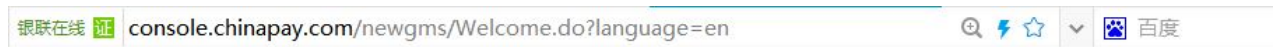


- I. Access Merchant Platform to Generate Private Key:
  - 1 Access the Merchant Platform for testing and production at the address provided in the Letter for Opening an Account. It is suggested to save the address in the Browser Favorites for future access to the Platform.



**Instructions**

- Correct Merchant ID Should be Input for Log-in
- 即日起客户服务热线自动升级为95534-6 (互联网业务)
- 证书申请 证书绑定 证书控件下载

Report an Issue, Please Contact us at +86 (0) 21-61871399.

**Merchant Login**

Merchant ID:

Operator ID:

Password:

ImgCode:  w1q0

换一张

忘记密码? [中文](#) | [English](#) | [日本語](#)

Tel: 021-61871399 | <http://www.ChinaPay.com> | E-mail: [cp\\_operation@chinapay.com](mailto:cp_operation@chinapay.com)  
 ChinaPay Merchant Console | Copyright ©2002-2015 ChinaPay e-payment service Co., Ltd

2. Enter “Merchant ID”, “Operator ID” and “Initial Password” provided by us to log in.
3. You need to change the Initial Password on first login.

**Notice about online self-help retrieve password function**

**The announcement for changing the account names for corporate bank accounts**

**The announcement for refund service**

**The announcement for changing the ChinaPay service hotline number**

**ChinaPay Manual Download:**

Download NetPayClient\_Merchant\_Manual account security, the company will upgrade the merchant's console, please change your operator password promptly after the upgrade

Download NetPayClient\_MerchantManual

Download NetPayClient\_MerchantManual

Download NetPayClient\_MerchantManual

ChinaPay Merchant Handbook For Console

ChinaPay Collection Sign Tool and Handbook

**ChinaPay Installation File Download:**

Download NetPayClient Installation file for Windows

Download NetPayClient Installation file for Linux

Download NetPayClient Installation file for Mac OS

Download NetPayClient Installation file for Java

Download NetPayClient Installation file for Linux 32 (Red Hat Linux 6.1)

Download NetPayClient Installation file for PHP Linux & FreeBSD

Download NetPayClient Installation file for Java (JDK1.4)

In order to improve our service quality, and strengthen account security, the company will upgrade the merchant's console, please change your operator password promptly after the upgrade

Please change your initial password (the password shall be a combination of 8 or more uppercase and lowercase letters, numbers and special symbols at least two or more thereof)

Original Password:  (Mandatory)

New Password (up to 16):  (Mandatory)

Weak Medium Strong

Confirm new password (up to 16):  (Mandatory)

4. After you've set a new password, log in the Merchant Platform again before navigating to "Partner Management -> Generate Merchant Key".

Merchant Search By Category	Merchant Search By Category -> Generate a Merchant Key
Merchant Search	Select the client intended to generate a key
Generate a Merchant Key	Merchant ID: 808080061790019 CHINAPAY TEST MERCHANT ID(B2C) <input type="button" value="Generate a Key"/>
Merchant gateway type	(After selection, the system will automatically download an activex control for key generation. If there's a system prompt, please select "install". Open an IE8 browser, click the "Tools" -> "Internet Options" -> "Advanced Setting" and deselect the "enable the memory protection to help reduce online attacks", then the activex control can be displayed properly. Operate with IE8, IE9, IE10 and IE11 browsers in WIN 7 system.)
Operator Management	Download the browser setup of the merchant key Steps to manually install the plug-in
Statements	
Data Download Center	
Refund Management	
Transactions Management	
Credit Deposit Management	

5. Press "Generate Key" and wait for a prompt shown below to pop up. Click on "Generate Private Key", and the system will prompt you to select a save path for the private key. You may save the private key on your hard drive.

Merchant Search By Category	Merchant Search By Category -> Generate a Merchant Key
Merchant Search	Select the client intended to generate a key
Generate a Merchant Key	Merchant ID: 808080061790019 CHINAPAY TEST MERCHANT ID(B2C) <input type="button" value="Generate a Key"/>
Merchant gateway type	(After selection, the system will automatically download an activex control for key generation. If there's a system prompt, please select "install". Open an IE8 browser, click the "Tools" -> "Internet Options" -> "Advanced Setting" and deselect the "enable the memory protection to help reduce online attacks", then the activex control can be displayed properly. Operate with IE8, IE9, IE10 and IE11 browsers in WIN 7 system.)
Operator Management	Download the browser setup of the merchant key Steps to manually install the plug-in
Statements	Please follow the steps below to generate a key: 1. Click the "Activate the Control" button; 2. Select "Generate a Key"; 3. Select the private key directory and choose "OK"; 4. Select "Submit".
Data Download Center	商户号: 808080061790019 <input type="button" value="生成私钥"/>
Refund Management	2015-07-31 16:11:00 待签名明文[default clear string]
Transactions Management	<input type="button" value="Submit"/>
Credit Deposit Management	

6. After you've selected the save path, click on "Submit" to generate the private key. The private key downloaded will be valid from 00:00 on the following day.
7. The Public Key Certificate PgPubk.key is attached to the Letter for Opening an Account.

## II. Instructions on Compatibility Details of Browsers to Download Merchant Private Key in Testing Environment (only **IE6-10 and 360** browsers supported currently):

1. Generally, no settings are required for IE and 360 browsers in XP and Win7;
2. Some users may have MSVCR71.DLL file missing from your system when installing Windows 7 64-bit OS. In such a case, you need to copy the file under the directory "C:\WINDOWS\system32\";
3. Enable relevant activex options from Internet Settings under the Browser "Security" menu;
4. Run 360 Browser in Trident Mode but not Webkit Mode;
5. For 64-bit Windows 8: uncheck the "Enable memory protection to help mitigate online attacks" option from "Advanced" tab under "Internet Options" of "Tools" menu [see the [Appendix](#) for details];

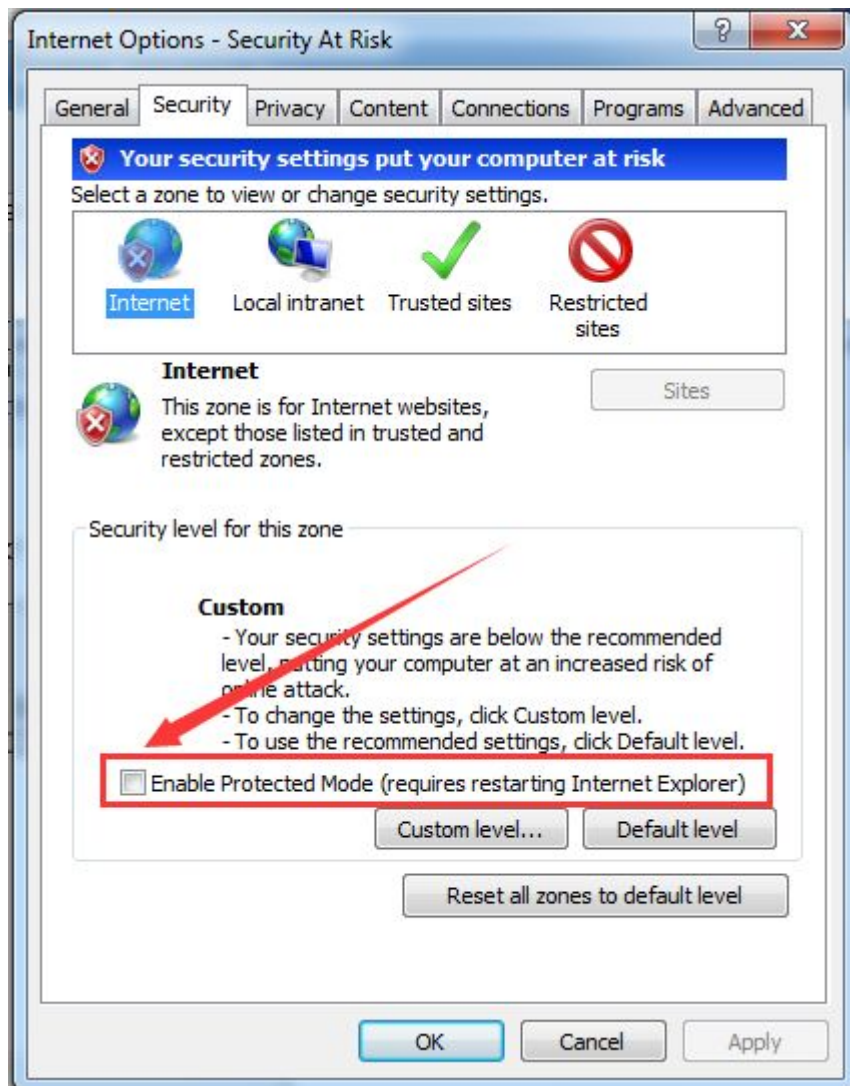
## III. Compatibility Settings of Higher IE Versions:

### **WIN7:**

Operate with IE8, IE9, IE10 and IE11 browsers by following the steps below:

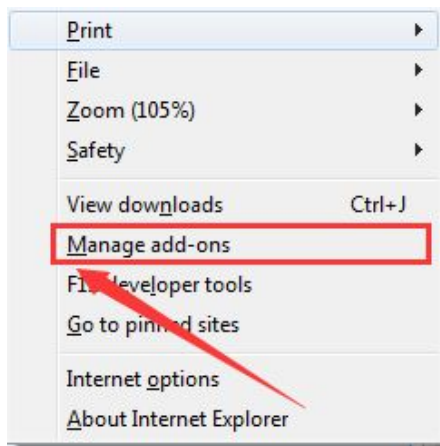
1. (Select merchant and click on “Generate Key”. The system will automatically download an ActiveX control for key generation. If there are system prompts, please select “Install”.

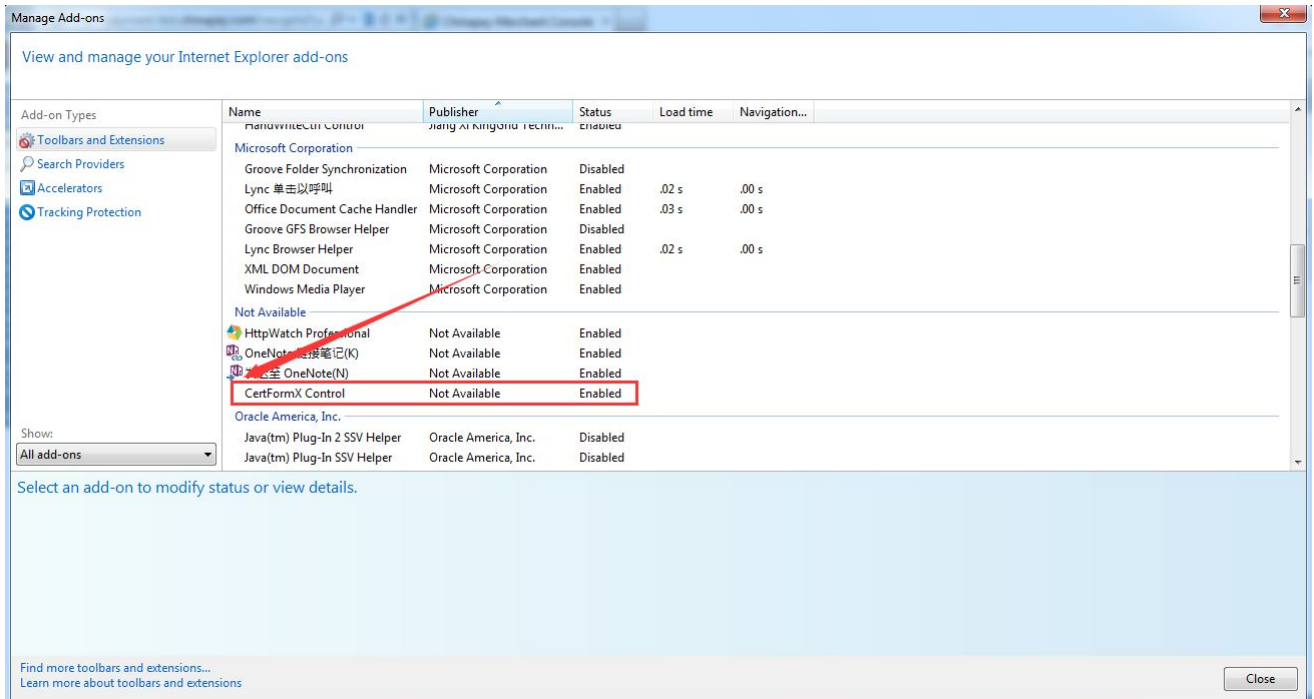
When running IE8 browser, you need to uncheck the “Enable memory protection to help mitigate online attacks” option from “Advanced” tab under “Internet Options” of “Tools” menu, or the ActiveX control cannot display properly).



2. If the system does not prompt with “Install”, you need to install the control by following the instructions contained in “How to Install Plug-ins Manually.txt”.

3. After installation of the control, check if an add-on named CertFormX Control exists under Settings -> Manage Add-ons -> All Add-ons.





4. Copy MSVCR71.DLL IEShims.dll file from system32 (if the file is missing).

5. Restart IE -> Refresh “Merchant Key Generation” Page -> Select -> Generate Key.

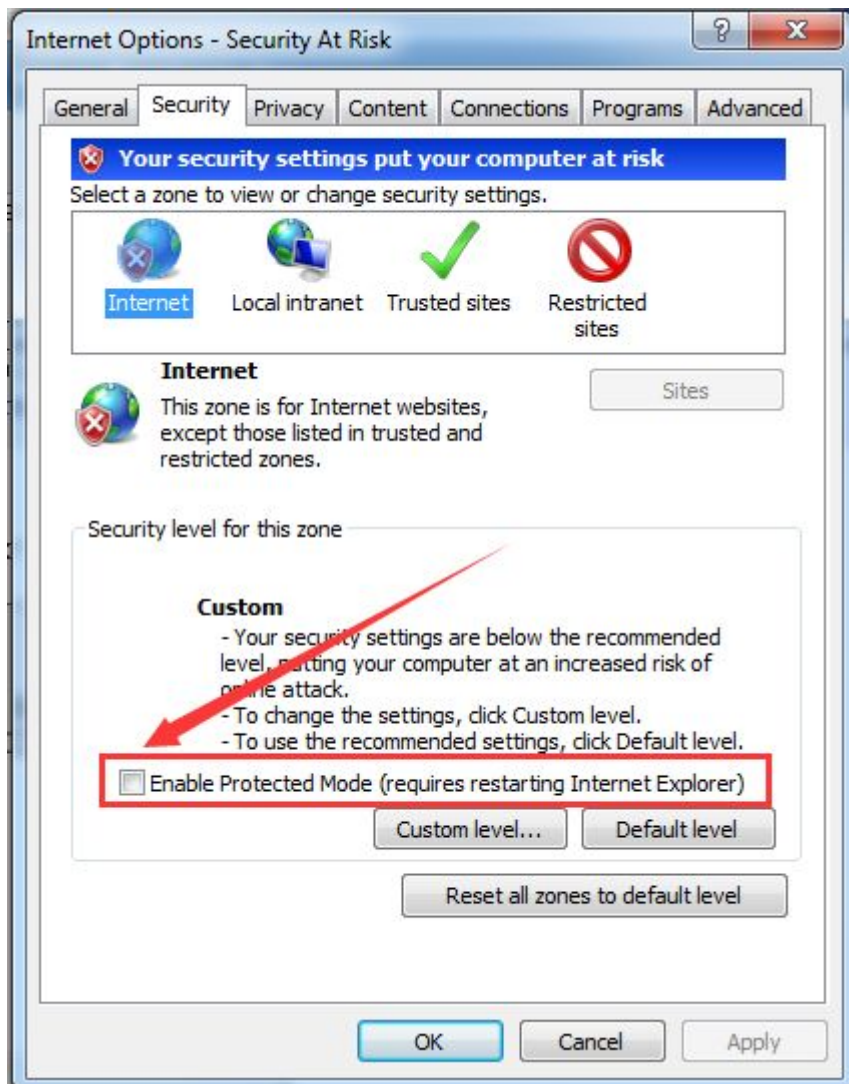
## WIN8:

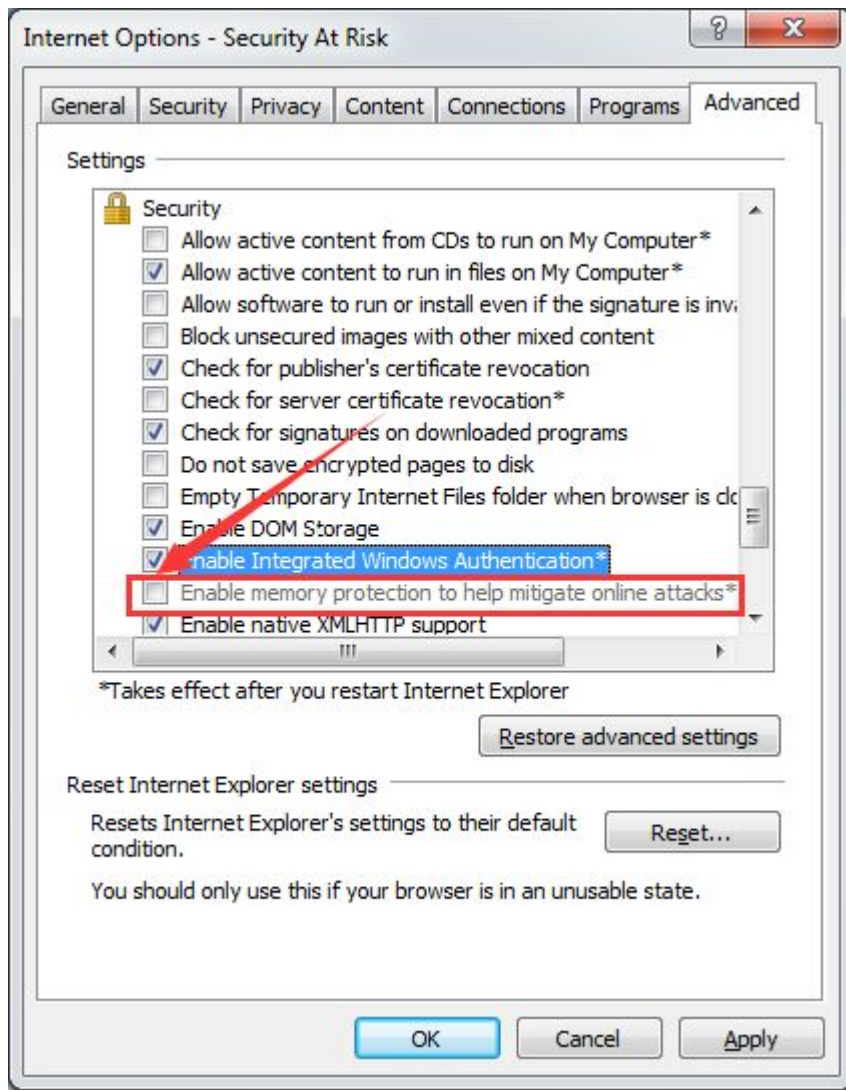
Operate with IE8, IE9, IE10 and IE11 browsers by following the steps below:

1. (Select merchant and click on “Generate Key”. The system will automatically download an ActiveX control for key generation. If there are system prompts, please select “Install”.

When running IE8 browser, you need to uncheck the “Enable memory protection to help mitigate online attacks” option from “Advanced” tab under “Internet Options” of “Tools” menu, or the ActiveX control cannot display properly.) Refer to Instructions on Disabling the “Enable Memory Protection to Help Mitigate Online Attacks Option.doc” for details.







2. If the system does not prompt with “Install”, you need to install the control by following the instructions contained in “How to Install Plug-ins Manually.txt”.
3. After installation of the control, check if an add-on named CertFormX Control exists under Settings -> Manage IE Add-ons -> All Add-ons.
4. Copy MSVCR71.DLL IEShims.dll file from system32 (if the file is missing).



5. Remember to uncheck the “Enable memory protection to help mitigate online attacks” option from “Advanced” tab of the browser.
6. Restart IE -> Refresh “Merchant Key Generation” Page -> Select -> Generate Key.

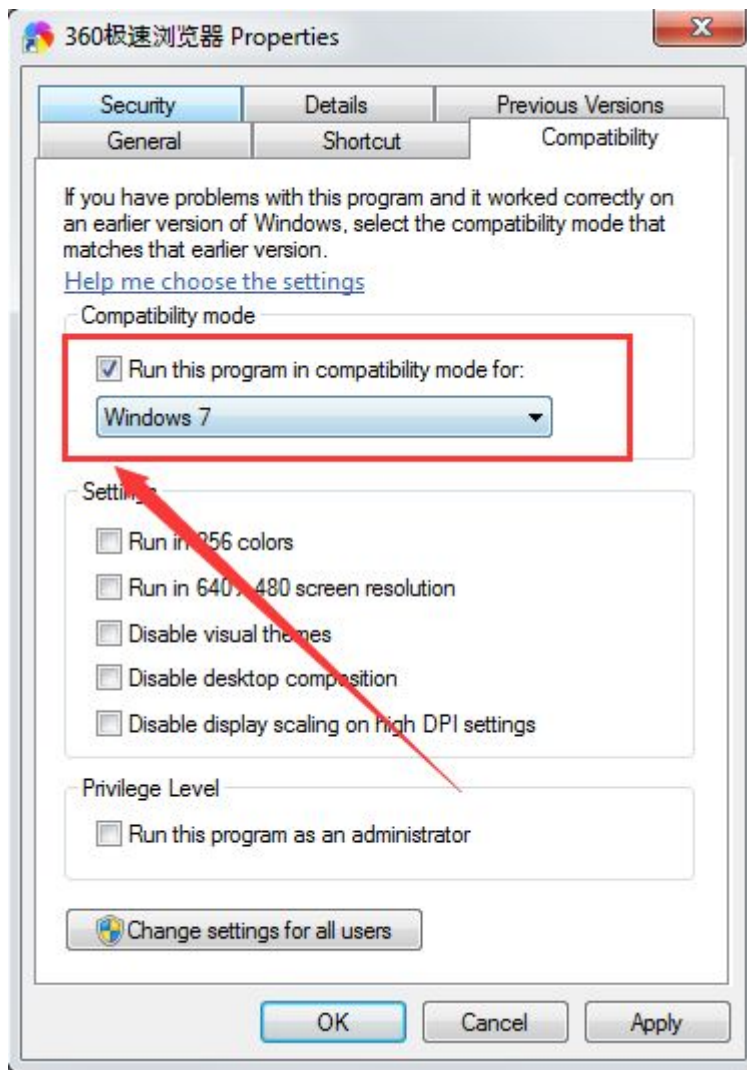
#### IV. Compatibility Settings of 360 Browser:

##### **Win7**

1. Select merchant and click on “Generate Key”. The system will automatically download an ActiveX control for key generation. If there are system prompts, please select “Install”.
2. If the system does not prompt with “Install”, you need to install the control by following the instructions contained in “How to Install Plug-ins Manually.txt”.
3. After installation of the control, check if an add-on named CertFormX Control exists under Settings -> Manage IE Add-ons -> All Add-ons.
4. Copy MSVCR71.DLL IEShims.dll file from system32 (if the file is missing).
5. Restart IE -> Refresh “Merchant Key Generation” Page -> Select -> Generate Key.

##### **Win8**

1. Select merchant and click on “Generate Key”. The system will automatically download an ActiveX control for key generation. If there are system prompts, please select “Install”.
2. If the system does not prompt with “Install”, you need to install the control by following the instructions contained in “How to Install Plug-ins Manually.txt”.
3. After installation of the control, check if an add-on named CertFormX Control exists under Settings -> Manage IE Add-ons -> All Add-ons.
4. Copy MSVCR71.DLL IEShims.dll file from system32 (if the file is missing).
5. Restart IE -> Refresh “Merchant Key Generation” Page -> Select -> Generate Key.
6. Configure the software to have it run in “Adm Mode” or “Compat Mode”; if there are compatibility issues, first try to “Run this program as an administrator” before “Compatibility” settings.
7. Right-click on the desktop icon of 360 Browser that cannot be started properly, select “Attribute” from the pop-up menu, and switch to “Compatibility”; Check “Run this program in compatibility mode” and select older OS versions such as “Windows 7” or “Windows XP”, indicating that the program will be run by simulating earlier Windows versions.



## Appendix:

Instructions on Disabling the “Enable Memory Protection to Help Mitigate Online Attacks” Option in IE:

This option is available in IE8, IE9, IE10 and IE11, but it is related to DEP protection of the Windows system. It is not designed in Windows Home but is configurable in Windows Pro and Windows Enterprise.

1. When running the program in operating systems other than Windows Home and Windows Pro, you should first check if the Memory Protection feature in IE Settings is enabled; if yes, please follow the steps below:

- My Computer – Attribute – Advanced – Performance – Data Execution Protection - Turn on DEP for essential Windows programs and services only;
- Access the Run Box as Administrator to run `bcdedit.exe /set NX Always Off`;
- In the Run Box, type “regedit” to access the system registry and find the following key value:

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet

Explorer\AdvancedOptions\CRYPTO\NX]

Set uncheckedvalue and checkedvalue to 1 and restart the system.

2. When running a program in operating systems other than Windows Home and Windows Pro, you should first check if the Memory Protection feature in IE Settings tab is enabled; if not, please follow the steps below:

- a. My Computer – Attribute – Advanced – Performance – Data Execution Protection - Turn on DEP for essential Windows programs and services only;
- b. Access the Run Box as Administrator to run bcdedit.exe/set NX Always Off;
- c. In the Run Box, type “regedit” to access the system registry and find the following key value:

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet

Explorer\AdvancedOptions\CRYPTO\NX]

Set uncheckedvalue and checkedvalue to 1.

- d. In the Run Box, type “gpedit.msc” to access Local Computer Policy, and then click “Computer Configuration – Administrative Templates – Windows Components - Internet Explorer – Security Features”; select and double-click on “Turn off DEP” option from the list on the right; select “Enabled” in the pop-up window and click “OK”;
- e. Access the Secure Boot Policy; in the Run Box, type “%windir%\system32\secpol.msc /s” and wait for about 10s. Then the Computer Setting box will pop up, where you need to disable Secure Boot Policy to finish the settings described in step b; otherwise, you’ll receive a message saying “An error has occurred setting the element data. The value is protected by Secure Boot policy and cannot be modified or deleted.” when performing the settings described in step b.

3. When running the program in Windows Home, you only need to follow a, b and c described above if there is the “Enable memory protection to help mitigate online attacks” option.

4. When running the program in Windows Home, if there is no “Enable memory protection to help mitigate online attacks” option, you’re advised to upgrade Windows Home to Windows Pro; especially, Windows 8 Home Basic must be upgraded to Windows 8.1 Pro, even though IE10 has been upgraded to IE11.