Commander™ Site Controller

VRSD Implementation Guide

Date: May 13, 2021

Verifone®

Commander Site Controller VRSD Implementation Guide

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Commander Site Controller VRSD Implementation Guide Revision History	
Date	**Description**
July 22, 2014	Initial Documentation Release.
September 8, 2014	Added Connectivity Check section.
May 14, 2015	Added Requesting/Canceling Upgrade, Network Diagram Example, and Configuring the Verifone Enhanced POS Zone Router.
July 28, 2015	Made correction to Service ID digits to seven.
September 23, 2015	Added a note to the Service ID in Site Requirements and URL note to the overview where clients can find more information on VRSD.
November 12, 2015	Notes format update. Update to Installing VRSD.
November 2, 2017	Added a network requirements section.
May 13, 2021	Updated the entire document.

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Overview

The Verifone Remote Software Delivery (VRSD) feature allows a site to initiate a complete software upgrade without requiring the presence of a technician (VASC) or intervention from the Verifone Helpdesk. This feature requires an Annual Support Maintenance (ASM) contract. One of the benefits of having the ASM is the automatic delivery of auto-upgrade packages via VRSD using the public Internet.

This feature meets PCI requirements and can be used with every PCI compliant version of any application. This guide describes how to set up a site to receive Verifone Remote Software Delivery.

For more information on VRSD, go to support.verifone.com > Technical Support > Support Articles > Petro and Convenience > Products and Services > Software Updates (VRSD).

Supported Hardware Configurations and Requirements

Supported Hardware Configurations

- Commander Site Controller or RubyCi + Ruby2
- Commander Site Controller or RubyCi + Topaz
- Commander Site Controller or RubyCi + Ruby2 + Topaz
- Commander Site Controller or RubyCi + C18 (Base 53 and Higher)
- Commander Site Controller or RubyCi + Topaz 410 (Base 53 and Higher)
- Commander Site Controller or RubyCi + C18 + Topaz 410 (Base 53 and Higher)

Site Requirements

- Commander Site Controller or RubyCi
- Approved MNSP Solution
- Valid 7-digit Service ID assigned by Verifone

A valid 7-digit Service ID must be entered. The correct Service ID is critical for VRSD to connect to the VeriCentre Server. The service ID must be unique to the installation. One Service ID per installation and cannot be shared across multiple installations.

- An active Annual Software Maintenance (ASM) contract

Network Requirements

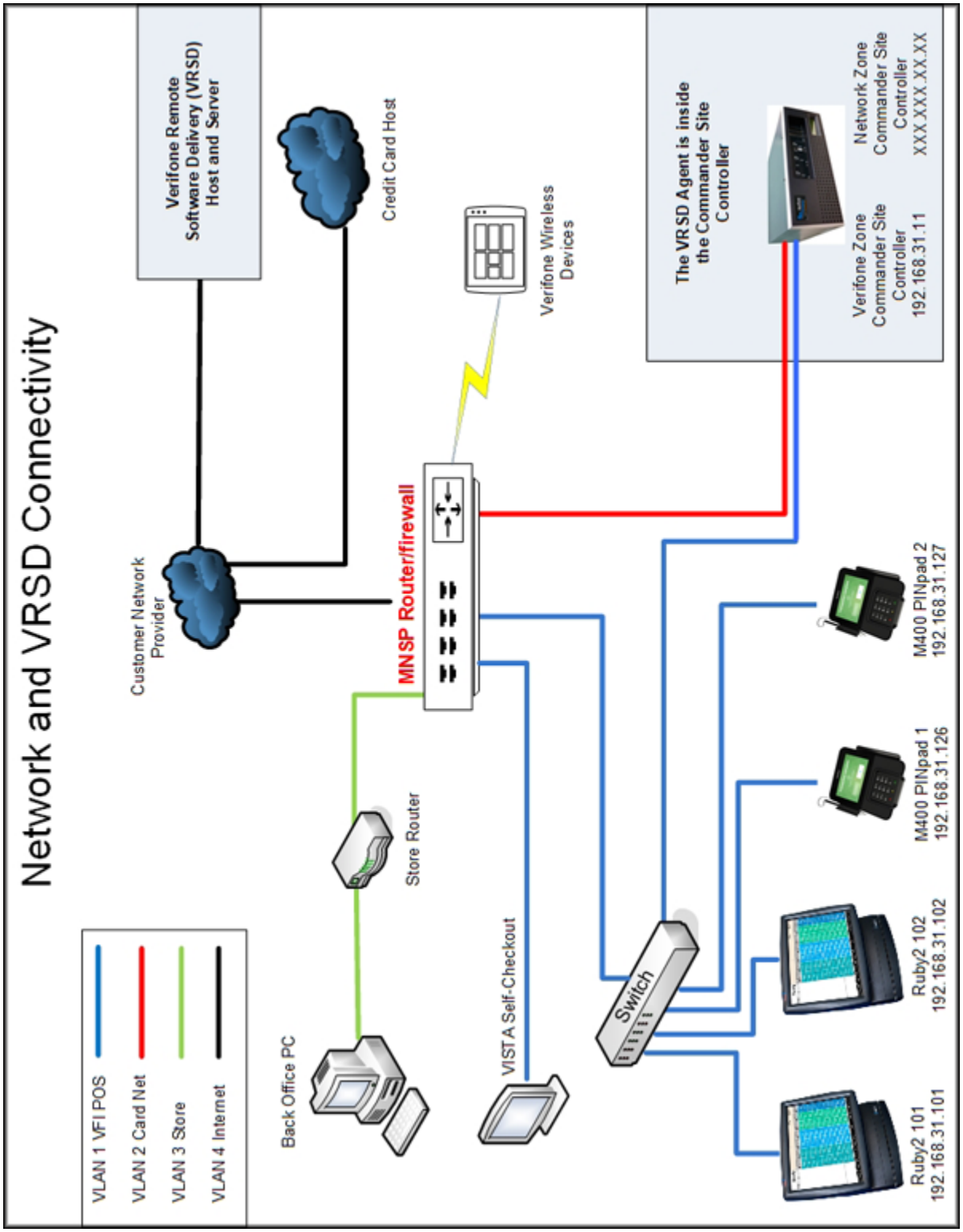
These are the minimum suggested network requirements with Commander and a router. This ensures the best experience in support and remote upgrade service from Verifone. The WAN/Internet connection should adhere to the following minimum network requirements.

Download	Upload	Latency	Packet Loss
> = 1.5Mb	>= 768Kb	<= 500ms	0%

In addition to the above, for VSAT connectivity include:

- Enable TCP Acceleration on the communication over Port 443 from the Commander Site Controller. See article TCP acceleration.
- Perform large file transfers during non-data rated (Access control) hours.
- Perform software upgrades during times when there are no downloads to other site systems.
- Optional when available, upgrade data line including extending window of access control and using newer acceleration technologies that come with VSAT solutions.

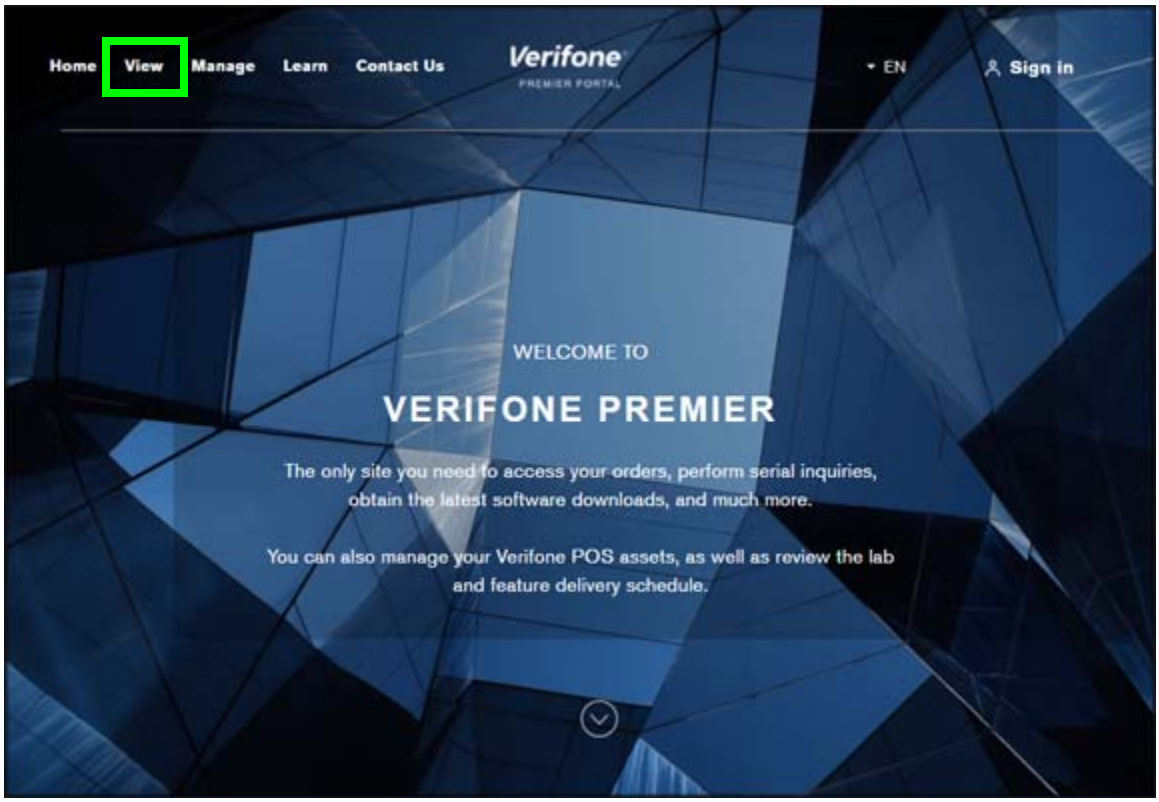
Network Diagram Example



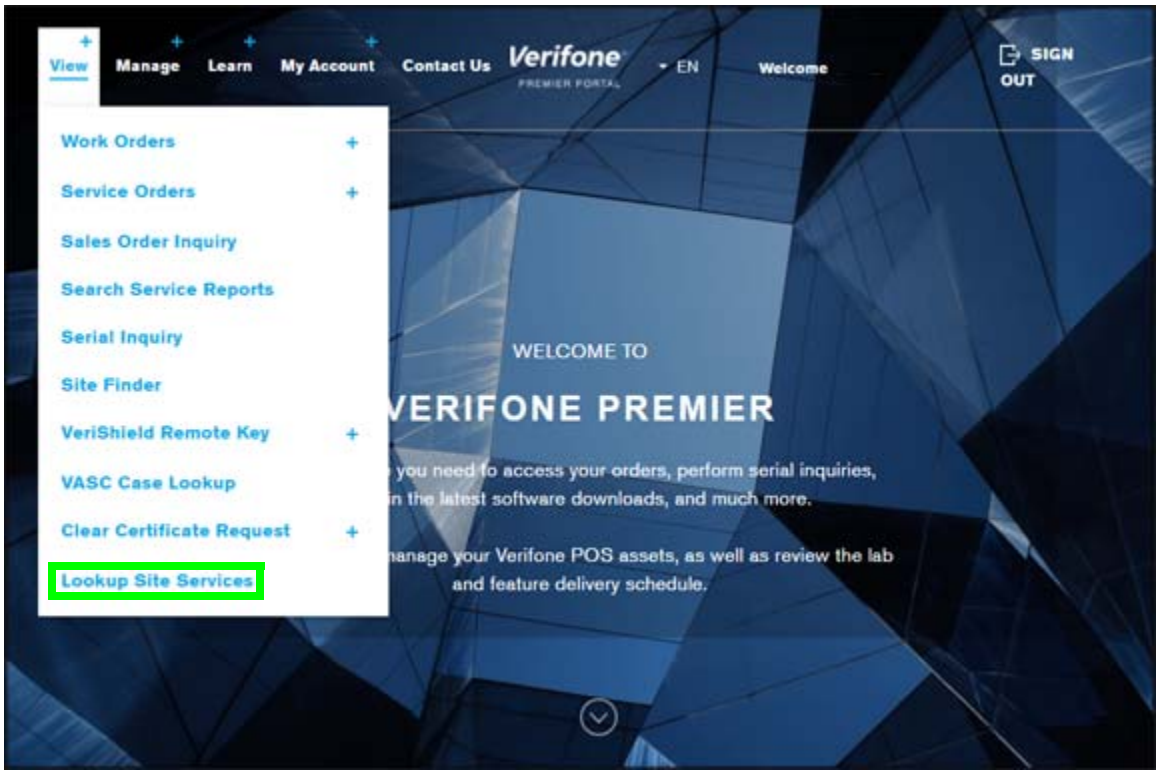
Service ID and ASM Contract

To determine the Service ID and whether the site has an active ASM contract:

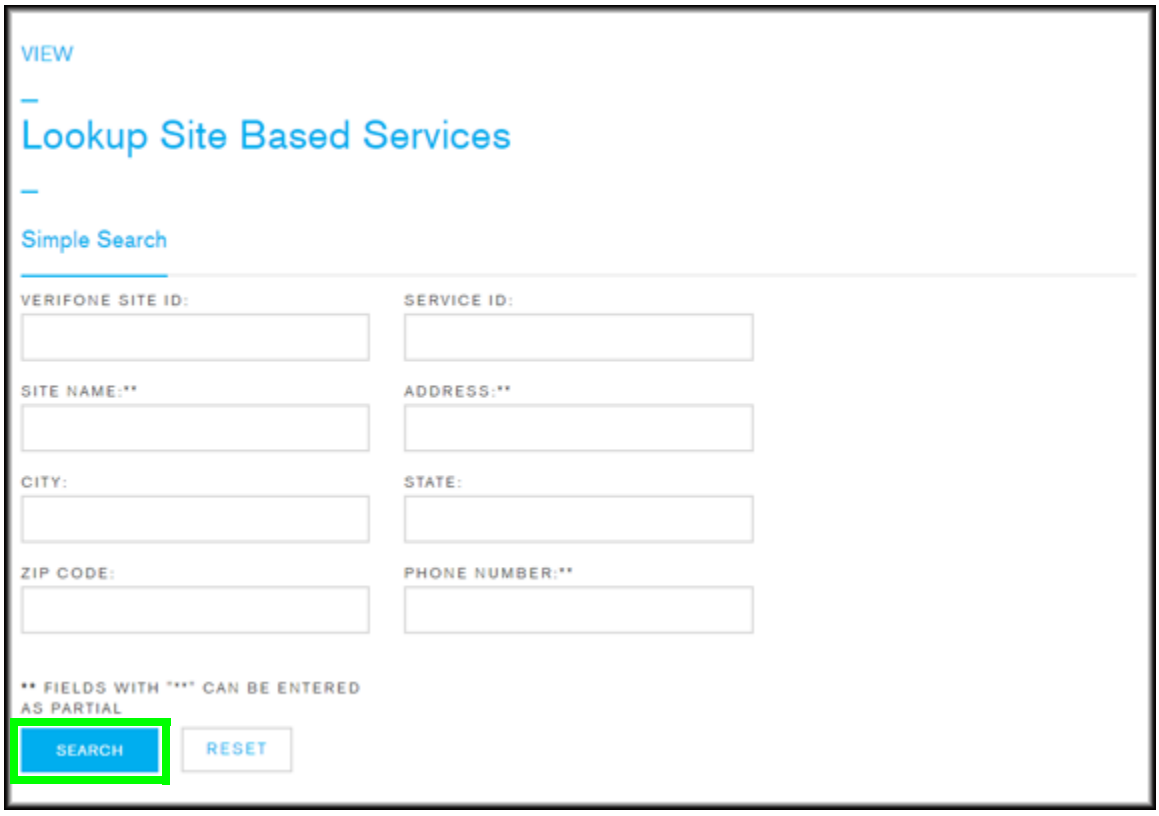
1. Log in to the Verifone Premier Portal.



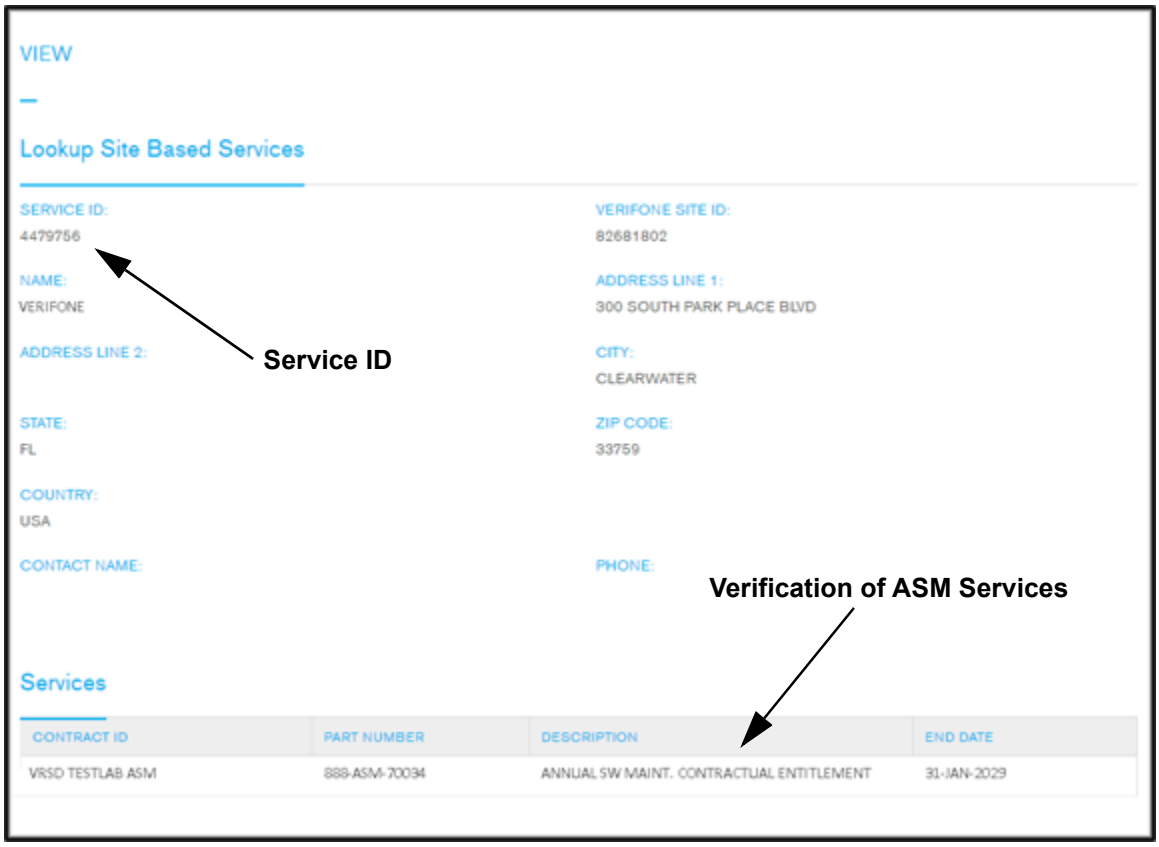
2. Click on **View**.



3. Click **Lookup Site Services** from the menu on the left.



4. Enter the site information and click **Search.**



5. The Lookup Site Based Services screen displays showing the Service ID and whether there is an active ASM contract. Record the service ID for use later in the installation.

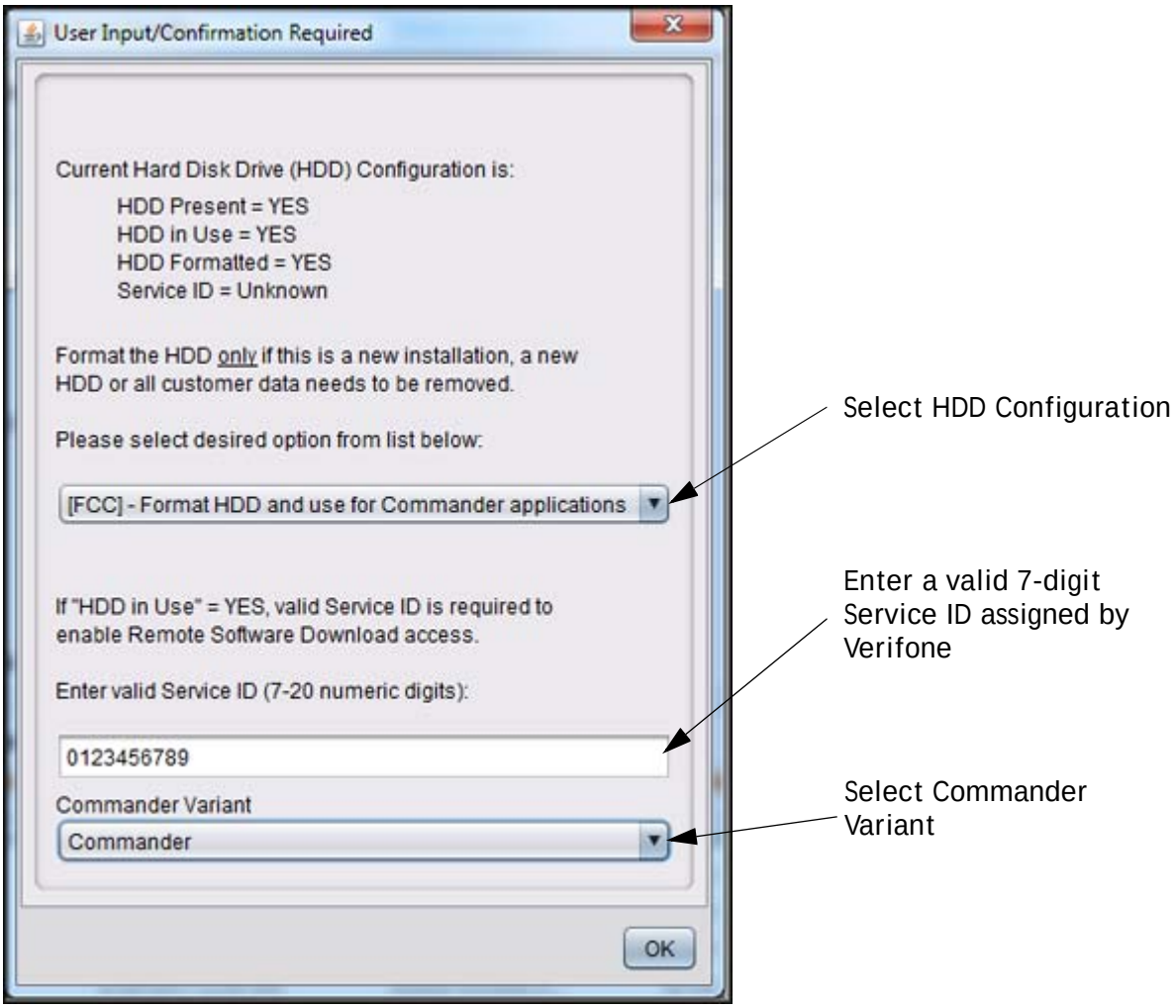
Installing the Verifone Remote Software Delivery (VRSD)

VRSD is part of the Commander Site Controller base software. There is no user interaction. It runs as a background service. VRSD is installed using the following steps.

1. Install an approved MNSP solution.
2. Perform a normal installation of the Commander Site Controller using the distribution software.
3. At the installer "User Input/Confirmation Required" screen:
   a. For the Hard Disk Drive (HDD) configuration, choose either "KCC" (if the HDD is already enabled and formatted) or "FCC" (if the HDD is not formatted) so that the hard disk will be used.
   b. Enter the site's Service ID assigned to the site.

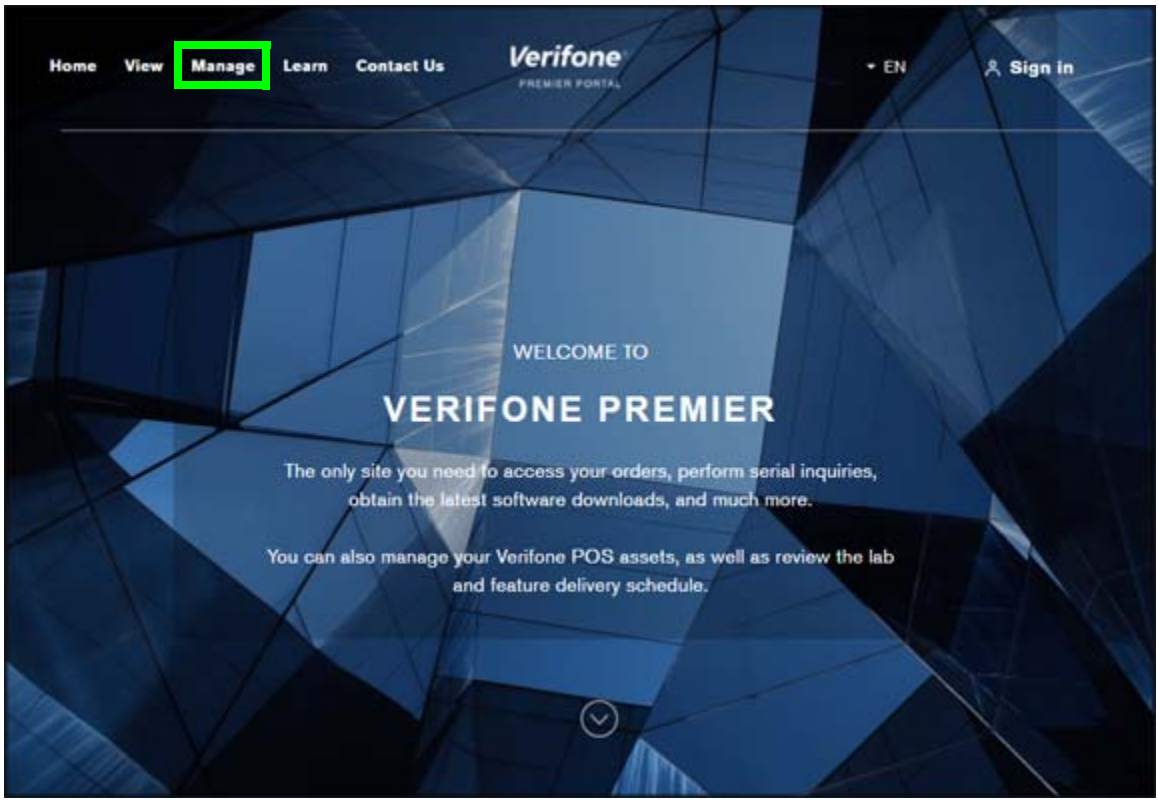
NOTE

A valid Service ID must be entered. The correct Service ID is critical for VRSD to connect to the VeriCentre Server.

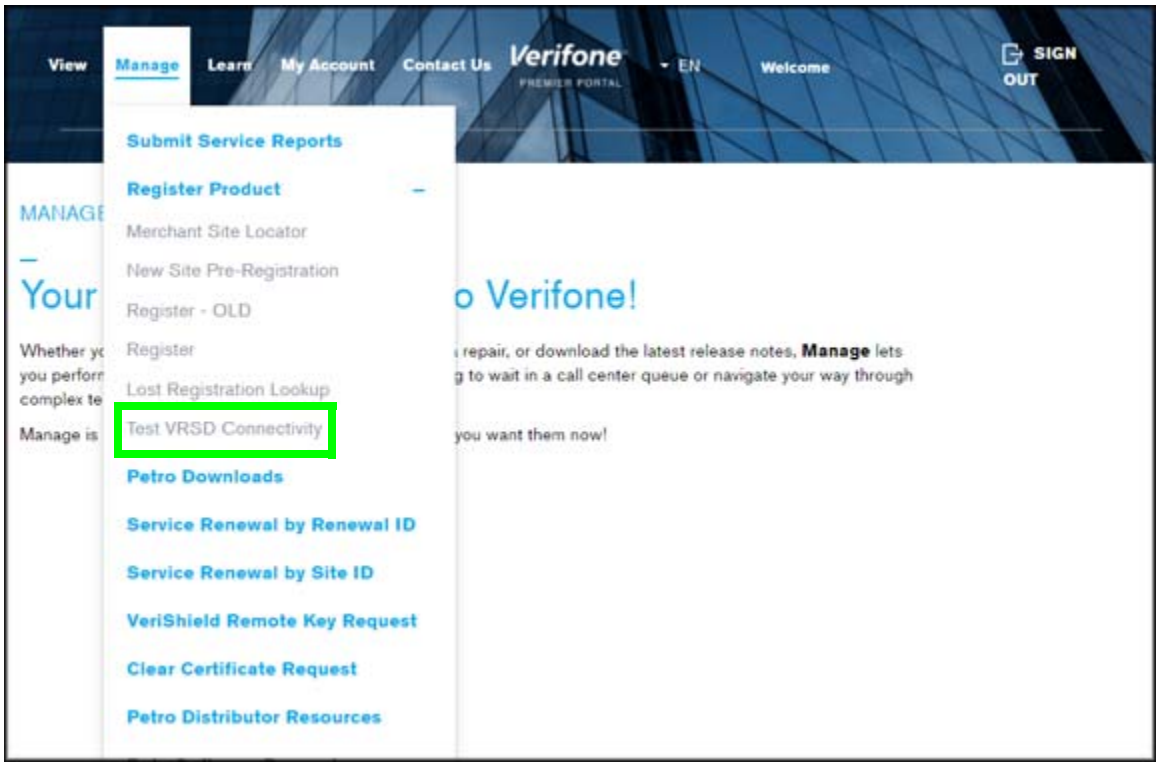


VeriCentre VRSD Connectivity Check

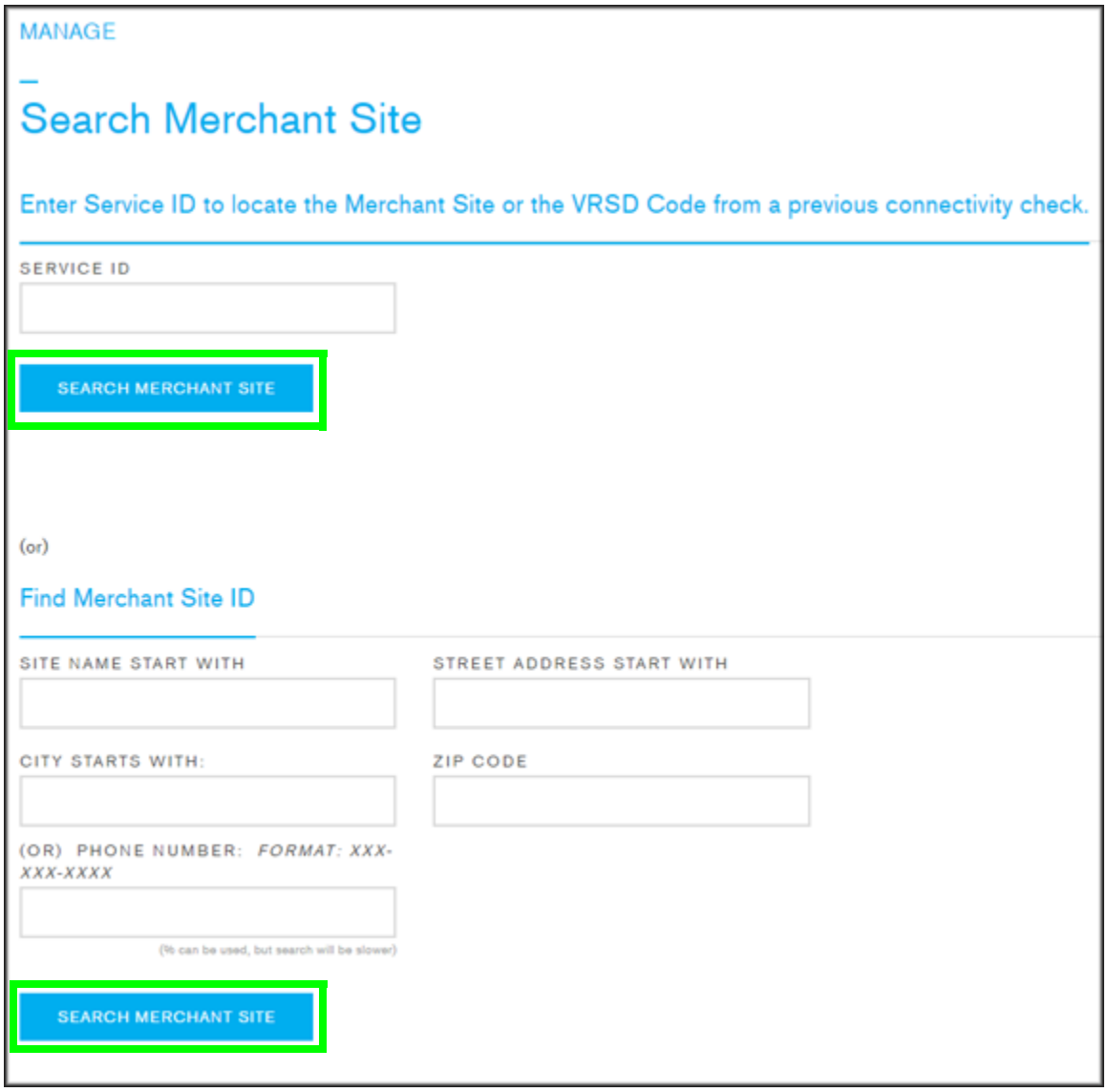
1. Log into the Premier portal.



2. Click on **Manage**.

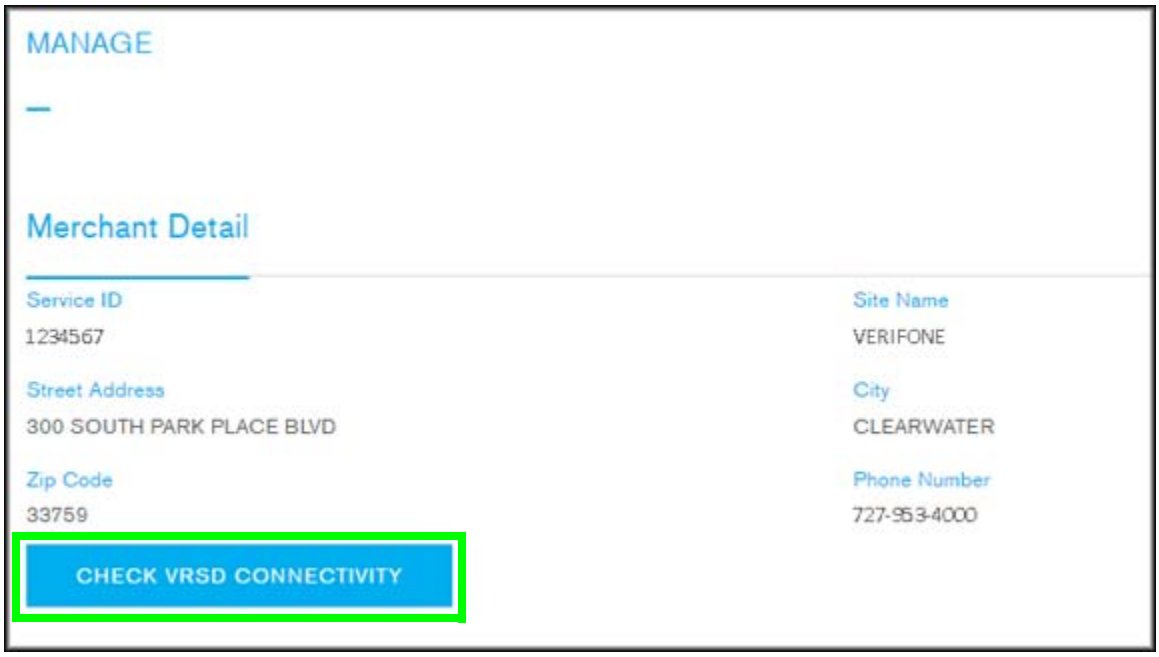


3. Click on **Test VRSD Connectivity**.



4. Search for the Merchant Site information for the VRSD Installation by Service ID, address, or phone number and then click **Search Merchant Site**.

5. Click on the site from the list for the VRSD installation.



6. Click **Check VRSD Connectivity**. The connectivity is performed and a message displays the results.

Here are the explanations for results:

- **VRSD Connectivity Check passed.**
  The connectivity check was successful
- **Site has not communicated to VRSD in over 24 hours, please recheck network and agent software configuration, then try again.**
  The connectivity check located an old VeriCentre record.
- **Site not connected, please recheck network and agent software configuration then try again.**
  This means that the VRSD installed terminal did not perform a connectivity check with the VeriCentre server or the connection was down. Check the configuration on the terminal and try again.

Requesting VRSD Upgrade

Additional information for requesting an upgrade can be found on http://support.verifone.com *> Technical Support > Support Articles > Petro & Convenience > Products and Services > Software Updates (VRSD).*

Prerequisites

- Site must be enabled for VRSD
- Site must have current ASM

Required Information

- Site Service ID

  If the Site's Service ID is unavailable,

  a. Open a browser and navigate to https://Estore.Verifone.com.
  b. Click **Buy Now**.
  c. Click **Utilities**.
  d. Click **Lost Registration Lookup**.
  e. Enter the Site information. The Service ID is displayed.

This is not a purchase. This only obtains the Service ID.

- Current Application Version

  Use the following steps to display the current VRSD software list.

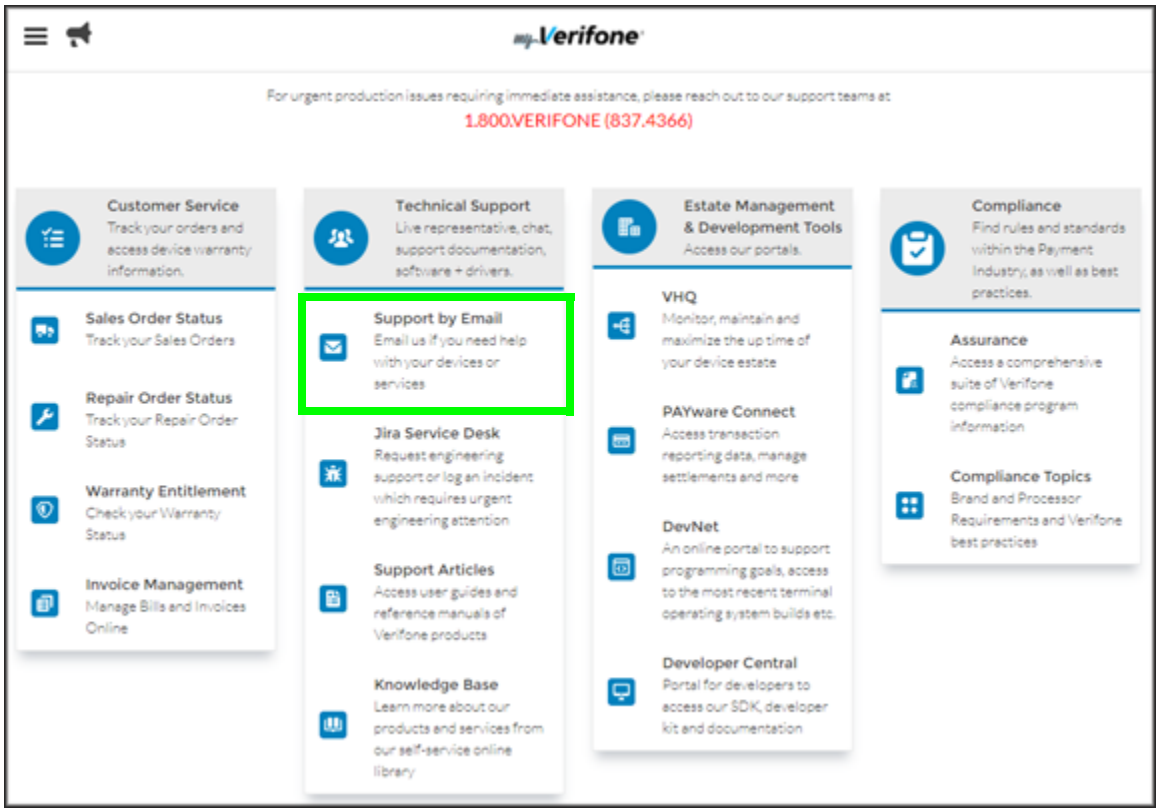
  a. Open a browser and navigate to http://support.verifone.com.
  b. Click on **Support Articles**.
  c. Click on **Petro & Convenience**.
  d. Click on **Products and Services**.
  e. Click on **Software Updates (VRSD)**.
  f. Click on **VRSD FAQs**.
  g. Click on **Current VRSD Software List**.

- Application Name being requested

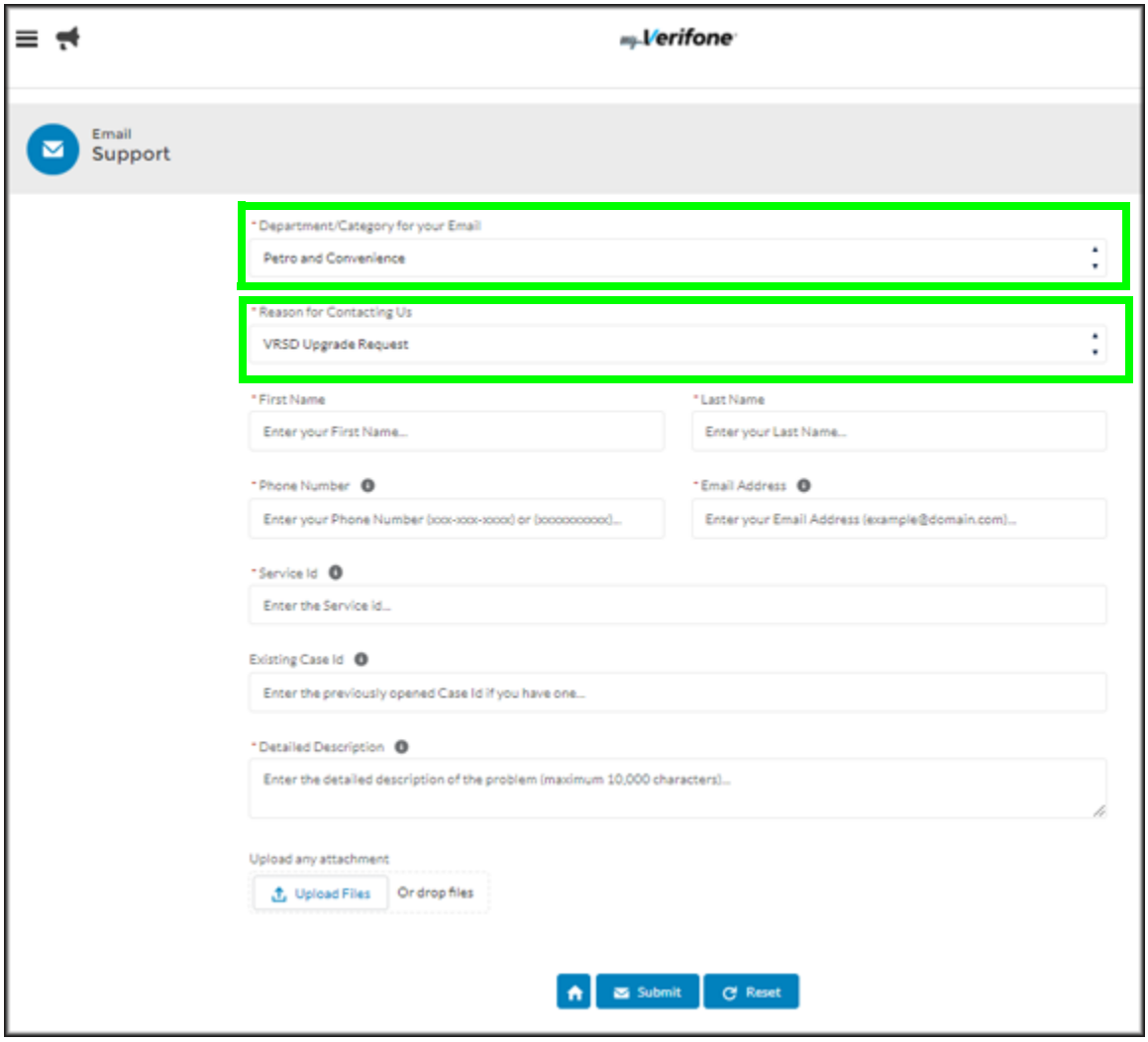
  Review Release Update documents located at the Software Updates (VRSD) page at http://support.verifone.com. See previous bullet for steps.

Requesting the VRSD Upgrade

1. Open a browser and navigate to http://support.verifone.com and click on **Support by Email** in the Technical Support column.

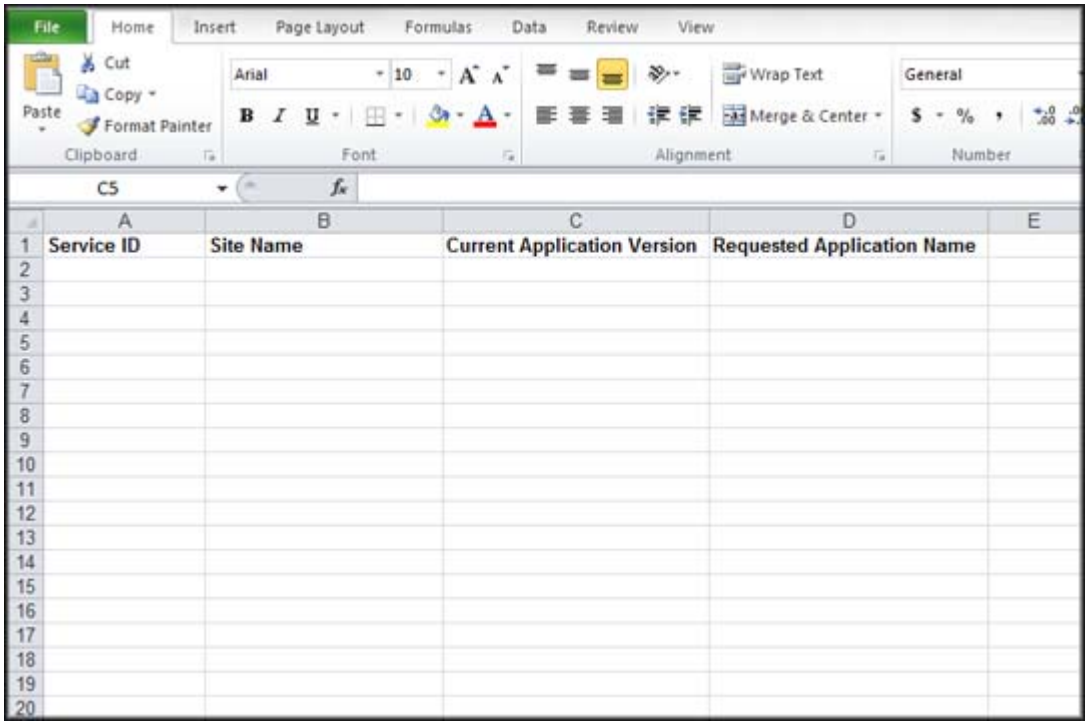


2. Enter the following:



a. Select the Department/Category for the Email: **Petroleum and Convenience**.
b. Select Reason for Contacting Us: **VRSD Upgrade Request**.
c. Enter **First** and **Last Name**, **Phone Number**, and **Email Address**.
d. Enter **Service ID**.
e. If any, enter the **Existing Case ID**.
f. Key in a **Detailed Description**, for example:
   Current Application Version: Buypass 2.06.00
   Requested Application Version: Buypass 2.06.01

g. When requesting Upgrades for more than one location, use the spreadsheet below as an example and then attach it before submitting. The Service ID for the first location on the list should be entered for the Input Value field above.



h. Click **Submit**.The following email is sent to the address entered above.

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.

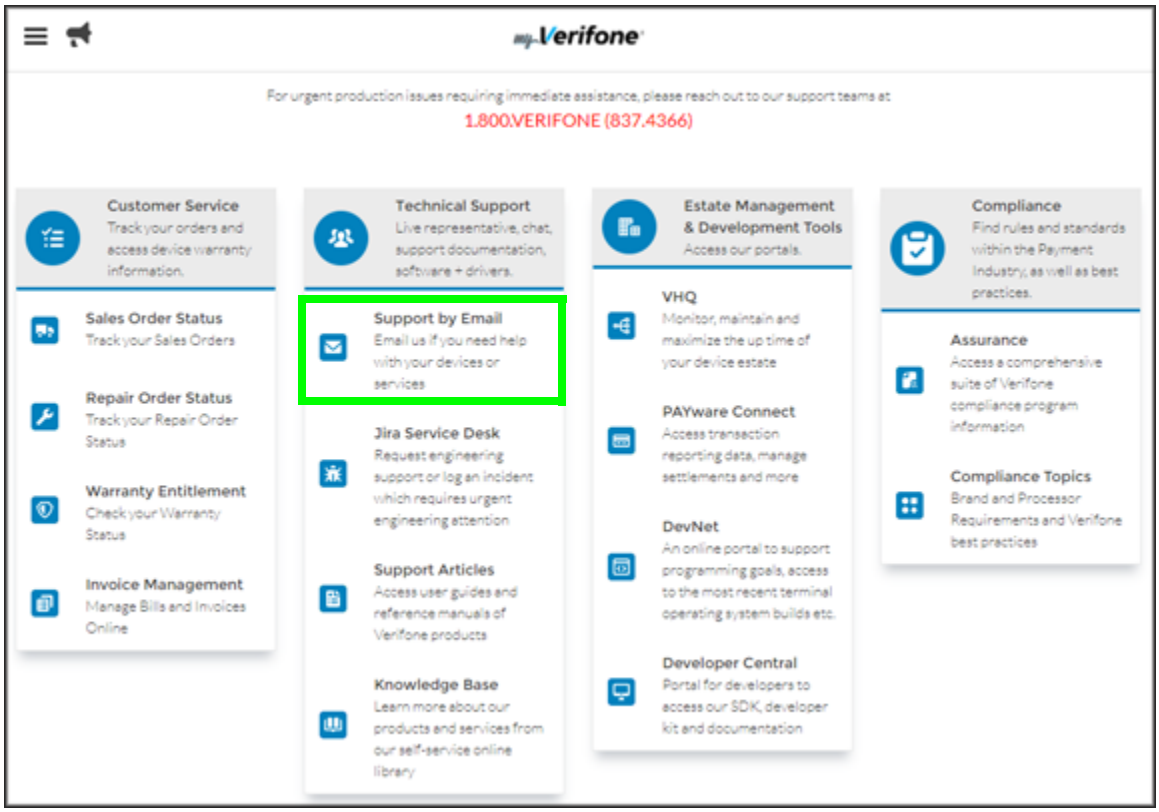
Thank you for choosing Verifone.

Verifone Support Team
https://support.verifone.com

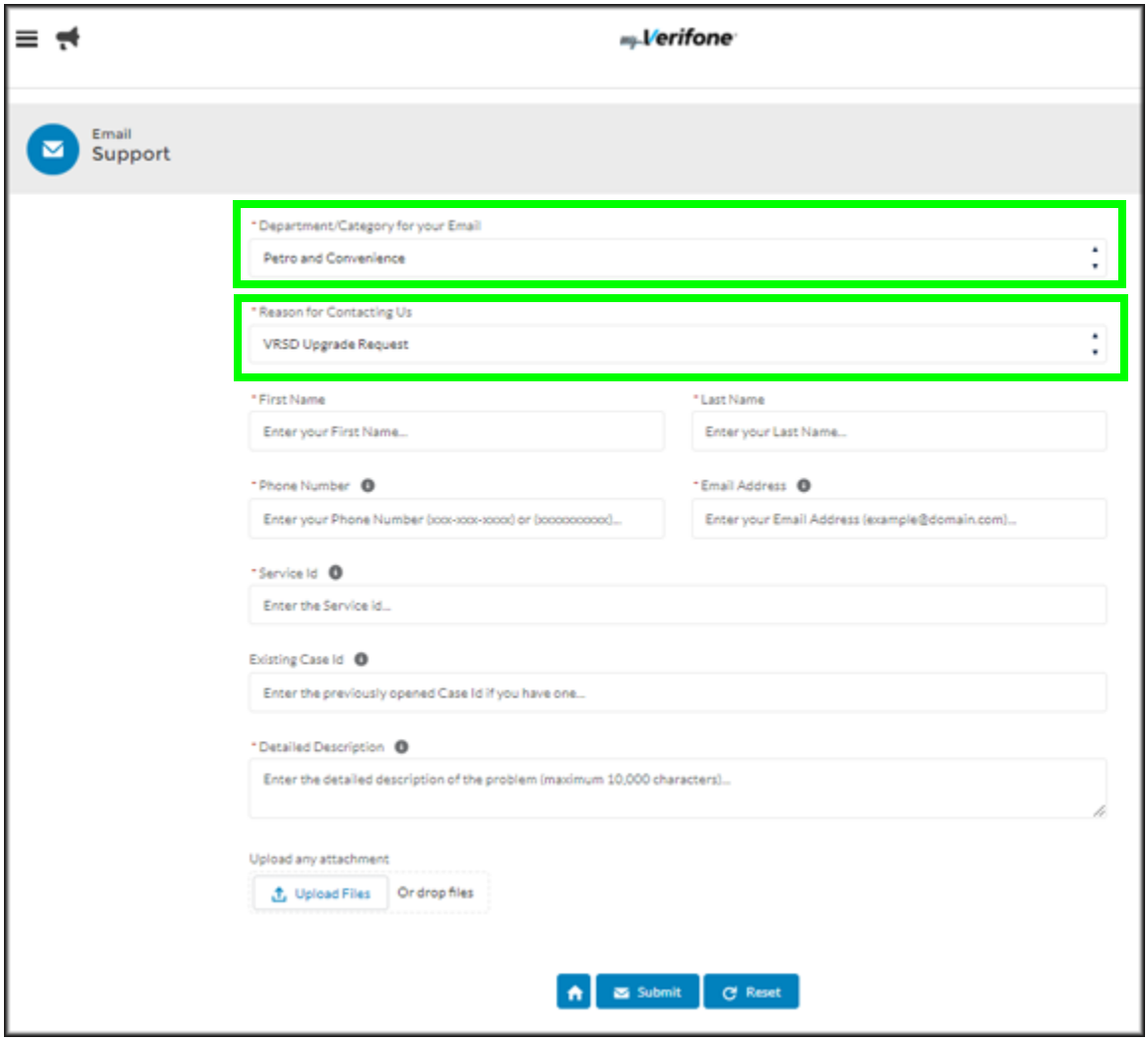
Within 48-72 Hours of the Upgrade request, another email will be sent notifying the status of the Request and Instructions for applying the upgrade.

Cancelling the VRSD Upgrade

1. Open a browser and navigate to http://support.verifone.com and click on **Support by Email** in the Technical Support column.



2. Enter the following:



a. Select the Department/Category for the Email: **Petroleum and Convenience**.
b. Select Reason for Contacting Us: **VRSD Upgrade Request**.
c. Enter **First** and **Last Name**, **Phone Number**, and **Email Address**.
d. Enter **Service ID**.
e. If any, enter the **Existing Case ID**.
f. Key "CANCEL" and the requested application name and version in the detailed description box.

If the VRSD upgrade request has already been processed, there is a risk that the download has already been scheduled and will be sent. If the site has Checked in, then the download cannot be canceled.

g. If a spreadsheet was submitted in the original request, attach before submitting.
h. Click **Submit**.

Performing the Auto Upgrade

The Auto Upgrade instructions are available to customers on http://support.verifone.com > Technical Support > Support Articles > Petro & Convenience > Products and Services > Software Updates (VRSD).

Please provide the site with the location of this document for assistance in performing their software upgrades.

A Verifone Authorized Service Contractor (VASC) can find Auto Upgrade Feature Reference document on the Premier Portal at Petro Downloads > Feature References.