# ATIOnet Local Agent Technical Guide

***About:*** *This document provides setup and service instructions and background for the ATIOnet Local Agent, software-only version.*

| Document Information | |
|---|---|
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| Change Log | | |
|---|---|---|
| Ver. | Date | Change summary |
| 1.0 | 25/Jul/2014 | Initial version. Software-only product |

## Definitions

**Term**
> Term's definition

## Introduction

ATIOnet Local Agent is a gateway component that enables communication between a range of certified Capture Systems and ATIOnet Host, distributed by ATIO International as a software-only gateway or as a bundled software and hardware unit.

The Local Agent provides the following services to the Capture System (CS):

- **Gateway service to ATIOnet Host with protocol conversion**. The CS connects to the Local Agent on a local or remote private network via a TCP/IP socket and the Local Agent forwards the messages to ATIOnet, including protocol conversion to ATIOnet Native Transaction Protocol.
- **Offline authorization**. In the case of a communication failure between the Local Agent and the ATIOnet Host, the Local Agent will continue to authorize and store transactions with the CS. Once the link is restablished, a re-synchronization is performed automatically and the on-line service is resumed.

*This document covers the software part of the ATIOnet Local Agent. Hardware setup and support topics for the bundled version are not included.*

## Audience

This document is intended for technical support staff including the following:

- Field support technicians
- IT staff of Merchants with supported CS affiliated to ATIOnet
- IT staff of ATIOnet subscribers

## Scope

This document provides the following information about ATIOnet Local Agent software gateway

- Deployment scenarios
- Systems requirements
- Software download instructions
- Installation instructions
- Troubleshooting
- Problem reporting requirements

# Deployment scenarios

explicar que se puede instalar local en el sitio o en un servidor central y que puede atender a una o más terminales

# Systems requirements

| Requirement | Description |
|---|---|
| Operating System | Windows 7 or later - Windows server 2012 or later - |
| Memory RAM | 1 Gb |
| Disk space | 15 Mb - Extra space for logs and sales files |

# Software download instructions

Download the Local Agent installer from our Download Center.
For a first time installation you´ll need to download all prerequisites. Check the option "Include Prerequisites" as shown in the picture bellow.
Save the zip file into your computer.

# Install instructions

To install the **ATIOnet Local Agent** follow the procedure bellow.

1. Unzip the file on your computer.
2. Configure install.config file.
3. Run the Setup. exe file as an administrator. (Figure 1)
4. Follow Setup intructions
5. After installation is finished configure ATIOnet LA.

6.



Figure 1.

# Troubleshooting

For troubleshooting solutions check this FAQ. If you don't solve the problem Contact Us.

| Problem | Solution |
|---|---|
| Local Agent can´t connect to ATIOnet server | - Check network communications (ping server) |
| | - Check LA configuration file |

detección de problemas
donde es tán los logs
como reinstalo

# Problem reporting requirements

qué datos hay que mandar, logs etc. para reportar un problema