



Best Practices for Confirming Passport Software is Completely Installed.

Related Software:

- Passport® V21.03 and higher

Related Equipment:

- Passport® PX60
- Passport® PX68
- Passport® EDH2
- Passport® EDH2c

Purpose:

This bulletin is to inform the field of important steps that should be followed, after an install or upgrade has been performed. These steps are to minimize the loss of network related financial sales data and improve overall functionality.

It is imperative that all machines have the BASE software and MAINTENANCE PATCH fully installed before opening a store back up.

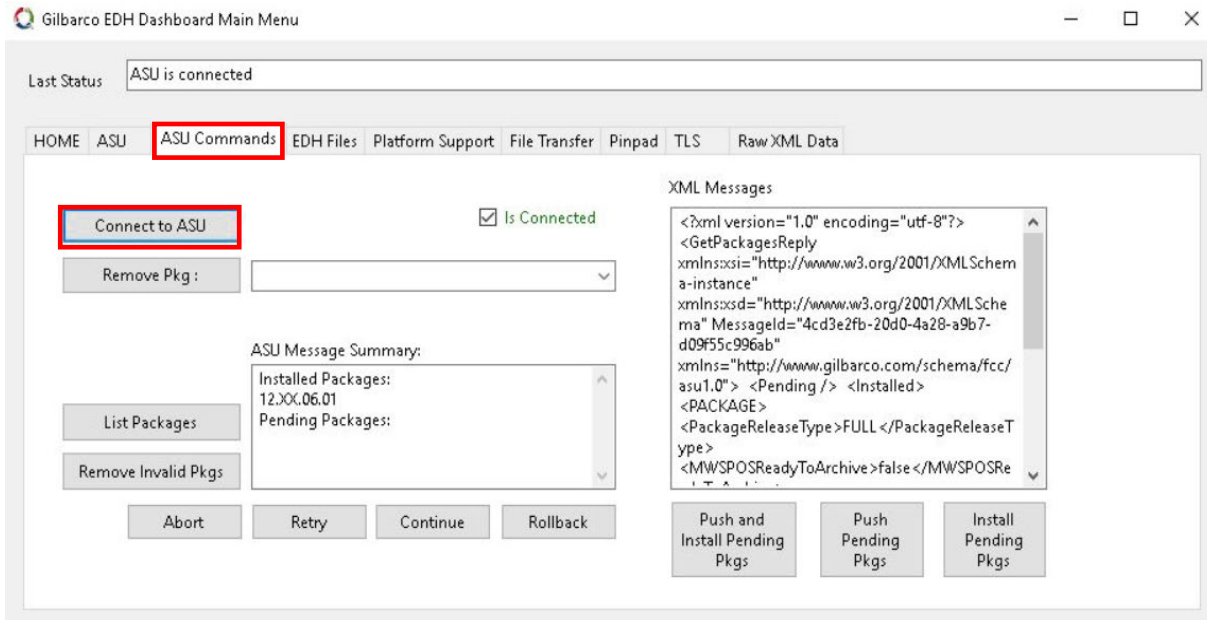
Special Note:

Some versions and brands are dependent on all Workstations and the EDH being installed with the Maintenance Patch so cards can finalize correctly with the host.

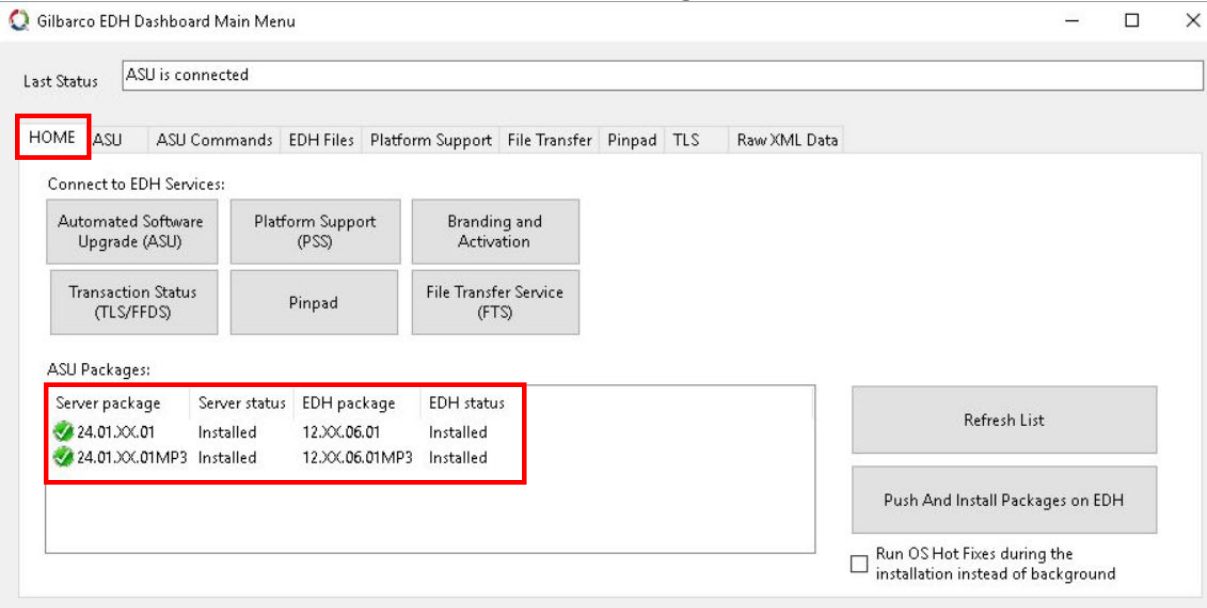
Steps on Confirming Base and Maintenance Patch are installed:

Best practice for confirming Software is installed fully on Server/Client and EDH should include the following:

1. After Passport Software install/upgrade is complete check EDH Dashboard via Image Control Panel on the MWS.
 - Select ASU Commands Tab
 - Press Connect to ASU



- Select HOME Tab
- Confirm that both Server Status and EDH Status show Installed for Base and Maintenance Patch under ASU Packages and Green Check marks.



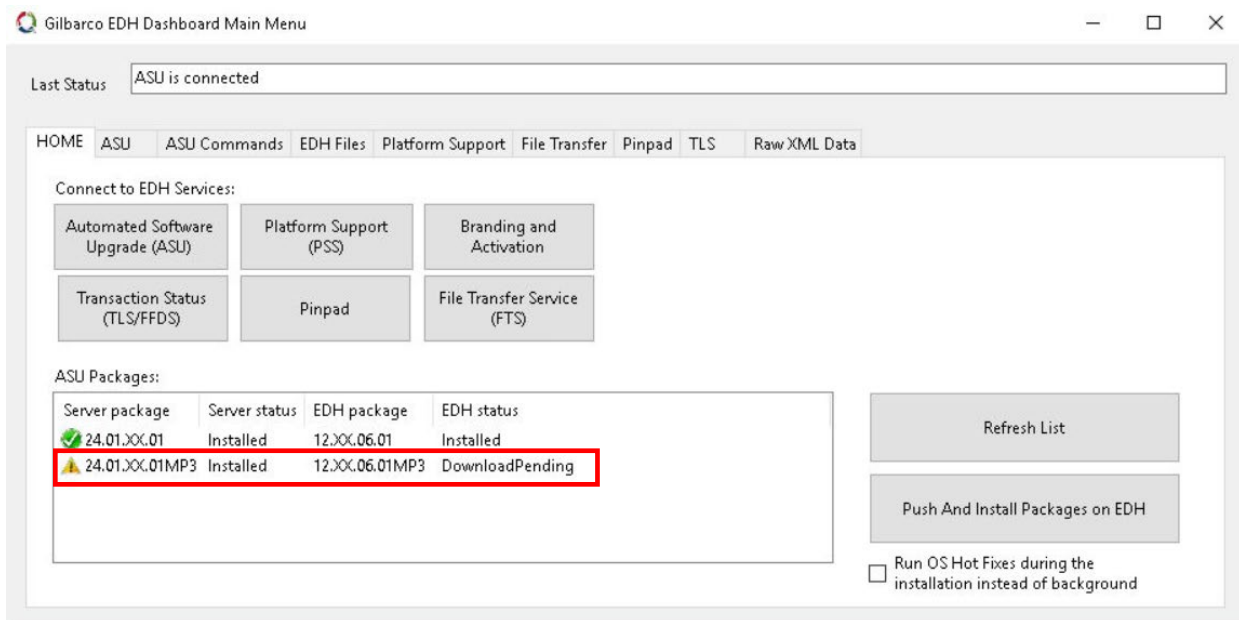
2. For Client registers confirm Software Installed, by looking in the top left corner of the screen.



3. If unsure about anything in this process, please contact the Gilbarco Passport TAC group for further assistance.

Example of Maintenance Patch not installed on EDH:

Below is an example of what it looks like when the maintenance patch is installed on the server but missing on the EDH. Push and Install Packages on EDH will start the install of the missing maintenance patch.



IMPORTANT INFORMATION

This bulletin does not serve as authorization to perform any site visits or warranty service