



iPG-CLIENT  
for PPS Shop&Buy

## PPS Shop&Buy

### FAQ on iPG Services

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## FAQ on iPG Services

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Note: 'I' and 'You' below refer to the webmaster of the company running iPG-Client.

### iPG Client Merchant Setup

- *Company Name*

1. How to show Chinese company name, in Traditional Chinese / Simplified Chinese?

Ans : You have to enter a Traditional Chinese / Simplified Chinese company name and select the corresponding Locale when you configure your properties file. Make sure your server is also configured with the corresponding locale setting.

2. How many characters could be used for company name in English and Chinese?

Ans : 40 English characters or 20 Chinese characters.

3. Can different company name be shown in the PPS payment page?

Ans : Normally the company name in the PPS payment page is retrieved from the "Company" field updated using the Merchant Config (ConfigApp) program. Therefore, different company name can be shown by changing this parameter. Please note that 1-month's advance notice is required by merchant to inform EPSCO (Sales & Marketing Department) when updating the name in the profile record.

Alternatively, different company name can be shown by filling the name into the field "PayFor" in digital order (DO) generation. This information will override the "Company" field in the display of PPS payment page.

4. How could the Merchant modify its configuration so that Chinese company name & English company name be appeared in Chinese screen and English screen respectively?

Ans : In order to show Chinese company name & English company name in Chinese screen & English screen respectively when the digital order (DO) is being submitted, the field "PayFor" in DO is required to fill in the name of corresponding language, together with field "Locale" in DO specifying the language.

- Company Logo

5. Can the company logo of the merchant be shown in the PPS payment page?

Ans : No, it can't be done. The format of the PPS payment page is generic to all merchants. But you can select the background color of the payment page to match the color scheme of your website.

- Domain Name

6. What are the steps involved in changing the domain name?

Ans : In order to change the domain name, first of all, your Company shall notify and update EPSCO (Sales & Marketing Department) 1-month in advance. Then for system update, your technical people can change the returnUrl parameter in the iPG properties file to reflect the new domain name using the Merchant Config (ConfigApp) program.

- Server

7. Can I install multiple clients in one server?

Ans : Yes, multiple clients can be installed in one server. In this case, you are required to approach EPSCO (Sales & Marketing Department) for the purchase of additional client(s).

8. What are the steps involved in changing server?

Ans : For server migration, firstly, you are required to install the iPG client software on the new server. Then follow the same step as specified in the Installation Guide but stop at and skip the Merchant Config and Key Synchronization and all subsequent steps. Finally, manually copy the ipgclient.properties, myRSAKey and OppRSAKey files in the "conf" directory from the old server to the new server.

- Merchant PassPhrase

9. What are the functions of the PassPhrase?

Ans : The PassPhrase is a security token (like the password) assigned by EPSCO for the merchant to perform key management functions (i.e. Key Synchronization). It contains 2 parts – Part-A and Part-B which are assigned and distributed separately by EPSCO.

10. What should be done when receiving the PassPhrase?

Ans : The PassPhrase is a security token for key management. You should treat it as an important password and keep it safely so as only authorized person can access it.

Once you received the PassPhrase, inform EPSCO to activate your key status so that you can proceed with the iPG client installation.

During the iPG client installation, you are required to change the PassPhrase before any Key Management function can be accessed. After changing the PassPhrase, you should keep it safely. For any subsequent key management functions, you need the PassPhrase.

11. What is the risk of not updating the Passphrase regularly?

Ans : Your website needs a key to communicate with the iPG Host for transaction processing. The key is the identity of your website. Any one who has the key may change the key so that your website can no longer communicate with iPG Host and he may impersonate your website to submit transactions. PassPhrase is the security measure to protect the Key Management functions. It can minimize the chance for the Passphrase to be used by unauthorized parties to perform Key management functions by changing the PassPhrase regularly.

12. How to change the Passphrase?

Ans : Follow the procedure as below:

1. Run the KeySync program under the "keySync" directory,
2. Enter the old PassPhrase,
3. Select "Change Passphrase" option from the PassPhrase menu,
4. Enter the new PassPhrase,
5. Click "OK" button to submit.

Also, simply browse to section 6.1.2 of the Installation Guide for the detailed screen Flow.

13. What should be done in case the Passphrase has been revoked?

Ans : You need to request EPSCO to re-assign the PassPhrase by e-mail [ipgpp.a1@eps.com.hk](mailto:ipgpp.a1@eps.com.hk)

- Transaction Code

14. How to change the transaction code for various kinds of transactions?

Ans : The transaction code is stored in the merchant's local properties file. So run the ConfigApp program in the "conf" directory to re-configure the properties file. The default value is 051.

Please refer to the "Schedule 2" of the PPS Shop&Buy Service Agreement for the exact transaction code of your Company.

### **Problems in receiving iPG Digital Receipt (DR)**

15. I received the status "CC" with response code "1406" when I did a transaction status enquiry. What does it mean?

Ans : It is the "Cancel by Customer" status. It indicates that the transaction was cancelled by the customer in the PPS payment page (by clicking the "Cancel" 「取消」 button).

16. I received the status "IP" when I did a transaction status enquiry. What does it mean?

Ans : It is the "In-Progress" status. It indicates that the transaction is still being processed by iPG Host (In-Progress) at that moment. A final status will be set once the processing is completed. You are suggested to do transaction status enquiry later.

17. How to confirm the final transaction status if I cannot receive the DR from the iPG Host ?

Ans : You are required to submit a transaction status enquiry to iPG Host to get the final transaction status of a transaction. For handling, please refer to Send Payment Enquiry Section of the Developer Guide.

18. I received the status "RJ" with response code "1499" when I did a transaction status enquiry. What does it mean?

Ans : It means that the transaction is timeout. It occurs when the payment form is not received from the customer within the timeout period, and system has marked the transaction with this code. Usually this case happens when customer closes the browser before replying to the payment form.

### **Problems in performing iPG Payment Transaction**

19. If my system is running normally, but some of my customers/cardholders cannot make the payment with rejected message "Your transaction has been timed out. Please try again." Why?

Ans : There is a timeout parameter in your own properties file. It is the time within which the payment form should be submitted by the customer after the DO is validated. If the customer submits the payment form after the allowed time period, the transaction will be rejected with the message.

To minimize this, you are suggested to set a larger value of the timeout parameter, say 240 seconds. (System default is 180 secs.)

20. While the transaction is being processed, the customer closes the transaction page. What will happen to this transaction?

Ans : If the customer closes the transaction page after submitting the payment form, the submitted transaction will continuously be processed by the iPG Host as normal, but the DR can only be returned to the merchant server after merchant performs a payment status enquiry. This has to be done by the merchant after timeout. Thus, customer has to confirm the transaction status through the merchant if necessary, or he / she can check the payment through the "View payment history of PPS Shop & Buy Service" in the "Payment History" of the PPS website (ppshk.com) .

21. Why do some customers receive the message - "Your session has been timed out." after they have submitted the payment form?.

Ans : Most probably it is caused by the fact that the iPG Host cannot obtain the cookie from the customer's browser. A cookie is a small piece of information stored in the customer's browser for client-host communication. So the customer has to make sure that the browser allows cookies (e.g. for IE browser, the Privacy is set to "Below Medium" level).

22. What is the problem for the error message – "A Runtime Error has occurred. Do you wish to debug? Yes or No?"

Ans : IE displays this message when it encounters error while trying to run some Javascript on a html page. There are many causes leading to the case, and the two most typical ones are:

- Program bug in the HTML page. If this happens, it will appear in all other customers running this page. Thus, in such case, please examine the corresponding HTML page and contact EPS Customer Services Hotline, if necessary.
- If it only affects an individual customer, it may be due to the fact that IE is still using the old file(s) from its cache. To handle this case, please ask the customer to delete the cache (Tools > Internet Options > Delete files) then re-start the browser and try again.

In reply to the error message for debugging, we suggest the customer to select "No" and record the message or behavior of the browser afterwards.

23. Under what circumstances will my customer receive the "2-factor authentication required page"?

Ans. : Payment made to selected merchants such as banking and credit card services, credit services, securities broker, and remittance organizations will be requested for a second factor authentication (a one-time password sent via SMS to your customer's registered mobile phone) to provide additional level of protection to verify customer's identity during payment. Merchants will be notified by EPS Company (Hong Kong) Limited if two-factor authentication is required for their payments.

### **Access iPG Payment Page – System Requirement**

24. What are the browser and computer setting for end users?

Ans : The basic requirements for end users are: to use common browsers (IE, Google Chrome, or Firefox etc.) and allow cookies (e.g. to allow cookies in IE, set "Privacy" level to Medium or Lower).

### **Others – Reject Code List**

25. Where to get the updated Reject Code List?

Ans : You can download the Reject Code List from our iPG document portal :  
<http://www.ppskh.com/ipgdoc/ipguserguide>

### **Key Contact Points**

26. How to contact EPSCO (Sales & Marketing Department)?

Ans : Please request your business party / user department to contact the following EPSCO (Sales & Marketing Department) representatives.

Joyce Cheng    Tel: 2733 0593    [joyce@eps.com.hk](mailto:joyce@eps.com.hk)  
Iris Chan        Tel: 2733 0576    [irischan@eps.com.hk](mailto:irischan@eps.com.hk)  
Irene Yuen      Tel: 2733 0520    [ireneyuen@eps.com.hk](mailto:ireneyuen@eps.com.hk)  
And also, send email to [pps@eps.com.hk](mailto:pps@eps.com.hk)

27. For enquiries relating to Passphrase assignment, who should I contact?

Ans : Please contact

EPSCO Operations Team    Tel: 2733 0503    [ipgpp.a1@eps.com.hk](mailto:ipgpp.a1@eps.com.hk)  
EPSCO Operations Team    Tel: 2733 0531    [ipgpp.a1@eps.com.hk](mailto:ipgpp.a1@eps.com.hk)

28. For problems relating to iPG Client Installation, who should I contact?

Ans : Please contact

Peter Lam of PCCW      Tel: 2883 3917    [peter.tk.lam@pccw.com](mailto:peter.tk.lam@pccw.com)

29. For problems relating to testing, who should I contact?

Ans : Please contact

EPSCO Project Team    Tel: 2733 0512    [projects@eps.com.hk](mailto:projects@eps.com.hk)  
EPSCO Project Team    Tel: 2733 0513    [projects@eps.com.hk](mailto:projects@eps.com.hk)

30. For problems relating to transaction enquiry and data file contingency, who should I contact?

Ans : Please contact

EPSCO Customer Services Hotline    Tel: 2721 0566    [hotline@eps.com.hk](mailto:hotline@eps.com.hk)