

# Avoiding POS Downtime Due To Auto-Upgrade Failure

Products: Ruby2, Topaz410 XL, C18

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## Overview

Verifone Engineering has identified an issue that could result in failure during the auto-upgrade of POS devices (Ruby2, Topaz XL 410, C18). The auto upgrade process expects that each POS device is paired with the Commander. If any POS device is not actively paired with the Commander, it will not be upgraded and must be manually reloaded. Pairing can be lost whenever the POS has not been installed or upgraded within the past year. Follow the steps in the section below to avoid potential downtime from this issue.

## Failure Scenario

The failure scenario occurs when the Commander completed its auto-upgrade, but one or more of the POS devices did not upgrade. This is likely a result of lost pairing. If this occurs, a VASC will need to manually reload the affected POS devices to update them and then pair each POS with the Commander.

## Solution

Before beginning an auto-upgrade, confirm pairing status on each POS. If the POS has an alarm line message of "SEC. ALERT - PAIRING INVALID", follow Option 1, otherwise follow Option 2.

Before you begin, ensure you have someone available who can log into Config Client from a connected PC and perform Site Security functions and be prepared to pair each POS. Instructions for Pairing the POS can be found on the Pair POS screen or on the Premier Portal under **Manage > Petro Downloads > Feature References > POS Workstation Pairing**.

### Note:

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If you have any questions concerning this bulletin, please contact the Verifone Technical Services Support Center at: 1-888-777-3536.

**Option 1:**

1. If the POS has an alarm line message of "**SEC. ALERT - PAIRING INVALID**," the POS has lost pairing and must be paired to the Commander again before completing auto-upgrade.
2. Instructions for pairing are included in the guide linked below:
  - a. [https://verifone.cloud/sites/default/files/inline-files/2024-01/POS\\_Pairing.05032023.pdf](https://verifone.cloud/sites/default/files/inline-files/2024-01/POS_Pairing.05032023.pdf)
  - b. Pairing steps must be completed on each POS.

**Option 2:**

If the POS does not have the alarm line message noted above:

1. Reboot each POS using the reset button on the POS.
  - a. The Reset button is located in the diagnostic panel on the right side of the unit.
  - b. Press and hold the reset/soft reset button for 5 seconds , and the POS will reboot.

**Note:** do not press hard reset button.
2. If after rebooting the POS displays a pairing prompt, the unit needs to be paired to the Commander before auto-upgrade. Instructions for pairing are included in the guide linked below:
  - a. [https://verifone.cloud/sites/default/files/inline-files/2024-01/POS\\_Pairing.05032023.pdf](https://verifone.cloud/sites/default/files/inline-files/2024-01/POS_Pairing.05032023.pdf)
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