ICCSimTMat for Fiserv User Guide

Version 24
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Table of Contents

1 Downloading the software

The ICCSimTMat for Fiserv tool can be downloaded from your MyICC page on our website. Navigate to https://my.iccsolutions.com/ in a web browser of your choice.

When you purchased the tool you would have been sent an email to register your username and password. Use this login to access your MyICC area.

Once you have logged in you will be presented with your available downloads as below:

You can download the files you need by clicking on the Download icon. Click on the eye icon to verify the MD5 Hash of the file which guarantees the file hasn't been tampered with.

You can see that any recent updates to the files are labeled with a star under the Recent column.

To get started with ICCSimTMat for Fiserv you need to download the TMat tool, the Config license file and the two drivers – one for the dual interface card reader and one for the USB license key.

2 Installing the software

Extract the ICCSimTMat for Fiserv zip file that you downloaded from your MyICC page and you should see a .exe file to run.

Run this file and it should be a straightforward install – so keep clicking Next and Install the tool to completion.

You will see an ICCSimTMat FISERV vx.xx.x icon on your desktop.
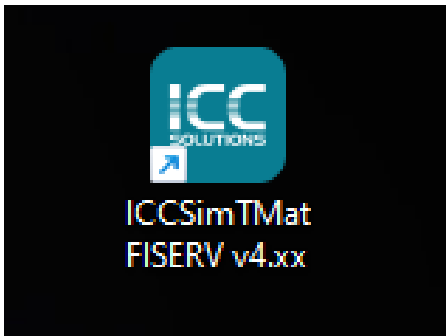
Next, you need to plug your dual interface reader into a free USB port. If you are connected to the internet, then the drivers should install automatically for you. You can verify this by going into Device Manager via Control Panel and looking at the Smart card readers that are installed. If you see them listed as below then you can be assured that they have been installed correctly.
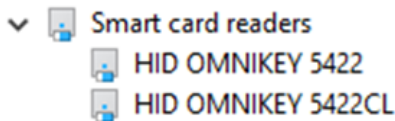
If you don't see them as above and you see a standard Microsoft reader listed then you can install the drivers that you downloaded from your MyICC page. To do this extract the zip file and run the .exe file to completion. Again please check Device Manager and ensure they are installed correctly showing the HID OMNIKEY.

> There may be some users that have installed the card reader drivers correctly but in Device Manager still see the standard Microsoft drivers installed. This might be down to the security set on your PC by your IT team. You should still be able to use the tool correctly in this case.

Finally, plug your USB License key into another empty USB slot. Windows should again automatically install the latest Sentinel driver for the key. You can check in Device Manager and look under "Universal Serial Bus controllers" and look for a SafeNet USB SuperPro device as below.


If you don't see this and you see an Unknown Device then please extract the Sentinel-System-Driver zip file that you downloaded from your MyICC page previously. Install the .exe to completion and again check Device Manager to ensure the driver has installed the device correctly.

3 Licensing the ICCSimTMat for Fiserv tool

Run the ICCSimTMat FISERV tool from the desktop shortcut.

You will be prompted to activate the tool by locating the config file that you downloaded previously from your MyICC page.

> ⚠ Please **do not** import a file called **FiservConfig.txt** on this screen. Doing so will cause corruption in activating the tool
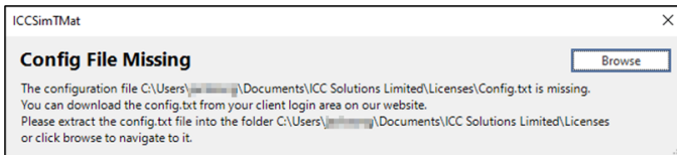
Click on the **Browse** button and navigate to the config.zip file that you downloaded earlier. When you click on Open the tool will automatically activate for you.

4 Fiserv t3 Cert Portal integration

Fiserv Portal integration allows you to do the following:

- Quick access to your test lists allows you to create your projects easier.
- The ability to upload the card log after you have run a test to the Fiserv portal will enable quick analysis of the test.
- You can upload the whole project at the end of your test run without any manual intervention.
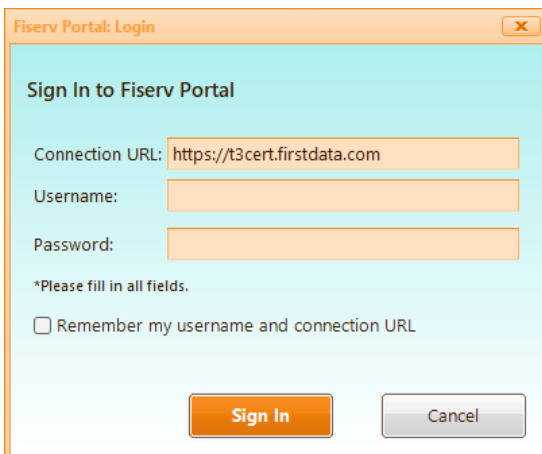
We advise you to log in to the portal within the ICCSimTMat for Fiserv tool to improve your testing flow.

When you open the ICCSimTMat for Fiserv tool you will be asked if you want to sign into the Fiserv Portal.
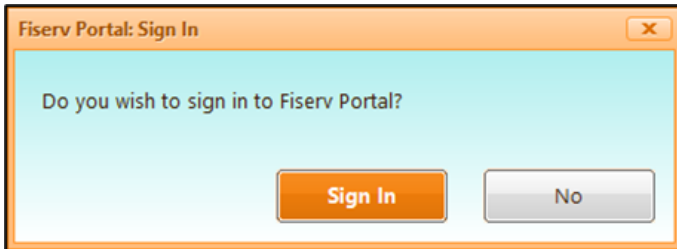
If you select No you can start creating a New Project.

If you select **Sign In**, you will be presented with the next window:


To sign in you need to enter the following details:

- Connection URL – This is prefilled with the address of the t3 portal.
- Username – this is the username you were given to use to sign into the portal.
- Password – the password you set when you create the account for the portal.

Ticking the "Remember my username and connection URL" will save you time entering this information the next time you open the tool and wish to sign into the portal again.

You will need to use your multifactor authentication (MFA) method to complete the sign-in.
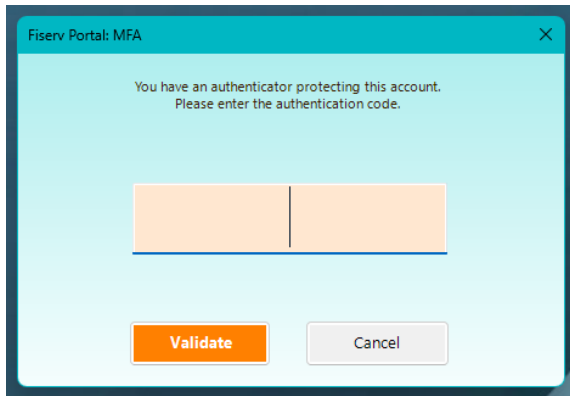
When signed in correctly it will display in the toolbar that you are signed in highlighted in green.

> If you are inactive for 10 minutes or you have not selected to upload the logs to the portal during testing then you will be warned that you will be logged out automatically. To stay signed in you can click on the **Stay Signed In** button.
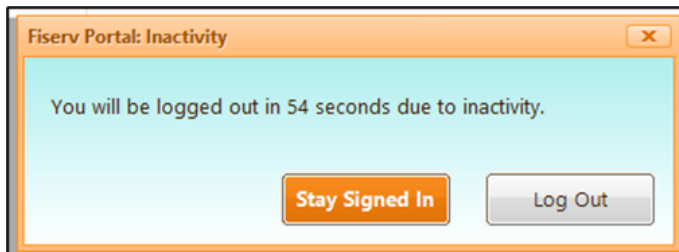

> You can't be logged in to the t3 portal via the tool and a browser at the same time. Please logout of the browser if you wish to sign in via the TMat tool.

# 5 Creating a New Project - Logged into the t3 Portal

When the ICCSimTMat for Fiserv tool is open you will see the Common Tasks screen. From here you can create a new project by clicking on the **Project from Test List** button.

You will be prompted to download your test list from the t3 portal as below. Click on **Download.**
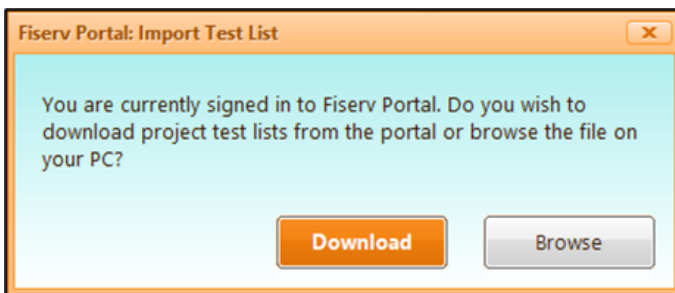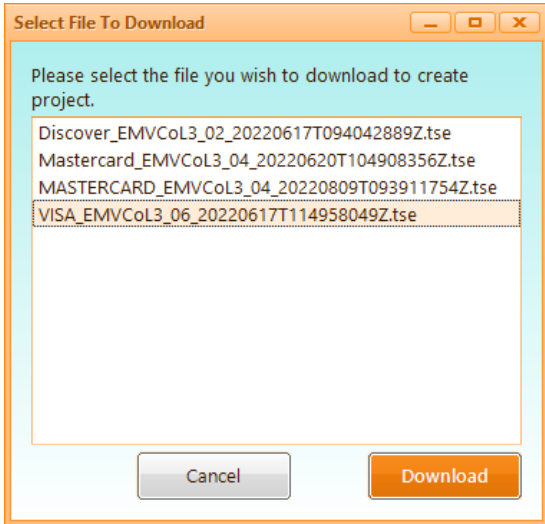

It will display your Project information as below. Select the Project you are using and click on **Open**.
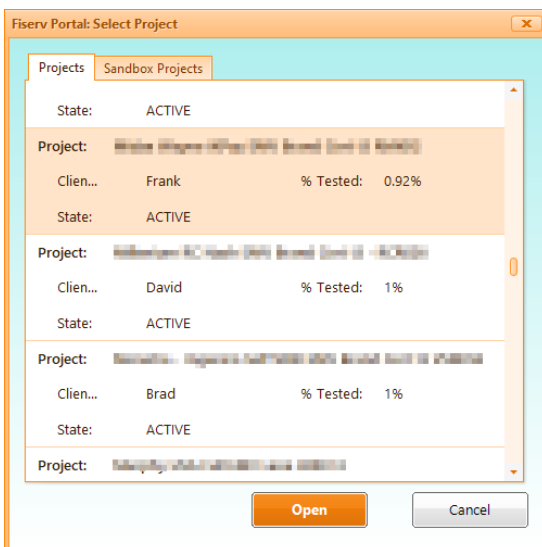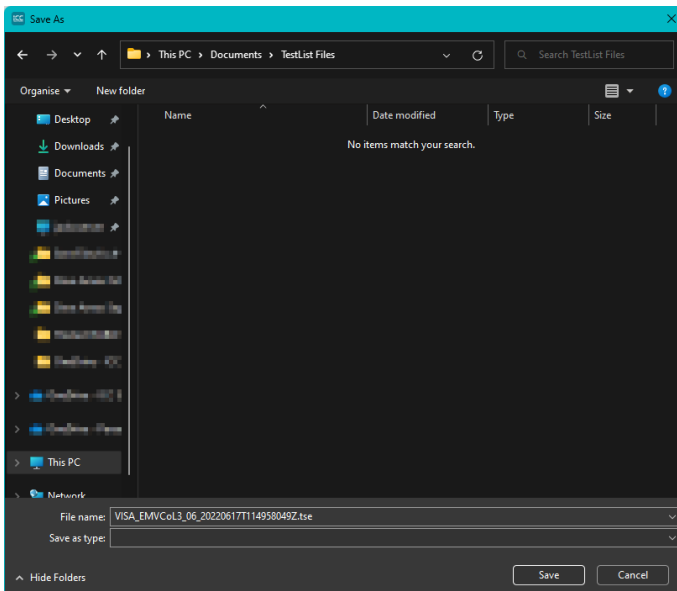

You will be asked to select the tse of ictestlist file for the project you want to create. Select the file and click on **Download.**

You will be asked to save the tse of ictestlist file locally on your PC. Select a local folder to store it in and click on **Save**
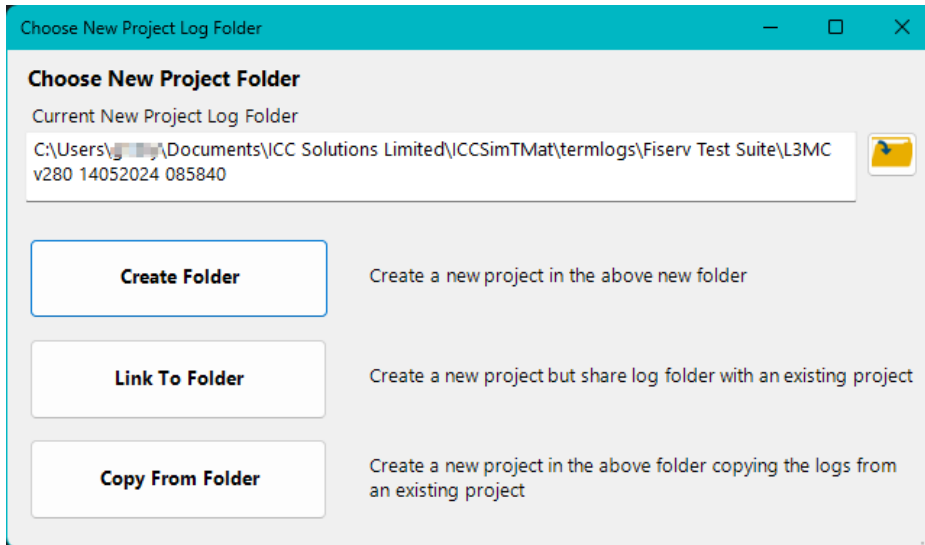

The project will then import the tests into the tool that you need to run. You will be asked if you want to change the default log folder. This folder is where all the card logs are stored.
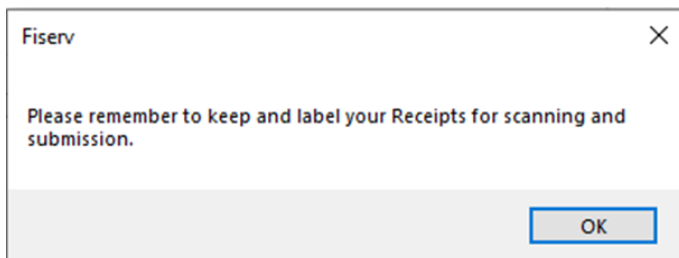
Click **Create Folder** to keep the default folder.

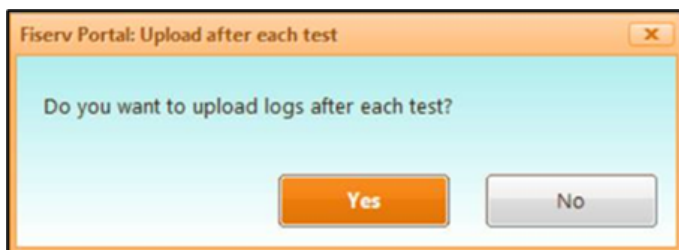Click **Link To Folder** to use an existing folder with logs in it.

Click **Copy From Folder** if you want to use an existing logs folder but want to make a copy of it for the new project.

You will be reminded to keep and label your receipts for scanning and submission. Click on **OK** to proceed.


You will be prompted if you want to upload the card logs after each test that you run.

Selecting **Yes** means they will be uploaded automatically to the portal after you have run a test.

Selecting **No** will mean you will have to manually upload them to the portal.

You can change this within the project at any time by selecting or deselecting the **Upload Logs** option on the toolbar.
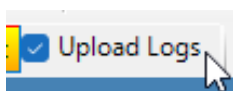

The project has now been created, and you will see the Test Scripts that you are required to run.

> You will need to create a new project for all the brands you have been asked to test and certify

6 Creating a New Project - Offline from the t3 Portal

When the ICCSimTMat for Fiserv tool is open and you aren't logged into the Fiserv Portal, you will see the Common Tasks screen. From here you have two options to create projects.
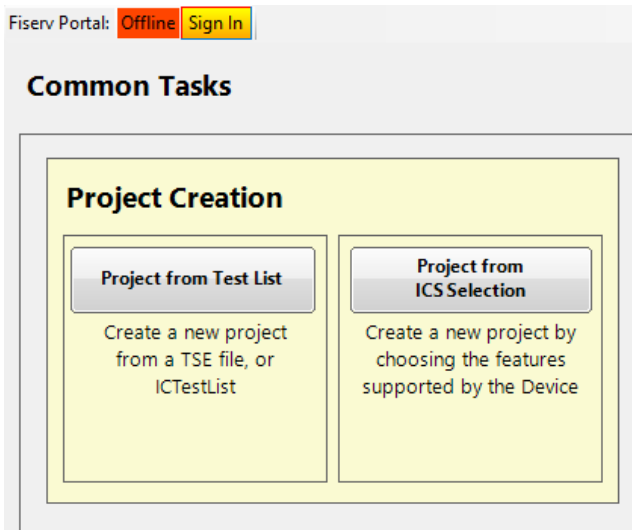

6.1 Project from Test List

Use this option to create a project using a TSE file or .ictestlist file that you have saved locally on your PC. You can use the TSE Online tool to create your own TSE files for the projects.

> You will need to download your test list files locally from the t3 portal or obtain them from your Fiserv analyst before you proceed with creating new projects.

You will be prompted to alert you that you aren't signed in to the Fiserv Portal. As you are creating a project offline (logged out from the Fiserv Portal) you can click on the "Browse" button to browse to the local TSE or ictestlist file.
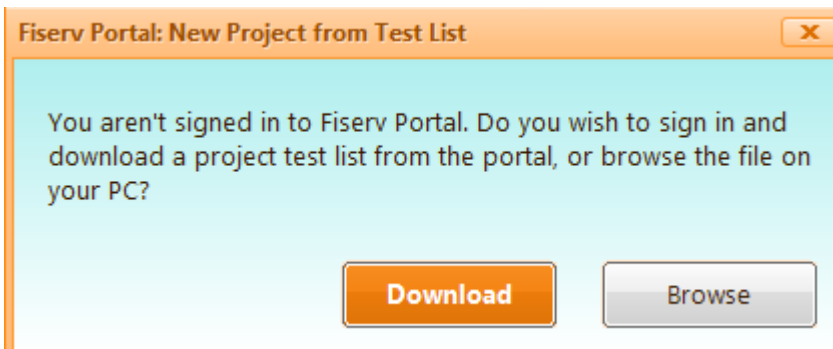
You will be asked to select the test list - either an ictestlist file or a tse file. Browse to the file and click on **Open**. The tool will automatically detect the test plan version as you can see in the image below. Click on **OK** to create the project.
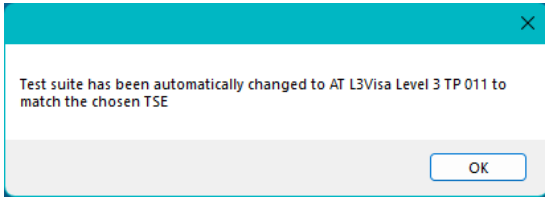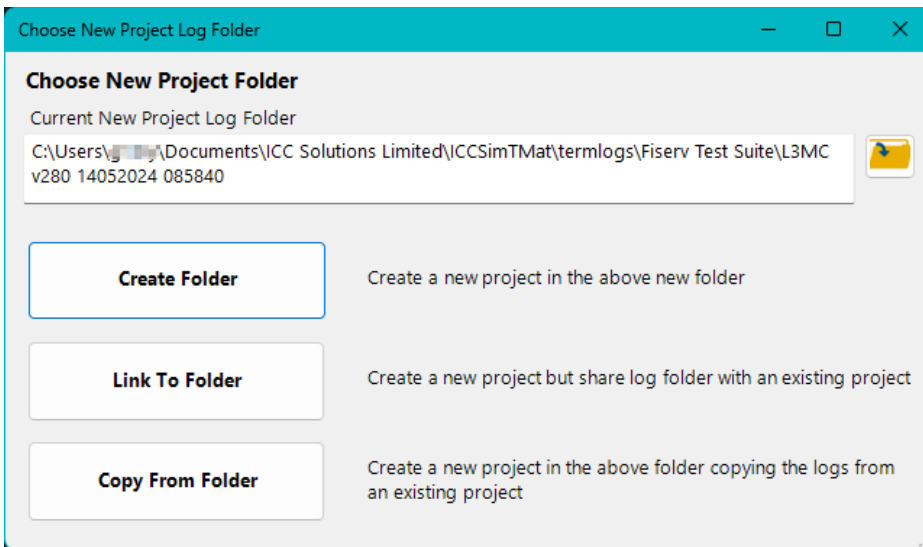
The project will then import the tests into the tool that you need to run. You will be asked if you want to change the default log folder. This folder is where all the card logs are stored.
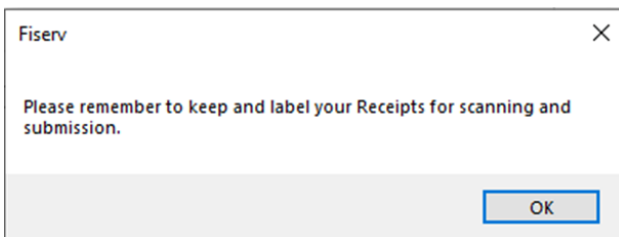
Click **Create Folder** to keep the default folder.

Click **Link To Folder** to use an existing folder with logs in it.

Click **Copy From Folder** if you want to use an existing logs folder but want to make a copy of it for the new project.

You will be reminded to keep and label your receipts for scanning and submission. Click on **OK** to proceed.

The project has now been created, and you will see the Test Scripts that you are required to run.

> You will need to create a new project for all the brands you have been asked to test and certify

6.2 Project from ICS Selection

Using this option will allow you to use older none TSE suites and select the ICS categories within the tool to create the project.

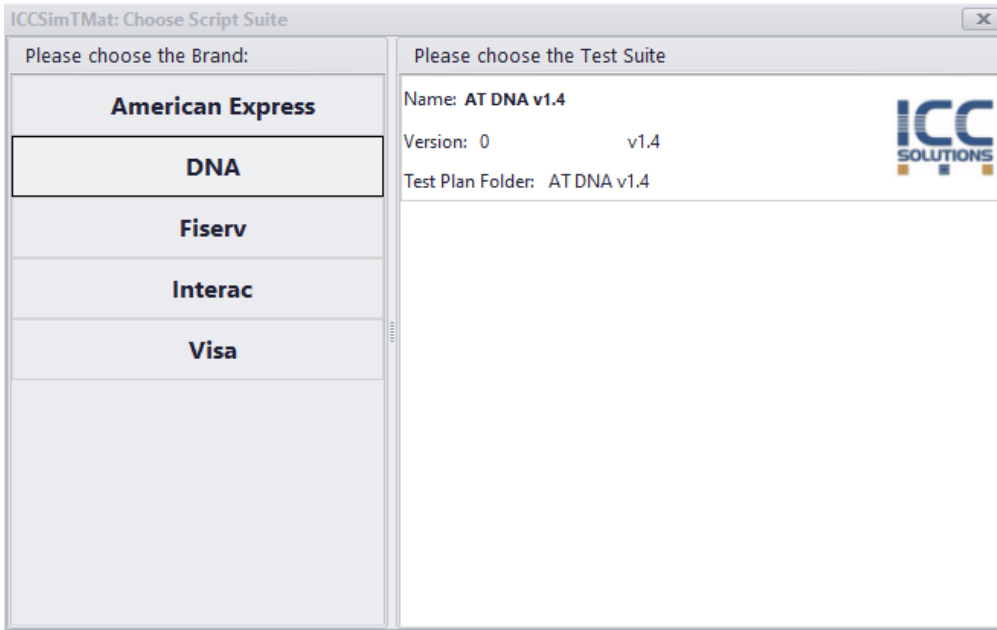When you click on the Project from ICS Selection button you will be shown the Suites that use the old ICS category selections. Select the Brand from the list on the left that you want to use and select the Test Plan on the right.

You will then be able to select the "ICS categories" that the device you are testing supports. Or you can select "All Tests". Click on the "Save" button, and it will save and create the project ready for testing.

ⓘ   Please note that some users who have used the Fiserv TMat tool for a couple of years or more may see older L3 Visa suites displayed here. Please dont use these and use the "Project from Test List" option for these suites.
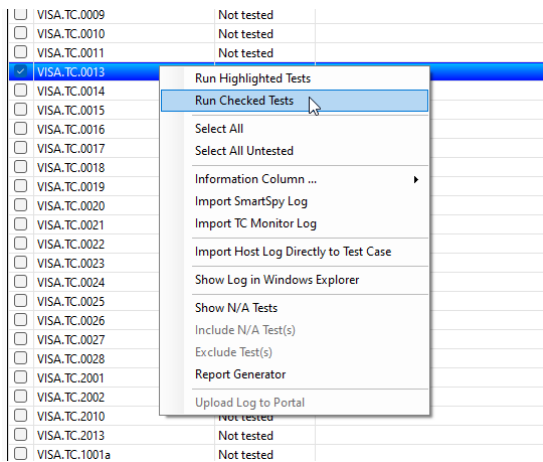
7 Running Tests

Running the tests is a simple process within the ICCSimTMat for Fiserv tool. You will have received a Dual Interface card reader and a set of test cards as below:

There are a number of ways to run tests within the ICCSimTMat for Fiserv tool. You can either click on a test that you want to run and select "Run Tests" from the toolbar. Or you can right-click on the test that you want to run and select "Run Highlighted Tests" as below.
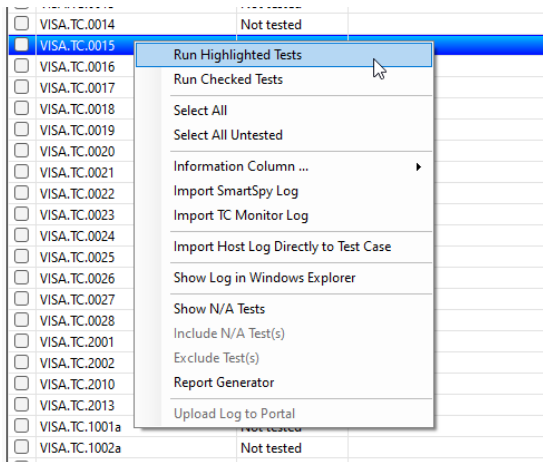
Another way is to use the check buttons next to each test. Tick the test that you want to run and either click on "Run Checked Tests" or right-click on the test and select Run Checked Tests as below.

The tool will prompt the user as to which card they need to use for this test. For example, by running the Test VISA.TC.0013 above the tool requires the VISA CONTACT TEST CARD
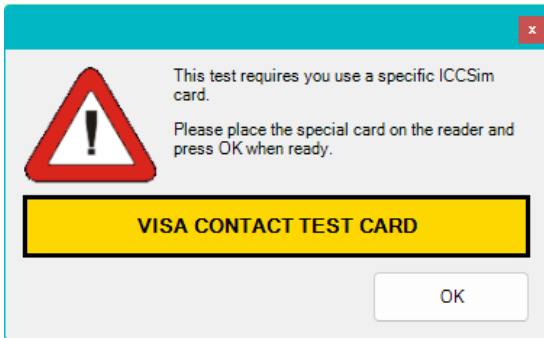
The user needs to place the specific card on top of the reader. Once the card is on top of the reader you can click on **OK** and the script should load to the card – this process takes around 1-2 seconds.

> We recommend you load the scripts using contactless (on top of the reader) for all tests as its quicker and also a lot easier than inserting the card into the reader.

When you use a card for the first time you will be prompted to load the required card applet before the script is loaded. This is a simple process of clicking **Update** in the prompt below. The update of the applet can take between 20-30 seconds to complete.
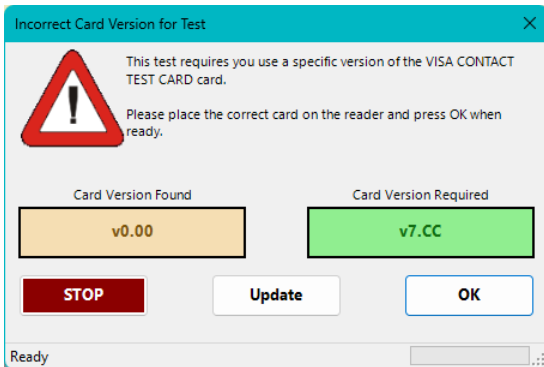
When the update has been completed the user will be prompted to click on **OK**. Following this, the script will load to the card.
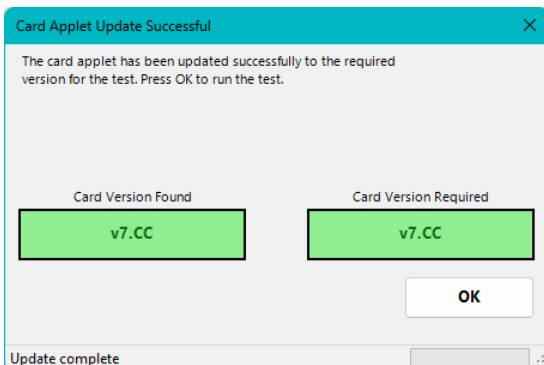
Once the script is loaded to the card you will be asked to Perform the Transaction on the device that you are testing. Take the card off the dual interface reader and follow the Transaction Details that are showing in the tool.

Transaction Details

Insert the test card into the chip reader of the device and follow any terminal prompt instructions. Enter PIN of 1234. Review the terminal's compliance with applicable pass criteria. -
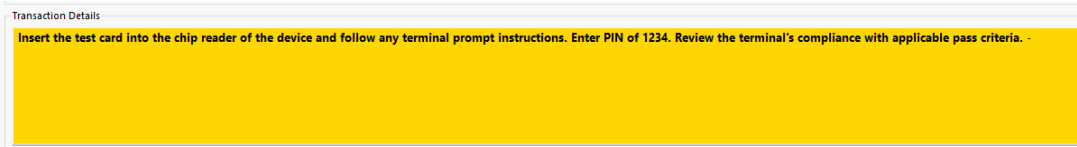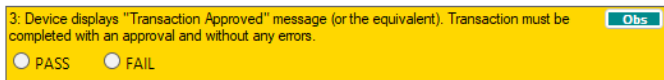
When the transaction has been completed place the card back on top of the dual interface reader and the log will be uploaded from the card back into the tool and analysed for you.

You will be presented with the Test Plan analysis. Most of the questions will be answered automatically from the card log. But there will be some questions that will require your observation and a manual answer.

For example, the below question needs your observation (**Obs**) on the terminal when you run the test to ensure the device displays a certain message. If the message is displayed, you select **PASS**. If you did see an error message you select **FAIL** and you would need to investigate why it is failing.

3: Device displays "Transaction Approved" message (or the equivalent). Transaction must be completed with an approval and without any errors.   **Obs**
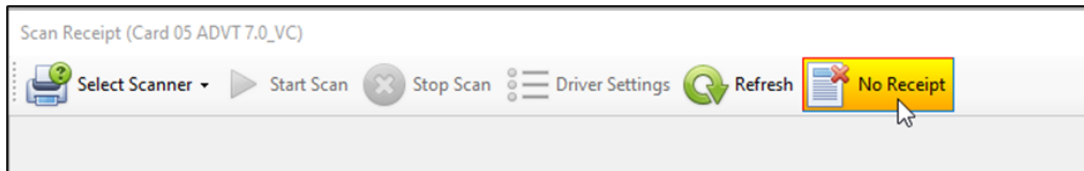○ PASS   ○ FAIL

Please note that any questions labeled as "Host" will not be automatically answered within the tool as there is no host log to analyse. Leave these questions unanswered if you see any.

When you have answered all the relevant questions you can click on the Save button.
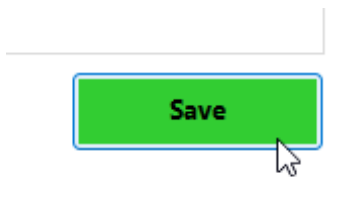
Save

After you have clicked on the Save button you will be asked to Scan the receipt. You can either do this now or click on **Close** and scan the receipt at the end.

If there is no receipt from this test then you can click on the "No Receipt" button.

Scan Receipt (Card 05 ADVT 7.0_VC)

Select Scanner ▾   ▶ Start Scan   ✕ Stop Scan   ⊟ Driver Settings   ↻ Refresh   ▣ No Receipt

After this, it will take you back to the Test Scripts page listing all your tests and you will now see the outcome of the test that you have just completed.

	VISA.TC.0010	Not tested		
☐	VISA.TC.0011	Not tested		
☑	VISA.TC.0013	Pass		
☐	VISA.TC.0014	Not tested		
☐	VISA.TC.0015	Not tested		

> 🗐 The Certification Team have had to update my TSE or Test List files and I need to create a new project with them. How do I do this without losing the logs and results from my current project?
>
> First you will need to get the new updated TSE or Test List file. If the Certification Team haven't sent this to you then it will be available on the T3 Portal.
>
> When you have the file/files then you need to open the current project and from the Tools menu select Tools → Import New Test List.
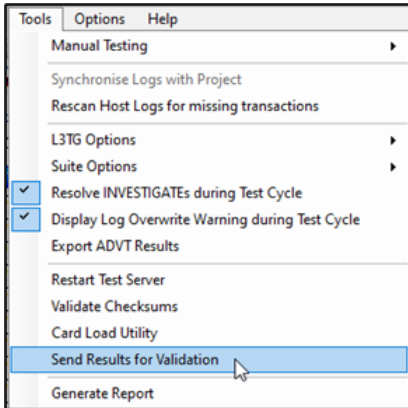
A new project will be created and the logs from the previous project will be synchronised.

8 Sending Results for Validation

When you are in the Test Execution or Pre-Validation stage, at the end of the test runs you need to upload your results to the t3Cert portal.

This can be done from the Tools menu -> Send Results for Validation

On the Fiserv Testing Pre-Submission Checks screen, you can preview the results and check that all the relevant receipts are uploaded and correct. If you didn't upload your receipts during testing, then you can upload them all at this stage if you find it easier this way.

Once you are happy you can click on the Submit button.
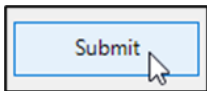
If you are logged into the Fiserv portal within the tool then you will be prompted as below:
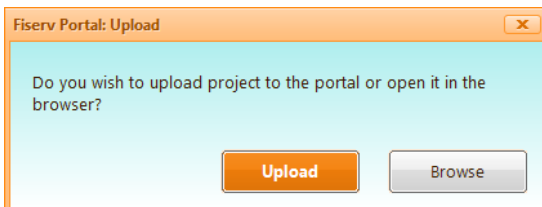
Select **Upload** to automatically upload the project to the portal.

Select **Browse** to open the folder where the project zip file is stored. You can then manually upload this zip to the portal.

9 Fiserv Addon Suites

The ICCSimTMat for Fiserv tool has the option to add additional suites to the tool. The suites available at the moment are listed below. If you need more information on obtaining these suites then please email sales@iccsolutions.com

10 Fleet Addon

> The Fleet Addon for Fiserv includes both Voyager and WEX test suites

Addon Installation – Download the addon from your MyICC page on our website. You need to extract the zip file and install the .exe to completion. This will add both the Voyager and WEX options to your current ICCSimTMat for Fiserv tool.

When you create a new project you will see the options to select Voyager or WEX. If you are unable to see this please email support@iccsolutions.com for help.
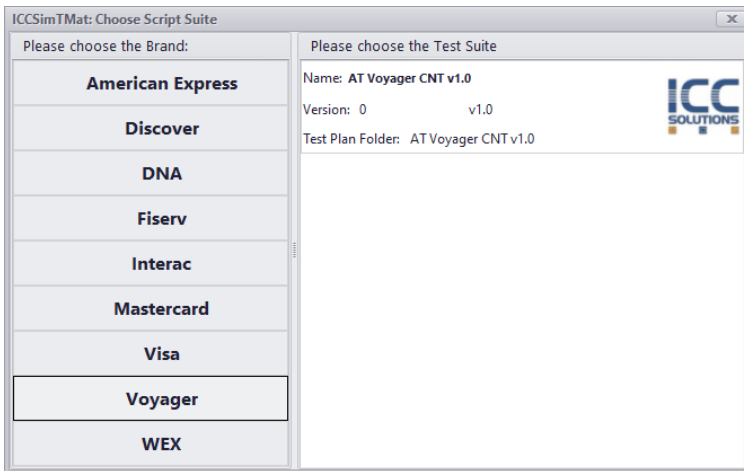
10.1 Voyager Information

> When running tests and doing certification with Voyager you must not login to the portal within the tool or submit/upload any results to the portal.

To create a project, you will need to select from the various ICS categories depending on what the terminal you are testing supports.
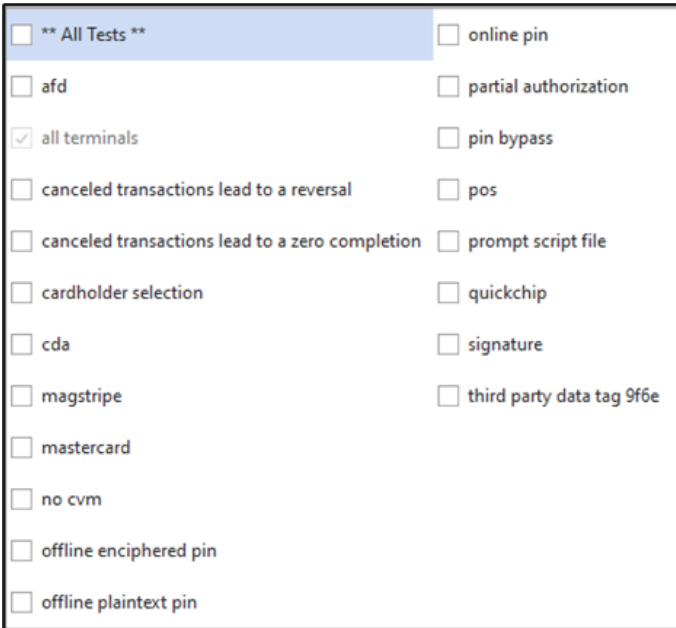
Most of the ICS options should be self-explanatory to the user.

AFD - Automated Fuel Dispenser

CDA – Does the terminal support Combined Dynamic Data Authentication?

No CVM - No Card Verification Method supported?

POS – Is the terminal you are testing a Point of Sale?

Third Party Data Tag 9F6E – Is Third Party Data (9F6E) supported?

Once you have selected the relevant options you can click on Save and this will create the project for you.

Please refer to the Running Tests section above on how to run the tests.

At the end of your certification with Voyager, you can export the results via the Tools menu -> Suite Options -> Export Voyager Results
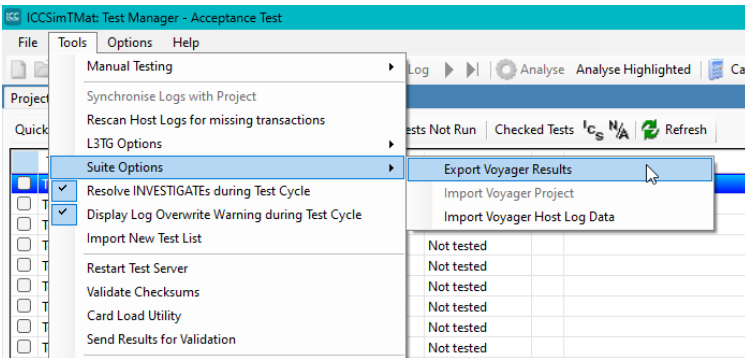

10.2 WEX Information

> You can only create a project once you have a project list (spreadsheet) from WEX.

Project test lists that are imported into the tool need to be obtained from WEX themselves and take the format of a spreadsheet. You can contact Wex to obtain these. You import these into the tool by creating a New Project, Selecting the WEX suite and then you will have the option to import the test list as below:
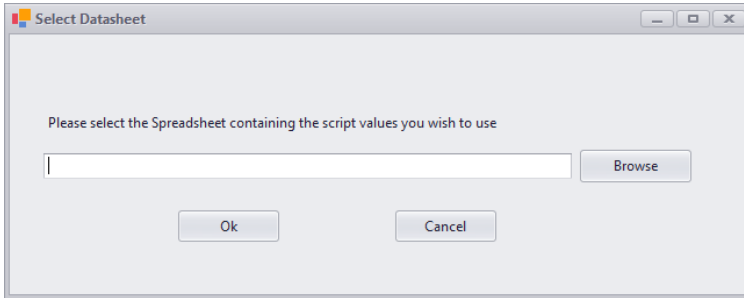
After you have imported the spreadsheet, you will be asked about your terminal configuration. Please select the relevant option for your setup.
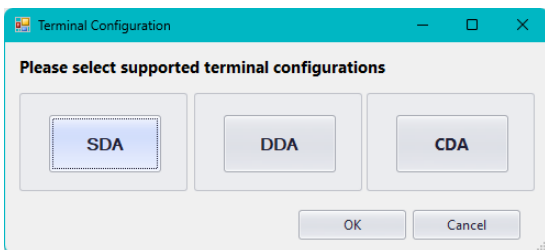
After you have selected the correct options above you click on the Save button to save the project.

> There are several Magnetic stripe cards required for testing within the WEX suite. These should be obtained from WEX themselves.

WEX uses 3 different test cards that you should receive once you have purchased the Fleet Addon:

- Wex Test Card
- Wex Test Card 2
- Wex Test Card 3

> ⚠ Do not download any scripts to the Wex Test Card 2 and Wex Test Card 3.

> A number of tests require the user to use Wex Test Card 2 and 3 and then swipe using a magstripe card. Please look at the Transaction Details closely when running tests.

How do I export my results for the WEX project?

Once you have completed your testing you can click on Tools -> Suite Options -> Export WEX Results.
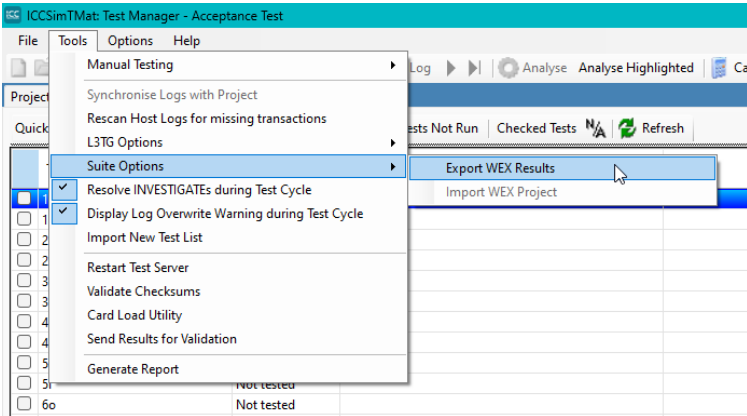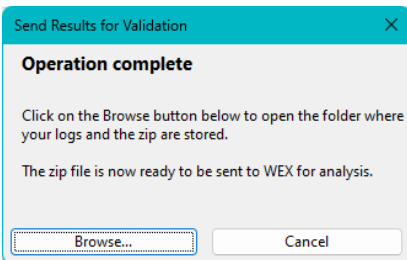
You will be asked if you want to supply some company information as below:
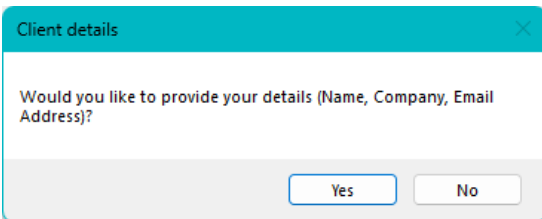
Click **Yes** to supply the information or **No** to continue without adding the information.

The tool will then export your results into a zip file and you can **Browse** to the file and send it to WEX for analysis.

11 Useful Information

Technical Support is open Monday to Friday between 3am EST to 5pm EST

Support email address – support@iccsolutions.com

ICC Solutions Helpdesk - https://helpdesk.iccsolutions.com

Remote Software - http://support.iccsolutions.com Please note that before you use the remote support portal you need to have created a ticket in the helpdesk first.