



VRSD UPGRADE REQUEST PROCEDURE





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Document Revision History

Revision Version	Revision Date	Author	Description
2.4	01/01/2009	Training	Original Document from Support Portal
2.5	03/15/2016	Crystal_F1	Updated images and branding
2.6	02/06/2017	Crystal_F1	Updated instructions
2.7	11/03/2017	CrystalP2	Update with Min Network Req info
2.8	12/11/2019	CrystalP2	Update Support paths and images
Date of Last Review/Revision: DECEMBER 11, 2019			

VERIFONE REMOTE SOFTWARE DELIVERY (VRSD) PROCEDURE FOR REQUESTING UPGRADES

PREREQUISITE

- ✓ Site must be Enabled for VRSD
- ✓ Site must have current ASM

INFORMATION NEEDED WHEN MAKING A VRSD UPGRADE REQUEST

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 **Current VRSD Software List** located under the **Software Updates (VRSD)** section [here](#) (click on the "Current VRSD Software List" link for the current document).

Application Name Being Requested

- Please review **Release Update** documents located under the **Software Updates (VRSD)** section located on <http://support.verifone.com>

Important Notes for Connectivity

Minimum Suggested Network Requirements

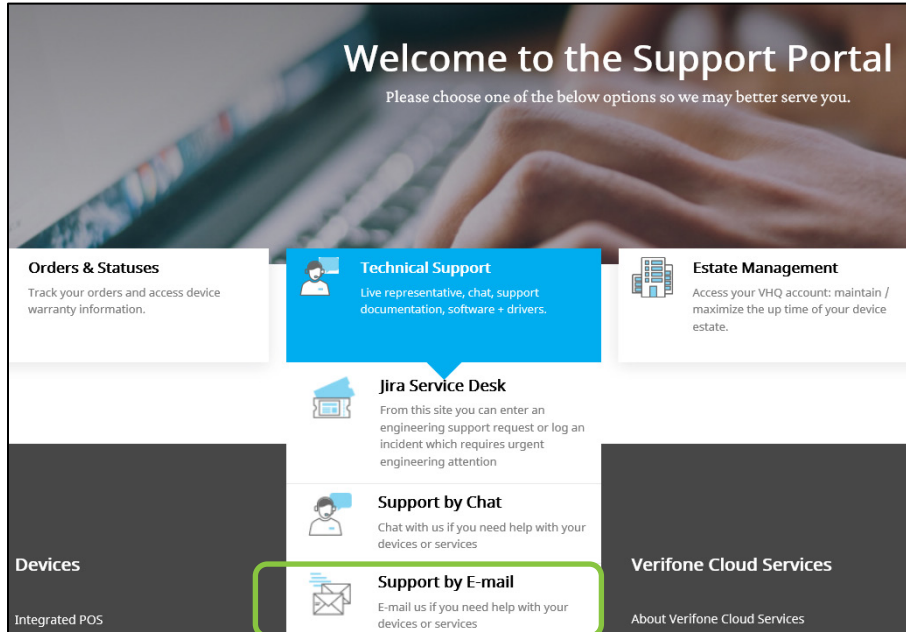
Download	Upload	Latency	Packet Loss
> = 1.5MB	> = 768Kb	< = 500ms	0%

Additional points for VSAT connectivity:

1. Enable TCP Acceleration on the communication over Port 443 from commander.
2. Perform any large file transfers during non-data rated (non-FAP) hours.
3. Perform VRSD downloads during times downloads to other systems are not occurring in parallel.
4. Optionally (helps address both 2 & 3), recommend upgrading data line, including non-FAP, and using newer acceleration techniques that come with Hughes solutions.

PROCEDURE FOR UPGRADE REQUEST

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



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**

TECHNICAL SUPPORT EMAIL

Please select the Department/Category for your Email*

Petro and Convenience ▾

Select Reason for Contacting Us*

VRSD Upgrade Request ▾

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

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Phone Number*	Email Address*
xxx-xxx-xxxx <input type="text"/>	example@domain.com <input type="text"/>
Input Type*	Input Value*
Service ID ▾	<input type="text"/>
Existing Case Id	
<input type="text"/>	

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

Detailed Description (10000 characters maximum)*

Current Application version:
bypass 2.03.00

Requested Application version:
BUY-20300

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

Attachment

No file selected.



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

<https://support.verifone.com>

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.