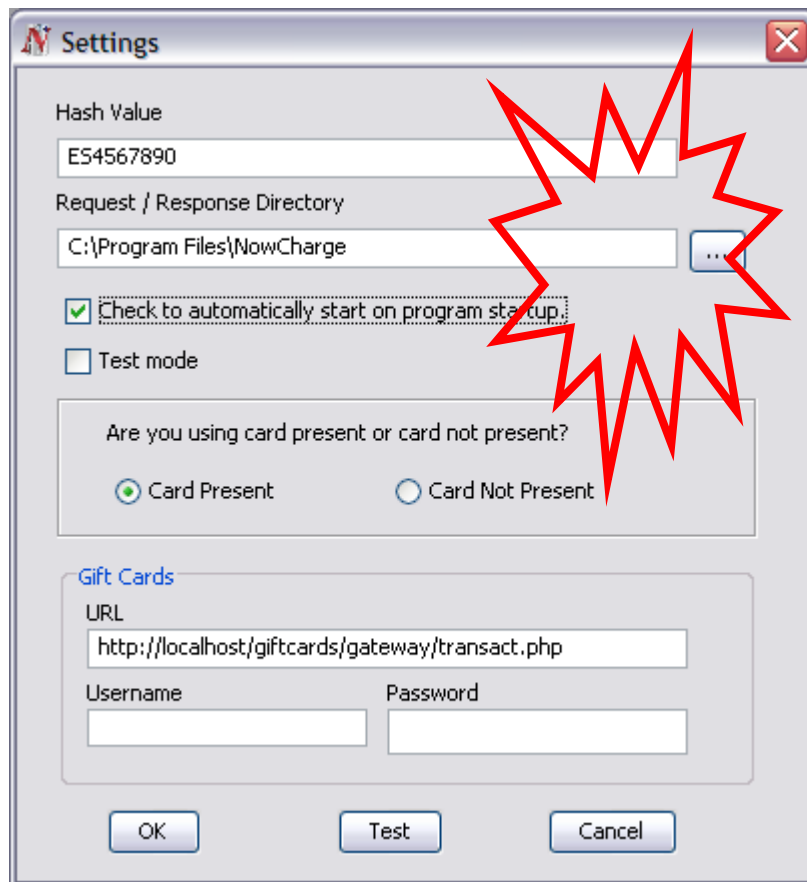


Operation Educate

Setting the NowCharge directories for Windows Error 1004

When installing NowCharge, adding an additional seat or any other time your license and settings files are replaced or added to the NowCharge folder you will need to reset your directories in both the NowCharge application as well as in POS•IM.

Inside of NowCharge you will click “stop, window, settings” and this will take you to the settings screen.



Your Hash Value will be filled in correctly if you have your license and settings in the NowCharge folder. The Hash Value should correspond with your POSIM serial number. If nothing appears in the Hash Value field, call Ensign Systems at 800.553.9314.

To set the Request /Response Directory you need to click on the three dots right of the white box. You will set this directory to where your NowCharge folder is located.

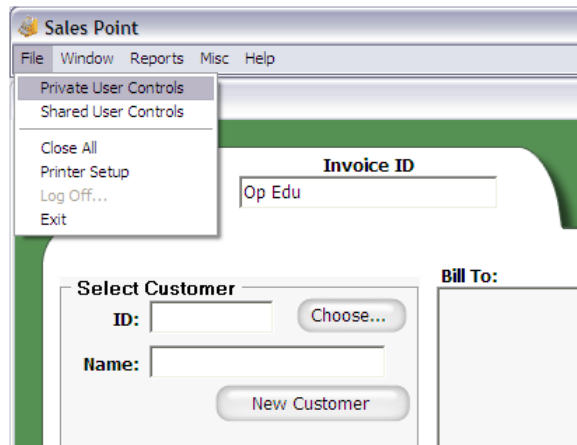
The default on a Windows system is;
C:\Program Files\NowCharge

Now remember that NowCharge can be installed anywhere on the computer(s) or network(s). The directories above are just examples of the defaults and your directories may not match

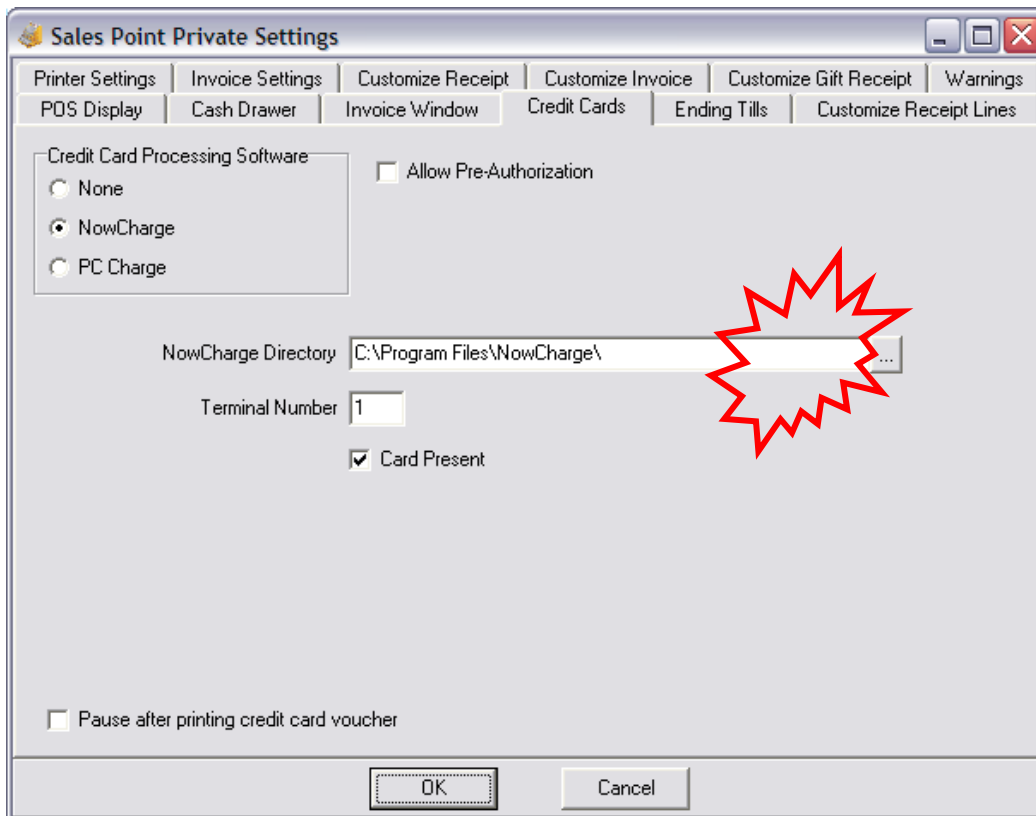
exactly.

Now inside of POSIM we want to set the directory to match those inside of NowCharge.

Up in the top left corner, click on File, Private User Controls.



Click on the Credit Cards tab. Choose NowCharge in the Credit Card Processing Info. There is a NowCharge Directory that needs to be set to the directory in NowCharge. Click on the three dots to the right of the white box and then choose the same path that you did in NowCharge.



Your directories should be set up correctly and you should be able to process credit card sales through NowCharge now.