![Gilbarco Veeder-Root logo]

Troubleshooting and Laptop Configuration Tips when doing RKL (Canada Only)

SPOT displays are being returned to Gilbarco with no defect found (NDF). In order to reduce NDF's please read all of the content provided in this document and consider these potential causes **BEFORE** replacing the SPOT display. Call TAC for further troubleshooting, and before replacing any SPOT display to get an SR #.

Note
For full details regarding RKL procedures, reference MDE-5062

1. **When obtaining the FlexPay Maintenance Tool and FlexPay/SPOT Software from the Gilbarco Extranet, be aware:**
   - The FlexPay Maintenance Tool and FlexPay/SPOT CRIND software are available on the Extranet under the Technical Resources -> Laptop Tool page. This is the same location where the Laptop Tool "Single Click Update" resides.
   - Once the FlexPay Maintenance Tool files are installed on your laptop, Right Click on the FlexPay Maintenance Tool, and choose **Run as Administrator**.

Important Note
Failure to install the program as "administrator" will Cause issues if using the Windows 7 or 8 platform

2. Installing FlexPay/SPOT software onto a SPOT display using the FlexPay Maintenance Tool in "Basic" mode downloads software and resources as a single action. The software and Resources are loaded into the SPOT display with one click of a button.

Basic Mode Screen

One Click
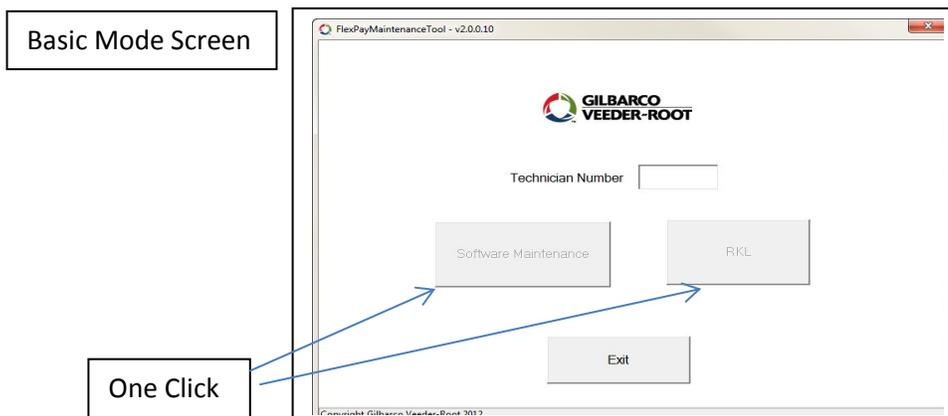
Downloading using the basic mode method may cause a problem for customers that download resources from the Point-of-Sale. For those customers, "Advanced" mode of the FlexPay Maintenance Tool should be used so you can choose which software parameters (software and/or resources) to download.

Selection Parameters

Advanced Mode Screen
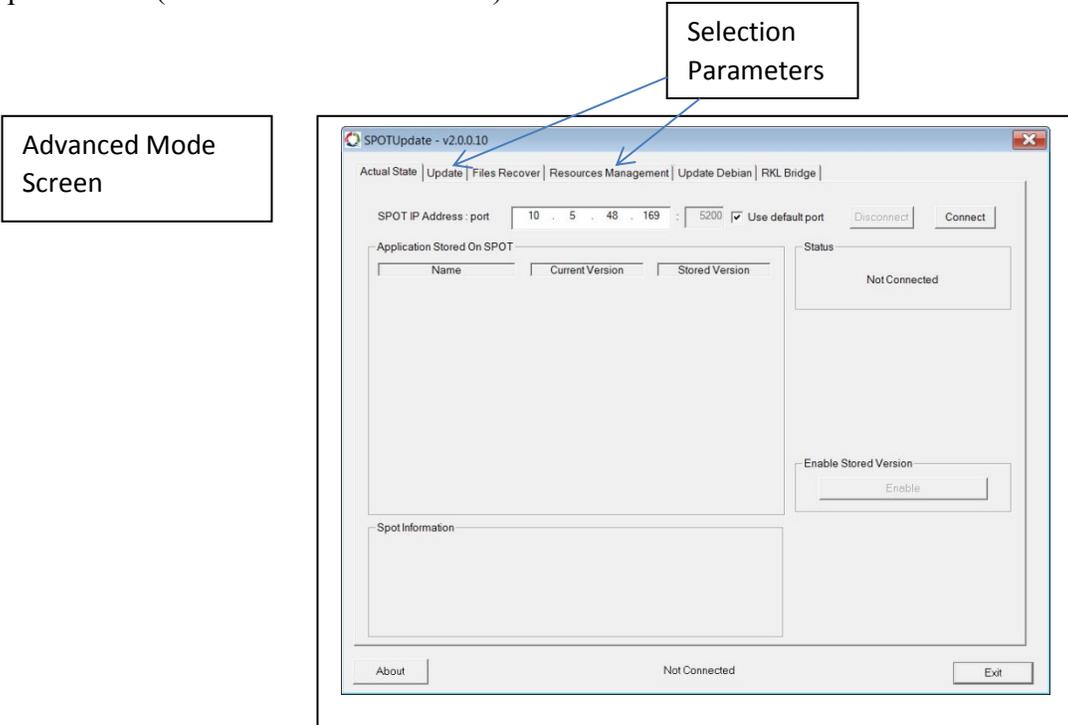
In the case where the POS downloads its own resources, you **DO** **NOT** want to download the resources using the "Basic" tool. You must run the tool in Advanced mode so you can select the parameters you want to download. Select the parameters by selecting the tabs above.

Note
Refer to MDE-4771 for instructions on how to use "Advanced" Mode

Once the Tool is downloaded to the folder of your choice, you can choose which mode to run the FlexPay Maintenance Tool in by selecting either FlexPay Maintenance Tool or SPOTUpdate. See below.

Basic Mode Screen

Advanced Mode Screen
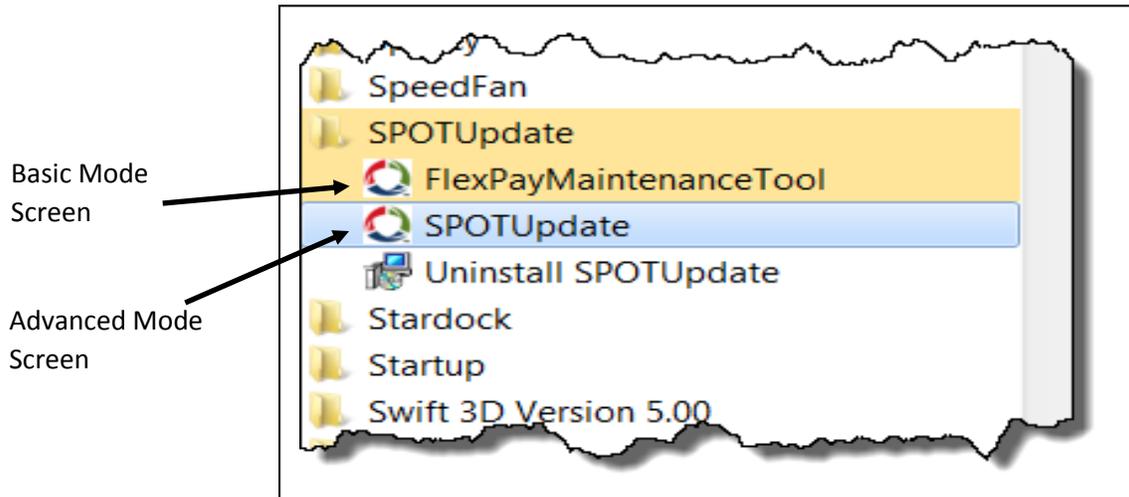
3. When downloading software and/or Resources to the SPOT display the Laptop must be able to connect to the FlexPay EMV hardware and have an Internet connection at the same time. There may be settings on your laptop that need to be changed in order to have two network connections operating at the same time. Consult your IT resource at your facility if you have any questions.

Your laptop must have Java installed to use the FlexPay Maintenance Tool properly.

To check if Java is installed on the laptop, proceed as follows:
1. Open a command window on the laptop.
2. At the command prompt type **java -version** and press enter.
3. If Java is installed the version number will be shown on the screen.

Figure 9: Verify Java Version
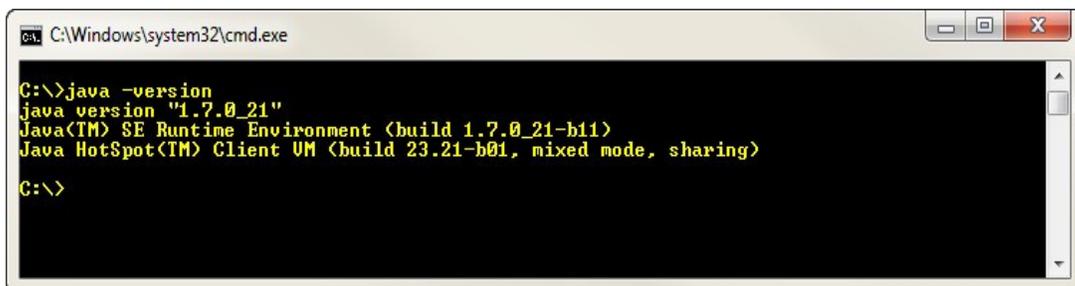
If Java is not installed the command window will show an error. In this case Java will need to be downloaded and installed.

Java can be obtained from the following location: http://java.com/en/download/index.jsp

> **The Java version must be 1.7 or higher**

Also, there may be times when a 'Java' error is displayed when trying to perform an RKL

The Java error may be seen as (Cannot Find Main Class) or (Cannot Find jvm.dll)

This can happen when the "deployment.properties" file has issues. The solution is to uninstall and reinstall Java.

Firewall Alert and Security Settings

Laptop Security settings can cause problems when performing an RKL.

1. A Firewall Exception window may be displayed at this point. If a firewall window is displayed press the **Allow Access** button.

    Figure 15: Firewall Alert

Press "Allow Access" button

2. If the FlexPay/SPOT CRIND unit has never been loaded via RKL, a one-time Initialization process is required.
3. If you select "Cancel", the firewall will block the RKL process. The only fix is to de-install the FlexPay Maintenance Tool from your laptop completely and then re-download it from the Gilbarco Extranet. The first time to try an RKL you will see this same screen again. Make sure you select "**Allow Access**".

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If the RKL procedure fails

If a problem is encountered during the RKL process for any reason you will see the following.
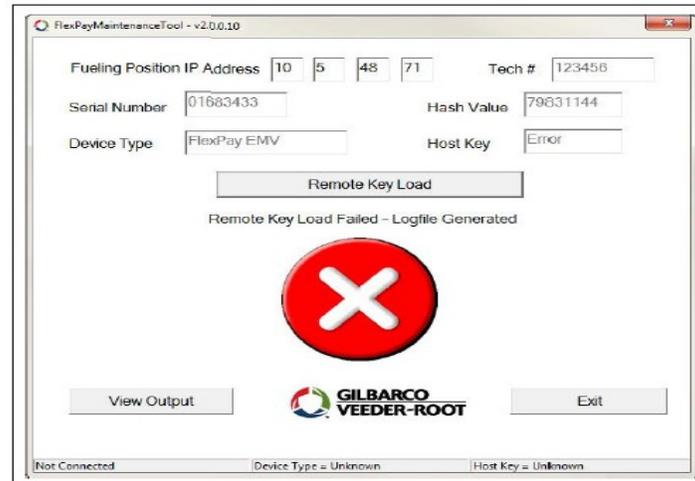
When this occurs it automatically generates a log file. To view the log file click the "View Output" button on the screen. You can then troubleshoot the failure accordingly.

Other possible solutions to consider for RKL problems/when unable to connect to the SPOT display:

Note: Make sure before replacing a SPOT display you contact TAC to get an SR#

1. Try rebooting your laptop if unable to connect to the SPOT display.
2. Check/verify your IP settings under network options on your laptop.
3. Verify that you can ping the internet if you can't connect to the SPOT display (Some laptops will disable Wi-Fi when the Ethernet port is active.
4. Verify your cables and cable connections- make sure you are using the correct cable (Cross-over). Plug directly into the SPOT display.
5. Reload the Maintenance Tool from the Extranet. Make sure you uninstall, then re-install the tool, then reboot your laptop.
6. **Never** download SPOT software from anywhere but the Gilbarco Extranet Laptop Tool.
7. Make sure the software you downloaded is in the right folder(s). SPOT. You must create a folder named SPOT in your root directory.
8. Reload Java making sure you have version 1.7 or higher.
9. Turning off pop-up blockers.
10. Security settings on laptop can cause problems when connecting to the SPOT display. (Have your IT person check)
11. If running anti-virus or any other application that may block software, check your settings. You may need to disable the anti-virus software temporarily. Remember to re-activate the anti-virus software when finished.
12. Make sure your anti-virus settings are set correctly.
13. Air card/Tethering connectivity- Are you in an area that has sufficient internet.

14. Verify IP address in dispenser with the "Network Connections" settings on your laptop
15. If trouble connecting to a SPOT, try moving the laptop out of the service vehicle. The service vehicle may interfere with the signal even if your laptop shows a connection.
16. Verify the Tech ID field filled in correctly when using the FlexPay Maintenance Tool.
17. View log button

18A "RKL failure"

*** SDES RKL attempted on EPP that contains TDES key ***

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This means the SPOT display will not accept an RKL and the SPOT display must be replaced.

18B "Init failure"

[01/11/2013 14:44:01][TIMETASK][INFO   ]Side A - RKL_HUMAN_4_RKL_INIT

[01/11/2013 14:44:01][TIMETASK][INFO   ]Starting RKL init process.

[01/11/2013 14:44:01][TIMETASK][INFO   ]Initialization In Progress

[01/11/2013 14:49:04][TIMETASK][INFO   ]RKL init process ended.

[01/11/2013 14:49:04][TIMETASK][ERROR]Timeout Error.

[01/11/2013 14:49:04][TIMETASK][ERROR]RKL Initialization Failed ´Logfile Generated

This is the log entry if there is a failure during the init process. Note the Timeout error and then the Init failed message. If tried a second time and it also fails it almost always indicates a problem with the laptop network connection. Suggest reboot or find a stronger connection.

19. Stickers on the SPOT display. There are three different stickers (See below).

M08001A002 This Unit for Global Payments	If this sticker, you **CAN NOT** RKL the SPOT
M08001A021 This Unit for Petro Canada / Suncor Payments	If this sticker, you **CAN NOT** RKL the SPOT
M08001A021 RKL DATE _____ TECH ID # _____	If this sticker, you **CAN** RKL the SPOT
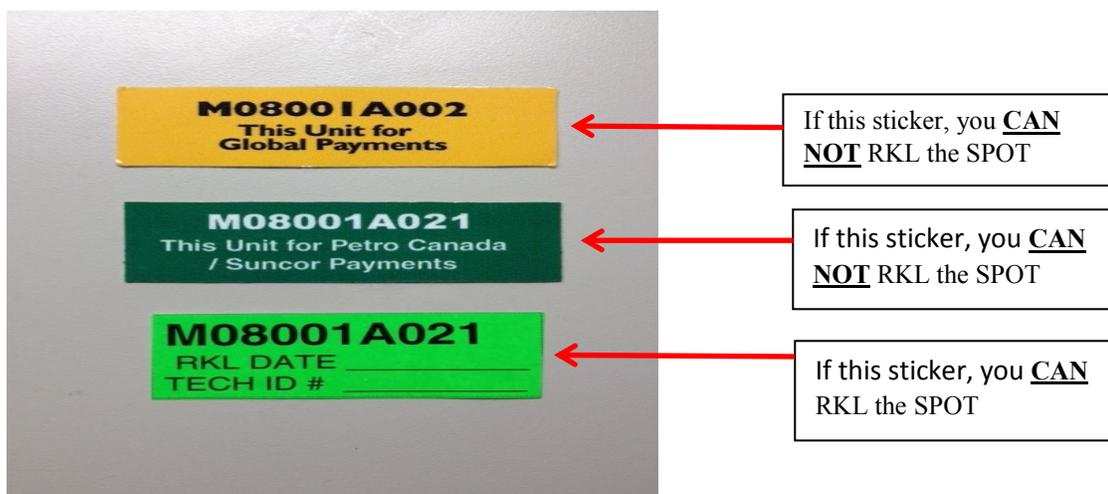
If you attempt to RKL the SPOT and it has either of the top two stickers on it you will render the SPOT useless and will need to replace it.