

# Dynamics 365 Commerce setup for Adyen Castles devices

## Contents

- Dynamics 365 Commerce setup for Adyen Castles devices..... 1
  - Overview..... 1
    - Prerequisites..... 1
  - Adyen Castles device setup..... 1
  - Store Commerce app setup..... 2
    - Provision the Adyen Castles device with Store Commerce app..... 2
    - Set up a hardware profile, register and device in Dynamics Headquarters..... 3
  - Configure the payment terminal..... 3
  - Configure receipt printing (Adyen Castles S1F2 only)..... 5
  - Configure bar code scanning..... 5
  - Test and troubleshoot..... 5

## Overview

These instructions cover the setup of the following Adyen Castles all-in-one devices: S1E, S1EL, S1E2L, S1F2, AMS1.

## Prerequisites

- Access to the [Adyen customer area](#)
- Merchant POS Terminal Management Admin role in the Adyen Portal (required to upload Android app packages.)
- Access to Commerce Headquarters for your environment

## Adyen Castles device setup

This section covers basic setup and updating for the Adyen Castles device.

### Board and set up the device

When you receive your device, connect it to USB power, turn it on and follow the prompts that take you through the following steps:

1. Connect to a Wifi network
2. Board the device (i.e. pair it with the store it is assigned to in the Adyen portal)
3. Download and install system updates

### **Update payment terminal configuration (as necessary)**

If you made configuration changes in the Adyen portal, those updates need to be sync'd to the payment terminal. You can wait for the terminal pick up updates during a scheduled sync, or you can manually instruct the terminal to update. To force an update:

1. Open **Settings** -> **Configuration**
2. Enter the passcode for your terminal. The passcode for the terminal can be found in the Adyen customer area under **In person payments** -> **Terminals** -> [your terminal] -> **Passcodes**
3. Tap Update

## Store Commerce app setup

This section describes how to provision the Adyen Castles device with the Store Commerce app for Android.

## Provision the Adyen Castles device with Store Commerce app

### **Get the Store Commerce for Android .apk from LCS**

1. Sign into LCS, navigate to the Shared asset library and select Retail self-service package
2. Download and unzip the Store Commerce for Android package

### **Upload the Store Commerce app .apk to the Adyen portal**

1. Go to **In-person payments** -> **Android** and click **Upload app**
2. Drop microsoft.dynamics.commerce.storecommerce.android-Signed.apk onto the portal and wait for it to be uploaded, scanned and approved.

### **Assign the Store Commerce app to your Adyen Castles device**

1. Under **In-person payments** -> **Android**, select Store Commerce
2. Click **Install**
3. Select the version (only necessary if more than one Store Commerce app version has been uploaded) and click **Continue**
4. Select the Castles device you wish to provision the Store Commerce onto, and click **Schedule**

### **Update the Adyen Castles device**

- You can wait for your terminal to take updates, or force an update by following the instructions in the Update payment terminal configuration section above.

## Set up a hardware profile, register and device in Dynamics Headquarters

## Create a Hardware profile

NOTE: Hardware profiles can be shared by multiple similar devices. If you have already created a hardware profile for a Castles device, you can skip this step.

1. Navigate to **Retail and Commerce -> Channel setup -> POS setup -> POS Profiles -> Hardware Profiles**)
2. Click **+New** and name the hardware profile in the Profile number field.
3. Add a description (optional) and click **Save**.

## Create a Register and Device

Create a register and device for your Adyen Android device in Commerce Headquarters and sync it to the CSU

1. Sign into Commerce Headquarters for your Commerce environment.
2. Navigate to the Registers view (**Retail and Commerce -> Channel setup -> POS setup -> Registers**), and select **+New**.
3. Enter the required information for your register (assumes prior knowledge of register creation.)  
Important for Adyen Castles device setup:
  - a. Hardware profile: Select the hardware profile you created or identified above.
  - b. EFT POS register number: Enter any INT value.
4. Click **Save**.
5. Navigate to the Devices view (**Retail and Commerce -> Channel setup -> POS setup -> Devices**) and select **+New**.
6. Name the device, select **Retail Modern POS - Android** for the Application type and select the register you created above in the **Register number** field.
7. Click **Save**.
8. Navigate to the **Distribution schedule (Retail and Commerce -> Retail and Commerce IT -> Distribution schedule )** and run job 1090 (registers.)

## Launch, activate and sign into the Store Commerce app

1. Launch the Store Commerce app on the Adyen Castles device and follow the instructions in [Point of sale \(POS\) device activation](#) to activate the register.
2. Use the Operator ID and password configured for the Worker you have configured for POS in Headquarters to sign into the Store Commerce app.
3. Enable hardware station
  - a. Click the **Select Hardware Station** tile on the welcome screen and click Manage
  - b. Toggle User Hardware station to **On**
  - c. Click **OK** and **Close**.

## Configure the payment terminal

This section covers the setup of the payment terminal capabilities on the Adyen Castles device.

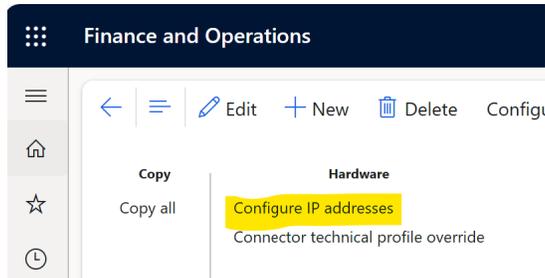
1. Navigate to the hardware profile associated with the register you created above for your Adyen Castles device
2. Configure the PIN pad section by entering the following values:
  - o **PIN pad:** Network
  - o **Device name:** "MicrosoftAdyenDeviceV001"

- o **Make, model, description:** Optional, sometimes useful when debugging from Health check in POS.
  - o **Port:** 123 (only applies to Adyen Castles S1F2 devices with onboard printing)
3. Configure the EFT Service:
- NOTE: See the [POS payment terminal](#) section of the [Set up the Dynamics 365 Payment Connector for Adyen](#) help topic for complete instructions.
- a. Select Payment Connector in the EFT service field under DEVICE:
  - b. Create a new Connector under CONNECTOR DETAILS -> Connectors tab
    - Click New
    - Select Dynamics 365 Connector for Adyen in the Connector dropdown
  - c. Configure the connector under CONNECTOR PROPERTIES.
- NOTE: The table below only specifies the fields that require specific values - it does not cover fields whose values are supplied by default or fields that aren't required for point of sale setups.

Property	Value	Notes
Version	V001	Inserted by default
Gateway environment	Test or Live	Specifies the Adyen Gateway environment. "Live" should only be used for production devices and transactions.
Optional Domain	[URL]	Only required for live environments. Found in API URLs under Account > API URLs in the Adyen portal. See <a href="#">Live endpoints</a> for more info.
Merchant Account ID	[merchant account ID]	The Merchant Account ID is found in the Adyen customer area under the <b>In person payments</b> -> <b>Terminals</b> -> [terminal] -> <b>Merchant</b> property.
Terminal architecture	Local	Use local architecture for Adyen Castles all-in-one terminals. See the <a href="#">Choose an integration architecture</a> help topic in Adyen documentation for more information.
Local Password phrase	[local password phrase]	Value must match the value you enter into the In person payments > Terminals > [terminal] > Integrations > Key passphrase field
Local key identifier	mykey	Value must match the value you enter into the In person payments > Terminals > [terminal] > Integrations > Key identifier field
Local key version	0	Value must match the value you enter into the In person payments > Terminals > [terminal] > Integrations > Key version field
Disable terminal line display	true	When set to false, cart line and subtotal info is displayed on the payment terminal during checkout. NOTE: This setting must be set to true for Adyen all-in-one devices (S1E2L, S1F2, AMS1) so that interaction with the POS is not blocked.

4. Configure the terminal IP address
- a. Navigate to the register you created above for this Adyen Castles device

- b. Go into **Configure IP addresses** view
- c. Enter the following into the terminal into the IP address field within the Pin pad section: [https://localhost:8443/nexo/TERMINAL\\_IDENTIFIER](https://localhost:8443/nexo/TERMINAL_IDENTIFIER). See below for instructions on how to construct the TERMINAL\_IDENTIFIER value.



5. Sync POS settings to the Adyen Castles device
  - a. Go to **Retail and Commerce** -> **Retail and Commerce IT** -> **Distribution schedule** and run job **1090** under distribution schedules.
  - b. If you have already signed into Store Commerce app, sign out and sign back in to pick up the change. NOTE: The job can take a few minutes to complete, so allow some time before doing this step.

### Construct your TERMINAL\_IDENTIFIER

The terminal identifier is a concatenation of the terminal model (e.g. S1E2L, S1F2) and the terminal serial number, separated by a dash (i.e. DEVICEMODEL-SERIALNUMBER)

- The easiest way to get the terminal model and serial number to open **Settings** -> **Device info** on the Adyen Castles device.
- The terminal identifier can also be retrieved at the top of the settings page for the terminal in the Adyen portal.

## Configure receipt printing (Adyen Castles S1F2 only)

1. Open the **Configure IP Addresses** view of the register associated with the S1F2
2. Under the PIN pad section, enter **123** into the Port field.
3. Click **Save**.
4. Run job 1090 within **Distribution schedule**
5. If signed into Store Commerce, sign out, close and relaunch the app, and sign in.

## Configure bar code scanning

As of Oct 4, 2023, the optical scanner on the Adyen device cannot be used to scan bar codes. To enable bar code scanning, a 3rd party app called Scandit Wedge, which uses the rear-facing camera, must be used. Future updates to this document will contain instructions for obtaining and configuring the Scandit app to scan bar codes.

## Test and troubleshoot

Once settings from Headquarters have been sync'd to Store Commerce, you can verify that the payment terminal is set up by using the Health Check operation in Settings.

- Select MicrosoftAdyenDevice001 and click **Run**. The result should be "No current errors."
- Create a transaction and use the Card payment type. The Adyen Castles device should switch to payment terminal mode and prompt for a credit card tap or insert.