All pay codes are disabled in Ticket Entry (except Cash, Store Credit and Gift Card)

Summary:

All pay codes are disabled or greyed out in Ticket Entry except Cash, Store Credit and Gift Card.

Cause:

This will happen if **Always require P2PE** is selected in the Store setup (Set up / Point of Sale / Stores / Main), and the terminal has a non-P2PE MSR installed, along with a P2PE iSC250 installed. This is to prevent users from entering card data on a non-P2PE device, if the store requirement is set to Always require P2PE.

*This should not happen if the MSR is P2PE (Magtek Magnesafe MSR for example).

Solution:

Change the store setting to: **Require P2PE when available or Never Require P2PE** if applicable.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=934