![MagTek logo - SECURITY FROM THE INSIDE]

DynaPro

DynaPro USB
Troubleshooting Manual

December 2016

Manual Part Number:
D998200155-10

REGISTERED TO ISO 9001:2008

Table 0-1 - Revisions

Rev Number	Date	Notes
10	2016-12-12	Initial Release

Table of Contents

1   Connection and Power-up

Connect the DynaPro USB device by connecting the USB cable to a USB port on a powered-on device.

When the DynaPro is connected to USB, after a few seconds the device should go through a brief boot sequence and then display the idle message "Welcome". If this is seen, the device is successfully powering up and is stable.

If the display never powers on after connection to USB, try a different USB port or PC. ((3) referenced in figure 1.1) If the device supports Contactless/NFC and/or Ethernet (Part numbers 30056013, 30056028, 30056005, 30056007, or 30056031) ensure the power supply is connected to the cable and to a known good power source.
> If after testing a different port/PC, the display does not show the boot sequence or idle message, the DynaPro will need to be returned to MagTek for service.

If the display shows the boot screen followed by the word "Offline" followed by a code (S43 for example), disconnect from the USB port for a few moments and then reconnect.
> If after reconnection the same Offline message and code return, the DynaPro will need to be returned to MagTek for service.

If after connection to USB the display shows the boot screen and idle message, but then goes to a black display, the USB power saving feature of the PC is dropping power to the port. ((1) referenced in figure 1.1) This may occur with Windows 8.1 and 10 Operating Systems. Ensure the latest Windows updates are performed/loaded to the PC and then retry.
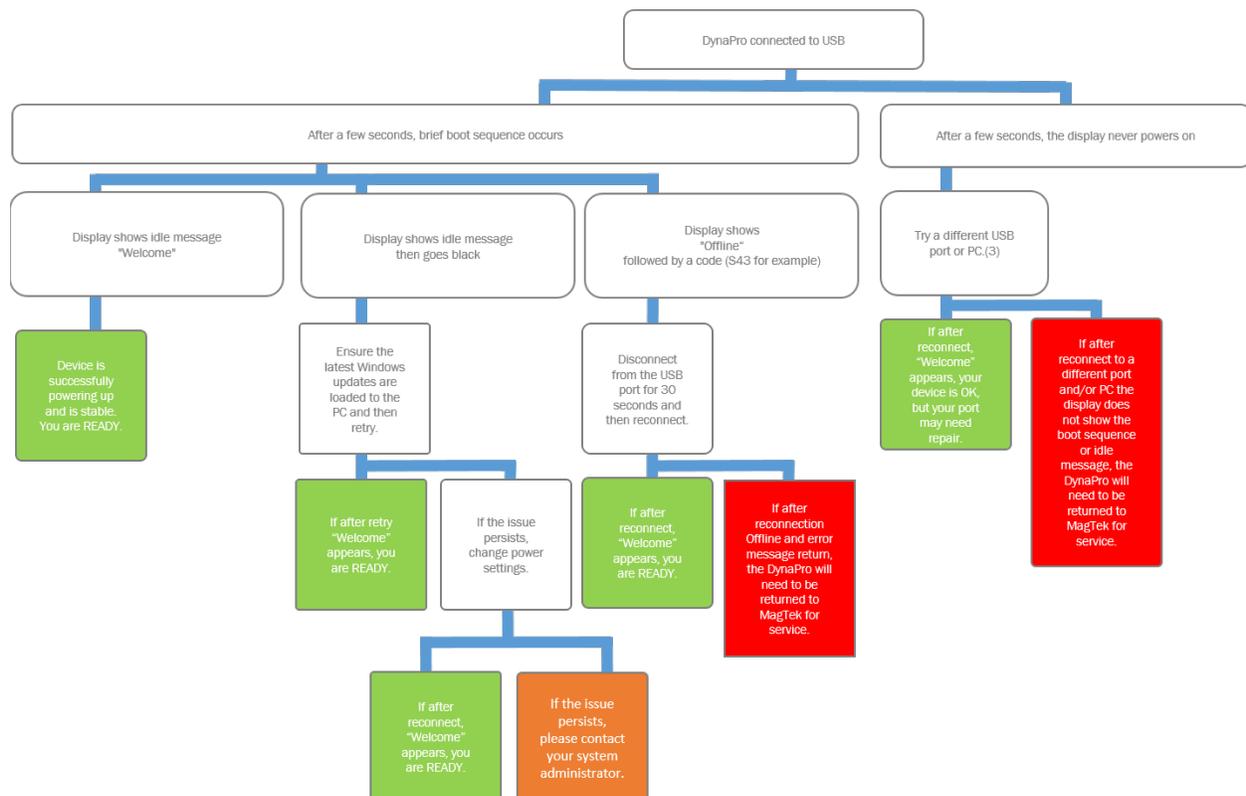

Figure 1.1 Connection Troubleshooting Decision Tree

2   Basic Communication

2.1 Connection

In thin-client systems such as Citrix, ensure that USB automatic redirection is setup for the DynaPro. The DynaPro may be independently tested using one of the sample applications found in the IPAD, DynaPro, DynaPro Mini Windows API available for download at:
https://www.magtek.com/Content/SoftwarePackages/99510127.exe

This may require Administrator rights to install. Once the API package has been installed, navigate to the folder containing the desired app. The example used is for a 64-bit system. Under 32-bit systems the files will be under "Program Files" and not "Program Files (x86)."

Navigate to C:\Program Files (x86)\MagTek\PCI PED Windows SDK\Sample Code\DotNET Host Simulator Demo\Object\ and run the PCIPED_HASim.exe demo application. The device should be recognized and the app should show the serial number, firmware, and capabilities:
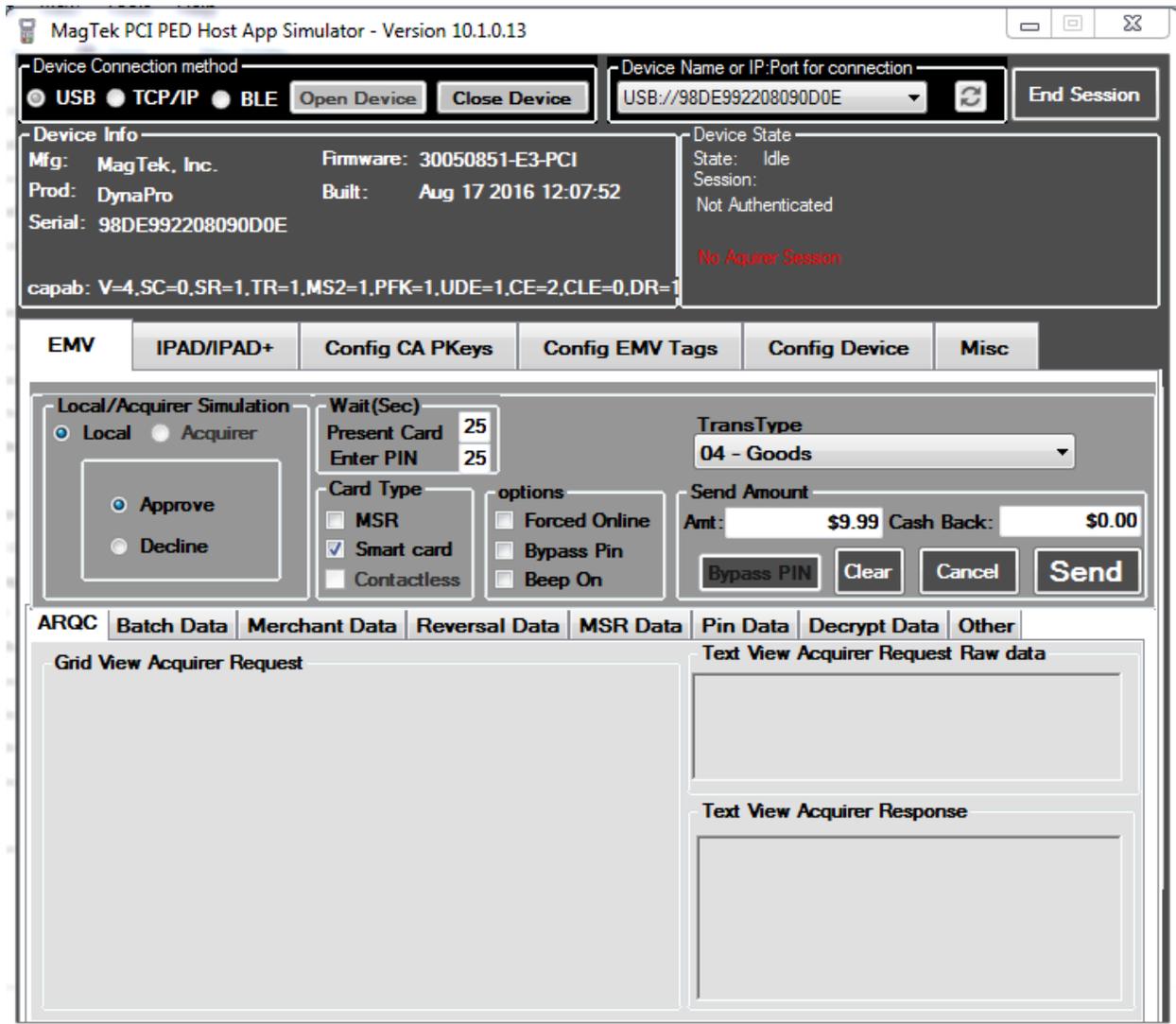

Figure 2.1

2.2 Magnetic Stripe Card Read - Debit

Select the IPAD/IPAD+ tab, the Retail radio button, and then click Start:
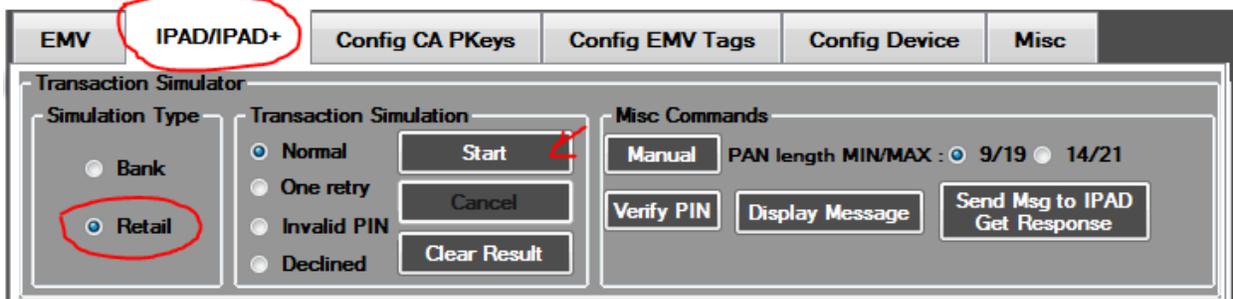

Figure 2.2.1

You will be prompted on the DynaPro to swipe a card.

After the card is successfully swiped the masked and encrypted swipe data will be displayed at the bottom of the form and the display of the DynaPro will prompt you to select Credit or Debit: Choose Debit.
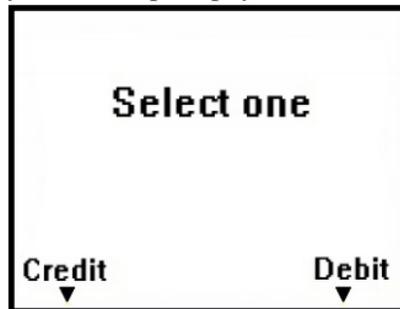

Figure 2.2.2

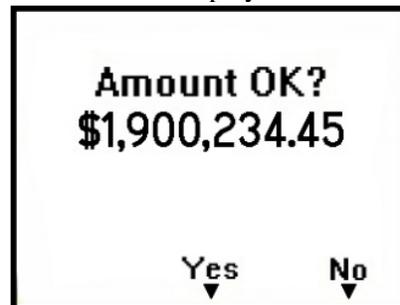Accept the amount subsequently presented on the display. Choose Yes.

Figure 2.2.3

The display will then present an "Approved" message for a short time period:

Figure 2.2.4

The application will present the data from the swipe:

Figure 2.2.5

2.3 Magnetic Stripe Card Read - Credit

Select the IPAD/IPAD+ tab, the Retail radio button, and then click Start:
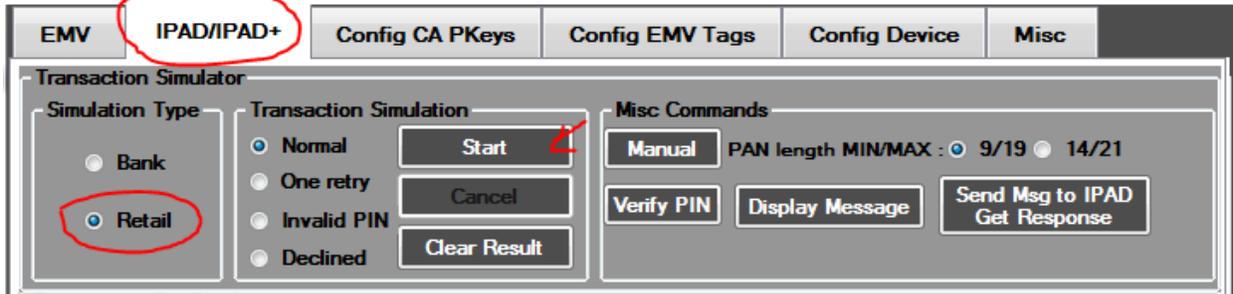

Figure 2.3.1

You will be prompted on the DynaPro to swipe a card.

After the card is successfully swiped the masked and encrypted swipe data will be displayed at the bottom of the form and the display of the DynaPro will prompt you to select Credit or Debit: Choose Debit.
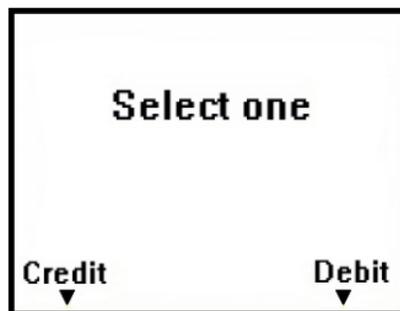

Figure 2.3.2

You will be prompted to enter a PIN on the DynaPro display prior to the amount acceptance message:
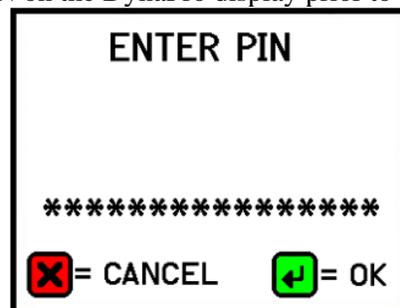

Figure 2.3.3

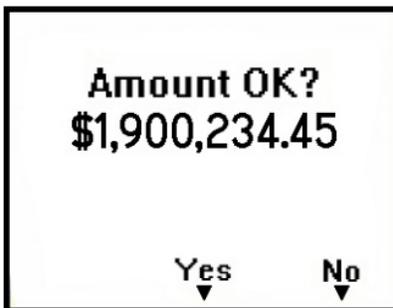Accept the amount subsequently presented on the display. Choose Yes.

Figure 2.2.4

The display will then present an "Approved" message for a short time period:

Figure 2.2.5

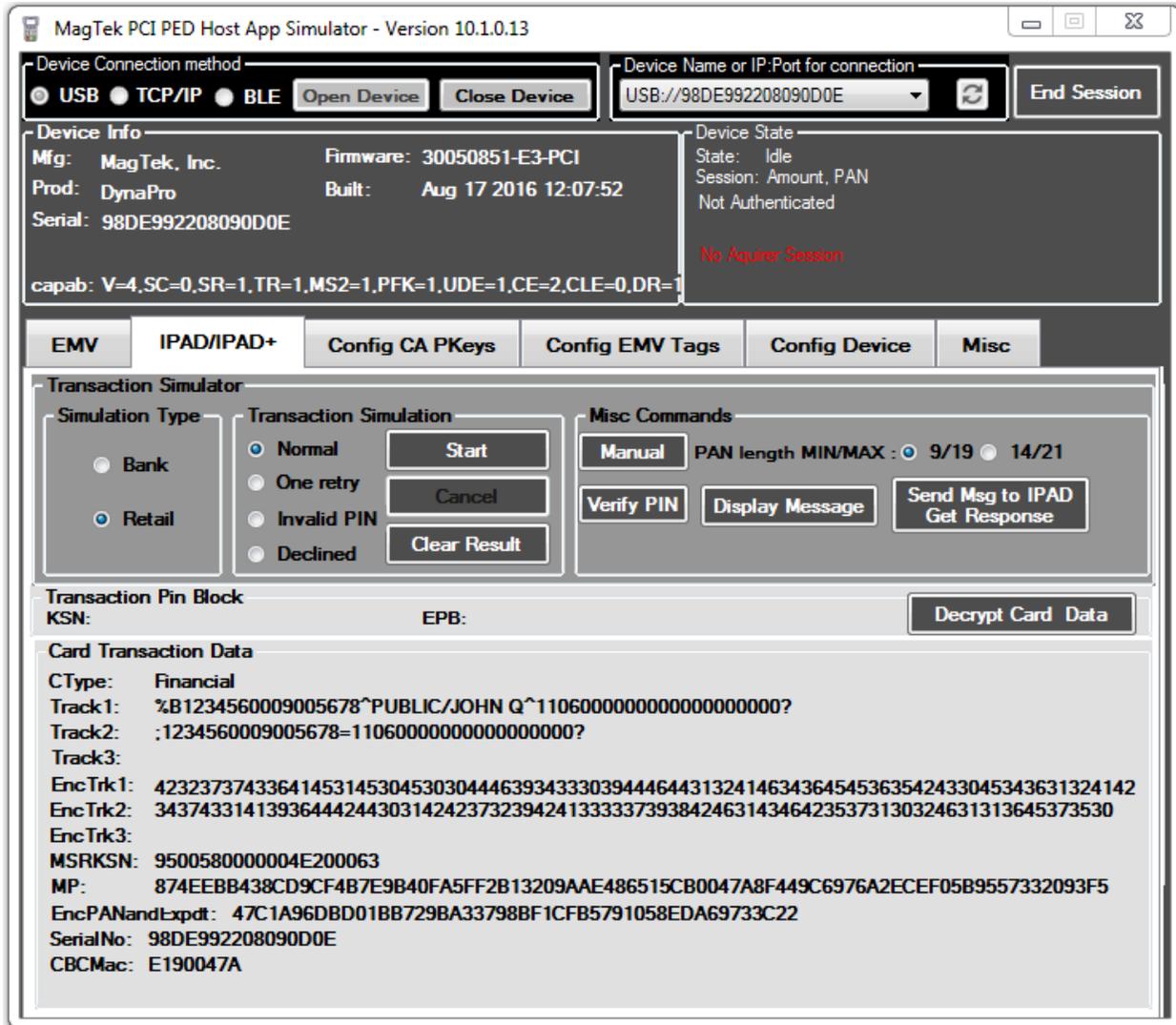When completed the application will present the KSN and EPB from the PIN in addition to the track data:

Figure 2.3.6