



One Touch Canada (OTC) Service Launch Bulletin for Canadian Field Technicians

This bulletin is for **CANADA ONLY** and announces the launch of the **One Touch Canada Field Roll Out Program**

Related Documents

- *MDE-4185 CRIND BIOS*
- *MDE-4939 GCM Installation and Service*
- *MDE-5065 TCR Shield Installation Kit*
- *MDE-5081 HCR Shield Installation Kit*
- *MDE-5062/MDE-4771 FlexPay Maintenance Tool*
- *MDE-4677 PAM 5000*
- *MDE-4771/MDE-5062 RKL*
- *MDE-2713 D-Box Board Swap*
- *TRP Bulletin #2309 TCR Screw and Washer*
- *TRP Bulletin #2463 OTC Training Video*
- *TRP Bulletin #2452 Troubleshooting and Laptop Configuration Tips When Doing RKL for Canada Only*
- *Statement of Work – Suncor and Non-Suncor – consult Service Manager*
- *OTC Playbook – Service Managers*
- *MDE-5114 – Troubleshooting Guide for Common EMV Issues*

Make sure you READ and Understand the SOW from the beginning to end.

Certification/Training

- *LMS Training Video - One Touch Canada (2013)*
- *Pre-requisite - Safety Course*
- *See TRP Bulletin 2463 for Training Video Announcement*

The course itself does not require a pre-requisite other than SAFETY; however, to get paid for an OTC Call, you must have 3 certifications (Safety, Dispenser & OTC Training Video). The primary technician onsite **must have** all 3 certifications. Technicians assisting (helper techs) only need Safety & the OTC Training Video Course.

Overview



The OTC program will traverse our Canadian market with the goal of upgrading GCMs and making sites EMV ready within a single site visit. We will accomplish this goal by replacing/upgrading the following:

Item	Required	Optional	If Optional, when I would need it...
GCM	X		
Card Reader Shields	X		Need it anytime a GCM is installed
Software Bundle Upgrade	X		Software bundle upgrades are customer specific
19200 Baud Rate Change	X		Need it for all two-wire sites (not sites using high speed communication – Ethernet/TCP-IP)
TCR Switch Enhancement	X		Every fueling position
U25 Chip for E500/E500 S-ECIM (where applicable)	X		On unit type E500 and E500 E-CIM if chip does not meet required criteria
PAM 5000 CRIND Loop Board Swap & Upgrade (where applicable)	X		When sites have PAM 5000 and circuit board in PAM 5000 does not meet required criteria
D-BOX board replacement (where applicable)		X	If site sales a carwash, look for printer errors. If printer errors exist, replace D-Box circuit board
RKL (where applicable for Suncor sites)		X	When SPOT not RKLd (debit not working)
Add HCR2 for TCR replacement		X	If TCR failure occurs during OTC, HCR kit is standard replacement



All customers receive and use 50.4.05 unless they have re-certified with a new kernel. In this rarer case, they will use 51.4.05 or higher.

Software Bundles

Current customer approved Software bundles. Please watch for updated TRP notifications for new customer approved versions:

Suncor (PetroCanada Brand) – 50.4.05
PetroCanada branded retailers – 50.4.05
Pioneer – 50.4.05
Ultramar – 50.4.05
IOL – 50.4.05
Husky – 50.4.05
Loblaw's – 50.4.05
Canadian Tire – 51.4.05
Costco – 51.4.05
7/Eleven (non-MOC branded) – 50.2.13
Irving Oil – 50.2.13
Hughes – 50.2.13
UFA – 50.2.13
Bulloch Independent Retailers – 50.2.13
Couche-Tard (MAC's) – 50.2.13
Chevron – 50.2.13
Pilot/Flying J – 50.2.14

Correct as of 8/26/2013

Consult customer for latest approved version



TCR to HCR 2 Transition

TCRs are no longer available, and there may be a limited supply of TCR spares in the field. Going forward, the HCR 2 is the spare replacement for TCR failures.

Software Criteria when replacing TCRs with HCR 2s

When installing an HCR 2, the CRIND/SPOT software for that side **must** be upgraded to the latest manufacturing 'customer approved' release (minimum version for HCR functionality with or without GCM installed is 50.2.13). **However, it's important to adhere to any TRP Bulletins or Customer/Gilbarco directive to use a more recent approved software version.** If the software version is less than the required minimum, the HCR 2 will not function as designed. The software can be obtained by connecting to the Gilbarco extranet and downloading it from the Gilbarco Laptop Tool. You must be a Gilbarco certified technician to have access to the Gilbarco Extranet and The Laptop Tool.

For SPOT/CRIND, software is loaded on the SPOT with the FlexPay Maintenance Tool (SPOT Update Tool in some cases where resources are not required to be downloaded). SOFTWARE facts:

1. Any side with HCR 2 must have a minimum of 50.2.13
2. It is ok to have an HCR 2 on one side and a TCR on the other.
3. If one side of the dispenser is upgraded to 50.2.13 or higher for HCR 2 upgrade, the other side SPOT (With TCR) software does not have to be upgraded.

For example: This means we can replace a TCR with an HCR 2 and only upgrade the HCR 2 side to the minimum 50.2.13. The TCR side does not have to be upgraded.



Product Documentation and Training Impact Matrix

Category	High Impact	Medium Impact	Low Impact	No Change
Safety				X
Installation/site prep	MDE-4939 GCM Install Manual MDE-5065 TCR Shield Kit MDE-5081 HCR Shield Kit (All new manuals)			MDE-4677 PAM 5000/MDE-2713 D-BOX (Existing)
Service Equipment (tools)		Chip (Square) extraction tool for U25 on Door Node		
Software		MDE-5062/MDE-4771 (New FlexPay Maintenance Tool)		
POS Programming			Bulloch Champions Problem escalation documentation (OTC SOW)	
Service Support	TRP Bulletin 2309 Scope of Work (SOW)			MDE-4771/MDE-5062 RKL
Environmental Compliance				X
Recommended Spare Parts		HCR Kit Replacement for TCR. Keypad and GCM, and SPOT Displays (SOW)		
Pump Programming				X
CRIND Programming		MDE-4185 CRIND BIOS		
Network				X
PCI Physical Security		TCR-Switch Bulletin #2309		



This program is for all of Canada
The program initiates Q3 2013
Gilbarco and ASCs master schedulers will coordinate site installs.

Contacts

General questions – Service Provider / Project Manager
Activations and RKLs 1-800-800-7498 Support Center
Technical questions 1-800-743-7501 Gilbarco TAC

Required Information for Activations

EMV Activation – When replacing a secure component (Keypad, SPOT Display, Card Reader). Green screen on SPOT Display indicates activation is required.

Remote Key Loads (RKLs) – SUNCOR SITES ONLY

Note: RKL only required where SPOT does not currently have a customer encryption key installed. Look for green sticker on the SPOT. If no green sticker, unit needs to be RKL'd.



Activations and Remote Key Loads (RKLs) Tips

It is very important for you (the technician) to know and understand what you are requesting when you call Gilbarco for help. It is also important to know what network or customer key the customer is using when requesting an RKL. In Canada, this should be fairly simple as there are a small number of key type options. Below are a few helpful definitions:

- **EMV Activation** - This is performed when the tech has to swap out (or remove) an EMV secure component (such as the SPOT display, keypad or card reader). Once replaced and unit power applied, the unit will come up to a green screen and require activation before the SPOT can be put back in operation. This is performed by entering information directly into the SPOT display. Devices requiring activation can be activated multiple times.
- **EMV Remote Key Load (RKL)** - The RKL process consists of remotely downloading a specific customer key into the SPOT display. Today, Suncor and TD bank are currently the only two accounts that can utilize RKL for remote key injection.
- **EMV RKL/INIT** - The first time an EMV unit is RKL'd in the field it must go through an additional process called Initialization. This is a software function that prepares the EMV CRIND for the RKL process. This will only happen the first time, after that the unit will only be able to be RKL'd. This is performed using the FlexPay Maintenance Tool.



EMV Canada 50.4.05 (and later)

Common Issue Resolutions

Reference MDE-5114 for any and all updates

General Guidelines

Please read this guideline and see the Issues Resolution Table in MDE-5114 describing common problems with EMV CRIND in Canada.

Note: The Issues Resolution Table is not a complete list of every possible problem. The list reflects problems experienced during our field trial process during development and are easily fixed when experienced. Reference MDE-5114, service manuals, and related Service Bulletins for detailed troubleshooting.

When a reboot is requested as part of an issue resolution, please reboot the CRIND at least 2 times when using a Bulloch POS. During a reboot, the Bulloch POS downloads significant amounts of data to the CRIND and this can sometimes cause an intermittent issue between the CRIND and POS during the reboot process. Unless otherwise indicated in the issues resolutions table, you can reboot a CRIND by entering and exiting CRIND diagnostics. If the CRIND reboot fails (unit will not reboot) using the CRIND diagnostics method, then you must reboot by performing a power cycle of the device.

Technician Instructions: Standard SR (non-Pilot)

NOTE: Many problems will be fixed while going through the resolution steps listed in the issues resolutions table. If the problem is fixed, STOP (do not execute the rest of the resolution steps).

REMEMBER: For problem types not listed in the issues resolutions table, you should always reboot the CRIND to see if the problem goes away.

- If the problem does not go away on a standard, non-Pilot, service request, then follow standard escalation procedures for on-site support.

For the Issues Resolutions Table reference MDE-5114