VRSD Upgrade Request Procedure

PREREQUISITE

- ✓ Site must be enabled for VRSD.
- ✓ Site must have a current Site Solution Contract (formally ASM).

What information is needed when requesting an upgrade via VRSD (Verifone Remote Software Delivery)?

Site Service ID

- If you do not know the Site's Service ID, please visit https://Estore.Verifone.com and click Buy Now then Lost Registration Lookup. Enter your Site information, and the Service ID will be returned.

> **NOTE** You will not be purchasing anything but will only be obtaining your Service ID.

Current Application Version

- To identify the correct current version please reference document **Identifying Application Versions** located under on verifone.cloud. Navigate to **Petroleum >> Petroleum Customer Documentation >> Commander and Integrated POS >> SOFTWARE UPDATES (VRSD).**

Application Name Being Requested

- To identify available application versions please reference document *Current VRSD Software List* located under on verifone.cloud. Navigate to **Petroleum >> Petroleum Customer Documentation >> Commander and Integrated POS >> SOFTWARE UPDATES (VRSD).**

Important Notes for Connectivity

Minimum Suggested Network Requirements

Download Speed	Upload Speed	Latency	Packet Loss
Greater than 1.5 Mbps	Greater than 768 Kbps	Less than 500 ms	0%

PROCEDURE FOR UPGRADE REQUEST

Visit http://support.verifone.com and hover over Technical Support. From the dropdown, choose Support by E-mail.

Customer Service	Technical Support	Estate Management, Development Tools and Portals
Track your orders and access device warranty information.	Live representative, chat, support documentation, software + drivers.	Access our portals.
Sales Order Status Track your Sales Orders	**Support by Email** Email us if you need help with your devices or services	**VHQ** Monitor, maintain and maximize the up time of your device estate
Repair Order Status Track your Repair Order Status	**Jira Service Desk** Request engineering support or log an incident which requires urgent engineering attention	**PAYware Connect** Access transaction reporting data, manage settlements and more
Warranty Entitlement		

Complete the Following to Request Support

1. Please select the Department/Category for your Email: Petroleum and Convenience
2. Select Reason for Contacting Us: VRSD Upgrade Request

* Department/Category for your Email

Petro and Convenience

* Reason for Contacting Us

VRSD Upgrade Request

Please read this important bulletin: Verifone Engineering has identified an issue that could result in a failure when sending an Auto Upgrade package to a Commander. This issue can occur when transferring update packages through remote Portal requests or on-site upgrade packages. This issue will only occur for Commanders with version 53.29 or higher installed and if the POS (Point of Sales) has been paired for over a year.
For questions or if you require technical support, contact the Verifone Helpdesk at 1.800.VERIFONE (837.4366).

3. Then Enter the Required Information in the fields that appear:

* First Name

John

* Last Name

Doe

* Phone Number ⓘ

7275554321

* Email Address ⓘ

JohnD@server.com

* Service Id ⓘ

1234567

4. Enter the following information under Detailed Description and click Submit:
   - Current Application version
   - Requested Application version Note:
     See the example below.

Please enter your Brand, Current Software Version and Requested software Version in the box below.

* Detailed Description ⓘ

Current Application version: buypass 3.10.55
Requested Application version: BUY-31305
Brand: ExxonMobil

PLEASE NOTE: When requesting Upgrades for more than one location, you may complete a spreadsheet (see example below – a blank spreadsheet file is located on the Support Portal in the same section as this guide), then attach the file to your request. The Service ID for the first location on the list should be entered for the Input Value Field.

Service ID	Site Name	Current Application Version	Requested Application Name	Station Brand

Upload any attachment

⬆ Upload Files   Or drop files

WHAT TO EXPECT FOLLOWING SUBMISSION OF YOUR REQUEST

Upon clicking SUBMIT, you will receive an automated email notifying you that your request has been received (example below):

Hello,

This is a system generated email to confirm your request for VRSD Software Upgrade has been received.

You will receive another email within 48-72 hours providing a status of your request.

Thank you for choosing Verifone. Verifone Support Team

Within 48-72 Hours of your request, you will receive another email notifying you of the status of the Request and Instructions for applying your upgrade.