

Site Systems Support Bulletin 025

This bulletin references an issue where the SPOT reports one Bios version but the Bulloch reports another
This Bulletin applies to OTC sites, new installation with EMV outside enablement or SPOT replacements.

Background:

It has been discovered that technicians on OTC program or new dispenser installs are not seeing the Red screen that indicates Automation is ready to run. It has also been noticed that there may be times when the SPOT displays one version and the Bulloch reports the other this may result in a SPOT not receiving the proper EMV download.

Information:

There may be an occasion when inserting the Gilbarco diagnostics test card will display one Bios version, but the Bulloch POS reports a different version. Part of automation process used in EMV enablement is to check all AFD's for the minimum Bios version. If one of those AFD's is not at the minimum version the automation red screen will not appear, therefore the AFD's will not get an EMV download.

This issue may occur even if you reload the package, or restart the SPOT.

Upon reboot of the SPOT it will show the actual version loaded, but on the second restart or diagnostics card insert it may show the wrong version.

Action:

If you are having trouble getting the Automation screen to appear and have taken all other troubleshooting steps you may verify what the Bulloch reports the SPOT version to be by doing the following on the Bulloch POS. Similarly if a replacement SPOT does not appear to work correctly you may also check to ensure the version is correct.

On the Bulloch POS System PP1 only

From the main sales screen press.

Menu > select Store Logs and press enter >select Security Log and press enter, enter the manager password, press enter.

Looking at the log you will see each AFD position and beside that the Bios version number.

Ensure the Bios numbers are what they are supposed to be, ex. 20.4.1

Note: the Bulloch log screens do not automatically refresh while looking at them, you may need to exit then re-enter the screen to observe the details

Next Steps:

If this situation applies to you contact GVR TAC and report this issue, they will work with you to find a resolution. In some cases a SPOT replacement is the only solution.

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How to interpret the LOGS.

The log shows data in the following order
Date and Time/ AFD Position/ AFD Bios Version

CR(X) references the CRIND (AFD) position

Bios version= VXX.X.X references the Bios version associated with the package that was loaded.

Note: do not be concerned if you don't see or do see a second part to the Version. This may or may not be displayed. The bios version will always be displayed.

```
09:57:02 CR(3) bios version= V20.4.1
09:57:05 CR(4) bios version= V20.4.1
09:57:08 CR(5) bios version= V20.4.1
09:57:11 CR(6) bios version= V20.1.0
09:57:15 Device info indicator received (1
09:57:16 CR(7) bios version= V20.4.1
09:57:20 CR(8) bios version= V20.4.1
09:57:23 CR(9) bios version= V20.4.1
09:57:26 CR(10) bios version= V20.4.1
09:57:29 CR(11) bios version= V20.4.1
```

```
10:05:22 CR(7) bios version= V20.4.1
```

This indicates the Desired Version

```
10:04:40 CR(6) bios version= V20.1.0
```

This indicates the incorrect version.

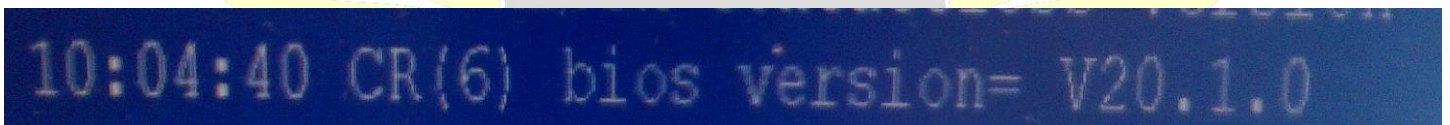
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Ex: A technician was performing an EMV enablement of AFD as part of a dispenser replacement. The Technician had ensured the SPOTs had the proper package loaded and verified with his diagnostic test card. When he rebooted the Bulloch in order to get the Red Automation screen to appear the screen never displayed, and the AFD's took the normal non EMV download. As a result EMV was not activated at the AFD.

This is what the SPOT showed on a Diagnostics card insert:



This is what the Bulloch showed for that AFD position.



The Bulloch correctly reports the Bios version, and therefore Automation was not run because this one AFD did not meet the minimum requirements.