EFT-Server Troubleshooting Guide

What is the EFT-Server?

The EFT-Server program is required to be installed on any computer with an EFTPOS terminal attached as well as any computer setup to be a dedicated server.
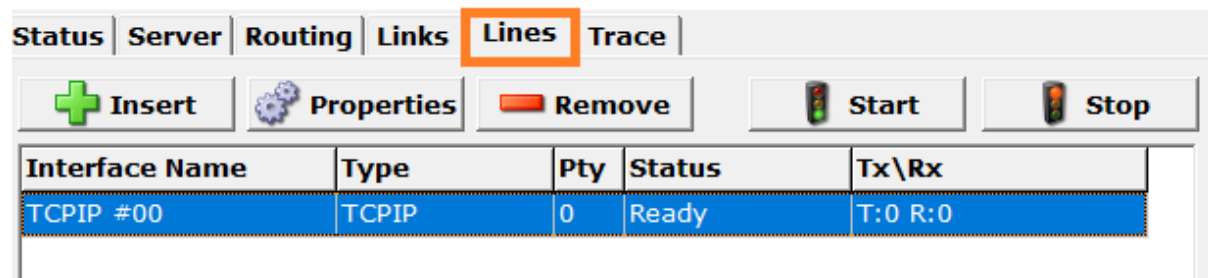
The EFT-Server forms the connection between POS' and a connection from the "main" server to the Linkly gateway and bank endpoints.

Note: Some EFTPOS terminals do not use the Linkly Gateway and won't require the EFT-Server program.

Identifying server types

You can identify where the EFT-Server is connecting to in the lines tab.

An EFT-Server setup to connect to another POS or PC will have a "TCPIP" type line in the lines tab. The Interface name by default will also state "TCPIP".

TCPIP Line Properties

Edit TCP/IP Line

Name	TCPIP #01
IP address	
Port	2005
Priority	0
Enabled	☑
Auto connect	☑
Hangup	☐
Time out	60
Non EFTSRV	0
DLL translate	☐

Message Header

○ TPDU   ○ CLNP   ● NONE

Host ID	Interface Status
9999	Ready

We usually recommend you set the IP address to the 'Host Name' of your Master Server. IP Address tend to be dynamic meaning they can change. If it does change, that means all your slaves will lose connection to the master.

To find out your Host Name,

- Open Windows Search and type in Command Prompt
- Open 'Command Prompt'
- Type in 'hostname'

You can also check the Server tab in the EFT-Server and look for the "Ident" field. If it shows EFTSRV1 or is blank, the EFT-Server will be setup to connect to another server on site.

EFT-Server connecting to the Gateway

You can identify where the EFT-Server is connecting to in the lines tab. An EFT-Server setup to connect directly to the Gateway will have a "TCPIP/SSL" type in the Lines tab. By default, the interface name of this type of connection will be "TCPIP/SSL".

TCP/IP SSL Line Properties

You can also check the Server tab in the EFT-Server and look for the "Ident" field. If it shows something like the following "UABCDEF1" "CABCDEF1" and the password field is filled in, the EFT-Server will be setup to connect directly to the gateway.

It is Important to note that the unique Linkly gateway credentials can only be used on 1 main server at a time. If the credentials are used somewhere else, the last location that where the credentials are used will have a 'Duplicate ClientID' error.

Common Server Error Responses

When performing a Logon or transaction, you may receive one of the following responses which indicates an issue with the EFT-Server.

X0 No Response

The EFT-Server didn't receive a response from the connections end point. After 30 seconds without a response, the Client will display X0 No Response.

- Run the ConfigWiz.exe and attempt to setup the connection again.
- The ConfigWiz.exe can be found in Linkly install location. By default, the directory will be 'C:\Program Files (x86)\PC_EFT '

S0 MODEM ERROR

The terminal's 'Internal Modem/4G' is encountering an error. But this error also suggests there Is a problem with the customer's EFT Server as the ''Internal Modem/4G' should only be used as the 'fallback' option

- Fixing the EFT-Server will resolve the issue
- However, the "Internal Modem/4G' will still have an error. In the event, that the EFT-Server has an issue or your internet goes down, you won't have a 4G fallback option to rely on
- We recommend reaching out to your Bank to investigate why the Internal Modem/4G is acting up

EFT-Server shows an "Error", "Idle" or "Starting" or "Client Deactivated" Status

When you open the EFT-Server, the diagnostics check will run automatically. If it is unable to connect to the desired endpoint, it will display error messages.

These will be displayed in two locations:

1. It will show at the bottom of the page, on the left-hand side. When it's working it will display a green "tick" mark. When it is unable to connect it will display a red "X"
2. In the "Lines" tab underneath the "Status" column.

Solution

• Locate all computers with the Linkly Gateway credentials entered in the EFT-Server.

• Select one that will host the connection to the Gateway.

• Rerun the configuration wizard on the POS not hosting the server.

• Connect them to the computer that will host the server.

- Uninstall Linkly from the Main server connecting to the gateway.

- Reinstall Linkly.

- Setup the connection to the Gateway, enter the Gateway credentials. The Issue should be resolved

If the issue does continue, reach out to our Helpdesk.

More Common EFT-Server issues

Connecting to EFT-Server

If you see the EFT-Server Is greyed out and showing 'Connecting to EFT-Server', this commonly means the EFT-Server Service isn't running or encountering an issue.

Restart the EFT-Server Service.

If the issue continues, try restarting the POS. If the issue continues, try re-installing the Linkly software.

Large Tx\Rx Discrepancy

Commonly, we will see an issue with the IP address configuration of the EFT-Server.

If the EFT-Server is set to connect to its own Local IP Address, the Tx field will be in the thousands, but the Rx field will not be increasing.

To resolve, re-run the configuration wizard and connect the server to the computer hosting the connection to the gateway.

EFT-Server Troubleshooting

Typically, an issue with the EFT-Server server can be narrowed down to the following:

EFT-Server configuration

If you are seeing a Server related error response, it could be due to the configuration of the EFT-Server software.

- Check the IP address or Host name the EFT-Server is connecting to is correct.
- Confirm the correct bank has been selected during the Configuration Wizard. If In doubt, always run the configuration wizard again.

Credentials

The customers Gateway credentials could be incorrect

- Confirm if you are using the correct credentials and that they have been entered
- Confirm only the EFT-Server hosting the connection to the Gateway has the Gateway credentials entered. (You can check the Ident field In the Server tab in the EFT-Server)

Linkly Software

The Linkly software could be encountering an Issue. The Services could be crashing, or the Installation could have been corrupted. Reinstall the Linkly Software completely and rerun the configuration wizard.

Network related issue

Running the configuration wizard can help diagnose any network Issues. You will receive an error response with information as to what Is inaccessible. But this should be left to your IT to investigate.
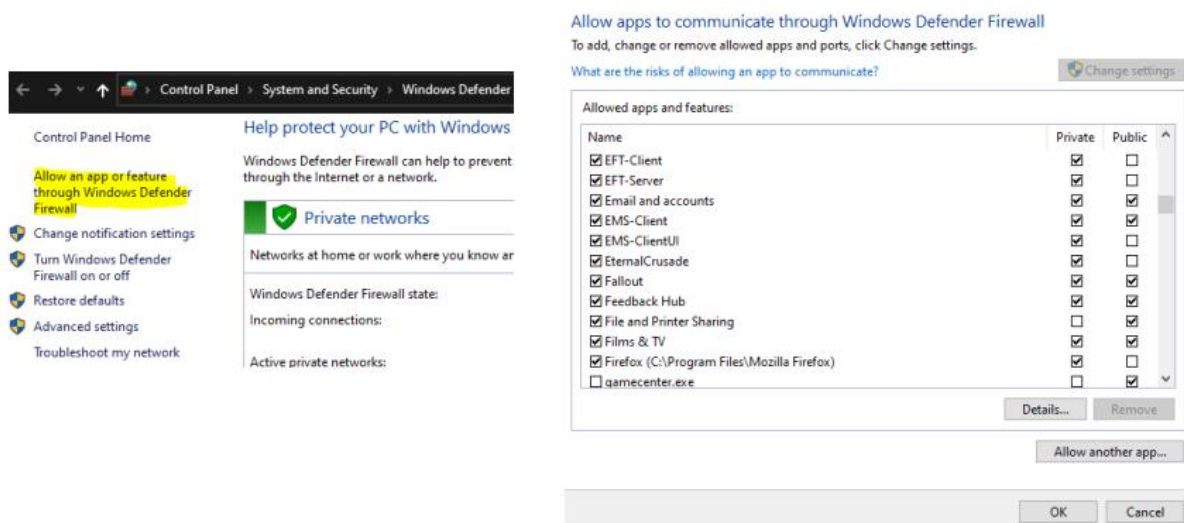
Firewall

The following steps are how this can be done on a Windows 10 operating system. The steps should be similar for other Windows OS systems.

Control Panel > System and Security > Windows Defender Firewall Click "Allow an app or feature through Windows Defender Firewall"

Find EFT-Server > Tick the corresponding network type (Private If private, public If public)

Do the same on all the computers you are trying to link together.

If your site has a more extensive network firewall setup, you should allow for the IP ranges and Ports below:

Linkly Endpoints

Start IP	End IP	Port
59.167.224.0	59.167.224.255	443
59.167.228.0	59.167.228.255	443

Note: If your EFTPOS terminals were supplied by **CBA**, there are additional IP ranges and Ports that should be configured:

Start IP	End IP	Port
140.168.0.0	140.168.191.255	9001, 9011, 9051, 9061

If you are still experiencing issues, you can reach out to our helpdesk via the following email - support@linkly.com.au