

Connect an Existing UTG to Shift4 Command Center

This document provides the basic instructions you will need to follow in order to connect your Universal Transaction Gateway® (UTG®) to Shift4 Command Center, allowing for its management within it.

In order to successfully connect, you will need to ensure that all listed [Requirements](#) are met and complete the steps in the [Connect](#) section.

Requirements

Before you can connect to Shift4 Command Center, the following must be completed:

- All Windows® Critical Updates must have been completed.
- The .NET Framework version on the machine running the existing UTG must be version 4.7.2 or higher.
- An additional communication port, TCP/IP port 18028, must be open to enable communication between *agent.exe* and *utg2.exe*.



Note: If you need to update the .NET Framework, downloads are available here: <https://dotnet.microsoft.com/en-us/download/dotnet-framework>.

Connect

To connect to Shift4 Command Center, you will need to complete these steps on the machine that is currently running the existing UTG:

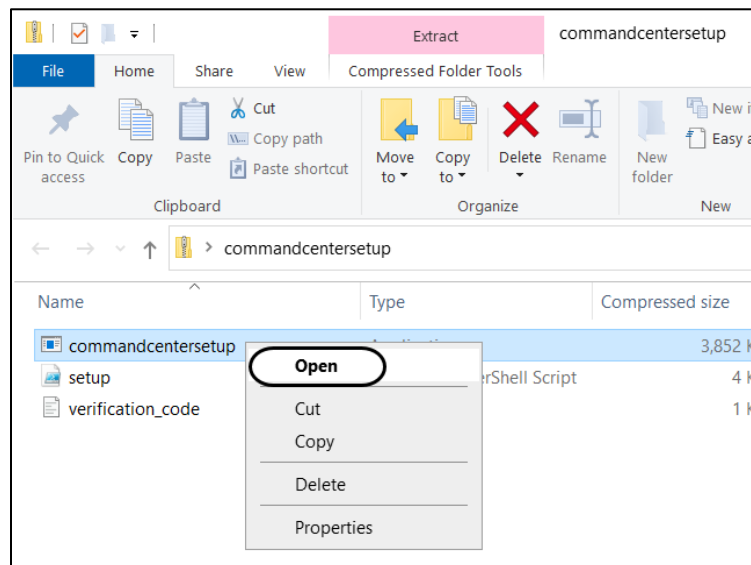
1. Copy the **CommandCenterSetup.zip** folder from [here](#) to the desktop where the UTG is running.



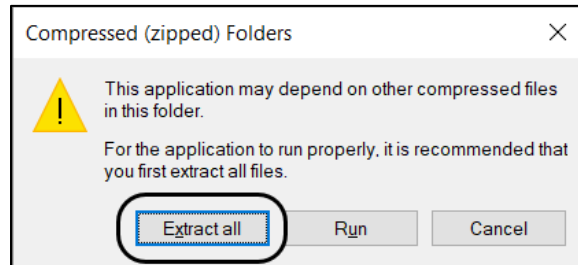
2. **Double-click** the **CommandCenterSetup.zip** folder on the desktop. You will see:

- *commandcentersetup.exe* (the Shift4 Command Center Installer)
- *setup.ps1*
- *verification_code.json*

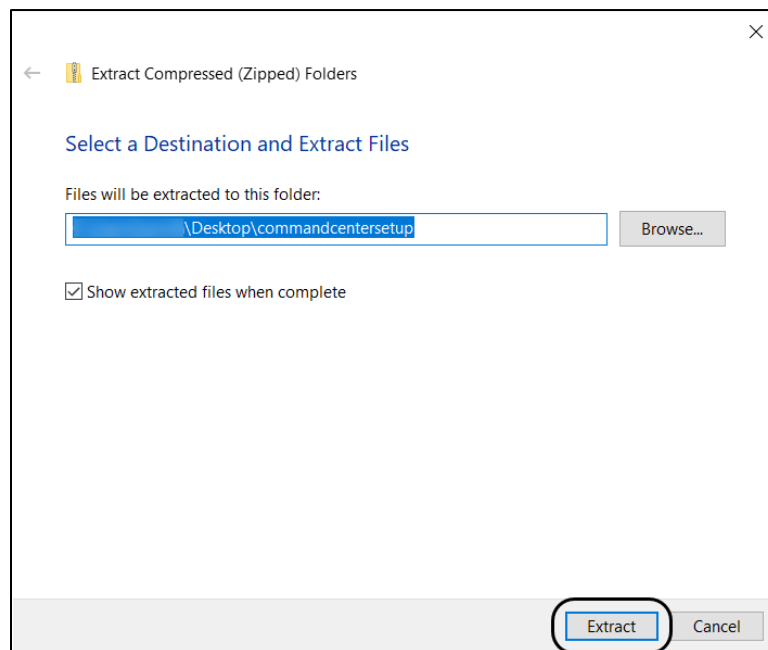
3. **Right-click** the **commandcentersetup.exe** and click **Open**.



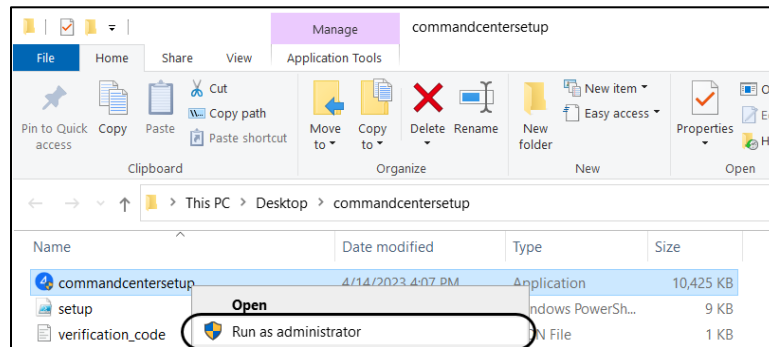
4. In the **Compressed (zipped) Folders** window, click **Extract all**.



5. In the **Extract Compressed (Zipped) Folders** window, leave the default location and click **Extract**.



6. In the **commandcentersetup** folder (which the files were extracted to), **right-click** the **commandcentersetup.exe** file and click **Run as administrator**.

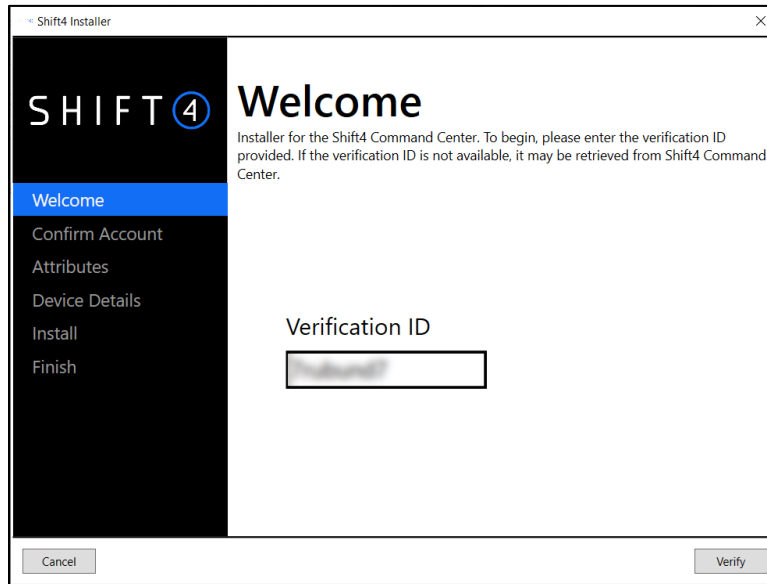


7. In the **User Account Control** window, enter the administrator **User name** and **Password**. Then, click **Yes**.

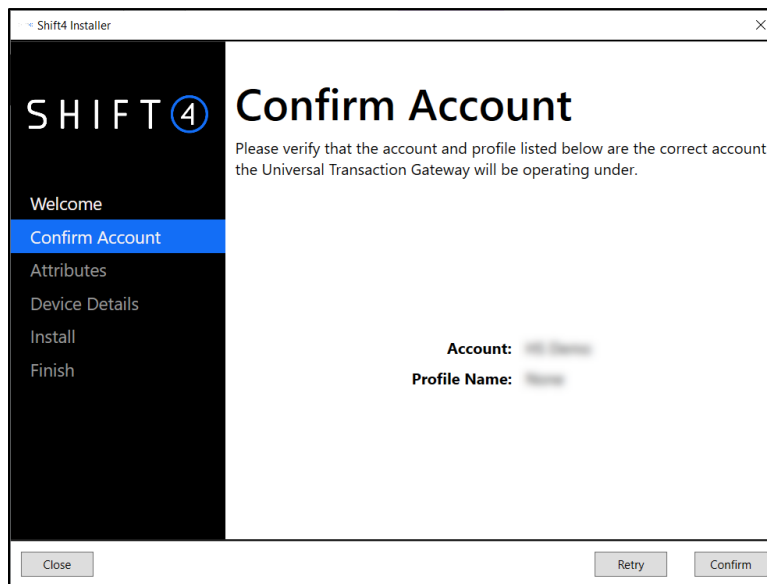


Note: The Shift4 Command Center Installer will automatically look for the JSON file (which must be in the same folder as the installer). The Shift4 Command Center Installer will verify the code and populate the field for you during the installation process. If the code fails to verify, the Shift4 Command Center Installer will log an error and exit.

- On the **Welcome** screen, the **Verification ID** is populated for you. Click **Verify**.



- On the **Confirm Account** screen, click **Confirm**.

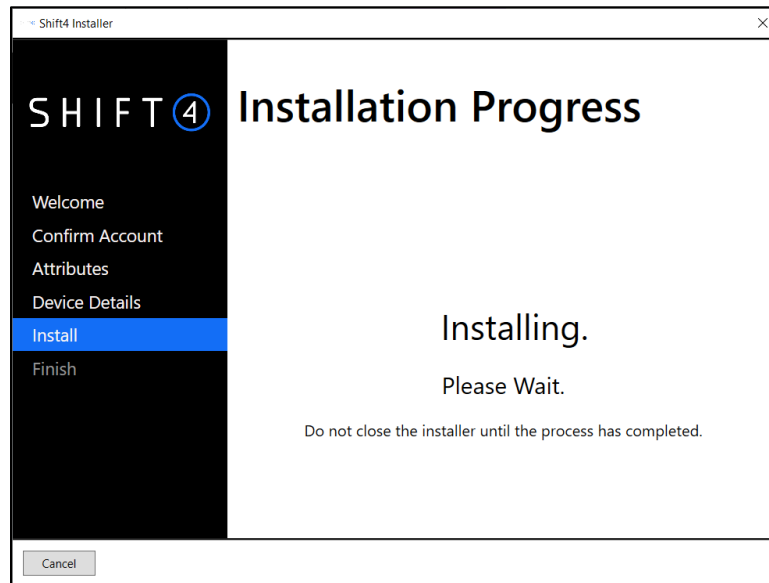


10. On the **Attributes** screen, complete the following steps:

- Leave the **File ID** field blank.
- Leave the **Component Nickname** with the default information that is populated (which is the machine's IP address).
- In the **Merchant Description** field, enter your **Choice Hotels Property Code** (e.g., NV123).
- In the **Shift4 Serial** field, enter your **Shift4 Gateway Account Number**.
- Leave the **Lane / Register** field blank.
- Click **Next**.

The screenshot shows the 'Shift4 Installer' window with the 'Enter Attributes' screen. On the left is a dark sidebar with a vertical list of steps: 'Welcome', 'Confirm Account', 'Attributes' (highlighted in blue with a circled '4'), 'Device Details', 'Install', and 'Finish'. The main area has the title 'Enter Attributes' and a subtitle 'Enter the merchant details associated with this location.' Below this is a red asterisk and the text '* Indicates a required field.' There are five input fields: 'File ID:' (empty), '* Component Nickname:' (containing '192.168.1.14'), '* Merchant Description:' (containing 'Hilton Garden Inn'), '* Shift4 Serial:' (containing '123456789'), and 'Lane / Register:' (empty). At the bottom are three buttons: 'Close', 'Back', and 'Next'.

11. The **Install** screen will display its progress. It generally takes less than two minutes, but may take up to 20 minutes.



12. On the **Finish** screen, click **Done**. Your installation is complete for this machine and its UTG is now connected to Shift4 Command Center, allowing for its management within it.

