



OPUS SELF INSTALL TOOL

FREQUENTLY ASKED QUESTIONS (FAQ)

Including Troubleshooting

For Authorized Retail and LSP Channels

v. 5.0



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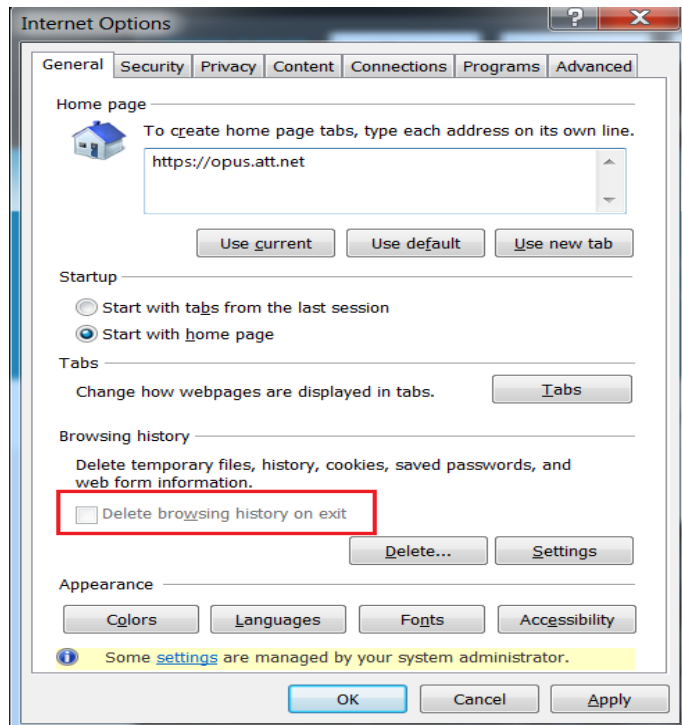
Pre-Requisites: Complete these steps before running the Self Install Tool

Getting Started:

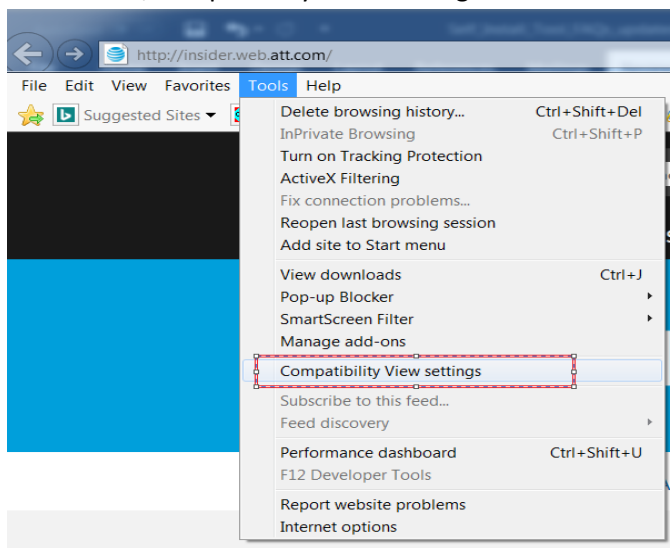
- a. *You WILL need ADMIN permission on your computer to perform activities while running the Self Install Tool like installation of Java (JRE), setting up the register and installing drivers on your computer. Login to your computer as an Administrator for those tasks. Non-Admin users can still access the Tool and test their peripherals.*
- b. *Note that activities such as installing or uninstalling Java (JRE) will require you to restart the computer.*
- c. *Check all the USB ports of your Computer, if you see any existing devices such as Signature Capture or Scanner, please go ahead and disconnect from the USB Port. Ensure that before you launch the Self Install Tool for any setup all USB ports are kept free or open. [You can reconnect your existing devices once you have successfully completed the steps specified in Self Install Tool].*
- d. *When using a desktop, use the USB Ports available on the back panel of the Computer.*
- e. *Connect the devices (Scanner/Signature Capture) only when Self Install Tool is instructing you to do so.*
- f. *The screen shots included below (from IE11) are for reference only. There may be slight variations on the steps depending on the IE version installed on your machine. Please contact your IT administration team for any further help.*
- g. *Download and install the OPUS Self Install Tool while logged in as Administrator role on your computer.*

Section 1: Internet Explorer Compatibility Mode Settings:

- a) Launch the Internet Explorer (IE) browser on your computer
- b) Go to IE, Tools menu, Internet Options menu, and in the Browsing History section, **uncheck** the box labeled 'Delete browsing history on exit' and click on "Apply" button.

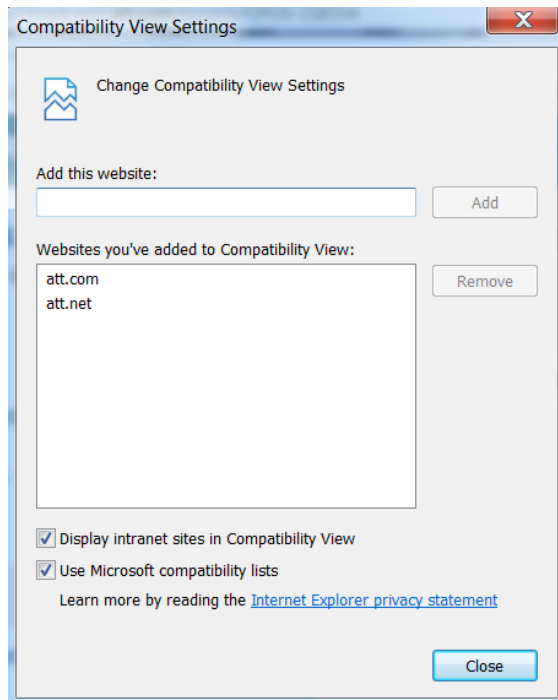


c) Select Tools/Compatibility View Settings

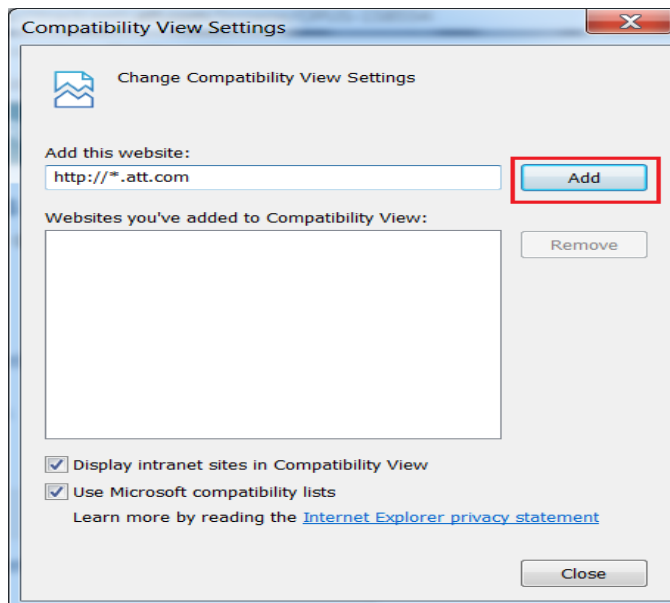




d) Select the two checkboxes as shown below.

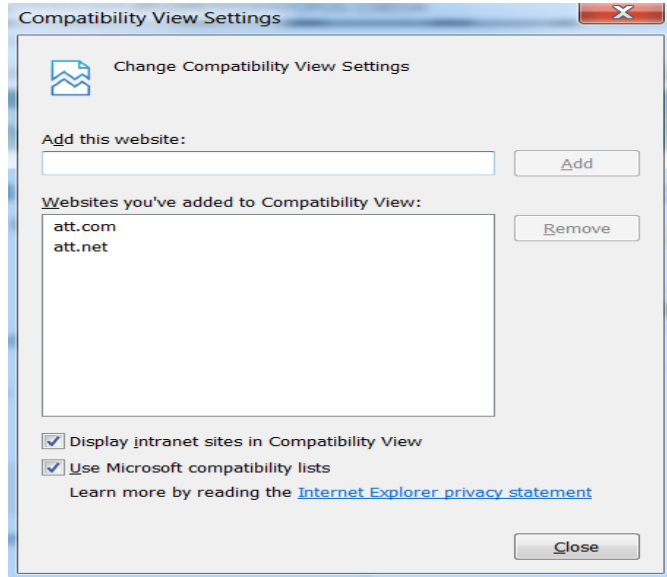


e) Now type http://*.att.com into the 'Add this website' field as specified below and click on Add button. Repeat to add http://*.att.net.





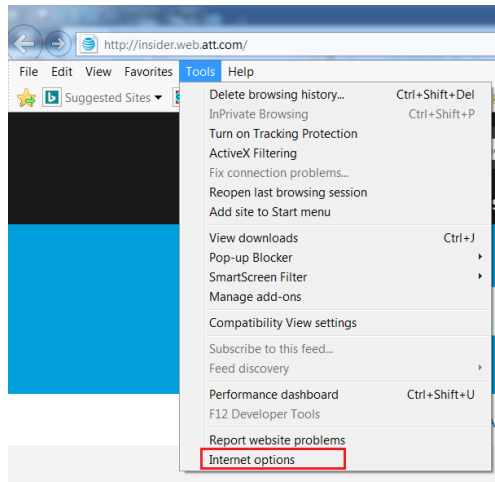
- f) Your final setting should look as below.



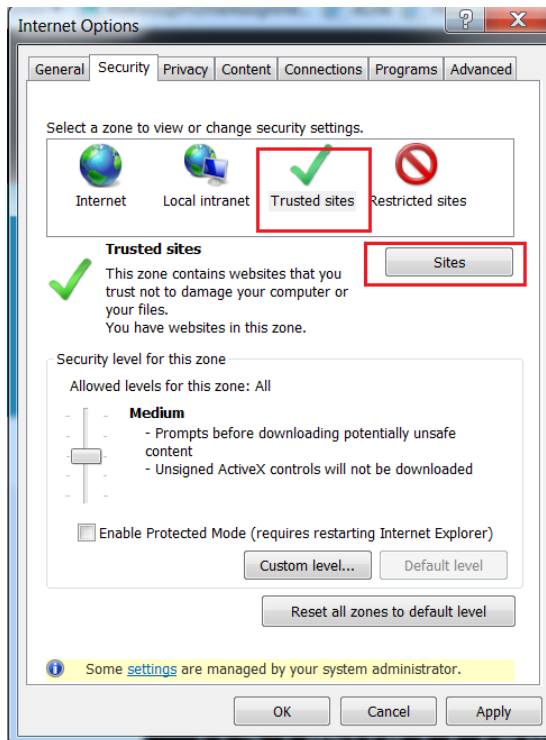
- g) Now, click on the close button.
h) Restart Internet Explorer.
i) You will need to make this same update for all user accounts on your computer.
j) Be sure to log off and back on instead of selecting 'change user'. If you change your IE version, restart your computer then recheck Compatibility View on all user accounts.

Section 2: Internet Explorer Trusted Site Setup:

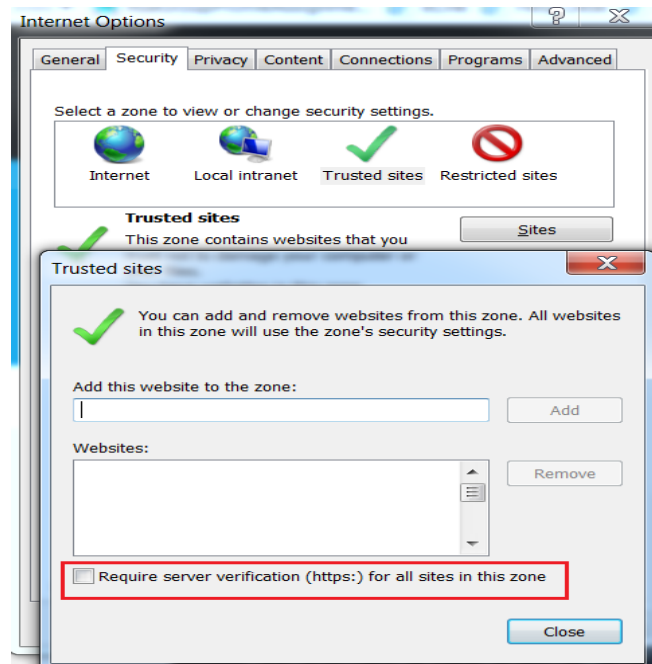
- a) Launch the IE browser.
b) Select Tools/Internet Options as shown below.



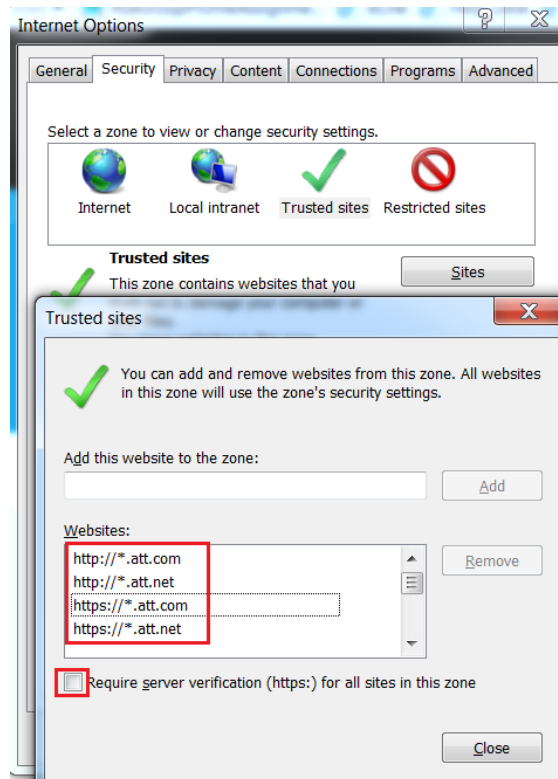
c) Select the Security tab, then “Trusted Sites” and click on “Sites” button as shown below.



d) Uncheck the check box "Require server verification (https:) for all sites in this zone".



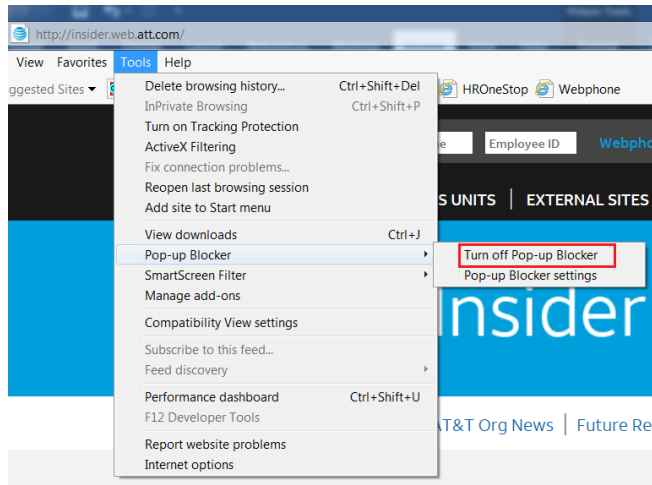
- e) Under “Add this website to the zone”:
- type http://*.att.com and click “Add”
 - type https://*.att.com and click “Add”
 - type, http://*.att.net and click “Add”
 - type https://*.att.net and click “Add”
 - Click “Close”. The “Apply” and “Ok”



- f) Now click on close button.
- g) Then click OK or Apply button on the “Internet Options” dialog box.
- h) You are done with Trusted Site setup.
- i) Restart Internet Explorer.
- j) You will need to make this same update for all user accounts on your computer. Be sure to logoff and back on instead of selecting ‘change user’. NOTE: If you change your IE version, recheck Trusted Sites settings.

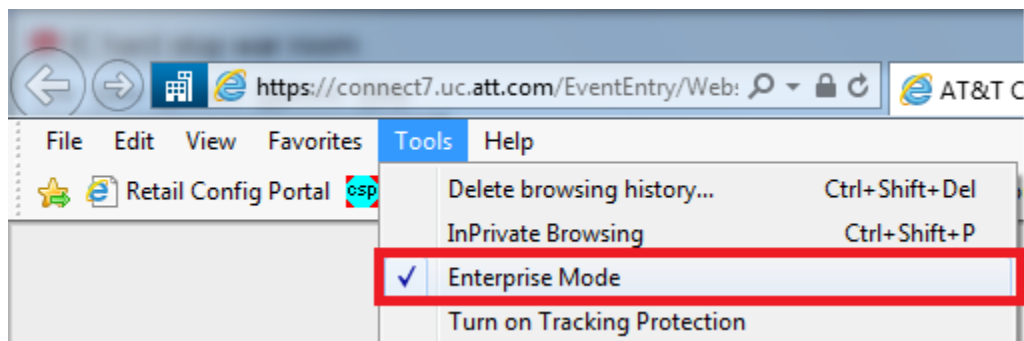
Section 3: Internet Explorer Turning Off Popup Blocker

- a) Launch Internet Explorer.
- b) In the Tools menu, select Pop-up Blocker then “Turn Off Popup blocker” as shown below.
- c) You will need to make this same update for all user accounts on your computer. Be sure to logoff and back on instead of selecting ‘change user’.



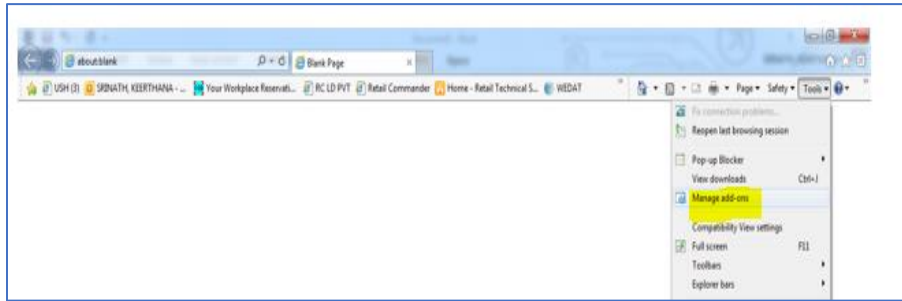
Section 4: Internet Explorer Turning Off Enterprise Mode

- Launch Internet Explorer.
- In the Tools menu, uncheck "Enterprise Mode" if it is checked.

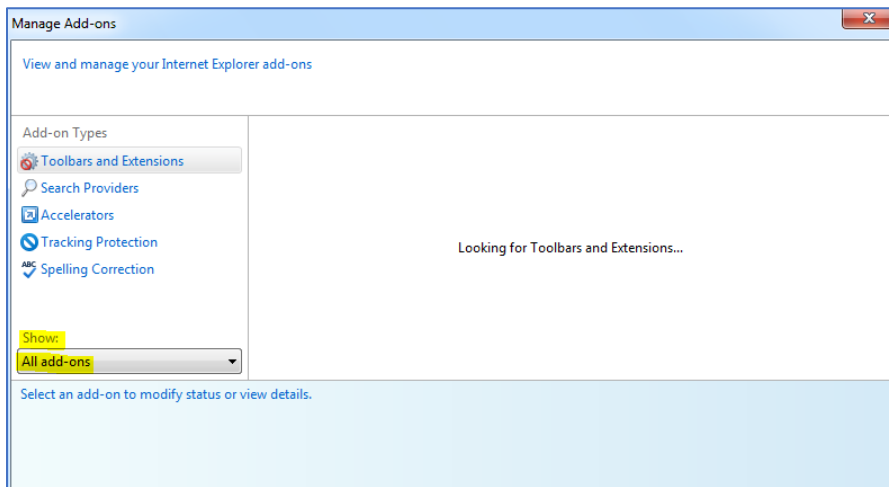


Section 5: Internet Explorer Manage Add ON's

- Launch Internet Explorer.
- In the Tools menu, click on "Manage add-ons"



Choose Show: All add-ons from dropdown list box



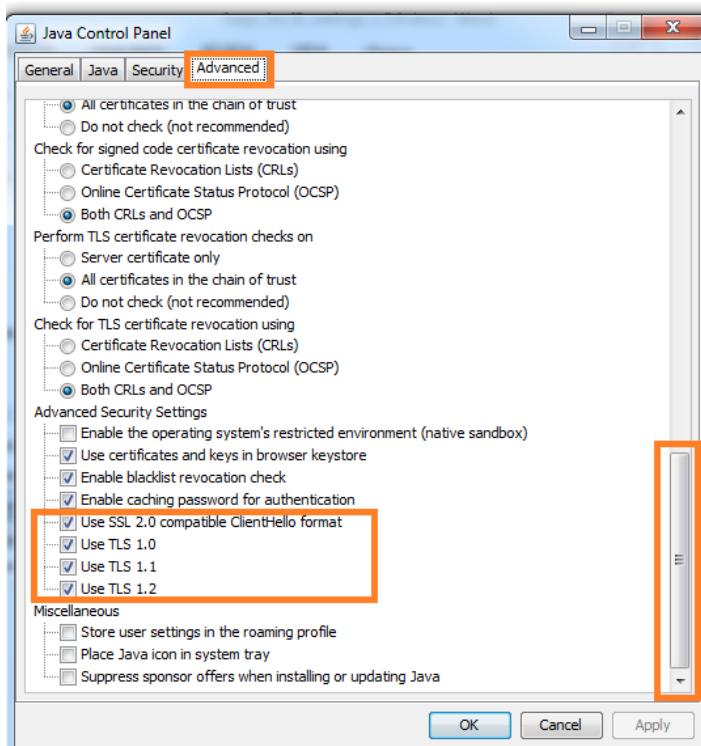
Scroll to the end and ensure all Oracle add-ons are enabled (your list may contain different versions of Java plugins)

Oracle America, Inc.		
Java(tm) Plug-In 2 SSV Helper	Oracle America, Inc.	Enabled
Java(tm) Plug-In SSV Helper	Oracle America, Inc.	Enabled
Java Plug-in 11.152.2	Oracle America, Inc.	Enabled
Java Plug-in 1.6.0	Oracle America, Inc.	Enabled
Java Plug-in 1.8.0	Oracle America, Inc.	Enabled
Deployment Toolkit	Oracle America, Inc.	Enabled



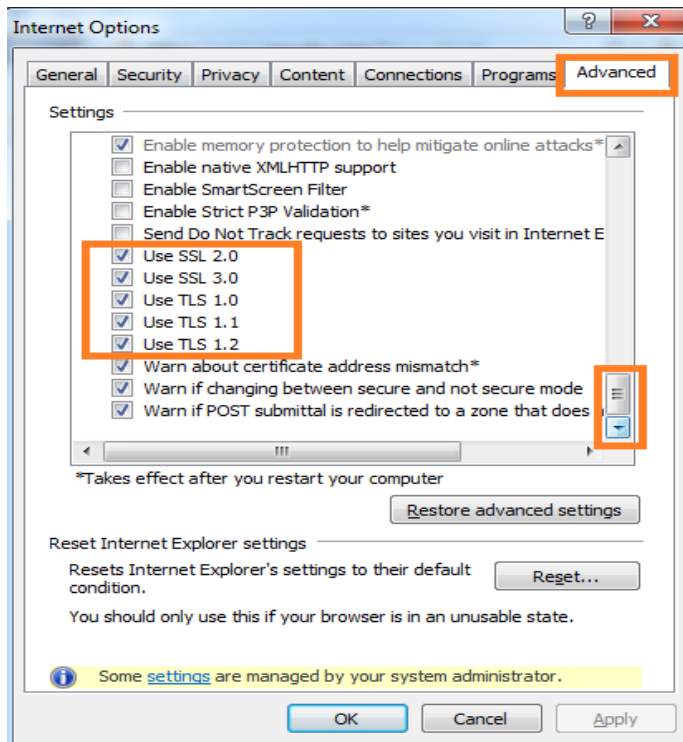
Section 6: Enable SSL and TLS settings in Java

- Start -> Control Panel -> Java -> Advance – as shown below screen shot
- In the Advance menu, make sure below SSL and TLS checkbox is checked



Section 7: Enable SSL and TLS settings in Internet Explorer

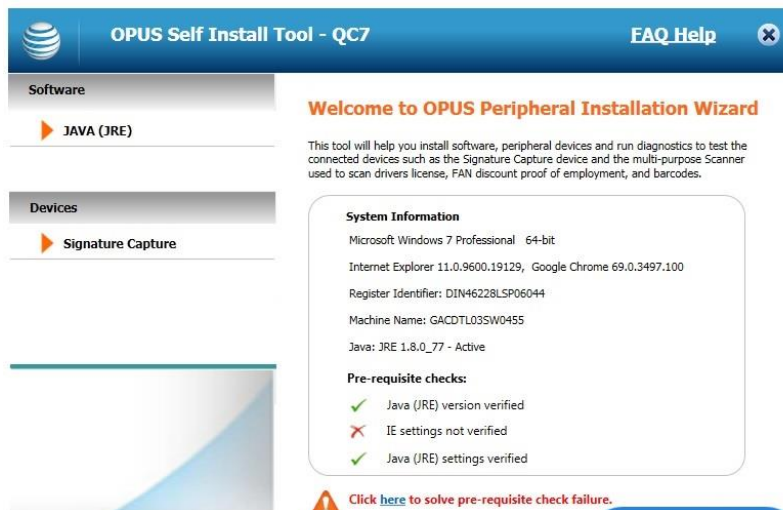
- Launch internet explorer -> Tools -> Internet Option -> Advance
- In the Advance menu, make sure below SSL and TLS checkbox is checked



Section 8: Computer failed Pre-Requisite checks in the Self Install Tool

Upon launching the Self Install tool, your computer will be evaluated for the proper Java and Internet Explorer settings which are listed here in Section 1 thru Section 7.

- If you see a red X for any of the three pre-requisite categories on the home page of the Self Install Tool, follow the instructions given on the page and the Tool will walk you through the necessary steps.





- b) You must end up with three green checkmarks for the Pre-Requisite check section before proceeding.

OPUS Self Install Tool - QC7 [FAQ Help](#)

Software

- JAVA (JRE)

Devices

- Signature Capture

Welcome to OPUS Peripheral Installation Wizard

This tool will help you install software, peripheral devices and run diagnostics to test the connected devices such as the Signature Capture device and the multi-purpose Scanner used to scan drivers license, FAN discount proof of employment, and barcodes.

System Information

Microsoft Windows 7 Professional 64-bit
Internet Explorer 11.0.9600.19129, Google Chrome 69.0.3497.100
Register Identifier: DIN46228LSP06043
Machine Name: GACDTL02MJ481D
Java: JRE 1.8.0_152 - Active

Pre-requisite checks:

- ✓ Java (JRE) version verified
- ✓ IE settings verified
- ✓ Java (JRE) settings verified

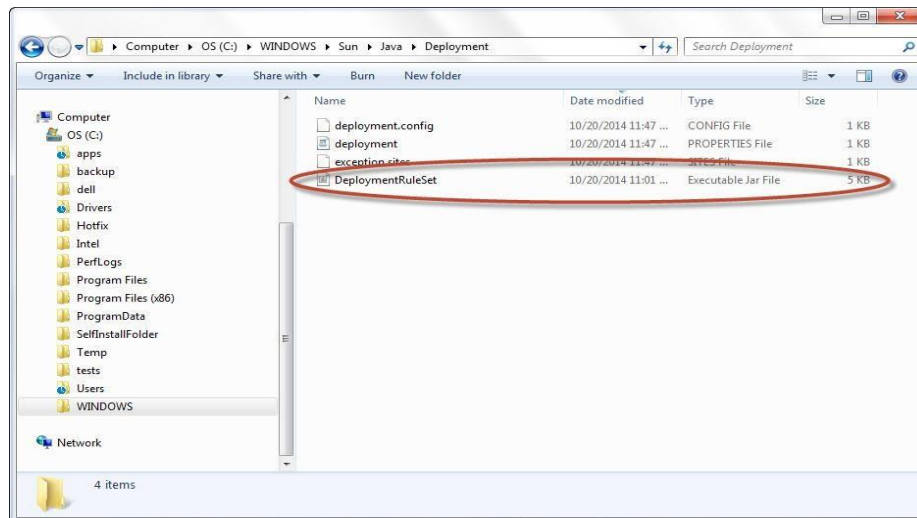
Troubleshooting:

Read the following instructions before attempting to troubleshoot any issues.

- OPUS is supported on a range of Java versions and the OPUS Self Install Tool will check your computer to look for an OPUS-compatible Java (32bit) version and assist with install of eligible version if necessary.*
- You WILL need ADMIN permission on your computer to perform activities like installation of Java (JRE), setting up the register and installing drivers on your computer.*
- As a best practice we recommend restarting your computer after any installing or uninstalling of Java (JRE).*
- Use the USB Ports available on the back panel of the Computer Desktop.*
- Connect the Scanner and Signature Capture device only when Self Install Tool is instructing you to do so.*
- Do not connect the Signature Capture Device or Scanner to a USB **HUB**.*
- Do not connect the Signature Capture Device or Scanner to ports of a laptop **docking station**.*

Checklist to complete BEFORE starting Troubleshooting:

- Open the folder C:\\Windows\\Sun\\Java\\Deployment.
- If you see 'DeploymentRuleSet.jar' file, please delete this file.



3. Complete the instructions specified in “Section 1: Internet Explorer Compatibility Mode”
4. Complete the instructions specified in “Section 2: Internet Explorer Trusted Site Setup”
5. Complete the instructions specified in “Section 3: Internet Explorer – Turning off Popup Blocker”
6. Complete the instructions specified in “Section 4: Internet Explorer Turning off Enterprise Mode”
7. Complete the instructions specified in “Section 5: Internet Explorer Manage Add ON’s”
8. Complete the instructions specified in “Section 6: Enable SSL and TLS settings in Java”
9. Complete the instructions specified in “Section 7: Enable SSL and TLS settings in Internet Explorer”

Computer Hostname Setup Errors:

1. **Error in Self Install Tool, ‘Invalid Dealer Codes Have Been Found’ (NOTE: LSP users only)**
 - a. This error message will appear if an invalid dealer code was entered, meaning the code was not found associated to an OPUS location, or if the dealer code has already been set up for the signature capture device on this computer.
 - b. Select **Re-enter code(s)** button to enter one or more different dealer codes or **Continue with valid code(s)** that passed validation



OPUS Self Install Tool - QC7

FAQ Help

Dealer Details Store Details Finish

Invalid Dealer codes have been found.
You may choose to proceed with the valid codes that were found or re-enter and submit the form again.

Invalid Dealer Code(s): AG051

Dealer Code(s) already setup: T2R6V,DMLLL

Would you like to continue with below valid codes?

Dealer Code(s): T2R6V

Cancel Re-enter code (s) Continue with valid code (s)

Version 1.0

2. Error in Self Install Tool, 'Register Setup failed for at least one store' (NOTE: LSP users only)

- This error message will appear if one or more dealer codes failed the setup process.
- Select **Setup Additional Stores** button to re-try the failed Dealer Code or enter a different one.

OPUS Self Install Tool - QC7

FAQ Help

Dealer Details Store Details Finish

Your Host Name setup is successfully completed.
Your computer setup is notified to AT&T.

Registered Store Information

Dealer Code	Store Number	Store Name
T2R6V	LSP06	LSP HYBRID FFL
DMLLL	LSP05	LSP HYBRID NFFL

Register Setup failed for at least one store.
Store Number(s): LSP10

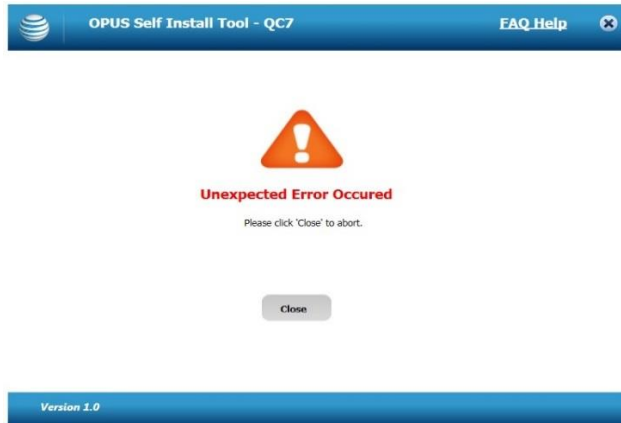
Setup Additional Stores Finish

Version 1.0



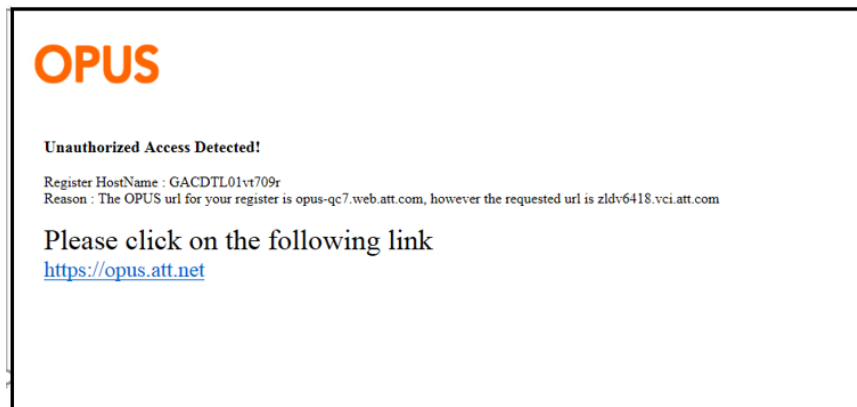
3. Error in Self Install Tool, 'Unexpected Error Occurred'

- c. If this error message appears, use the Close button and restart the Self Install Tool to retry the setup.
- d. If the error continues, open an RSS helpdesk ticket.



OPUS Login Errors

1. OPUS Login Error, "Unauthorized Access Detected..."



- a. To get to the OPUS Global Login page:
 - **Authorized Retail users** click the URL link provided in the error message, or type the following into your browser: <https://opus.att.net>
 - **LSP Users** type the following into your browser: <https://opus.att.net>
- b. You will need to either edit your OPUS bookmark or desktop icon to ensure that the exact URL listed here is used, with no trailing characters at the end of the URL address.



2. OPUS Login Error, “OPUS is unable to find an appropriate region URL that matches your register hostname”

- Close all IE browsers and open a new one
- Authorized Retail users** - Type in the OPUS URL: <https://opus.att.net>
- LSP Users** - Type in the OPUS URL: <https://opus.att.net>
- This should take you to the OPUS Global Login page, then edit your OPUS bookmark or desktop icon to ensure that only this exact URL is used, with no trailing characters after the URL address.

3. OPUS Login Error, “Unable to log you into OPUS at this location/register.....”

- This error indicates you have selected a Dealer store (Dealer Code) that you have not been given access to. Each Dealer Principal or Delegate manages their employees in the Seller Portal and assigns employees to stores, which gives them access in OPUS.
- As a validation step, have another store employee attempt to login to the store on the same PC. If another employee can access this store on the same PC, then contact your Manager to get added to the store through the Seller Portal update process. If no store employees can login on the PC and all are getting the error, open a Helpdesk ticket.





4. OPUS Login Page shows a blank screen

If a blank page is shown after entering your user name and password on the **OPUS** login page and clicking on login button or if a blank screen is shown instead of the OPUS login page, follow these instructions. (This could be as the Admin login or as the Non-Admin login.)

Step 1: Complete the instructions specified in “Section 1: Internet Explorer Compatibility Mode”

Step 2: Complete the instructions specified in “Section 2: Internet Explorer Trusted Site Setup”

Step 3: Complete the instructions specified in “Section 4: Internet Explorer Turning off Enterprise Mode”

Step 4: Complete the instructions specified in “Section 6: Enable SSL and TLS settings in Java”

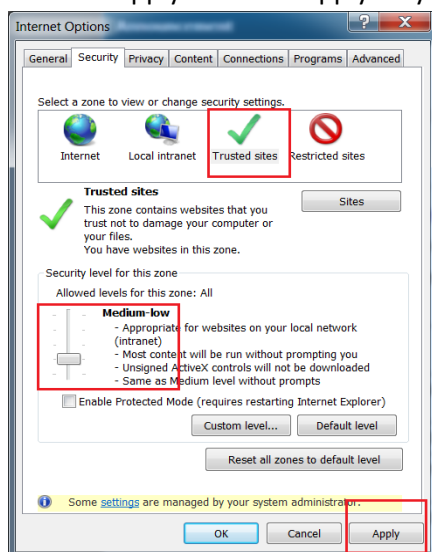
Step 5: Complete the instructions specified in “Section 7: Enable SSL and TLS settings in Internet Explorer”

Step 6: Check Internet Explorer “Add-ons”:

- a) Launch Internet Explorer
- b) Select Tools/Internet Options
- c) Click on Programs tab then “Manage Add-ons” button
- d) Select “All add-ons”
- e) Enabled Java Plug-ins.

Step 7: Retry logging into OPUS. If you still see a blank screen, continue with the following steps.

Step 8: Go to IE / Tools / Internet Options / Security and click to select the green checkmark for Trusted Sites, then click on “Default level”. Use the scroll bar on left side to choose “Medium-Low” and Apply. This will apply only to Trusted Sites. See the following screen shot:



Step 9: Retry logging into OPUS. If you still see a blank screen, continue with the following steps.



Step 10: Log off and log on as an Administrator. Create a new Windows profile for your computer, log off and log back on as that user, then repeat steps 1 through 10 above in this troubleshooting list.

5. OPUS Login Page shows, “Redirecting to External Site”

After entering your user name and password on the OPUS login screen, you get a white page with the message, ‘Redirecting to External Site’.

Step 1: Follow instructions for Troubleshooting #4 above, “Blank screen.....”.

Note: If you still experience the same error as “Redirecting to external site” contact your IT Administration team to check the user profile permissions on your computer and possibly create a new user account or check if re-imaging is needed.

6. OPUS Login warning message

If you are attempting to login to OPUS (Authorized Retail at <https://opus.att.net> and LSP at <https://opus.att.net>), and you get any warning message similar to below regarding “Unsupported Java version” , it means the Signature Capture and Scanner connected to your computer may not work in OPUS due to an unsupported version of Java on the machine. If you have an IT department, contact them for assistance. You can also run the OPUS Self Install Tool to view your Java status and if status shows a red ‘X’ on the home page of Self Install, follow instructions to resolve.



7. OPUS Login Page Requesting Dealer Code Entry (NOTE: Authorized Retail users only)

If you are attempting to login at <https://opus.att.net> , and you get following page asking you to enter the dealer code, it means that your computer is not setup correctly to use the Signature Capture and Scanner device.



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©2011 AT&T Knowledge Ventures. All rights reserved. AT&T and the AT&T logo are trademarks of AT&T Knowledge Ventures. AT&T Proprietary (Internal Use Only). Not for use or disclosure outside the AT&T companies except under written agreement. Any unauthorized access to, or misuse of AT&T Systems or Data may result in Civil and/or Criminal Prosecution. Employee discipline can go up to and including discharge, or the termination of the Vendor/Service Contracts. AT&T may periodically monitor and/or audit system access/usage.

You have the following two options:

- a) Enter the dealer code and click on “Next”. This will allow for successful login into OPUS but the Signature Capture/Scanner devices will not work.
- b) You will have to close Internet Explorer, and launch Self Install Tool to go through the setup process.

8. PERIPHERAL INSTALL AND TESTING ERRORS

8.1 Java Script Errors while Testing Peripherals

Step 1: Complete the instructions specified in “Section 1: Internet Explorer Compatibility Mode.”

Step 2: Complete the instructions specified in “Section 2: Internet Explorer Trusted Site Setup”.

Step 3: Complete the instructions specified in “Section 4: Internet Explorer Turning off Enterprise Mode”.

Step 4: Complete the instructions specified in “Section 6: Enable SSL and TLS settings in Java”.

Step 5: Complete the instructions specified in “Section 7: Enable SSL and TLS settings in Internet”.

Step 6: Check Internet Explorer to check Add-ons”:

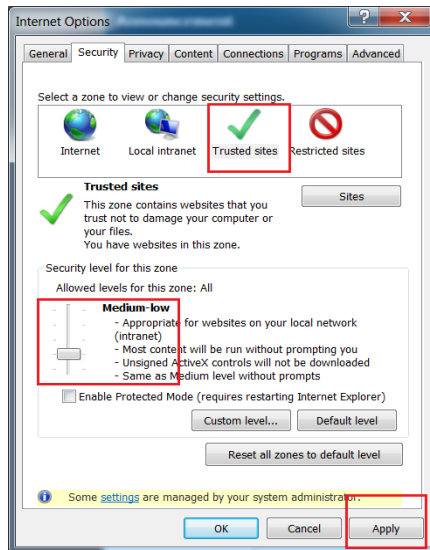
- a) Launch Internet Explorer
- b) Select Tools/Internet Options
- c) Click on Programs tab then “Manage Add-ons” button



- d) Select to show “Currently loaded Add-ons” and ensure that you have a Java plugin and it shows as enabled in the status column.

Step 7: Retry the Self Install Tool. If you still see JavaScript error when testing peripherals, continue with the following steps.

Step 8: Go to IE / Tools / Internet Options / Security and click to select the green checkmark for Trusted Sites, then click on “Default level”. Use the scrollbar on left side to choose “Medium-Low” and Apply. This will apply only to Trusted Sites.



Step 9: Retry logging into Self Install Tool. If you still see JavaScript errors while testing peripherals, login to PC as Administrator and Launch Self Install Tool and complete the Java/JRE install steps. Repeat step 3 above in this troubleshooting list and retry the tests.

8.2 Blue Dotted Circular Progress Bar (spinning blue dots) exceeding 2 minutes while testing Peripherals

Step 1: Double-check that you have plugged in the peripheral device to the USB port in the **back panel** of your desktop computer. If not, close the Tool, move the devices connection, and retry.

Step 2: Leave the peripheral connected to PC and reboot. Then open the Tool again and retry the test. (Note that this symptom occurs most often on brand new or reimaged machines.)

Step 2: If restarting did not work, then follow instructions for Troubleshooting #8.1 above, “Java Script Errors in Self Install tool while testing peripherals “

8.3 “Device driver failed to Install” error during the device driver download of drivers

Step 1: Click on Finish button and close Self Install application.

Step 2: Restart your computer.

Step 3: Locate the folder C:\SelfInstallFolder.

Step 4: Delete any files specified below, if present



Motorola_CoreScanner_Driver_64bit.exe

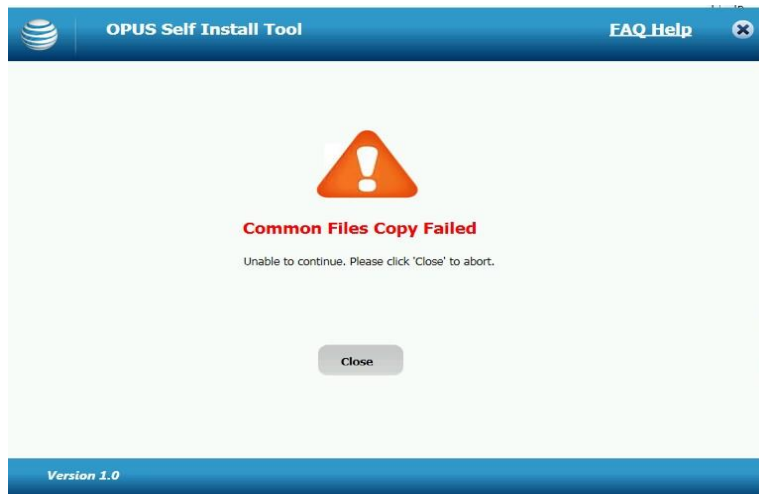
Motorola_CoreScanner_Driver_32bit.exe

IngenicoUSBDrivers_2.60_setup.exe

Step 5: Start Self Install Tool and try installing driver again.

Step 6: If you still see the issue, check your network speed/bandwidth, if the internet speed is lower you will have to retry at later time when you have sufficient internet speed for successful download of the driver files within Self Install Tool.

8.4 “Common Files Copy Failed” error during the device driver download of drivers



Step 1: Close Self Install application.

Step 2: Go to Control Panel\All Control Panel Items\Program and Features

Step 3: Look for Att.RetailApps.RC.SelfInstall. Select and Click Uninstall

Step 4: Restart your computer

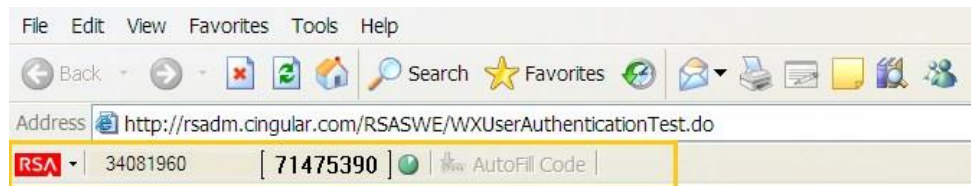
Step 5: Revisit the URL and download the Self Install Tool again and start the process from the beginning

9. Internet Explorer RSA Soft Token Toolbar

If you have taken steps to un-install Internet Explorer and reinstall the AT&T recommended version of Internet Explorer, make sure the RSA Token Toolbar is still visible.

Step 1: Launch Internet Explorer and make sure you see RSA Token Toolbar as shown below.

(Reminder: The 32 bit version of IE is required for the Token Toolbar, even if your PC is 64 bit)



Step 2: If you do not see the RSA Token Toolbar, check whether it is on the machine by:

- Open Control Panel \ Programs \ Uninstall a Program and see if RSA SecurID is listed (do **not** uninstall it)
- Open IE and press “Alt” and “V” then go to Toolbars and see if RSA is listed and has a check mark next to it so it will display.

Step 3: IF your machine is a 64bit PC and you still cannot locate the Token Toolbar, follow these instructions:

If using the Desktop IE Shortcut:

- Right-click the IE Shortcut and then select “Properties”.
- For 32-bit IE the Target will be "C:\Program Files (x86)\Internet Explorer\iexplore.exe" and this is the one that will work with the Token toolbar.
- For 64-bit IE the Target will be "C:\Program Files\Internet Explorer\iexplore.exe" and this is one you do NOT want to use.

If using the Taskbar IE Shortcut (Blue “E” in the bottom left corner next to the Start button)

- Right-click and select to unpin
- Then in Windows Explorer go to "C:\Program Files (x86)\Internet Explorer\iexplore.exe" and right click that file and select to pin to Taskbar.

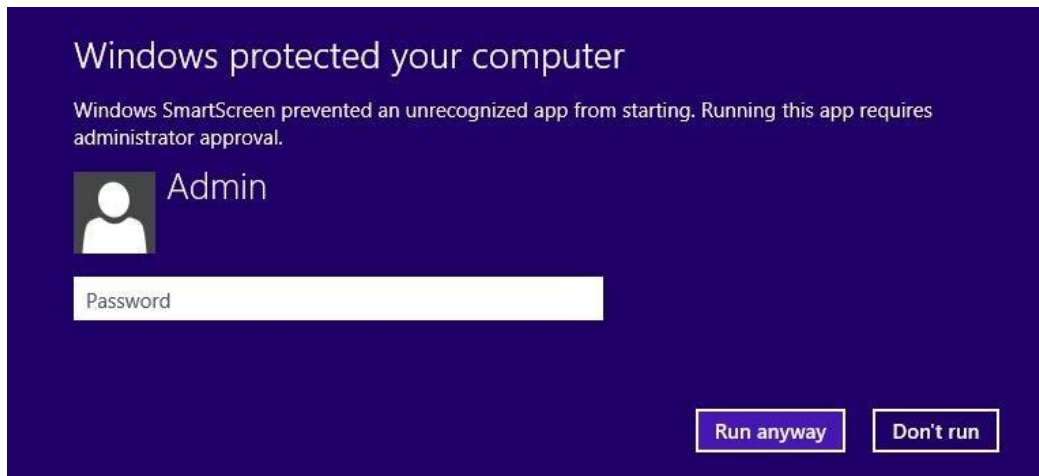
10. Issues accessing OPUS from Windows version with touchscreen

Step 1: On a WINDOWS 8 or 10 computer, you may need to disable the Touch Screen in Device manager of the desktop/laptop to prevent OPUS redirection to the OPUS Mobile site.

Step 2: Launch Internet Explorer in Desktop mode only.

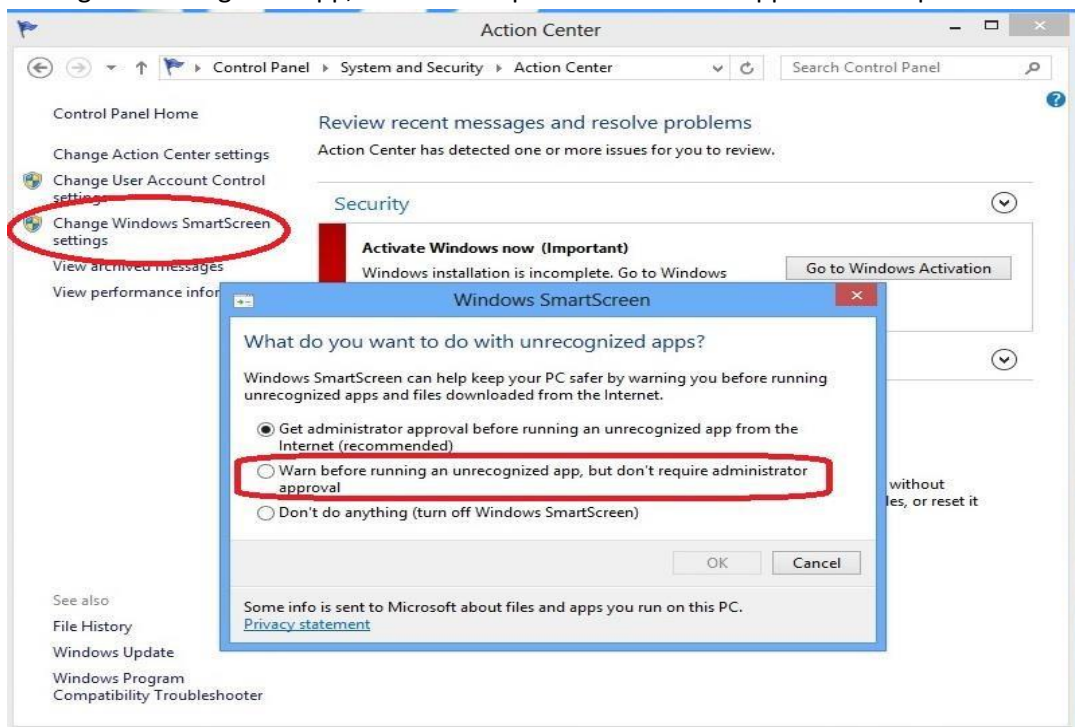
11. Windows 8.1 Standard User Blocked from running Self Install Tool

Step 1: As a non-Administrator (Standard User) you are getting the error message below that Windows SmartScreen prevented the App and needs Administrator approval to Run anyway.



Step 2: Login as Administrator and go to Control Panel \ System and Security \ Action Center

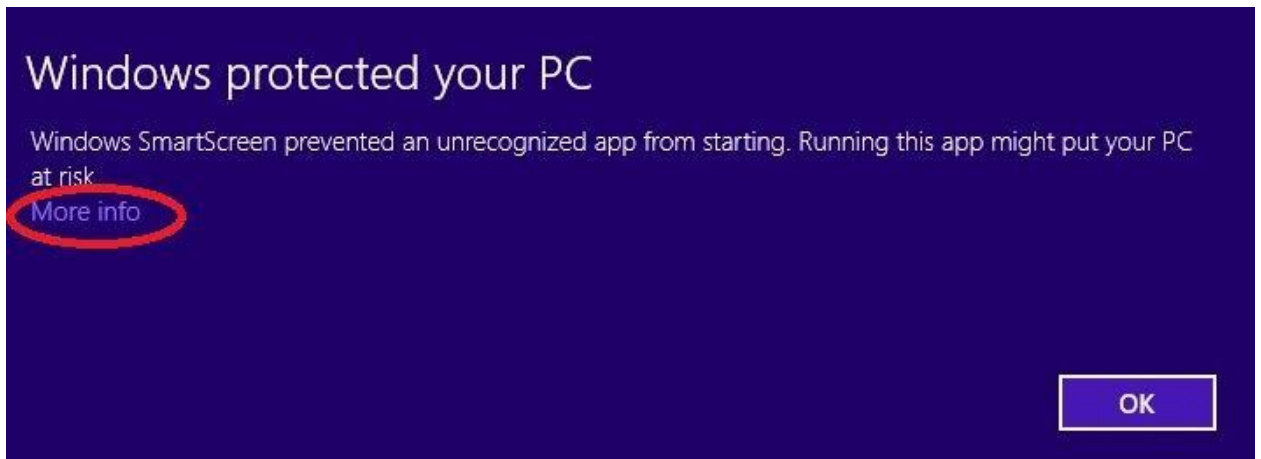
Step 3: In the left menu click “Change Windows SmartScreen settings” and select “Warn before running an unrecognized app, but don’t require administrator approval”. Step 4: Press OK



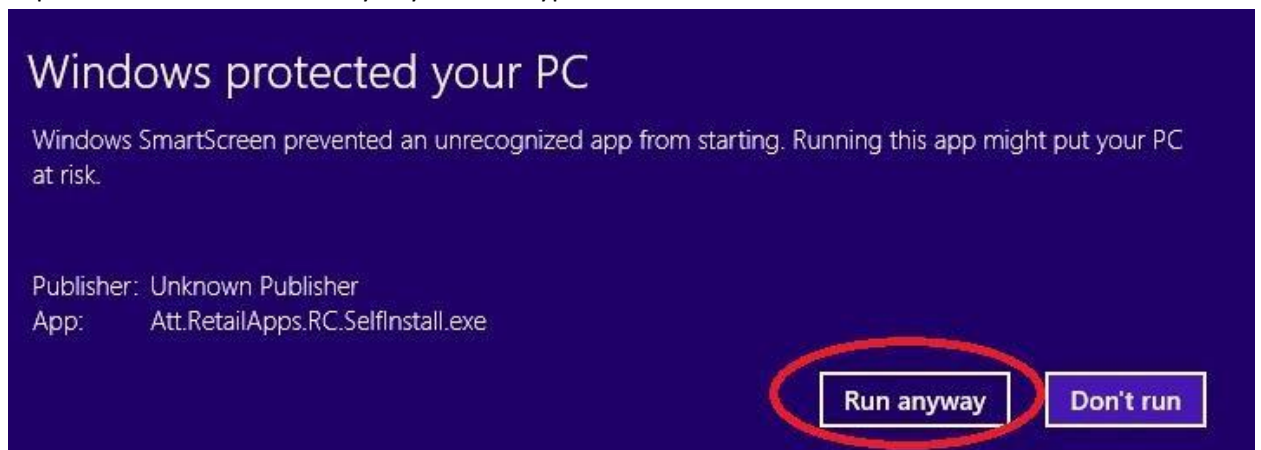
Step 5: Log off as Administrator and log back in as non-Administrator.

Step 6: Attempt to run the Self Install Tool.

Step 7: If you see the screen below, click “More info” at this warning message.



Step 8: Then click the “Run anyway” box to bypass and run the SI Tool.

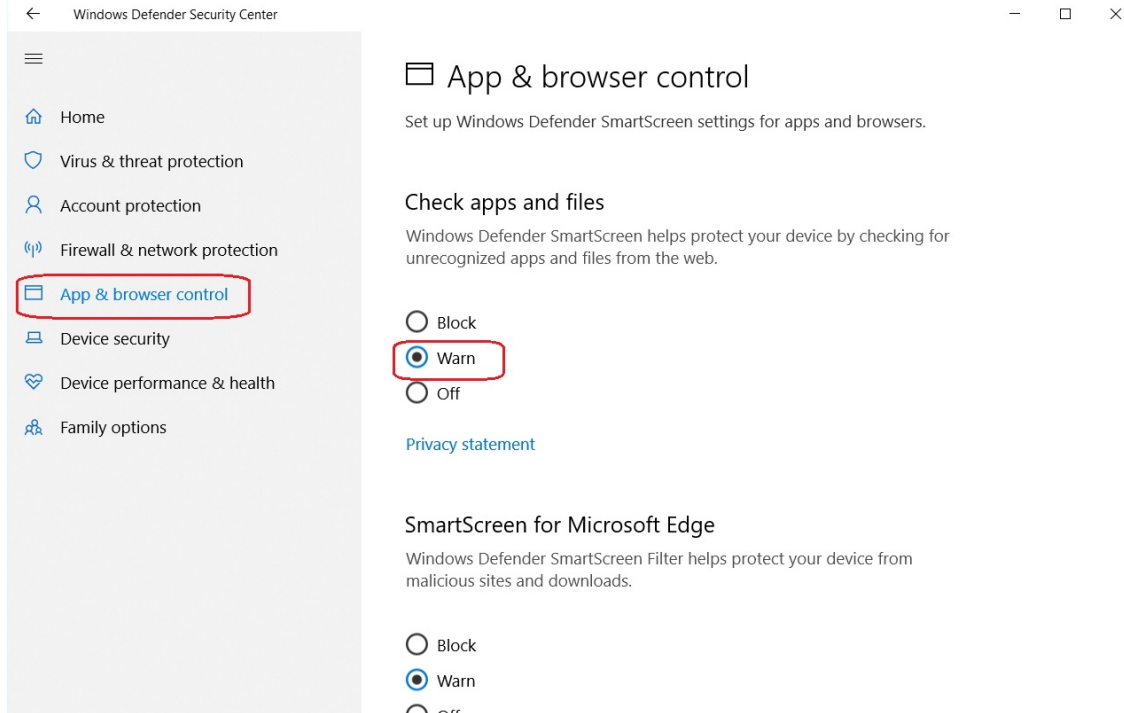


12. Windows 10 Standard User Blocked from running Self Install Tool

Step 1: As a non-Administrator (Standard User) you are getting the error message below that Windows SmartScreen prevented the App and needs Administrator approval to Run anyway.

Step 2: Login as Administrator and Open the Windows Defender Security Center, and click on the **App & browser control** icon.

Step 3: Under **Check apps and files**, select **Warn** (see screenshot below)



Step 4: Click on Yes when prompted by UAC (User account control).

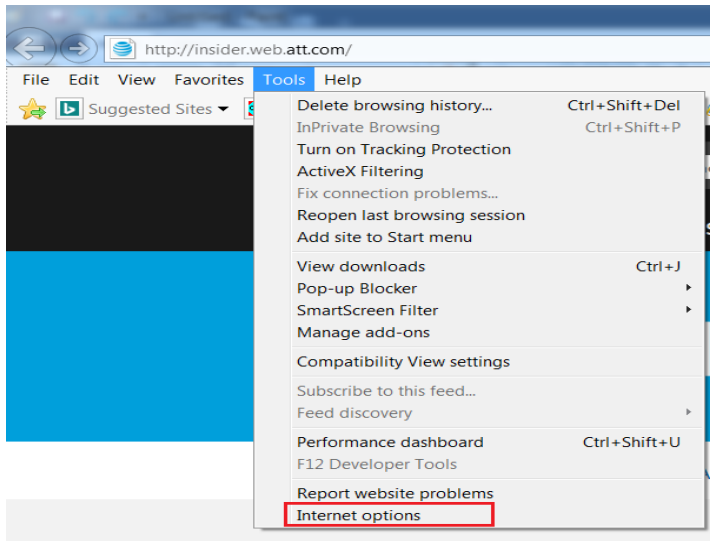
Step 5: You can now close Windows Defender Security Center.

Step 6: Log off as Administrator and log back in as non-Administrator.

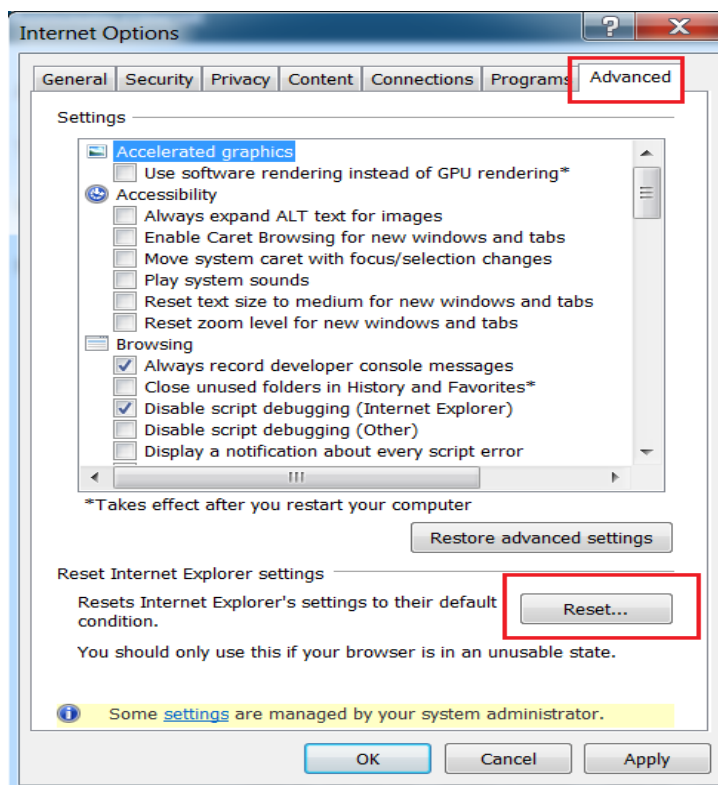
Step 7: Attempt to run the Self Install Tool.

13. Troubleshooting Browser or OPUS Setup: Internet Explorer Reset Settings (Suggested but NOT required as a pre-requisite)

- a) Launch the IE browser
- b) Select "Tools" and Click on "Internet Options" as shown below (if "Tool" option showing on IE, hit "Alt and T" key to show tools menu on IE)



c) Click on “Advanced” tab and click on “Reset...” button as shown below



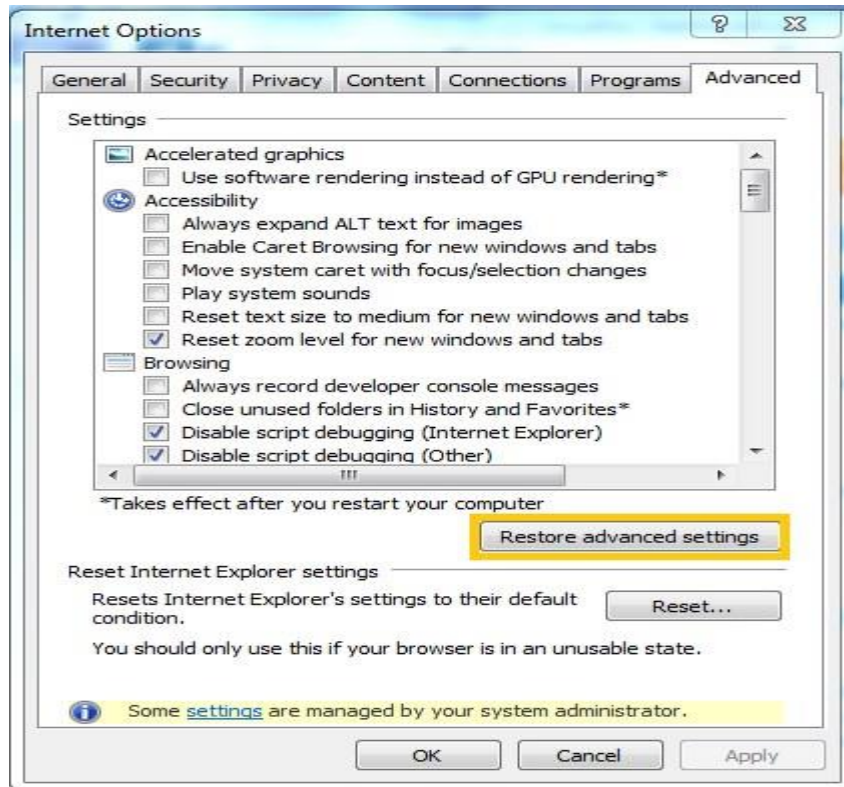


d) Click the check box “Delete personal settings” and click on “Reset...” button as shown below

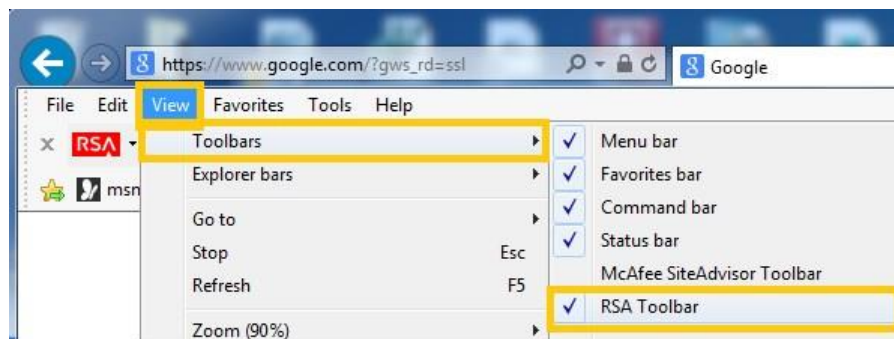




- e) Click on “Restore advance settings” button



- f) Now, Restart Internet Explorer
- g) Enable the RSA Toolbar again with the following steps:
- o In Internet Explorer, Select “View” --> “Toolbars” and Click on “RSA Toolbar” as shown below (if “View” menu is not visible, hit “Alt and V” key to show the menu on IE)



- a) Restart Internet Explorer
- h) Repeat Sections 1, 2, 3, 4, 5, 6, 7 [Refer Table of contents]

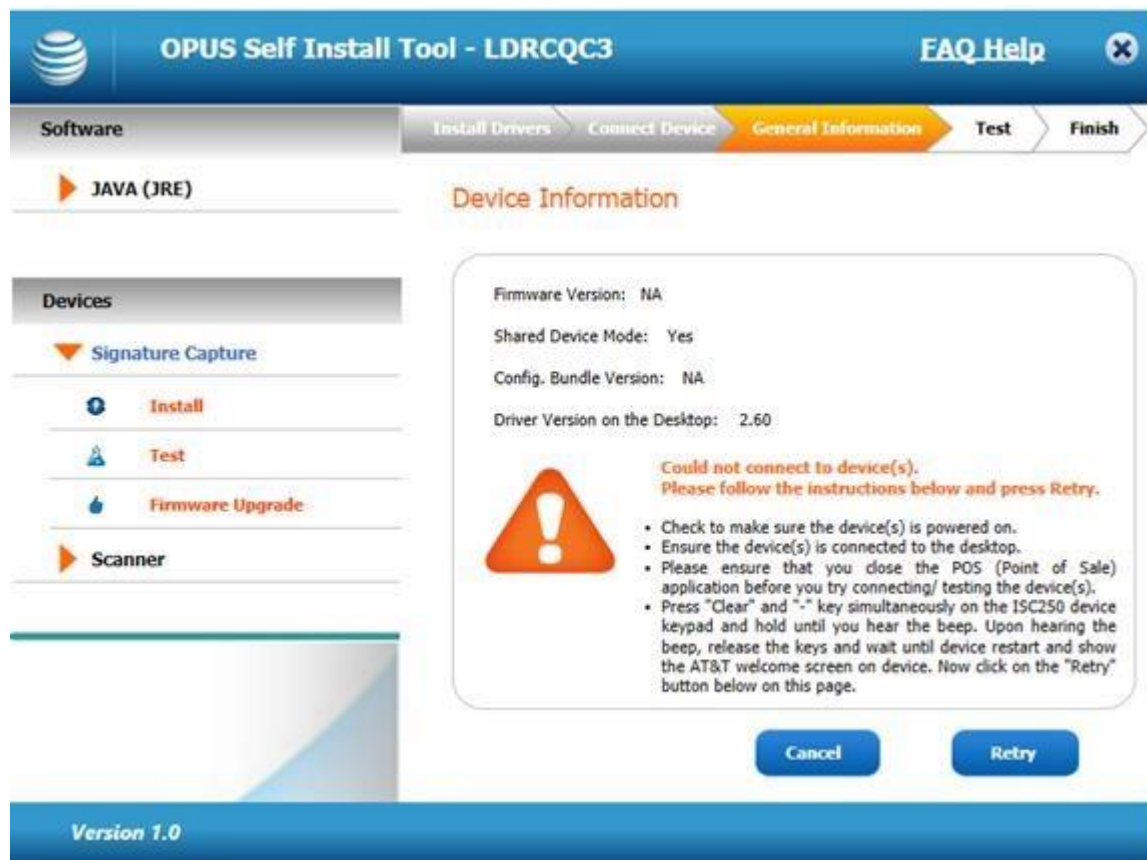


14. COM8 Port issue [Diagnose COM 8 Port and release COM 8 port]

OPUS and Self Install Tool Applications are designed to connect a computer to the Ingenico ISC250 Signature Capture device and Motorola Scanner ONLY over COM Port 8. However, there can be situations where a PC is already configured to run other Software using COM Port 8, and the result will be errors in the OPUS Self Install Tool. This document will provide steps to diagnose and release COM 8 port for use by the Self Install Tool.

Root Cause

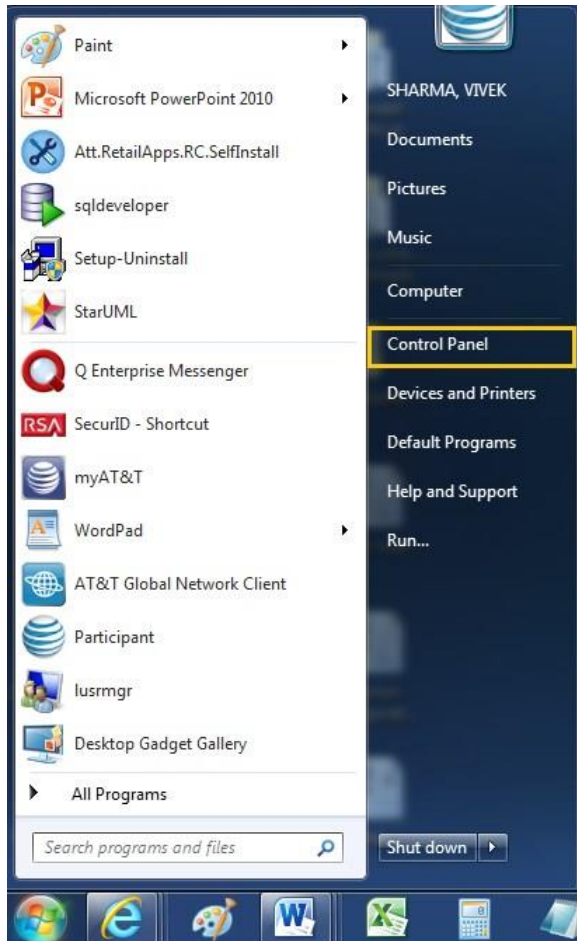
If you see the below error, it could be that COM 8 Port is being used by another application installed on your computer.



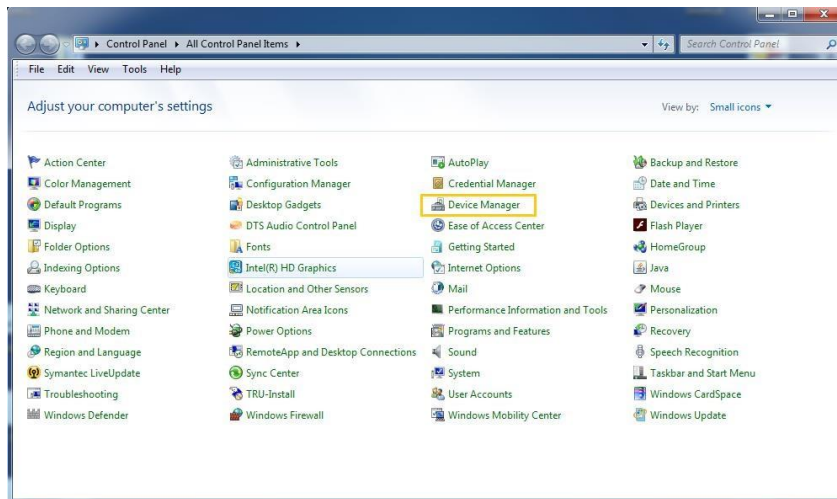


Confirming the Root Cause Approach A

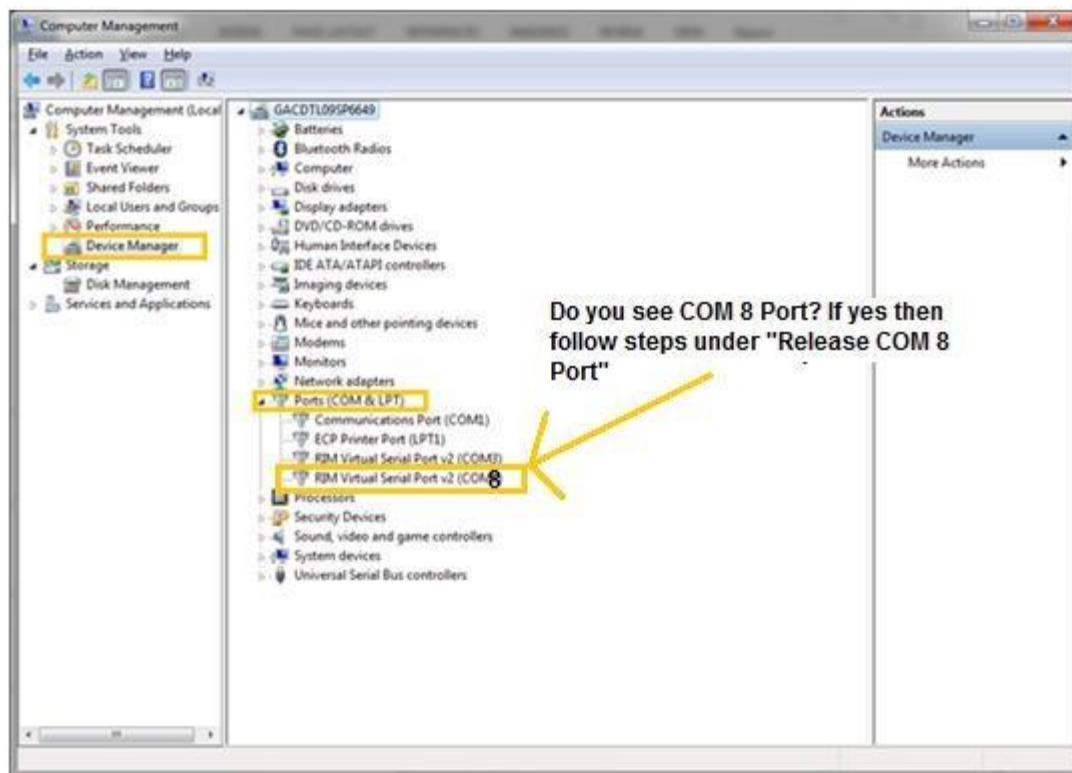
Step1: Click on Start and then Control Panel as show below



Step 2: Click on “Device Manager” as shown below



Step3: Now click on “Device Manager” and “Ports” as shown below.

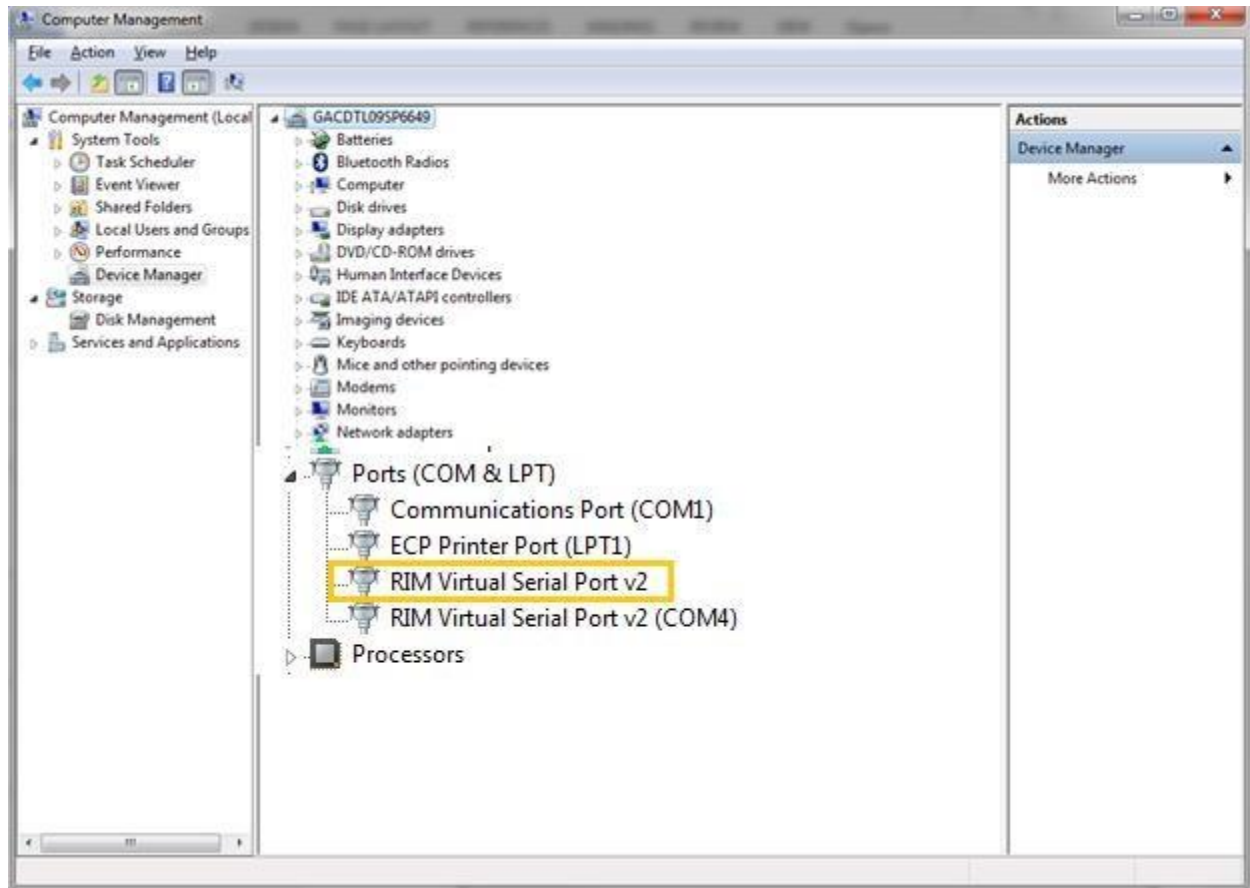


Confirming the Root Cause Approach B

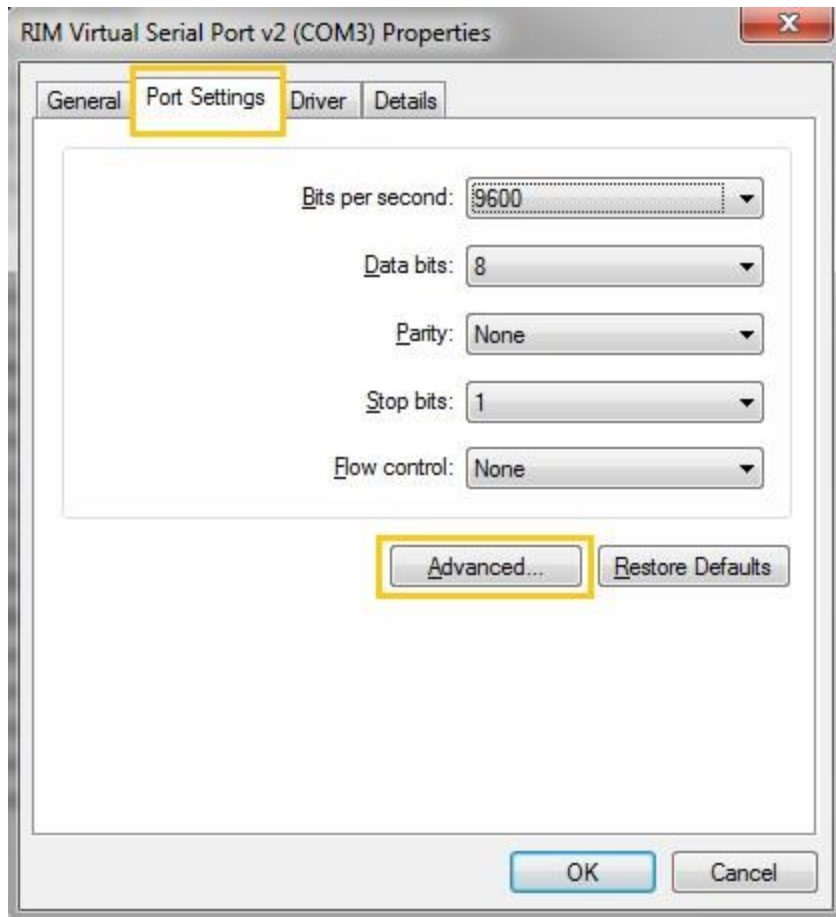
Step-1: Open the Device Manager (Start →Control Panel →Device Manager).



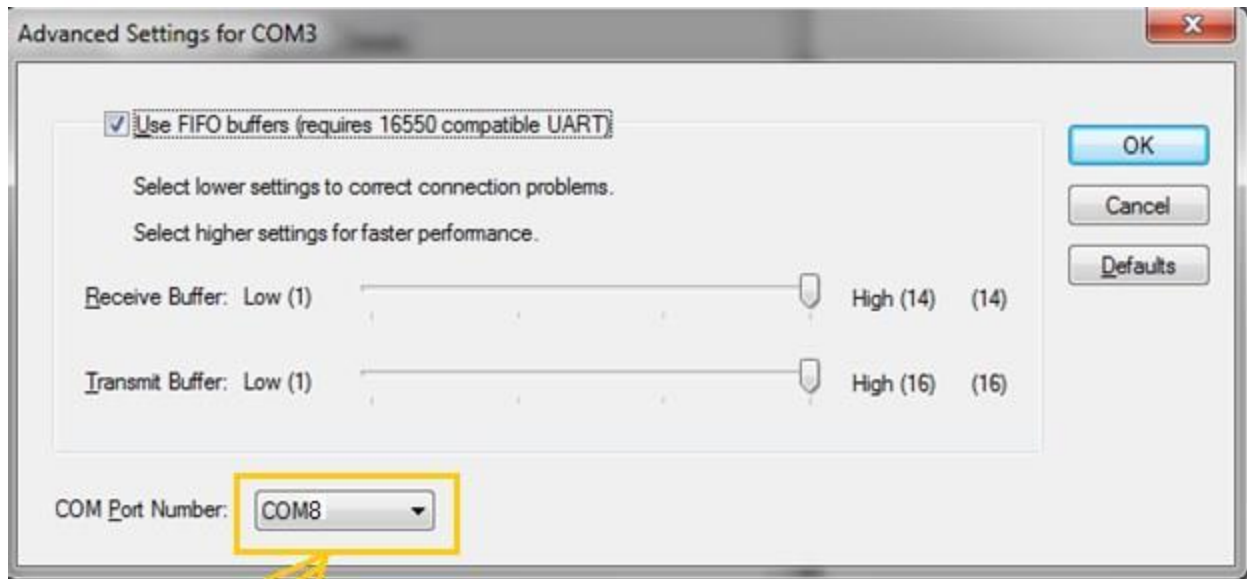
Step-2: Expand “Ports (COM & LPT)” node and right click on [xxxxxx(COM8)] Properties



Step-3: Click “Port Settings” tab and click on “Advanced” button



Step-4: Now click on the drop down as shown below. If you see “COM 8” then follow the steps under the section “Release COM Port 8”.

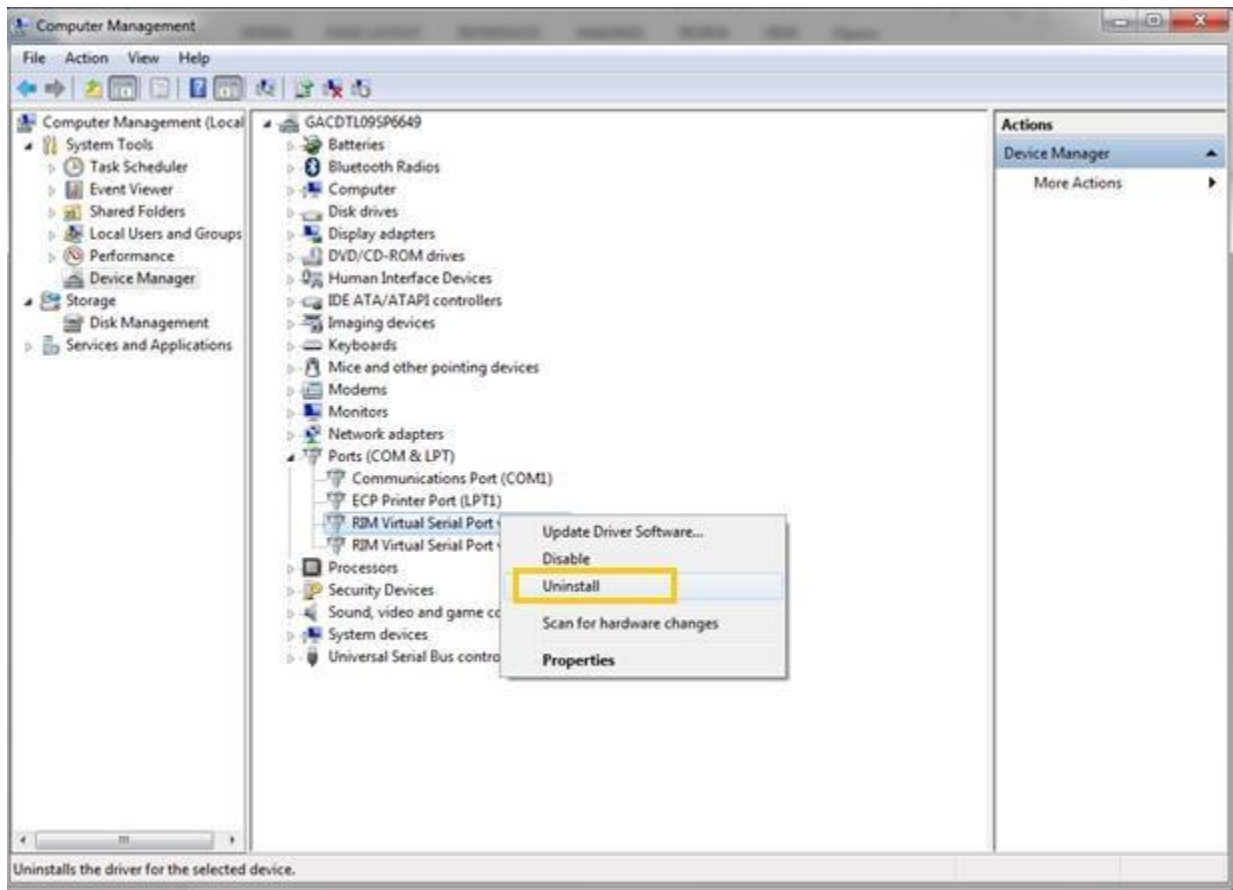


Click on the drop down, check to see COM8, if you see COM8 then follow the steps under "Release COM 8 Port" section.

Release COM 8 Port

Step-1: Open Device Manager (Start→Control Panel→Device Manager).

Step-2: Expand the menu under the selection, Ports. Right click on COM 8 port as shown below and select Un Install.

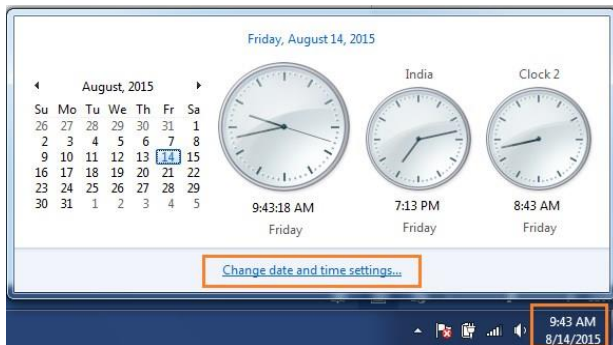


Step-3: Close Device Manager

Step-4: Re-Launch Self Install Tool and run the Signature Capture Test flows.

How to check if I'm logged in as Admin or Non Admin User

Step-1: Click on date/time at right side of taskbar -> Click on Change date and time settings... link, as shown in below screen:



Step-2: Click on date and time.... Button, as shown in below screen:

If you are “unable to continue” to change date – that means you log in as non Admin user....

