

MDE-5062J FlexPay[™] Maintenance Tool for FlexPay/SPOT CRIND[®] System February 2018

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℠ 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	 CRIND and TRIND[®] Encore and Eclipse
MDE-5314	Insite360 [™] Encore Remote Management Installation, Start-up, and Service Manual	 Flex Pay EPP and SCR FlexPay IV

Abbreviations and Acronyms

Term	Description
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).



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 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.

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.

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

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)



Gasoline/DEF ingested may cause

unconsciousness and burns to internal organs.
 Do not induce vomiting. Keep airway open.
 Ovvren may be peeded at scene. Seek medical

Oxygen may be needed at scene. Seek medical advice immediately.

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.



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



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



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

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 "Migrating Version 01.0.03" on page 81.
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

		- 21			
		Please	Login		
1.Enter y 2 Select '	our User II 'Accept an) and Passwo d Login" term	rd. 5 of End-1	Ison Agroome	nt
LIDEICC	necept an	s cogin com		Soci Agreenie	
Une	- 10				
USe	r ID				
Pas	sword				
IMPOR	TANT:				
By logg	jing in to E	xtranet, the u	iser agree	es to be boun	d by the
Gilbarc	o Inc. Elec	tronic End-Us	er Agreer	nent for Extra	inet.
EXTRA	NET EL	ECTRONIC	END-US	ER	
AGREE	MENT				^
NOTIC	E TO US	SER			\sim
THIS	IS A CO	DNTRACT.	BY USI	NG THIS	
			1		
	Accept	and Login	Do N	ot Accept	

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.

IMPORTANT INFORMATION

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 *Documents* 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.



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.

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

Setup - FlexPayMaintenance	- • 💌
Information	
Working dir for FlexPayMaintenance Tool C:\SPOT	
< <u>B</u> ack Next >	Cancel

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

13 Setup - FlexPayMaintenance	
User Information Please enter your information.	
User Name:	
•	
Organization:	
Gilbarco S.r.l.	
	< Back Next > Cancel

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

j글 Setup - FlexPayMaintenance	- • •
Select Destination Location Where should FlexPayMaintenance be installed?	
Setup will install FlexPayMaintenance into the following folder.	
To continue, click Next. If you would like to select a different folder, click	Browse.
C:\Program Files (x86)\Gilbarco\FlexPayMaintenance	Browse
At least 12.6 MB of free disk space is required.	
< <u>B</u> ack Next >	Cancel

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

្រី្ងា Setup - FlexPayMaintenance	
Select Additional Tasks Which additional tasks should be performed?	
Select the additional tasks you would like Setup to perform while installing FlexPayMaintenance, then dick Next.	1
Additional icons:	
Create a desktop icon	
< <u>B</u> ack Next >	Cancel

Installation Summary screen opens.

6 Click Install to continue the installation process.

Figure 12: Installation Summary Screen

Setup - FlexPayMaintenance	
Ready to Install Setup is now ready to begin installing FlexPayMaintenance on your computer.	
Click Install to continue with the installation, or click Back if you want to review or change any settings.	
User information:	*
Gilbarco S.r.l.	
Destination location: C:\Program Files (x86)\Gilbarco\FlexPayMaintenance	E
Start Menu folder: FlexPayMaintenance	
Additional tasks: Additional icons: Create a desktop icon	•
4	
< <u>B</u> ack Install	Cancel

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



🕞 Setup - FlexPayMaintenanc	e 🗖 🖾
	Completing the FlexPayMaintenance Setup Wizard
	Setup has finished installing FlexPayMaintenance on your computer. The application may be launched by selecting the installed icons.
	Click Finish to exit Setup.
	Einish

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).

IMPORTANT INFORMATION

Installing software using the FlexPay Maintenance Tool in "Basic" mode (see Figure 14) 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 "FlexPay Maintenance Tool - Advanced" on page 37.

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.



	() 00T	
	Techn	ician Number 12	3	
	Software Mainte	enance	RKL	
		Exit		
Copyright Gilbarco Veeder-	Root 2016			

2 Click Software Maintenance; the Software Maintenance screen opens.

Figure 15: Software	Maintenance	Main Screen
---------------------	-------------	--------------------

Fueling Position IP Ad	dress 10 28 23	173	Q S V	ilbarco Eeder-Roc
Available Versions A	Packages	•	Install	Compare
				Debounce
PCD UPDATE				Debounce ON OFF

- **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).

Fueling Position IP Ad	Idress 10 28 23	39 173		LBARCO
Available Versions	lease 52.7.09P	Ŧ	Install	Compare
				0.00
	Installing Software	e - Please W	ait	
	Installing Software	e - Please W	ait	- Debourpos
Down PCD UPDATE	Installing Softwar	e - Please W	ait 1 of 11	Debounce ON OFF

Figure 17: Installing Software Screen

Figure 18: Installing Resources Screen

Fueling Position IP Add	tress 10 28 239	173	GILBARCO VEEDER-ROOT
Available Versions rel	ease_52.7.09P	🚽 🔤 Insta	ll Compare
	Installing Software -	Please Wait	
			Debounce -
Sendi PCD UPDATE	ng Resources:	14 of 1	Debounce - ON OFF

Figure 19: Updating Debian Packages

GCM2 Enable	ages: File Recove	1 of 3	Exit
	ages:	1 of 3	OFF
Dading DEDIAN pack	ages:	1 of 3	OFE
			ON
			Deheuro
Installing Software	e – Please Wai	t	
ease_52.7.09P	*	Install	Compare
Iress 10 28 23	173	C GII VE	LBARCO EDER-ROO
	ress 10 28 23 base_52.7.09P	ress 10 28 239 173 mase_52.7.09P	ress 10 28 239 173 Or Constant mase_52.7.09P restant Installing Software - Please Wait

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

Fueling Position IP Addre	ess 10 28 2	239 173	Q G	ilbarco Eeder-Roo
Available Versions relea	se_52.7.09P	•	Install	Compare
	Install Complete	ed Successfully		
PCD UPDATE	Install Complete	ed Successfully		_Debound _ON_ _OFF_

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.

Install Compar			
	•	release_50.2.13P	Available Versions
ile Generated	gfile Gen	Install Failed - Lo	
Debourse			
	S		
UFF			PCD UPDATE
	?	0	

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
------------	---------	---------	------	--------

O FlexPay Maintenance	Tool - Basic - v3.0.0.5	×
	Technician Number 123	
	Software Maintenance RKL	
	Exit	
Copyright Gilbarco Veede	ir-Root 2016	

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

Figure 23:	Comparing	Functionality
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C FlexPay Maintenance Tool - Basic - v3.0	0.0.5	
Fueling Position IP Address	s 10 28 239 173	GILBARCO VEEDER-ROOT
Available Versions AllPack	kages 💽	Install Compare
		Debounce —
PCD UPDATE		ON OFF
View Output	GCM2 Enable File Recover	er Exit
Not Connected	Device Type = Unknown	Host Key = Unknown

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

	busic 150005			e
Fueling Position IP	Address 10 28 2	173	C) GI VI	LBARCO EEDER-ROOT
Available Versions	release_52.7.09P	• II	nstall	Compare
C	ompare Completed Succ	essfully - Version	s Match	
PCD UPDATE				ON OFF
PCD UPDATE View Output	GCM2 Enable	File Recover		ON OFF Exit

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.

Fueling Position IP Ac	idress 10 28 239 17	73	Gilbarco Veeder-Roo
Available Versions	elease_52.7.09P	• Install	Compare
Compare Complete	ed Successfully - Versions Do	o Not Match - Log	file Generated
PCD UPDATE		7	ON OFF
PCD UPDATE View Output	GCM2 Enable File	Recover	Debounce ON OFF Exit

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



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	<u>^</u>
Pinging 10.5.48.71 with 32 bytes of data: heply from 10.5.48.71: bytes-32 time1ns TIL-64 heply from 10.5.48.71: bytes-32 time(ins TIL-64 heply from 10.5.48.71: bytes-32 time(ins TIL-64 heply from 10.5.48.71: bytes-32 time(ins TIL-64	
Ping statistics for 10.5.48.71: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), Approxinate round trip times in milli-seconds: Minimum = Ons, Maximum = 1ns, Average = Ons	
C:>>_	×)

4 Ping www.gilbarco.com to verify the Internet connection.

Figure 29: Confirming Internet Connection



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

C FlesPay Maintenance Tool - Basic - v3.0.0.5
Technician Number 123 Software Maintenance RKL
Exit
Copyright Gilbarco Veeder-Root 2016 Note: If your Technician Number starts with a letter, omit the letter when entering your number.

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

C FlexPay Maintenance Tool - Basic - v3.0.0.5	
Fueling Position IP Address 10 28 239 173 Tech # 1234	
Serial Number Hash Value	
Device Type Host Key	
Remote Key Load	
Enter IP Address and Press Remote Key Load Button to Begin	
View Output QILBARCO Exit	

8 Click **Remote Key Load** to retrieve information from the FlexPay/SPOT unit as shown in Figure 32.

	Address 10 28 239 173 Tech #	1234
Serial Number 019	Hash Value 89097812	
Device Type	Host Key emv4-t3	
	Continue	
Cont	act Gilbarco and Provide the Following Information	1
	Operation Type = Load Host Key (RKL) Tech Number = 1234 Device Type = FlexPay UPT (NGPM) Serial Number & Hash = 01901970 - 89097812	

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

Windows Secur	ity Alert	X
💮 Windo	ws Firewa	ll has blocked some features of this program
Windows Firewall h and domain networ	as blocked som ks.	e features of Java(TM) Platform SE binary on all public, private
((Name:	Java(TM) Platform SE binary
Ē	Publisher:	Oracle Corporation
	Path:	C:\windows\syswow64\javaw.exe
Allow Java(TM) Pla	tform SE binary vorks, such as a ation.	to communicate on these networks: a workplace network. The firewall is already configured for this
Private netw	vorks, such as n	ny home or work network
Public netwo because the for this netw	rks, such as the se networks of vork location.	ose in airports and coffee shops (not recommended ten have little or no security). The firewall is already configured
What are the risks	of allowing a pr	ogram through a firewall?
		Allow access Cancel

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

Serial Number 0168343	33	Hash Value 79	123430
Device Type FlexPay	EMV	Host Key	ror
	Continue		
	Initialization In Progre	SS	
View Output	GILBARCO VEEDER-R	оот	Exit

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

© FlexPay Maintenance Tool - Basic - v3. Fueling Position IP A	aas ddress 10 5 48	169 Tech	# 123456
Serial Number	83433	Hash Value	79831144
Device Type Flex	Pay EMV	Host Key	Error
REBOOT In Pr	Remote Key I	Load 5 Remote Key Loa	id to Continue
View Output		CO R-ROOT	Exit

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.*

C FlexPay Maintenance Tool - Basic - v3.0.0.5	—
Fueling Position IP Address 10 28 239 173 Tech # 12	234
Serial Number 01901970 Hash Value 89097812	
Device Type FlexPay UPT (NGPM) Host Key emv4-13	
Continue	
Remote Keyload in Progress - Step 6 of 12	
View Output Oitput	Exit
Connected Device Type = FlexPay UPT Host Key = emv4-	6

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

O FlexPay Maintenance Tool - Basic - v	3.0.0.5	
Fueling Position IP Addre	ess 10 28 239 173	Tech # 1234
Serial Number 0190197	70 Hash Value 8	9097812
Device Type FlexPay UP	PT (NGPM) Host Key em	v4-t3
	Remote Key Load	
Remote	Key Load Successful - Key em	v4-t3 loaded
View Output		T Exit
Not Connected	Device Type = Unknown	Host Key = Unknown

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
--------	-----	-----	---------	--------

FlexPay Maintenance Too	l - Basic - v3.0.0.5		
Fueling Position IF	Address 10 5	48 169 Tech # 123456	
Serial Number	1683433	Hash Value 79831144	
Device Type	FlexPay EMV	Host Key Error	
	Rem	note Key Load	
	-		
	Remote Key Load F	Failed - Logfile Generated	
	Remote Key Load F	Failed - Logfile Generated	
View Output	Remote Key Load F	Failed - Logfile Generated	

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).

IMPORTANT INFORMATION

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.

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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	Мос	le
i igaio		Lincornig	••	/ (aai 000		Baolo		

Fueling Position IP Ac	Idress 10 28 23	9 173		LBARCO EDER-ROO
Available Versions	llPackages	•	Install	Compare
PCD UPDATE				ON OFF

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

	r - v3.0.0.5			
Fueling Position IP Ad	dress 10 28 23	173	Q GI Vi	LBARCO EDER-ROOT
Available Versions Al	Packages	•	Install	Compare
				Debounce - ON OFF
				Evit
View Output	GCM2 Enable	File Recov	er	LAI

A pop-up screen opens.

Figure 42: GCM2 Enable Screen

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

GCM2 Enable		
Generate GCM2 Challe	enge Code	
Activation Code Load	d Request	
CANCEL	EXIT	
Connected	Device Type = FlexPay EMV Host Key = None	_
Note: Numbers will pop	oulate 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 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.

GCM2 Enable	x
Generate GCM2 Challenge Code	
FlexPayMaintenance	
Activation C GCM2 is already activated	
ОК	
CANCEL	
Connected Device Type = FlexPay EMV Host Key = None	

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.

GCM2 Enable
Generate GCM2 Challenge Code
FlexPayMaintenance
Activation Sequence aborted successfully
ОК
CANCEL
Connected Device Type = FlexPay EMV Host Key = None

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 Enable	ß
Generate GCM2 Challenge Code	
FlexPayMaintenance	
Activation C Message out of	sequence
	ОК
CANCEL	EXIT
Connected Device Type = FlexP	ay EMV Host Key = None

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.

GCM2 Enable		X
Generate GCM2 Ch	allenge Code	
FlexPayMa	iintenance 🗾	
Activ	GCM2 enabling failed Please try again	
	ОК	
CANCEL	EXIT	
Connected	Device Type = FlexPay EMV Host Key = None	

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

GCM2 Enable
Generate GCM2 Challenge Code FlexPayMaintenance
Activation Code Load Re
ОК
CANCEL EXIT Connected Device Type = FlexPay EMV Host Key = None

Enabling/Disabling Debounce Setting

IMPORTANT INFORMATION

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

FlexPay Maintenance Tool - Basi	: - v3.0.0.5		
Fueling Position IP Ad	dress 10 28 23	9 173	GILBARCO VEEDER-ROOT
Available Versions A	Packages	• Inst	Compare
			-Debounce - ON
PCD UPDATE			OFF
PCD UPDATE View Output	GCM2 Enable	File Recover	Exit

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

FlexPayMaintenance	FlexPayMaintenance
Debounce Setting succesfully enabled	Debounce Setting successfully disabled.
OK	ОК
(i)	(ii)
Debounce ON Setting	Debounce OFF Setting

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.

O FlexPay Maintenance Tool - Basic	- v3.0.0.5			×
Fueling Position IP Add	Iress 10 28 23	9 173	C SI	LBARCO EDER-ROOT
Available Versions All	Packages	•	Install	Compare
PCD UPDATE				ON OFF
View Output	GCM2 Enable	File Recove	ər	Exit
Not Connected	Device Type = Unknown	n	Host Key = Uni	known

Figure 51: Updating PCD

A pop-up screen opens.

Figure 52: PCD File Update Screen

PCD FILE UPDA	ATE	×
Current	cy Code 2 Bytes(4 HEX digits)	
Current	cy Exponent 1 Byte(2 HEX digits)	
Mercha	ant Name 20 Bytes(40 HEX digits)	
PC	CD CONFIG FILE UPDATE EXIT	
Connected	Device Type = FlexPay EMV 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.
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

SPOT IP Address : port 10 . 5 . 48 . 169	5200 Disconnect Connect
Application Stored On SPOT	Status
Name Current Version	Stored Version Not Connected
	Debounce ON OFF
	PCD UPDATE
	Enable Stored Version
	Enable
SPOT Information	GCM Update
	GCM2 Enable

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.

	10 20 220 1	. 5300	Provent Council
SPOT IP Address : port	-	00 . 1 3200	Disconnect
Application Stored On SPO	1	- A	Status
Name	Current Version	Stored Version	Connected to RexPay EMV
			- Debource
RECOVERY	01.03.060	01 00 0 10	ON
OS	01.03.8012	01.03.8012	ON
PINPAD	01.06.7p1	01.06.7p1	OFF
EMV	01.07.0p3	01.07.063	
OPT	01.04.007	01.04.0p7	PCD UPDATE
SETUP	01.05.060	01.05.060	TOPOTORIE
GVHOPTEMV	01.06.100	01.06.100	
CRINDBIOS	01.01.3p7	01.01.3p7	Enable Stored Version
			Enable
SPOT Information			GCM Update
Model No	SPOT M3c		GCM2 Enable
Hardware No	M3c Display		
Key Name	None		
Host White List	None		

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

SPOT IP Address : port	10 . 28 . 239 . 10	08 : 5200	Disconnect Connect
Application Stored On SPO	г		Status
Name	Current Version	Stored Version	Connected to FlexPay EMV
DECONTERV	01 02 0-0		Debounce
RECOVERY	01.03.000	01.02.9-12	ON
US DINDAD	01.05.0012	01.05.0012	
FINFAU EMV	01.07.053	01.00.701	OFF
ENIV	01.04.0p7	01.04.0p7	
CETUP	01.05.0p0	01.05.000	PCD UPDATE
DUMMY	01.00.0p0	01.06.1p0	
DUMMY	01.00.0p0	01.00.100	
CRINDBIOS	01.01.3p7	01.01.3p7	Enable Stored Version
DUMMY	01.00.0p0		Enable
SPOT Information			GCM Update
Model No	SPOT M3c		GCM2 Enable
Hardware No	M3c Display		
Key Name	None		
Host White List	None		

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.

4 When the current versions are present, click the Update tab.

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

Actual State	Update Files Rec	over Resources Management Update Debian RKL Bridge TLS	
Downl	loading Version		
releas	e_52.7.09T	Send	
Applic	ation Detail Name	Version Status Progress	
	OS PINPAD EMV OPT SETUP GVROPTEMV	01.03.8b12 01.06.7b1 01.07.0b3 01.04.0b7 01.05.0b0 01.06.1p0	
	CRINDBIOS	01.01.367	
About	1	Connected to FlexPay EMV	Exit

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

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	

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).

POT IP Address : port	10 . 28 . 239 . 10	08 : 5200	Disconnect Connect
liantian Stand On SBO			Otatus
News	Const Venier	Charact V (and an	Status
Name	Current Version	Stored Version	Connected to FlexPay EMV
RECOVERY	01.02.0=0		Debounce
RECOVERT	01.03.000	01 03 8p12	ON
PINPAD	01.06.7p1	01.06.7p1	
FMV	01.07.0p3	01.07.0p3	OFF
OPT	01.04.0p7	01.04.0p7	
SETUP	01.05.0p0	01.05.0p0	PCD UPDATE
DUMMY	01.00.0p0	01.06.1p0	
DUMMY	01.00.0p0		
CRINDBIOS	01.01.3p7	01.01.3p7	Enable Stored Version
DUMMY	01.00.0p0		Enable
POT Information			GCM Update
Model No	SPOT M3c		GCM2 Enable
Hardware No	M3c Display		
Key Name	None		
Host White List	None		
out	Con	nected to FlexPay EMV	Foil
out	Con	nected to FlexPay EMV	Ex

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

) FlexPay Mai	ntenance Tool - Advanced - v3.0.0.5	E X
Actual State	Update Files Recover Resources Management Update Debian RKL Bridge TLS	
Downlo	ading Version	
Applicat	ion Detail Name Version Status Progress	
About	Connected to FlexPay EMV	Exit

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></none>

Down	loading Version -		1				
IROM	fs1_03.03	- <u>-</u>	send				
Applic	ation Detail	 Version		Status	Progress	-	
1	PINPAD	03.03.0p7		Downloading		-	

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)

Dov	vnloading Versio	nes recover Resources Management Update Debian KKL Broge ILS	
Арр	lication Detail — Name	Version Status Process	
		j nores	
		Warning	
		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

Actual state opdate File Downloading Version ROMfs7_01.01.0p6	s Recover Resources Management Update Debian RKL Bindge TLS
Name	Warning
	Upgrading to a post-OTC version. You cannot revert to an older version after this upgrade. Proceed?

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

Actual State	Update File: iding Version -	s Recover Resourc	es Management Update Deb	ian RKL Bridge TLS	
- Applicati	on Detail Name	Versio	on Status	Progress	
		Not Allowed	Not allowed to change from a bundle to a pre-OTC bundle.	I post OTC	
ábout			Connected to FlexPav EMV		E.a

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

Name	Version	Status	Progress
OS	01.04.0p6	ОК	-
PINPAD	03.04.0p1	Downloading	
EMV	01.07.0p2	Downloading	
OPT	01.03.19p16	Downloading	
SETUP	01.04.1p5	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).

POT IP Address : port	10 . 28 . 239 . 10	8 : 5200	Disconnect Connect
pplication Stored On SPO	т		Status
Name	Current Version	Stored Version	Connected to FlexPay EMV
BECOVERY	01.02.0-0		Debounce
RECOVERT	01.03.8p12	01.03.8p12	ON
PINPAD	01.06.701	01.06.701	
FINEAU EMV	01.07.0p3	01.07.0p3	OFF
	01.04.0p7	01.04.0p7	
CETUP	01.05.0p0	01.05.0p0	PCD UPDATE
DUMMY	01.00.0p0	01.06.1p0	
DUMMY	01.00.000	01.00.100	
CRINDBIOS	01.01.307	01.01.307	Enable Stored Version
DUMMY	01.00.0p0		Enable
POT Information			
Madel Ne	SPOT M2-		
model No	3PUT MI3C		GCM2 Enable
Hardware No	M3c Display		
Key Name	None		
Host White List	None		
out	Con	nected to FlexPay EMV	F

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

Actual State	e Update Files	Recover Resources Management Update Debian RKL Bridge TLS	
Down	nloading Version —		
Dum	my	▼ Send	
Appli	cation Detail	Version Status Program	
,	- Hamo	, cado j rioues	
	DURING		
	DUMMY	01.00.0p0	
	DUMMY	01.00.0=0	
	4		
About		Connected to FlexPay EMV	Exit

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

Figure 67: Progress	Bar of Active DU	MMY Version Package	Download
---------------------	------------------	---------------------	----------

Name	Version	Status	Progress
			_
DUMMY	01.00.0p0	OK	
DUMMY	01.00.0p0	OK	
DUMMY	01.00.0p0	ownloading	

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).

SPOT IP Address : port	10 . 28 . 239 . 132 : 5200	Disconnect Connect
Application Stored On SPOT		Status
Maga	Comment Manning Channel Manning	
Name	Current Version Stored Version	Connected to FlexPay EMV
RECOVERY	01.03.0p0	Debounce
OS	01.04.0p7	ON
PINPAD	03.05.0p3	OFF
EMV	01.07.0p2	
OPT	01.04.0p7	202 1122 175
SETUP	01.04.1p5	PCD UPDATE
DUMMY	01.00.0p0	
DUMMY	01.00.0p0	
CRINDBIOS	01.02.3p3	Enable Stored Version
CVXAPIADAPTER	01.04.2p0 01.00.0p0	Enable
POT Information		
Model No	SPOT M3c	GCM2 Enable
Hardware No	M3c Display	
Key Name	None	
Hoet White Liet	None	
1		
bout	Connected to FlexPay EM	4V Exit

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

Resource Browsing	Resource Undate	
DeleteDownload		-
PinPad Msg PinPad Imp	Update]
⊕· PinPad Frit ⊢ PinPad RSV ⊕· PinPad Scr ─ PinPad Scr ─ PinPad Scr ─ PinPad Flat ─ PinPad Flat		*
OPT mg EMV CLTbi AS2805 APPL res A	4	*

- 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

Persource Browsing Delete Download Image: Delete Download Image: Delete PonPad Ing Image: Delete PonPad Ing Image: Delete PonPad RsV Image: Delete PonPad RsV Image: Delete PonPad RsV Image: Deletee PonPad RsV <tr< td=""><td>Resource Update</td></tr<>	Resource Update

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.

tual State Update Files Recover	Resources Management Update Debian RKL Bridge TLS
Download Folder Selection	New Folder
Resource Browsing	Resource Update
Delete Download	release_03.0.01_Devel_M5
PinPad Fnt	Update
PinPad Scr PinPad Log PinPad FDat PinPad FIter	Ok: Resource Type: (k11, ld: b01) - File (C:SPOT Resources To Uploar Ok: Resource Type: (k12, ld: b00) - File (C:SPOT Resources To Uploar Faled: Resource Type: (k12, ld: b01) - File (C:SPOT Resources To Uploar Ok: Resource Type: (k15, ld: b01) - File (C:SPOT Resources To Uploar
	FlexPayMaintenance
→ APPL res → CLOUD → GKA →	ОК

Figure 71: Resources to Upload - Status Failure

Figure 72: Resources to Upload - Failure Log Result

Actual State Update Files Recover	Resources Management Update Debian RKL Bridge TLS New Folder Progress	
Resource Browsing	Resource Update	
Delete Download	release_03.0.01_Devel_M5	•
B: PnPad Fnt ▲ □ PnPad SX B 0: PnPad SX B □ PnPad SX B □ PnPad SX B □ PnPad SX B □ PnPad FNat B □ OPT Img B □ CLOUD □ □ GKA ▼	Update Ok: Resource [Type: 0x11, Id: 0x01] - File [C:\SPOT\Resource [Type: 0x12, Id: 0x00] - File [C:\SPOT\Resource [Type: 0x12, Id: 0x01] - File [C:\SPOT\Resource [Type: 0x1	resToUploar resToUploar NuccesToUpl
About	Connected to FlexPay EMV	Exit
ote: In this example, t process on the de	he selected message notifies that escripted resources has failed. Oth	the upload er messages

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.

ctual State Update Files Recov	er Resources Management Update Debian RKL Bridge TLS New Folder Updating Updating
Pesource Browsing Delete Download	Resource Update Rescurce S2.7.09P Update Ok: Resource [Type: 0x10, kl: 0x60] - File [C:\SPOT\ResourcesToUplos Ok: Resource [Type: 0x10, kl: 0x61] - File [C:\SPOT\ResourcesToUplos Ok: Resource [Type: 0x11, kl: 0x01] - File [C:\SPOT\ResourcesToUplos V
About	Connected to FlexPay EMV Ex

Figure 73: Upload in Progress

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

tual State Update	Files Recover	Resources Management Update Debian RKL Bridge TLS
		New Folder
Resource Browsing -		Resource Update
Delete Do	ownload	Resrelease_52.7.09P
PinPad Fnt	^	Update
PinPad Scr		FlexPayMaintenance
PinPad FDat		SPOT-Resources To Uploar SPOT-Resources To Uploar SPOT-Resources To Uploar SPOT-Resources To Uploar SPOT-Resources To Uploar SPOT Thesources To Uploar
EMV Msg	E	OK SPOT Nesources To Uploa OK SPOT Nesources To Uploa SPOT Nesources To Uploa SPOT Nesources To Uploa (SPOT Nesources To Uploa
APPL res	~	Ok: Resource (Type: 0x15, Id: 0x01) - File (C:\SPOTNesources To Uploar Ok: Resource (Type: 0x15, Id: 0x02) - File (C:\SPOTNesources To Uploar Ok: Resource (Type: 0x15, Id: 0x08) - File (C:\SPOTNesources To Uploar
	•	

Figure 74: Upload - Status Success

A positive result for each resource is displayed as shown in Figure 75.



al State Update Files Recover	Resources Management Update Debian RKL Bridge TLS
Iownload Folder Selection	New Folder
lesource Browsing	Resource Update
Delete Download	Resrelease_52.7.09P
B) - PunPad Frit ▲ — PunPad Scr - — PunPad Scr - — PunPad Scr - — PunPad Scr - — PunPad Iog - — PunPad Fibet - — OPT Img E — OPT Img - — AS2805 - — CLOUD - — GKA ▼	Update Ok: Resource (Type: 0x10) (d: 0xCB) - File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x10) (d: 0xCB) - File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x11) (d: 0x11 File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x11) (d: 0x11 File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x11) (d: 0x11 File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x12) (d: 0x04) File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x12) (d: 0x14) File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x12) (d: 0x16) File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x12) (d: 0x16) File (C:SPOT/Resources To Uploa Ok: Resource (Type 0x12) (d: 0x26) File (C:SPOT/Resources To Uploa Ok: Resource (Type: 0x12) (d: 0x26) File (C:SPOT/Resources To Uploa Ok: Resource (Type: 0x15) (d: 0x01) File (C:SPOT/Resources To Uploa Ok: Resource (Type: 0x15) (d: 0x01) File (C:SPOT/Resources To Uploa Ok: Resource (Type: 0x15) (d: 0x02) File (C:SPOT/Resources To Uploa Ok: Resource (Type: 0x15) (d: 0x02) File (C:SPOT/Resources To Uploa Ok: Resource (Type: 0x15) (d: 0x02) File (C:SPOT/Resources To Uploa Ok: Resource (Type: 0x15) (d: 0x02) File (C:SPOT/Resources To Uploa Ok: Resource (Type: 0x15) (d: 0x02) File (C:SPOT/Resources To Uploa
out	Connected to FlexPau EMV

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.x-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

	*		Upgrade All	Reboot Unit
ingle Package Managemen	t			
]	
Pkg Status on board	Send	Upgrade	Installed Debians	Abort
[emove	

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.

Fueling Position IP Ad	dress 10 28 23	173		ilbarco Eeder-Root
Available Versions re	lease_52.7.09P	•	Install	Compare
Com	pare Completed Succe	ssfully - Versi	ons Match	
Com PCD UPDATE	pare Completed Succe	essfully - Versi	ons Match	Debounce ON OFF

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
1 19410		oompanni		101010110	20	not maton

Fueling Position IP Ad	dress 10 28 2	39 173		ilbarco Eeder-Root
Available Versions re	lease_52.7.09P	•	Install	Compare
Compare Complete	d Successfully - Vers	ions Do Not Ma	atch – Logfil	le Generated
Compare Complete	d Successfully - Vers	ions Do Not Ma	atch – Logfil	Debounce ON OFF

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.

Log Download Application PINPAD I Idle gymmarevr Idle GVROPTEMV I Idle Gispcible ABI Idle ABI Idle EMV I Idle OPT I Idle SETUP Idle SETUP Idle DIAGNOSTIC I Idle DIAGNOSTIC I Idle DIAGNOSTIC I Idle DIAGNOSTIC I Idle DIAGNOSTIC I Idle	Download Folder
--	-----------------

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

Application PINPAD symanserv dispolib journal ABI EMV OPT optjournal SETUP	IF OK G IF NA III IF OK IF IF OK IF IF OK IF	VROPTEMV VIXXERNEL AS2805 F NA Filter V NA Coud CC C V NA Coud CC V NA Coud CC V NA COUC V NA COUC V NA Coud CC V NA Coud CC V NA Coud CC V NA COUC V NA COUC COUC V NA COUC COUC V NA COUC COUC V NA COUC	Download Folder Al Logs New Info Progress Current Log C Log by date Download	C low C nedium C high SetLogVerbosity
		Connected to) FlexPav EMV	Fwit

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.

Log Download Application PINPAD V OK GVROPTEMV symmanev V NA AS205 journal V OK filter ABI V NA AS205 OPT V OK Cloud UCC OPT V OK Cloud UCC optiournal V NA Cloud PH SETUP V OK DIAGNOSTIC	I I NA I NA I NA I NA I NA I NA I NA I N	Download Folder Al Logs New Info Progress Download C Current Log C Al logs C Log by date Download	Log Verbosity C low C medium C high SetLogVerbosity
---	---	--	---

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

Log by date	
First Date	Last date
<mark>18</mark> -Jan-16 _▼_	19-Jan-16 <u>▼</u>
	Cancel

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.

Log Download Application PINPAD sysmanserv dispolib journal ABI EMV OPT optjournal SETUP	From: 01/13/16 IP DKI OK IV OK ID Idle Idle Idle OK Idle OK Idle OK Idle OK	Inesources wanageme to: 01/19/16 ROPTENV VKERNEL Ide fiter Ide fiter Ide Joud_CC Ide Joud_CC Ide Joud_PH Ide	Download Folder Log_By_date Info Progress SetLogVerbosity
		Select All	Download Current Log All logs C Log by date
			Download

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

Log Download Application PINPAD V OK symanserv NA dispolib NA dispolib V NA dispolib N NA dispolib V NA dispolib V NA	Current Logs Current Logs Current Logs CogVerboaity CodU CogVerboaity CogVerboaity Download Current Log Current Log
About Connected to Fle	xPay EMV Exit

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

SPOT IP Address : port 10 . 5 . 48 . 169 : 5200	Disconnect Connect
Application Stored On SPOT	Status
Name Current Version Stored Version	Not Connected
	Debounce ON OFF PCD UPDATE
	Enable Stored Version Enable
SPOT Information	GCM Update
	GCM2 Enable

9 Click Connect.

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

Figure 89: FlexPay Maintenance Tool - RKL Bridge Tab

Information	· ·					
Serial Number		Hash	Dev	viceType	FlexPay UPT (N	NGPM)
RKL Status						
Side A - RKL_HU	MAN_INIT					
Results						
						Ŧ

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

Figure 90: RKL Bridge Tab - Device Information

Information	
Serial Number 01901970	Hash 36328512 DeviceType FlexPay UPT (NGPM)
Tech Number 45678	
RKL Status	
Side A - RKL_HUMAN_3_CONTAC	T_GILBARCO
Results	
Give Gilbarco Associate y Give Gilbarco Associate I Give Gilbarco Associate 5 01901970 - 36	our Tech Number 45678 Jevice Type is RexPay UPT (NGPM) Jerial Number and Hash 228512
Give Gilbarco Associate (Give Gilbarco Associate (Give Gilbarco Associate (01901970 - 36) Work with Gilbarco Assoc ONLY AFTER AUTHORI	our Tech Number 45573 Device Type is RexPay UPT (NGPM) erral Number and Hash 128512 ZED by the Gilbarco Associate press the "Remote Key Load" button ZED by the Gilbarco Associate press the "Remote Key Load" button
Give Gilbarco Associate Give Gilbarco Associate (Give Gilbarco Associate (01901970 - 36) Work with Gilbarco Assoc ONLY AFTER AUTHORI	our Tech Number 45578 Jewice Type Is Refray UPT (NGPM) Serial Number and Hash 125512 Jiate to determine/select desired Host Key ZED by the Gilbarco Associate press the "Remote Key Load" button

- **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

ctual State Update Files R	ecover Resources Management Upo	late Debian RKL Bridge TL	s
Information Serial Number 01901970 Tech Number 45678	Hash 36328512	Device Type Flex Pay U	IPT (NGPM)
RKL Status Process ended.			
Results			
RKL Step 2 - Guery NGPM RKL Step 3 - Give Gilbarco As Give Gilbarco As Give Gilbarco As Give Gilbarco As 01901 Work with Gilbarco	device serial number. Associate Operation Type is Load Host sociate operation Type is RexPay UPT (NG sociate Device Type is RexPay UPT (NG sociate Serial Number and Hash 970 - 98208512 co Associate to determine/select desired UTHORIZED by the Gilbarco Associate p	Key (RKL) iPM) Host Key ress the "Remote Key Load" b	utton
ONLY AFTER A RKL Step 4 - Doing Remote Side A - RKL Kev Info - Dev Side A RKL Success RKL Step 5 - Press Remote	e Key Load. vice Serial Number = 01901970, Key = er • Key Load button to do another Remote	nv4t3, KSN = 329002000044E Key Load or Exit to end program	36E00000 n.
ONLY AFTER AT RKL Step 4 - Doing Remote Side <u>A - RKL Kev Info</u> - Der Side <u>A RKL Success</u> RKL Step 5 - Press Remote	e Key Load. vice Serial Number = 01901970, Key = er v Key Load button to do another Remote	nv4t3, KSN = 3290020000448 Key Load or Exit to end program	36E00000 n.
ONLY AF IER AI RKL Step 4 - Doing Remot Side A - RKL Kev Info - De Side A RKL Success RKL Step 5 - Press Remote	e Key Load. vice Serial Number = 01901970, Key = er Key Load button to do another Remote	mv443, KSN = 329002000044E Key Load or Exit to end program Reset	S6E00000 n. Remote Key Load

- 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

	Hash	DeviceType	RexPay UPT (NGPM)	
Tech Number				
RKL Status				_
Side A - RKL_HUMAN_INIT	ſ			
Results		_		
Press the "Remote Key Los	d" button to start the RKL procedure.			
	Ma	1	Reset Remote Ke	-

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

SPOT IP Address : port	10 . 28 . 239 . 108 : 5200	Disconnect Connect
Application Stored On SPO	T	Satus
Name	Current Version Stored Version	Connected to FlexPay EMV
RECOVERY	01.03.0x0	Debounce
OS	01.03.8012	ON
PINPAD	01.06.701	
FMV	01.07.0p3	OFF
OPT	01.04.0p7	
SETUP	01.05.0p0	PCD UPDATE
DUMMY	01.00.0p0	
DUMMY	01.00.0p0	
CRINDBIOS	01.01.3p7	Enable Stored Version
DUMMY	01.00.0p0	Enable
SPOT Information		GCM Update
Model No	SPOT M3c	GCM2 Enable
Hardware No	M3c Display	
Key Name	None	
Host White List	None	

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

POT IP Address : port	10 . 28 . 239 . 108 : 5200	Disconnect Connect
pplication Stored On SPO	т	Status
Name	Current Version Stored Version	Connected to FlexPay EMV
RECOVERY	01.03.0p0	Debounce
OS	01.03.8p12	ON
PINPAD	01.06.7p1	055
EMV	01.07.0p3	Urr
OPT	01.04.0p7	
SETUP	01.05.0p0	PCD UPDATE
DUMMY	01.00.0p0	
DUMMY	01.00.0p0	
CRINDBIOS	01.01.3p7	Enable Stored Version
DUMMY	01.00.0p0	Enable
POT Information		GCM Update
Model No	SPOT M3c	GCM2 Enable
Hardware No	M3c Display	GOME LINDIG
Key Name	None	
Host White List	None	

A pop-up screen opens.

Figure 95: GCM2 Enable Screen

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

GCM2 Enable			×
Generate GCM2 Chall	lenge Code		
Activation Code Loa	ad Request		
CANCEL	Device Type - Fle	EXIT	
Note: Numbers will po	opulate autom	atically in the empt	y 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

Actual State	Update Files Recover Resources Management Update Debian RKL Bridge TLS	
	GCM2 Enable	
	Generate GCM2 Challenge Code FlexPayMaintenance Activation c GCM2 is already activated OK	
	CANCEL EXIT Connected Device Type = FlexPay EMV Host Key = None	
About	Connected to FlexPay EMV Ex	

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.

Actual State	Update Files Recover Resources Management Update Debian RKL Bridge TLS
	GCM2 Enable
	Generate GCM2 Challenge Code 003C20A0 FlexPayMaintenance
	Activation Sequence aborted successfully
	ОК
	CANCEL EXIT Connected Device Type = FlexPay EMV Host Key = None

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

Actual State	Update Files Recover Resources Management Update Debian RKL Bridge TLS
	GCM2 Enable
	Generate GCM2 Challenge Code FlexPayMaintenance Activation C Message out of sequence OK
	CANCEL EXIT Connected Device Type = FlexPay EMV Host Key = None

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

Actual State	Update Files Recover Resources Management Update Debian RKL Bridge TLS	
	GCM2 Enable	
	Generate GCM2 Challenge Code	
	CANVEL EXIT	
About	Connected to FlexPay EMV Ex	ait

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

Actual State	Update Files Recover Resources Management Update Debian RKL Bridge TLS
	GCM2 Enable
	Generate GCM2 Challenge-Cade FlexPayMaintenance
	CANCEL EXIT Connected Device Type = FleePay EMV Host Key = None
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

ual State Update Files R	Recover Resources Management Update Debia	an RKL Bridge TLS
SPOT IP Address : port	10 . 28 . 239 . 108 : 5200	Disconnect
Application Stored On SPOT	r	Status
Name	Current Version Stored Version	Connected to FlexPay EMV
RECOVERY	01.03.0p0	Debounce
OS	01.03.8p12	ON
PINPAD	01.06.7p1	055
EMV	01.07.0p3	OFF
OPT	01.04.0p7	
SETUP	01.05.0p0	PCD UPDATE
DUMMY	01.00.0p0	
DUMMY	01.00.0p0	
CRINDBIOS	01.01.3p7	Enable Stored Version
DUMMY	01.00.0p0	Enable
SPOT Information		GCM lbdste
Model No	SPOT M3c	GCM2 Easthle
Hardware No	M3c Display	
Key Name	None	
Host White List	None	

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).

office opdate files	necover nesources management opuate Debia	in I nic bioge ica
OT IP Address : port	10 . 28 . 239 . 108 : 5200	Disconnect
plication Stored On SPC	т	Status
Name	Current Version Stored Version	Connected to RexPay EMV
RECOVERY	01 03 0p0	Debounce
05	01.03.8p12	ON
PINPAD	01.06.7p1	
EMV	01.07.0p3	OFF
OPT	01.04.0p7	
SETUP	01.05.0p0	PCD UPDATE
DUMMY	01.00.0p0	
DUMMY	01.00.0p0	
CRINDBIOS	01.01.3p7	Enable Stored Version
DUMMY	01.00.0p0	Enable
OT Information		GCM Update
Model No	SPOT M3c	GCM2 Enable
Hardware No	M3c Display	
Key Name	None	
Host White List	None	

Figure 104: Updating PCD

A pop-up screen opens.

Figure 105: PCD File Update Screen

PCD FILE UPDATE	x
Currency Code 2 Bytes(4 HEX digits)	
Currency Exponent 1 Byte(2 HEX digits)	
Merchant Name 20 Bytes(40 HEX digits)	
PCD CONFIG FILE UPDATE	
Connected Device Type = FlexPay EMV 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.

Actual State	Update Files Re	ecover Resource	es Management Update De	ebian RKL Bridge TLS	
Device S	erial		Tech Number		
Device			Hash		
TLS Status					
Devilt					
Result					
				Heset ILS Certif	cate Downloa
About			Not Connected		Euit

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). 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

```
[TLS]
# TLS Certificate Download Configurations
#Server IP
ServerIp = 64.90.127.9
#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.

Actual State Update	e Files Recover Resour	rces Management Update De	ebian RKL Bridge TLS	
Device Serial	01980619	Tech Number	123	
Device	Flexpay UPT(NGPM)	Hash	23151152	
TLS Status				
TLS Certificate Dov procedure.	vnload - Step 1 - Press the '	"TLS Certificate Download" bu	utton to start the TLS Certificate D	ownload
procouro.				
			Reset (TLSC	entificate Downloa

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:

Actual State Update Files F	lecover Resources Ma	anagement Update Del	pian RKL Bridge TL	S
Device Serial 019806	19	Tech Number	123	
Device Flexpay	UPT(NGPM)	Hash	23151152	
TLS Status				
Result TLS Certificate Download - S	tep 1 - Press the "TLS C	Certificate Download'' but	ton to start the TLS Cer	tificate Download
procedure.	ten 2. Give Gilbaron Ass	sociate Operation Type is	Certificate Registration	L .
TLS Certificate Download - S	top z larve allouree ree	sociate operation Type is	Continuato i togicilation	
Give Gilbarco Asso Give Gilbarco Asso Give Gilbarco Asso	ciate your Tech Numbe ciate Device Type is Fle	r 123 expay <u>UPT(NGPM)</u>		·
TLS Certificate Download - S Give Gilbarco Asso Give Gilbarco Asso Give Gilbarco Asso 019806	ciate your Tech Numbe ciate Device Type is Re ciate Serial Number and 19-23151152	expay UPT(NGPM) Hash		
ILS Certificate Download - S Give Gilbarco Asso Give Gilbarco Asso Give Gilbarco Asso 019806 Work with Gilbarco ONLY AFTER AU	ciate your Tech Numbe ciate Device Type is Re ciate Serial Number and 19-23151152 Associate to determine. FHORIZED by the Gilbar	r 123 expay UPT(NGPM) I Hash /select desired Certificate rco Associate press the "	TLS Certificate Downlo	ad" button
ILS Certricate Download - S Give Gilbarco Asso Give Gilbarco Asso 019806 Work with Gilbarco ONLY AFTER AU	ciate your Tech Numbe ciate Device Type is Re ciate Serial Number and 19-23151152 Associate to determine. HORIZED by the Gilbar	r 123 expay UPT(NGPM) 1 Hash /select desired Certificate rco Associate press the "	TLS Certificate Downlo	ad" button
ILS Certricate Download - S Give Gilbarco Asso Give Gilbarco Asso Give Gilbarco Asso 019806 Work with Gilbarco ONLY AFTER AU	ciate your Tech Number ciate Device Type is Re ciate Serial Number and 19-23151152 Associate to determine IHORIZED by the Gilbar	r 123 expay UPT(NGPM) I Hash /select desired Certificate rco Associate press the "	TLS Certificate Downlo	ad" button
ILS Certricate Download - S Give Gilbarco Asso Give Gilbarco Asso Give Gilbarco Asso 019906 Work with Gilbarco ONLY AFTER AU	ciate your Tech Numbe ciate Device Type is Te ciate Serial Number and 19-23151152 Associate to determine (HORIZED by the Gilba	r 123 Expay UPT(NGPM) 9 Hash /select desired Certificate rco Associate press the "	LS Certificate Downlo	ad" button
ILS Certricate Download - S Grive Gilbarco Ass Grive Gilbarco Ass Grive Gilbarco Ass 019806 Work with Gilbarco ONLY AFTER AU	cate your Tach Numbe cate Device Type Is IN cate Senal Number and 19: 23151152 Associate to determine. THORIZED by the Gilbar	122 UPT(NGPM) spay UPT(NGPM) Hash /select desired Certificate roo Associate press the "	TLS Certificate Downlo	ad" button
ILS Certricate Download - S Grive Gilbarco Ass Grive Gilbarco Ass Grive Gilbarco Ass 019806 Work with Gilbarco ONLY AFTER AU	cate your Tach Numbe cate Device Type is IP cate Serial Number and 19 23151152 Associate to determine 'HORIZED by the Gilbar	123 Part of the second	LS Certificate Downlo	ad ^{**} button
ILS Certricate Download - S Grive Gilbarco Ass Grive Gilbarco Ass Give Gilbarco Ass U19806 Work with Gilbarco ONLY AFTER AU	ciate your Tech Numbe ciate Device Type Is R ciate Serial Number and 19-23151152 Associate to determine THORIZED by the Gilbar	123 participation (Jones participation) Hash /select desired Certificate rcc Associate press the "	TLS Certificate Downlo	ad ^{***} button
ILS Certricate Download - S Give Gilbarco Ass Give Gilbarco Ass Give Gilbarco Ass O19806 Work with Gilbarco ONLY AFTER AU	ciate your Tach Numbe ciate Device Type Is R ciate Serail Number and 19: 23151152 Associate to determine HORIZED by the Gilbar	123 participation (per second participation) (PT(NGPM)) Hash (velect desired Certificat rco Associate press the "	TLS Certificate Downlo	ad" button TLS Certificate Down

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

FlexPay Maintena	nce Tool - Advanced - v3.0.0.7	_		x
Actual State Upda	e Files Recover Resources Ma	inagement Update Deb	bian RKL Bridge TLS	
Device Serial	01933724	Tech Number	123	
Device	Flexpay UPT(NGPM)	Hash	12571252	
TLS Status				
	TLS Ce	ertificate Download Comp	pleted.	
101 - Proxy Conn 102 - Proxy Conn 107 - Authenticat 108 - Authenticat 109 - Authenticat 109 - Authenticat 100 - Muthenticat 100 - Mutual auth 105 - Verfying PP 116 - PKCS7 atu 117 - Storing of c 118 - Certificates	ction Established hrough Performed Established step 1: Handshake start step 2: Box sends its certificates step 4: BOX authenticate attep 4: BOX authenticate nicitation correctly terminated FO AND START message sent to CS7 structures before storing tures verified correctly utrificates and keys in progress and keys have been verified and st	BOX ored correctly		
1			Reset TLS Certificate Downloa	d
About	Lo	nnected to FlexPay UP1	Exit	

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.



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	А	172.16.100.1	172.16.100.254	
	В	172.16.100.3	172.16.100.254	
3/4	А	172.16.100.1	172.16.100.254	
	В	172.16.100.3	172.16.100.254	
5/6	А	172.16.100.1	172.16.100.254	
	В	172.16.100.3	172.16.100.254	
7/8	А	172.16.100.1	172.16.100.254	
	В	172.16.100.3	172.16.100.254	
9/10	А	172.16.100.1	172.16.100.254	
	В	172.16.100.3	172.16.100.254	
11/12	А	172.16.100.1	172.16.100.254	
	В	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	А	10.5.55.71	10.5.55.1	255.255.255.0	10.5.55.1
	В	10.5.55.72	10.5.55.1	255.255.255.0	10.5.55.1
3/4	А	10.5.55.73	10.5.55.1	255.255.255.0	10.5.55.1
	В	10.5.55.74	10.5.55.1	255.255.255.0	10.5.55.1
5/6	А	10.5.55.75	10.5.55.1	255.255.255.0	10.5.55.1
	В	10.5.55.76	10.5.55.1	255.255.255.0	10.5.55.1
7/8	А	10.5.55.77	10.5.55.1	255.255.255.0	10.5.55.1
	В	10.5.55.78	10.5.55.1	255.255.255.0	10.5.55.1
9/10	А	10.5.55.79	10.5.55.1	255.255.255.0	10.5.55.1
	В	10.5.55.80	10.5.55.1	255.255.255.0	10.5.55.1
11/12	А	10.5.55.81	10.5.55.1	255.255.255.0	10.5.55.1
	В	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 is10.5.48.1, 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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