Ingenico Driver Installer User Guide

Jungo installer v2.80

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Public

INGENICO Smart Terminals

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1 Document Information

1_1 Evolution follow-up

Revision	Type of modification	Author	Date
1	Initial Revision	LJ	2015/02/16

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 (Professional service pack 3)
- Windows XP 64 bits (Professional service pack 2)
- Windows XP Embedded
- Windows Vista 32 and 64 bits
- Windows 7 32 bits (Ultimate Service pack 1)
- Windows 7 64 bits (Ultimate Service pack 1)
- Windows 8 32 bits (Enterprise edition)
- Windows 8 64 bits
- Windows 8.1 32 bits
- 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
Sagem Telium	0x079B	0x0028
Ingenico Move5000	0x0B00	0x0052
Ingenico Move3xxx	0x0B00	0x0053
Ingenico Desk3xxx	0x0B00	0x0054
Ingenico iHT4	0x0B00	0x0055
Ingenico iHT5	0x0B00	0x0056
Ingenico iST1xx/iUC1xx/iUP250	0x0B00	0x0057
Ingenico iPP3xx/iPP4xx	0x0B00	0x0060
Ingenico iSC350	0x0B00	0x0061
Ingenico iSC2xx	0x0B00	0x0062
Ingenico iSC4xx	0x0B00	0x0063
Ingenico iCT2xx	0x0B00	0x0066

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Ingenico Desk5000	0x0B00	0x0080
Ingenico Lane5000	0x0B00	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.

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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.

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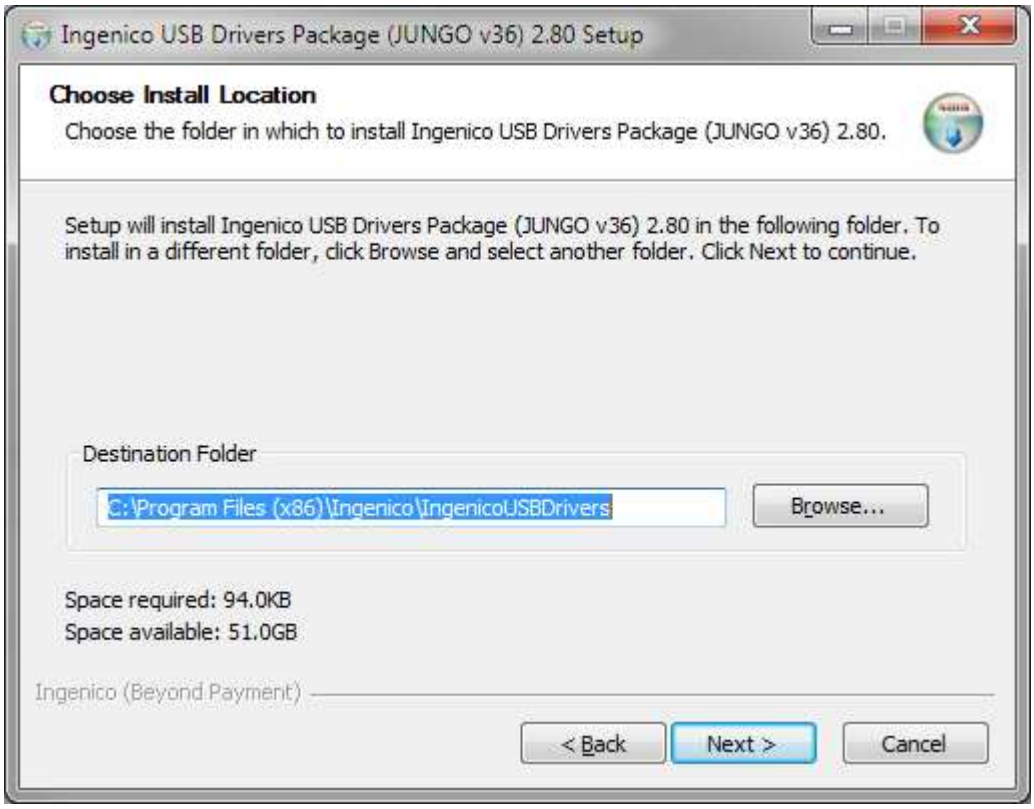
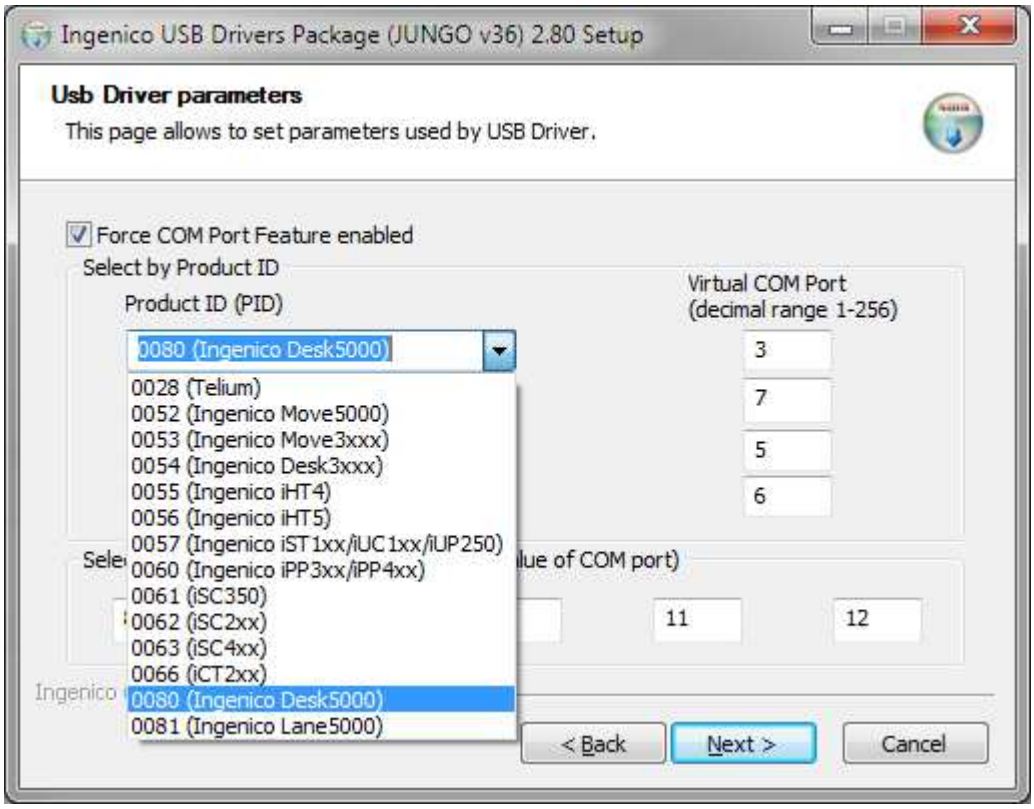


To install the driver to a specific location click the Browse to search for the desired location, otherwise just click Next > to accept the default location specified.



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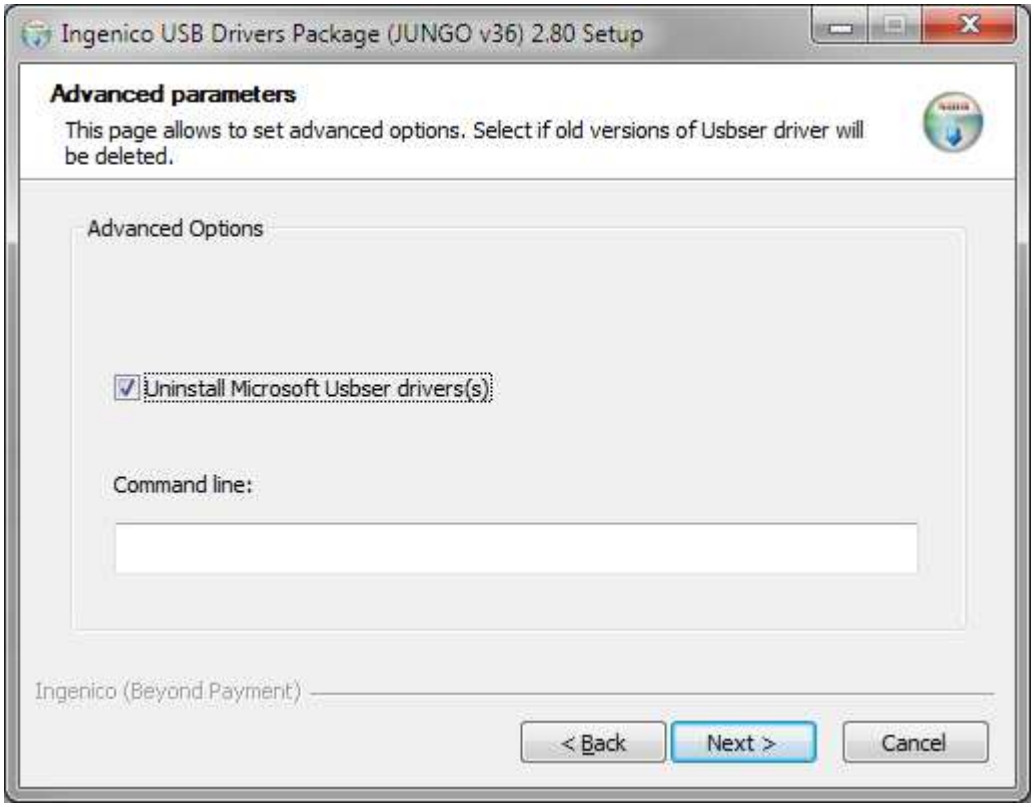
To enable the Force COM Port feature check the Force COM Port Feature enabled option and complete the configuration as per your requirements; once completed click Next >

For more information on the Force COM Port feature, or how to disable/enable it manually please refer to section 5_4_ - How to manually enable the force COM feature



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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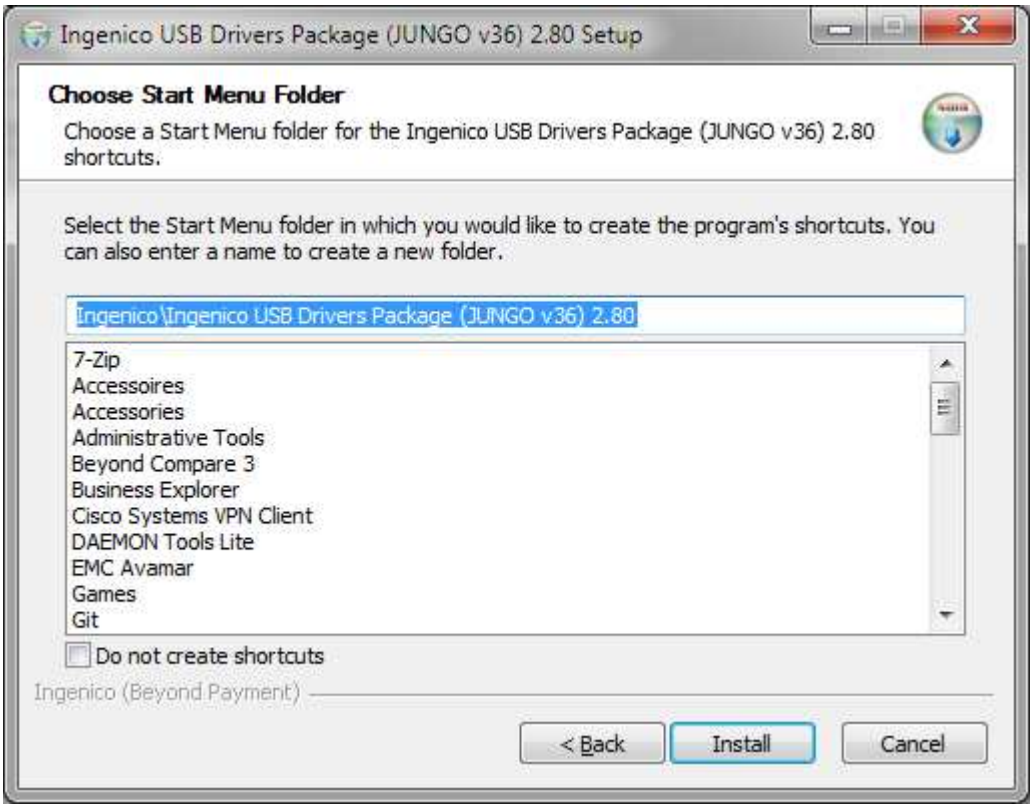

Choose the start menu folder into which shortcuts will be placed or check the Do not create shortcuts option before clicking Install to start the installation.

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.
/S	Launches installation in silent mode.
/PORT=port	Enables Force COM Port where “port” is the port number in numeric (eg. 1-256). 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).
/U or / uninstall	Uninstalls older versions of the Jungo USB drivers only and exit the program.
/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:
0 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. 5_4_ - How to manually enable the force COM feature).

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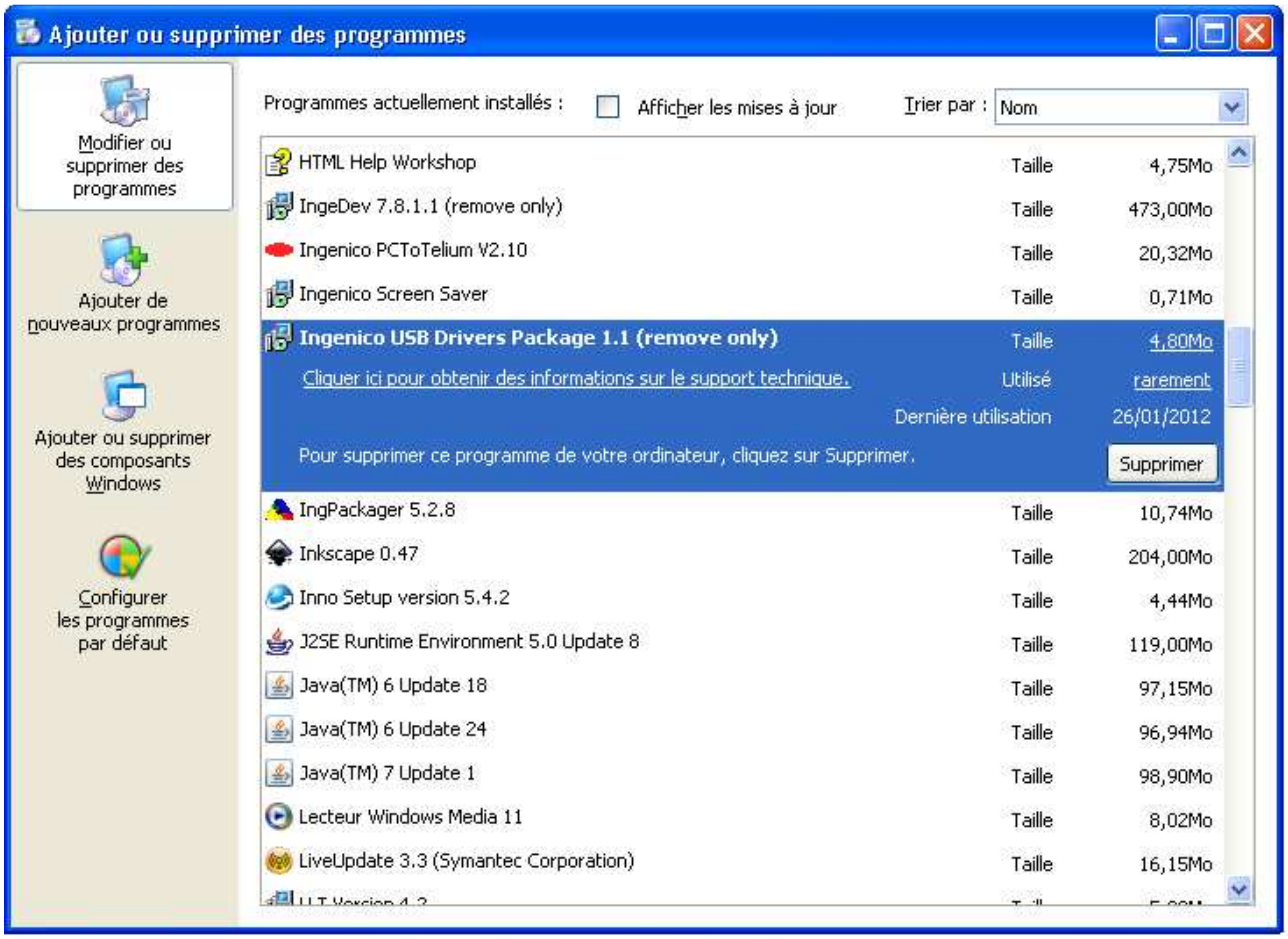
4 Uninstall process

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:



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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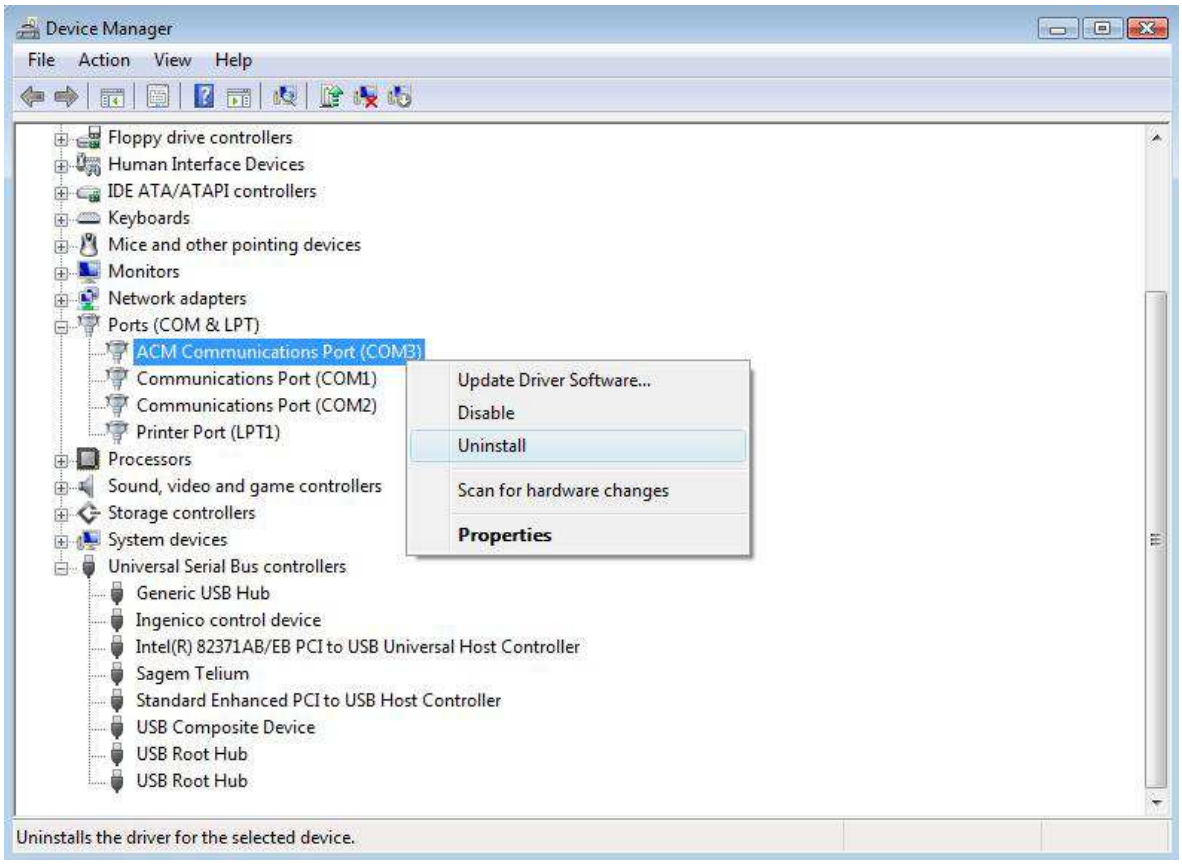

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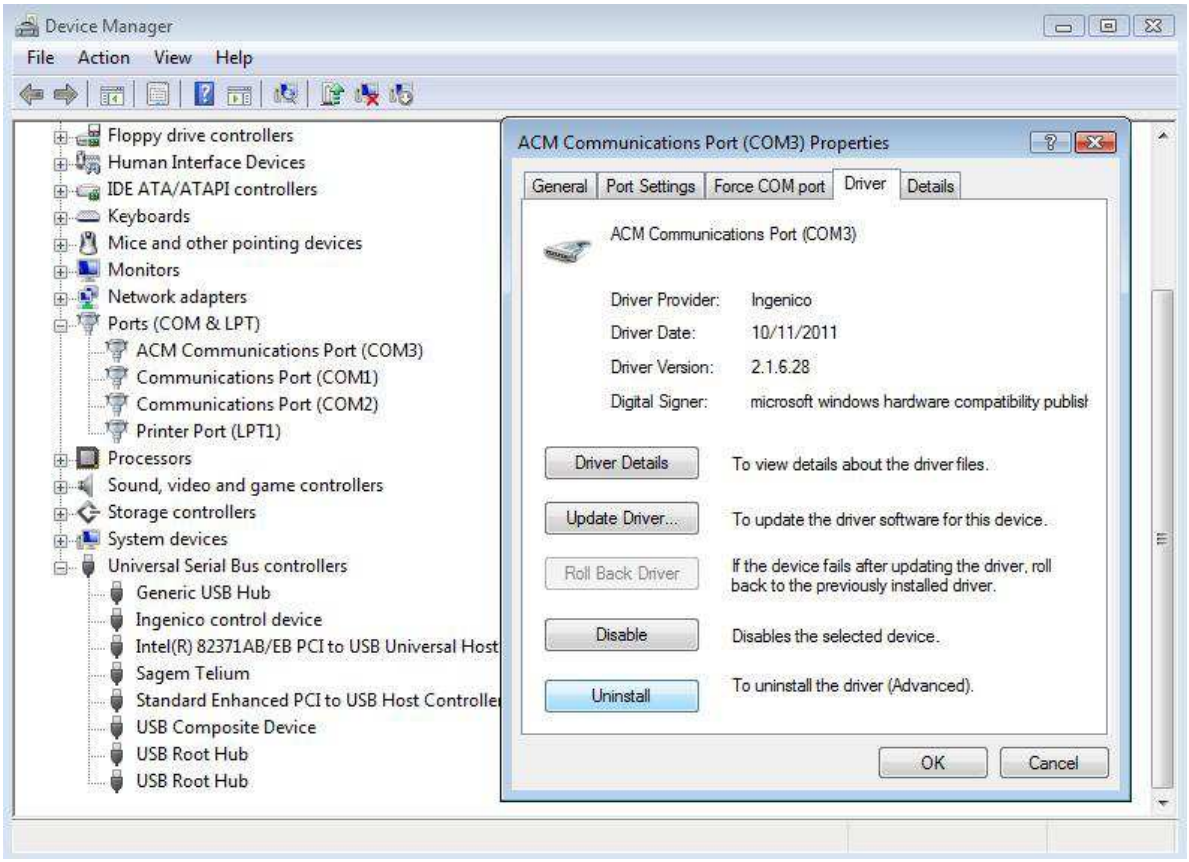

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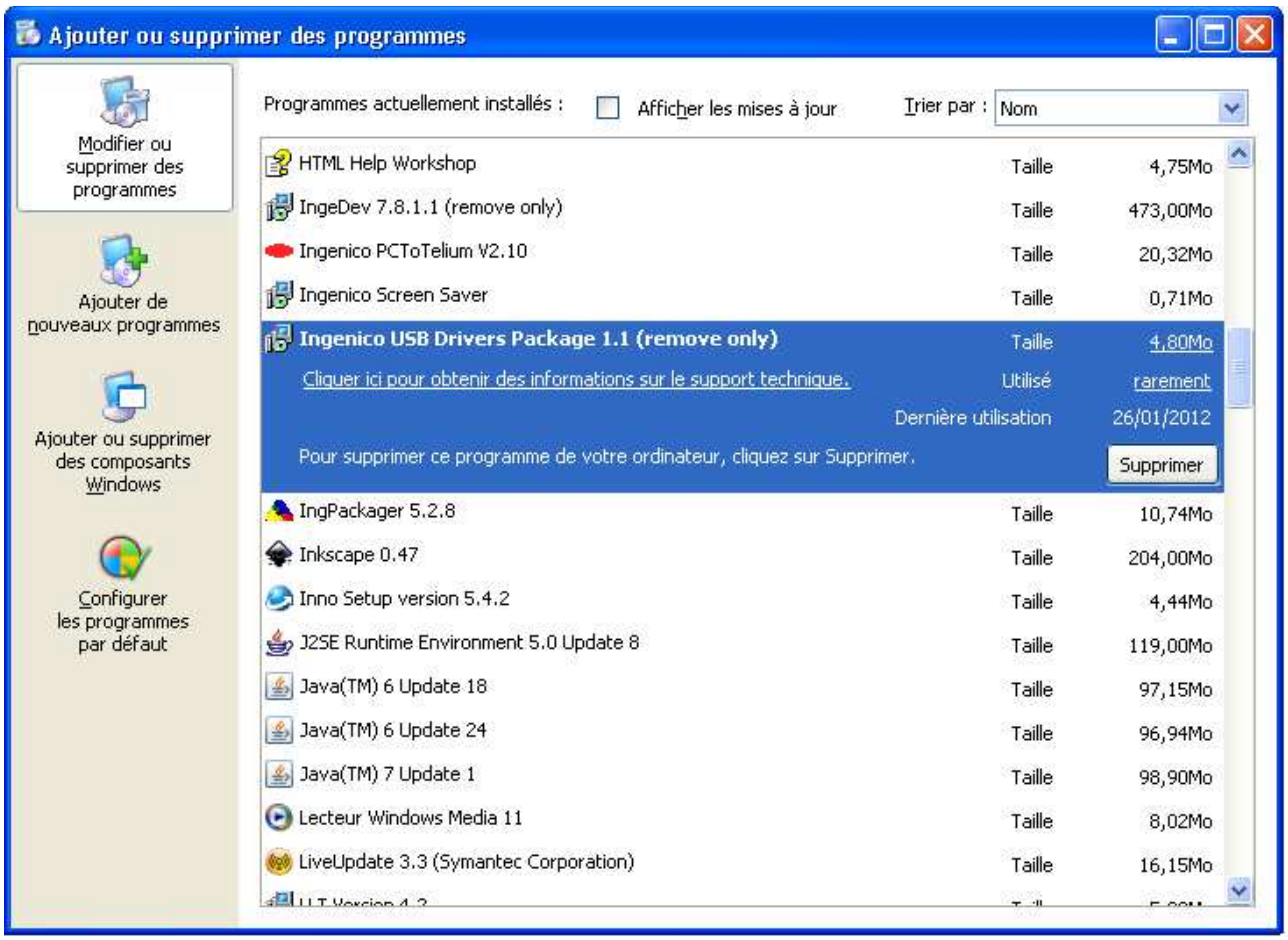
5 Frequently asked questions

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).



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

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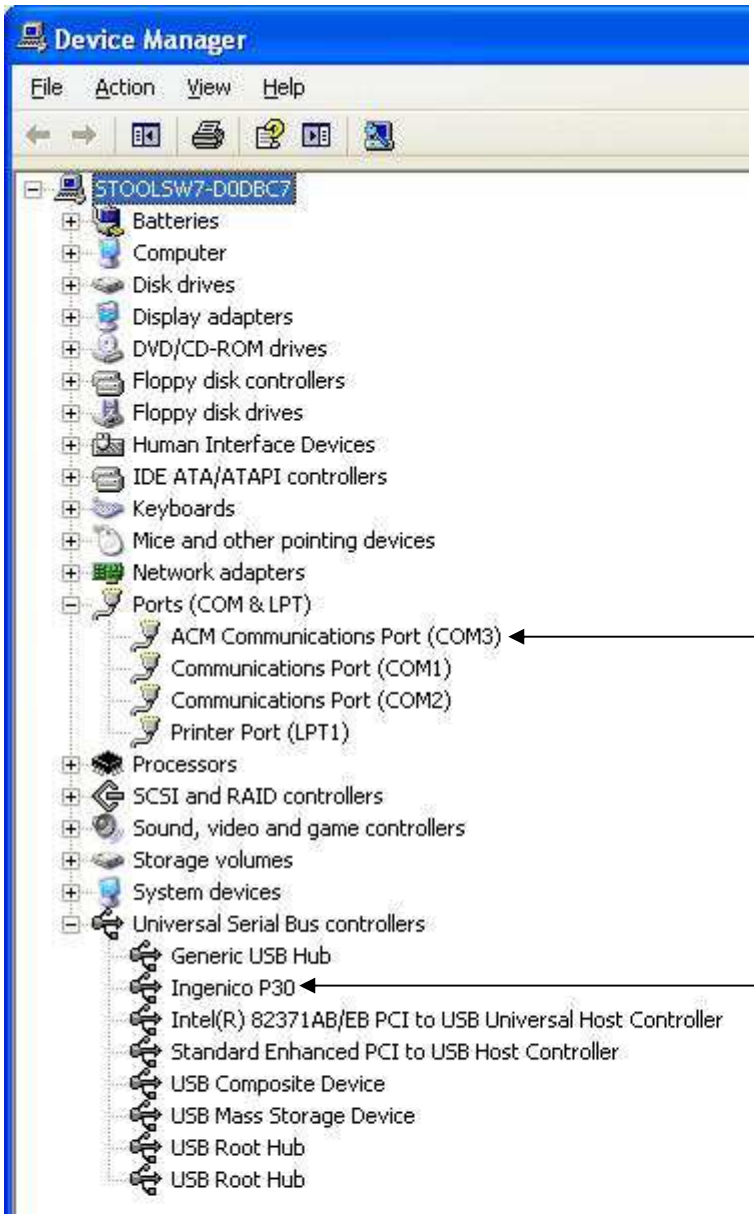

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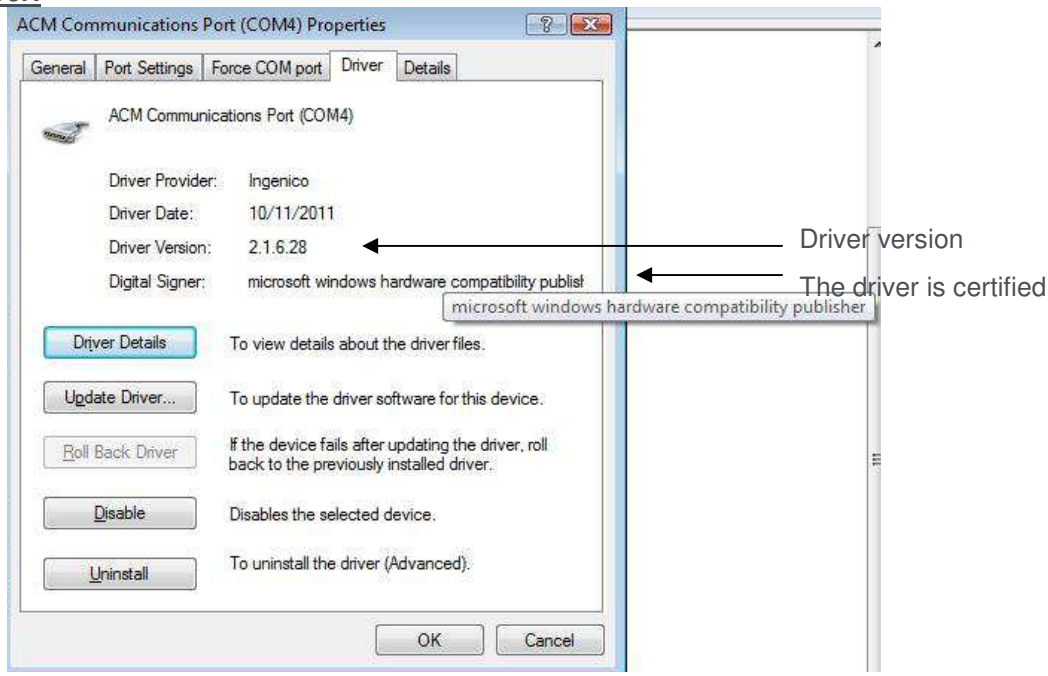
5_2 How can I know which version number of the driver I use?

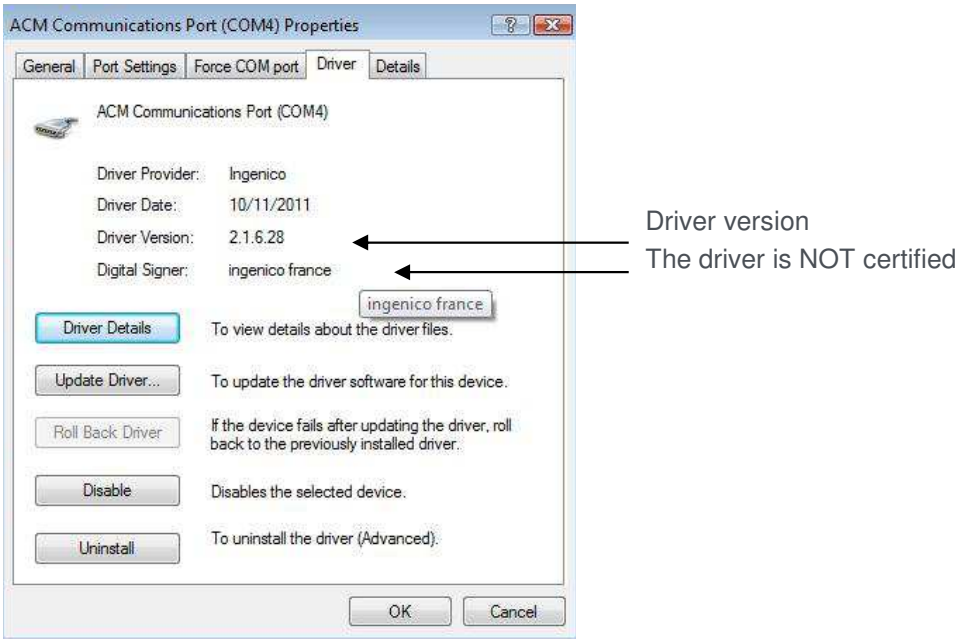
In order to check the current driver version number the device must be connected. Right-click My Computer, choose Manage and select Device Manager in the left-hand pane.

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

Certified Driver:



Not Certified Driver:



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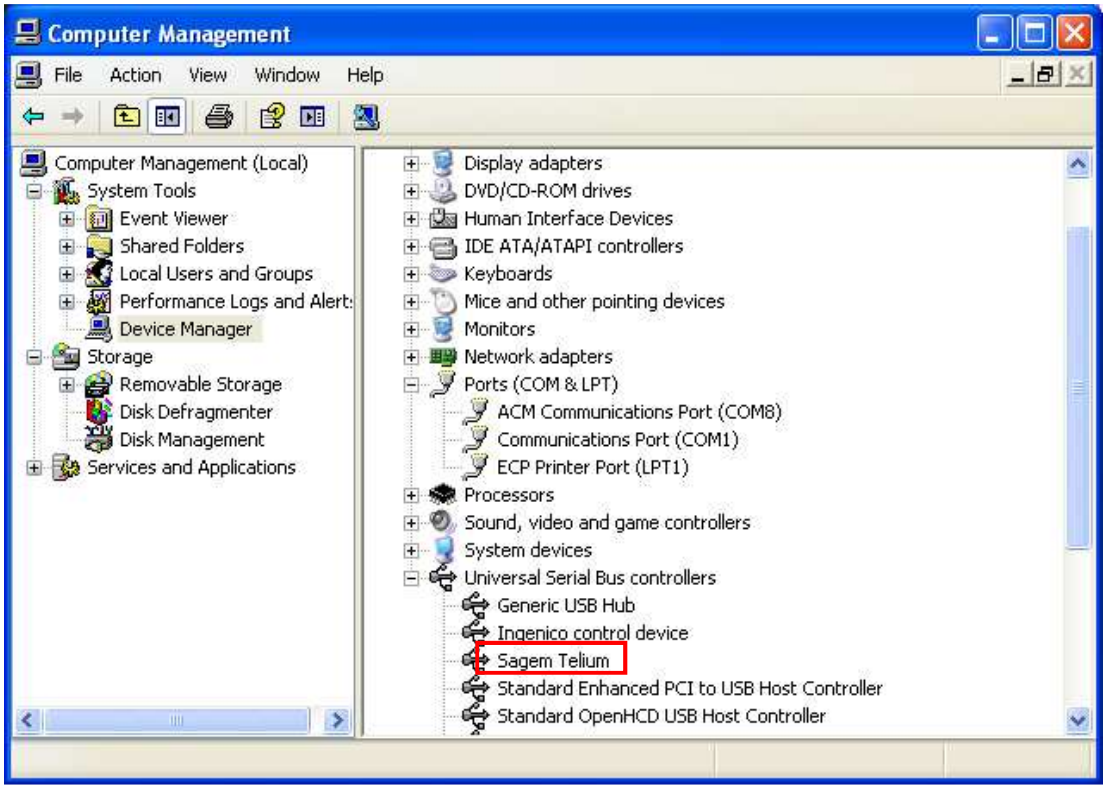
5_3 How can I use my previous driver again?

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.

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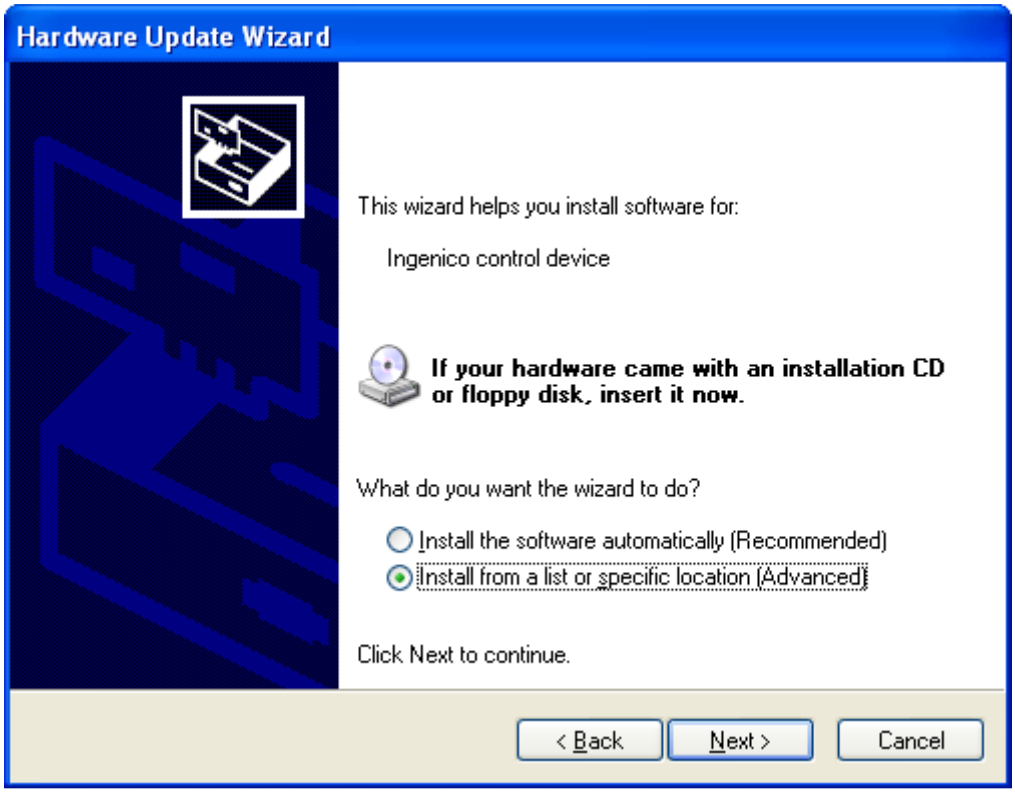
Choose No, not this time and and click Next >



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

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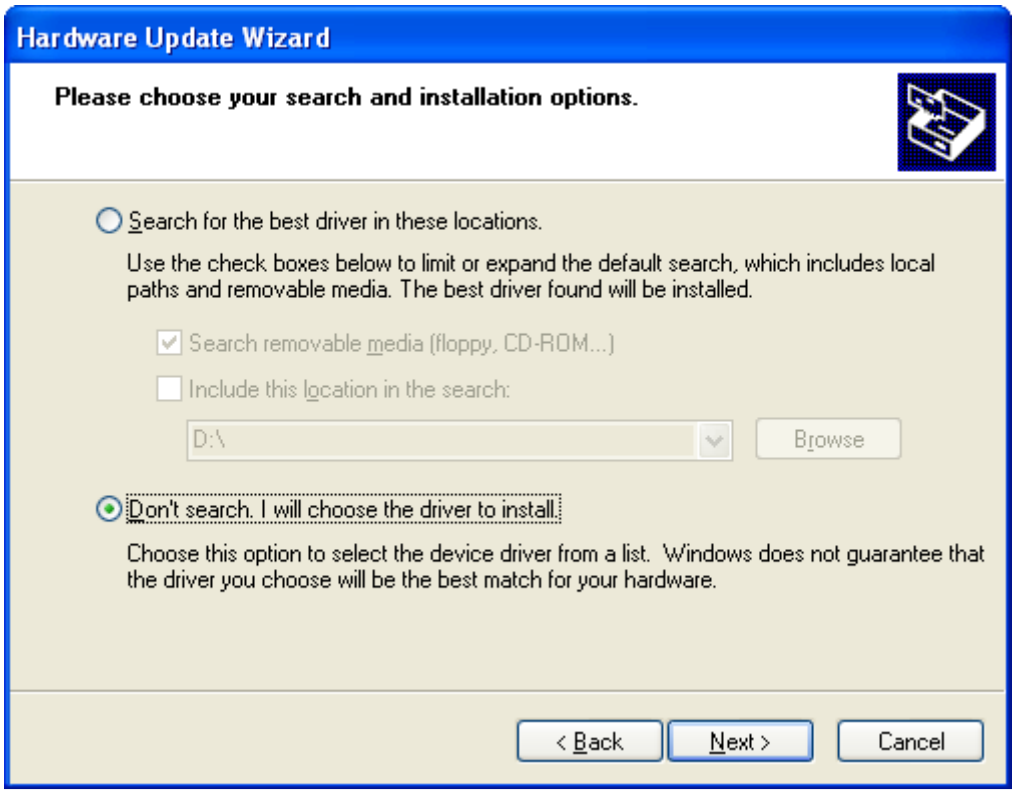
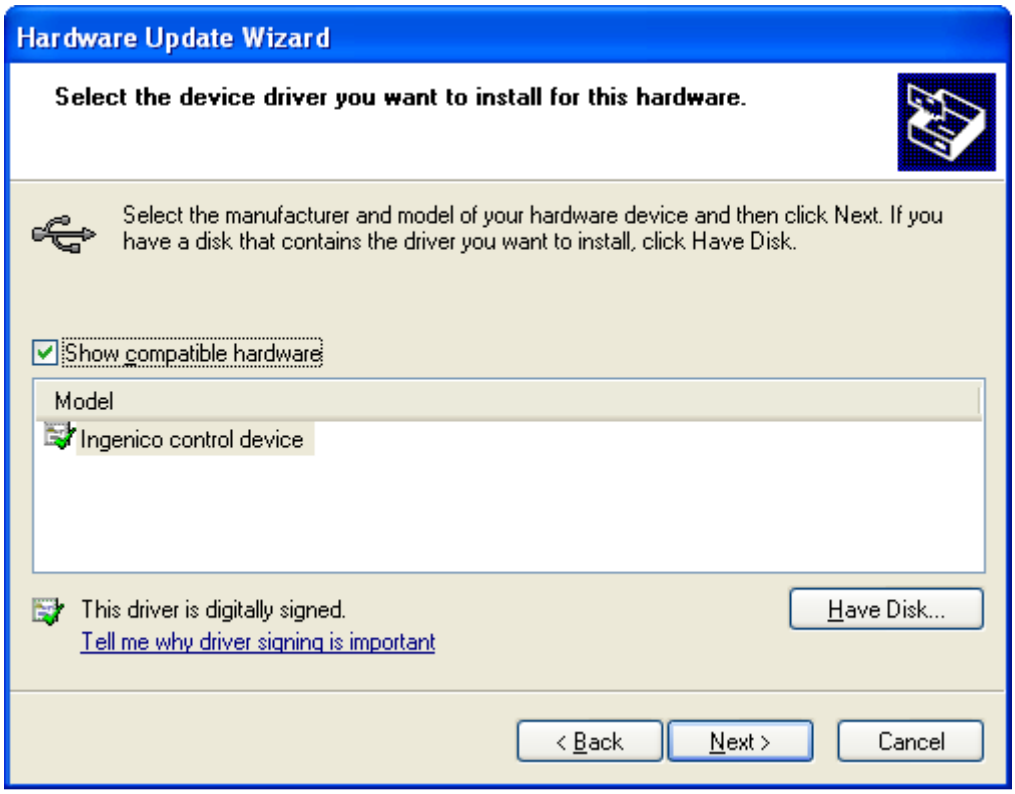


Choose Don’t search: I will choose the driver to install and click Next >



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

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.

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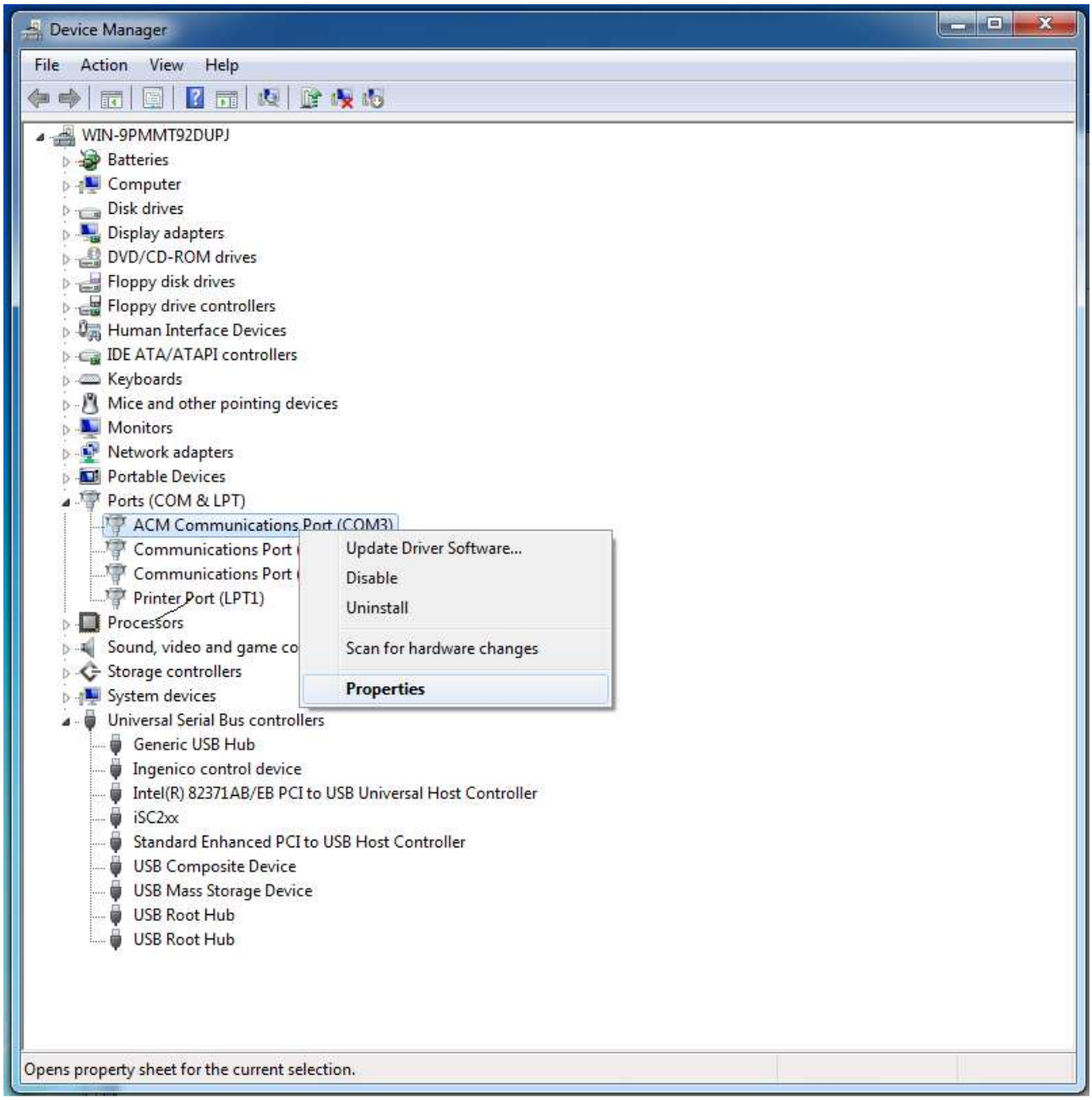

In the right-hand pane you will see two devices:

- **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.

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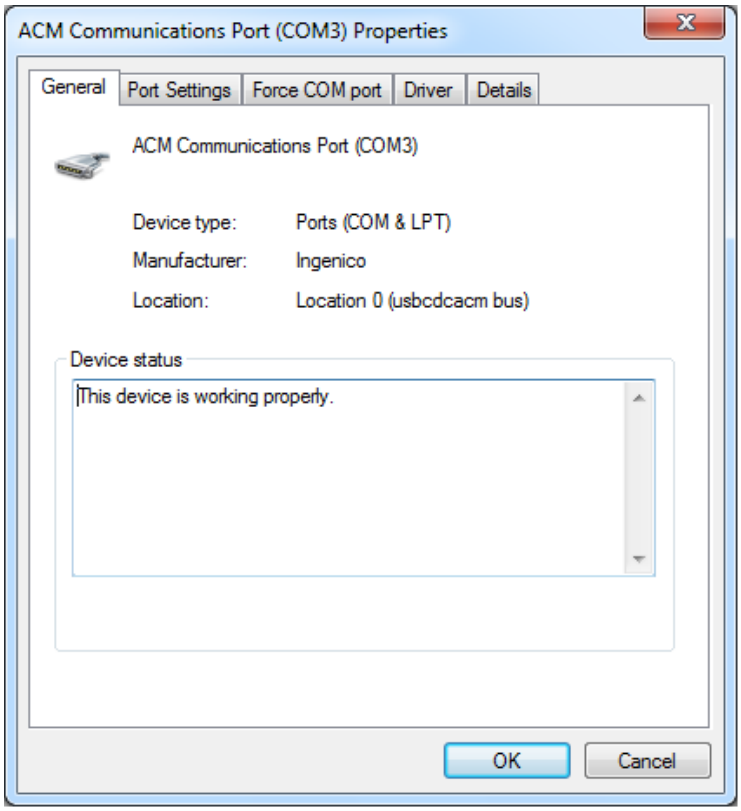
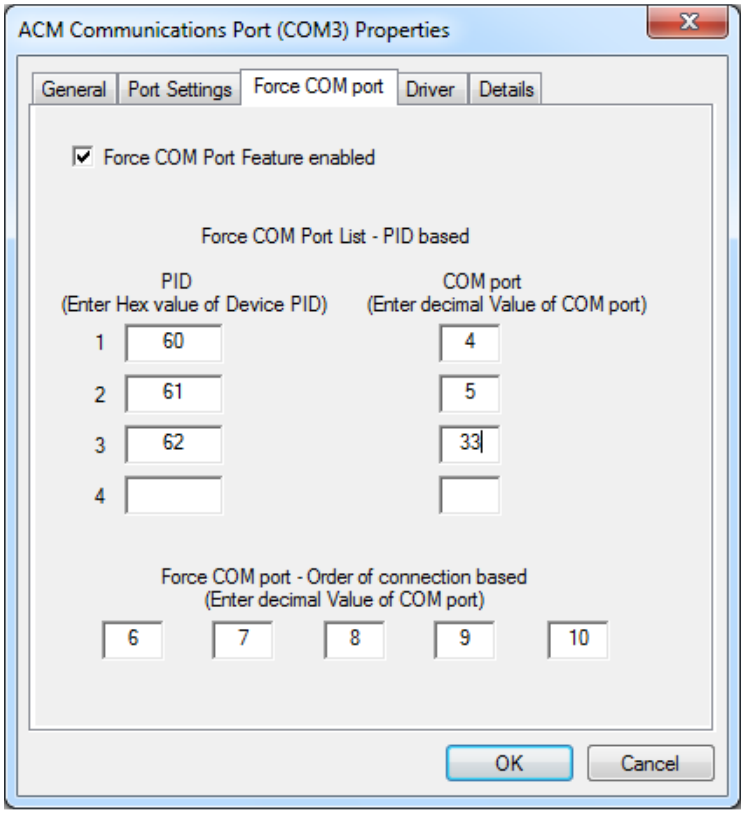


Then select the Force COM port tab to display the Force COM port features;



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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…).

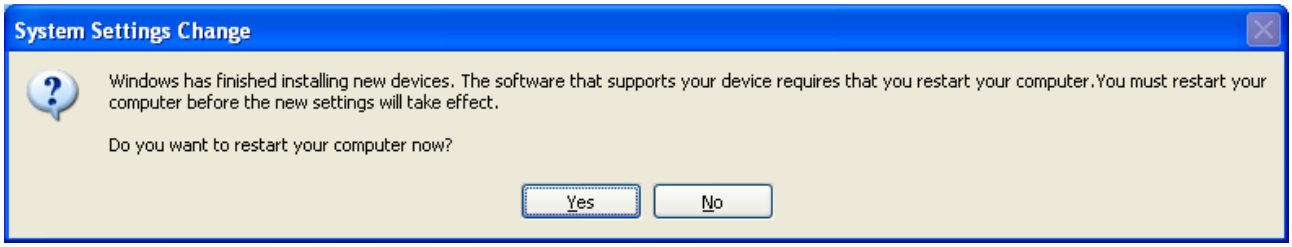
The same port number may be used for more than one option for example, and there is no requirement to complete all fields. However, it is recommended that you add at least PID 0x0028, together with at least one port for unspecified PIDs.

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.



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.

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