


# Installing the ePayments Visa PRA Update

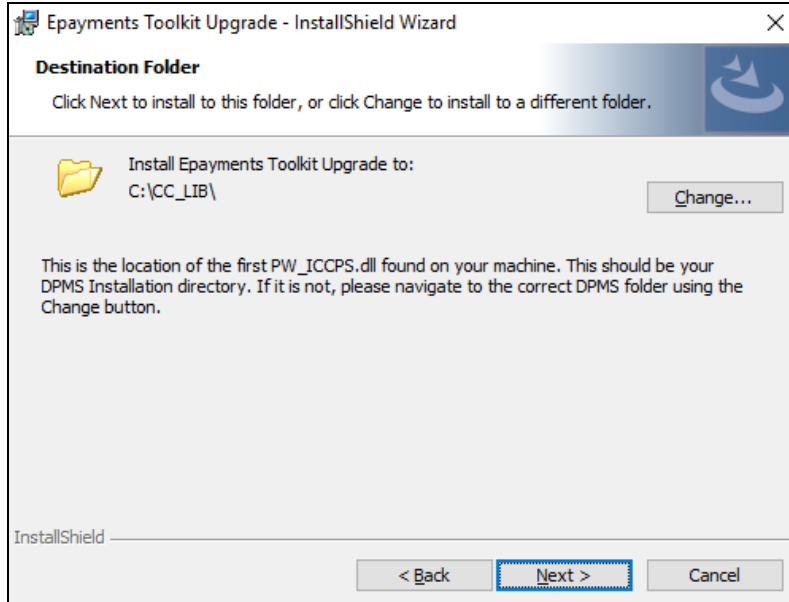
This two-page job aid is intended for all team members and provides the steps for updating ePayments with the Visa Purchase Return Authorization (PRA) feature, which enables you to process Visa refunds in the ePayments credit card processing service in real time.

**Note:** The ePayments Secure and ePayments Cloud versions require no user action.

## Installing the Update

To install the ePayments Visa PRA update:

- 1 Make sure no DPMS software is open on your server and workstations.
- 2 Right-click the **Recycle Bin**  icon on your desktop and select **Empty Recycle Bin**.
- 3 On <https://www.carestreamdental.com/en-us/training-resources/visa-pra-update/>, click **Download the Update Now** to download the **installer.zip** files and then extract the **ePayments\_Refund\_Auth\_Setup.exe** file.
- 4 Double-click and run the **ePayments\_Refund\_Auth\_Setup** file. The **Epayments Toolkit Upgrade-InstallShield Wizard** displays the directory to which the update will be installed.



- 5 If the directory is not the same one that contains the DPMS files, click **Change...** and browse to the correct directory.



- 6 Click **Next**, and the installer creates a folder called **Backup** into which the existing **PW\_ICCPS.dll** is copied and renamed **PW\_ICCPS\_BAK.dll**.

The installer also copies the new and updated files to the DPMS directory, and installs the Visual Studio 2015 C++ Redistributable files.

- 7 When the files are copied, click **Exit**.
- 8 Restart the computer and repeat these steps on all computers running DPMS.

## Visa PRA Codes

The following codes show the status of the refund:

- **00—Approved.** Refund is processed.
- **85—Card Ok.** Refund is processed.
- **57—Error: Decline.** Refund is declined; no refunds are returned to the customer account.
- **05—Error: Card No. Error.** Refund is declined; no refunds are returned to the customer account.
- **14—Error: Serv Not Allowed.** Refund is declined; no refunds are returned to the customer account.