

Passport®

Enhanced Dispenser Hub Advanced Troubleshooting Guide

Computer Programs and Documentation

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Balance Vapor Recovery

Approvals

Gilbarco is an ISO 9001:2008 registered company.	
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U L File#	Products listed with U L	Executive Order #	Product
MH1041	All Gilbarco pumps and dispensers that bear	G-70-52-AM	Balance Va
MII1941	the UL listing mark.	G-70-150-AE	VaporVac
MH8467	Transac System 1000 and PAM 1000		
E105106	Dell DHM Minitower		
E165027	G-SITE and Passport Systems		

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CoC#	Product	Model #	CoC#	Product	Model #
02-019	Encore	Nxx	02-036	Legacy	Jxxx
02-020	Eclipse	Exx		G-SITE Printer (Epson)	PA0307
02.025	Meter - C Series	PA024NC10		G-SITE Distribution Box	PA0306
02-025	Meter - C Series	PA024TC10	02.027	G-SITE Keyboard	PA0304
02-029	CRIND	_	02-037	G-SITE Mini Tower	PA0301
	TS-1000 Console	_		G-SITE Monitor	PA0303
	TS-1000 Controller	PA0241		G-SITE Printer (Citizen)	PA0308
02-030	Distribution Box	PA0242	02-038	C+ Meter	T19976
	Meter - EC Series	PA024EC10	02-039	Passport	PA0324
	VaporVac Kits	CV	02-040	Ecometer	T20453
			05-001	Titan	KXXY Series

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Gilbarco Inc. products are manufactured or sold under one or more of the following US patents:

Dispens	sers												
4,566,504	4,556,927	4,570,686	4,687,033	4,728,788	4,748,846	4,799,940	4,805,453	4,876,653	4,890,210	4,913,813	4,930,655	4,934,565	4,938,054
4,938,251	4,939,730	4,967,366	4,986,445	5,040,577	5,098,179	5,134,548	5,156,199	5,269,353	5,228,084	5,325,706	5,345,979	5,355,915	5,363,988
5,384,850	5,407,115	5,417,256	5,448,638	5,450,883	5,464,466	5,501,246	5,535,130	5,542,458	5,543,849	5,546,981	5,557,084	5,571,310	5,602,745
5,626,649	5,630,528	5,708,580	5,719,779	5,719,781	5,720,325	5,724,067	5,734,851	5,755,854	5,782,275	5,794,667	5,798,931	5,803,136	5,843,212
5,857,500	5,868,179	5,871,651	5,890,520	5,954,080	5,956,259	5,969,691	5,971,042	5,979,705	5,980,090	6,026,866	6,052,629	6,073,840	6,078,888
6,078,896	6,082,415	6,085,775	6,087,954	6,089,284	6,092,410	6,098,879	6,102,085	6,109,477	6,112,134	6,113,039	6,116,505	6,119,110	6,123,118
6,149,033	6,167,923	6,176,421	6,184,846	6,185,307	6,185,893	6,196,065	6,227,227	6,244,310	6,250,151	6,253,779	6,263,319	6,275,746	6,296,148
6,302,165	6,313,737	6,325,112	6,326,934	6,336,479	6,338,369	6,347,649	6,352,176	6,357,493	6,360,137	6,363,299	6,364,206	6,380,853	6,381,514
6,386,246	6,418,983	6,421,616	6,422,464	6,431,226	6,438,452	6,460,579	6,463,389	6,466,842	6,470,233	6,493,440	6,499,516	6,505,134	6,522,947
6,523,744	6,529,800	6,532,999	6,535,726	6,546,882	6,571,151	6,571,201	6,573,884	6,574,603	6,578,145	6,618,362	6,644,360	6,681,814	6,685,089
6,690,275	6,697,705	6,704,774	6,708,797	6,710,701	6,712,101	6,721,669	6,736,313	6,741,909	6,745,104	6,761,190	6,763,974	6,766,949	RE35,238
D262,971	D265,092	D306,719	D309,144	D316,471	D413,124	D413,311	D413,336	D413,337	D413,610	D413,901	D413,902	D414,192	D414,501
D414,778	D414,779	D414,780	D414,781	D414,782	D415,166	D415,167	D415,168	D415,169	D415,170	D415,171	D415,172	D415,501	D415,777
D416,915	D416,916	D417,226	D418,523	D420,684	D421,612	D422,285	D422,604	D426,555	D428,424	D428,897	D429,739	D429,740	D431,039
D431,252	D431,573	D432,140	D432,141	D432,548	D432,552	D433,031	D433,032	D433,033	D433,034	D433,035	D433,036	D433,037	D433,420
D433,421	D433,422	D433,423	D433,424	D433,685	D433,686	D433,687	D433,688	D434,424	D434,780	D435,051	D440,579	D443,624	D456,820
D457,084													
Point o	f Sale/Bac	k Office E	auipment										
4,967,366	5,228,084	5,448,638	5,798,931	5,980,090	5,708,580	5,719,779	5,719,781	5,724,067	5,734,851	6,073,840	6,078,888	6,116,505	6,185,307

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n G-SITE® Lite™	SMART Meter™	CRIND*	InfoScreen®	Transac®	
MultiLine™	SmartPad™	Dimension® Series	Legacy®	Transac [®] System 1000	
Highline™	Surge Management System™	e-CRIND®	Making Things Better®	Trimline®	Additional US and foreign trademarks pending.
Horizon™	Tank Monitor™	Eclipse [®]	MPD [®]	TRIND®	Other brand or product names shown may be
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SMART CRIND™

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1 – Introduction

Purpose

This manual provides advanced troubleshooting information specific to the Enhanced Dispenser Hub (Part Number PA040300XXX) which is incorporated with the Gilbarco® Passport[®] system.

IMPORTANT INFORMATION

Only for Passport V8.02 or later systems that support the Enhanced Dispenser Hub.

Intended Users

This manual is intended for the Gilbarco[®] Authorized Service Contractors (ASCs)/Customer Specified Contractors (CSCs) who install, service, and repair the Passport systems.

Related Documents

Document Number	Title	GOLD Library
MDE-3816	Passport Hardware Start-up and Service Manual	PassportService Manual
MDE-3817	CMOS BIOS Setup for Passport	Passport
MDE-3839	Passport System Installation Addendum	Passport
MDE-4823	Passport System Enhanced Dispenser Hub Start-up and Service	Passport
MDE-4910	Passport Enhanced Dispenser Hub Connections Manual	Passport
MDE-4926	Enhanced Dispenser Hub Drive Replacement Guide	Passport

Required Tools

- Spare Keyboard with PS/2 connection (a USB keyboard will not work)
- Spare Monitor (9" G-SITE® monitor may be used)
- Spare USB Mouse
- USB Flash Drive (S704-10001FD) with Passport Recovery Images and Enhanced Dispenser Hub Operating System Images
- Bootable USB WinPE Drive (created using MDE-4926)
- Anti-static Strap
- Phillips® Head Screwdriver
- Cable Snips to Cut Tie Wraps

Abbreviations and Acronyms

Term	Description
ASC	Authorized Service Contractor
ASU	Automated Software Upgrade
CRIND®	Card Reader IN Dispenser
CSC	Customer Specified Contractor
GUI	Graphical User Interface
MWS	Manager Workstation
POS	Point Of Sale
TAC	Technical Assistance Center

Technical Support Center

If you must contact the Gilbarco Technical Support Center, call at 1-800-743-7501

Connecting a monitor to the Enhanced Dispenser Hub will provide the ability to diagnose issues with the unit when connecting with remote desktop is not available.

When attempting to utilize a monitor it will be required to load the video drivers as the EDH will automatically turn off the video feed until the driver is loaded.

Loading the Video Driver

- 1. Connect a keyboard, monitor and mouse directly to the EDH. (Note: USB Keyboards are NOT supported. A PS/2 keyboard will be required.)
- 2. Boot up the EDH in safe mode by depressing the F8 key during start-up.
 - From the Windows Advanced Options Menu select "Safe Mode".
 - On the following screen select "Passport Production Mode"
- 3. Once the Window XP Professional box populate hold down the Left Shift Key. This will populate a log on dialog box.
- 4. Sign into Windows using the PassportTech account.

NOTE: The password will be notated on the Security Manager Report if the system has been secured.

- 5. Using Windows Explorer navigate to the following directory:
- C:\Drivers\Video\Win2K_XP\v14.32.3\win2k_xpl14323
- 6. Run setup.exe
- 7. Follow all prompts and selecting all defaults that it display's
- 8. Once setup is complete and the EDH is rebooted allow the unit to log into Windows normally.

3– Determining When a Hard Drive should be replaced.

Utilizing Current Documentation

Ensure that you are referring to MDE – 4823, Passport System Enhanced Dispenser Hub Start-up and Service Manual.

Section 5 provides list of start-up messages that have key indicators to determine if the Hard Drive should be replaced versus reimaged. If you are encountering messages that are not listed or have questions regarding how to proceed, contact Technical Support immediately (1.800.743.7501).

Considerations

A couple factors should be considered before replacing the drive.

- 1. Will the Enhanced Dispenser Hub boot into Windows? (If so, a replacement may not be required.)
- 2. If the Enhanced Dispenser Hub will not boot into Windows, what error messages are populating on the unit?
- 3. Are the dispensers online and operational even though the MWS or CWS indicates " DHUB Disconnected "?
- 4. Is the Enhanced Dispenser Hub continually or intermittently rebooting itself? (If so, attempt to isolate components through process of elimination. For example, if you remove the Compact Flash does the EDH then boot into Windows?)
- 5. Has the hard drive in the Enhanced Dispenser Hub been recently replaced?
- 6. Are all connections from the motherboard to hard drive seated Properly and connected to the proper device. (Reference Section 6 of this document.)
- 7. If attempting to access the Enhanced Dispenser Hub via Remote Desktop, are the correct passwords being used? (Access Notepad or a command prompt from the Server and type the password from the report. Verify that the proper case is present and all characters match the report.)
- 8. Can you establish a connection with Remote Desktop to the Enhance Dispenser Hub?
- When the EDH is attempting to boot does it stop and display "NTLDR.SYS is missing " or a Windows XP Blue scrren? This could indicate an issue with the Hard Drive, Motherboard or SDRam in the unit.
- 10. Is the EDH continually rebooting at the same point in the startup process? This could indicate an issue with the Hard Drive, Motherboard or SDRam in the unit.

Event Viewer

When you suspect that the Enhanced Dispenser Hub has a potential hard disk drive issue, it is recommended that you use Event Viewer to see if it indicates any issues related to the hard disk drive or controller.

The error messages displayed within Event Viewer will indicate the following:

- Date and time of the occurrence.
- The source device or application involved in the occurrence.
- The occurrence type.
 - \circ Information
 - Warnings
 - o Errors
 - o Success Audits
 - o Failure Audits

IMPORTANT

Do not attempt to diagnose any error messages populated by Event Viewer other than the ones mentioned within this section. All other errors that are indicated causing an impact to the Passport System Hardware or Software should be immediately reported to Passport Technical Support for assistance.

Using Event Viewer to Detect Hard Drive and ATAPI issues

1. From the System Maintenance Tool bar select Call Center then Evt Viewer.



2. Once Event Viewer Populates select **System** within the left column.

⊨ → 🖸 🖪 🖬 😭 🕻	3 2				
Event Viewer (Local)	System 4,620	event(s)			
Application	Туре	Date	Time	Source	Cal
Security	S Error	01/21/2011	9:27:54 AM	TermServDevices	Noi
System	Error	01/21/2011	9:27:54 AM	TermServDevices	Noi
Internet Explorer	Information	01/21/2011	12:00:48	Service Control Manager	Not
	(Information	01/21/2011	12:00:48	Service Control Manager	No
	(Information	01/21/2011	12:00:35	Service Control Manager	No
	Information	01/21/2011	12:00:35	Service Control Manager	No
	(Information	01/21/2011	12:00:35	Service Control Manager	No
	Information	01/21/2011	12:00:09	Service Control Manager	No
	Information	01/21/2011	12:00:09	Service Control Manager	No
	Information	01/21/2011	12:00:09	Service Control Manager	No
	Information	01/21/2011	12:00:09	Service Control Manager	No
	(Information	01/20/2011	12:00:39	Service Control Manager	No
	(Information	01/20/2011	12:00:39	Service Control Manager	No
	Information	01/20/2011	12:00:19	Service Control Manager	No
	Information	01/20/2011	12:00:19	Service Control Manager	No
	Information	01/20/2011	12:00:19	Service Control Manager	No
	Information	01/20/2011	12:00:10	Service Control Manager	No
	(i) Information	01/20/2011	12:00:10	Service Control Manager	No

3. From the top select **View** and then select **Filter** from the drop down.

.

File Action	View Help					
	Add/Remove Colum	nns				
Event Viewe	All Records	n 4,620 i	event(s)			
Applicat	Filter	<u> </u>		Time	Source	Cal
Security	 Newest First 	pr	01/21/2011	9:27:54 AM	TermServDevices	Noi
System	Oldest First	pr 🛛	01/21/2011	9:27:54 AM	TermServDevices	Noi
internet		prmation	01/21/2011	12:00:48	Service Control Manager	Nor
	Find	prmation	01/21/2011	12:00:48	Service Control Manager	Nor
	Customize	prmation	01/21/2011	12:00:35	Service Control Manager	Noi
			01/21/2011	12:00:35	Service Control Manager	Nor
		(Information	01/21/2011	12:00:35	Service Control Manager	Nor
		Information	01/21/2011	12:00:09	Service Control Manager	Noi
		(Information	01/21/2011	12:00:09	Service Control Manager	Nor
		Information	01/21/2011	12:00:09	Service Control Manager	Nor
		Information	01/21/2011	12:00:09	Service Control Manager	Nor
		(Information	01/20/2011	12:00:39	Service Control Manager	Nor
		(Information	01/20/2011	12:00:39	Service Control Manager	Not
		Information	01/20/2011	12:00:19	Service Control Manager	Nor
		Information	01/20/2011	12:00:19	Service Control Manager	Nor
		Information	01/20/2011	12:00:19	Service Control Manager	Not
		Information	01/20/2011	12:00:10	Service Control Manager	Nor
			01/20/2011	12:00:10	Service Control Manager	Nor

4. From System Properties change the Event Source to **Disk** and click the Apply button.



5. The only events that will now populate will be any associated to disk events.



6. If any events populate , double click on that event for a complete description of the specific error.

vent					
Date:	8/4/2010	Source:	Disk		*
Time:	7:11:54 PM	Category:	None		-
Туре:	Error	Event ID:	7		+
User:	N/A				₿ ⊅
Computer:	POSSERVI	ER01			
Description	n:				
For more i <u>http://qo.</u>	nformation, s microsoft.com	ee Help and m/fwlink/eve	Support C <u>ints.asp</u> .	Center at	
Formore i <u>http://qo.</u> Data:	nformation, s microsoft.cor Bytes C V	ee Help and n/fwlink/eve /ords	Support C ints.asp.	Center at	
Formore i <u>http://qo.</u> Data:	nformation, s microsoft.cor Bytes C V 13 00 68	ee Help and n/fwlink/eve /ords 00 01 00	Support C ints.asp. ba 00	Center at	
Formore i http://go. Data:	nformation, s microsoft.cor Bytes C V 13 00 68 10 00 00	ee Help and n/fwlink/eve /ords 00 01 00 00 07 00	Support C nts.asp ba 00 04 c0	Center at	
For more i http://go. Data: 0000: c 0010: c	nformation, s microsoft.cor Bytes C V 03 00 68 00 00 00 00 01 00	ee Help and <u>m/fwlink/eve</u> /ords 00 01 00 00 9c 00	Support C nts.asp ba 00 04 c0 00 c0	Center at	

The above specific description, **\Device\Harddisk0**, has a bad block, indicates that the primary hard drive of the unit has the bad block.

This would be a good indication to perform a check disk on the drive to ensure that the drive needs replacement.

IMPORTANT INFORMATION

There above error is only an example of one of the possible Disk Errors that could be reported. It is critical that you utilize the time stamps and descriptions of each reported occurrence to guide you to the proper path of resolution.

It is critical that you perform the below ATAPI check before concluding the root cause of failure is the Hard Disk Drive.

ATAPI Errors

IMPORTANT INFORMATION

ATAPI is part of the Enhanced Integrated Drive Electronics (EIDE) interface.

This interface is used between the motherboard data path and the computer's storage devices such as Hard Disk Drives, CDRom Drives, and other storage media.

The EIDE interface is built into the motherboard and the ATAPI provides commands required for controlling the storage device so that the computer can use the IDE interface and controllers.

ATAPI errors can indicate a possible Motherboard, Cabling, Power supply, BIOS and/or Hard Drive issues.

1. From System Properties tab in Event Viewer change the Event Source to **atapi** and click the Apply button.

ved Sys	stem Log Pro	perties	2
General	Filter		
Even	t types		
	Information	🔽 Success audit	
	Warning	📕 Failure audit	
	Error		
Event s	source:	atapi	•
Catego	ry.	(All)	
Eventl	D;		
User:			
Compu	ter:		
From:	First Event	▼ 7/12/2010 ▼ 1:10:26.	AM 🚊
To:	Last Event	▼ 12/ 3/2010 ▼ 3:38:44	PM 🛓
		Restore D	efaults
		DK Cancel	Annlu

2. The only events that will now populate will be any associated to ATAPI errors.

🛃 Event ¥iewer					
File Action View Help					
	? 🗉				
Event Viewer (Local)	Saved System Log Filtered view showing 3 of 4,462 event(s)				
Application	Туре	Date	Time	Source	Category
System	Error	8/6/2010	3:13:43 PM	atapi	None
Microsoft-Windows-Forwarding/	Error	8/6/2010	3:13:32 PM	atapi	None
Windows PowerShell	Error	8/6/2010	3:13:21 PM	atapi	None
× ×	•				F

3. If any events populate , double click on that event for a complete description of the specific error.

	T CIC D					
vent						
Date:	8/6/201	0 9	Source:	atapi		t
Time:	3:13:43	PM C	Category:	None		
Туре:	Error	E	vent ID:	9		+
User:	N/A					
Computer:	POSSER	RVERO)1			
Descriptio	n:					
period. For more <u>http://go.</u>	information .microsoft.	n, see l <u>com/fv</u>	Help and wlink/eve	Support (ints.asp.	Center at	
period. For more <u>http://go</u> Data: 📀	information microsoft. Bytes C	n, see l <u>com/fv</u> Word	Help and wlink/eve	Support (<u>ints.asp</u> .	Center at	
period For more <u>http://go</u> Data:	information microsoft Bytes O Df 00 5	n, see l <u>com/fv</u> Word	Help and wlink/eve ds 01 00	Support (ints.asp.	Center at	
period. For more <u>http://go.</u> Data: (• 0000: (0000: (information microsoft Bytes C Df 00 5 00 00 0	n, see com/fv Word 0 00	Help and wink/eve ds 01 00 09 00	Support (ints.asp. a4 00 04 c0	Center at Px.	
period For more <u>http://go</u> Data: (• 0000: (0008: (0010: (Bytes C Df 00 5 00 01 0	n, see com/fv 0 00 0 00 0 00	Help and w <u>link/eve</u> ds 01 00 09 00 00 00	Support (ints.asp. a4 00 04 c0 00 00	Center at	

IMPORTANT INFORMATION

There above error is only an example of one of the possible ATAPI errors that could be reported. It is critical that you utilize the time stamps and descriptions of each reported occurrence to guide you to the proper path of resolution.

It is critical that you verify that all probable causes are ruled out before replacing the hard disk drive.

Probable causes of ATAPI errors

- Defective Motherboard.
- Defective Hard Disk Drive.
- Loose Power and/or Data Cabling.
- Defective Power and/or Data Cabling.
- Another storage device connected to the system is faulty causing Issues with the affected ATAPI address being reported by Event Viewer.
- Improper BIOS programming.

When to use Check Disk

Check Disk is a useful tool that will also indicate if the failure is with the file structure, data or an actual bad data block on the drive itself.

Keep in consideration that file system corruption can occur due to drive failure as well, but it can also occur as a result of the unit being hard reset or from forced power off conditions. This corruption can lead to one or more files being inaccessible and creating unstable operating system conditions. It is more common to experience impacts on the database, data files or Passport binaries as a result of hard resets and forced power off conditions.

Abnormal termination of EDH processes or generally unstable behavior may be a good indication of file system corruption.

WARNING

When a Check Disk is performed it will take system actions to attempt to repair any errors detected. Although uncommon, it is possible for it to remove one or more invalid files or folders, leading to the EDH becoming unbootable, or Passport failing to start.

This is a small risk, but please be aware that this could occur.

How to perform a Check Disk

NOTE

The following procedure will be followed when you are working directly on the Enhanced Dispenser Hub or when using remote desktop to access the unit.

- 1. Access the Passport Image Control Panel.
- 2. Select the Administrative Command Prompt.

	Passport Imag	e Control Panel	
Machine Name: PASSP Current User: passports TimeZone:Eastern Stan	ORTEPS upport dard Time	Passport Versi Image Version Brand:CONCO	on: 01.28.01.02L 32.8.06 RD
System Recovery	Select Time Zone	Rename CWS Client	Install Report Printer
Install APC Software	Brand Selection	Process Explorer	SQL Server Management Studio
Windows Explorer	Install Passport Application Software	Secure Erase Files	SQL Query Express
Windows Control Panel	Administrative Command Prompt	Directory Size Viewer	EPS Dashboard
Internet Explorer (10.5.48.1)	SWAT Data	Vie w Health Check Report	Add FTP User
Edgeport Config	Network Data Migration	EDH Legacy Imaging Tool	Admnistrative Computer Mgmt
		plication	

 Once the Administrative Command Prompt populates Type chkdsk /v and press enter. (Note: There is a SPACE between "k" and "/".)



Check Disk will now perform a scan of the hard drive and provide the results of the scan.

If the scan of the hard drive returned results indicating that it found Issues with the drive as notated in Figure 1. You will need to continue Proceed to step 5.

If the results indicate normal drive conditions you should now begin to Troubleshoot possible software issues or other hardware related issues.

Figure 1.



4. In the Command Prompt type **chkdsk** /r /f and press enter.



This command will check the hard disk for any bad sectors and attempt to recover the readable data contained within that sector.

5. Select YES when you are prompted if you would like the volume to be checked the next time the system restarts.

CHKDSK is verifying files (stage 1 of 3)... File verification completed. CHKDSK is verifying indexes (stage 2 of 3)... Correcting sparse file record segment 15836. Correcting sparse file record segment 27022. Correcting sparse file record segment 27024. Correcting sparse file record segment 27026. Index verification completed. Detected minor inconsistencies on the drive. This is not a corruption. Errors found. CHKDSK cannot continue in read-only mode. c:\windows\system32>chkdsk /r /f The type of the file system is NTFS. Cannot lock current drive. Chkdsk cannot run because the volume is in use by another process. Would you like to schedule this volume to be checked the next time the system restarts? (Y/N) y This volume will be checked the next time the system restarts. c:\windows\system32> 6. To reboot the Enhanced Dispenser Hub type **shutdown –r** and press enter.

🔤 C:\WINDOWS\system32\cmd.exe	_ 🗆 X
CHKDSK is verifying files (stage 1 of 3) File verification completed. CHKDSK is verifying indexes (stage 2 of 3) Correcting sparse file record segment 15836. Correcting sparse file record segment 27022. Correcting sparse file record segment 27024. Correcting sparse file record segment 27026. Index verification completed. Detected minor inconsistencies on the drive. This is not a corruption.	
c:\windows\system32>chkdsk /r /f The type of the file system is NIFS. Cannot lock current drive.	
Chkdsk cannot run because the volume is in use by another process. Would you like to schedule this volume to be checked the next time the system restarts? (Y/N) y This volume will be checked the payt time the system restarts	
c:\windows\system32>shutdown -r_	

7. The following dialog box will populate and indicate that the system will reboot.

ysten	i Shutdown
8	This system is shutting down. Please save all work in progress and log off. Any unsaved changes will be lost. This shutdown was initiated by PASSPORTEPS\PassportSupport
	Time before shutdown : 00:00:27
	Message

8. Once the Enhanced Dispenser Hub reboots it will immediately begin to check the drive. It is recommended that you have a monitor connected to the unit. This will allow you to monitor the process and results. If there are errors that cannot be repaired, then drive replacement is recommended.

4 – How to Determine the Appropriate Recovery Path.

Replacing the EDH Hard Drive

Verify that the site has a valid Security Manager Report before you begin the process. The PassportTech password and the iButton password will be required.

If the EDH bootable, attempt to discover what images and backups are available. Attempt to identify the following:

- Has this location been recently installed?
- Are database backups available at a point AFTER the system was secured?
- Do the backups contain corruption you are attempting to resolve?

When replacing the drive, try where possible to use the WinPE boot usb drive to load Image Recovery. Utilizing this process will restore images and database backups. This is also the fastest and easiest way to get the site trading again.

NOTE

Only reinstall the Enhanced Dispenser Hub software from scratch if you have no other option available.

Restoring Scheduled Backups

Restoring a scheduled backup should be utilized when it has been determined that one or more of the databases are damaged and cannot be recovered or when completing an overall recovery manually.

This procedure will restore the system to the latest instance of the database before the failure occurred.

- Utilize this function when :
 - Corruption is found on the unit.
 - Repetitive unexplained software feature / functionality issues.
 - After replacement of the hard disk drive.

You should only have to manually restore backups in selected circumstances. These would include:

- Failure of the automatic process (WinPE, Image Recovery boot usb drive) to restore the database.
- Lack or recovery images or a problem with the recovery images, forcing a reinstallation of the system.
- Database corruption that is non-repairable.

If it is required to restore from a backup on the EDH, you will typically use the "Restore Database Server/EDH" option tab in System Recovery. Utilizing this feature you would only select to restore the globalstore and network databases and deselect restoration of configuration information.

Restoring an Image

Restoring an image allows you to determine what you would like to restore based on the data that is contained within that image.

- Utilize this function when :
 - After the replacement of the hard disk drive.
 - Unexpected loss of system and software functionality that require a clean installation.

When utilizing the "Reimage "function of System Recovery on the EDH you will be prompted for the PassportTech password and you will likely also need the iButton password.

Several factors need to be kept in mind before an image is restored. A couple of these considerations should be:

- Was this image created before or after the system was secured? (If this image was made PRIOR to system security being enabled, then the Security Manager report and passwords will NOT be required. If the image was AFTER the system was secured, then the Security Manager report and passwords will be <u>required</u> for data recovery.)
- Do valid database backups exist that will allow the system to be restored to the point required?
- Does this image contain corrupt data or taken in a date range that included the current issue being reported by the site?

- Do you have the necessary reimaging material in the event that this restoration fails? (Note: In certain cases, it may be required to perform a clean installation of software. You should be prepared for this event with proper installation CDs and/or USB drives.)
- Do you have the Security Manager Report available to you?

Restoring SQL Server Database

The SQL Server Database houses the configuration and settings for the Enhanced Dispenser Hub. This may be required if the image or backup that you are restoring does not contain the latest site data.

- Utilize this function when :
 - Restoration of an image does *not* contain the most recent system data.
 - Corruption of current database and a recent database backup resides before the corruption occurred.
- The databases that would require restoration on the Enhanced Dispenser Hub are:
 - GlobalSTORE
 - \circ Network

5 – How to determine if Backups are good

Passport System Recovery

Utilize Passport System Recovery on the Enhanced Dispenser Hub to validate the information you are attempting to recover before you begin the recovery process.

Once you have accessed Passport System Recovery ensure that you have the "Restore "tab selected left side of the utility.

Scheduled Backups

From the "Restore" feature select "Restore Scheduled Backup – Server/EDH".

Backup if one exists. System Recovery PASSPORTEPS Passport System Recovery Restore Restore Re-Image Machine Restore Scheduled Backup - Server/EDH Restore Databases - Serve 💶 🕨 Repair This option restores all databases and configuration data from the current scheduled backup. Use this option ONLY if you need to initiate a manual restore of data, say after a restore of a specific disk image, or under the direction of technical support in order to work around database corruption. Restoring from scheduled backup can result in the loss of recent store data, depending on the circumstance, so be very clear that this option is necessary before using it. Tools This option allows you to restore store data from backup. Incorrect usage can result in the loss of Store data, inoperability of Passport, or both. DO NOT attempt this procedure without contacting Technical Support. Status Summary Scheduled Backups

Scheduled backups are available to restore.

(1/17/2011 11:01 AM)

The Status Summary tab will give you generic information about the scheduled

Refresh

Select the "Scheduled Backups "tab and this will populate the following information:

- Location and size of backup.
 Version of Passport Software for the backup.
 Age of most recent Transaction Log.
 Validation Status of the backup.

assport Sy	stem Recovery	PASSPORTER
🛞 Restore	Restore	Ś
🔮 Repair	Re-Image Machine This option restores all o you need to initiate a ma technical support in ordor recent store data, deper This option the loss of	Restore Scheduled Backup - Server/EDH Restore Databases - Serve databases and configuration data from the current scheduled backup. Use this option ONLY if anual restore of data, say after a restore of a specific disk image, or under the direction of er to work around database corruption. Restoring from scheduled backup can result in the loss of nding on the circumstance, so be very clear that this option is necessary before using it. on allows you to restore store data from backup. Incorrect usage can result in of Store data, inoperability of Passport, or both. DO NOT attempt this procedure
	Status Summary Sci	ontacting Technical Support. heduled Backups
	Status Summary Sc Location F:\gilt	heduled Backups

Images / Snapshot Information

From the "Restore "feature select "Re-Image Machine".

The "Status Summary "Tab will give you generic information on the Image if one exists.

assport Sy	stem Recovery	PASSPORTE
🗼 Restore	Restore	Ś
😂 Repair	Replace Hard Drive - Server/EDH Replace Hard Drive - Client This option will restore the current version image for this machine, preserving da in the event of corruption of Passport or operating system files that are not related	Re-Image Machine Resto
	DO NOT attempt this procedure without contacting Gilba	arco Technical Support.
ools 😚	Make sure the problem is accurately diagnosed before re	e-imaging the machine.
🥳 Tools	Make sure the problem is accurately diagnosed before re	e-imaging the machine.
🥳 Tools	Status Summary Snapshot Backup Scheduled Backups Images	e-imaging the machine.
🥳 Tools	Make sure the problem is accurately diagnosed before restriction Status Summary Snapshot Backup Status Summary Snapshot Backup Location F:\gilbarco\snapshot\	e-imaging the machine.

The "Snapshot Backup "tab will give you detailed information about the data to help you determine the correct path of recovery.

Ensure that you verify the Version, Date and Age of the data before proceeding.

Once you have verified this information and choose to restore the image , the parts of the image will be verified before the reimage process occurs. If the one or both parts of the image are damaged and unusable the system will reboot an indicate with an error message.

SQL Server Databases

From the "Restore" feature select "Restore Databases – Server/EDH"

testore acheduled backup - aerver/cor	Restore Databases - Server/EDH Ro	Ilback ASI
This option allows you to restore the loss of Store data, inoperabi without contacting Technical Su	store data from backup. Incorrect usage o lity of Passport, or both. DO NOT attempt t upport.	can result i his procedu
F:\gilbarco\backup\		Browse
Data to restore : 01.28.01.02L		
ter ☐ master		
E ■ Network		
Bestore non-database configuration (files re	gistru settings) as of 1716/2011 1:05:04 AM	Patrash

Select the databases to be validated and click on the "Verify Selected Data" button.

	Restore Databases - Server/EDH	Rollback ASI
This option allows you to restore s the loss of Store data, inoperabilit without contacting Technical Sup	store data from backup. Incorrect usa y of Passport, or both. DO NOT attem port.	ge can result in pt this procedu
Source		
F:\gilbarco\backup\		Browse
and the second se		

This will populate verification and indicate the dates and times of each database.

System	Recovery - Restore Databases
	You have selected to verify (test but not restore) from: SCHEDULED BACKUP
	located in:
	F:\gilbarco\backup\
	The data being verified is:
	master - up to 1/16/2011 1:06:06 AM msdb - up to 1/16/2011 1:06:18 AM GlobalSTORE - up to 1/16/2011 1:15:06 AM Network - up to 1/17/2011 11:00:23 AM
	Are you sure you want to continue?
	Yes No Cancel

Select yes to continue.

Once the validation process completes you will receive a notification on the results



Once the SQL Server Databases have been validated and you are certain the date and times are within the appropriate target , you can proceed to restore the database.

Enhanced Dispenser Hub Motherboard

The following diagram and connections reference will assist you to determine the appropriate connections to be made from the motherboard to specific hardware of the Enhanced Dispenser Hub.

Motherboard Connection	Location To
CN3	Audio Line Out
CN4	MIC IN
CN15	Serial I/O Board – COM5 RJ45
CN16*	Power Connection for Serial I/O Board , Hard
	Drive and Compact Flash Bridge Board
CN18**	Serial I/O Board – Pump Loop 1 thru 4
CN19	Serial I/O Board – COM6 RJ45 / PS2 KB
CN20	Serial I/O Board – Hard Drive LED Indicator
DDR2_A1***	DDR2 SO-DIMM
DDR2_B1	DDR2 SO-DIMM
FAN_CPU3	EDH Case Fan
PRN3	Parallel Port
PWR3	+19V Power Adaptor
RJ45_3	LAN (On Board)
RJ45_4	COM 1 , COM 2 , COM3 , COM 4
SATA1	SATA connection for Hard Disk Drive
SATA2	SATA connection for Compact Flash Bridge
	Board
SW3	Power On Button
USB3	USB1 , USB2
USB4	USB4 , USB 4
JP7	CMOS Clear Jumper
JP9 ****	VGA Port

* Yellow Cable on connection aligns to pin 1.

** Red Cable on the connection aligns to pin 1.

*** This resides underneath the PCB.

**** Orange cable on the connection aligns to pin 1.

NOTE: Pin 1 of the connection is indicated as a square on the motherboard diagram.



Serial I/O Board

The following diagram and connections reference will assist you to determine the appropriate connections to be made from the Serial I/O Board to the Motherboard of the Enhanced Dispenser Hub.



NOTE: The LED on the Serial I/O Board indicates if there is proper communication from Motherboard to the Serial I/O Board for pump loop communications protocol.

LED Status	Indication
Steady Flashing	Link Good
OFF	Link Down

If the LED Status is indicating a link down condition this could indicate an issue with either the Motherboard, Serial I/O Board or Interconnect cable.

7 – Reprinting the Security Manager Report

Overview

The passwords contained on the Security Manager Report are required to access specific secure functions and features of the Passport.

IMPORTANT

The following process is valid if the site has lost their copy of the Security Manager Report. To reprint this report you will need at least the Admin account password And the Security Report Password.

Please refer to **MDE-4743 PA-DSS Implementation Guide** for further information on performing specific Security Manager functions.

How to reprint the Security Manager Report

1. Access the System Maintenance Tool Bar and Select EDHub.



2. From the EDHub tab select Security Mgr.



3. Once the Security Manager Interface populates input a username with administrator access and the appropriate password and select **Login**.

Security Mana	nger - Please Login	ļ
UserName:	PassportTech	
Password:	[******	
	Login	
Please E	Enter Username and Password	
	Exit	
MI Connected	PSS Connected DB Ok	_



4. Once signed into the Security Manager Interface select the **System Management** button.



5. Once you have accessed System Management select the **Security Manager Report** button.

System M	lanagement
Key Management	Security Manager Report
System Security	Secure Report Password
R Conf	eport iguration
	Exit
	Exit

6. From the Security Manager Report interface select **Print Report.**

Sec	urity Manager Report
	Print Benort
Warni sensit	ing - This report contains live information regarding
acce: environ	ss to the cardholder data iment and must be secured
	and a second second south
in a P	CI-DSS requirements.
in a P	CI-DSS requirements.

7. This will populate the password entry field. Enter in the appropriate **Secure Report Password** and select **OK**. Once the valid password is entered the **Security Manager Report** will print.

Password		×
<u>.</u>	<pre>'C:\EPSFiles\SMI\Security' is protected. Please enter a Document Open Password. Enter Password: OK Cancel</pre>]

9 – How to Reimage the EDH to the 06 Image

NOTE

This should be followed in cases where you have a preloaded EDH that needs to change versions, a site that is switching software versions or any other case you need to get the EDH back to the original image.

Step 1.

Access the EDH and validate that the two EDH image files are located in D:\gilbarco\images. There should be an E3280600.GHO and GHS.

🞑 Images						_ 8 ×
File Edit View Favorites Tools	Help					-
🔇 Back 👻 🕥 🖌 🏂 🔎 Searc	h 😥 Folders					
Address 🛅 D:\Gilbarco\Images			111		-	• 🔁 Go
Folders ×	Name A	Size	Туре	Date M	lodified	
 i Desktop i My Documents i My Computer i Primary (C:) i Seckup (D:) i Gilbarco in Goldardo in Goldardo<!--</td--><td>Image: System 2 Image: System 2</td><td>1,551,122 KB 1 KB 655,925 KB 696,317 KB</td><td>IMG File Text Document GHS File GHO File</td><td>01/21/ 01/21/ 12/22/ 12/22/</td><td>2011 3:56 PM 2011 3:56 PM 2009 3:59 PM 2009 3:57 PM</td><td></td>	Image: System 2 Image: System 2	1,551,122 KB 1 KB 655,925 KB 696,317 KB	IMG File Text Document GHS File GHO File	01/21/ 01/21/ 12/22/ 12/22/	2011 3:56 PM 2011 3:56 PM 2009 3:59 PM 2009 3:57 PM	
4 objects (Disk free space: 17.1 GB)			2.	76 GB	V Computer	
29 Start 🔤 RunningPerc	🔯 Images				<u> </u>	11:36 AM



Step 2.

If the images are not present you will need to copy them. You can do this by inserting a thumb drive (part number S704-10001) which contains the images into a USB slot on the EDH and copy and paste the EDH images into D:\Gilbarco\Images.

If you do not have a USB drive then you would need to share the Servers CD drive by going into Local Resources on your Remote Desktop connection to the EDH.

% Remote Desktop Connection
Remote Desktop Connection
General Display Local Resources Programs Experience Security Remote computer sound
Keyboard Apply Windows key combinations (for example ALT+TAB) In full screen mode only
Local devices Connect automatically to these local devices when logged on to the remote computer: Disk drives Rrinters Serial ports
Connect Cancel Help Options <<

Once connected and on the EDH you should access windows explorer and copy the files from the CD drive on the server into D:\gilbarco\images on the EDH. You will have to insert one CD at a time and copy the two files displayed in the figure above.

Step 3.

Open a DOS prompt and sign on as an admin by typing in the runas command to sign on as PassportTech. Then enter the Password which is 911Tech.

File Edit View Favorites Tools Help	27
🔇 Back + 🕥 - 🏠 🔎 Search 📴 Folders 💷 -	0.000
Address 🛅 D:\Gilbarco\Images	🄁 Go
Folders Command Promote support of the Command Promote support	
Desktor Microsoft Windows XP [Version 5.1.2600]	
😬 🤤 My (C) Copyright 1985-2001 Microsoft Corp. —	
C:\WINDOWS\Profiles\Passport>runas /u:passporttech cmd	
Enter the password for passporttech.	
H 🗇	
🛨 🍕 My	
4 objects (Disk free space: 17.1 GB) 2.76 GB 💡 My Computer	
🐮 Start 🔤 RunningPerc 🔯 Images 🔤 Command Prompt - r	11:43 AM

Runas /u:passporttech cmd



Step 4.

From the administrative command prompt type:

cd c:\gilbarco\sr\bin

and press enter you should now be at:

c:\gilbarco\sr\bin



Step 5. (AT THIS TIME REMOVE YOUR THUMB DRIVE)

From the administratice command prompt type: *sr /action=restoreimage /path=D:\gilbarco\images\E3280600.GHO /tool=ghost /reboot=true* and press enter. The EDH should reboot and then begin imaging.



NOTE There should be spaces after sr, image, .GHO and ghost. Once you type d:\ you can type in G and press tab and it will populate Gilbarco. Then you can type in \i and hit tab and it will populate images. Then you can type in \E and hit tab twice and it will populate the proper image to restore. Ensure it says .GHO at the end.

NOTE

You can watch the EDH image with a monitor connected to it or you can run a constant ping to 10.5.50.2 -t to know when it finishes.

Step 6.

Once complete, log into the EDH through remote desktop, you should now be able to do this without enabling remote support.

There should be a pop up on the screen to reboot the EDH. Go and select yes to reboot the EDH (if there is no messages proceed to the next step).

Once it reboots get back into the EDH through remote desktop and access windows explorer and confirm your drive mapping on the EDH, it should look like the example below.



Step 7.

If your drive mapping is correct proceed to Step 9.

If it is not correct proceed to the next step.

Step 8.

From the start bar open up a command prompt and type in the following commands.

- 1. Net stop dlhandler
- 2. Net stop asusvc
- 3. Net stop startprocsvc

Now perform the steps listed below:

- Start -> Control Panel -> Administrative Tools -> Computer Management (then "right click" to bring up menu).
- Select **RunAs** and select user **PassportTech** and enter the appropriate password.
- Select Disk Management
- Select the drive labeled D and go to Action, All Tasks and Change Drive letter and path.
- Assign the Compact Flash which should be assigned D drive to "F"
- Repeat to assign the "**Backup**" drive which should assigned **T** to "**D**" if not already there.
- Close out of Computer Management

	🔜 Computer Management					
all ASI	🖳 File Action View Window H	elp				_8×
	← → 🗈 🖬 😫 🛃 🗙 🖆	' 🚅 🔍 😼				
	🖳 Computer Management (Local)	Volume	Layout Typ	e 🛛 File System	n Status	Capacity Free
	System Tools	Backup (D:)	Partition Bas	ic NTFS	Healthy	10.03 GB 2.53
		BackupCF (F:)	Partition Bas	ic NTFS	Healthy	3.91 GB 1.99
	E Local Users and Groups	WinPE (X:)	Partition Bas	IC INTES	Healthy (System) Healthy	49.50 GB 46.0
	Performance Logs and Alerts Device Management					
	E- Storage					
	🕀 😭 Removable Storage					
	Disk Defragmenter	4				F
	E Services and Applications		1			G
	_	Basic	Daire and (kup (Di)
		74.53 GB	49.50 GB N	FS 15.	00 GB NTFS 10.0	
		Unline	Healthy (Sy	stem) Hea	althy Heal	thy L M
		CDisk 1				N
		3.91 GB	3.91 GB NT	(F:) :5		P
		Online	Healthy			Ř
	•	Primary partition	n			S
Char	nge Drive Letter and Paths for F: (Bad	:kupCF)	গ্ৰ			
Alle	w access to this volume by using the follow	ing drive letter .	ange Drive Le	tter or Path		<u> </u>
		E	nter a new drive	e letter or path f	or F: (BackupCF).	Ž
	P F.	0	Assign the fo	lowing drive let	ter:	F 💌
		C) Mount in the	following empty	NTFS folder:	
						Browse
					OK.	Cancel
	Add Change Remove					
		or I ca				

From the start bar open up a command prompt and type in the following commands:

1. Net start dlhandler

(you may receive an error starting dlhandler it is safe to proceed without worry)

- 2. Net start asusvc
- 3. Net start startprocsvc

You are now ready to load your software on the EDH. Proceed to the next Step!

Step 9.

Access windows explorer on the server and go to C: Epsfiles\DLH\OLD.

You should see two files one should be the base software version and one should be the patch.

Highlight the base passport version and copy and paste it or drag it into the DLH folder.

쳝 C:\EPSFiles\DLH\OLD				_ 8 ×
Eile Edit View Favorites Tools Help				
🔇 Back 🔻 🕥 🖌 🍠 🔎 Search 🌔 Folders 🛛 🙀 👀	ick 🔻 🕥 🕣 🗊 👂 Search 🍺 Folders 🛛 😼 🎯 🗙 🎾 🛗 🕇			
Address C:\EPSFiles\DLH\OLD				💌 🛃 Go
Folders ×	Name 🔺	Size	Туре	Date Modified
Desktop	EPS_01.34.02.01.ZIP	90,225 KB	Compressed (zippe	01/18/2010 4:0
🗄 🕒 My Documents	EPS_01.XX.02.02G.ZIP	22,727 KB	Compressed (zippe	10/01/2010 11:
🖂 🚽 My Computer	EPS_01.XX.02.02H.ZIP	23,785 KB	Compressed (zippe	01/17/2011 12:
🗉 🥪 Local Disk (C:)				
🛅 8.03.XX.02G				
🗄 🛅 Documents and Settings				
🗉 🧰 Drivers				
🖃 🚞 EPSFiles				
E C DLH Q1.34.02.01.ZIP				
Cons -				
🛅 Logs				
DRecvr Contraction				
🚞 Reports				
🗄 🛅 Gilbarco				
🗉 🧰 Inetpub				
🛅 install_logs				
🗄 🧰 Installs				
jaxb2				
🗄 🧰 LogArchive	4			
E MSSQL7				
1 Perl				
🗄 🧰 Program Files				
System Volume Information				
	1		1	
		way, and the second second second		
C Passport Im 🧐 10.5.50).2 🛛 🔤 Command Pr 🛛 🐺 ur	ntitled - Paint 🛛 🔯	C:\EPSFiles 🛛 🚳 🏲	3:20 PM

Step 10.

Access the EPS Dashboard and click the button under Connect to EDH services labeled Automated Software Upgrade (ASU)

Gilbarco EDH Dashboard Main Menu	. 🗆 🗵
Last Status Received ConnectedEvent from PEPSBridge	
HUME ASU ASU Commands Brand/Activation Platform Support DirectoryListing SecurityManager Raw XML Data	-
Connect to EDH Services: Server Pending Pkgs:	
Automated Software Upgrade (ASU) Platform Support (PSS) Branding and Activation EPS_01.34.02.01	
Last EDH Message Summary	
ASU Connected to Passport EPS	
Refresh List	
Push And Install Packages on EDH	

You should now be viewing the ASU tab. You should see it displaying Connected. Waiting on Status

ASU ASU Commands Brand/Activation Platform Sup Passport Software Versio	port DirectoryListing SecurityManager RawXML Data
Current action	Time (00,00,00
Connecting to ASU Service	Time : 00:00:00
0% comp	iete
Current step	
Connected. Waiting on status	

Click the home tab and then click Push and Install Packages on the EDH your base version should now begin to install.

💭 Gilbarco EDH Dashboard Main Menu	
Last Status Received ConnectedEvent from PEPSBridge	
HOME ASU ASU Commands Brand/Activation Platform Support DirectoryListing SecurityManager Raw XML Data	Ì,
Connect to EDH Services: Server Pending Pkgs:	
Automated Software Platform Support Branding and EPS_01.34.02.01	
Last EDH Message Summary	
ASU Connected to Passport EPS	
Refr	esh List
Push And Install Packages on EDH	

Your software install will be complete when you see the following ASU screen. ASU will be disconnected while the EDH reboots.

Passport Software Ver	Support DirectoryListing SecurityManager Haw XML Data rsion Management Utility
Current action	Time : 00:10:08
0% con	nplete
Current step	
The following versions have been successfully	y installed on this system : 01.34.02.01

Step 11.

You will now need to brand the EDH. Check to ensure the EDH has reconnected by checking the last status.

Go to the branding and activation tab and click Connect to EDH install. In a few seconds the Set Brand and Activate Secondary PSP's on the EDH button will appear.

Click the Set Brand and Activate Secondary PSP's on the EDH button.

💭 Gilbarco EDH Dashbo	ard Main Menu		
Last Status Last reques	st has failed. Service is INOPER	ATIVE, needs a valid configuration Platform Support DirectoryListing SecurityManager Raw XML Data	
	Connect to EDH Install		
s	Set Brand and Activate econdary PSPs on EDH	Server Brand: [RBS-WORLDPAY] Server Secondary Networks Active: [-Auxiliary NetworkLocal Accounts Netw	vork-]
		EDH Brand:	

Note: Do not be alarmed by the message above in the Last Status bar. It is normal and will not cause you any harm. Also note the EDH currently has no brand this should change once branding and activation is complete

💭 Gilbarco EDH Dashboard Main Menu	<u> </u>
Last Status Activation and Branding Approved	
HOME ASU ASU Commands Brand/Activation Platform Support DirectoryListing SecurityManager Raw XML Data	
Connect to EDH Install	
Set Brand and Activate Server Brand: [RBS-WORLDPAY] Secondary PSPs on EDH Server Secondary Networks Active: [-Auxiliary Network-Local Accounts Networks]	vork-]
EDH Brand: RBS-WORLDPAY	

Step 12.

It is now time to install your patch. Go ahead and close out of your dashboard window.

You should now access windows and copy your patch from c:\epsfiles\DLH\OLD back into DLH

C:\EP5Files\DLH\OLD					_ 8 ×
Eile Edit View Favorites Tools Help					27
🔇 Back 🔹 🕥 🚽 🍞 🎾 Search [🏷 Folders 🛛 🕼 🔅	× P				
Address C:\EPSFiles\DLH\OLD					💌 🔁 Go
Folders ×	Name	*	Size	Туре	Date Modified
Desktop Desktop My Documents My Computer Source and Settings Documents and Se		_01.34.02.01.ZIP _01.XX.02.02G.ZIP _01.XX.02.02H.ZIP	90,225 KB 22,727 KB 23,785 KB	Compressed (zippe Compressed (zippe Compressed (zippe	01/18/2010 4:0 10/01/2010 11: 01/17/2011 12:
🖂 torque IFI 🦳 Verifone	1				•
🏄 Start 📔 🏉 🔰 🖉 Passport Im 🛛 🔤 Comm	and Pr	C:\Gilbarco\T	🔵 Gilbarco EDH	C:\EPSFiles	4:49 PM

NOTE If there are multiple patches you only need to copy the current patch.

Access the EPS Dashboard and click the button under Connect to EDH services labeled Automated Software Upgrade (ASU)

💭 Gilbarco EDH Dashboai	rd Main Menu			
Last Status Received Co	nnectedEvent from PEPS	6Bridge		
HUME ASU ASU Co	immands Brand/Activat	ion Platform Support Direc	storyListing SecurityManager Raw)	KML Data
Connect to EDH Servic	es:		Server Pending Pkgs:	
Automated Software Upgrade (ASU)	Platform Support (PSS)	Branding and Activation	EPS_01.34.02.	01
× •				
Last EDH Message Sun	nmary			
ASU Connected to Pas	sport EPS	<u> </u>		
				Refresh List
		V	Push And Install Package	es on EDH

You should now be viewing the ASU tab. You should see it displaying Connected. Waiting on Status

ASU ASU Commands Brand/Activation Platform Su	pport DirectoryListing SecurityManager Raw XML Data
Passport Software Vers	ion Management Utility
Current action	Time : 00:00:00
Connecting to ASU Service	
0% comp	plete
Current step	
Connected. Waiting on status	
~	

Click the home tab and then click Push and Install Packages on the EDH your base version should now begin to install.

💭 Gilbarco EDH Dashboard Main Menu	<u>_ </u>
Last Status Received ConnectedEvent from PEPSBridge	
HOME ASU ASU Commands Brand/Activation Platform Support DirectoryListing SecurityManager Raw XML Data	
Connect to EDH Services: Server Pending Pkgs:	
Automated Software Platform Support Branding and EPS_01.34.02.01	
Last EDH Message Summary	
Refresh Li	st
Push And Install Packages on EDH	



Your software install will be complete when you see the following ASU screen. ASU will be disconnected while the EDH reboots.

itatus Currently Disconnected - requesting connection to ASU IE ASU ASU Commands Brand/Activation Platform Sur Passport Software Version	Bridge pport DirectoryListing SecurityManager Raw XML Data ion Management Utility
Current action	Time : 00:10:52
100% com	plete
The following versions have been successfully i	nstalled on this system : 01.XX.02.02H

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