

# Commander™ Site Controller

## VRSD Implementation Guide

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**Verifone**®

## Commander Site Controller VRSD Implementation Guide

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**Commander Site Controller VRSD Implementation Guide  
Revision History**

<b>Date</b>	<b>Description</b>
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](https://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*

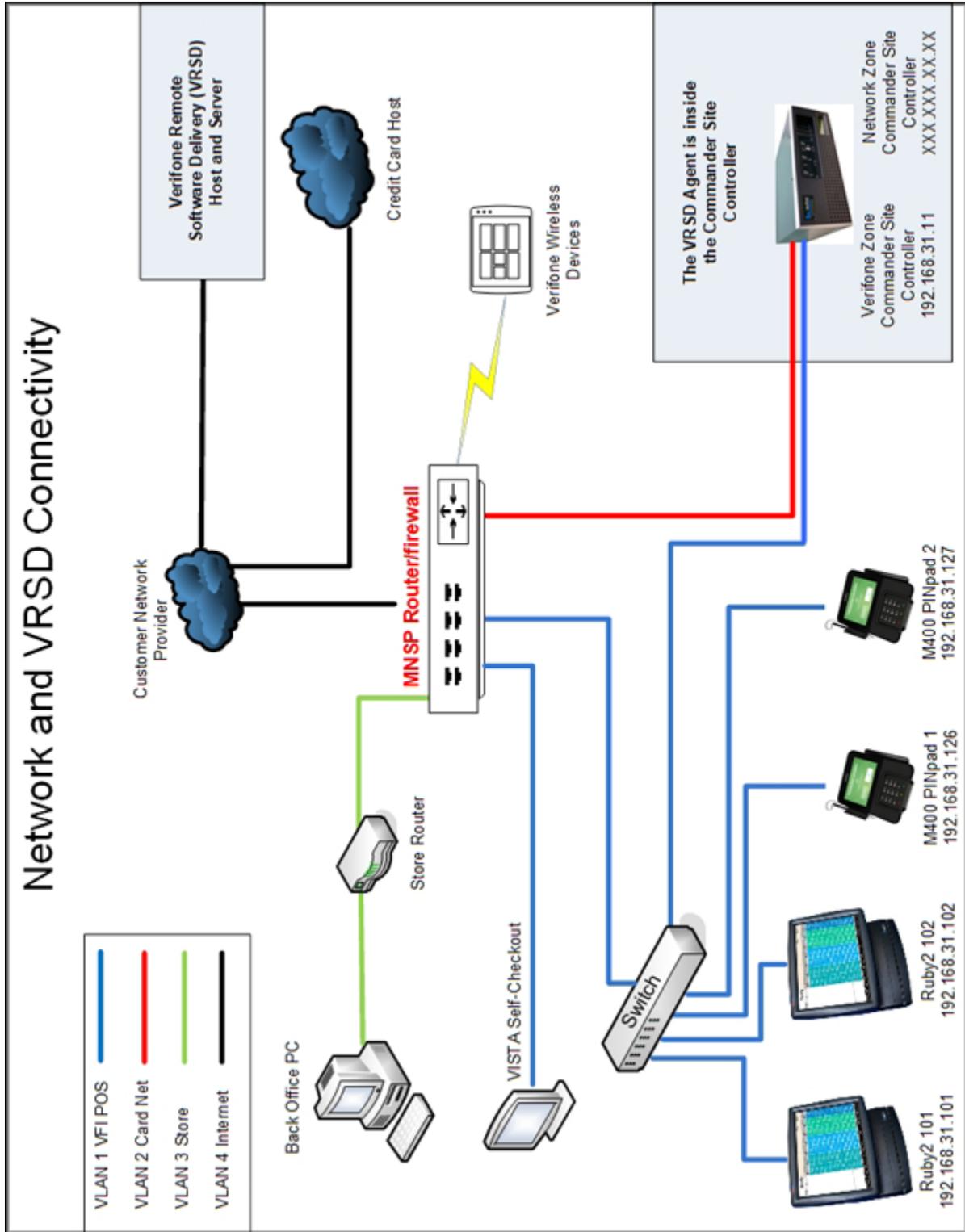
These are the minimum suggested network requirements with Commander and a router. This ensures the best experience in support and remote upgrade service from Verifone. The WAN/Internet connection should adhere to the following minimum network requirements.

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.

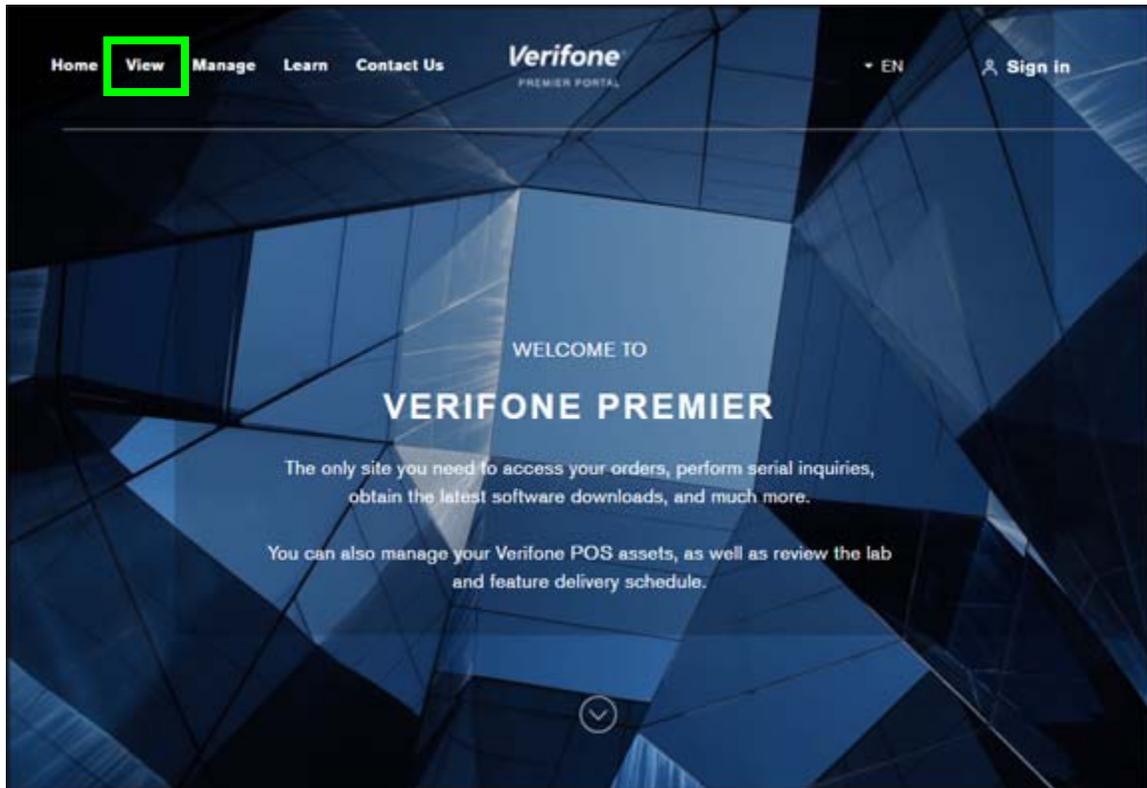
# Network Diagram Example



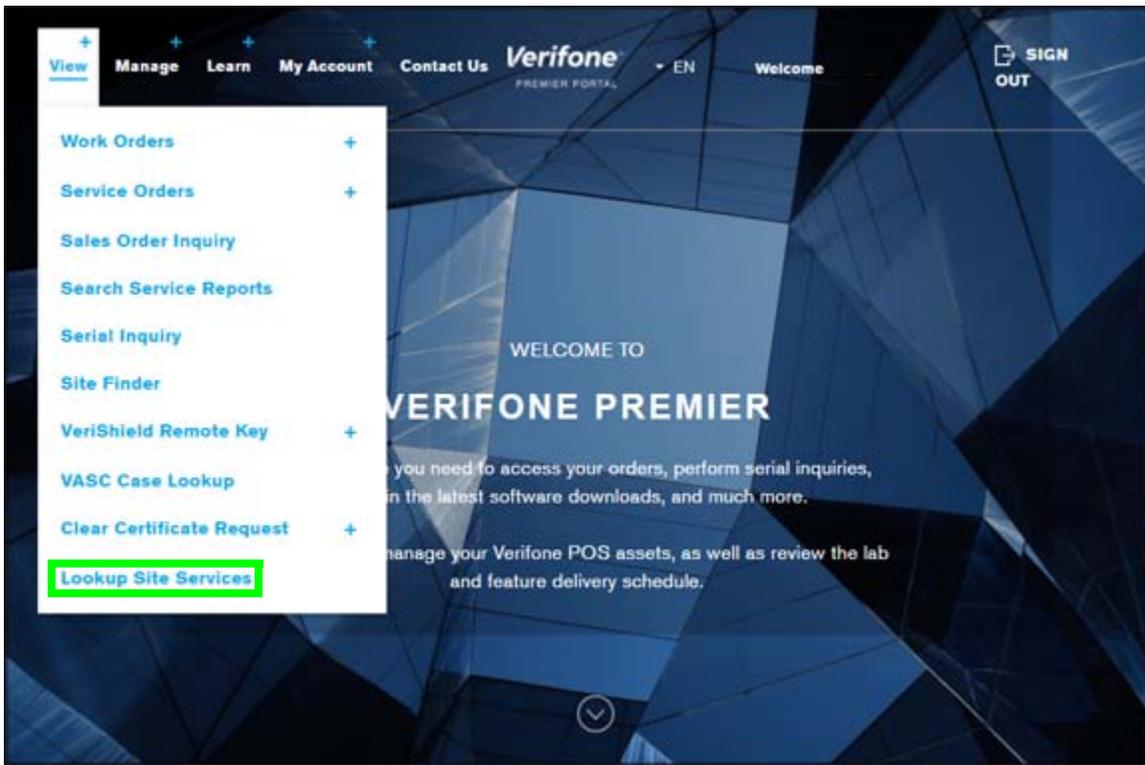
## Service ID and ASM Contract

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.

VIEW

—

## Lookup Site Based Services

—

Simple Search

---

VERIFONE SITE ID:	SERVICE ID:
<input type="text"/>	<input type="text"/>
SITE NAME:**	ADDRESS:**
<input type="text"/>	<input type="text"/>
CITY:	STATE:
<input type="text"/>	<input type="text"/>
ZIP CODE:	PHONE NUMBER:**
<input type="text"/>	<input type="text"/>

\*\* FIELDS WITH "\*\*" CAN BE ENTERED AS PARTIAL

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

VIEW

---

Lookup Site Based Services

---

SERVICE ID:  
4479756

NAME:  
VERIFONE

ADDRESS LINE 2:

STATE:  
FL

COUNTRY:  
USA

CONTACT NAME:

VERIFONE SITE ID:  
82681802

ADDRESS LINE 1:  
300 SOUTH PARK PLACE BLVD

CITY:  
CLEARWATER

ZIP CODE:  
33759

PHONE:

**Service ID**

**Verification of ASM Services**

Services

CONTRACT ID	PART NUMBER	DESCRIPTION	END DATE
VRSD TESTLAB ASM	888-ASM-70034	ANNUAL SW MAINT. CONTRACTUAL ENTITLEMENT	31-JAN-2029

- 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.



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

User Input/Confirmation Required

Current Hard Disk Drive (HDD) Configuration is:  
HDD Present = YES  
HDD in Use = YES  
HDD Formatted = YES  
Service ID = Unknown

Format the HDD only if this is a new installation, a new HDD or all customer data needs to be removed.

Please select desired option from list below:

[FCC] - Format HDD and use for Commander applications

If "HDD in Use" = YES, valid Service ID is required to enable Remote Software Download access.

Enter valid Service ID (7-20 numeric digits):

0123456789

Commander Variant

Commander

OK

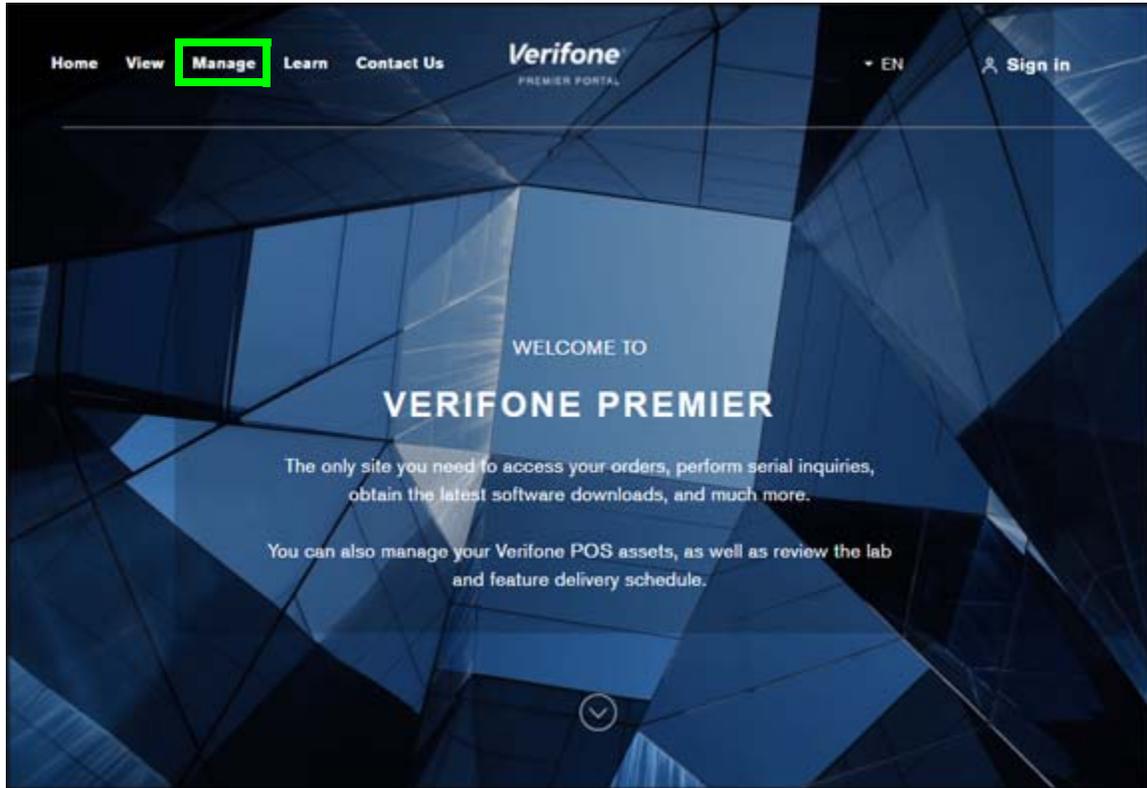
Select HDD Configuration

Enter a valid 7-digit Service ID assigned by Verifone

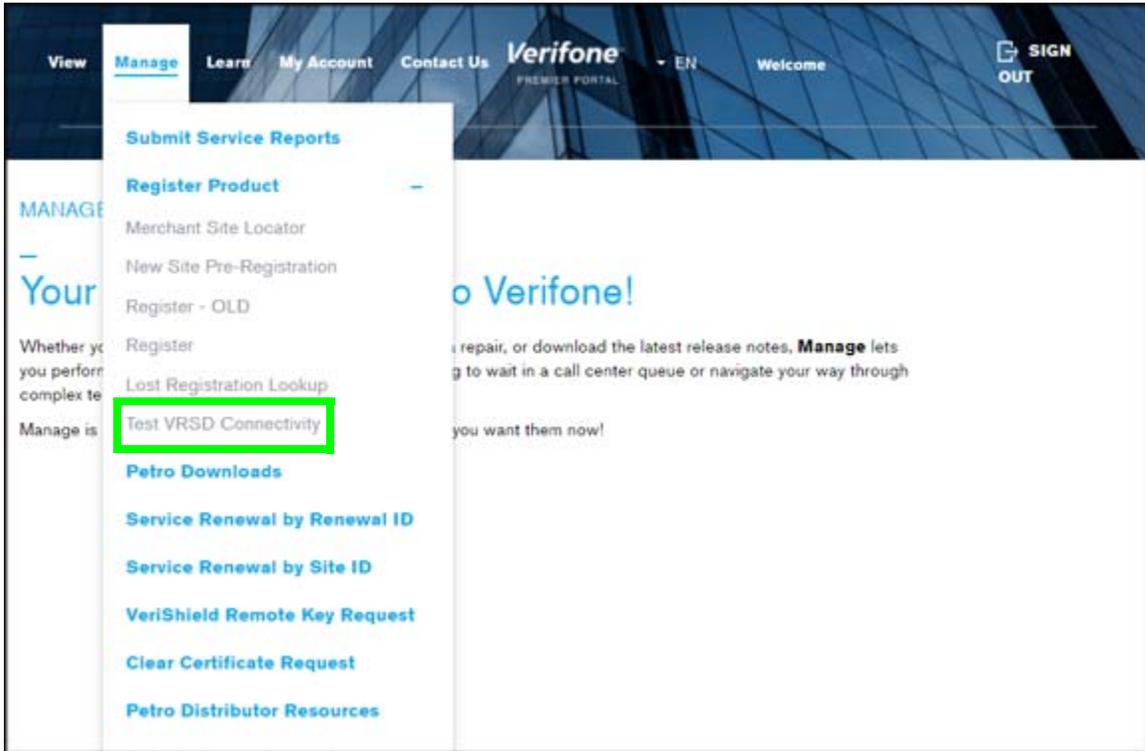
Select Commander Variant

## VeriCentre VRSD Connectivity Check

1. Log into the Premier portal.



2. Click on **Manage**.



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

MANAGE

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## Search Merchant Site

Enter Service ID to locate the Merchant Site or the VRSD Code from a previous connectivity check.

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SERVICE ID

**SEARCH MERCHANT SITE**

(or)

### Find Merchant Site ID

---

SITE NAME START WITH	STREET ADDRESS START WITH
<input type="text"/>	<input type="text"/>
CITY STARTS WITH:	ZIP CODE
<input type="text"/>	<input type="text"/>

(OR) PHONE NUMBER: *FORMAT: XXX-XXX-XXXX*

(It can be used, but search will be slower)

**SEARCH MERCHANT SITE**

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.

MANAGE

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Merchant Detail

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Service ID	1234567	Site Name	VERIFONE
Street Address	300 SOUTH PARK PLACE BLVD	City	CLEARWATER
Zip Code	33759	Phone Number	727-953-4000

**CHECK VRSD CONNECTIVITY**

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.

The screenshot displays the my.Verifone support portal interface. At the top, there is a navigation bar with a menu icon and the my.Verifone logo. Below the logo, a message states: "For urgent production issues requiring immediate assistance, please reach out to our support teams at 1.800.VERIFONE (837.4366)". The main content area is organized into four columns:

- Customer Service:** Track your orders and access device warranty information. Includes links for Sales Order Status, Repair Order Status, Warranty Entitlement, and Invoice Management.
- Technical Support:** Live representative, chat, support documentation, software + drivers. This column contains the "Support by Email" option, which is highlighted with a green border. Other options include Jira Service Desk, Support Articles, and Knowledge Base.
- Estate Management & Development Tools:** Access our portals. Includes links for VHQ, PAYware Connect, DevNet, and Developer Central.
- Compliance:** Find rules and standards within the Payment Industry, as well as best practices. Includes links for Assurance and Compliance Topics.

2. Enter the following:

The screenshot shows the 'my.Verifone' Email Support form. The form is titled 'Email Support' and includes the following fields and sections:

- Department/Category for your Email:** A dropdown menu with 'Petro and Convenience' selected.
- Reason for Contacting Us:** A dropdown menu with 'VRSD Upgrade Request' selected.
- First Name:** A text input field with the placeholder 'Enter your First Name...'
- Last Name:** A text input field with the placeholder 'Enter your Last Name...'
- Phone Number:** A text input field with the placeholder 'Enter your Phone Number (xxx-xxx-xxxx) or (xxxxxxxxxx)...'
- Email Address:** A text input field with the placeholder 'Enter your Email Address (example@domain.com)...'
- Service Id:** A text input field with the placeholder 'Enter the Service Id...'
- Existing Case Id:** A text input field with the placeholder 'Enter the previously opened Case Id if you have one...'
- Detailed Description:** A large text area with the placeholder 'Enter the detailed description of the problem (maximum 10,000 characters)...'
- Upload any attachment:** A section with an 'Upload Files' button and 'Or drop files' text.
- Buttons:** 'Submit' and 'Reset' buttons at the bottom.

- Select the Department/Category for the Email: **Petroleum and Convenience**.
- Select Reason for Contacting Us: **VRSD Upgrade Request**.
- Enter **First** and **Last Name**, **Phone Number**, and **Email Address**.
- Enter **Service ID**.
- If any, enter the **Existing Case ID**.
- 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.

	A	B	C	D	E
1	Service ID	Site Name	Current Application Version	Requested Application Name	
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

- 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.

## Canceling 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.

The screenshot shows the my.Verifone support portal. At the top, there is a navigation bar with a menu icon and the my.Verifone logo. Below the logo, a message states: "For urgent production issues requiring immediate assistance, please reach out to our support teams at 1.800.VERIFONE (837.4366)". The main content area is divided into four columns:

- Customer Service**: Track your orders and access device warranty information. Includes links for Sales Order Status, Repair Order Status, Warranty Entitlement, and Invoice Management.
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- Estate Management & Development Tools**: Access our portals. Includes VHQ, PAYware Connect, DevNet, and Developer Central.
- Compliance**: Find rules and standards within the Payment Industry, as well as best practices. Includes Assurance and Compliance Topics.

2. Enter the following:

The screenshot shows the 'my.Verifone' Email Support form. The 'Department/Category for your Email' dropdown is set to 'Petro and Convenience'. The 'Reason for Contacting Us' dropdown is set to 'VRSD Upgrade Request'. Other fields include 'First Name', 'Last Name', 'Phone Number', 'Email Address', 'Service Id', 'Existing Case Id', and 'Detailed Description'. There is an 'Upload any attachment' section with 'Upload Files' and 'Or drop files' options. At the bottom, there are 'Home', 'Submit', and 'Reset' buttons.

- 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**.

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## 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.