

## Introduction

### Purpose

This manual provides instructions for using the FlexPay™ Maintenance Tool - Basic/Advanced versions. The FlexPay Maintenance Tool (formerly SPOT Update Tool) is used to update the CRIND® software on FlexPay/Secure Payment Outdoor Terminal (SPOT) dispensers.

### Intended Users

This manual is intended for Gilbarco®-trained and certified Authorized Service Contractors (ASCs).

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### Related Documents

Document Number	Title	GOLD <sup>SM</sup> Library
MDE-4771	Encore® S Enhanced FlexPay EMV® CRIND Start-up/Service Manual	Encore and Eclipse®
MDE-4902	Encore 700 S Start-up and Service Manual	<ul style="list-style-type: none"> <li>• CRIND and TRIND®</li> <li>• Encore and Eclipse</li> </ul>
MDE-5314	Insite360™ Encore Remote Management Installation, Start-up, and Service Manual	<ul style="list-style-type: none"> <li>• Flex Pay EPP and SCR</li> <li>• FlexPay IV</li> </ul>

## Abbreviations and Acronyms

<b>Term</b>	<b>Description</b>
ASC	Authorized Service Contractor
CAT-5	Category 5
CRIND	Card Reader in Dispenser
EMV	Europay®, MasterCard®, and Visa®
FCB	FlexPay Control Board
GCM	Global Contactless Module
GOLD	Gilbarco Online Documentation
GSM	Gilbarco Security Module
HIP	Hub Interface PCB
IP	Internet Protocol
LED	Light Emitting Diode
PCB	Printed Circuit Board
PCI	Payment Card Industry
PIP	Peripheral Interface PCB
POS	Point of Sale
PPN	Product Part Number
RCSH	Remote Certificate Signing Host
RKL	Remote Key Loading
SPOT	Secure Payment Outdoor Terminal
TAC	Technical Assistance Center
TLS	Transport Layer Security
TRIND	Transmitter/Receiver in Dispenser

# Important Safety Information

**Notes:** 1) Save this Important Safety Information section in a readily accessible location.

2) Although DEF is non-flammable, Diesel is flammable. Therefore, for DEF cabinets that are attached to Diesel dispensers, follow all the notes in this section that pertain to flammable fuels.

This section introduces the hazards and safety precautions associated with installing, inspecting, maintaining, or servicing this product. Before performing any task on this product, read this safety information and the applicable sections in this manual, where additional hazards and safety precautions for your task will be found. Fire, explosion, electrical shock, or pressure release could occur and cause death or serious injury, if these safe service procedures are not followed.

## Preliminary Precautions

You are working in a potentially dangerous environment of flammable fuels, vapors, and high voltage or pressures. Only trained or authorized individuals knowledgeable in the related procedures should install, inspect, maintain, or service this equipment.

## Emergency Total Electrical Shut-Off

The first and most important information you must know is how to stop all fuel flow to the pump/dispenser and island. Locate the switch or circuit breakers that shut off all power to all fueling equipment, dispensing devices, and Submerged Turbine Pumps (STPs).

 <b>WARNING</b>	
	The EMERGENCY STOP, ALL STOP, and PUMP STOP buttons at the cashier's station WILL NOT shut off electrical power to the pump/dispenser. This means that even if you activate these stops, fuel may continue to flow uncontrolled.
	You must use the TOTAL ELECTRICAL SHUT-OFF in the case of an emergency and not the console's ALL STOP and PUMP STOP or similar keys.

## Total Electrical Shut-Off Before Access

Any procedure that requires access to electrical components or the electronics of the dispenser requires total electrical shut off of that unit. Understand the function and location of this switch or circuit breaker before inspecting, installing, maintaining, or servicing Gilbarco equipment.

## Evacuating, Barricading, and Shutting Off

Any procedure that requires access to the pump/dispenser or STPs requires the following actions:



- An evacuation of all unauthorized persons and vehicles from the work area
- Use of safety tape, cones, or barricades at the affected unit(s)
- A total electrical shut-off of the affected unit(s)

## Read the Manual

Read, understand, and follow this manual and any other labels or related materials supplied with this equipment. If you do not understand a procedure, call the Gilbarco Technical Assistance Center (TAC) at 1-800-743-7501. It is imperative to your safety and the safety of others to understand the procedures before beginning work.

## Follow the Regulations

Applicable information is available in National Fire Protection Association (NFPA) 30A; Code for Motor Fuel Dispensing Facilities and Repair Garages, NFPA 70; National Electrical Code (NEC), Occupational Safety and Health Administration (OSHA) regulations and federal, state, and local codes. All these regulations must be followed. Failure to install, inspect, maintain, or service this equipment in accordance with these codes, regulations, and standards may lead to legal citations with penalties or affect the safe use and operation of the equipment.

## Replacement Parts

Use only genuine Gilbarco replacement parts and retrofit kits on your pump/dispenser. Using parts other than genuine Gilbarco replacement parts could create a safety hazard and violate local regulations.

## Federal Communications Commission (FCC) Warning

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate this equipment.

## Safety Symbols and Warning Words

This section provides important information about warning symbols and boxes.

### Alert Symbol



This safety alert symbol is used in this manual and on warning labels to alert you to a precaution which must be followed to prevent potential personal safety hazards. Obey safety directives that follow this symbol to avoid possible injury or death.

### Signal Words

These signal words used in this manual and on warning labels tell you the seriousness of particular safety hazards. The precautions below must be followed to prevent death, injury, or damage to the equipment:



**DANGER:** Alerts you to a hazard or unsafe practice which will result in death or serious injury.



**WARNING:** Alerts you to a hazard or unsafe practice that could result in death or serious injury.



**CAUTION** with Alert symbol: Designates a hazard or unsafe practice which may result in minor injury.

**CAUTION** without Alert symbol: Designates a hazard or unsafe practice which may result in property or equipment damage.

## Working With Fuels and Electrical Energy

### Prevent Explosions and Fires

Fuels and their vapors will explode or burn, if ignited. Spilled or leaking fuels cause vapors. Even filling customer tanks will cause potentially dangerous vapors in the vicinity of the dispenser or island.

DEF is non-flammable. Therefore, explosion and fire safety warnings do not apply to DEF lines.

## Important Safety Information

### No Open Fire



Open flames from matches, lighters, welding torches, or other sources can ignite fuels and their vapors.

### No Sparks - No Smoking



Sparks from starting vehicles, starting, or using power tools, burning cigarettes, cigars, or pipes can also ignite fuels and their vapors. Static electricity, including an electrostatic charge on your body, can cause a spark sufficient to ignite fuel vapors. Every time you get out of a vehicle, touch the metal of your vehicle, to discharge any electrostatic charge before you approach the dispenser island.

### Working Alone

It is highly recommended that someone who is capable of rendering first aid be present during servicing. Familiarize yourself with Cardiopulmonary Resuscitation (CPR) methods, if you work with or around high voltages. This information is available from the American Red Cross. Always advise the station personnel about where you will be working, and caution them not to activate power while you are working on the equipment. Use the OSHA Lockout/Tagout procedures. If you are not familiar with this requirement, refer to this information in the service manual and OSHA documentation.

### Working With Electricity Safely

Ensure that you use safe and established practices in working with electrical devices. Poorly wired devices may cause a fire, explosion, or electrical shock. Ensure that grounding connections are properly made. Take care that sealing devices and compounds are in place. Ensure that you do not pinch wires when replacing covers. Follow OSHA Lockout/Tagout requirements. Station employees and service contractors need to understand and comply with this program completely to ensure safety while the equipment is down.

### Hazardous Materials

Some materials present inside electronic enclosures may present a health hazard if not handled correctly. Ensure that you clean hands after handling equipment. Do not place any equipment in the mouth.

#### **WARNING**

The pump/dispenser contains a chemical known to the State of California to cause cancer.

#### **WARNING**

The pump/dispenser contains a chemical known to the State of California to cause birth defects or other reproductive harm.

## In an Emergency

### Inform Emergency Personnel

Compile the following information and inform emergency personnel:

- Location of accident (for example, address, front/back of building, and so on)
- Nature of accident (for example, possible heart attack, run over by car, burns, and so on)
- Age of victim (for example, baby, teenager, middle-age, elderly)
- Whether or not victim has received first aid (for example, stopped bleeding by pressure, and so on)
- Whether or not a victim has vomited (for example, if swallowed or inhaled something, and so on)

#### **WARNING**



Gasoline/DEF ingested may cause unconsciousness and burns to internal organs. Do not induce vomiting. Keep airway open. Oxygen may be needed at scene. Seek medical advice immediately.

#### **WARNING**

DEF generates ammonia gas at higher temperatures. When opening enclosed panels, allow the unit to air out to avoid breathing vapors. If respiratory difficulties develop, move victim away from source of exposure and into fresh air. If symptoms persist, seek medical attention.

#### **WARNING**



Gasoline inhaled may cause unconsciousness and burns to lips, mouth, and lungs. Keep airway open. Seek medical advice immediately.

#### **WARNING**



Gasoline/DEF spilled in eyes may cause burns to eye tissue. Irrigate eyes with water for approximately 15 minutes. Seek medical advice immediately.

#### **WARNING**



Gasoline/DEF spilled on skin may cause burns. Wash area thoroughly with clear water. Seek medical advice immediately.

#### **WARNING**

DEF is mildly corrosive. Avoid contact with eyes, skin, and clothing. Ensure that eyewash stations and safety showers are close to the work location. Seek medical advice/recommended treatment if DEF spills into eyes.

**IMPORTANT:** Oxygen may be needed at scene if gasoline has been ingested or inhaled. Seek medical advice immediately.

### Lockout/Tagout

Lockout/Tagout covers servicing and maintenance of machines and equipment in which the unexpected energization or start-up of the machine(s) or equipment or release of stored energy could cause injury to employees or personnel. Lockout/Tagout applies to all mechanical, hydraulic, chemical, or other energy, but does not cover electrical hazards. Subpart S of 29 CFR Part 1910 - Electrical Hazards, 29 CFR Part 1910.333 contains specific Lockout/Tagout provision for electrical hazards.

# Confirming Software Version

Before installing any software, confirm the Operating System (OS) version on the unit.

*Note: These instructions are NOT applicable for EMV Canada/SPOT units.*

- 1 Power cycle the dispenser.
- 2 When the white versions screen opens, see [Figure 1](#) and [Figure 2](#) on [page 6](#), check the OS version to determine which software is currently running on the dispenser.
- 3 If you are upgrading from version 01.0.03 to 02.0.13 or later software, you must perform the migration procedure on the unit.

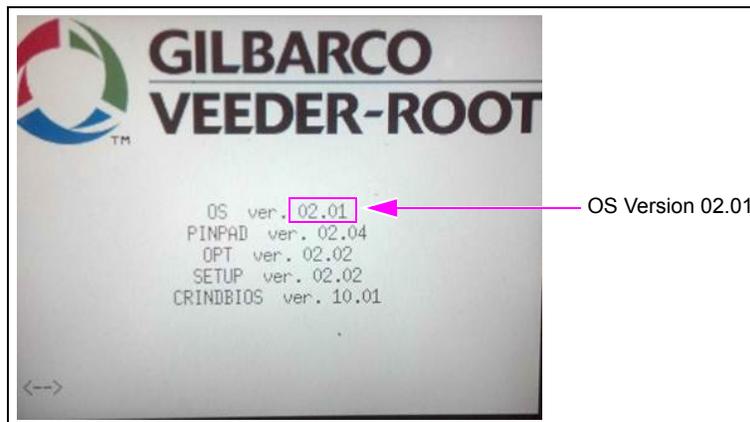
The following table describes the criteria required to perform migration procedure:

OS version	Software Version	Action
02.01	01.0.03	Migrate the software of the FlexPay Control Board (FCB) to the latest version. Refer to " <a href="#">Migrating Version 01.0.03</a> " on <a href="#">page 81</a> .
02.02	02.0.XX	Migration is NOT required on this unit before loading 02.0.13 or later software.

**WARNING**

Before upgrading a unit from software version 01.0.03 to version 02.0.13 or later, you must perform the migration procedure. Failure to do so will result in permanent damage to the FCB.

**Figure 1: OS Version 02.01**



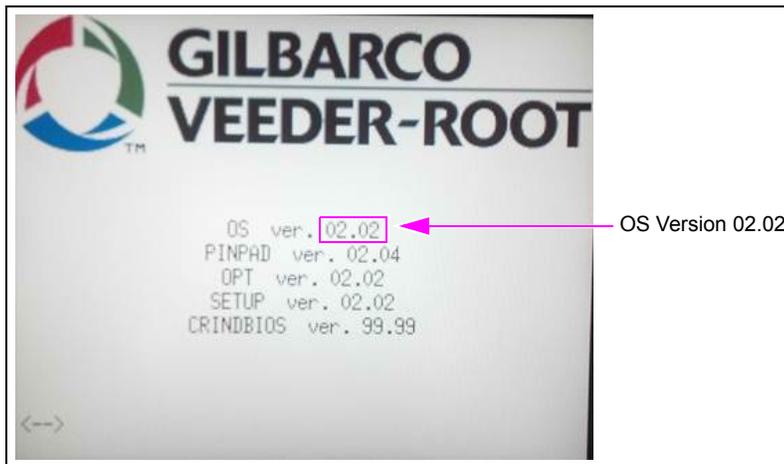
- 4 An OS version 02.02 or later indicates that the unit is running 02.0.13 or later software. Migration is NOT required on this unit before loading 02.0.13 or later software.

**Very Important**

**WARNING**

**Version 01.0.03 software is not compatible with a unit running 02.0.13 or later. Loading 01.0.03 will result in the FlexPay board being inoperable and damaged beyond repair.**

**Figure 2: OS Version 02.02**



**IMPORTANT INFORMATION**

Before updating the software, remove the Point of Sale (POS) two-wire cable from the Hub Interface PCB (HIP) board. The POS two-wire cable can be reconnected only after both sides of the unit are updated and the CRIND devices become operational.

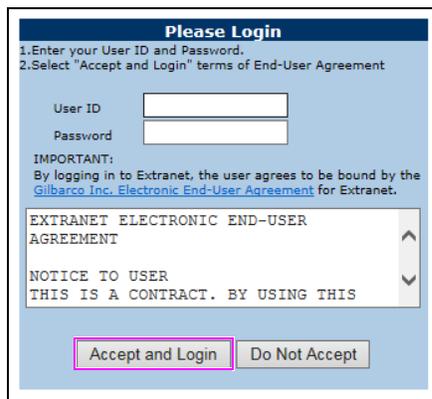
# Downloading FlexPay Maintenance Tool and FlexPay/SPOT Software

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.

To download the FlexPay Maintenance Tool and FlexPay/SPOT software, proceed as follows:

- 1 Log in to Gilbarco Extranet and type in your username and password.

**Figure 3: Gilbarco Extranet Login Screen**



- 2 Scroll down to the bottom of the menu and select **Technician Resources**. Scroll down to the bottom of the menu and select **Laptop Tool**. Laptop Tool license agreement is displayed.

**Figure 4: Extranet Menu**

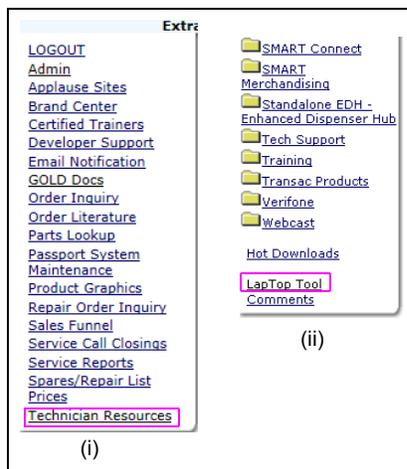
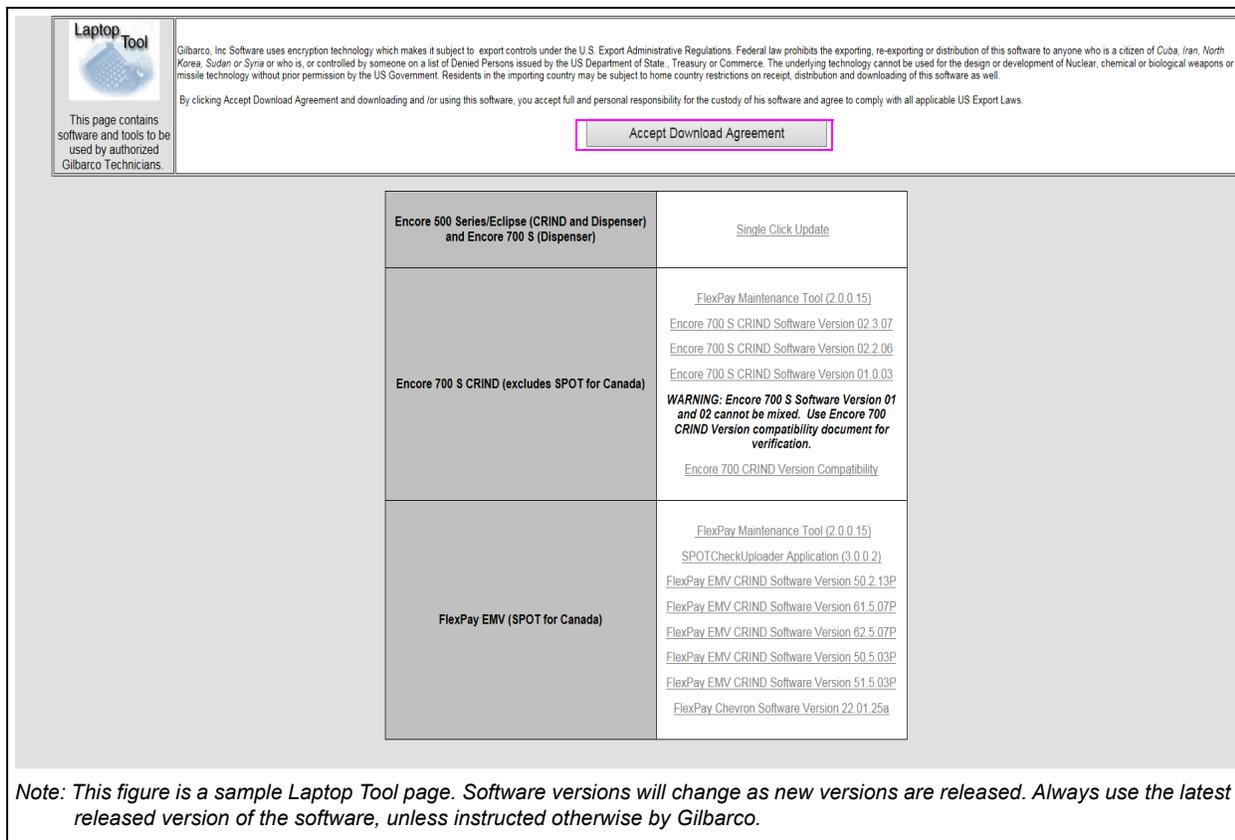


Figure 5: Laptop Tool Screen



- 3 Read the download agreement and click **Accept Download Agreement** to enable the download links (see [Figure 5](#)).
- 4 To download the FlexPay Maintenance Tool and corresponding software, click **Single Click Update** [Encore 500 Series/Eclipse (CRIND and Dispenser) and Encore 700 S (Dispenser)] or FlexPay Maintenance Tool (X.X.X.XX) link [Encore 700 S CRIND (excludes SPOT for Canada)] or FlexPay EMV (SPOT for Canada) to start the download.
- 5 Select **Save** to save the installation file to your laptop. Do **not** select the Run option.
- 6 Go to the location where you saved the FlexPay Maintenance Tool installation file.

<b>IMPORTANT INFORMATION</b>
It is recommended to install the tool in the office in the event that administrative rights need to be modified on the laptop. Failure to install the program as administrator with rights to modify firewall rules will lead to certain operations of the tool not functioning properly on Windows® 7/Windows 8/Windows 10/Windows Enterprise. Also, each user of the tool must have a <i>Documents</i> folder in his or her user profile.

- 7 Right-click the FlexPay Maintenance Tool installation file and select **Run As Administrator**.
- 8 Accept all the defaults during the installation process.
- 9 Go to the location where you saved the software version installation file.
- 10 Double-click the installation file to extract the software.
- 11 Accept all the defaults during the installation process. Failure to accept the defaults may result in the software not being recognized by the FlexPay Maintenance Tool.

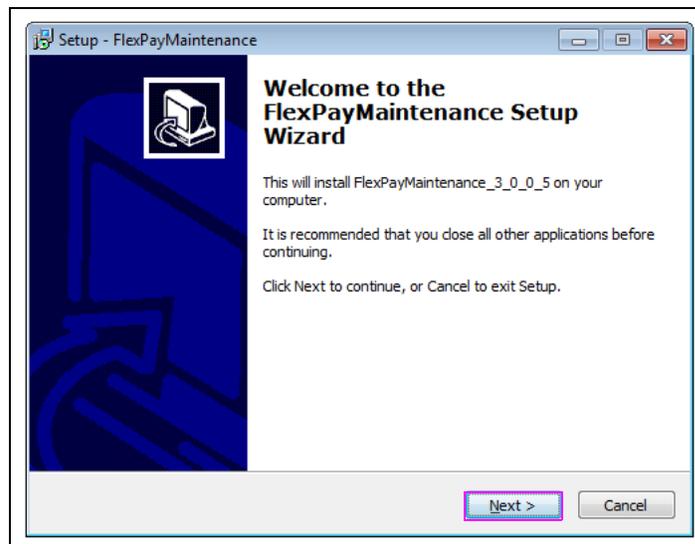
# Installing FlexPay Maintenance Tool

To install the FlexPay Maintenance Tool, proceed as follows:

- 1 Double-click FlexPayMaintenance\_setup\_3\_0\_0\_5.exe. The installation screen opens (see [Figure 6](#)). Click **Next** to continue.

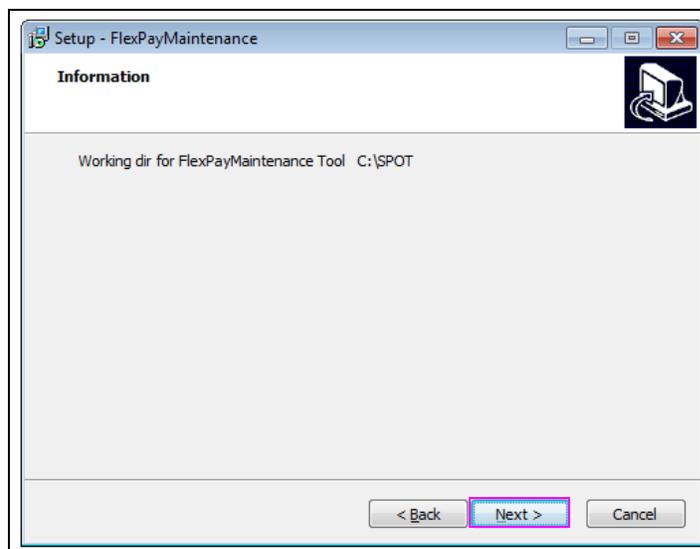


**Figure 6: Welcome Screen**



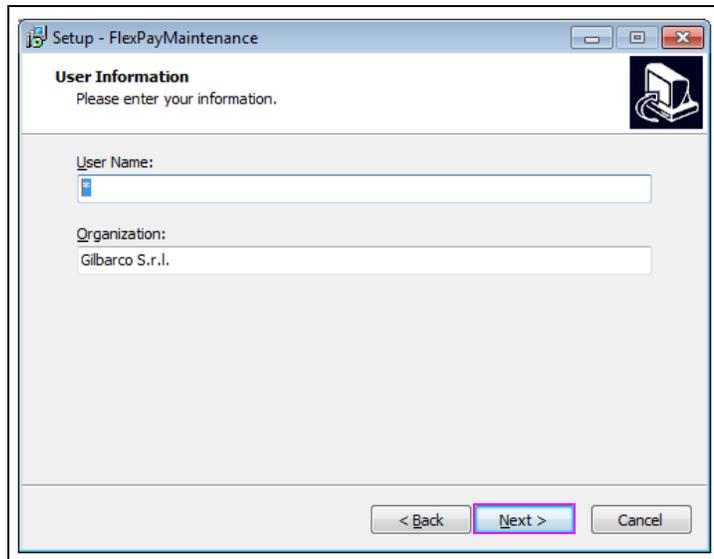
Information window opens, indicating the path of the working file; for example, the default working directory is **C:\SPOT**. Click **Next** to continue.

**Figure 7: Information Screen**



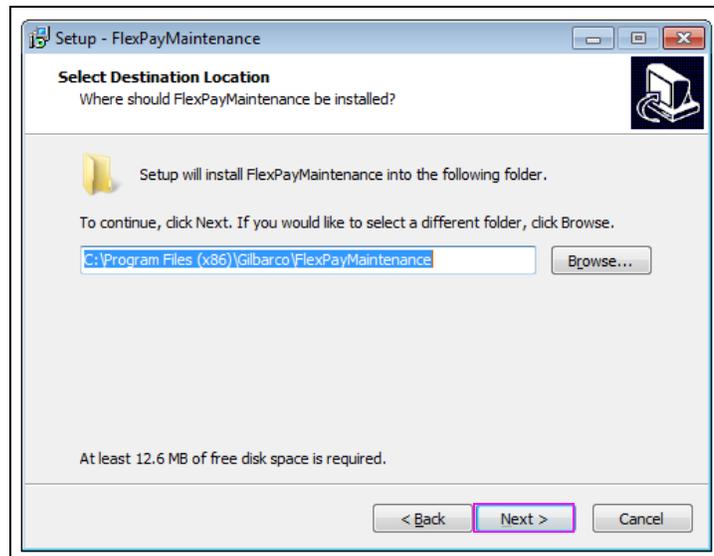
- 2 Enter the user name and the organization name in the respective fields. Click **Next** to continue.

**Figure 8: User Information Screen**



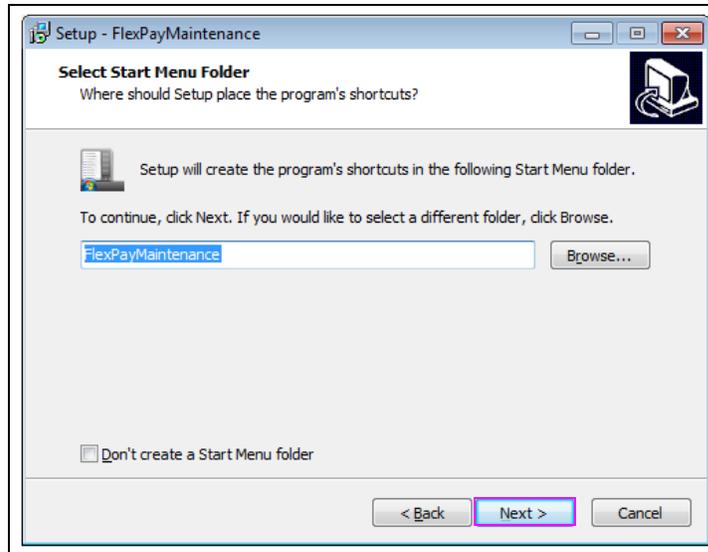
- 3 Select the folder where the FlexPay Maintenance Tool files are installed on your PC. Click **Next** to continue.

**Figure 9: Selecting Destination Location**



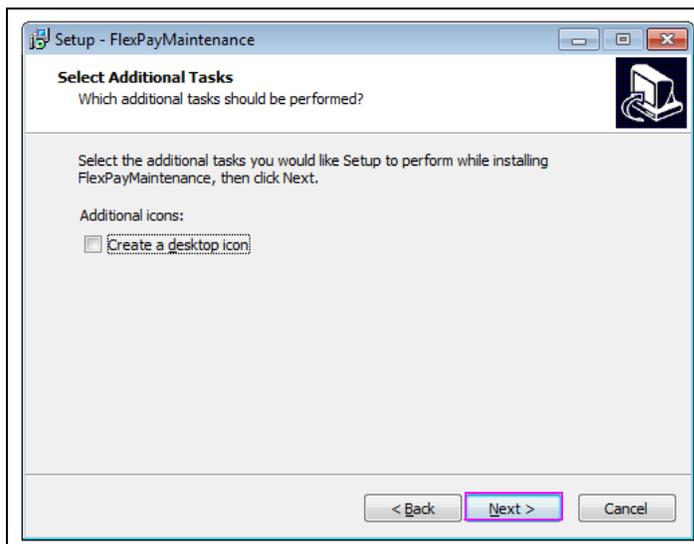
- 4 Select the folder for program shortcuts in the Windows Start menu (see [Figure 10](#)). Click **Next** to continue.

**Figure 10: Selecting Start Menu Folder**



- 5 Select the check box if you want to create a desktop shortcut icon (see [Figure 11](#)). Click **Next** to continue.

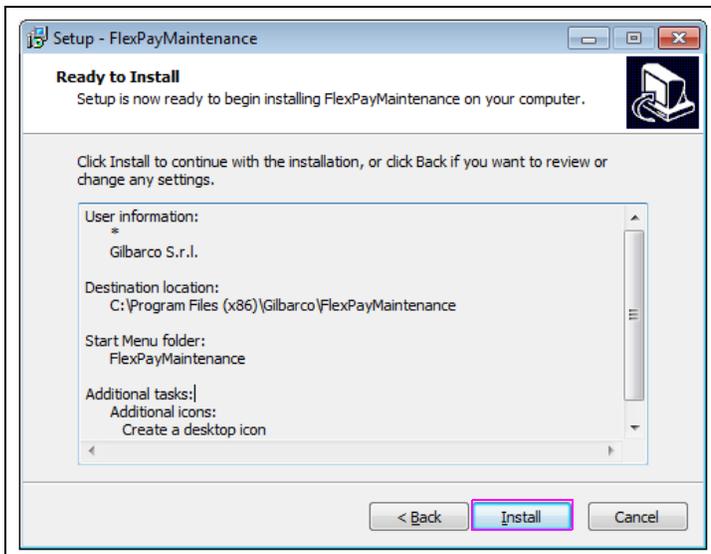
**Figure 11: Creating Desktop Shortcut**



Installation Summary screen opens.

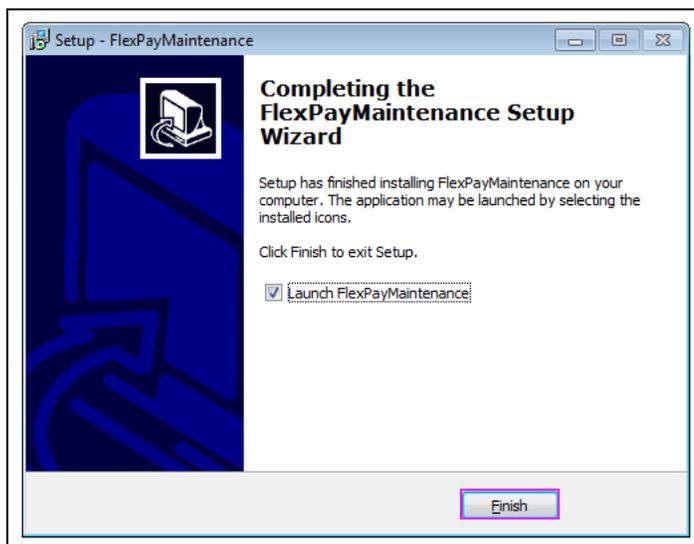
- 6 Click **Install** to continue the installation process.

**Figure 12: Installation Summary Screen**



- 7 When installation is completed successfully, select the check box to start FlexPay Maintenance Tool and click **Finish**.

**Figure 13: Starting FlexPay Maintenance**



FlexPay Maintenance Tool is installed on your system and two shortcuts of FlexPay - Basic and Advanced Tool are created. All data used by FlexPay Maintenance Tool can be retrieved from C:\SPOT.

# FlexPay Maintenance Tool - Basic

The following actions can be performed using the FlexPay Maintenance Tool - Basic:

- Installing FlexPay/SPOT CRIND Software
- Comparing FlexPay/SPOT Software Versions
- FlexPay/SPOT Remote Key Loading (RKL)
- Troubleshooting Tips for RKL Field Issues
- Programming Global Contactless Module (GCM) 2

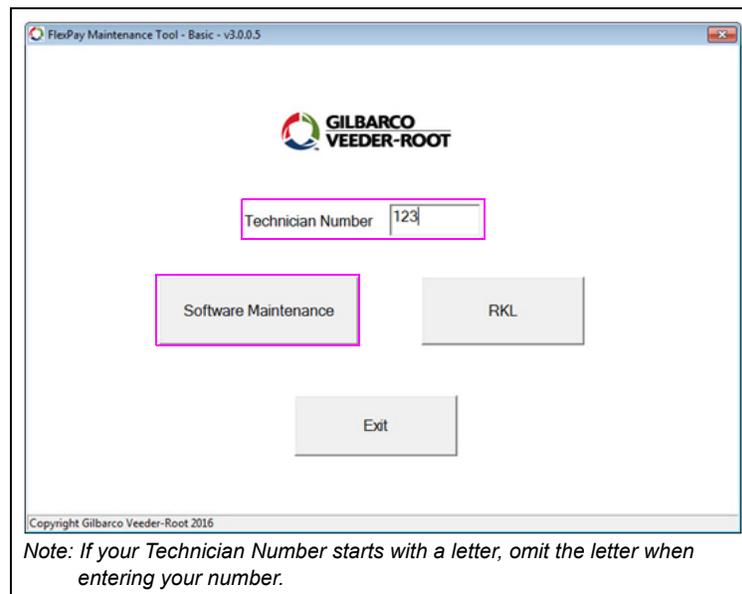
## Installing FlexPay/SPOT CRIND Software

To install the FlexPay/SPOT CRIND software, proceed as follows:

- 1 Click **Windows Start menu** > **SPOT Update** folder > **FlexPay Maintenance Tool** and enter a valid Technician Number (see [Figure 14](#)).

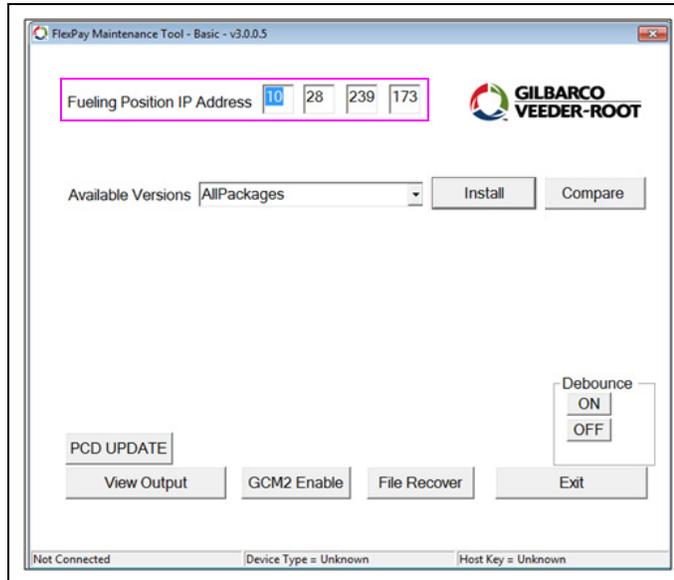
<b>IMPORTANT INFORMATION</b>
<p>Installing software using the FlexPay Maintenance Tool in “Basic” mode (see <a href="#">Figure 14</a>) downloads software and resources as a single action. This may cause a problem for customers that download resources from the POS. For those customers, “Advanced” mode should be used. For more instructions on how to use “Advanced” mode, refer to “<a href="#">FlexPay Maintenance Tool - Advanced</a>” on <a href="#">page 37</a>.</p> <p><b>Isolate the CRIND two-wire before connecting to the unit. Failure to do this may cause files to be overwritten while the software download is in progress.</b></p>

**Figure 14: FlexPay Maintenance Tool Main Menu**



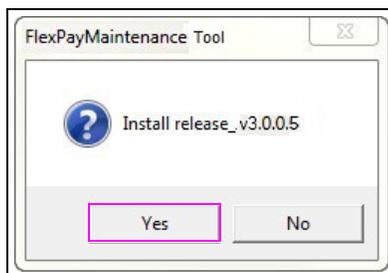
- 2 Click **Software Maintenance**; the Software Maintenance screen opens.

**Figure 15: Software Maintenance Main Screen**



- 3 Enter the Fueling Position Internet Protocol (IP) Address where the software will be installed.
- 4 Select the version to install from the Available Versions list.
- 5 Click **Install** and the Version Confirmation screen opens.

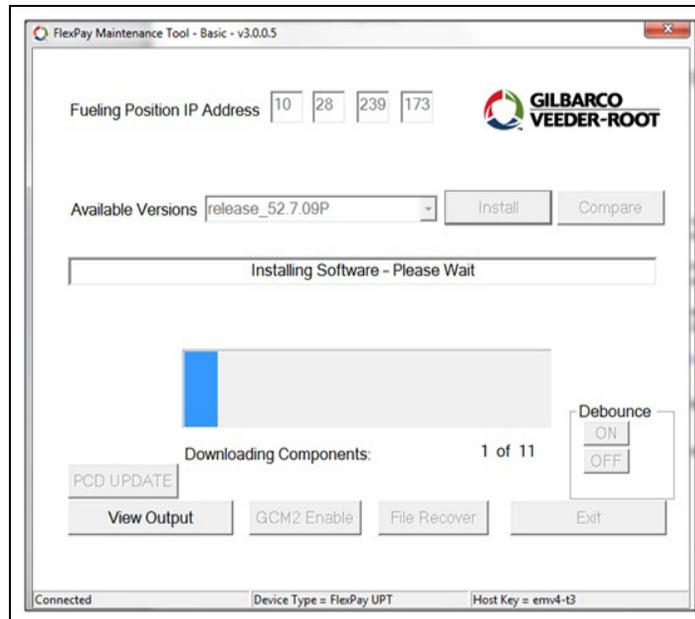
**Figure 16: Version Confirmation Screen**



- 6 Confirm the version and click **Yes** to install. If the version shown is not correct, click **No**.

The FlexPay Maintenance Tool installs software, resources, and debians (see [Figure 17](#) and [Figure 18](#)).

**Figure 17: Installing Software Screen**



**Figure 18: Installing Resources Screen**

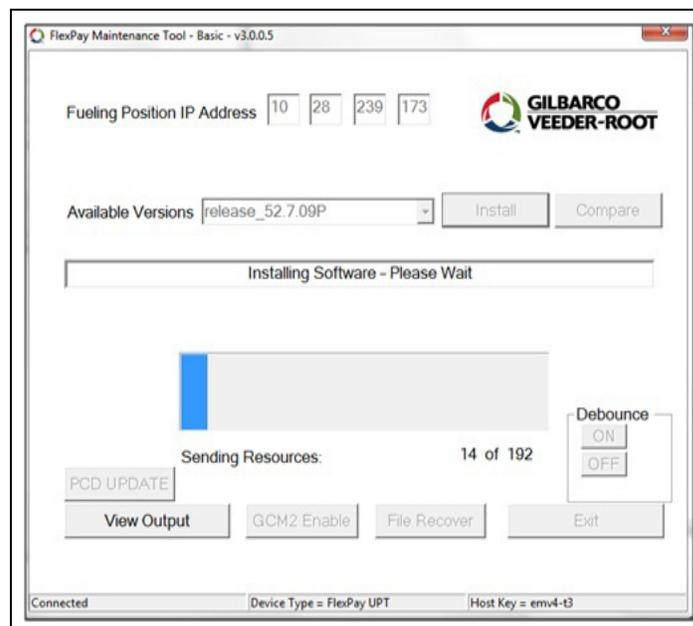
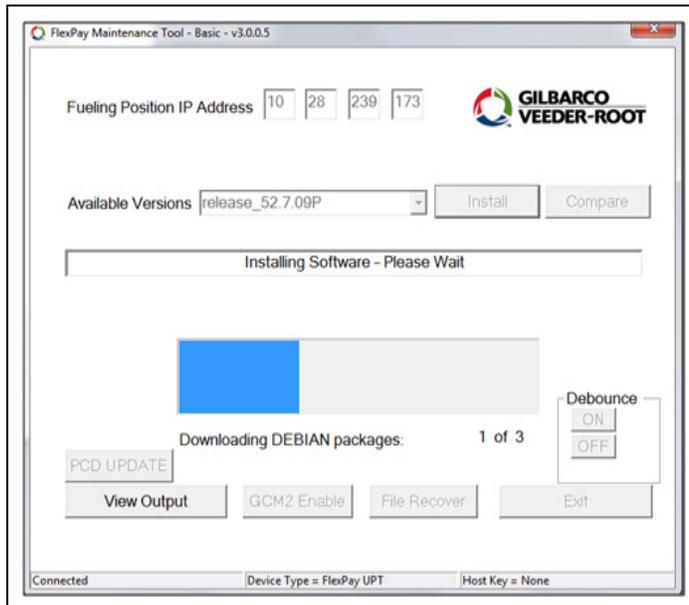
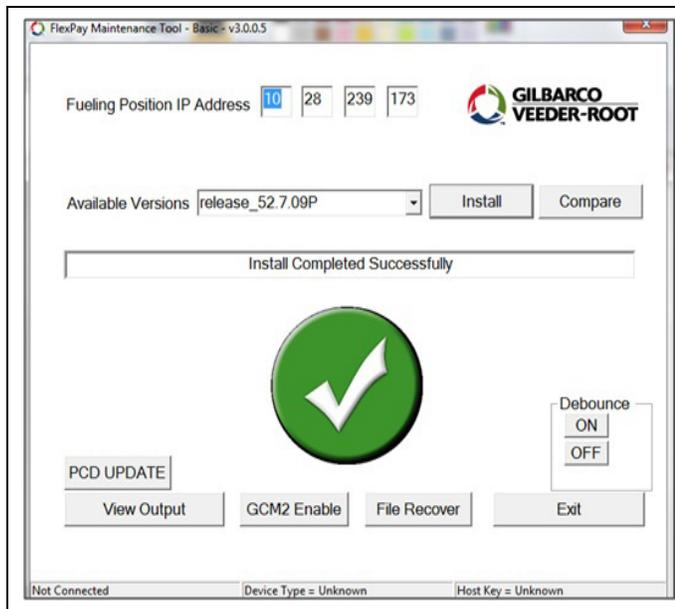


Figure 19: Updating Debian Packages



- 7 After the software, resources, and debians installation is complete, the confirmation screen will be displayed and the SPOT unit will automatically reboot to perform the upgrade.

Figure 20: Successful Installation Screen



If a problem is encountered during the installation process, the FlexPay Maintenance Tool will indicate a failure on the screen and generate a log file (see [Figure 21](#)). Click **View Output** to open the log file and troubleshoot the failure.

**Figure 21: Installation Failure Screen**



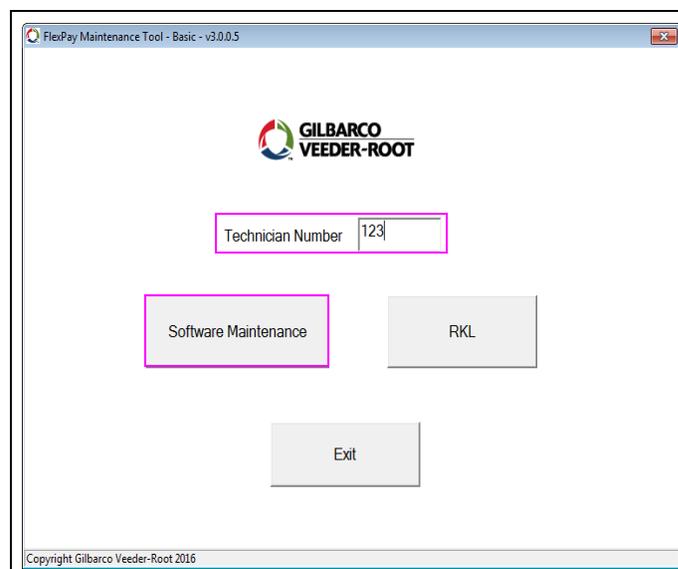
## Comparing FlexPay/SPOT Software Versions

Compare functionality can be used to determine differences between a version installed in the SPOT FlexPay hardware and the available version in the laptop. This feature can be used to validate if the installation has been successful or not.

To compare FlexPay/SPOT software versions, proceed as follows:

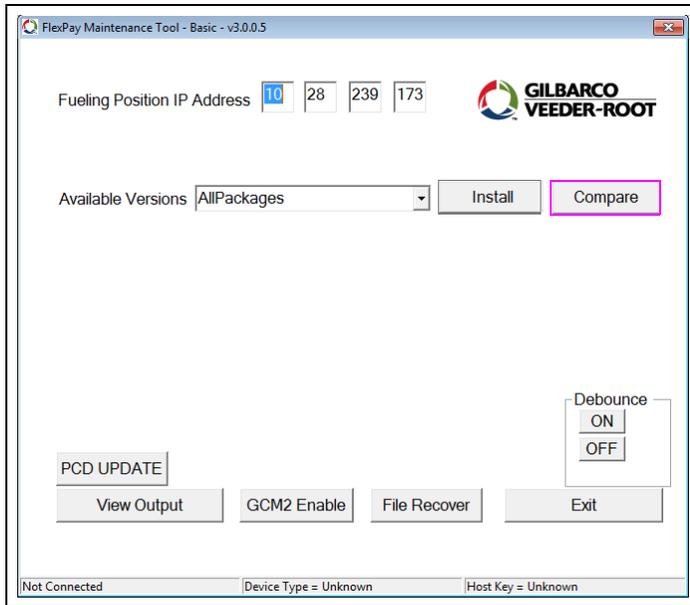
- 1 Click **Windows Start menu** > **SPOT Update folder** > **FlexPay Maintenance Tool** and enter a valid Technician Number. Click **Software Maintenance**.

**Figure 22: FlexPay Basic - Home screen**



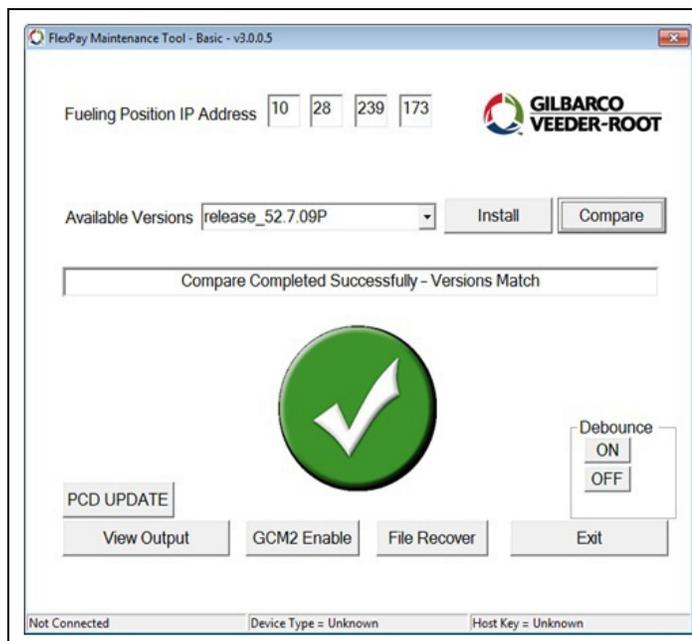
- 2 On the Software Maintenance screen, enter the SPOT IP address in the Fueling Position IP Address field. Click **Compare**.

**Figure 23: Comparing Functionality**



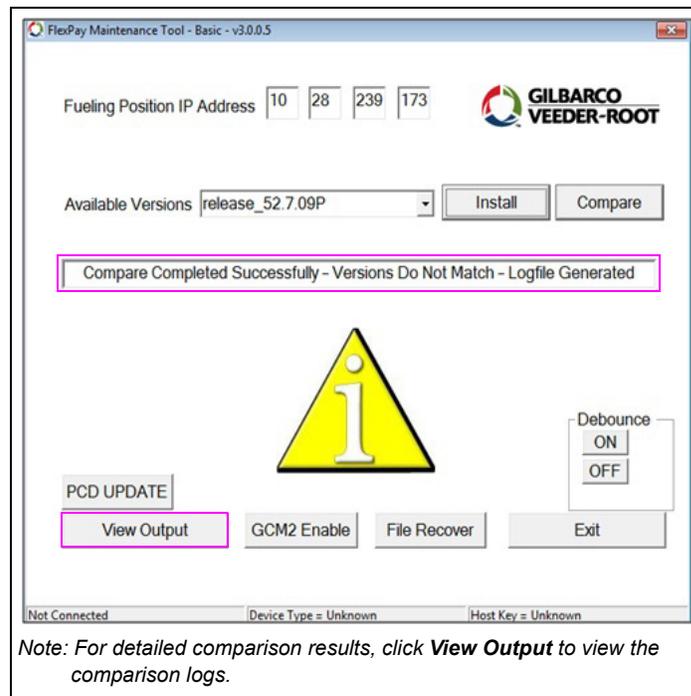
A version match means the version numbers of all the software packages running on the connected SPOT FlexPay unit match the version numbers of all the software packages in the version shown in the Available Versions list.

**Figure 24: Comparing Versions - Successful**



If the version numbers of the software packages running on the connected FlexPay unit do not match the version numbers of the software packages in the versions shown in the Available Versions list, the message “Compare Completed Successfully - Versions Do Not Match - Logfile Generated” is displayed.

**Figure 25: Comparing Versions - Versions Do Not Match**



If no version is selected from the Available Versions list or the versions cannot be retrieved from the connected SPOT FlexPay unit, the message “Compare Failed - Nothing To Compare” is displayed.

**Figure 26: Comparing Versions - Failure**



## FlexPay/SPOT RKL

The FlexPay Maintenance Tool adds the ability to perform RKL of FlexPay/SPOT units for customers that have approved the RKL process.

To use the RKL feature, verify the following:

- Installed Java™ version is 1.7 or later. If an earlier version of Java is installed, it must be upgraded.
- Laptop with Internet connection to connect to the FlexPay EMV hardware.

Failure to meet either of these conditions will result in a failure during the RKL process.

To check if Java is installed, proceed as follows:

- 1 Open the command window on the laptop.
- 2 At the command prompt, type **java -version** and press **Enter**.
  - a If Java is installed, the version number is displayed.

**Figure 27: Verifying Java Version**



```
C:\Windows\system32\cmd.exe
C:\>java -version
java version "1.7.0_21"
Java(TM) SE Runtime Environment (build 1.7.0_21-b11)
Java HotSpot(TM) Client VM (build 23.21-b01, mixed mode, sharing)
C:\>
```

- b If Java is not installed, the command window shows an error. In this case, Java needs to be downloaded and installed.

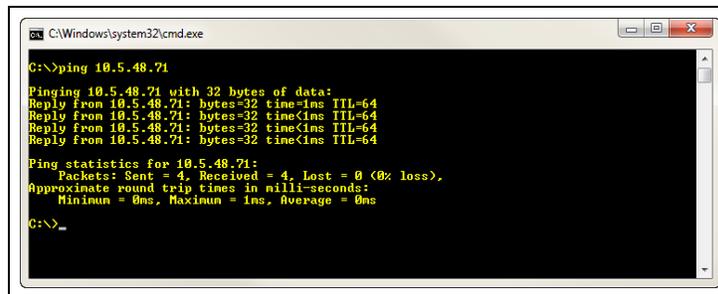
To download Java, go to: <http://java.com/en/download/index.jsp>.

## Troubleshooting RKL Field Issues

To troubleshoot RKL field issues, proceed as follows:

- 1 Connect the laptop to the FlexPay/SPOT CRIND via the HIP or directly to the FlexPay display.
- 2 Enable Internet connection on the laptop and connect.
- 3 Ping the SPOT IP address from command window to verify the SPOT connection.

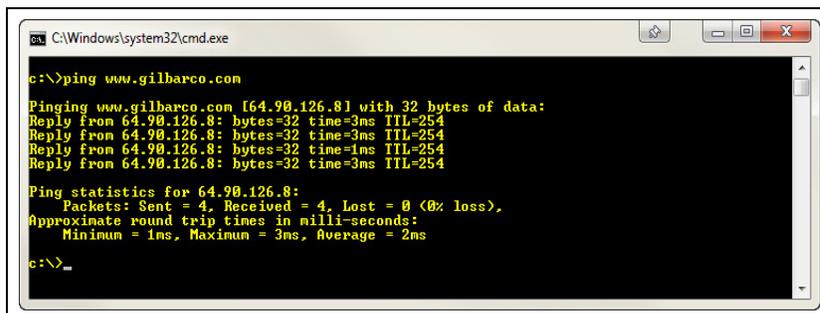
**Figure 28: Confirming FlexPay Connection Screen**



```
C:\Windows\system32\cmd.exe
C:\>ping 10.5.48.71
Pinging 10.5.48.71 with 32 bytes of data:
Reply from 10.5.48.71: bytes=32 time=1ms TTL=64
Reply from 10.5.48.71: bytes=32 time<1ms TTL=64
Reply from 10.5.48.71: bytes=32 time<1ms TTL=64
Reply from 10.5.48.71: bytes=32 time<1ms TTL=64
Ping statistics for 10.5.48.71:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms
C:\>_
```

- 4 Ping [www.gilbarco.com](http://www.gilbarco.com) to verify the Internet connection.

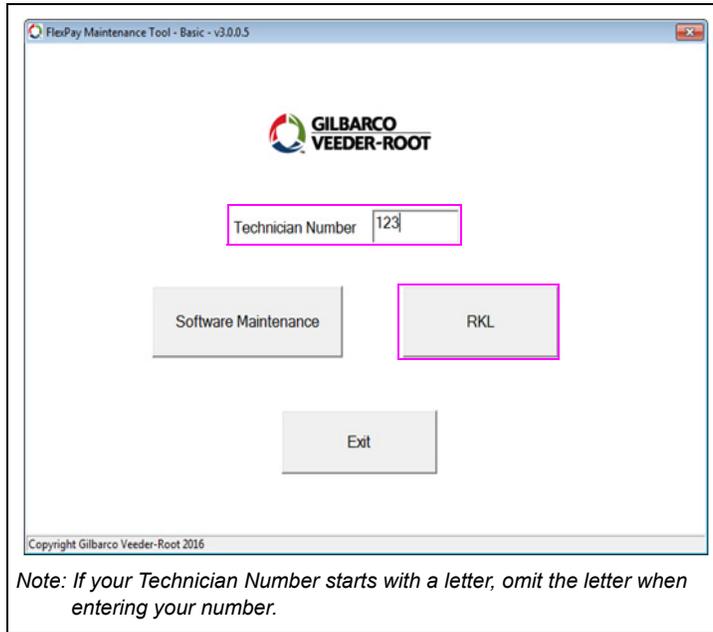
**Figure 29: Confirming Internet Connection**



```
C:\Windows\system32\cmd.exe
c:\>ping www.gilbarco.com
Pinging www.gilbarco.com [64.90.126.8] with 32 bytes of data:
Reply from 64.90.126.8: bytes=32 time=3ms TTL=254
Reply from 64.90.126.8: bytes=32 time=3ms TTL=254
Reply from 64.90.126.8: bytes=32 time=1ms TTL=254
Reply from 64.90.126.8: bytes=32 time=3ms TTL=254
Ping statistics for 64.90.126.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 3ms, Average = 2ms
c:\>_
```

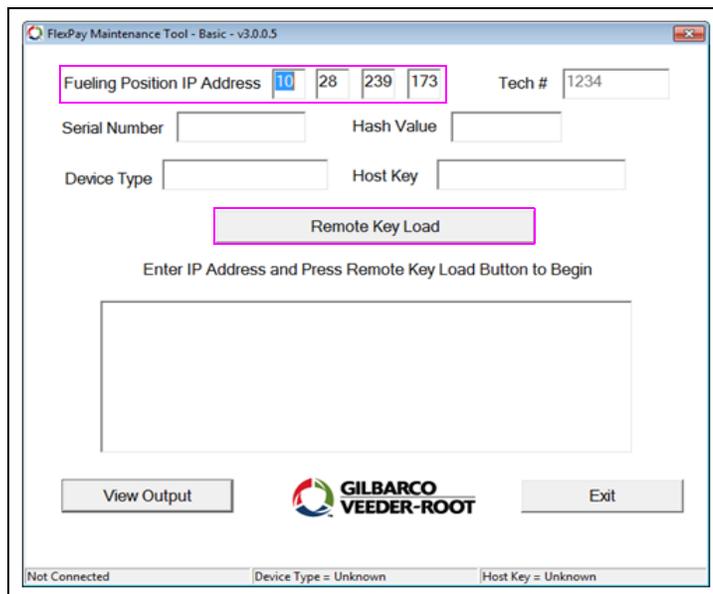
- 5 After both connections are confirmed, open the FlexPay Maintenance Tool.

**Figure 30: FlexPay Maintenance Tool Main Screen**



- 6 Enter a valid Technician Number and click **RKL** (see [Figure 30](#)).
- 7 Enter the Fueling Position IP Address where RKL is being performed.

**Figure 31: RKL Main Screen**



- 8 Click **Remote Key Load** to retrieve information from the FlexPay/SPOT unit as shown in [Figure 32](#).

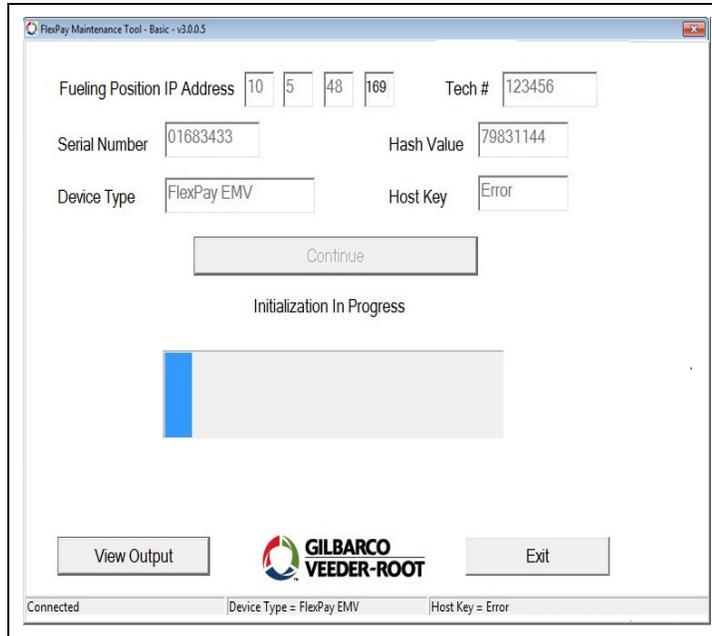
**Figure 32: FlexPay/SPOT CRIND Status Information Screen**

- 9 Contact Gilbarco and provide the information shown in the status window to set up the RKL (see [Figure 32](#)).
- 10 After the Gilbarco personnel completes the setup process, click **Continue** (see [Figure 32](#)).
- 11 If the FlexPay/SPOT unit has been loaded via RKL previously, proceed to step 13 on [page 25](#).
- 12 A firewall exception screen may be displayed at this point. If a firewall exception screen opens, click **Allow access**.

**Figure 33: Firewall Alert Screen**

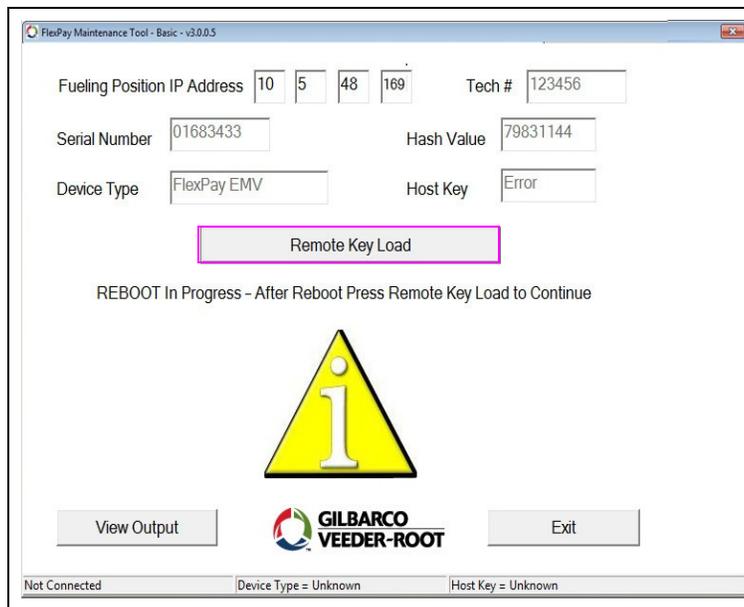
If the FlexPay/SPOT CRIND unit has never been loaded via RKL, a one-time initialization process is required.

**Figure 34: RKL Initialization in Progress Screen**



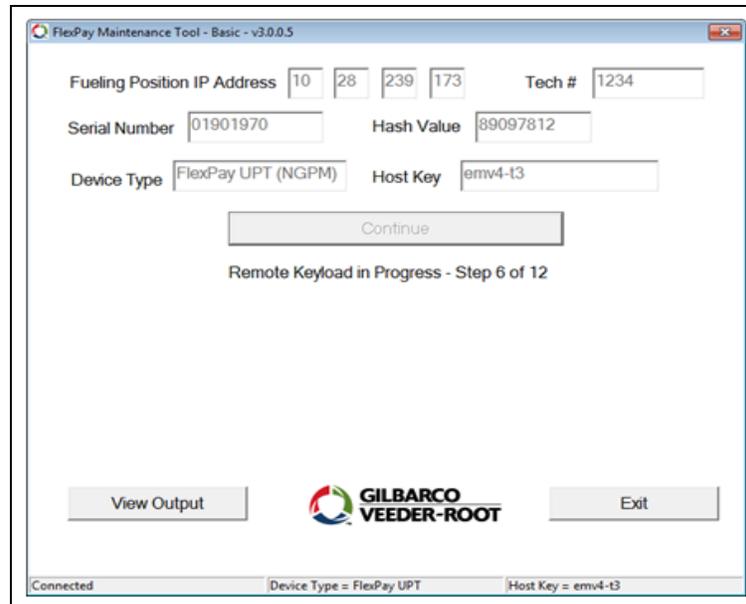
The initialization process generally takes 10-15 minutes, but can take as long as 30 minutes to complete. During initialization, the progress bar will update. After initialization is complete, the FlexPay/SPOT unit will reboot automatically.

**Figure 35: RKL Initialization Complete Screen**



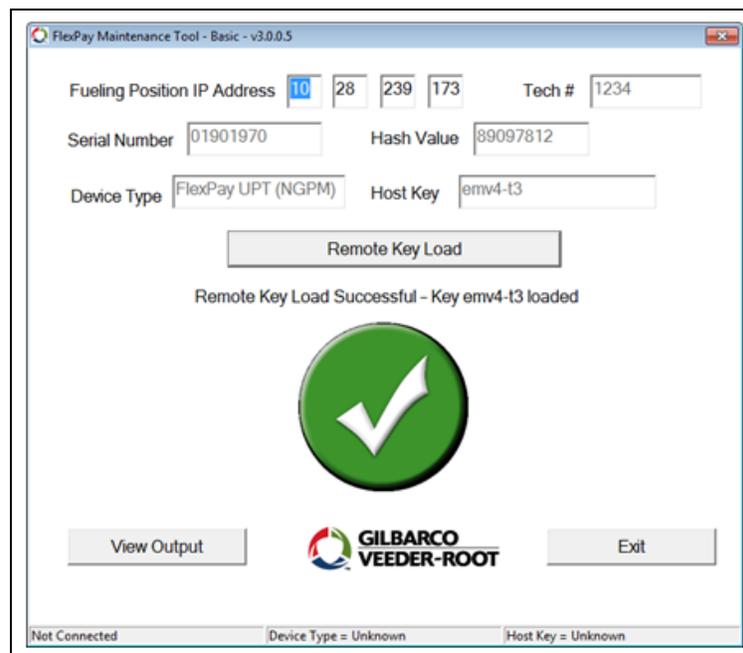
- 13 After FlexPay/SPOT CRIND reboots to the idle screen, click **Remote Key Load** to continue.  
*Note: If initialization was not required, the FlexPay/SPOT CRIND will not reboot.*

**Figure 36: RKL in Progress Screen**



- 14 When the process completes, the confirmation screen displays the key that was loaded.

**Figure 37: RKL Successfully Completed Screen**

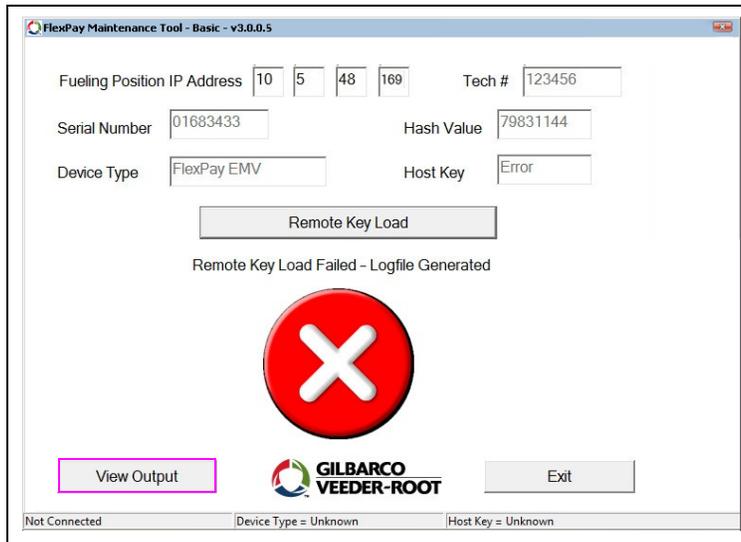


- 15 To perform another RKL, return to step 7 on [page 22](#).

If a problem is encountered during the RKL process, the FlexPay Maintenance Tool indicates a failure and generates a log file on the screen (see [Figure 38](#)).

- 16 Click **View Output** to open the log file and then troubleshoot the failure.

**Figure 38: RKL Failure Screen**



## Troubleshooting Tips for RKL Field Issues

The following are some troubleshooting tips for RKL field issues:

- Reboot your laptop if unable to connect to the SPOT display.
- Check/verify your IP settings under network options on your laptop.
- Verify that you can ping the Internet if you cannot connect to the SPOT display (some laptops will disable wireless network when the Ethernet® port is active).
- Verify cables and cable connections - ensure that you are using the correct cable (cross-over). Plug directly into the SPOT display.
- Reload the Maintenance Tool from the extranet. Ensure that you uninstall, then reinstall the tool, and then reboot your laptop.
- Never download SPOT software from anywhere but the Gilbarco extranet Laptop Tool.
- Ensure that the software you downloaded is in the right folder(s), SPOT. You must create a folder named SPOT in your root directory.
- Reload Java and ensure that you have version 1.7 or later.
- Turn off pop-up blockers.
- Ensure that the security settings of your laptop are checked by the IT personnel. Security settings on a laptop can cause problems when connecting to the SPOT display.
- Check the laptop settings, disable the antivirus software temporarily, or any other applications that may block software. Remember to reactivate the antivirus software when finished.
- Ensure that your antivirus settings are set correctly.
- Air card/tethering connectivity - ensure that you are in an area that has Internet accessibility.
- Verify IP address in dispenser with the “Network Connections” settings on your laptop.
- Move the laptop out of the service vehicle if there is trouble in connecting to a SPOT. The service vehicle may interfere with the signal even if your laptop shows a connection.
- Verify that the Tech ID field is filled correctly when using the FlexPay Maintenance Tool.
- View log button.

**a RKL failure log**

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

Before replacing a SPOT display, contact the Gilbarco Support Center to get an SR#.

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

**b Init failure log**

```
[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 “RKL Initialization Failed” message. If this fails for a second time, it almost always indicates that the problem is with the laptop network connection. Suggest reboot or find a stronger connection.

## Programming GCM2

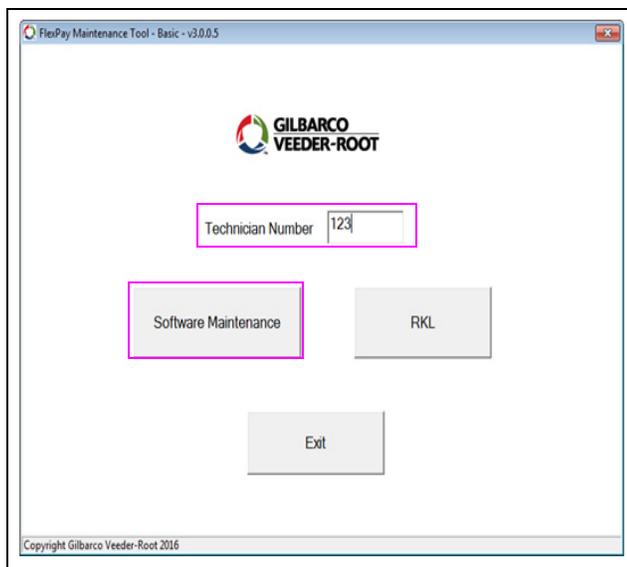
To program GCM2, proceed as follows:

- 1 On the FlexPay Maintenance Tool - Basic V3.0.0.5 (or later) login screen, enter a valid Technician Number (for example: 12345, see [Figure 39](#)).

<b>IMPORTANT INFORMATION</b>
Remove the POS two-wire cable and reconnect only after completion of programming. GCM must be disabled for tapping [Light Emitting Diode (LED) not on solid] to program the GCM.

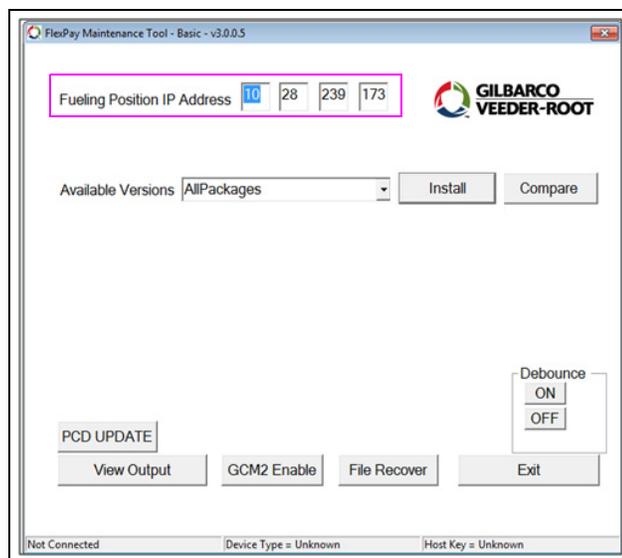
- 2 Click **Software Maintenance**.

**Figure 39: Entering Valid Technician ID**



- 3 Enter the IP address for the FlexPay/SPOT CRIND unit to establish a connection.

**Figure 40: Entering IP Address - Basic Mode**



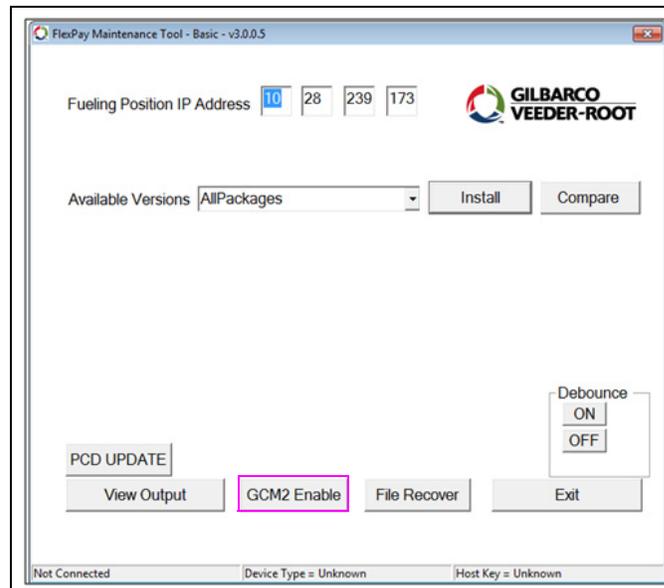
## Enabling GCM2

To enable the GCM2, proceed as follows:

- 1 Click **GCM2 Enable** on the FlexPay Maintenance Tool - Basic mode home screen.



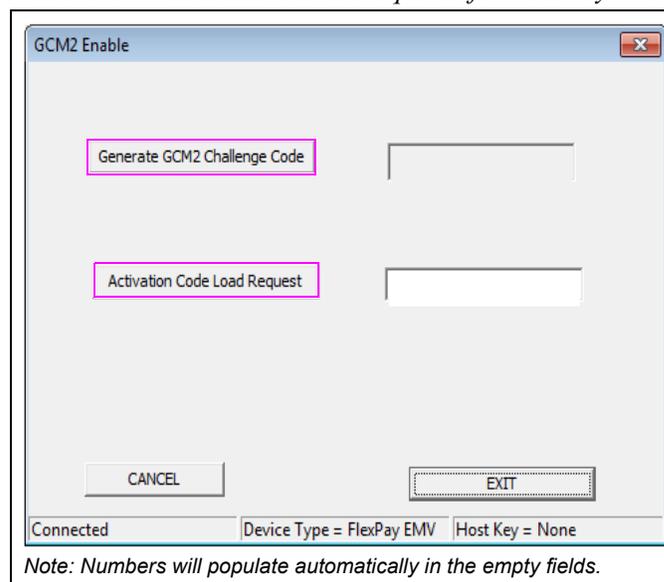
**Figure 41: Enabling GCM2**



A pop-up screen opens.

**Figure 42: GCM2 Enable Screen**

*Note: GCM2 activation is not required for FlexPay II CRINDs.*



The GCM2 Enable screen contains the following fields:

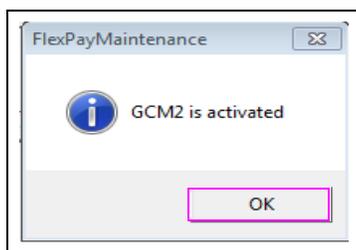
- a Generate GCM2 Challenge Code** - Used in the GCM2 activation procedure to generate 4 Bytes Challenge Code.
  - b Activation Code Load Request** - Transmits to SPOT the activation code generated by an external system starting from the Challenge formerly received.
  - c CANCEL** - Click CANCEL to interrupt GCM2 enable sequence after the generation of the challenge (for example, some error occurred in the external process generating the activation code).
  - d EXIT** - Click EXIT to exit the GCM2 Enable window.
- 2 Click **Generate GCM2 Challenge Code**. The tool generates an 11-byte challenge code and displays it in the grayed-out text field next to the Generate GCM2 Challenge Code button.
  - 3 Call the Gilbarco Support Center at 1-800-800-7498 and provide the 11-byte challenge code.
  - 4 Type in the activation code provided by the service technician in the Activation Code Load Request field.
  - 5 Click **Activation Code Load Request**.

This will trigger an activation process to validate the activation code provided by the Call Center. A pop-up window opens and a message is displayed to confirm successful or unsuccessful validation of the activation code.

Clicking **Exit** before, during, or after the activation will cancel the activation process and close the activation pop-up screen.

*Note: If the GCM hardware device (PCD) has GCM2 firmware that is already activated, [Figure 43](#) will display when Generate GCM2 Challenge Code is clicked.*

**Figure 43: GCM Activation Screen**



### **GCM2 Already Activated**

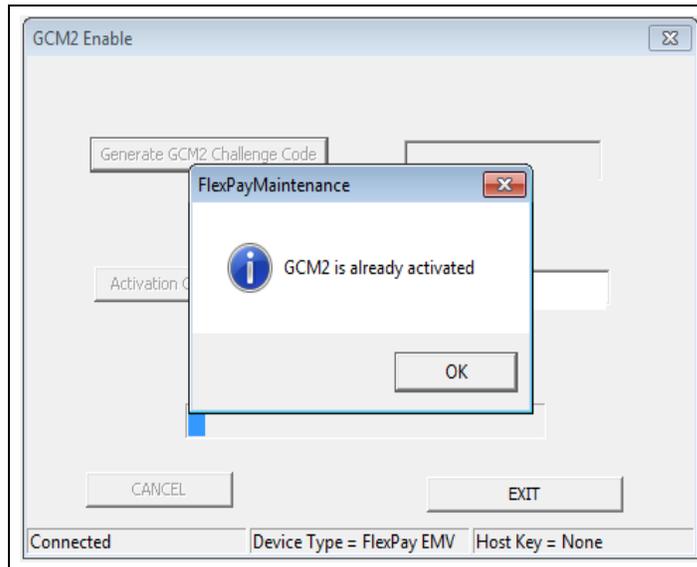
To check if GCM2 is already enabled, proceed as follows:

- 1 Ensure that SPOT is connected to the network and your system has Internet access. Open the FlexPay Maintenance Basic Tool.
- 2 Enter SPOT IP Address and click **Connect**.
- 3 Click **GCM2 Enable** of GCM Update section from the Actual State tab. The GCM2 Enable screen opens.
- 4 Click **Generate GCM2 Challenge Code**.

The progress bar starts and a status message is displayed “Please wait while loading GCM2 driver...”.

A pop-up stating that GCM2 is already activated opens as shown in [Figure 44](#).

**Figure 44: GCM2 Activated**



### **CANCEL - Abort Functionality for GCM2 Sequence**

To interrupt the GCM2 enable sequence after the generation of the challenge (for example, error occurring in the external process generating the activation code), proceed as follows:

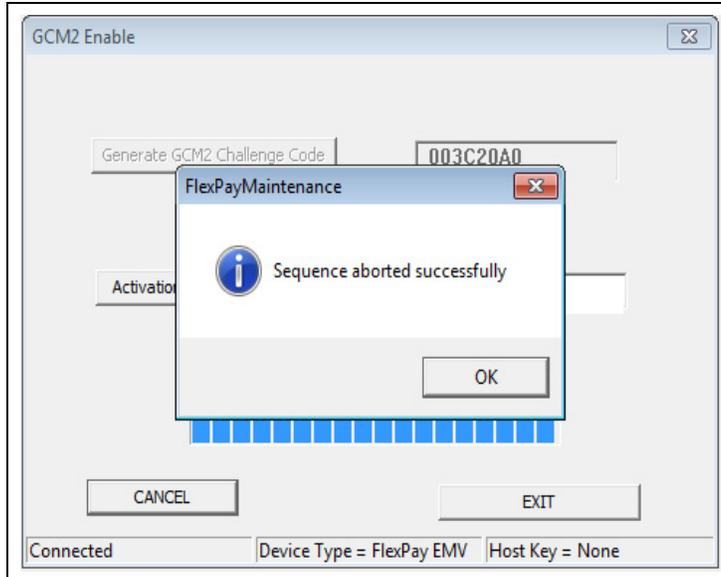
- 1 Ensure that SPOT is connected to the network and your system has Internet access. Open the FlexPay Maintenance Basic Tool.
- 2 Enter the SPOT IP Address and click **Connect**.
- 3 Click **GCM2 Enable** of GCM Update section from the Actual State tab. The GCM2 Enable screen opens.
- 4 Click **Generate GCM2 Challenge Code** to permit the FlexPay Maintenance Tool to gain the 4 bytes challenge code.

The progress bar starts and a status message is displayed “Please wait while loading GCM2 driver...”.

- 5 Click **CANCEL** after successful 4 bytes challenge code is generated.

A pop-up stating that GCM2 Enable Sequence aborted successfully is displayed on the screen as shown in [Figure 45](#).

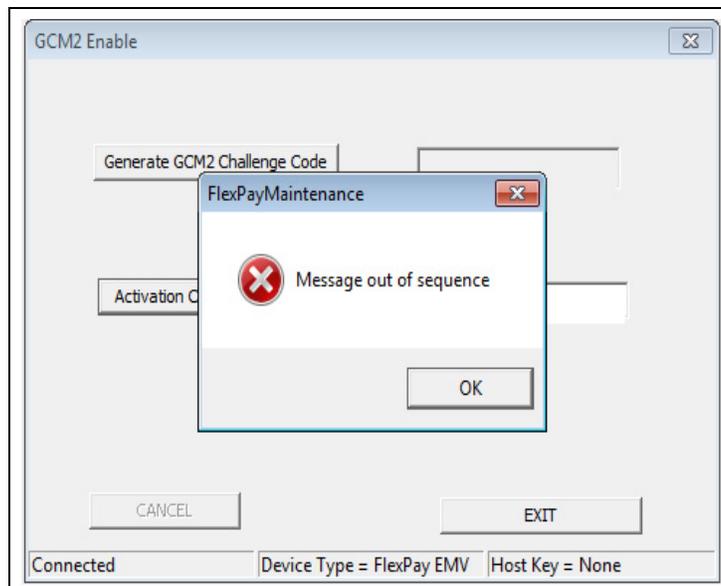
**Figure 45: Sequence Aborted Successfully**



**Message Out of Sequence (GCM2 Sequence)**

If the GCM2 Enable procedure goes out of sequence (i.e., no challenge has been generated ahead), then a pop-up opens stating that the message is out of sequence.

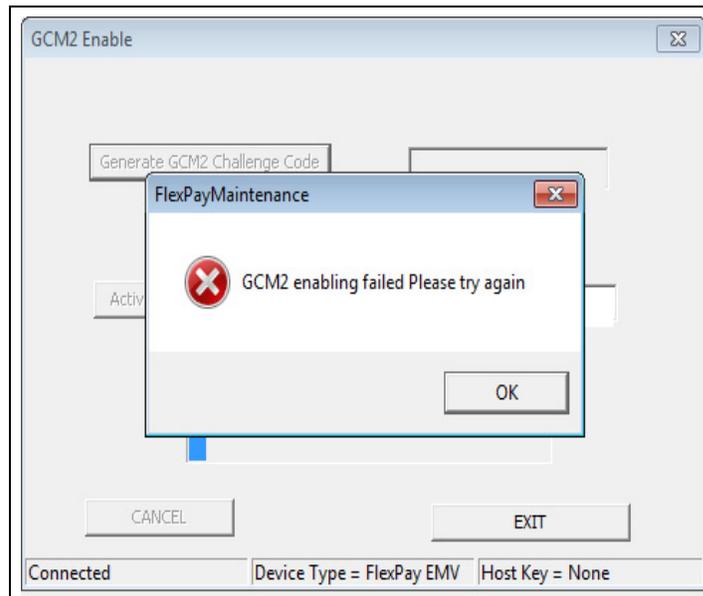
**Figure 46: Message Out of Sequence**



### GCM2 Enabling Failed (Error)

If the SPOT build (software bundle) does not support the SPOT configuration with GCM2 firmware to activate GCM2, then an error pop-up opens after you select **Generate GCM2 Challenge Code** as shown in [Figure 47](#).

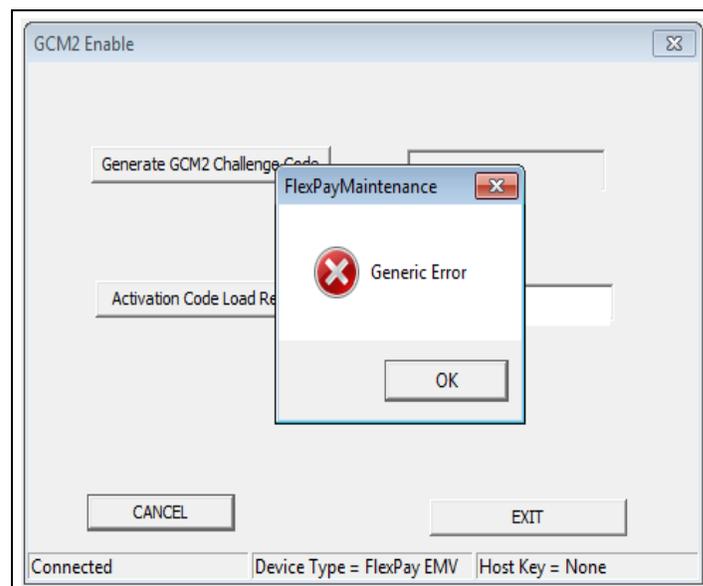
**Figure 47: GCM2 Enabling Failed**



### Generic Error (Error)

For any other error (for example, if OTI is not connected to the SPOT prior to GCM2 activation procedure) in the activation procedure to enable GCM2, a pop-up indicating a generic error opens as shown in [Figure 48](#).

**Figure 48: Generic Error**



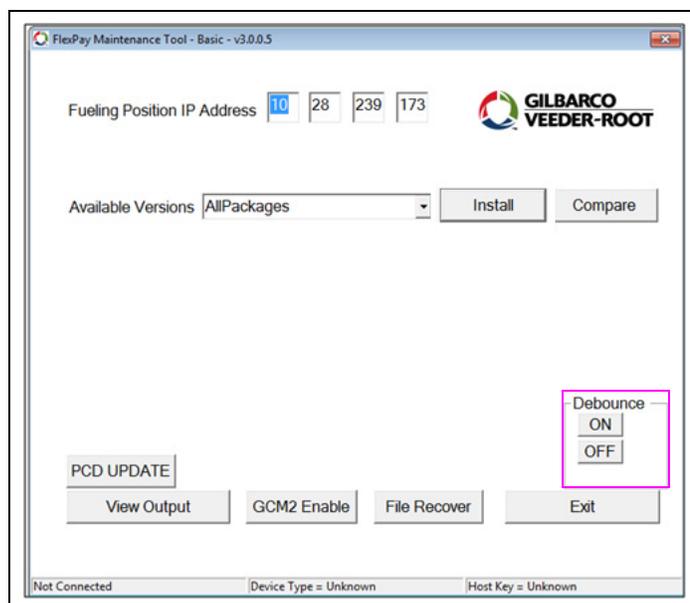
## Enabling/Disabling Debounce Setting

<b>IMPORTANT INFORMATION</b>
DO NOT modify without specific instruction to change.

Debounce setting is a feature introduced to resolve “ghost” issues. When this feature is turned on, X amount of collision happening in X amount of time is not reported to the POS. If this feature is turned off, all issues are reported to the POS.

To enable or disable the debouncing feature on a FlexPay/SPOT CRIND unit, click **Debounce ON/OFF** on the FlexPay Maintenance Tool - Basic mode home screen.

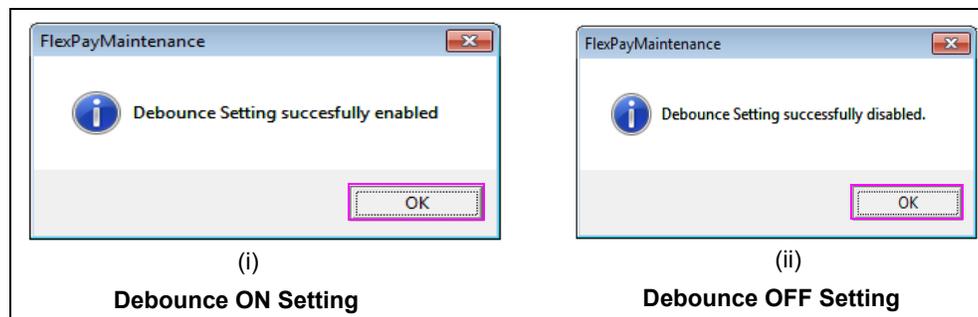
**Figure 49: Enabling/Disabling Debounce Setting**



A confirmation screen opens.

*Note: Confirmation will be provided regardless of the previous state of the feature. For example, if debounce was OFF and the OFF button was clicked again, you will receive confirmation of the feature turned off.*

**Figure 50: Debounce ON/OFF Setting - Confirmation Pop-up Screens**



## Updating PCD Configuration File

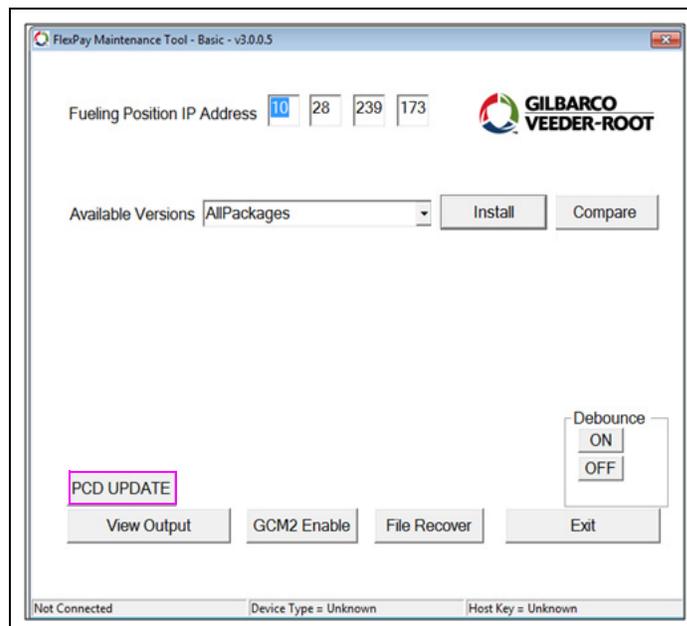
To make GCM2 configurable, a new setup file “PCD Config File” has been introduced. The file is stored inside the system and contains several configurable parameters. Under normal circumstances, a field technician need not update the file or make any changes to the file. In some extreme cases, a field technician may be requested to change any two of the configurable parameters, Transaction Currency or the Merchant Name and Location. The changes should be authorized using the FlexPay Maintenance Tool.

*Note: If the PCD configuration file must be updated, call Gilbarco Technical Assistance Center (TAC) at 1-800-743-7501. Only add values provided by Gilbarco.*

To update the PCD configuration file, proceed as follows:

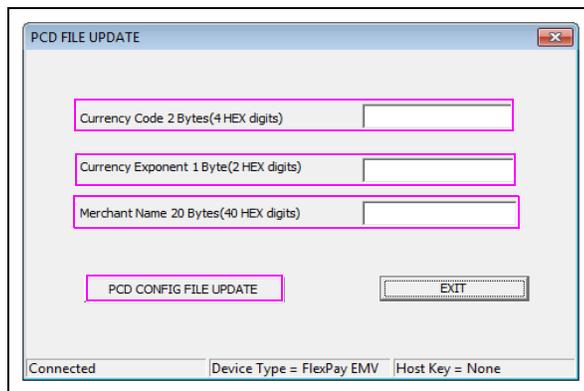
- 1 Click **PCD UPDATE** on the FlexPay Maintenance Tool - Basic mode home screen.

**Figure 51: Updating PCD**



A pop-up screen opens.

**Figure 52: PCD File Update Screen**



- 2 Enter 4 HEX digits in the Currency Code 2 Bytes field (for example, 0978).
- 3 Enter 2 HEX digits in the Currency Exponent 1 Byte field (for example, 02).
- 4 Enter 40 HEX digits in the Merchant Name 20 Bytes field (for example, Gilbarco Veeder-Root).
- 5 Click **PCD CONFIG FILE UPDATE**.

# FlexPay Maintenance Tool - Advanced

The following actions can be performed using the FlexPay Maintenance Tool - Advanced:

- Opening and Connecting FlexPay Maintenance Tool
- Displaying and Upgrading Software Version
- Updating Resource Files
- Uploading Resources
- Updating Debian Packages
- Comparing FlexPay/SPOT Software Versions
- Downloading and Managing SPOT Logs
- RKL
- Programming GCM2

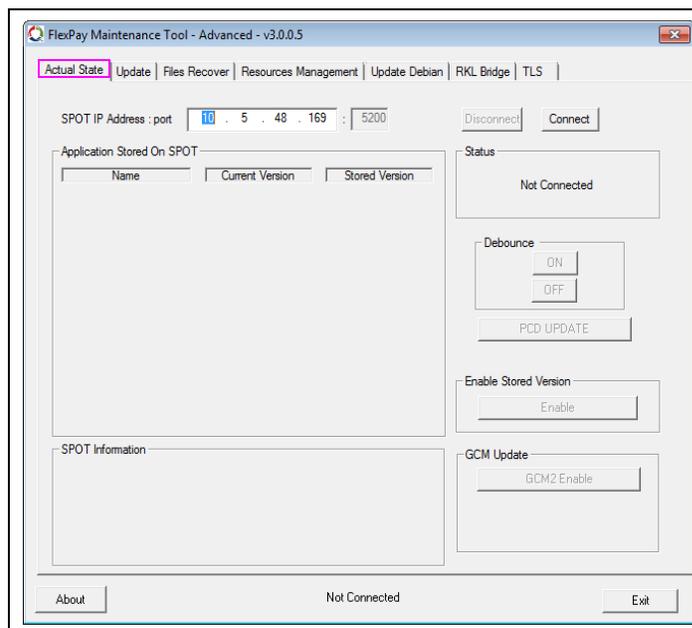
## Opening and Connecting FlexPay Maintenance Tool

To open and connect the FlexPay Maintenance Tool, proceed as follows:

- 1 Open the FlexPay Maintenance Tool. The FlexPay Maintenance Tool automatically launches the Actual State tab.

*Note: Ensure that you use the latest FlexPay Maintenance Tool.*

**Figure 53: FlexPay Maintenance Tool - Actual State Tab**



- 2 Enter the IP address of the CRIND device. For more information, refer to “[Appendix A: CRIND IP Scheme for Units](#)” on [page 83](#). For existing units, the CRIND IP address will be 10.5.55.71 for CRIND ID 1.<CRIND ID + 70>. For new units leaving the factory, the DEFAULT setting is 10.5.48.168 and 10.5.48.169.

There are two programming schemes for the CRINDs: one for units without SSoMs and another for units with SSoMs. For IP configuration details, see [Appendix A: CRIND IP Scheme for Units](#) on [page 83](#). Units without SSoMs will use 10.5.55.XX.

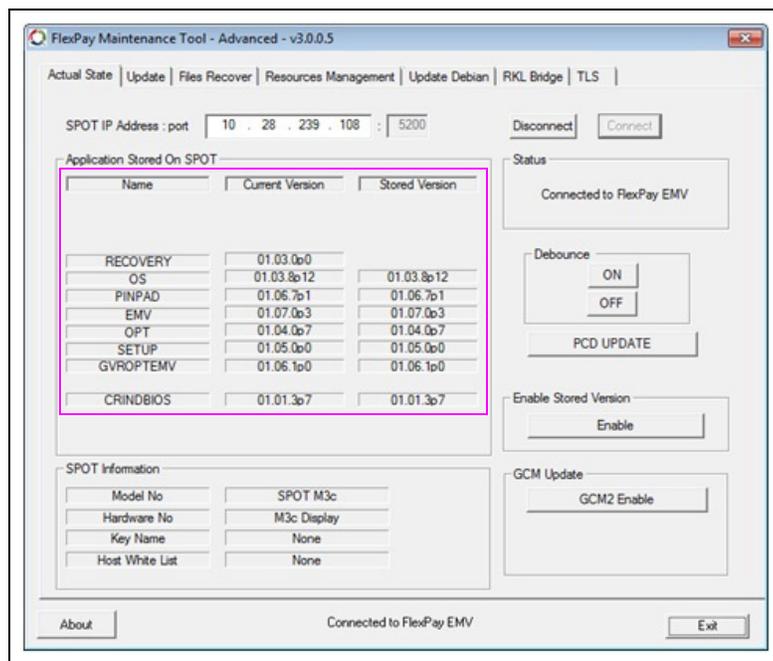
Units with SSoMs will use 172.16.100.XXX, and all the units on the forecourt can have the same CRIND IP Address. For SSoM configuration and resetting an SSoM back to default, refer to *MDE-5314 Insite360 Encore Remote Management Installation, Start-up, and Service Manual*.

*Note: Some locations use a non-default IP address scheme. If the IP address is unknown, it can be obtained through CRIND diagnostics.*

- 3 Click **Connect**.

You will see a table of applications along with their current version numbers as shown in [Figure 54](#).

**Figure 54: FlexPay Maintenance Tool - Advanced**



## Displaying and Upgrading Software Version

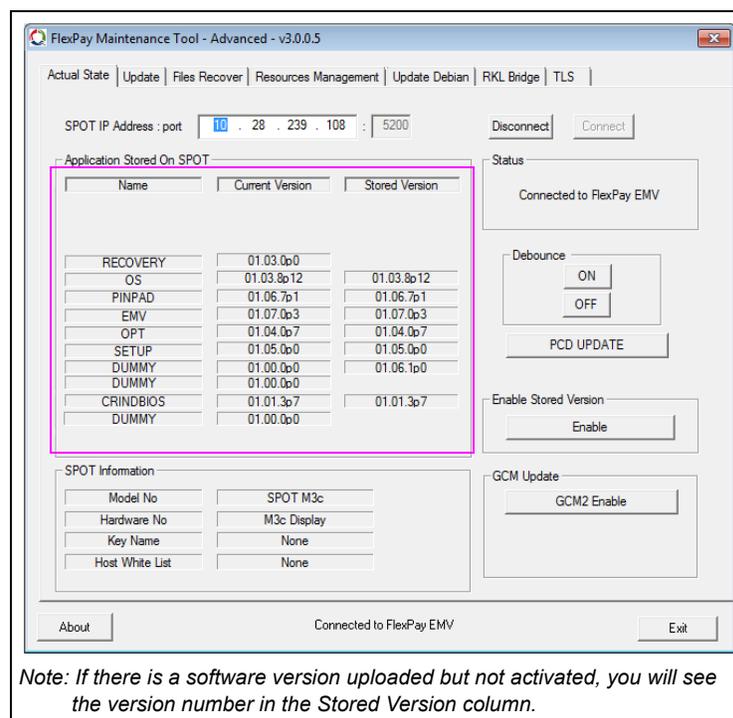
To know the existing software version installed on SPOT and upgrade to a newer version, proceed as follows:

### Displaying Current Installed Software Version

For displaying the current software version, enter the SPOT IP address into IP field in the FlexPay Maintenance Tool screen and click **Connect**.

The current software version installed is displayed in the Current Version column as shown in [Figure 55](#).

**Figure 55: Actual State - Current Software Version**



### Uploading and Enabling New Version

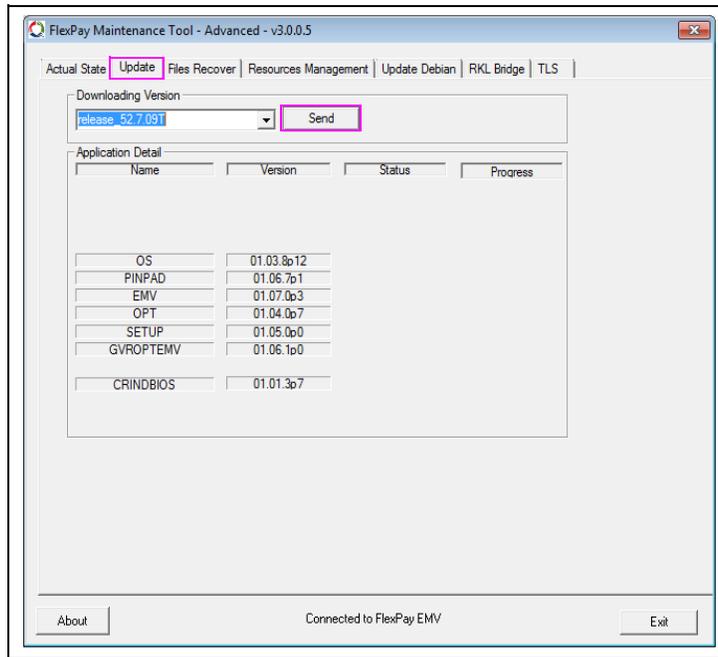
Before you proceed, verify that the packages given by Gilbarco are copied into the correct folder.

After verifying the packages copied, proceed as follows:

- 1 Open the FlexPay Maintenance Tool.
- 2 Enter the SPOT IP Address.
- 3 Click **Connect**.

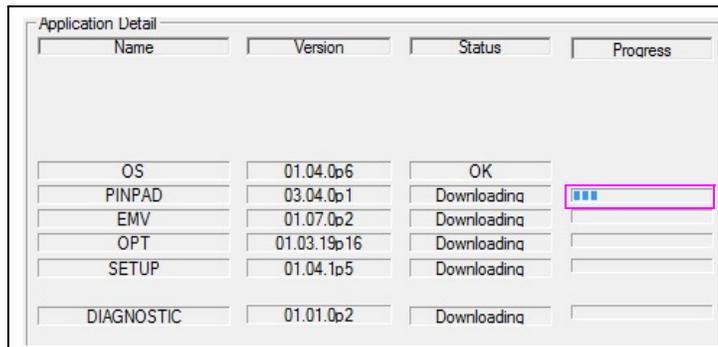
- When the current versions are present, click the **Update** tab.

**Figure 56: Upgrading Software - Active Folder Selected and Packages in Folder**



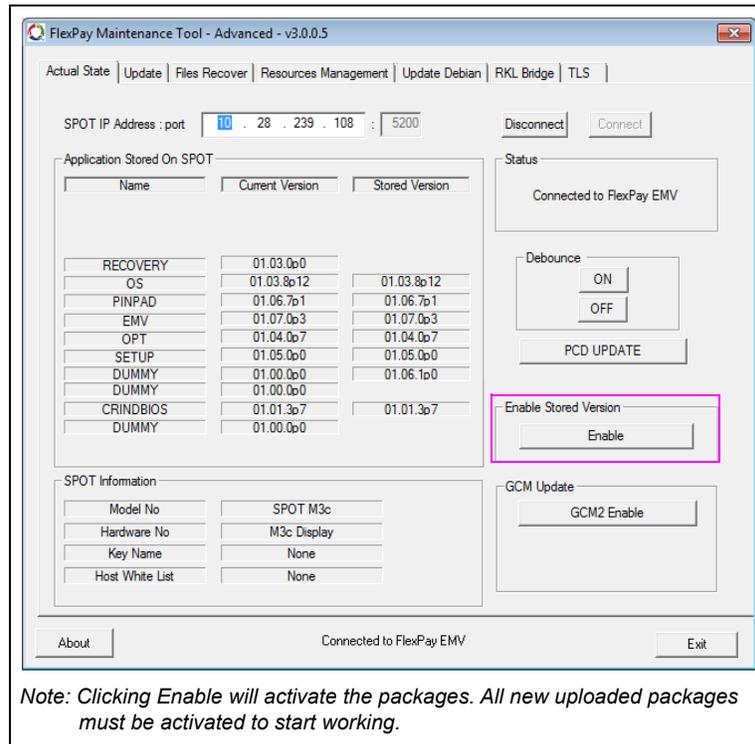
- Click **Send** to start sending packages. A progress bar is displayed.

**Figure 57: Upgrading Software - Progress Bar of Active Download**



When a package download is complete, an OK or error (depending on the result) is displayed in the Status column. If download is completed, click the **Actual State** tab. Now, click **Enable** to activate the versions stored (button is active only if some stored versions are present on SPOT).

**Figure 58: Upgrading Software - Activation of Packages**



After a while, the SPOT screen becomes yellow and the system upgrade is completed. On completion, SPOT restarts itself and at the next boot time, the new packages are loaded. After the upgrade is completed, restarting the SPOT will display the SYSTEM OFFLINE blue screen.

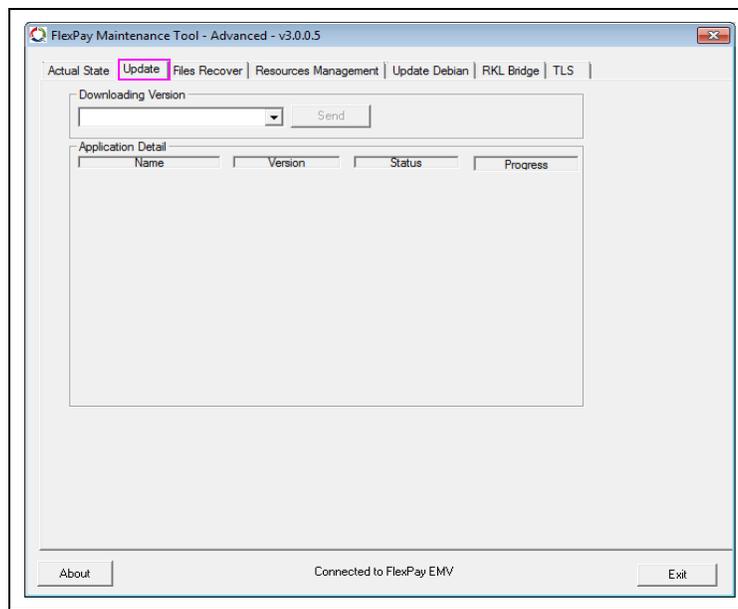
## Updating ROMfs Packages

Before you proceed, verify that the packages given by Gilbarco are copied into the correct folder.

After verification of packages copied, proceed as follows:

- 1 Open the FlexPay Maintenance Tool.
- 2 Enter the SPOT IP Address.
- 3 Click **Connect**.
- 4 When the current versions are present, click the **Update** tab.

**Figure 59: Upgrading Software - Software Version Selection**



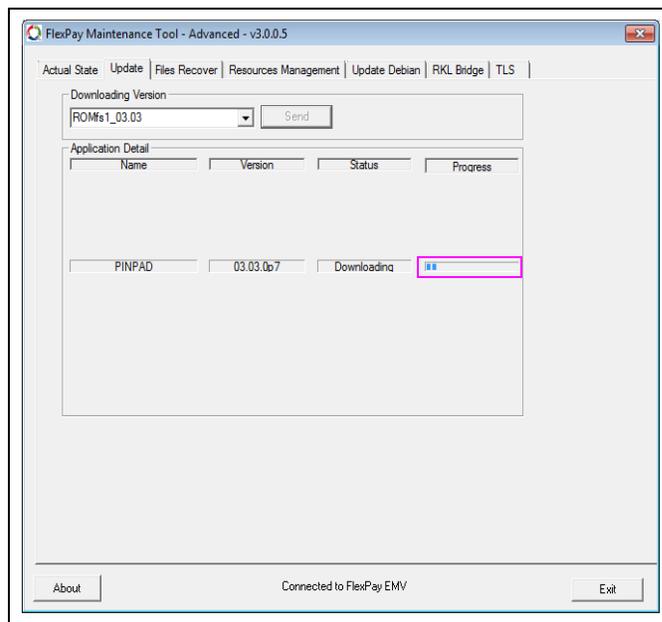
While updating the packages in SPOT M3 Canadian Device, validate the versions of proposed packages with respect to currently active versions in the SPOT Device for ROMfs1 [PINPAD for Payment Card Industry (PCI) level], ROMfs2 (EMV Kernel), and ROMfs7 (CRIND BIOS).

The validation results are classified into the following four upgrade categories:

- 1 **OK** - For this upgrade category, there is no problem upgrading the new proposed packages. No message will be displayed during the upload for this category as the current version and proposed version for ROMfs1, ROMfs2, and ROMfs7 is same. Click **Send** to start sending packages. A progress bar is displayed. The following is an example of this upgrade category:

Current Version ROMfs1	Proposed Version ROMfs1	Upgrade Category	Display Message
03.03	03.03	OK	<none>

**Figure 60: Software Upgrade - OK Category**



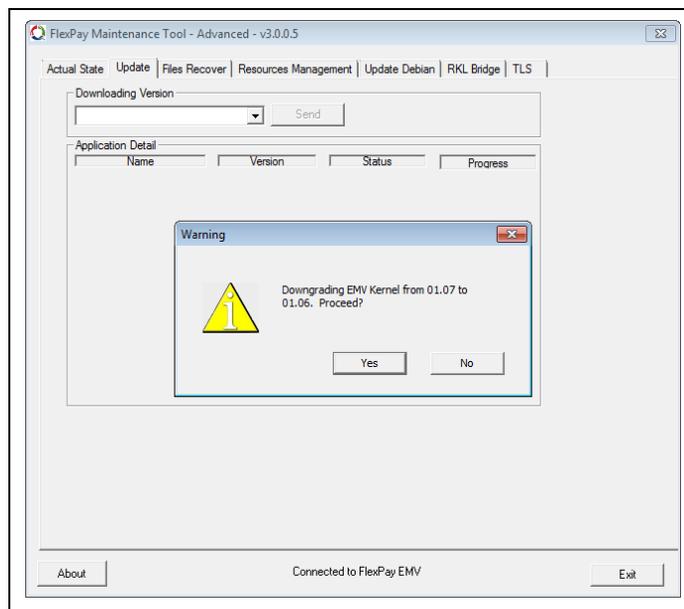
**2 Must Confirm** - For this upgrade category, a warning message is displayed for confirmation of the action (see [Figure 61](#)).

- If you select “Yes”, the upgrade/downgrade process from current version to proposed version for ROMfs2 will begin. Click **Send** to start sending packages. A progress bar is displayed.
- If you select “No”, the ROMfs2 upgrade/downgrade process will be cancelled.

The following is an example of this upgrade category:

Current Version ROMfs2	Proposed Version ROMfs2	Downgrade Category	Display Message
01.07	01.06	Must Confirm	Downgrading EMV Kernel from 01.07 to 01.06. Proceed? (YES/NO)

**Figure 61: Software Upgrade - Must Confirm Category**



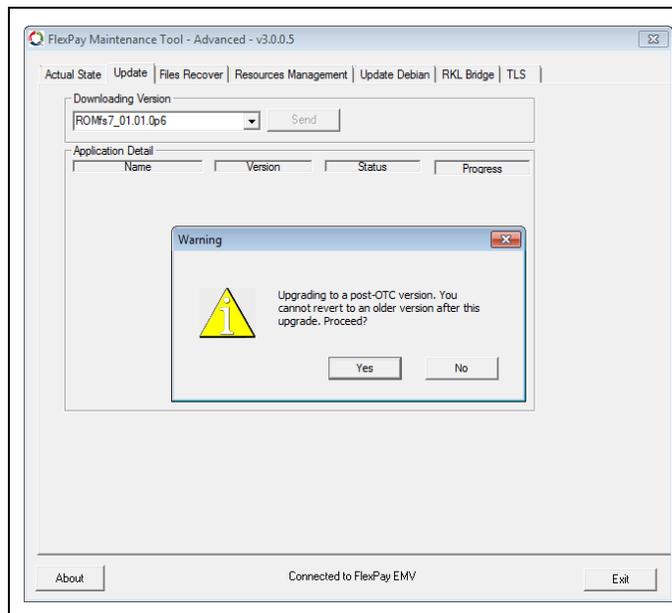
**3 Critical** - For this upgrade category, a warning message will be displayed for confirmation of the action.

- If you select “Yes”, the upgrade/downgrade process from current version to proposed version for ROMfs1 and ROMfs7 will begin where one cannot revert to the older version/level after the upgrade. Click **Send** to start sending packages. A progress bar is displayed.
- If you select “No”, the ROMfs1 and ROMfs7 upgrade/downgrade process will be cancelled.

The following is an example of this upgrade category:

Current Version ROMfs7	Proposed Version ROMfs7	Upgrade Category	Display Message
01.01.0p6 through 01.01.99p99	01.02.0p0 or later	Critical	Upgrading to a post-OTC version. You cannot revert to an older version after this upgrade. Proceed (YES/NO)

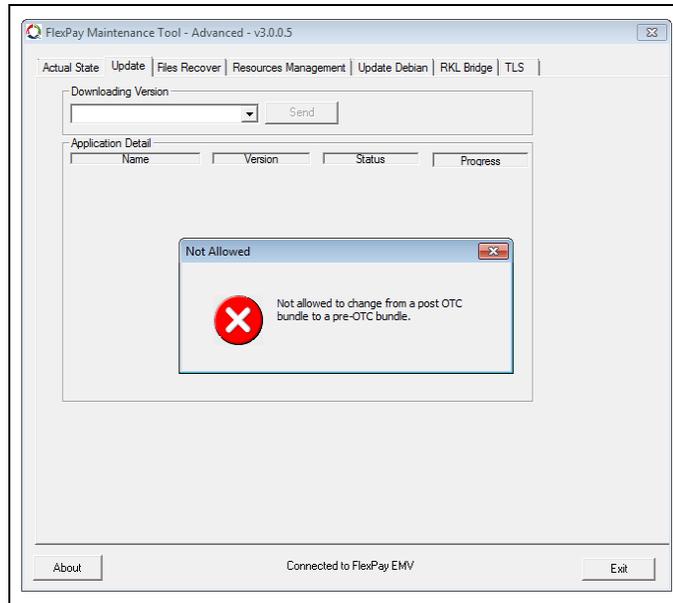
**Figure 62: Software Upgrade - Critical Category**



- 4 **Not Allowed** - For this upgrade category, a message will be displayed informing that the upgrade action is not allowed from current version to proposed version for ROMfs1 and ROMfs7.

Current Version ROMfs7	Proposed Version ROMfs7	Upgrade Category	Display Message
01.02.0p0 or later	01.01.0p5 or less	Not Allowed	Not allowed to change from a post OTC bundle to a pre-OTC bundle.

Figure 63: Software Upgrade - Not Allowed Category



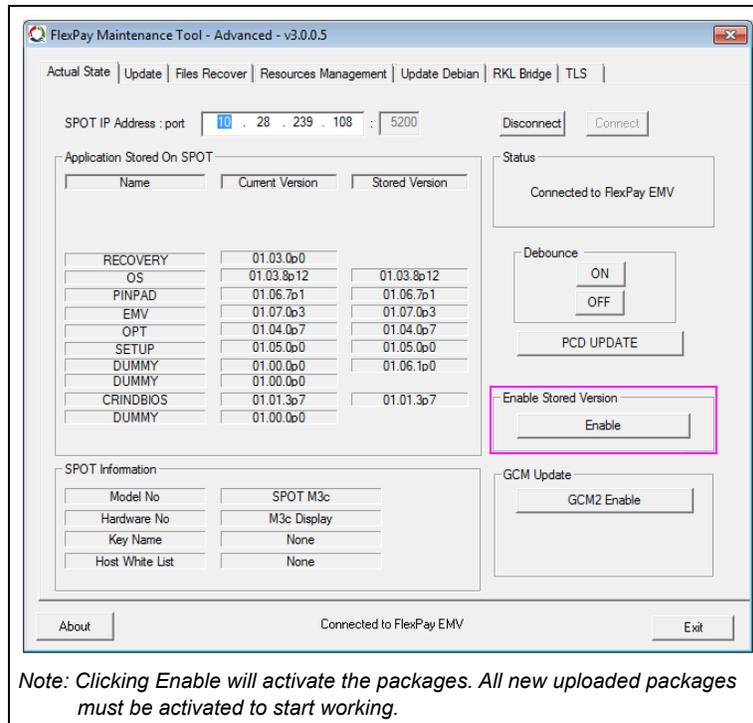
When a package download is complete, an OK or error (depending on the result) message is displayed in the Status column for “OK” upgrade category and if you select “Yes” for “Must Confirm” and “Critical” upgrade categories.

Figure 64: Progress Bar of Active Download

Application Detail			
Name	Version	Status	Progress
OS	01.04.0p6	OK	
PINPAD	03.04.0p1	Downloading	■■■
EMV	01.07.0p2	Downloading	
OPT	01.03.19p16	Downloading	
SETUP	01.04.1p5	Downloading	
DIAGNOSTIC	01.01.0p2	Downloading	

On completion of downloads, click the **Actual State** tab. Now, click **Enable** to activate the versions stored (that it is active only if some stored version is present on SPOT).

**Figure 65: Activating Packages**



After a while, the SPOT screen becomes yellow and a system upgrade is completed.

On completion, SPOT restarts itself and at the next boot time, the new packages are loaded. After the upgrade is completed, restarting the SPOT will display the SYSTEM OFFLINE blue screen.

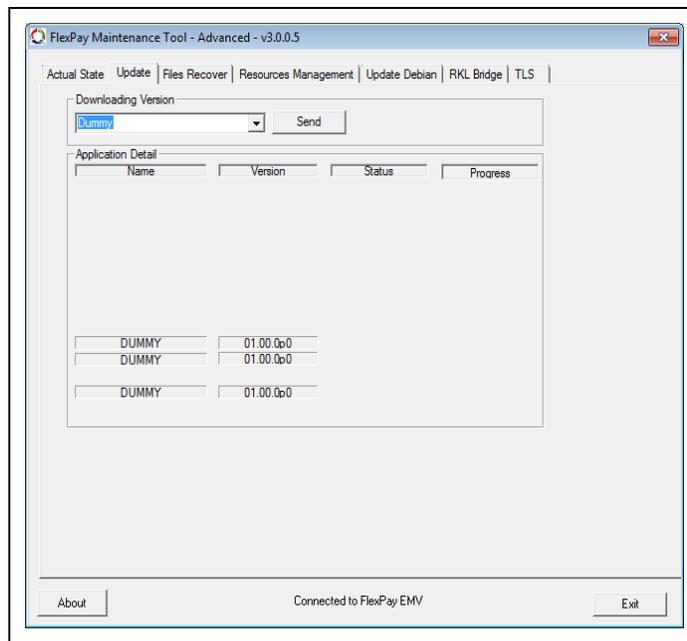
### Uploading and Enabling DUMMY Package Version for SPOT M3/M5

To be able to upload DUMMY packages of specific version, verify if the packages given by Gilbarco are copied into the correct folder.

After verification of packages copied, proceed as follows:

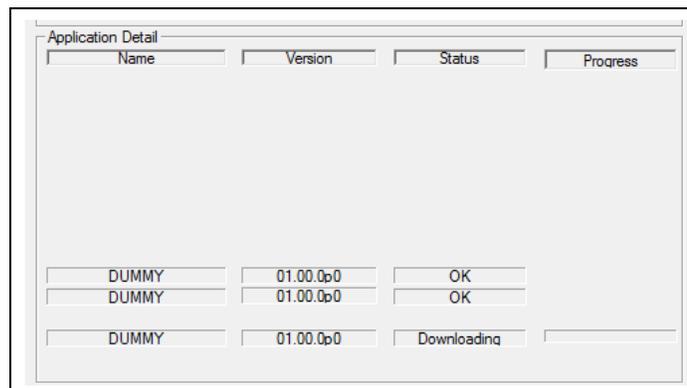
- 1 Open FlexPay Maintenance Advanced Tool.
- 2 Enter the SPOT IP Address.
- 3 Click **Connect**.
- 4 When the current versions are present, click the **Update** tab.

**Figure 66: Active Folder and DUMMY Packages**



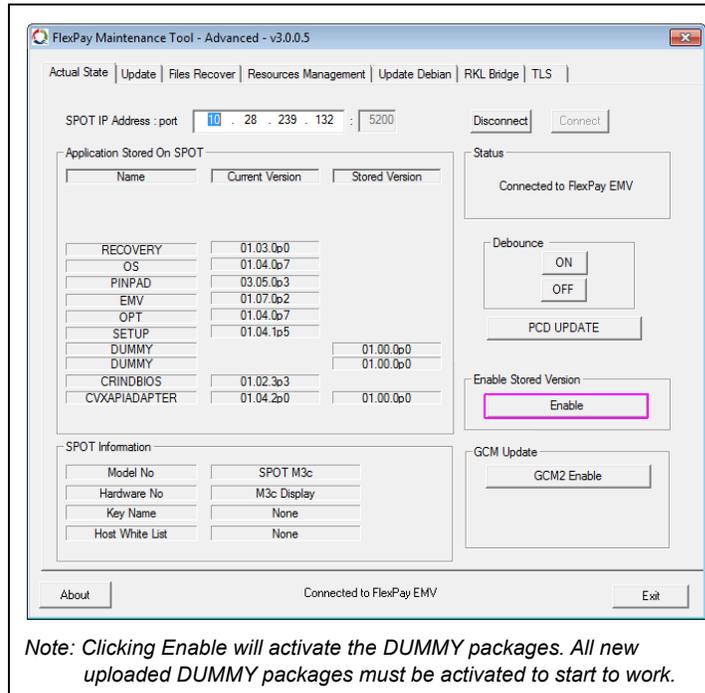
- 5 Click **Send** to start sending DUMMY packages. A progress bar is displayed.

**Figure 67: Progress Bar of Active DUMMY Version Package Download**



- 6 When a package download is complete, an OK or error (depending on the result) is displayed in the Status column. If download is completed, click the **Actual State** tab. Now, click **Enable** to activate the DUMMY versions stored (button is active only if stored versions are present on SPOT).

**Figure 68: Activating DUMMY Packages**



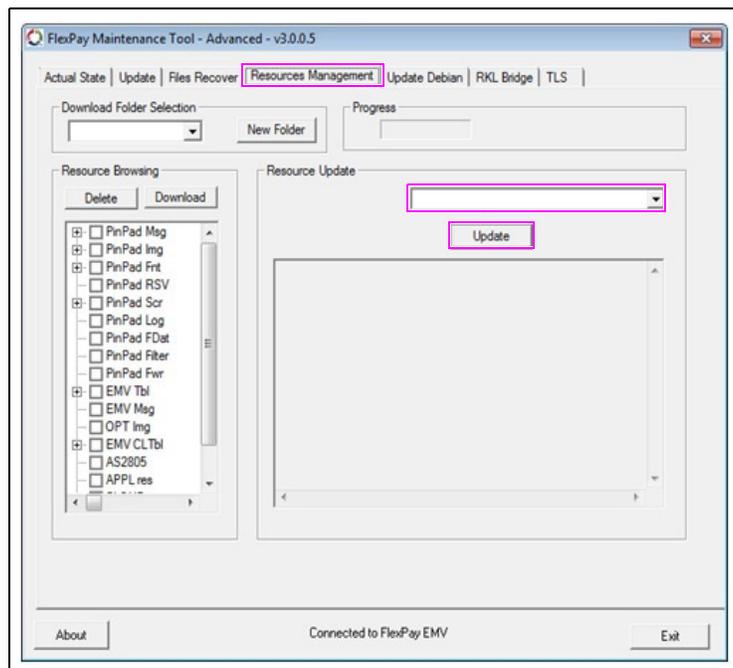
After a while, the SPOT screen becomes yellow and a system upgrade is completed. On completion, SPOT restarts itself and at the next boot time, the new DUMMY packages are loaded. After the upgrade is completed, restarting the SPOT will display the SYSTEM OFFLINE blue screen.

## Updating Resource Files

To update the resource files, proceed as follows:

- 1 Click the **Resources Management** tab.
- 2 Wait for 4-5 seconds. You might see a quick screen refresh as the tool uploads some information from the CRIND device.
- 3 In the Resources Update list of options box, select **<release\_XX.X.XX-Prod>** option. A text box opens with a list of resource files to be loaded on the CRIND device.

**Figure 69: FlexPay Maintenance Tool - Resource Management Tab**



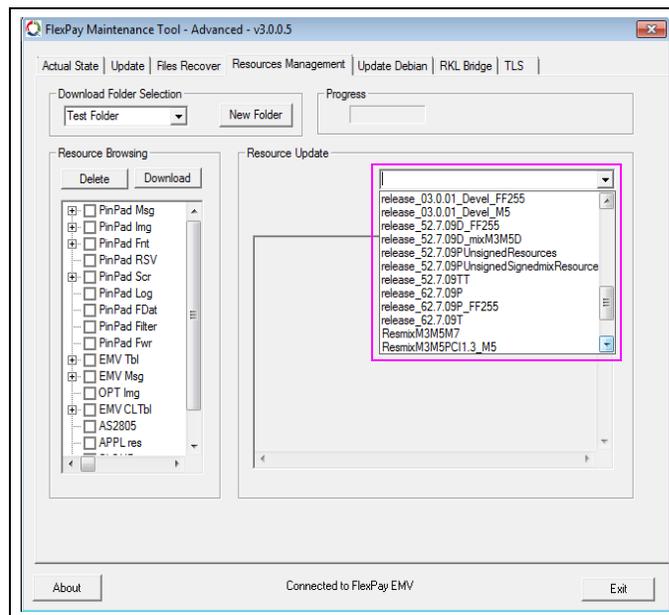
- 4 Click **Update** to send the resource files to the CRIND device. When the load is complete, a dialog box with the message, **OK** is displayed, which indicates that the load was successful. *Note: If **OK** is not displayed in this dialog box, an error has occurred.*
- 5 Close the dialog box. Another screen refreshes at this point as the tool uploads the new resource file information.

## Uploading Resources

To upload the resources into SPOT file system, proceed as follows:

- 1 Open the FlexPay Maintenance Advanced Tool.
- 2 Enter the SPOT IP Address.
- 3 Click **Connect** to get connected with the SPOT.
- 4 Click the **Resources Management** tab. If there are no errors in the directory tree, open the Resource Update drop-down list to view the folders in C:\SPOT\ResourcesToUpload.

**Figure 70: Resources Management - Resource Uploading**

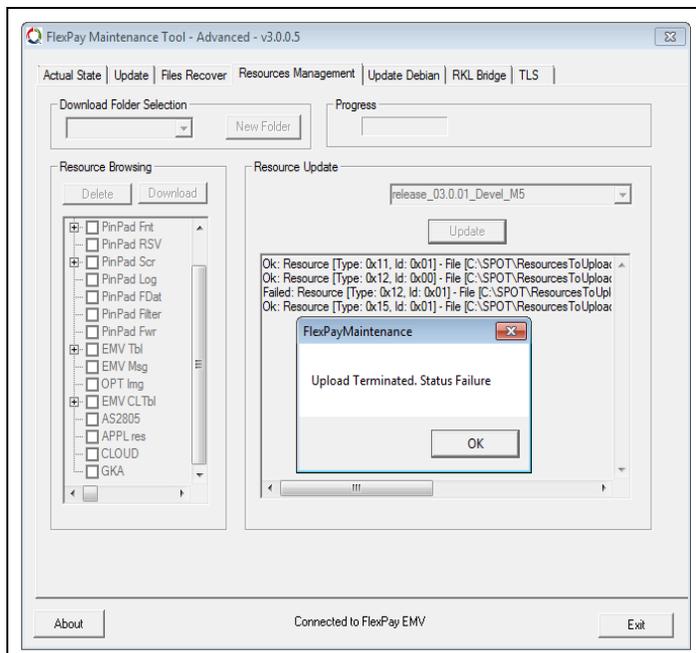


### WARNING

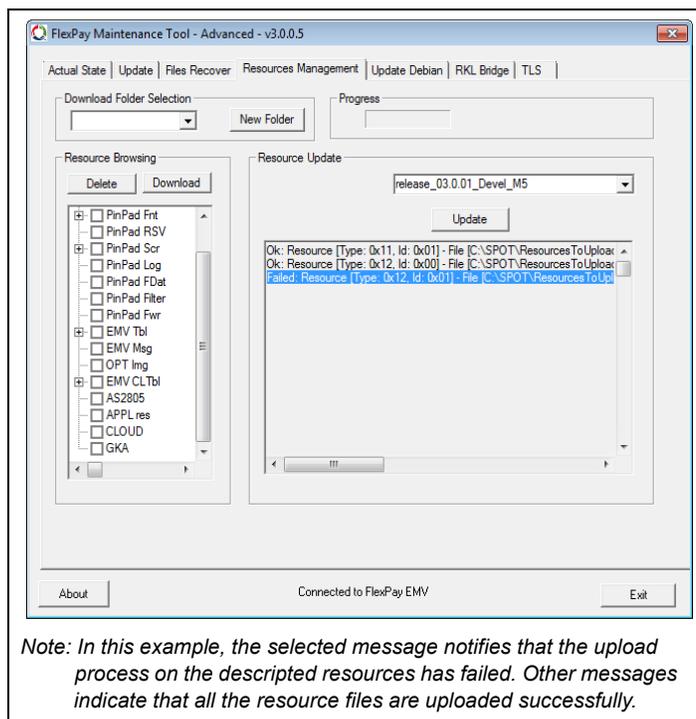
Do NOT use the “Resource Browsing” DELETE button unless specifically instructed by Gilbarco.

- 5 Select a folder in the Resource Update drop-down list. If the resources uploading process fails, an error message is displayed indicating an upload failure.

**Figure 71: Resources to Upload - Status Failure**

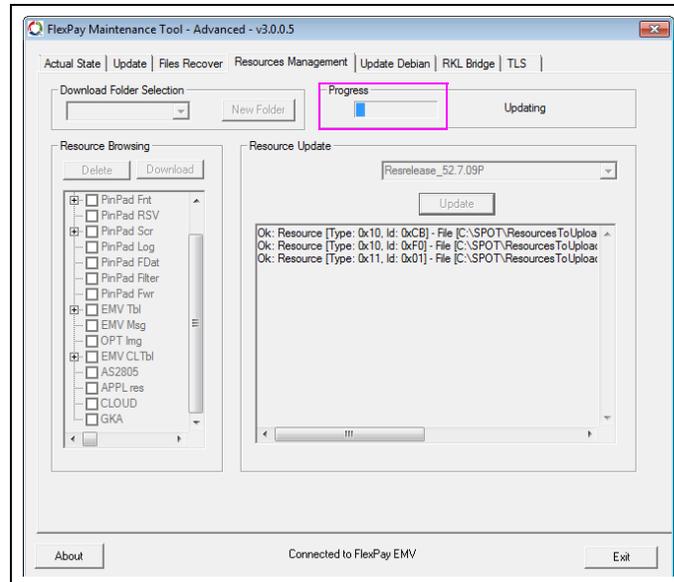


**Figure 72: Resources to Upload - Failure Log Result**



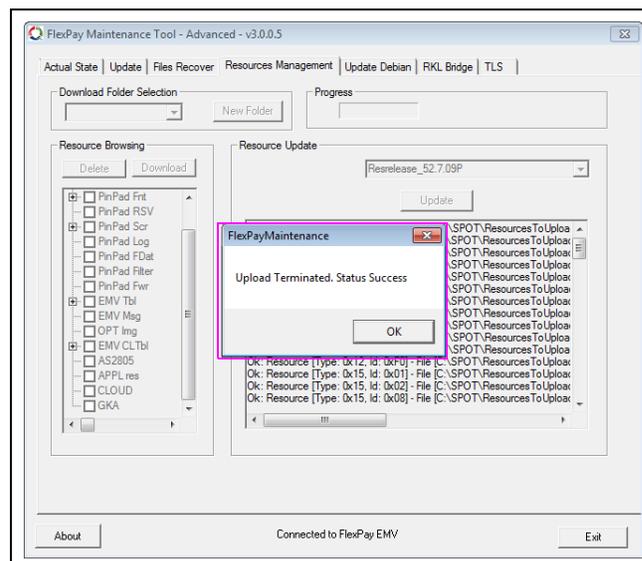
- 6 Click **Update** (if no error found) to start all the resource download (on SPOT) processes. A progress bar is displayed during the process to indicate the percentage of progress.

**Figure 73: Upload in Progress**



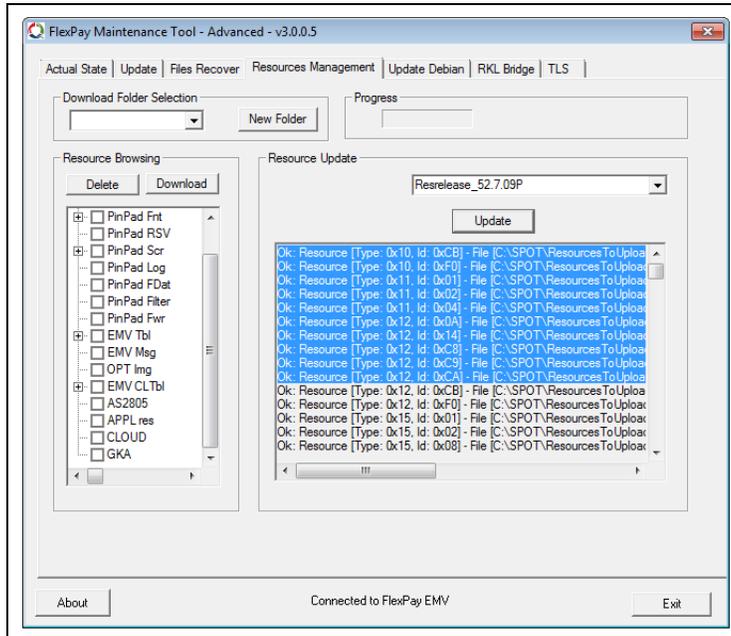
On completion, a pop-up opens to display the upload status.

**Figure 74: Upload - Status Success**



A positive result for each resource is displayed as shown in [Figure 75](#).

**Figure 75: Correct Check Result**



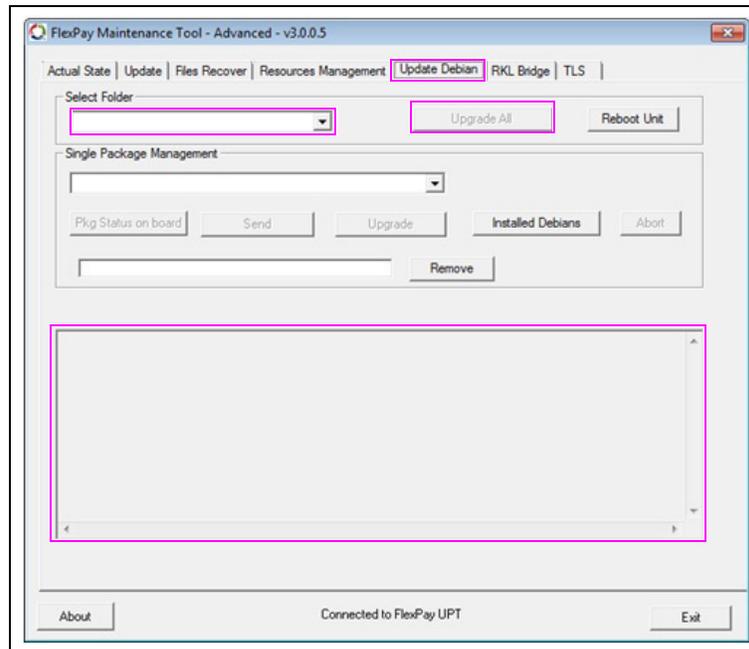
## Updating Debian Packages

To update the Debian packages, proceed as follows:

- 1 Click the **Update Debian** tab at the top.
- 2 From the Select Folder list, select **<release\_xx.x.xx-Prod>** option. A 10-20 second duration check is performed by the tool.

- 3 Click **Upgrade All** after the check is complete.

**Figure 76: FlexPay Maintenance - Update Debian Tab**



The update process may take a few minutes or more depending on the release contents. You will see the individual packages being downloaded and then installed.

- 4 After you see the message, “All packages were installed,” click the **Reboot Unit** button.

If the Reboot Unit button is not highlighted, click the **Single Package Management** list of options and select any item from the list. This allows the Reboot Unit button to become highlighted and active.

- 5 Click the **Reboot Unit** button. After the unit completes the reboot and “System Online” is displayed on the CRIND display, close the FlexPay Maintenance Tool.

The software upgrade is now complete.

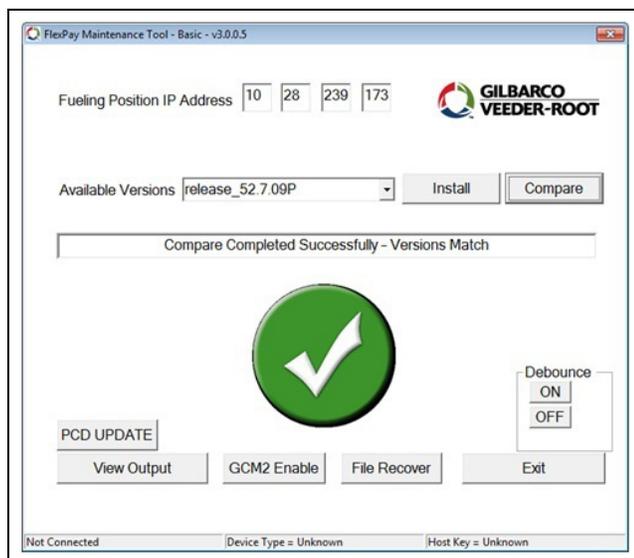
*Note: If any packages fail to install during the batch upgrade process, contact Gilbarco Support Center.*

## Comparing FlexPay/SPOT Software Versions

Compare functionality can be used to determine differences between a version installed in the SPOT FlexPay hardware and the available version in the laptop. This feature can be used to validate if the installation has been successful or not.

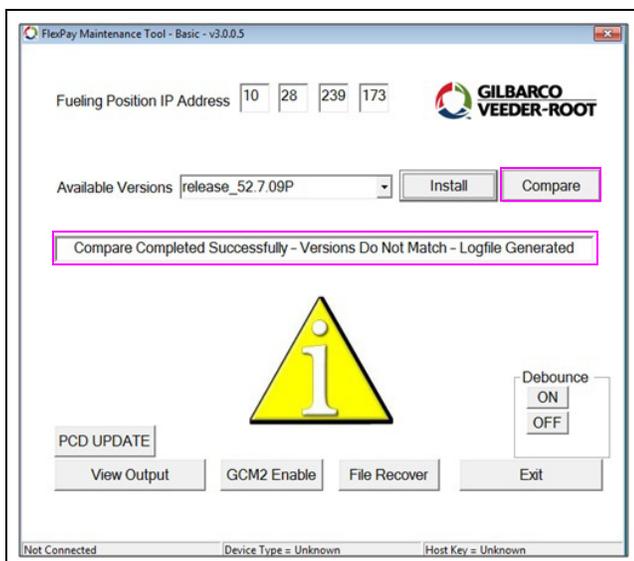
A version match means the version numbers of all the software packages running on the connected SPOT FlexPay unit match the version numbers of all the software packages in the version shown in the Available Versions list.

**Figure 77: Comparing Versions - Successful**



If the version numbers of the software packages running on the connected FlexPay unit do not match the version numbers of the software packages in the versions shown in the Available Versions list, the message “Compare Completed Successfully - Versions Do Not Match - Logfile Generated” is displayed.

**Figure 78: Comparing Versions - Versions Do Not Match**



If no version is selected from the Available Versions list or the versions cannot be retrieved from the connected SPOT FlexPay unit, the message “Compare Failed - Nothing To Compare” is displayed.

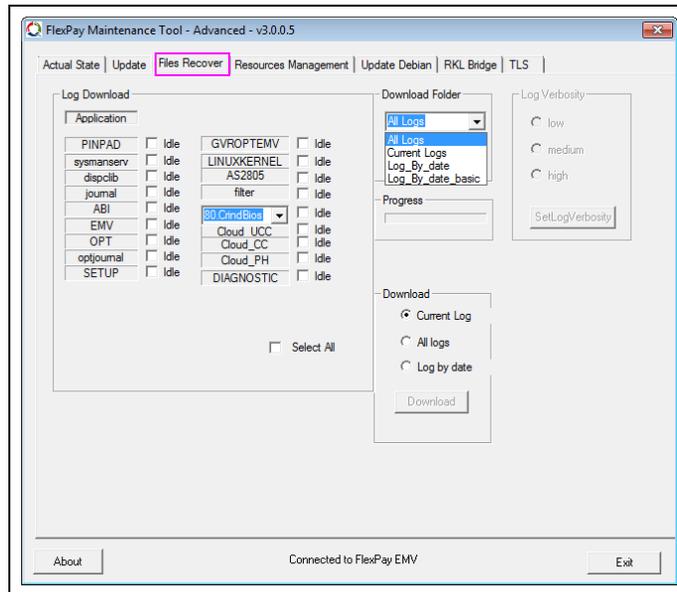
**Figure 79: Comparing Versions - Failure**



## Downloading and Managing SPOT Logs

The FlexPay Maintenance Tool helps to retrieve SPOT logs from its file system. All logs functionality is managed by the Files Recover tab in FlexPay Maintenance Tool.

**Figure 80: Logs Recover - Files Recover tab**



All download folders are listed in the Download Folder drop-down list. Select the log to download by selecting the required check box.

The mode is selected with the radio buttons present on the bottom-right. Depending on the nature of logs, these can be retrieved in various modes - Current Log (related to the current date), All Logs (related to all and NOT current logs), or Log by date (logs produced between two dates).

Any of these logs can be organized in the Download Folder from FlexPay Maintenance Tool.

### Managing Download Folder

Download folder is intended as a “refueling station” on a real field. FlexPay Maintenance Tool is also made to retrieve logs from different POS and can archive them in different folders; that is, one for each download folder.

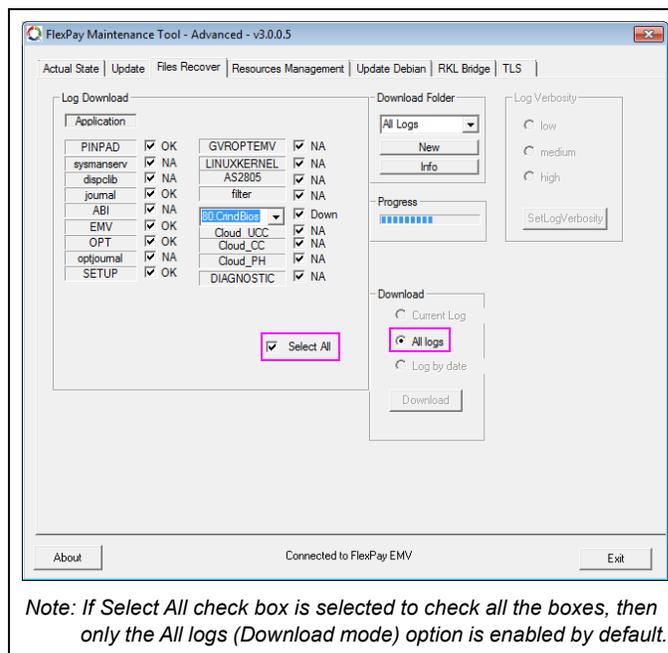
Every download folder contains a subfolder for any type of folder downloaded.

## Downloading All Logs

To download SPOT logs in All logs mode, proceed as follows:

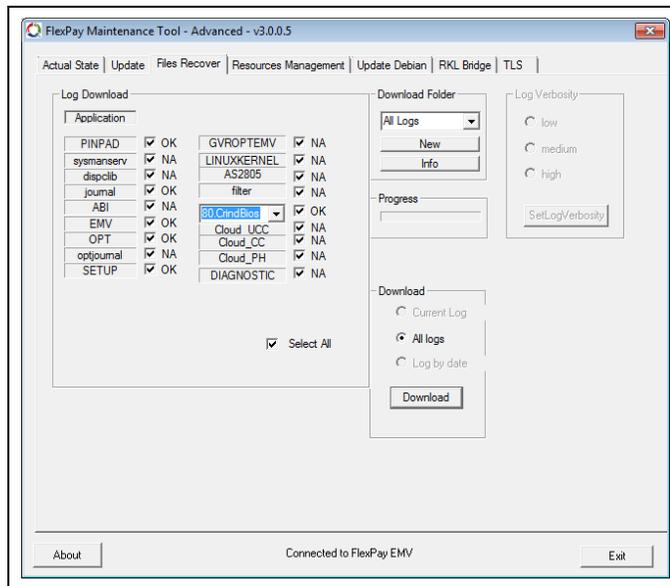
- 1 Open the FlexPay Maintenance Advanced Tool.
- 2 Enter the SPOT IP Address.
- 3 Click **Connect** to connect with the SPOT.
- 4 Click **Files Recover** and select the type of log for download by selecting the check box. Check **Select All** to select all logs.
- 5 Enter the Download Folder name and click **New** or select one from the drop-down list, if already present.
- 6 Select **All logs** from the options in the Download Folder section.
- 7 Click **Download** to start downloading the selected logs.

**Figure 81: Download Logs Mode - All Logs**



A progress bar is displayed during the download. When a download completes, the result can be seen on the right side of the log type. When all downloads are completed, the progress bar disappears.

**Figure 82: Logs Recover - Download Logs Completed**

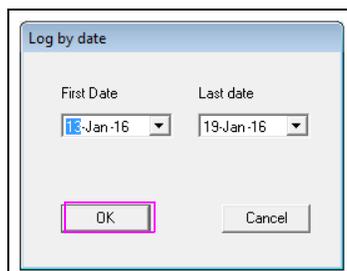


### Downloading Log by Date

To download SPOT logs in Log by date mode, proceed as follows:

- 1 Open the FlexPay Maintenance Advanced Tool.
- 2 Enter the SPOT IP Address.
- 3 Click **Connect** to connect with the SPOT.
- 4 Click **Files Recover** and select the type of log for download by selecting the check box. Check **Select All** to select all logs.
- 5 Enter the Download Folder name and click **New** or select one from the drop-down list, if already present.
- 6 Select **Log\_By\_date** from the options in the Download Folder section. The **Log by date** screen opens. Select the **First date** and the **Last date** for downloading the SPOT Logs. Click **OK**.

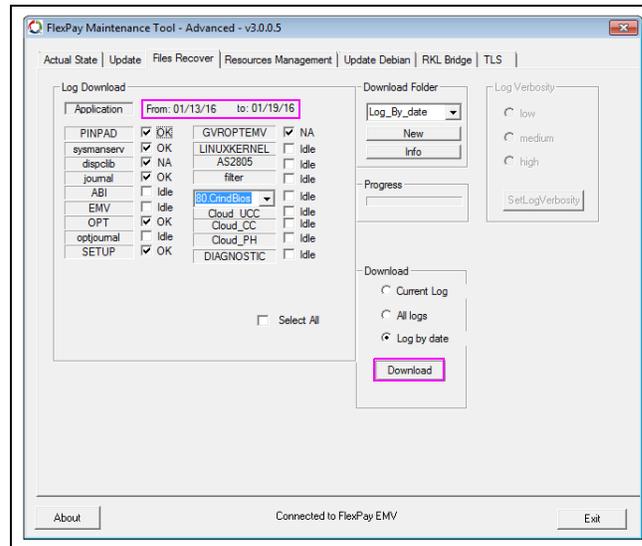
**Figure 83: Log by Date - Date Selection**



The dates (First and Last) selected are displayed in the Log Download section above all the applications (see [Figure 84](#)).

- 7 Click **Download** to start downloading the selected logs.

**Figure 84: Download Logs Mode - Log by date**



A progress bar is displayed during the download. When a download completes, the result can be seen on the right side of the log type. When all downloads are completed, the progress bar disappears.

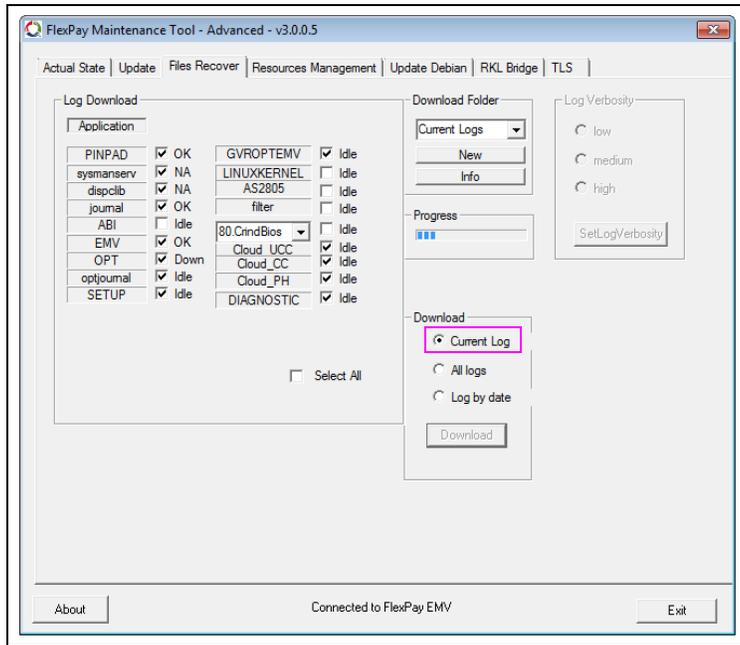
### Downloading Current Log

To download SPOT logs in Current Log mode, proceed as follows:

- 1 Open the FlexPay Maintenance Advanced Tool.
- 2 Enter the SPOT IP Address.
- 3 Click **Connect** to connect with the SPOT.
- 4 Click **Files Recover** and select the type of log for download by selecting the check box. Check **Select All** to select all logs.
- 5 Enter the Download Folder name and click **New** or select one from the drop-down list, if already present.
- 6 Select **Current Log** from the options in the Download Folder section.

7 Click **Download** to start downloading the selected logs.

**Figure 85: Download Logs Mode - Current Logs**



A progress bar is displayed during the download. When a download completes, the result is written on the right side of the log type. When all downloads are completed, the progress bar disappears.

## Remote Key Loading

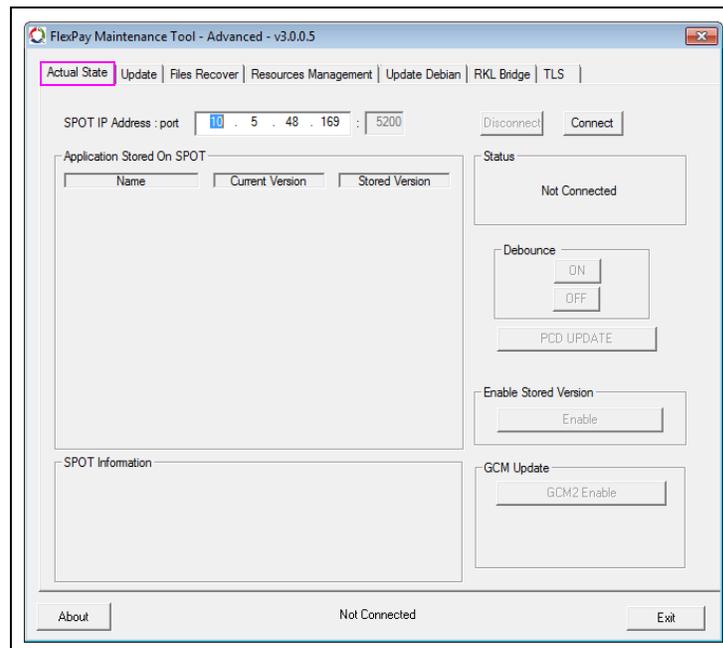
For RKL, proceed as follows:

- 1 Obtain the existing Gilbarco Security Module (GSM) number that is operational at the customer's site.  
*Note: If this is a new site that does not have an existing GSM, obtain the GSM model number from the installed GSM.*
- 2 If a standard GSM is installed with the POS system, replace it with an advanced GSM unit.  
*Notes: 1) The GSM label shows a factory startup date. All GSMs with factory startup dates of 1/1/09 or later are advanced GSMs and need not be replaced.  
2) If a GSM is not installed with the POS system, then a new GSM is not required.*
- 3 Barricade the dispenser for safety.
- 4 Turn on the laptop and connect to the Internet through your wireless Internet Service Provider [ISP (for example, wireless network card as a modem)].
- 5 Call Gilbarco Support Center at 1-800-800-7498 and provide your ASC technician number.
- 6 Open the FlexPayMaintenance\_setup\_3\_X\_X\_X.exe program on the laptop.

To open and connect the FlexPay Maintenance Tool, refer to [“Opening and Connecting FlexPay Maintenance Tool”](#) on [page 37](#).

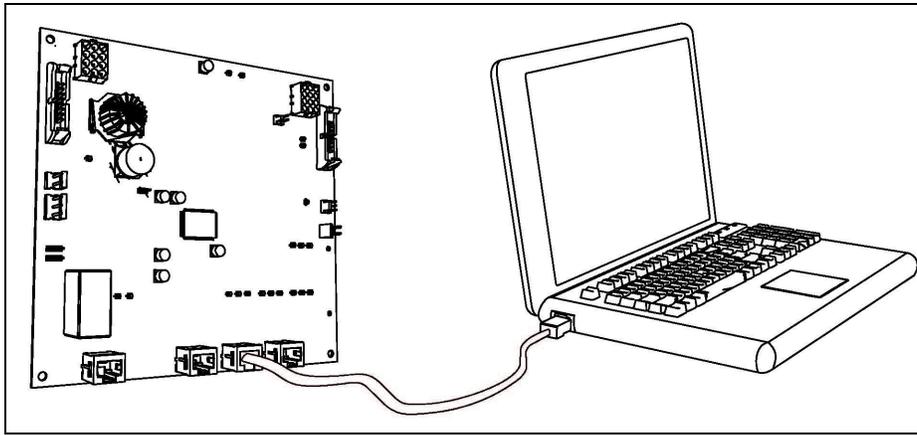
The FlexPay Maintenance Tool screen opens.

**Figure 86: FlexPay Maintenance Tool Screen**



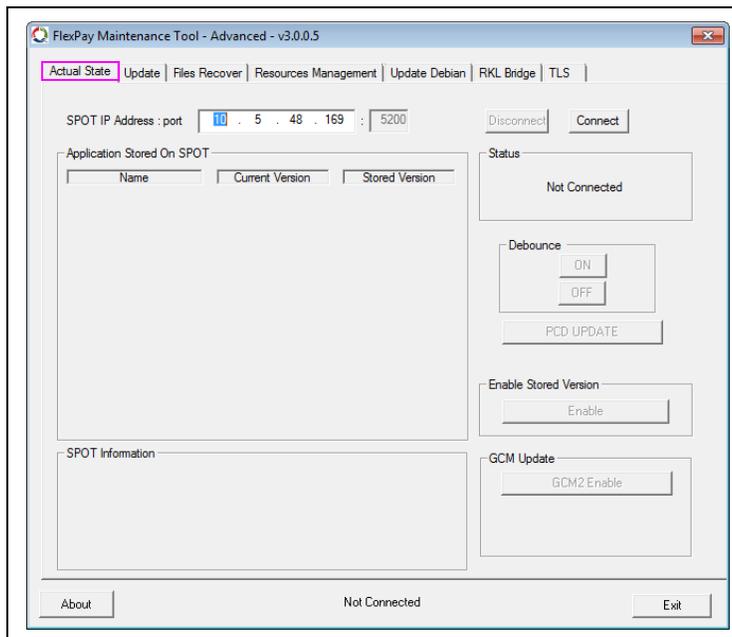
- 7 Connect the laptop to the FCB with a standard Category 5 (CAT-5) cable as shown in Figure 87.

**Figure 87: Connecting Laptop to FCB**



- 8 Before connecting and performing RKL, the laptop must be on the same IP address scheme as the CRIND device that you are preparing to update.

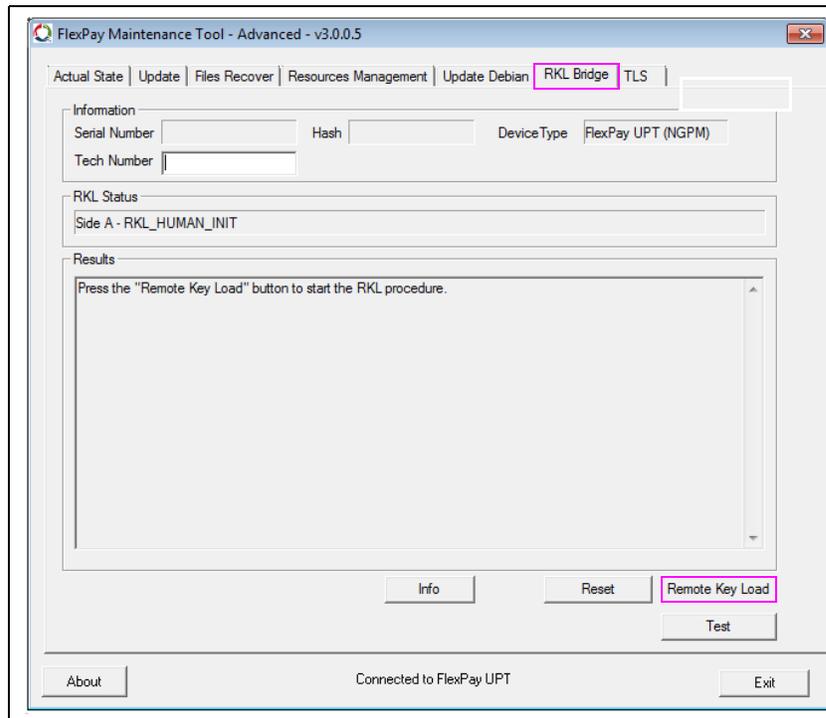
**Figure 88: FlexPay Maintenance Tool - Actual State Tab**



- 9 Click **Connect**.

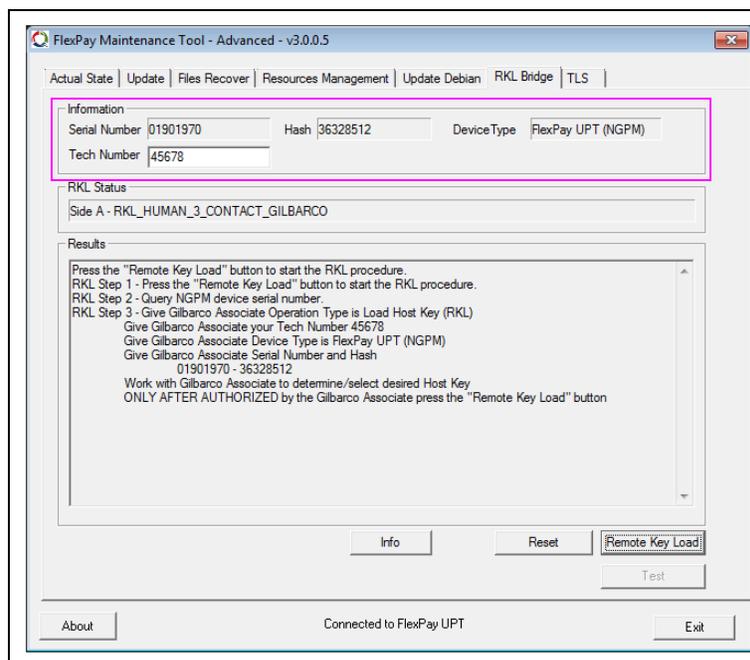
10 Click the **RKL Bridge** tab. The RKL Bridge screen opens.

**Figure 89: FlexPay Maintenance Tool - RKL Bridge Tab**



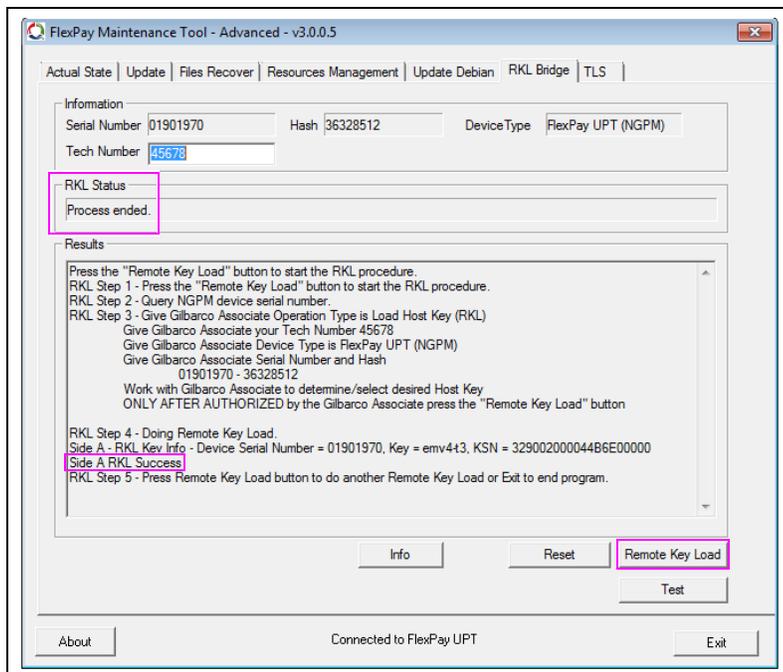
11 Click **Remote Key Load**. The device information is displayed.

**Figure 90: RKL Bridge Tab - Device Information**



- 12 Provide the following information that is displayed on the RKL Bridge screen to the Gilbarco Support Center:
- **Serial Number** - Product Part Number (PPN)
  - **Hash** - Security number used to establish a secure connection with the server
  - **Device Type** - Contains information on the platform you are going to RKL
  - **Tech Number** - Contains technician identification number entered
- 13 Click **Remote Key Load**, when instructed by the Gilbarco Support Center.

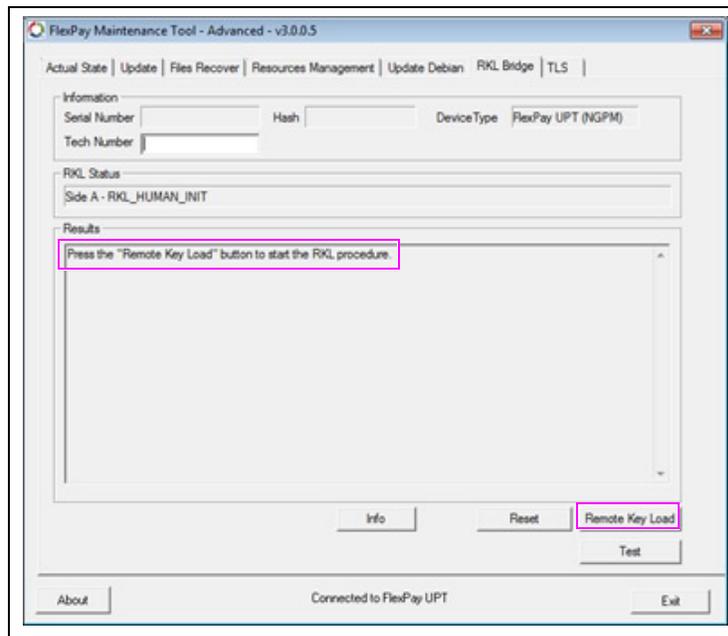
Figure 91: RKL Confirmation Screen



- 14 Confirm that the RKL was successful and inform Gilbarco Support Center.
- 15 Repeat steps 8 on page 64 through 14 for the other side of the unit.

16 After completion, test the unit with a debit transaction (see [Figure 92](#)).

**Figure 92: RKL Bridge Tab - Test Results**

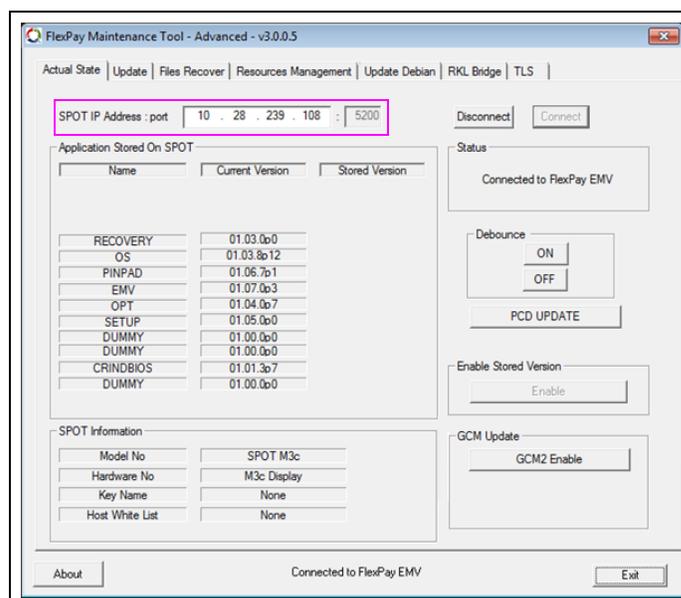


## Programming GCM2

To program GCM2, proceed as follows:

- 1 Enter the IP address for the FlexPay/SPOT CRIND unit to establish a connection.

**Figure 93: Entering IP Address - Advanced Mode**



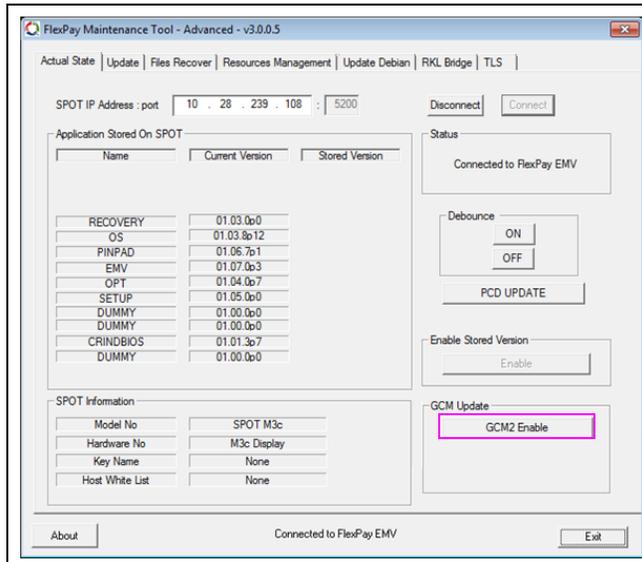
- 2 Click **Connect**.

## Enabling GCM2

To enable the GCM2, proceed as follows:

- 1 Click **GCM2 Enable** on the FlexPay Maintenance Tool - Advanced mode home screen.

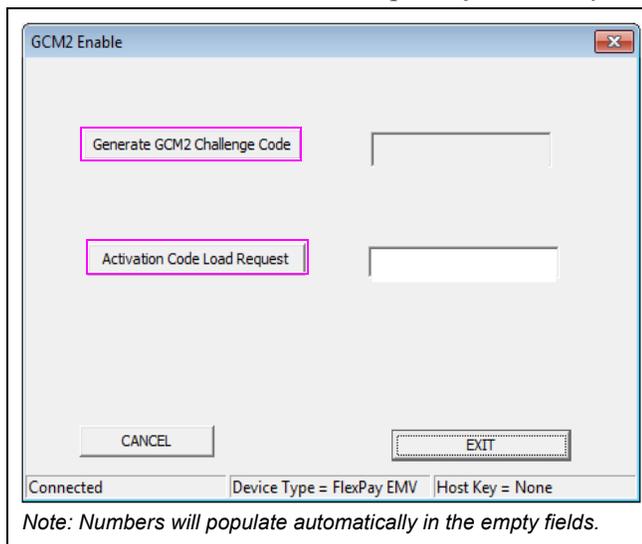
**Figure 94: Enabling GCM2**



A pop-up screen opens.

**Figure 95: GCM2 Enable Screen**

*Note: GCM2 activation is not required for FlexPay II CRINDs.*



*Note: Numbers will populate automatically in the empty fields.*

The GCM2 Enable screen contains the following fields:

- a Generate GCM2 Challenge Code** - Used in the GCM2 activation procedure to generate 4 Bytes Challenge Code.
- b Activation Code Load Request** - Transmits to SPOT the activation code generated by an external system starting from the Challenge formerly received.
- c CANCEL** - Click CANCEL to interrupt the GCM2 enable sequence after the generation of the challenge (for example, some error occurred in the external process generating the activation code).
- d EXIT** - Click EXIT to exit the GCM2 Enable window.

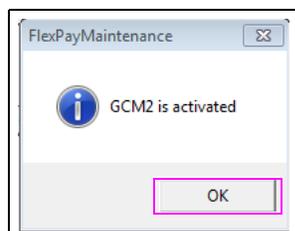
- 2 Click **Generate GCM2 Challenge Code**. The tool generates an 11-byte challenge code and displays it in the grayed-out text field next to the Generate GCM2 Challenge Code button.
- 3 Call the Gilbarco Support Center at 1-800-800-7498 and provide the 11-byte challenge code.
- 4 Type in the activation code provided by the service technician in the Activation Code Load Request field.
- 5 Click **Activation Code Load Request**.

This will trigger an activation process to validate the activation code provided by the Call Center. A pop-up message is displayed to confirm successful or unsuccessful validation of the activation code.

Clicking **Exit** before, during, or after the activation will cancel the activation process and close the activation pop-up screen.

*Note: If the GCM hardware device (PCD) has GCM2 firmware that is already activated, Figure 96 will display when Generate GCM2 Challenge Code is clicked.*

**Figure 96: GCM Activation Screen**



### **GCM2 Already Activated**

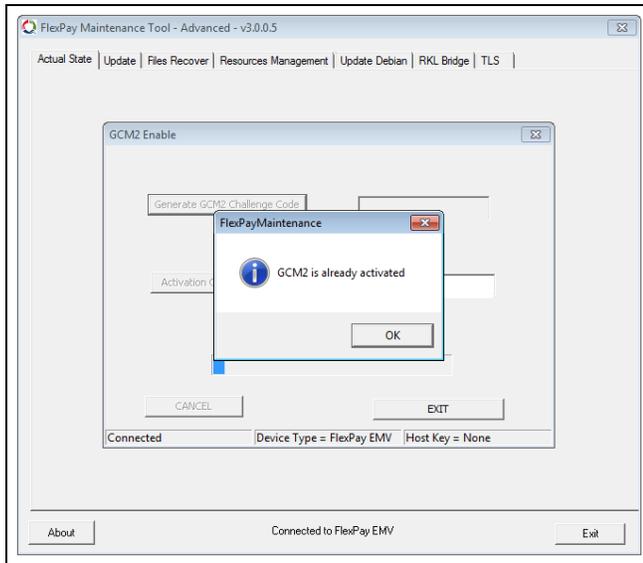
To check if GCM2 is already enabled, proceed as follows:

- 1 Ensure that SPOT is connected to the network and your PC has Internet access. Open the FlexPay Maintenance Advanced Tool.
- 2 Enter **SPOT IP Address** and click **Connect**.
- 3 Click **GCM2 Enable** of GCM Update section from the Actual State tab. The GCM2 Enable screen opens.
- 4 Click **Generate GCM2 Challenge Code**.

The progress bar starts and a status message is displayed “Please wait while loading GCM2 driver...”.

A pop-up stating that GCM2 is already activated opens as shown in [Figure 97](#).

**Figure 97: GCM2 Activated**



**CANCEL - Abort Functionality for GCM2 Sequence**

To interrupt GCM2 enable sequence after the generation of the challenge (for example, error occurring in the external process generating the activation code), proceed as follows:

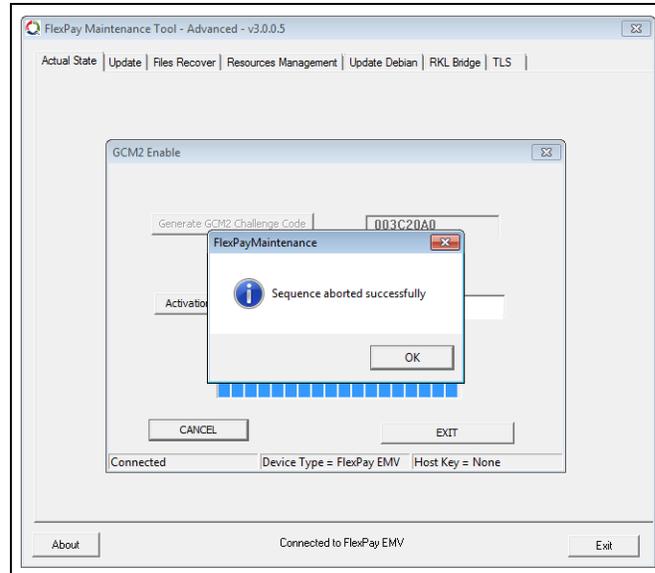
- 1 Ensure that SPOT is connected to the network and your PC has Internet access. Open the FlexPay Maintenance Advanced Tool.
- 2 Enter the SPOT IP Address and click **Connect**.
- 3 Click **GCM2 Enable** in the GCM Update section from the Actual State tab. The GCM2 Enable screen opens.
- 4 Click **Generate GCM2 Challenge Code** to permit the FlexPay Maintenance Tool to gain the 4 bytes challenge code.

The progress bar starts and a status message is displayed “Please wait while loading GCM2 driver...”.

- 5 Click **CANCEL** after the 4 bytes challenge code is generated successfully.

A pop-up stating that GCM2 Enable Sequence aborted successfully is displayed on the screen as shown in [Figure 98](#).

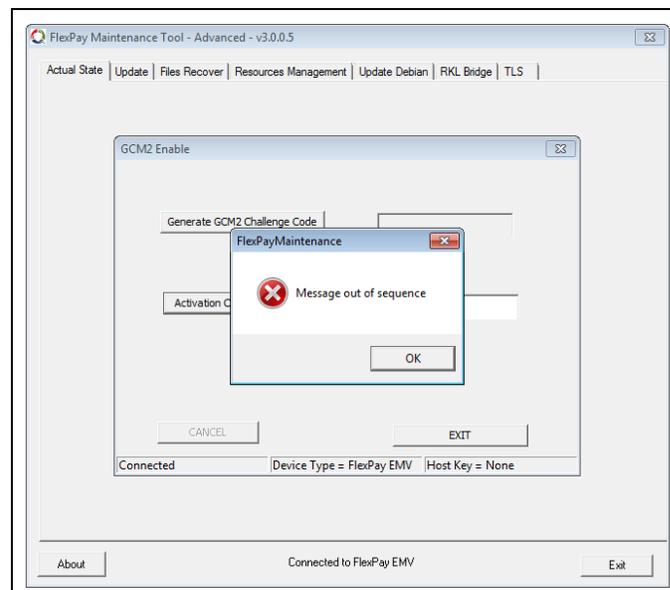
**Figure 98: Sequence Aborted Successfully**



### Message Out of Sequence (GCM2 Sequence)

If the GCM2 Enable procedure goes out of sequence (that is, no challenge has been generated ahead), then a pop-up opens stating that the message is out of sequence.

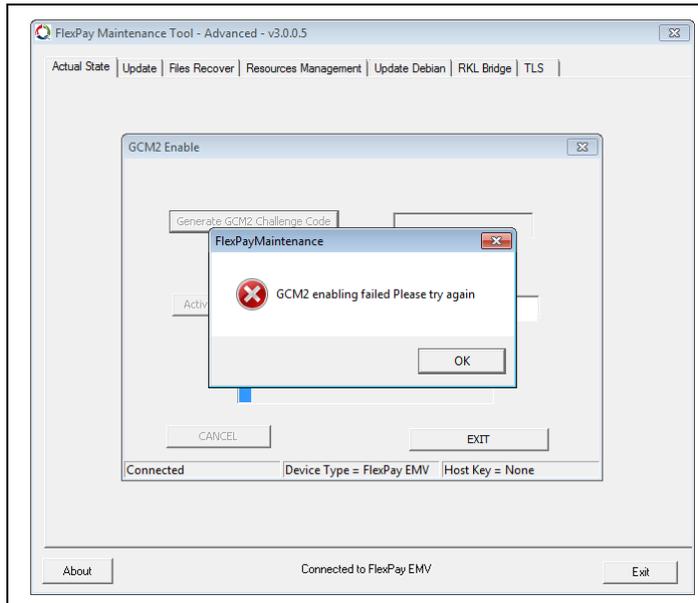
**Figure 99: Message Out of Sequence**



### GCM2 Enabling Failed (Error)

If the SPOT build (software bundle) does not support the SPOT configuration with GCM2 firmware to activate GCM2, then an error message is displayed when clicking **Generate GCM2 Challenge Code** as shown in [Figure 100](#).

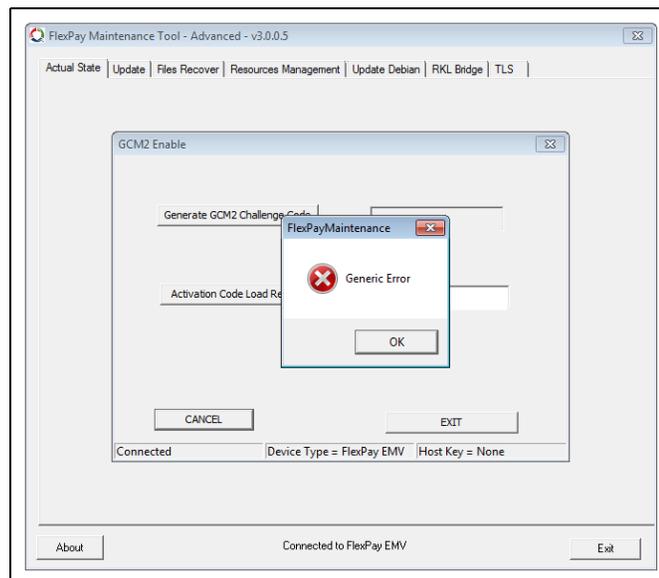
**Figure 100: GCM2 Enabling Failed**



### Generic Error (Error)

For any other error (for example, if OTI is not connected to the SPOT prior to GCM2 activation procedure) in the activation procedure to enable GCM2, a pop-up indicating a generic error opens as shown in [Figure 101](#).

**Figure 101: Generic Error**

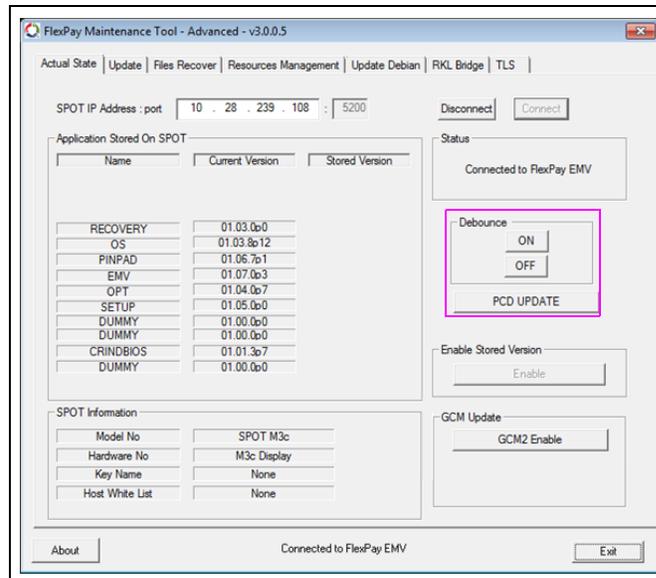


## Enabling/Disabling Debounce Setting

Debounce setting is a feature introduced to resolve “ghost” issues. When this feature is turned on, X amount of collision happening in X amount of time is not reported to the POS. If this feature is turned off, all issues are reported to the POS.

To enable or disable the debouncing feature on a FlexPay/SPOT CRIND unit, click **Debounce ON/OFF** on the FlexPay Maintenance Tool - Advanced mode home screen.

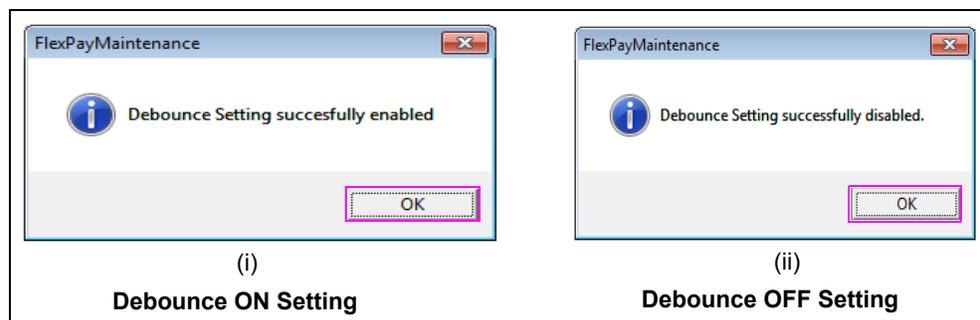
**Figure 102: Enabling/Disabling Debounce Setting**



A confirmation screen opens.

*Note: Confirmation will be provided regardless of the previous state of the feature. For example, if debounce was OFF and the OFF button was clicked again, you will receive confirmation of the feature turned off.*

**Figure 103: Debounce ON/OFF Setting - Confirmation Pop-up Screens**



## Updating PCD Configuration File

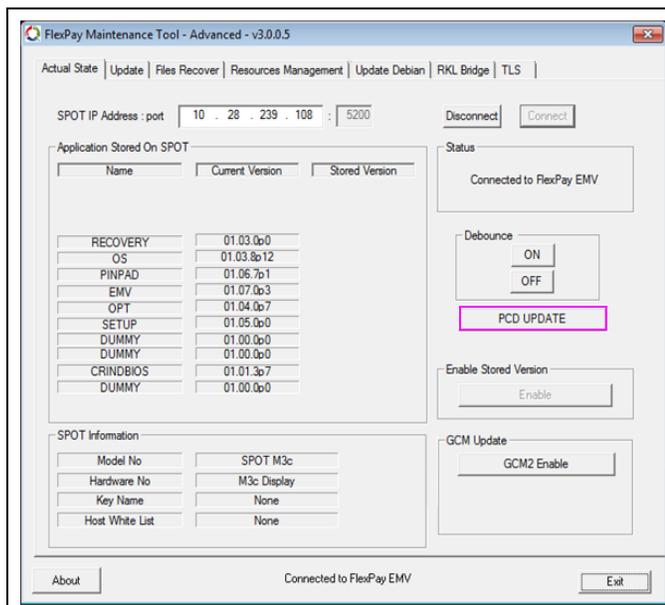
To make GCM2 configurable, a new setup file “PCD Config File” has been introduced. The file is stored inside the system and contains several configurable parameters. Under normal circumstances, a field technician need not update the file or make any changes to the file. In some extreme cases, a field technician may be requested to change any two of the configurable parameters, Transaction Currency or the Merchant Name and Location. The changes should be authorized using the FlexPay Maintenance Tool.

*Note: If the PCD configuration file must be updated, call Gilbarco Support Center at 1-800-800-7498. Only add values provided by Gilbarco.*

To update the PCD configuration file, proceed as follows:

- 1 Click **PCD UPDATE** on the FlexPay Maintenance Tool - Advanced mode home screen (see [Figure 104](#)).

**Figure 104: Updating PCD**



A pop-up screen opens.

**Figure 105: PCD File Update Screen**

The screenshot shows a window titled "PCD FILE UPDATE" with a close button in the top right corner. Inside the window, there are three input fields, each with a label and a text box: "Currency Code 2 Bytes(4 HEX digits)", "Currency Exponent 1 Byte(2 HEX digits)", and "Merchant Name 20 Bytes(40 HEX digits)". Below these fields are two buttons: "PCD CONFIG FILE UPDATE" and "EXIT". At the bottom of the window, there is a status bar with the text "Connected", "Device Type = FlexPay EMV", and "Host Key = None".

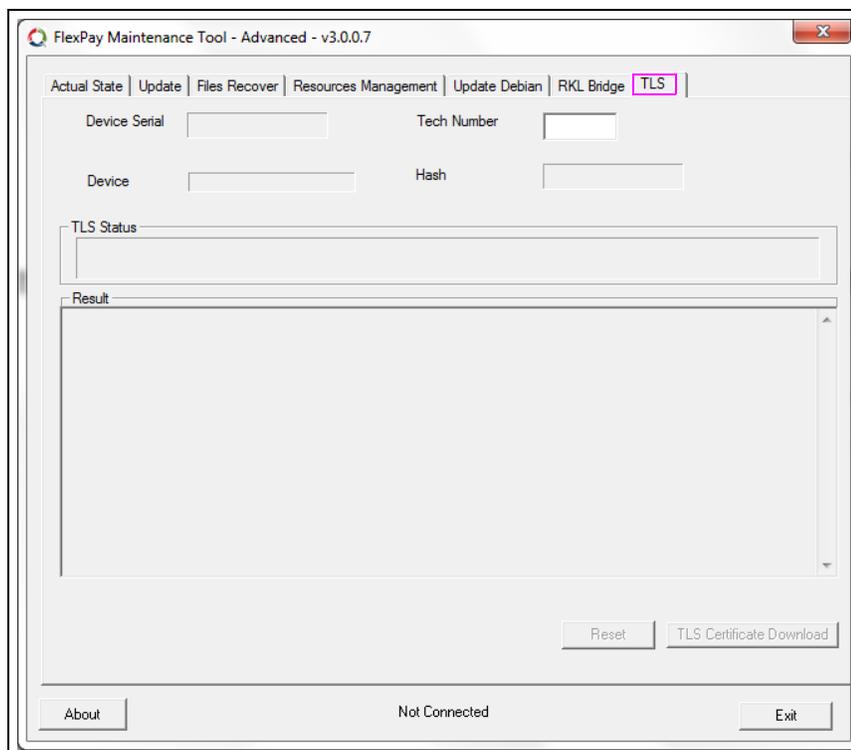
- 2 Enter 4 HEX digits in the Currency Code 2 Bytes field (for example, 0978).
- 3 Enter 2 HEX digits in the Currency Exponent 1 Byte field (for example, 02).
- 4 Enter 40 HEX digits in the Merchant Name 20 Bytes field (for example, Gilbarco Veeder-Root).
- 5 Click **PCD CONFIG FILE UPDATE**.

## Transport Layer Security (TLS) Certificate Download (Only For SPOT M5)

FlexPay Maintenance Tool supports TLS Certificate Download from the Remote Certificate Signing Host (RCSH) server. The TLS tab is dedicated for TLS Certificate Download.

Figure 106 shows the initial screen of the TLS tab.

**Figure 106: TLS Certificate Download - Initial Screen**



The initial screen includes the following fields/buttons:

- **Device Serial Number:** This is the SPOT PPN.
- **Hash:** This is a security number used to establish a secure connection with the server.
- **Device:** This includes information about the platform for downloading certificate.
- **Tech Number:** The user has to enter a valid technician number in the edit box.
- **TLS Status:** This displays the progress of the certificate download.
- **Result:** This displays the status messages received from the SPOT device during the certificate download.
- **TLS Certificate Download:** This button is used to start the Certificate Download process. On pressing this button three times, the TLS Certificate Download process is complete.  
*Note: Read and follow instructions in the Result section after the initial button is pressed.*
- **Reset:** This button is used to reset all the fields.

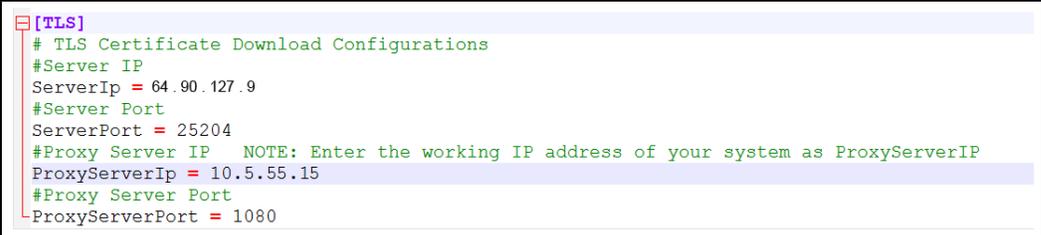
## Initial Configuration Setup

The initial settings for the Certificate Download are available in the RKLBridge.ini file (C:\Program Files (x86)\Gilbarco\FlexPayMaintenance or from the default installation path if different). The section to be modified is labeled “TLS” and is located toward the end of the configuration file.

The Server IP address and Proxy Server IP address need to be set up the first time, before using the tool to download TLS certificates. The Server IP should be set to 64.90.127.9 (this should be the IP address of the RCSH server located at [ercsh.gilbarco.com](http://ercsh.gilbarco.com)). The Proxy Server IP address should be set to the laptop’s static IP address (this is usually set to something like 10.5.55.15 to allow connectivity to the terminal).

Figure 107 shows the TLS section of the configuration file:

**Figure 107: TLS Section**

A screenshot of a text editor showing the TLS section of the RKLBridge.ini file. The text is as follows:

```
[TLS]
# TLS Certificate Download Configurations
#Server IP
ServerIp = 64.90.127.9
#Server Port
ServerPort = 25204
#Proxy Server IP NOTE: Enter the working IP address of your system as ProxyServerIP
ProxyServerIp = 10.5.55.15
#Proxy Server Port
ProxyServerPort = 1080
```

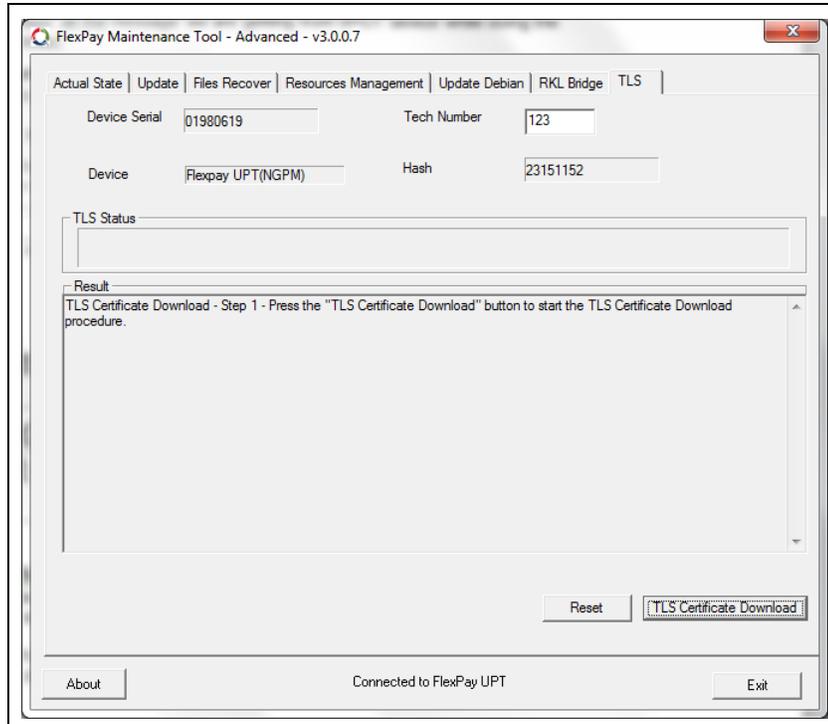
## Downloading Certificate

To start the certificate download, proceed as follows:

- 1 Click the **TLS** tab in the Advanced Mode of the FlexPay Maintenance Tool.
- 2 Enter the Technician ID in the Tech Number field.

- 3 Click **TLS Certificate Download**. Status message as shown in [Figure 108](#) is displayed in the Result section of the tool.

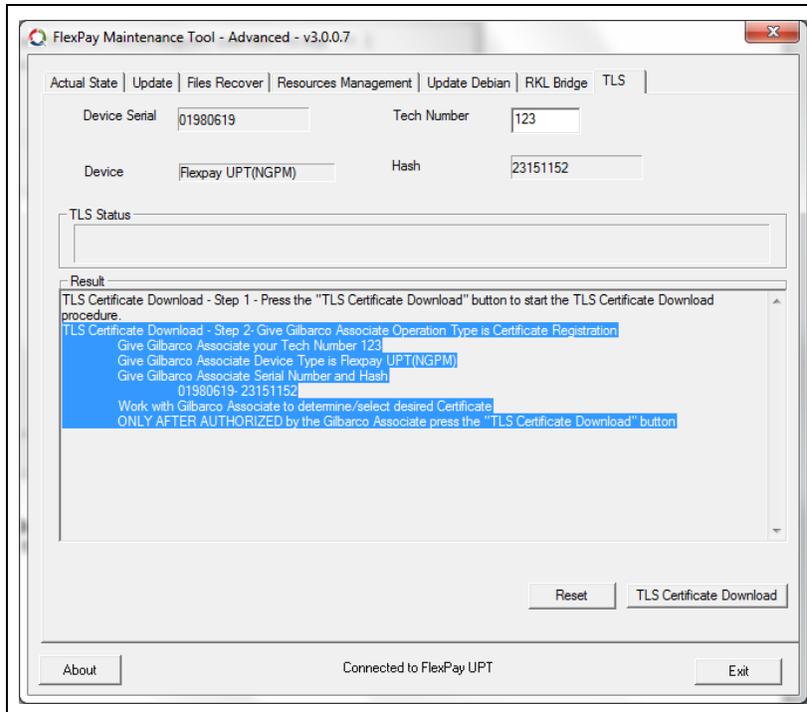
**Figure 108: Certificate Download - Step 1**



- 4 Click **TLS Certificate Download** to complete step 2. Note the information required to set up the device for downloading the certificate.

- 5 Call the Gilbarco Support Center and provide them with the information displayed in the Result section as shown in [Figure 109](#):

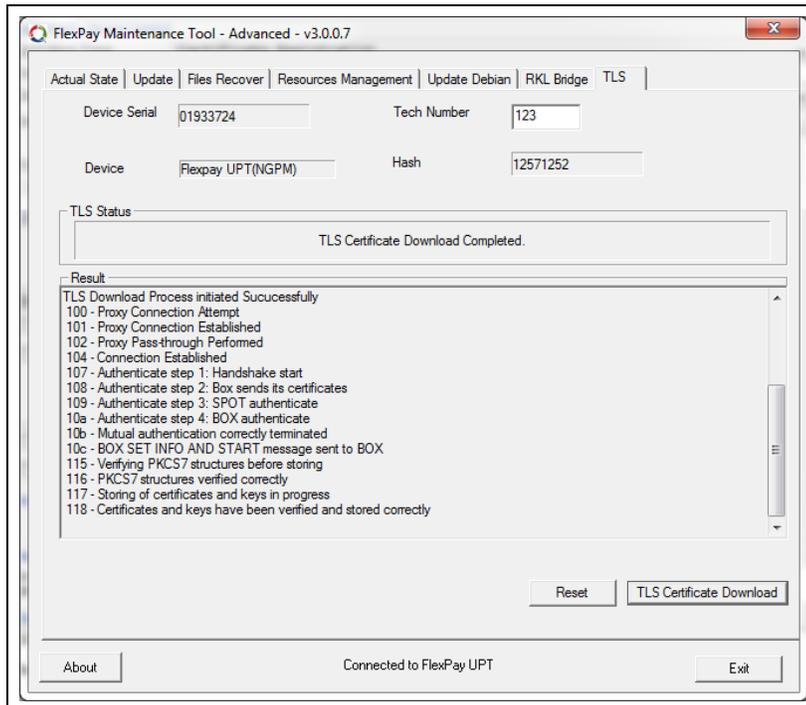
**Figure 109: Certificate Download - Step 2**



- 6 On authorization by the Gilbarco associate from the Support Center, click **TLS Certificate Download** to start certificate download.

The Result section of the tool displays additional status messages from the SPOT unit until the download process is complete as shown in [Figure 110](#).

**Figure 110: Certificate Download - Step 3**



# Migrating Version 01.0.03

## Very Important

### **WARNING**

**Before attempting the migration procedure, confirm that the software version running on the unit is version 01.0.03. Performing the migration procedure on a unit running 02.0.13 or later will result in the FCB being inoperable and damaged beyond repair.**

Read this entire procedure and familiarize yourself with the warnings and process before performing the migration.

This section assumes that you are familiar with the FlexPay Maintenance Tool procedures covered earlier in this manual. If you are not familiar with these procedures, review the earlier FlexPay Maintenance Tool sections before continuing.

To migrate an FCB from version 01.0.03 to version 02.0.13 or later, proceed as follows:

- 1 Extract the **MIG\_01.0.02-Prod.zip** file to **C:\SPOT** directory.
- 2 Extract the **release\_02.0.xx.zip** file to **C:\SPOT** directory.

The extraction process creates subdirectories in **C:\SPOT\Version**, name **MIG\_01.0.02-Prod** and **02.0.xx-Prod**.

- 3 Obtain a USB flash drive formatted for FAT32 with minimum 200 MB of free space.
- 4 Connect to the dispenser using the FlexPay Maintenance Tool. After you are connected, a list of applications running on the dispenser, along with their current version numbers, will be displayed.
- 5 Select the **Update** tab.
- 6 In the drop-down box under the **Downloading Version** box, select the **MIG\_01.0.02-Prod** option. A table of application names and version numbers is displayed.
- 7 Click **Send** and wait for all packages to download. Status field will be **OK** if the load is successful for each package. This takes about two minutes to complete.
- 8 After all packages have the status **OK**, select the **Actual State** tab.
- 10 Click **Enable**. This reboots the CRIND and displays a yellow screen informing that an upgrade is in progress. This step takes about five minutes to complete. After the process completes, insert the FAT32-formatted USB flash drive in an available USB port on the FCB. If no USB port is available on the FCB, use a USB port on the Peripheral Interface PCB (PIP). Verify if the USB flash drive light illuminates.

*Note: If your flash drive contains the **gvr/log** directory, then you will hear the automatic log collection prompt. Install version 02.00.xx using the standard software upgrade procedure described in the earlier sections of this manual. This will take about 20 minutes to complete.*

 **WARNING**

Do not power cycle the dispenser or remove the USB flash drive until after installation of 02.0.XX is complete. Doing so may result in the FCB being inoperable and damaged beyond repair.

*Note: If any part of the migration fails, contact the Gilbarco Support Center for assistance.*

## Appendix A: CRIND IP Scheme for Units

There are two CRIND IP Address schemes: one for non-SSoM units and one for units equipped with an SSoM.

### CRIND IP Scheme for Units without SSoM (DCM2.0 or Earlier)

The CRIND IP scheme assignment for the dispensers that do not have an SSoM (DCM2.0 or earlier) is as follows:

Dispenser 1	
Unit	IP Address
UPM Side A	10.5.55.71
UPM Side B	10.5.55.73
CR Side A	10.5.55.72
CR Side B	10.5.55.74
Gilbarco Systems on Module (GSoM) Side A	10.5.55.75
GSoM Side B	10.5.55.76
Applause Site Server IP	10.5.55.66

Dispenser 2	
Unit	IP Address
UPM Side A	10.5.55.81
UPM Side B	10.5.55.83
CR Side A	10.5.55.82
CR Side B	10.5.55.84
GSoM Side A	10.5.55.85
GSoM Side B	10.5.55.86
Applause Site Server IP	10.5.55.66

Dispenser 3	
Unit	IP Address
UPM Side A	10.5.55.91
UPM Side B	10.5.55.93
CR Side A	10.5.55.92
CR Side B	10.5.55.94
GSoM Side A	10.5.55.95
GSoM Side B	10.5.55.96
Applause Site Server IP	10.5.55.66

## CRIND IP Scheme for Units with SSoM (DCM2.1 or Later)

### Internal IP Scheme for Units with SSoM

The following “Internal” CRIND IP scheme must be set for units equipped with DCM2.1 or later.

Unit	IP Address
UPM Side A	172.16.100.1
UPM Side B	172.16.100.3
CR Side A	172.16.100.2
CR Side B	172.16.100.4
GSoM Side A	172.16.100.5
GSoM Side B	172.16.100.6
Applause Site Server IP	10.5.55.66

- Notes: 1) The SSoMs communicate to the backroom hardware via two external IPs (one IP per side). These IPs will match the backroom network IP scheme, i.e. 10.5.55.XX. The SSoMs IP addresses will be configured from the SSoM application. For more details, see MDE-5314 Remote Management Installation, Start-up and Service Manual.
- 2) With this scheme, all the CRIND IP Addresses can be the same across the entire forecourt. See the table for clarification.

Internal IP Scheme FlexPay II/FlexPay IV			
Fueling Position	Side	CRIND IP Address	Default Gateway
1/2	A	172.16.100.1	172.16.100.254
	B	172.16.100.3	172.16.100.254
3/4	A	172.16.100.1	172.16.100.254
	B	172.16.100.3	172.16.100.254
5/6	A	172.16.100.1	172.16.100.254
	B	172.16.100.3	172.16.100.254
7/8	A	172.16.100.1	172.16.100.254
	B	172.16.100.3	172.16.100.254
9/10	A	172.16.100.1	172.16.100.254
	B	172.16.100.3	172.16.100.254
11/12	A	172.16.100.1	172.16.100.254
	B	172.16.100.3	172.16.100.254
	Etc.	Etc.	Etc.

Note: The table shows IP addresses that are used for FlexPay II and FlexPay IV.

External IP Scheme FlexPay II/FlexPay IV					
Fueling Position	Side	SSoM External IP Address	Backroom Router IP Address	Subnet Mask	Primary DNS
1/2	A	10.5.55.71	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.72	10.5.55.1	255.255.255.0	10.5.55.1
3/4	A	10.5.55.73	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.74	10.5.55.1	255.255.255.0	10.5.55.1
5/6	A	10.5.55.75	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.76	10.5.55.1	255.255.255.0	10.5.55.1
7/8	A	10.5.55.77	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.78	10.5.55.1	255.255.255.0	10.5.55.1
9/10	A	10.5.55.79	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.80	10.5.55.1	255.255.255.0	10.5.55.1
11/12	A	10.5.55.81	10.5.55.1	255.255.255.0	10.5.55.1
	B	10.5.55.82	10.5.55.1	255.255.255.0	10.5.55.1
.	Etc	Etc.	Etc.	Etc.	Etc.

Notes: 1) Primary DNS value is provided by the customer or is considered to be 10.5.55.1 (if the site uses Gilbarco-provided RV042 Router).

2) The table shows addresses that are subject to change with the site networking scheme. Values provided in the table are EXAMPLE ONLY. For example, if the site backroom Router is 10.5.48.1, the SSoM External IP addresses will have to be 10.5.48.71, etc. The primary DNS will likely be 10.5.48.1, etc.

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Phone (336) 547-5000 · <http://www.gilbarco.com> · Printed in the U.S.A.  
MDE-5062J FlexPay™ Maintenance Tool for FlexPay/SPOT CRIND® System · February 2018