



# Worldpay Total Integrated Payment Solution

## IPC Troubleshooting Guide

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Author	Sanket Gupta WPT Technical Service Desk

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## Document control, transmission and collateral

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### Document Status

Version	Status	Revision Date	Description of Change
1.1	Published	25-Oct-16	Published to TSD
1.2	Published	06-Jan-17	Revised for distribution to Partners and Merchants

### Reference Documents

Filename	Description	Location
IPC -2 PA-DSS-n.n.n.pdf	IPC Implementation Integration Guide for appropriate IPC-2 version	



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## 1 Rollback KeyChange

While initialising the terminal, a grey colour window appears showing message "opening terminal" and suddenly goes away. The IPC application does not initialise.

On review of the logs you will find below exception error

Logs sample:

```
20-Jun-2016 00:29:05,850 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs - Initializing Terminal
20-Jun-2016 00:29:05,850 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs - Keypad Sound ON
20-Jun-2016 00:29:06,131 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs - keypadSound Response is
Successful
20-Jun-2016 00:29:06,131 [Thread-8] ERROR [TID:22980012] C:\YESEFT/logs - Enter in
checkTaskkillWorking
20-Jun-2016 00:29:06,146 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs - Creating file
dispatcher
20-Jun-2016 00:29:06,146 [Thread-8] ERROR [TID:22980012] C:\YESEFT/logs - Value of System Root :
C:\Windows
20-Jun-2016 00:29:06,162 [Thread-8] ERROR [TID:22980012] C:\YESEFT/logs - Taskkill working
properly
20-Jun-2016 00:29:06,178 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs - Inside
handleEndtoEndkeychange ::
20-Jun-2016 00:29:06,880 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs - txn file is corrupted
just test it nothing else
20-Jun-2016 00:29:06,880 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs - CPS Interface : unable to
load transaction log
20-Jun-2016 00:29:06,880 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs - ### Exception occured in
keychange process ###java.lang.Exception: Unable to load transaction log
20-Jun-2016 00:29:06,880 [Thread-2] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.server.RollbackKeyChangeProcess@188c316,,1,Enter in rollbackKeyChangeProcess,
```

### 1.1 Solution:

1.2 For Live TID: Please contact the Worldpay Support team who will investigate and advise appropriate next steps.

1.3 For Test TID: Please follow the steps below. Please note – these instructions should not ever be applied to a Live TID except under advice of the Worldpay Support team

1.3.1 Copy all the files present in YESEFT\CommonFiles\conf and paste to YESEFT\conf folder (Replace All).

There are 2 files

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YESEFTTransactionLog.xml

YESEFTTransctionLogEmpty.xml

- 1.3.2 Copy all the files present in YESEFT\CommonFiles\properties and paste to YESEFT\properties folder (Replace All).

There are 3 files

evtkm.properties

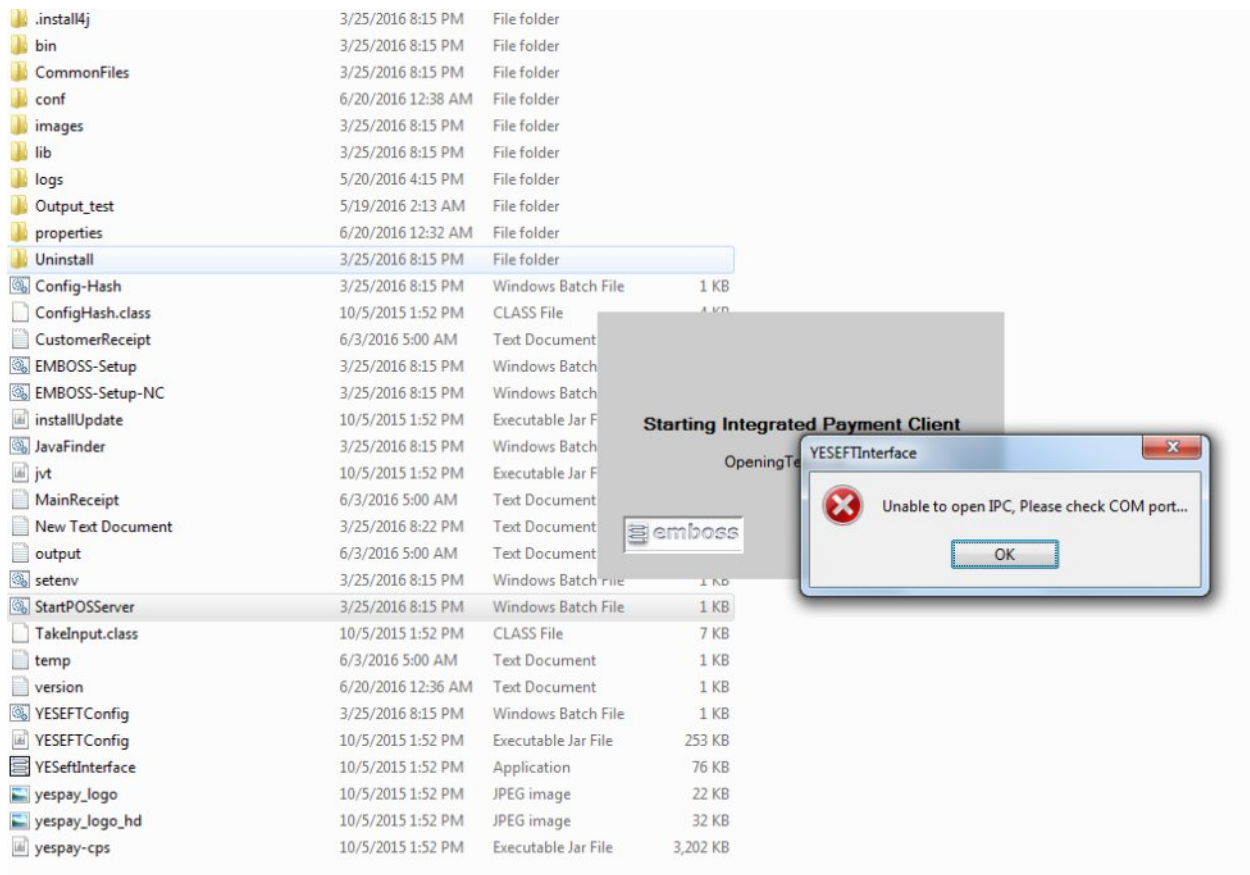
jce.BKSkeystore

truststore

- 1.3.3 Start up (initialise) IPC

## 2 Unable to open IPC, Please check COM port.

While initialising the IPC application, a popup window is displayed with the error message 'Unable to open IPC, Please check COM port.'



2.1 Cause : The following are possible reasons for the error "Please check COM port".

- 2.1.1 The pinpad is not configured correctly for Serial/ USB connection.
- 2.1.2 For a Serial pinpad, the comms speed (baud rate) of the pinpad set is incorrectly e.g. as 9600 bps. The correct baud rate is 115200 bps.
- 2.1.3 For a Serial pinpad, incorrect COM port is selected from YESEFTConfig utility
- 2.1.4 The pinpad is faulty.

2.2 Solution:

- 2.2.1 Make sure that the pinpad is configured with the correct comms method for your environment
  - For ipp350 pinpad:
    - If the connection type is Serial then the pinpad should have RS232 message on pinpad display.
    - If the connection type is USB then the pinpad should have VCOM/ USB message on pinpad display.
    - Please follow below steps to change the comms method on pinpad.

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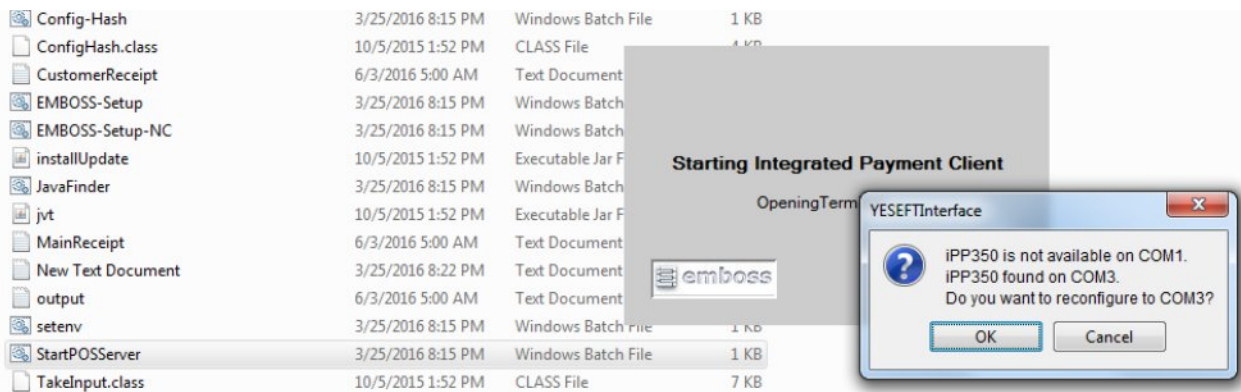
IPC Troubleshooting Guide version 1.2

- Press 'Menu' key on keypad
  - Press '1' on keypad to select 'RA1'
  - Enter password '1985' and press 'Enter' on keypad
  - Press '0' on keypad to select 'Comms Method'
  - If the connection type is USB then Press '1' on keypad to select 'VCOM/USB' or Press '0' to select 'RS-232' if the connection type is serial. Top of screen will display 'METHOD (VCOM/USB)' or 'METHOD (RS-232)'.
  - Press 'Cancel' on keypad to exit menu.
- For Vx820 (with firmware VIPA 7816 4.0.5.6 and above)
- If there is any converter being used in between pinpad cable and the system port, then correct the pinpad should be configured for the correct comms type.
    - If the converter type is USB to SERIAL then the message on the pinpad should be RS232.
    - If the converter type is SERIAL to USB then the message on the pinpad should be VCOM/USB
  - Change the comms speed to 115200 bps from the pinpad MENU option.  
Please follow the steps below. For ipp350:
    - Press 'Menu' key on keypad
    - Press '1' on keypad to select 'RA1'
    - Enter password '1985' and press 'Enter' on keypad
    - Press '1' on keypad to select 'Comms Speed'.
    - Press '4' on keypad to select Comms speed to '115200 bps', also '115200 bps' option visible after pressing 'F2' on keypad to scroll down.
    - Top of screen will display selected speed. Press 'Cancel' on keypad to exit menu.
    -
  - For Vx820 (with firmare VIPA 7816 4.0.5.6 and above)
- 2.2.2 Make sure the correct comms port is selected in the IPC configuration i.e. configured via the YESEFTConfig utility (YESEFTConfig.bat)
- 2.2.3 To eliminate a faulty pinpad, try the pinpad on a different till where IPC is known to be working with the attached pin pad. (note for devices monitored for P2PE compliance this will trigger an alert in DMS)

On a Windows system you can check the available COM ports using Device manager-->Ports.

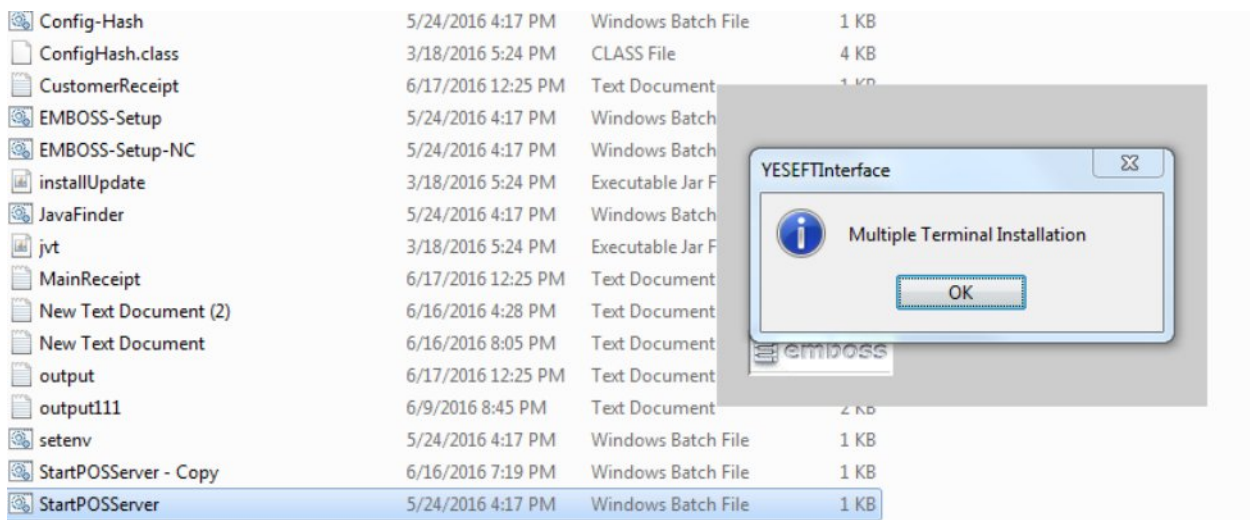
Note: In case IPC cannot detect a pinpad on the the COM port configured via the YESEFTConfig utility, it will cycle through the available COM ports trying to detect a pinpad. If IPC 'thinks' that it detects the pinpad on another COM port it will prompt with below message to change the configuration.





### 3 Multiple Terminal Installation

While initialising the IPC application, it shows a popup with the error message 'Multiple terminal installation'.



3.1 Cause: The same TID is configured on more than one host.

3.2 Solution:

3.2.1 For Live TID: Please contact the Worldpay Support team who will investigate and advise appropriate next steps.



3.2.2 For Test TID: Please follow the steps below. Please note – these instructions should not ever be applied to a Live TID except under advice of the Worldpay Support team

3.2.2.1 Please replace the existing `terminal.env.properties` file in `YESEFT\properties` folder with the version supplied to enable testing by your Worldpay Contact

3.2.2.2 Copy all the files present in `YESEFT\CommonFiles\conf` and paste to `YESEFT\conf` folder (Replace All).

There are 2 files

`YESEFTTransactionLog.xml`

`YESEFTTransctionLogEmpty.xml`

3.2.2.3 Copy all the files present in `YESEFT\CommonFiles\properties` and paste to `YESEFT\properties` folder (Replace All).

There are 3 files

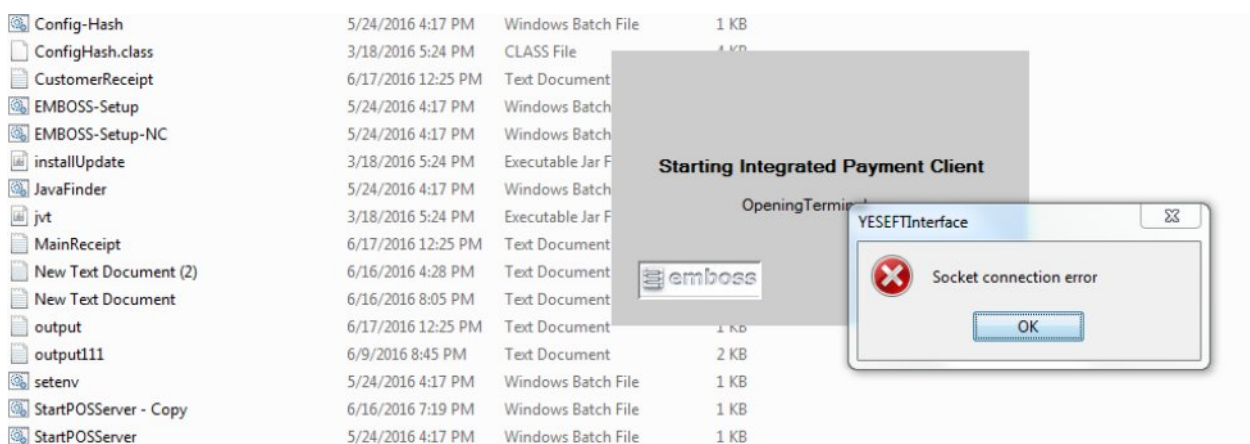
`evtkm.properties`

`jce.BKSkeystore`

`truststore`

3.2.2.4 Start up (initialise) IPC

## 4 Socket Connection Error



4.1 Cause: If pinpad is incorrectly selected in IPC configuration then the above error can occur.

4.2 Solution: Make sure that the correct pinpad is selected in IPC configuration via the YESEFTConfig utility (YESEFTConfig.bat).

## 5 Transaction issues – EPOS server seems to be down

Error “EPOS server seems to be down” is shown in the logs.

There are a number of different ways that this problem can manifest itself.

- Merchant experiences transactions times taking longer than normal.
- Merchant is experiencing higher than normal Referred transactions (where IPC prompts for Voice authorisation).
- Merchant is experiencing higher than normal declined transactions, especially of Debit card schemes such as Electron and Maestro, and higher value transactions.

### Sample log:

```
20-Jun-2016 01:54:03,641 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.services.processUKTransaction@1819296,,1,Response code received : 01,

20-Jun-2016 01:54:03,641 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.services.processUKTransaction@1819296,,1,Go to Online,

20-Jun-2016 01:54:03,641 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.cps.YESEPOSServerConnectorForElavon@1407f5e,,1,CPS Interface : doApproval.,

20-Jun-2016 01:54:03,641 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.cps.YESEPOSServerConnectorForElavon@1407f5e,,1,Primary URL :
https://194.72.158.227/soap/servlet/rpcrouter,

20-Jun-2016 01:54:03,641 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.cps.YESEPOSServerConnectorForElavon@1407f5e,,1,Connection status currentTimeMillis After
::0,

20-Jun-2016 01:54:03,641 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.cps.YESEPOSServerConnectorForElavon@1407f5e,,1,Connection status of Primary URL :false,

20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.cps.YESEPOSServerConnectorForElavon@1407f5e,,1,secondary URL :
https://80.69.5.198/soap/servlet/rpcrouter,

20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.cps.YESEPOSServerConnectorForElavon@1407f5e,,1,Connection status of Secondary URL :false,

20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.cps.YESEPOSServerConnectorForElavon@1407f5e,,1,EPOS Server seems to be down.,

20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.services.StandInVerifier@13f5f26,,1,Reading Stand-in Action Codes,

20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.services.StandInVerifier@13f5f26,,1,Exception in getting Stand In tags null,

20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.services.StandInVerifier@13f5f26,,1,Stand In Value for AID A0000000031010 is null,

20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.services.StandInVerifier@13f5f26,,1,Stand In Value for AID is null,
```

```
20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.services.StandInVerifier@13f5f26,,1,Stand-in value is False/Null. Setting transaction
result Declined_Offline,

20-Jun-2016 01:54:03,657 [Thread-38] ERROR [TID:22980012] C:\YESEFT/logs -
yes.yeseft.services.processUKTransaction@1819296,,1, Inside UKprocessAuthDecision ,
```

5.1 Cause: IPC has lost connection to one or both of the urls for connection to the Worldpay Payments Hub. Or potentially, one or both of these urls is not responding to IPC connection requests. The urls in use are shown in the log – see highlighted above

#### Possible scenarios

- If IPC cannot connect to the primary url, it will attempt to connect via the secondary url. Depending on the type of fault causing connection failure IPC will try the primary url for a maximum of the configured timeout value (default 10s) before failing over to try the secondary url. If connection via the secondary url succeeds then the net effect is to introduce a delay to every transaction.
- If IPC cannot connect to either the primary or secondary url then the effect on transactions will be as follows.
  - Contactless transactions below the offline limit will approve offline as normal
  - Where there is no stand-in limit configured: contactless transactions above the offline limit, Chip&PIN, MSR and Keyed transactions will be Referred i.e. IPC will prompt for the sales operator to enter a voice authorisation code.
  - Where a stand-in limit is configured: Chip&PIN transactions up to the stand-in limit will approve where the card allows offline approval. Other transactions i.e. Contactless, MSR, Keyed, and Chip&PIN which cannot be approved offline, such as Maestro and Electron, are referred for voice authorisation.

5.2 Solution: The merchant needs to check the internet connectivity from the IPC host machine to the primary/secondary urls.

A useful test is to use a browser on the IPC host platform to connect to the urls.

If connection is successful you will see the following message from the browser



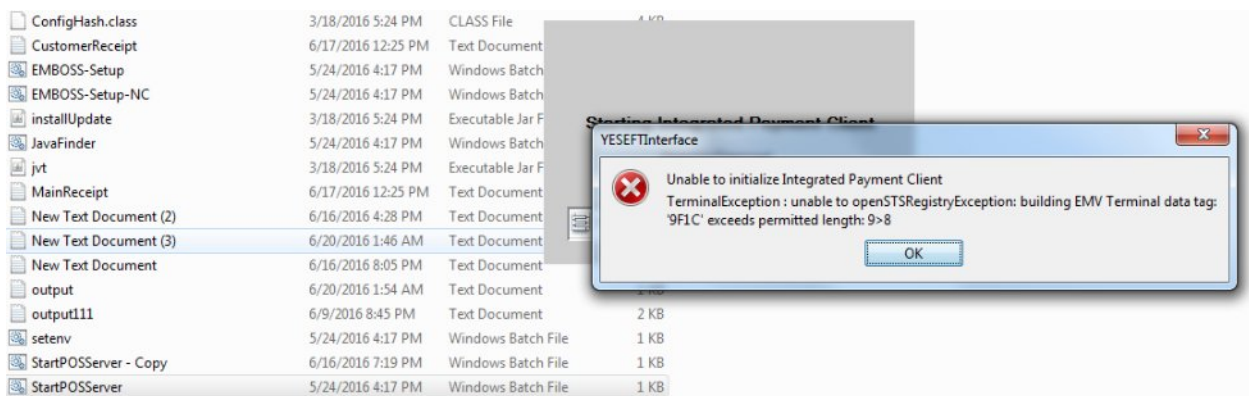
Note however it is IPC itself requires access to the urls, hence it is sometimes misleading to connect via a browser, because the browser could be configured to connect via a proxy whereas IPC is not. When

using this test It is important to ensure that the browser is configured to connect to the internet in the same way as IPC.

The merchant should also contact the Worldpay Support team to check if any issues are being experienced at the Worldpay Payments Hub

## 6 Unable to initialise IPC

When initialising IPC the error below is displayed



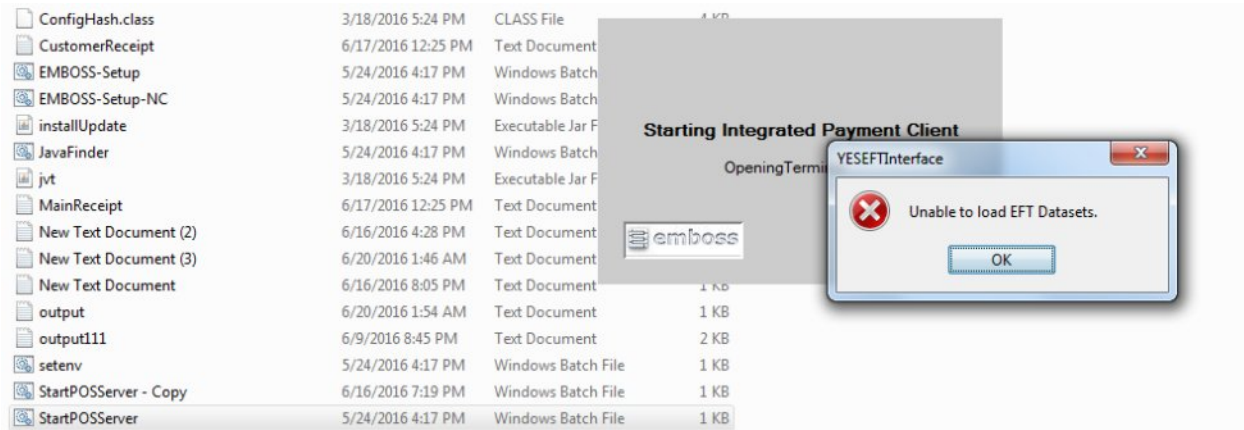
6.1 Cause: If you have configured TID using YESEFT\EMBOSS-Setup, including a preceding "0" (e.g.: 022980075) then while initialising the EVT software it will throw above error.

6.2 Solution: Run EMBOSS-Setup.bat to re-configure 8 digit TID without a preceding "0" .

To configure the TID, run YESEFT\EMBOSS-Setup.bat file and enter the EMBOSS MID and TID.

## 7 Unable to load EFT datasets

When initialising IPC error 'Unable to load EFT datasets' is displayed



7.1 Cause: Following are the two main reasons for above error.

- 7.1.1 The MID and TID combinations are incorrect.
- 7.1.2 IPC cannot connect is to either of the primary and secondary urls for the Worldpay Payments Hub.

The default urls are

<https://primary.yes-pay.net/soap/servlet/rpcrouter>  
<https://www.yes-pay.net/soap/servlet/rpcrouter>

At time of writing these resolve to the following ip address/ports

Primary: 194.72.158.227 port 443

Secondary: 80.69.5.198 port 443.

- 7.1.3 The system date and time is incorrect.

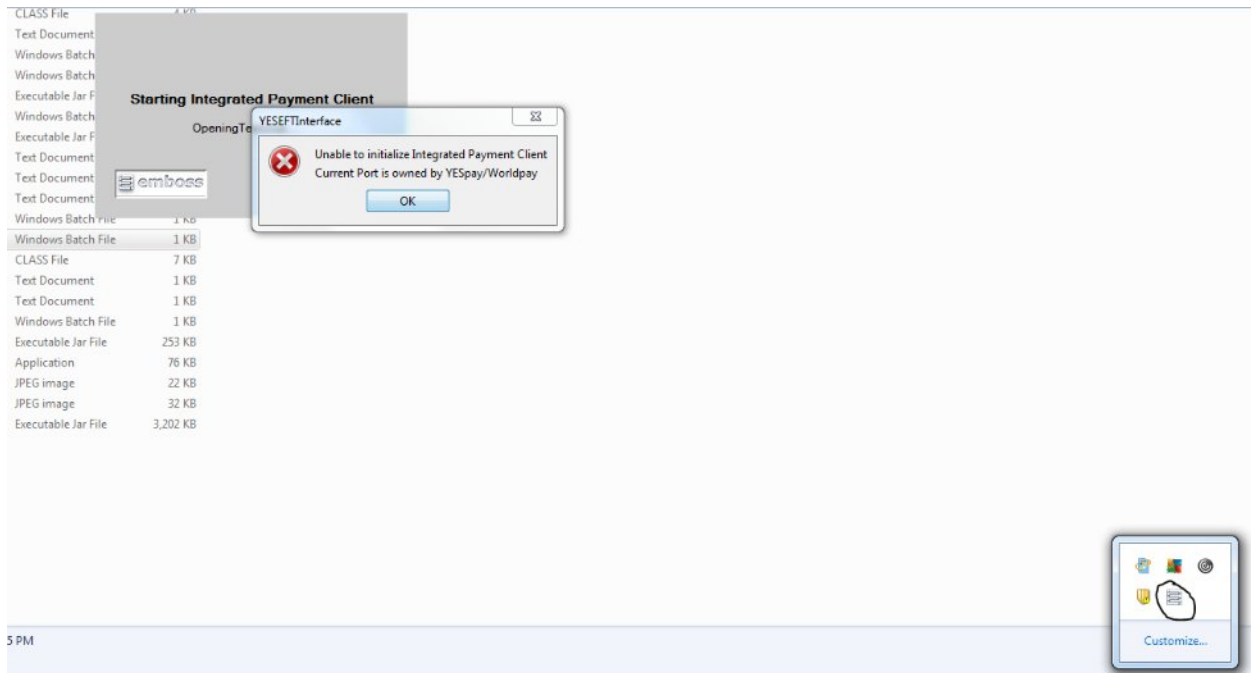
7.2 Solution:

- 7.2.1 Make sure that the configured MID and TID combination are correct.
- 7.2.2 Make sure that internet connectivity is available and it is possible to access the primary or secondary url. See section 6.2 for further information.
- 7.2.3 The system date and time are correct on the IPC host machine.

If all the above scenarios are correct then please contact the Worldpay Support team for further assistance.

## 8 Current Port is Owned by YESpay/Worldpay

When initialising IPC error 'Current Port is Owned by YESpay/Worldpay' is displayed



8.1 Cause: If the EVT software already been running on the system and if you again try to initialise it then the above error will come up.

8.2 Solution: Check if EVT software is running or not thorough the System Tray and see Emboss icon - grey color, resembling the letter E (see the highlighted icon in the screenshot above) is shown or not.

If Emboss icon is present in the System Tray that means EVT software is already running on system. Click on the icon to show the options and select the Exit option to quit that instance of IPC.

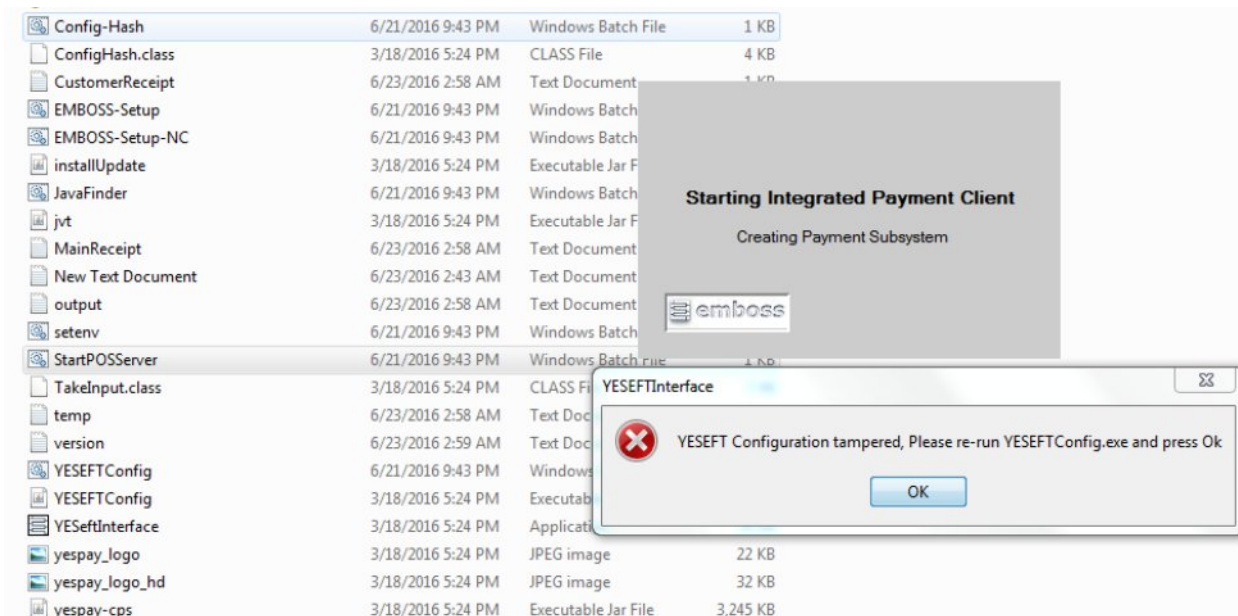
If the previously running instance of IPC will not exit gracefully from a shutdown. In this case a restart of the IPC host machine is recommended.





## 9 YESEFT Configuration tampered

When initialising IPC error 'YESEFT Configuration tampered' is displayed

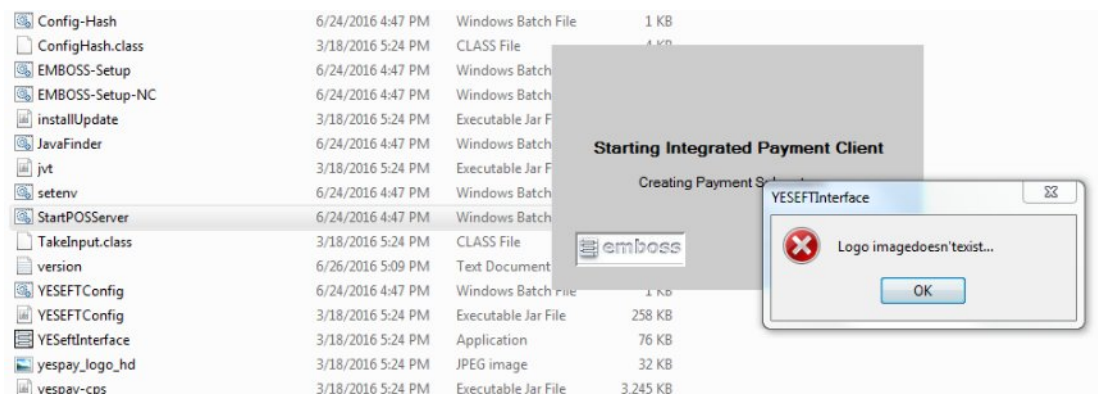


9.1 Cause: If YESEFTConfig.bat file did not closed properly after making changes.

9.2 Solution: Open YESEFTConfig.bat file, then click on apply and ok.

## 10 Logo image dir doesn't exist

When initialising IPC error 'Logo image doesn't exist' is displayed



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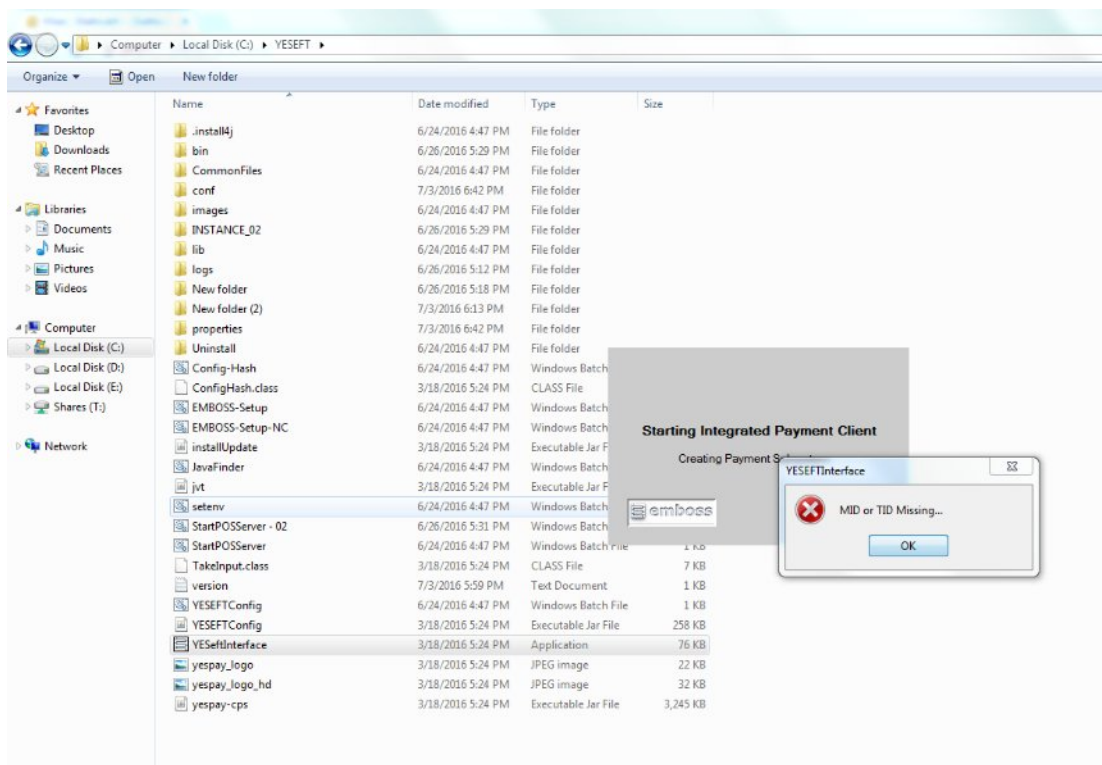
10.1 Cause: The yespay\_logo file is missing under YESEFT folder.

10.2 Solution: Place the yespay\_log.jpg file into the YESEFT folder and then try to initialise.

This file can be obtained from the Worldpay Support team, or from a working copy of IPC from another till.

## 11 MID or TID missing

When initialising IPC error 'MID or TID missing' is displayed

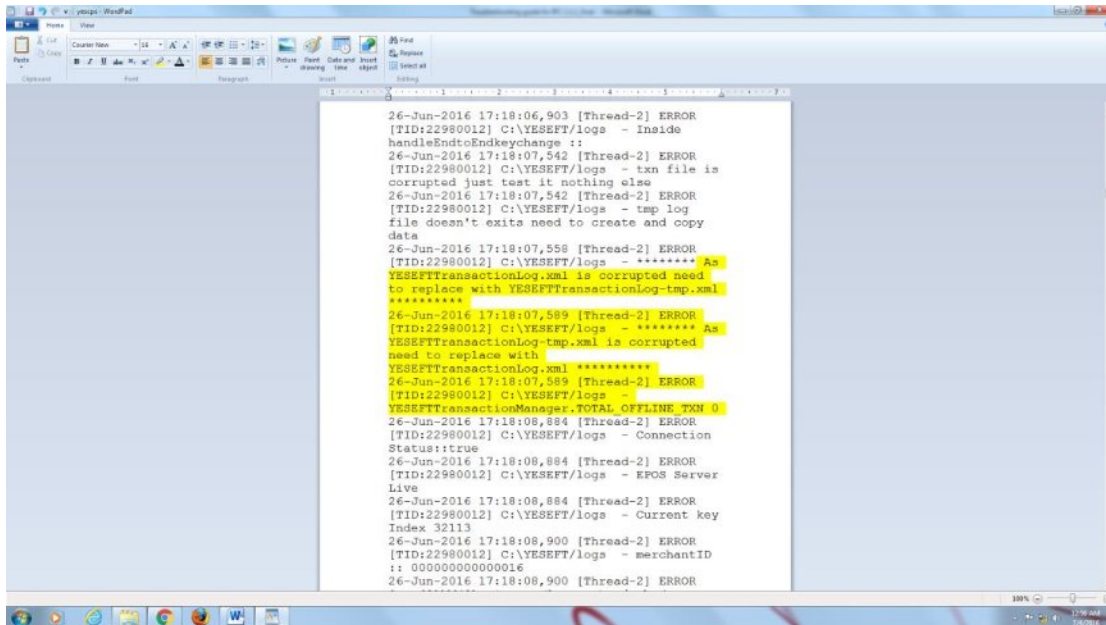


11.1 Cause: The IPC instance has not been configured with the MID and the TID before attempting to initialise the software directly using StartPOSServer.bat file.

11.2 Solution : Set up the MID and the TID using the EmbossSetup.bat file and then initialise the software.

## 12 Transaction log file corruption

IPC error fails to initialise. The IPC log files show the error below



```

26-Jun-2016 17:18:06,903 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - Inside
handleEndtoEndkeychange ::
26-Jun-2016 17:18:07,542 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - txn file is
corrupted just test it nothing else
26-Jun-2016 17:18:07,542 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - tmp log
file doesn't exists need to create and copy
data
26-Jun-2016 17:18:07,558 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - ***** As
YESEFTTransactionLog.xml is corrupted need
to replace with YESEFTTransactionLog-tmp.xml
*****
26-Jun-2016 17:18:07,589 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - ***** As
YESEFTTransactionLog-tmp.xml is corrupted
need to replace with
YESEFTTransactionLog.xml *****
26-Jun-2016 17:18:07,589 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - ERROR
YESEFTTransactionManager.TOTAL OFFLINE TXN 0
26-Jun-2016 17:18:08,884 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - Connection
Status:true
26-Jun-2016 17:18:08,884 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - EPOS Server
Live
26-Jun-2016 17:18:08,884 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - Current key
Index 32113
26-Jun-2016 17:18:08,900 [Thread-2] ERROR
[TID:22980012] C:\YESEFT/logs - merchantID
: 0000000000000016
26-Jun-2016 17:18:08,900 [Thread-2] ERROR
  
```

12.1 Cause: The YESEFTTransactionLog.xml file is a temporary store for transactions. If it experiences a corruption no new transactions can be processed. And there is a possibility that transactions could be retained in the file that are unable to be uploaded to the Worldpay Payments Hub.

12.2 Solution: The user needs to follow the below mentioned steps.

12.2.1 Close the IPC application if running.

12.2.2 Go to folder YESEFT\conf

12.2.3 Rename YESEFTTransactionLog.xml file to  
BackupYESEFTTransactionLog.xml.

12.2.4 Make a copy of YESEFTTransactionLog-Empty.xml file and rename as  
YESEFTTransactionLog.xml.

12.2.5 Rename YESEFTTransactionLog-tmp.xml file as  
BackupYESEFTTransactionLog-tmp.xml

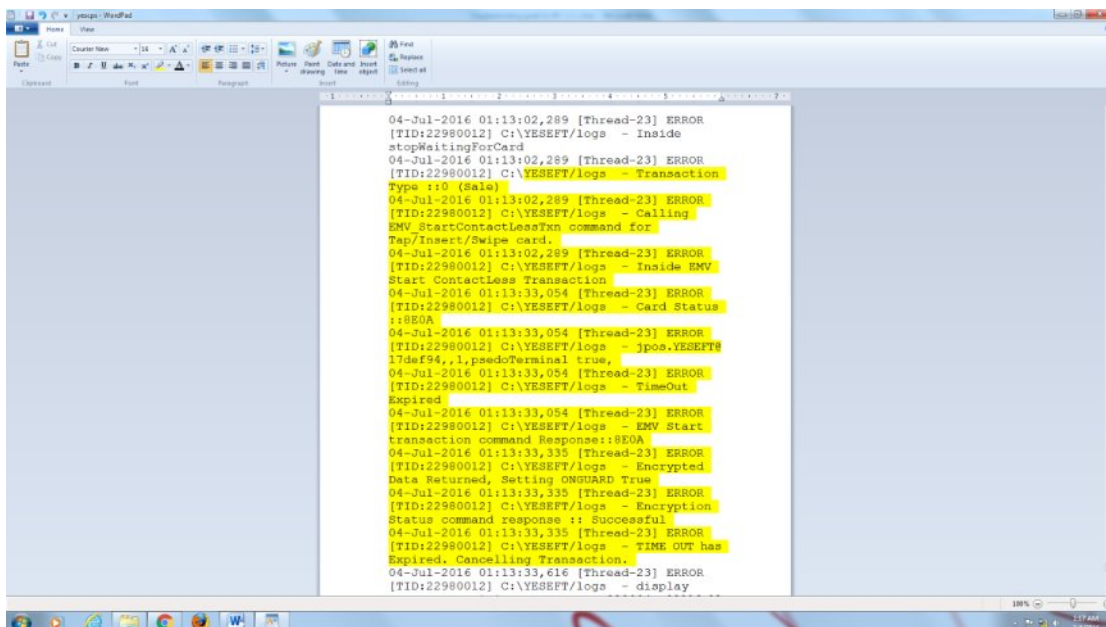
12.2.6 Make a copy of YESEFTTransactionLog-Empty.xml file and rename as YESEFTTransactionLog-tmp.xml.

12.2.7 Initialise IPC twice then try to perform a transaction and share the result with Worldpay Support.

12.2.8 Send the backup copy of transaction log to Worldpay Support team via email, so we can check if there is any pending transaction to upload.

## 13 IPC cancels a transaction

IPC cancels the transaction and the following messages are displayed in the log file.



```

04-Jul-2016 01:13:02,289 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - Inside
stopWaitingForCard
04-Jul-2016 01:13:02,289 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - Transaction
Type i:0 (Sale)
04-Jul-2016 01:13:02,289 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - Calling
EMV_StartContactlessPin command for
Tap/Insert/Swipe card.
04-Jul-2016 01:13:02,289 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - Inside EMV
Start Contactless Transaction
04-Jul-2016 01:13:33,054 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - Card Status
i:8E0A
04-Jul-2016 01:13:33,054 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - jpos.YESEFT#
17def94,,1,psedoTerminal true,
04-Jul-2016 01:13:33,054 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - Timeout
Expired
04-Jul-2016 01:13:33,054 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - EMV Start
transaction command Response:8E0A
04-Jul-2016 01:13:33,335 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - Encrypted
Data Returned, Setting ONGUARD True
04-Jul-2016 01:13:33,335 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - Encryption
Status command response i: Successful
04-Jul-2016 01:13:33,335 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - TIME OUT has
Expired. Cancelling Transaction.
04-Jul-2016 01:13:33,616 [Thread-23] ERROR
[TID:22980012] C:\YESEFT\logs - display
  
```

13.1 Cause: The transaction is Timed out and auto cancelled by the IPC.

When the pinpad pops up the message to Tap/insert or swipe the card and no card is inserted or the pinpad is not able to read the card.

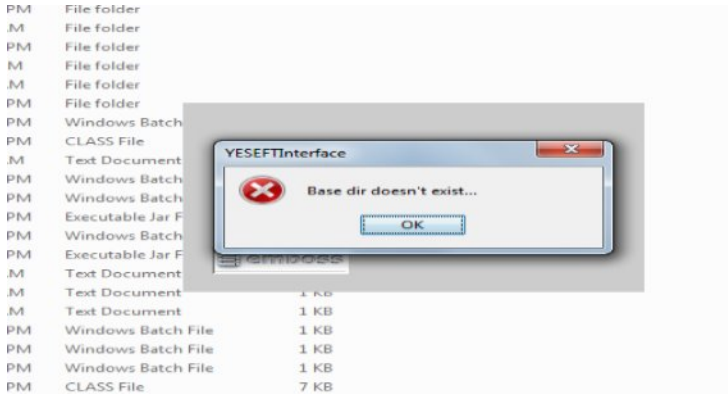
13.2 Solution:

13.2.1 User will need to make sure that the card is inserted within 30 seconds which is default time for card insertion.

13.2.2 User should try a different card if the card is not readable and try a different pinpad if no card is readable.

## 14 Base Dir doesn't exist

IPC error fails to initialise. The IPC log files shows the error below



14.1 Cause : The base directory filed does not point to C:\YESEFT (or installed YESEFT directory) in the YESEFTConfig tool.

14.2 Solution:

When IPC is installed the base directory for the installation is chosen from the installer. The installer executable offers C:\YESEFT as the default directory for installation, however the user can chose a different directory as long the path ends with YESEFT e.g.

D:\MyFolder\YESEFT  
is a valid choice at installation.

The base directory configured via the YESEFTConfig.bat file should be the correct YESEFT installation directory..

Start the utility by executing YESEFT\YESEFTConfig.bat, correct the Base Directory, click on Apply and then OK. Try to initialise the IPC software.

