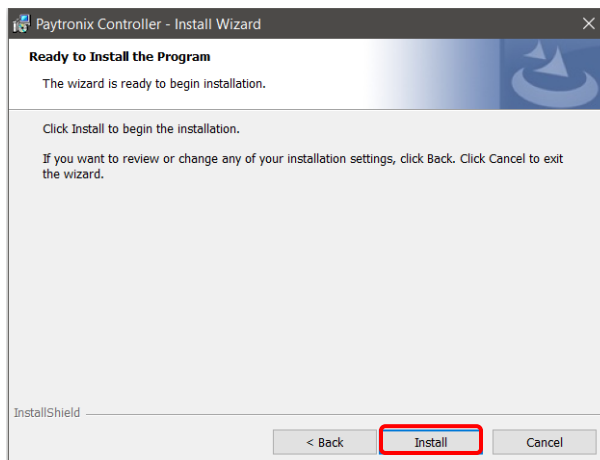
3. Select **Next** to accept the default installation directory of C:\Paytronix for the Paytronix Controller.



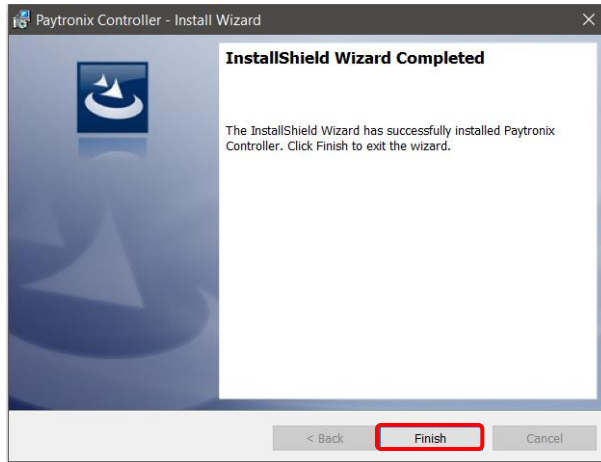
4. Enter the **Merchant ID** and **Store Code** associated with the installation. The **Merchant ID** is the same for all stores while the **Store Code** differs for each store. Obtain these values from Paytronix.
5. Select the server, either **Production** or **Test**, to use for the installation.
6. Review the settings and select **Next** to continue.



7. Select **Install** to begin the installation.

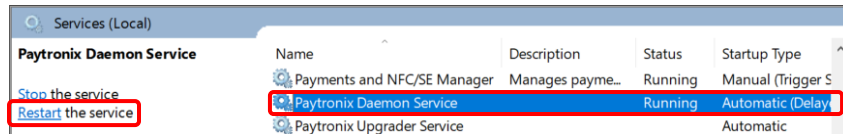


- When the installation has completed, select **Finish** to exit the install wizard.

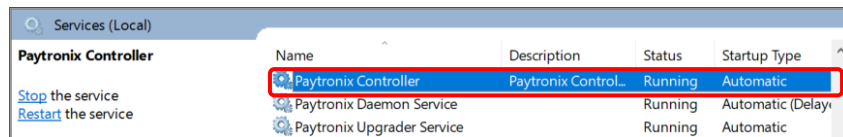


Start/Restart the Paytronix Daemon and Controller Services

- After the Paytronix Controller is installed, the Paytronix Controller service does not appear under Windows Services initially, but a Paytronix Daemon Service exists. The Paytronix Controller service should get added to the Windows Services list and start automatically after about a minute.
- If the Paytronix Controller service does not appear in the Windows Services list after about a minute, restart the Paytronix Daemon Service through the Windows Programs and Features utility on the back-office machine.



- The Paytronix Controller service is added to the services list in the Windows Services utility and starts. If the Paytronix Controller service is not running, start the service in the Windows Services utility.



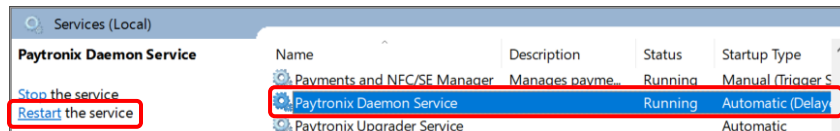
Verify Connectivity

- Verify the Paytronix Controller for the installation connects successfully to the Paytronix server. In the Merchant Home page, select the Connectivity Status link under the Customer Service section in the left navigation bar.
- Alternatively, depending on the server the Paytronix Controller installation references, use either of the following URLs to access the Store Connectivity Status page:
 - Production server URL - <https://www.pxsweb.com/merchant/storestatus.srv>
 - Test server URL - <https://www.train.paytronix.com/merchant/storestatus.srv>
- On the Store Connectivity Status page, check for a green status for the new/updated installation. After starting the Paytronix Controller (PXC) for the first time, wait at least 45 seconds before looking for the green status. It may be necessary to refresh the web browser.
- An example successful connection status is shown below:

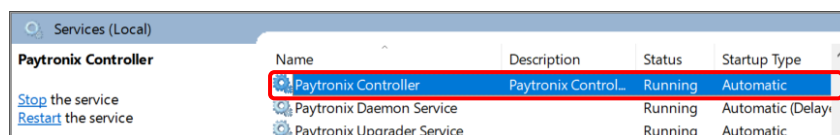
Status	Store Code	Store Name	Agent	Last Ping Time	Last Ping Interval	Last Down Time	Last Down Interval	IP Address	PXC Version
Green	PXLAB	Paytronix Store	PXC 1	2020-02-12 18:05	0 00:00:43	2020-02-12 11:29	0 06:35:51	108.162.218.33	20.3.20200206

Errors and Troubleshooting

1. The Paytronix Controller Service does not appear in the Windows Services list
 1. After the Paytronix Controller is installed, upgraded, or reinstalled, the Paytronix Controller service does not appear under Windows Services initially but there is a running Paytronix Daemon Service.
 2. If the Paytronix Controller service still does not appear after a minute or two, restart the Paytronix Daemon Service through the Windows Services utility on the back-office machine.



3. The Paytronix Controller service should get added to the services list in the Windows Programs and Features utility and start.



2. “Error 1920. Service Paytronix Daemon Service (PxDaemonService) failed to start” appears during the Paytronix Controller installation

1. The following error appears at the end of the Paytronix Controller installation even though the Paytronix Controller installer is run as Administrator:



2. This error appears when the minimum required .NET Framework version for the Paytronix Daemon (18.22+) and Paytronix Upgrader (22.0+) Services is not installed on the machine:
 - PXC versions 18.22.20181114 through 21.3.20211014 require .NET 4.0 or later for the Paytronix Daemon Service
 - PXC version 22.0.20220506 and later requires .NET 4.5 or later for the Paytronix Daemon and Paytronix Upgrader Services for REST requests
3. Resolution: Install a current .NET Framework version and then re-run the Paytronix Controller installer

Appendix

1. Oracle Java’s license change
Oracle’s description of the license change can be found here:
<https://www.java.com/en/download/>