

Auto Upgrade

Feature Reference

Date: April 3, 2024



Auto Upgrade

Using this Feature Reference

This Feature Reference provides detailed information on how to configure and use the Auto Upgrade feature on the Verifone Commander.

This feature document contains the subsections listed below:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for an Auto Upgrade on the Verifone Commander
- **Configuring** - This section contains information on how to configure Auto Upgrade on the Verifone Commander.
- **Using** - This section describes how to prepare the Verifone Commander for the Auto Upgrade.
- **Reporting** - This section contains a sample report with a detailed report description for the Auto Upgrade on the Verifone Commander.

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Revision History

| Date | Description |
|------------|--|
| 08/09/2015 | Changes include the enhancements introduce. |
| 04/25/2016 | Auto Upgrade Feature Reference Update. |
| 05/18/2016 | Review Updates. |
| 09/15/2016 | Format Update. |
| 09/22/2016 | Enhancement Update on Site Controller. |
| 02/10/2017 | 2017/format updates. Added TLS 1.2 Back office consideration. Added note that Commander SMS applications may need updates along with controller/POS software upgrades. |
| 02/28/2017 | Added Auto-Applied Upgrade. Expanded glossary terms. |
| 05/17/2019 | Updated with feedback from training team. |
| 10/01/2019 | Updated the registration phone number. |
| 04/3/2024 | Updated entire document. |

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1

GLOSSARY OF TERMS

The following terms and definitions will assist the reader with understanding the content of the Feature Reference.


| Terms | Definitions |
|----------------------|---|
| Auto Upgrade | This feature allows a site to initiate a complete software upgrade without requiring the presence or expertise of a VASC, or intervention from Verifone Technical Support Center. |
| DCR | Dispenser Card Reader |
| EPS | Electronic Payment Server |
| HASP | Hardware Against Software Piracy. A HASP Hardware Key, also called a "dongle", is a software copy protection device that plugs into the USB port of the computer. Upon startup, the application looks for the key and will run only if the key contains the appropriate code. |
| LAN | Local Area Network |
| POS | Point of Sale |
| POS System | Includes the POS terminals, site controller and the electronic payment server. |
| Site Solution | Formerly known as Annual Software Maintenance (ASM) with more value. |
| TLS | Transport Layer Security is a cryptographic protocol providing communications security over a computer network. |
| USB | Universal Serial Bus |
| VASC | Verifone Authorized Service Contractor |
| VRSD | Verifone Remote Software Download is Verifone's automated remote software download solution. |
| WFTPD | Windows FTP Daemon is a stand-alone FTP server for Windows. |

2 VERIFONE COMMANDER

Overview

Feature Description

The Auto Upgrade feature allows a site to initiate a complete software upgrade without requiring the presence or expertise of a Verifone Authorized Service Contractor (VASC). Auto upgrades can be sent to a Verifone Commander through Verifone Remote Software Download solution, which does not require a VASC on site.


NOTE  The Verifone Remote Software Download (VRSD) Implementation Guide is located at [Premier Portal](#) > Manage > Petro Downloads > Commander & RubyCi > Commander Tools, User References, and Other Documentation > Documentation area or on the [Verifone Cloud](#) for more information.

When an Auto Upgrade occurs, all current datasets, transaction logs, reporting data (including totalizers), and card holder data within the site controller are backed up. After the Auto Upgrade is complete, these datasets are restored to the Verifone Commander. Closing the Daily Report prior to performing an Auto Upgrade is a required action that is intended to prevent loss of batch settlement details, should the upgrade have any issues.

NOTE  After the Auto Upgrade has finished, the POS may prompt to be onboarded. See the C-Site Management User Guide located at [Premier Portal](#) > Manage > Petro Downloads > Verifone C-Site Management > Documentation area or on the [Verifone Cloud](#) for more information.

Requirements

- Verifone Commander or RubyCi
- Broadband Internet Connection

CAUTION  Due to enhanced security requirements, back office software systems must now use TLS 1.2 security protocol. Check with the back office provider for system compatibility prior to applying upgrades.

Supported Hardware Configurations

- Verifone Commander with C18, Topaz, and/or Ruby2
- Verifone RubyCi with C18, Topaz, or Ruby2

Configuring Auto Upgrade



The following information is critical to the Auto Upgrade process. Review this entire chapter prior to beginning. Perform and follow the steps outlined in this document according to store policies and procedures.

Advanced Preparation

CAUTION




STOP ALL STORE OPERATIONS PRIOR TO AND DURING THE AUTO UPGRADE PROCESS:

- All Cashiers must be logged out.
- All fuel dispensing must be completed. If necessary, cover all pump handles with paper bags.
- All POS Terminals must remain idle. Do not turn off or reboot the equipment during the Auto Upgrade. Make sure there is continuous power to the equipment during the Auto Upgrade.
- No merchandise or fuel is to be sold.

Prior to initiating Auto Upgrade:

- Make sure all of the dispensers and card readers are at the recommended software and firmware versions. See the Dispenser and Dispenser Card Reader sections in the release notes for the software release.
- Make sure departments 9990-9999 are not being used for selling any products. These departments are used by the system for fees, loyalty, and fuel deposits. If these departments are being used to sell products, they will be reset for system use after the Auto Upgrade.
- Make sure all Point of Sales Systems devices are connected and functioning without any communication errors.
- The payment host must be online for the upgrade to be applied. For example, the site should be processing credit and debit.
- The POS receipt printer must be functioning in order to print Auto Upgrade messages and instructions.
- Perform a Period Close from the POS terminal at CSR Functions > Reporting Menu. Close the Period (Shift/Day) and trigger a Network Batch close.

- Print Period Close Reports from the POS terminal at CSR Functions > Reporting Menu. Print all period reports, network reports, cashier reports, payroll reports, etc., typically printed as part of Close or reconciliation process.

NOTE  Year Reports can be disabled to speed up the installation process. See the Reporting section for steps to disable and enable Year Reports.

- Confirm that all available reports for network totals have been saved or printed. Print or save each of the network reports before proceeding.
- Transmit all report information from the POS terminal to the back office system, if applicable to the site configuration.
- Optional — While the Auto Upgrade will preserve data sets in the site controller, you may also perform a secondary backup with SMS Import/Export prior to applying the upgrade.

Real Time

Allow up to one hour for the Auto Upgrade process to complete. Length of the upgrade process depends on the scope of the upgrade and the amount of data being backed-up and restored. Contact the Verifone Technical Support Center if any extended delays or issues occur.

During the Auto Upgrade:

- Do not manually turn off or reboot the system at any time during the process.
- The system will reboot several times during the upgrade process.
- Ensure there are no power disruptions during the upgrade process.

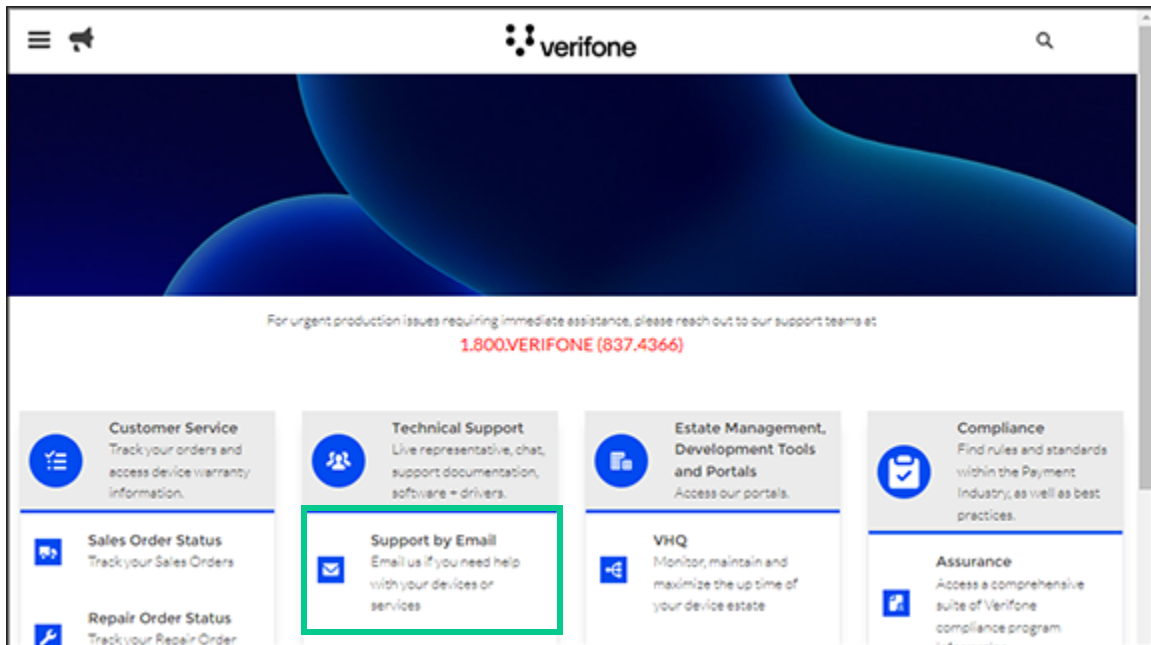
Using Auto Upgrade

Using Verifone Remote Software Download (VRSD)

Merchants with an active Site Solutions contract are eligible to receive software updates through the Verifone Remote Software Delivery (VRSD) service.

For Verifone Remote Software Download (VRSD) detailed information, visit the [Verifone Cloud](#) for more information.

The merchant must submit a VRSD Upgrade Request using the online request form located on the Verifone Technical Support portal at <http://support.verifone.com>.



1. Click the link for Support by Email.

The screenshot shows the 'Email Support' form with the following fields and options:

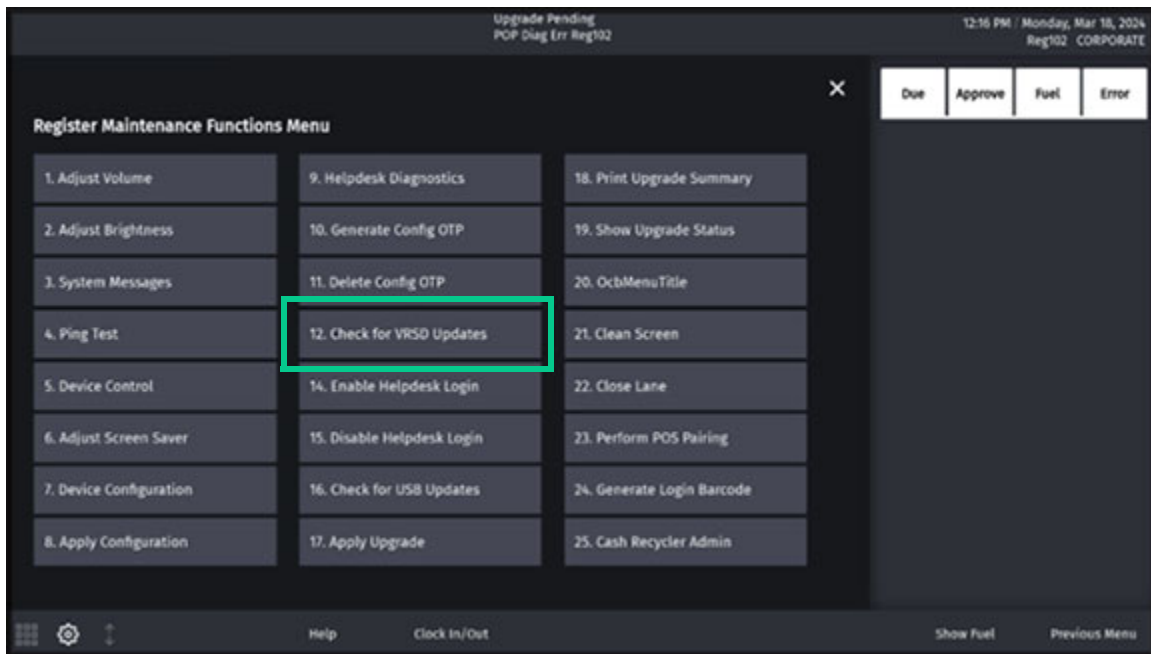
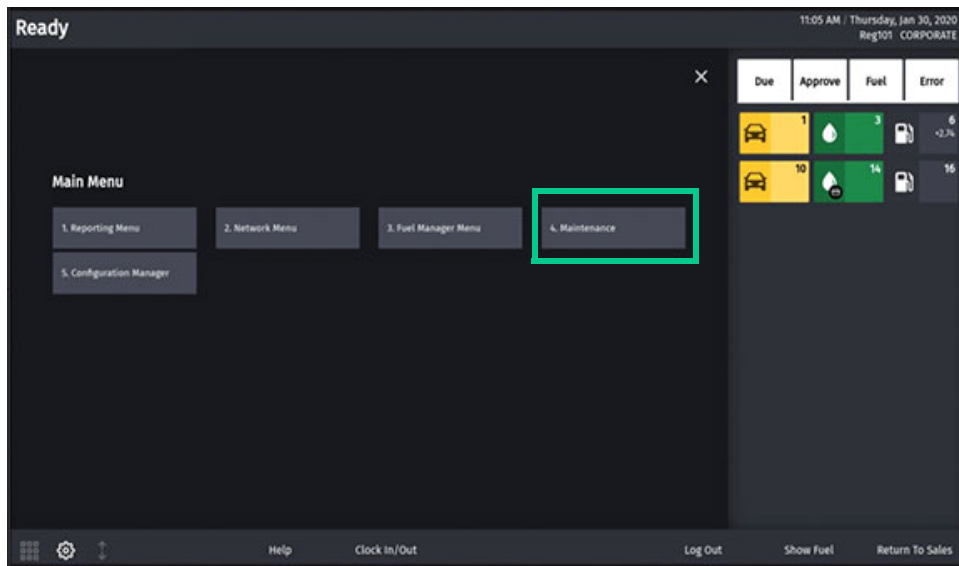
- Department/Category for your Email:** Petro and Convenience
- Reason for Contacting Us:** VRSD Upgrade Request
- First Name:** Enter your First Name...
- Last Name:** Enter your Last Name...
- Phone Number:** Enter your Phone Number (xxx-xxx-xxxx) or (xxxxxxxxx)...
- Email Address:** Enter your Email Address (example@domain.com)...
- Service Id:** Enter the Service id...
- Existing Case Id:** Enter the previously opened Case Id if you have one...
- Detailed Description:** Enter the detailed description of the problem (maximum 10,000 characters)...
- Upload any attachment:** Upload Files | Or drop files
- Buttons:** Home, Submit, Reset

2. Enter the following:
 - a. Select **[Petroleum and Convenience]** for Department/Category for your Email.
 - b. Select **[VRSD Upgrade Request]** for the Reason for Contacting Us.
 - c. Key in First and Last Name, Phone Number and Email Address.
 - d. Key in Service ID.
 - e. Enter an Existing Case ID if there is one.
 - f. Key in a detailed description, for example:
 Site Solution Account Number
 Current Production Application Version: Bypass 53.41.55
 Requesting Application Version Upgrade
 - g. Upload any attachments.
 - h. Click **[Submit]**.

E-mails will be sent to the address provided with the upgrade request providing status updates and instructions for applying the upgrade.

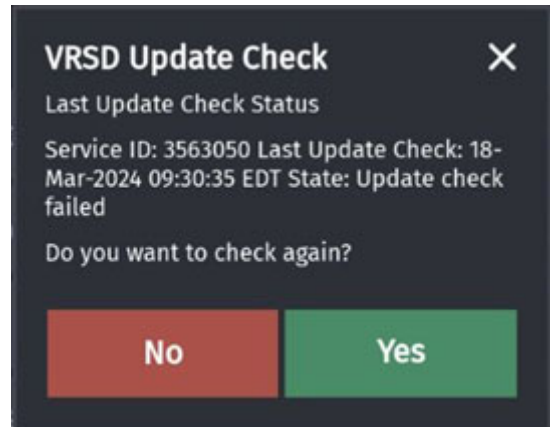
The Auto Upgrade package should arrive automatically within 48-72 hours.

Real-time status updates are available from the POS Cashier Functions menu. Select Maintenance > [Check for VRSD Updates].

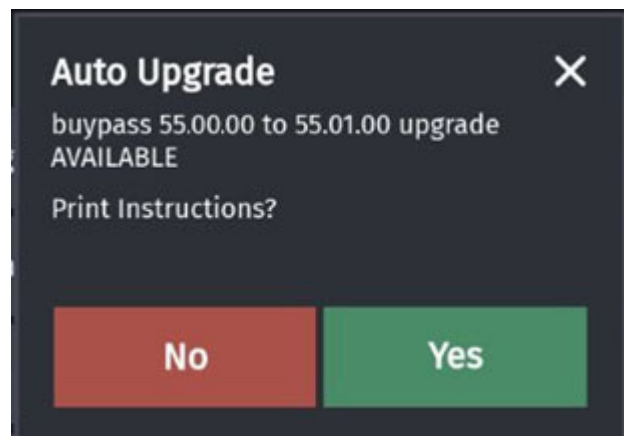


The system responds with a VRSD Update Check prompt.

Select **[Yes]** to check for updates.




The system response displays the updated software download status: "Print Instructions?"




Transferring Update Package

The following methods are used to transfer an Auto Upgrade package to the system:

Using a USB Flash Drive on the POS Terminal

NOTE  These USB Flash Drive steps can only be completed by a VASC or with the assistance of Verifone.

1. Connect the USB drive containing the Auto Upgrade package (Overlay.sig and Overlay.Zip) from the application folder to the POS terminal.

NOTE  These files must be in the root directory of the USB Drive.

2. From the POS terminal, navigate to CSR Func > Maintenance menu.

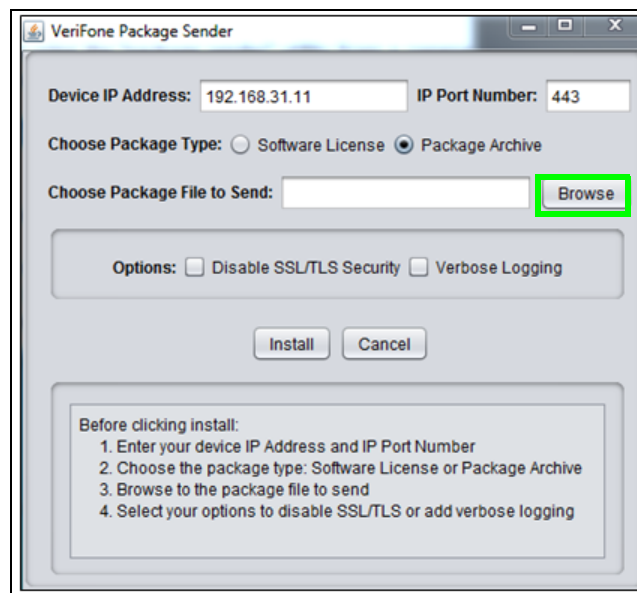
3. Click [**Check for USB Updates**].
4. Follow the instructions on the POS terminal.

Using the Package Sender

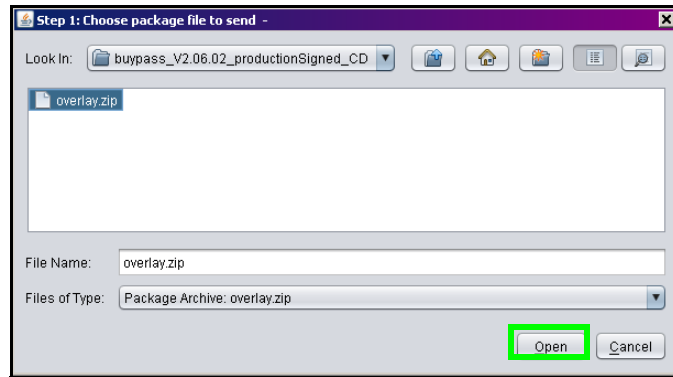
1. From the software application folder, double click [**Auto_Upgrade.jar**] to select and run the file.

| <input type="checkbox"/> | Name ^ | Type | Size | Date modified |
|-------------------------------------|---------------------------|----------------------------|------------|------------------|
| <input checked="" type="checkbox"/> | Auto_Upgrade.jar | Executable Jar File | 37 KB | 7/7/2015 1:59 PM |
| <input type="checkbox"/> | overlay.sig | SIG File | 1 KB | 7/7/2015 1:59 PM |
| <input type="checkbox"/> | overlay.zip | Compressed (zipped) Folder | 369,102 KB | 7/7/2015 1:58 PM |
| <input type="checkbox"/> | Petro_Suite_Installer.jar | Executable Jar File | 81 KB | 7/7/2015 1:59 PM |
| <input type="checkbox"/> | Send_License_Package.jar | Executable Jar File | 39 KB | 7/7/2015 1:59 PM |
| <input type="checkbox"/> | SMS.zip | Compressed (zipped) Folder | 23,006 KB | 7/7/2015 1:59 PM |
| <input type="checkbox"/> | SMSImportExport.zip | Compressed (zipped) Folder | 14,384 KB | 7/7/2015 1:59 PM |

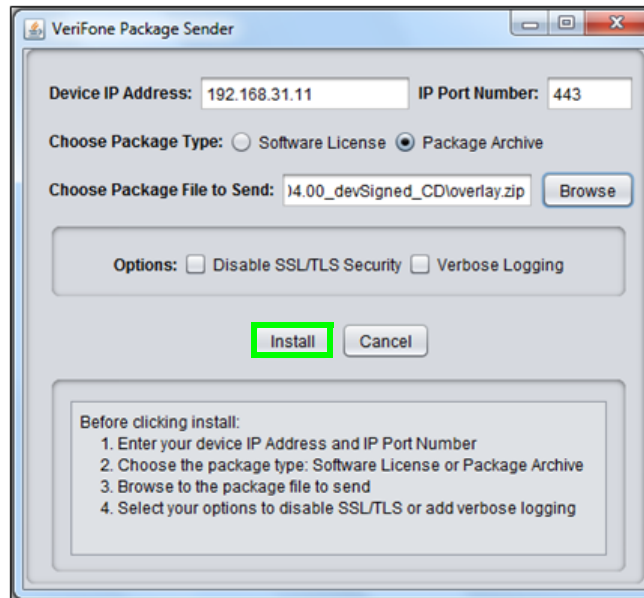
2. Make sure the “Package Archive” is selected for the Package Type.



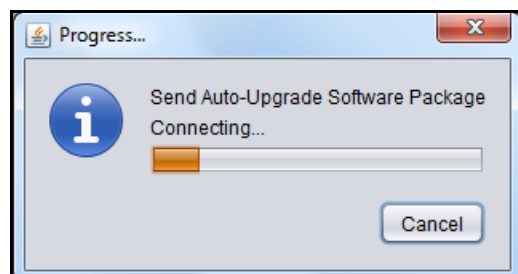
3. Click [**Browse**] to choose the Package File to send.



4. Click to select the **overlay.zip** file from the CD image files.
5. Click **[Open]**.



6. Click **[Install]**. The Auto Upgrade Software installer progress window displays.



Manual Applied Upgrade

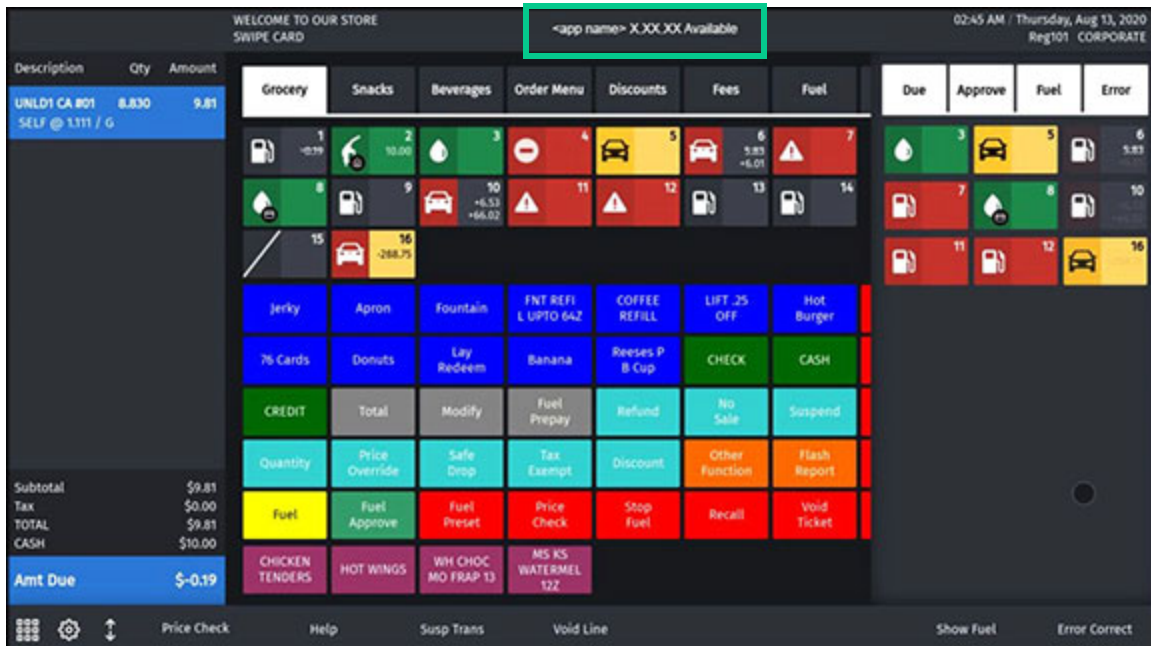
CAUTION



Prior to initiating the auto upgrade process, confirm all POS terminals are logged out of sales and all fuel pumps are idle. Do not start the auto upgrade process if the Advanced Preparation section has not been reviewed.

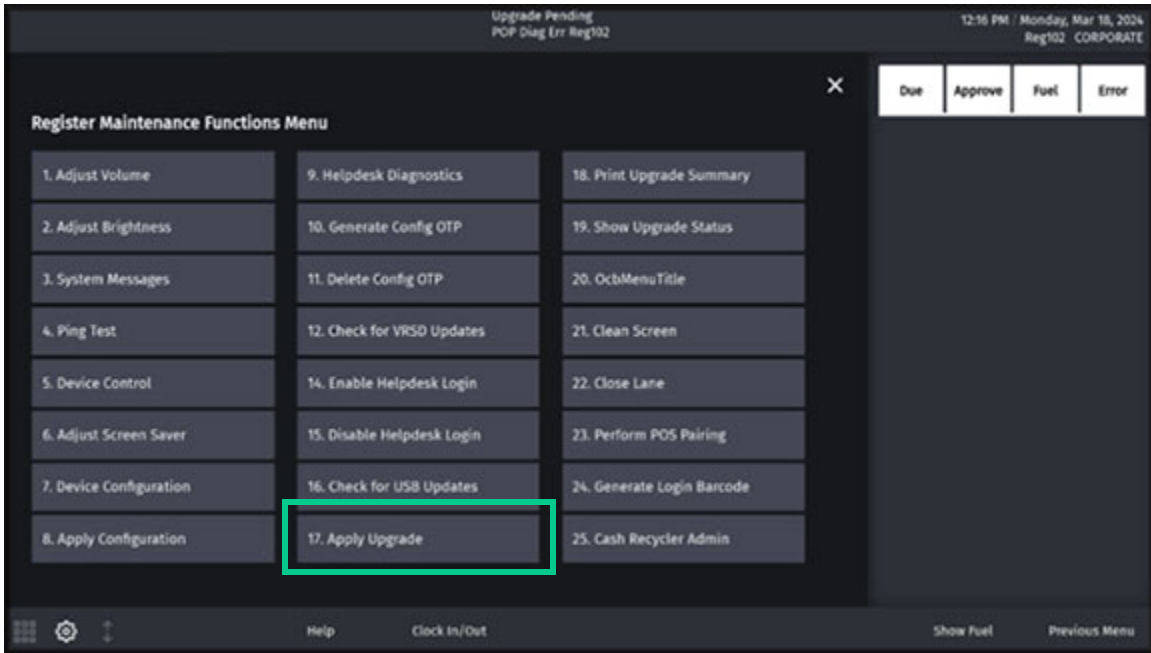
The following occurs after the software upgrade download has been transferred by one of the above methods.

1. The Verifone Commander displays an alarm message on all POS terminals:
“<app name> X.XX.XX Available”.

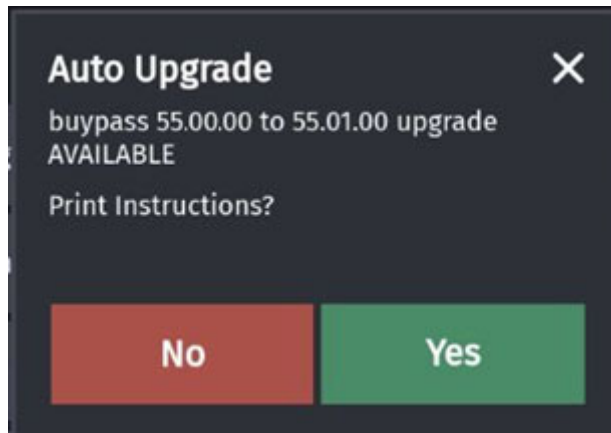


2. From a POS terminal, navigate to CSR Func > Maintenance. The Register Maintenance Function Menu displays.

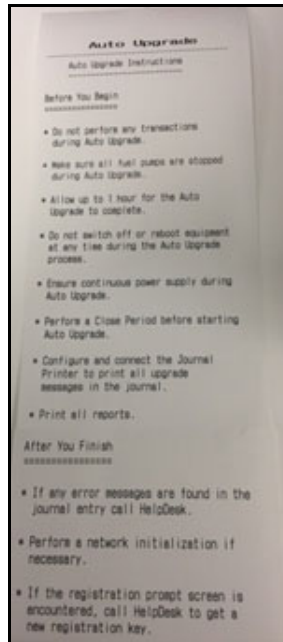
3. Click [**Apply Upgrade**]. The system initiates the Auto Upgrade process and begin “Checking for upgrades.” When applying the upgrade package, if the error message “PMC Not Ready” displays, it indicates that the Verifone Commander is not communicating with the payment network.



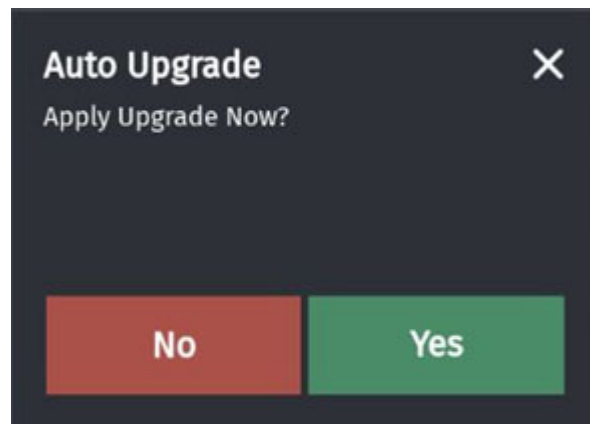
4. When prompted to “Print Instructions?”, select [**Yes**] to print the Auto Upgrade Instructions.



Sample of Printed Auto Upgrade Instructions:



5. Select **[Yes]** when prompted to “Apply Upgrade Now?” and begin the Auto Upgrade process.

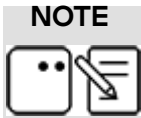


Auto Applied Upgrade

After the software upgrade download is completed, a message is displayed on the POS terminals that an update is available to be applied. The upgrade may be initiated manually, or the system may be configured to automatically initiate the upgrade if it is not manually run within a set number of days. Systems configured to auto apply upgrades have reduced problems associated with the timely update of new software, or with updates not being applied at all.

For systems configured for auto applied upgrade:

- Upgrades will be applied after a set number of days from the date the upgrade package is received locally by the Commander System Auto Upgrade engine. Days remaining for the upgrade will be counted based on a change in calendar date.
- A daily notification reminds the site about the pending upgrade. This action is only implemented on Verifone POS terminals, and at this time does not support third party POS terminals.
- A daily notification reminds the site to print upgrade instructions. The final notification on execution date will provide basic prerequisite upgrade instructions.
- Before the automatic upgrade is triggered, the latest day close report will be printed.
- Once triggered, messages displayed on the POS registers and a Fuel Site Pause will prevent further activity or sale(s) before applying the upgrade automatically.
- The system will apply upgrades automatically only when the period close is complete on all registers. The Auto Upgrade framework checks the readiness of all client POS terminals prior to initiating the software upgrade.
- The upgrade process will not begin if any unsettled post pay fuel transactions exist in the system. The upgrade process will be on hold until such transactions are cleared, and an the alarm 'Upgrade Cannot Proceed' will display on the POS terminals while printing the daily report prior to the scheduled upgrade.



NOTE


Upgrades will not be automatically applied if there are pending transactions or unsettled post pay fuel transactions open in the system.

Requirements

- Sites must already be on Base 44+ for this functionality.
- System properties must be set to enable the Auto-Applied Upgrade. Software upgrades would then be auto-applied on the next downloaded base-level upgrade.

Auto Applied Upgrade Process

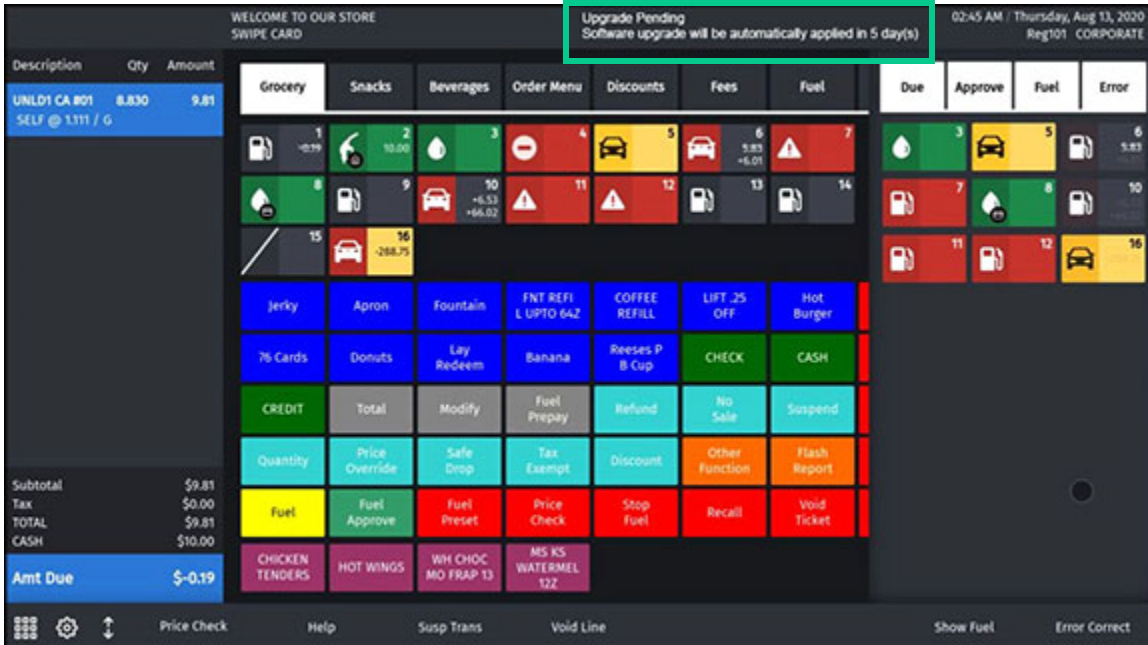
NOTE



Most applications will enforce Auto Upgrades to be applied. See the Appendix for more details.

During daily operations, after the software upgrade has been received by the POS system, cashiers are notified there is an *Upgrade Pending*.

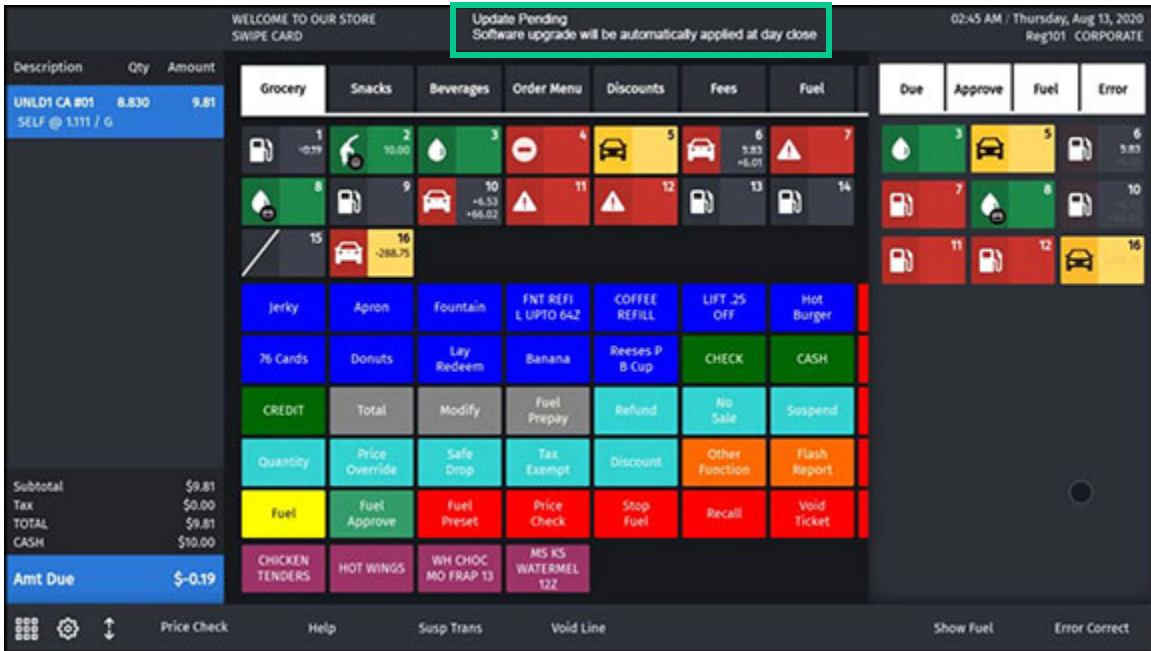
On the day of the software download, an alert message states the software upgrade will be automatically applied when the daily counter has reached the execution date. The site may manually initiate the software upgrade at the end of the day close at any time prior to the counter expiration.



The screenshot shows a POS system interface with a transaction screen. At the top, there is a notification box that says "Upgrade Pending Software upgrade will be automatically applied in 5 day(s)". The interface includes a grid of product categories such as Grocery, Snacks, Beverages, Order Menu, Discounts, Fees, and Fuel. The transaction details on the left show a subtotal of \$9.81, tax of \$0.00, and a total of \$9.81. The amount due is \$-0.19. The interface also displays the time as 02:45 AM on Thursday, Aug 13, 2020, and the user as Reg101 CORPORATE.

On the day the software upgrade is received by the POS system and when the user initiates the period close by accessing the POS Reporting Functions Menu > Close Day/ Month/Year Report, an Auto Upgrade message is displayed. The notification states that the software upgrade will be automatically applied when the daily countdown has reached the execution date, although the upgrade may be applied manually if the site chooses to do so.

If the software upgrade is not applied manually, the system is then set to automatically apply the upgrade at the end of the business day when the daily counter reaches the execution date. An alert message states the software upgrade will be automatically applied at the end of that day close.



When the daily counter has expired and reached the execution date, and the user initiates the period close by accessing the POS Reporting Functions Menu > Close Day/Month/Year Report, an Auto Upgrade message is displayed. The notification states that the software upgrade will be automatically applied as part of the period close.

Upgrade Status Window

If the site is running Verifone Commander feature set 37 or above, the Auto Upgrade process is split into two phases:

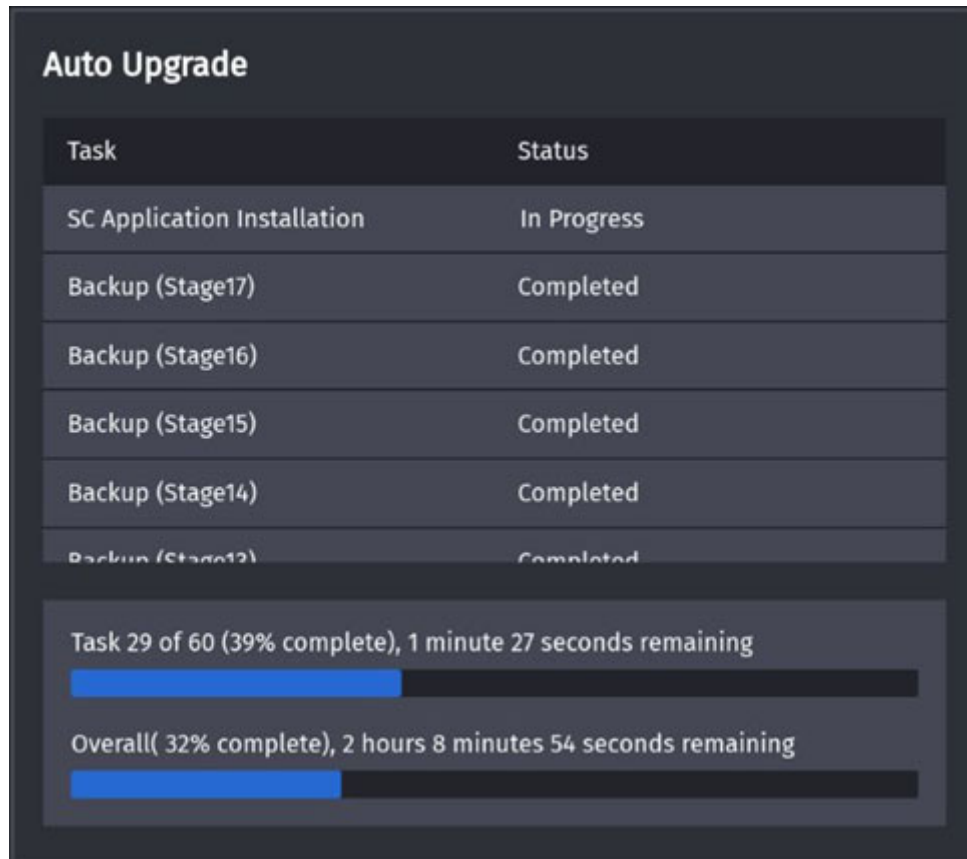
- Phase One: System Upgrade
- Phase Two: Historic Data Restore

After all Phase One tasks are complete, the site is fully functional to perform sales and other operations.

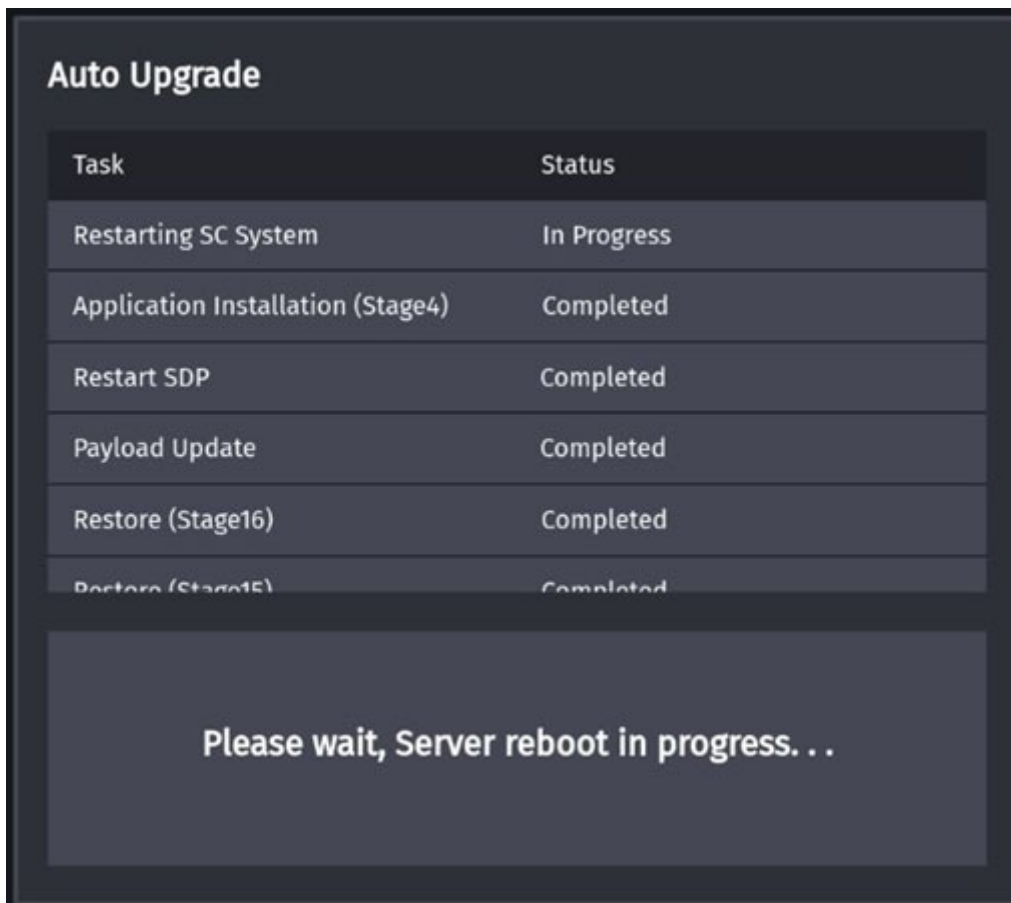
Phase Two tasks will run in the background and do not interrupt any site operations. A typical phase two task is restoring previously closed totals data.

The POS terminal displays the Upgrade Status Window with progress bars indicating the status of the executing task and overall installation progress.

Along with the current task information, the status window also includes the status of previously executed tasks.



The message, "Please wait, server reboot in progress..." appears in the progress bar area during stages of the Verifone Commander reboot.

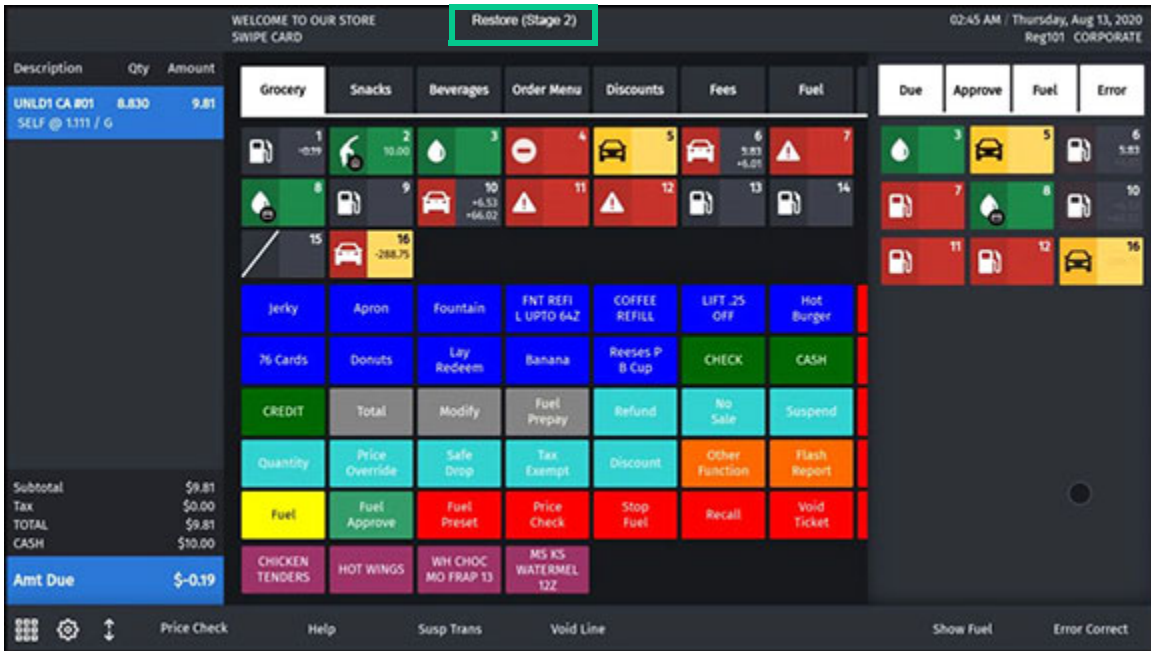


After all Phase One tasks show "Completed", the overall status shows 100% completed and the status message "Auto Upgrade Phase 1 Completed" is displayed.

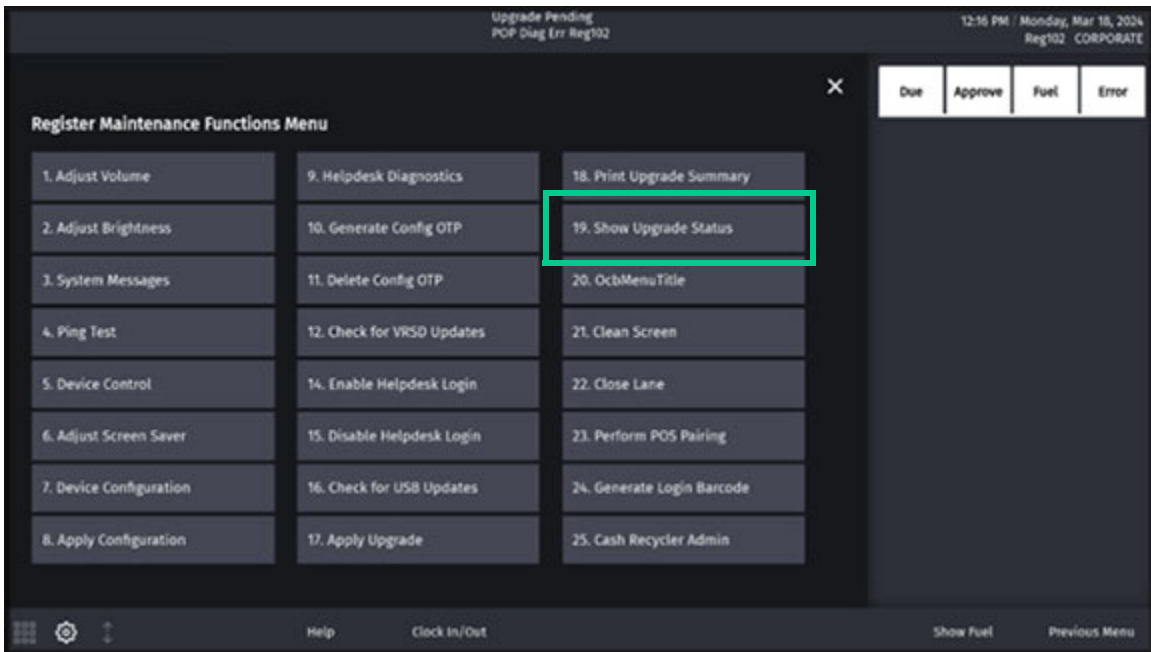
When the system message displays "Auto Upgrade Phase 1 Completed. Phase 2 in progress (restoring previously closed totals)", do one of the following:

- Click **[OK]** to dismiss the overlay message and continue with Sales or other site operations.
- Perform no action until upgrade phase two is complete; the upgrade status window will continue to be displayed on the POS terminal.

During Phase Two, a "Restore (Stage 2)" status message is displayed on the POS terminal.



At any point during Phase Two, tasks can be monitored on any POS terminal by selecting CSR Func > Maintenance > Show Upgrade Status.

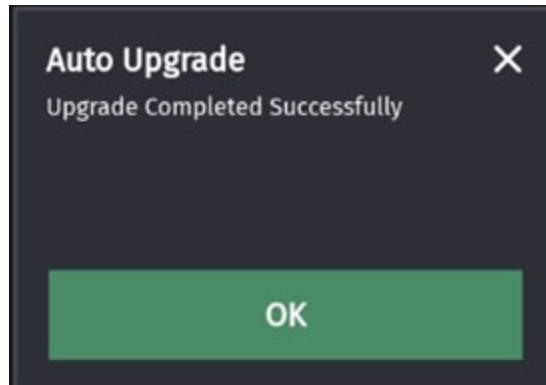


If the site is running Verifone Commander feature set 38.15 or above, the Auto Upgrade Phase Two activity, restore historic totals, will have a timeout of 2 hours 30 minutes.

Historic data for reporting is restored in reverse chronological order. That is, the latest period's data is restored first followed by the previous period's data and so on; this process repeats until the oldest available period data is restored.

If the time taken to restore historic data exceeds the specified timeout, the restore process terminates. In case of termination due to timeout, the Upgrade Summary Report will include details about the range of restored report periods.

After the upgrade is complete, a message window displays confirming the “Upgrade Completed Successfully.”



Click **[OK]** to close the window.

During the Auto Upgrade process, the following succession of messages are displayed in the Upgrade Status window of the POS terminal:

- Preparing for Upgrade
- File Download (Stage1)
- Comm Check (Stage1)
- Software version check
- Upgrade of upgrade engine
- Upgrade of upgrade engine Completed
- Update Upgrade Status
- Backup (Stage1-12)
- SC Application Installation
- Application Installation (Stage2)
- Restore (Stage1-11)
- Payload Update
- Site Initialization
- Clean up
- Client Restart / Lookup (Stage1)
- Restore (Stage2)
- Clean up

Post Upgrade Steps

CAUTION



Wait until all Pumps and Dispenser Card Readers (DCRs) are fully loaded prior to logging back onto the system, even if the POS terminal screens show “Upgrade Completed.”

Print the Upgrade Summary Report and verify the status of each task is listed as *Completed*. If Year Reports were disabled, enable the reports (see Appendix).

Contact Verifone Technical Support if:

- If *Failed* or *Completed with Errors* status are found.
- If any error messages were printed at the POS receipt printer during the upgrade.
- If a registration prompt screen is encountered, call the Verifone Help Desk at 1-888-295-4992 Option 2 to request a new registration key.

VASCs may re-register systems on the Verifone Premier Portal.

NOTE



After completing the software updates, applications within the Commander Site Management Suite may need to be re-installed. This includes the Site Report Navigator, Site Transaction Manager, and the Commander Import export utility.

These programs can be downloaded from [Verifone Cloud](#) under the SMS Installers page.

After completing the software updates, all the new functions are not enabled by default for the existing users of the system. A Manger would need to assign the new functions to the required roles.

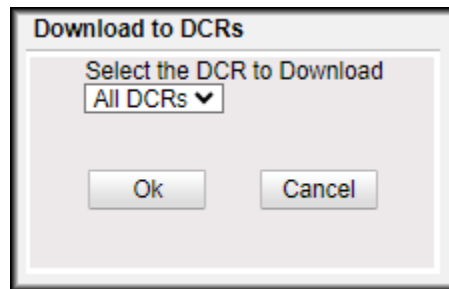
Initialize DCRs

If the DCRs fail to update during the upgrade process, use the following steps to initialize them.

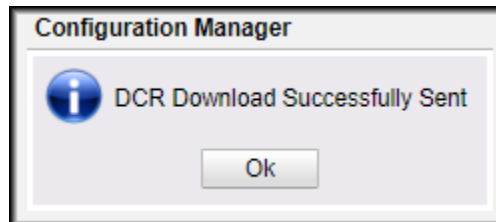
1. Initialize the DCRs at Verifone Configuration Client > Forecourt > Initialization > DCR.



2. Select **[All DCRS]** > click **[OK]**.



3. Confirm the initialization > click **[OK]**.



Reporting

Upgrade Summary Report

The Upgrade Summary Report provides a summary of the Auto Upgrade which can be printed.

To access the Upgrade Summary Report from the POS terminal, navigate to CSR Func > Maintenance > Print Upgrade Summary.

Report Details

The Upgrade Summary Report provides the following details:

- Software version before and after upgrade
- Overall upgrade status
- Upgrade begin and end times
- Task details
 - Task Name
 - Target Device
 - Time taken for Task Execution
 - Task Status
 - Completed
 - Completed with Errors
 - Failed

```
UPGRADE SUMMARY
REPORT
<app name> X.XX.XX to y.yy.yy
Upgrade Completed Successfully
CURRENT SITE VERSION: <app name> y.yy.yy
BEGINNING 2014-10-26: 03:54:25
ENDING    2014-10-26: 04:59:24

TASK DETAILS

NAME      : Preparing for Upgrade
TARGET DEVICE : CORESVCS
TIME TAKEN : 2 second
STATUS    : Completed

NAME      : File Download
TARGET DEVICE : Topaz
TIME TAKEN : 9 seconds
STATUS    : Completed

NAME      : Comm Check (Stage1)
TARGET DEVICE : STC
TARGET DEVICE : FCC
TARGET DEVICE : CORESVCS
TARGET DEVICE : Topaz
TARGET DEVICE : PMC
TIME TAKEN : 2 seconds
STATUS    : Completed

NAME      : Software Version Check
TARGET DEVICE : CORESVCS
TARGET DEVICE : Topaz
TIME TAKEN : 1 second
STATUS    : Completed

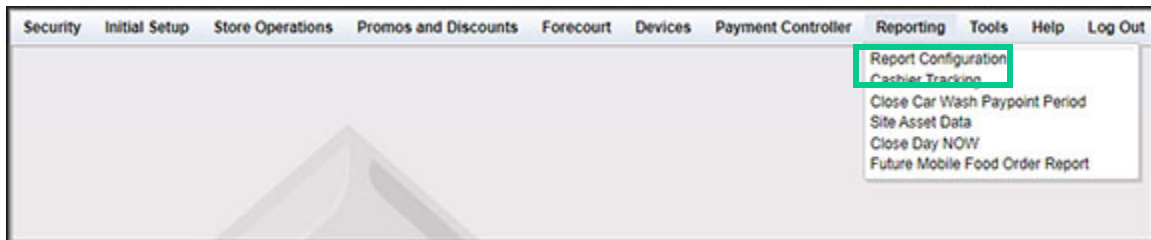
NAME      : Upgrade of Upgrade Engine
TARGET DEVICE : CORESVCS
TIME TAKEN : 2 seconds
STATUS    : Completed
```

Year Reports

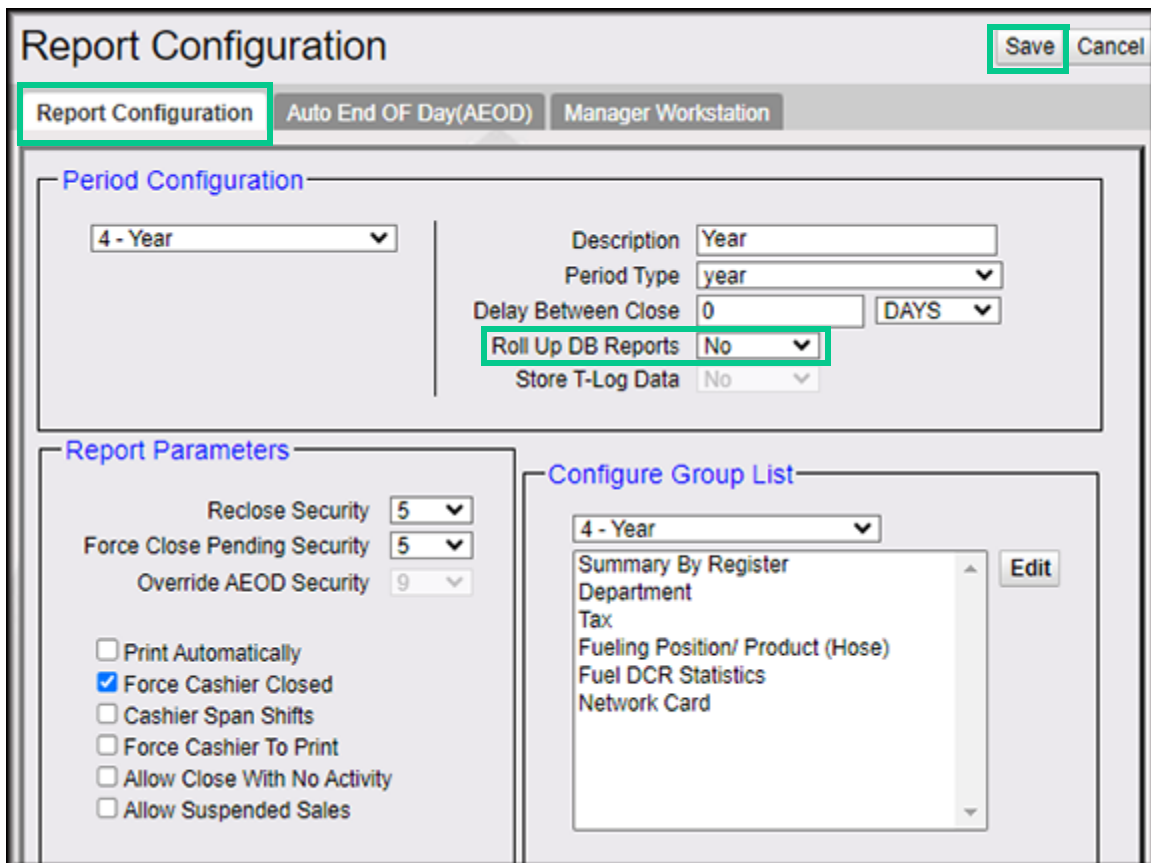
Use this section to disable the Year Reports to speed up the installation process and then re-enable them after the Auto Upgrade.

Disable Year Reports

1. From the Configuration Client, navigate to Verifone Configuration Client > Reporting > Report Configuration.

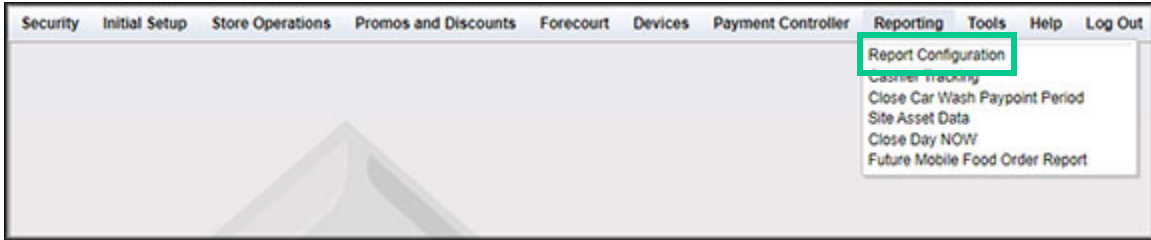


2. Select **[Year]** from Period Configuration.
3. Select **[No]** for Roll Up DB Reports.
4. Click **[Save]**.

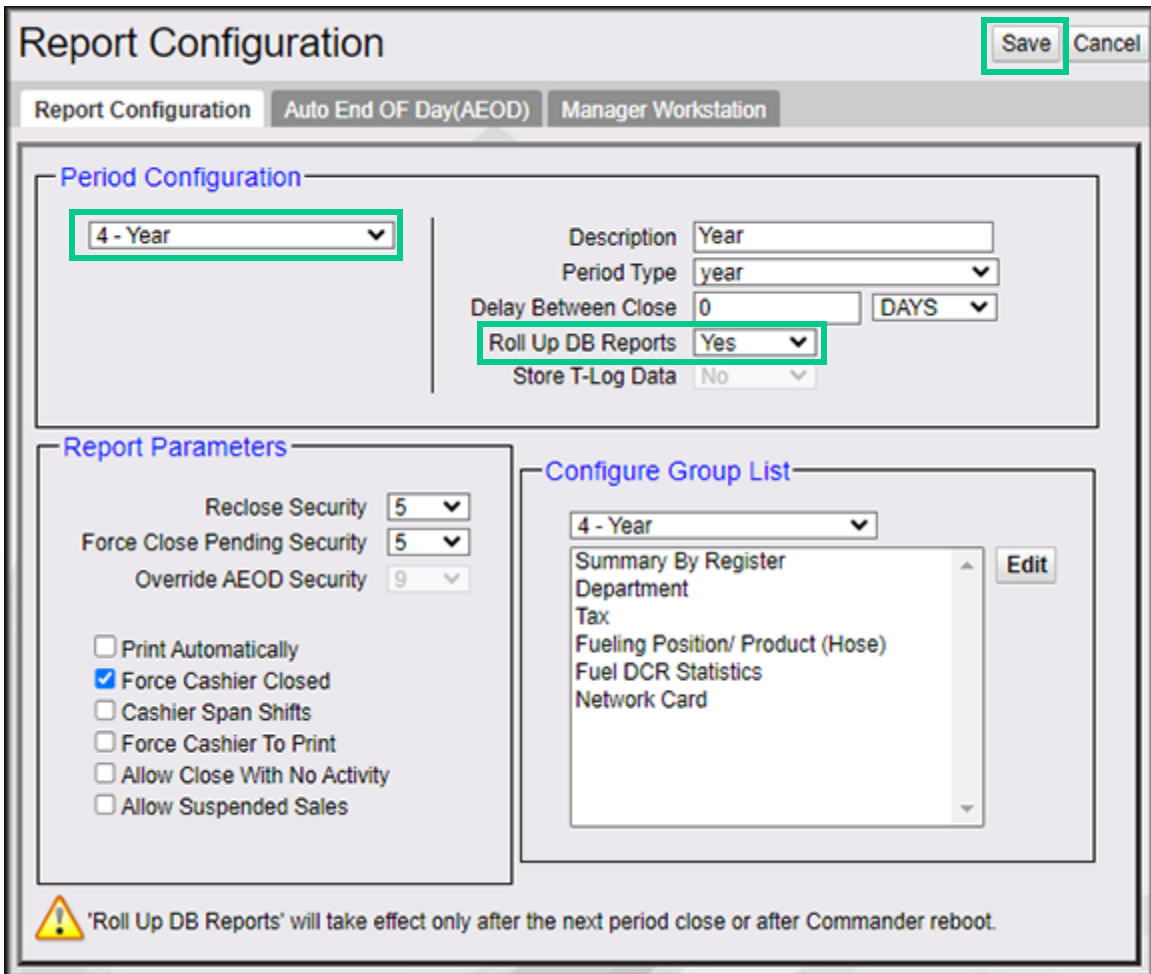
A screenshot of the 'Report Configuration' dialog box. The title bar shows 'Report Configuration' and buttons for 'Save' and 'Cancel'. Below the title bar are tabs for 'Report Configuration', 'Auto End OF Day(AEOD)', and 'Manager Workstation'. The 'Report Configuration' tab is active. The 'Period Configuration' section has a dropdown set to '4 - Year'. To the right, 'Description' is 'Year', 'Period Type' is 'year', 'Delay Between Close' is '0' with a 'DAYS' dropdown, 'Roll Up DB Reports' is 'No' (highlighted with a green box), and 'Store T-Log Data' is 'No'. The 'Report Parameters' section includes 'Reclose Security' (5), 'Force Close Pending Security' (5), 'Override AEOD Security' (9), and several checkboxes: 'Print Automatically' (unchecked), 'Force Cashier Closed' (checked), 'Cashier Span Shifts' (unchecked), 'Force Cashier To Print' (unchecked), 'Allow Close With No Activity' (unchecked), and 'Allow Suspended Sales' (unchecked). The 'Configure Group List' section has a dropdown set to '4 - Year' and a list of items: 'Summary By Register', 'Department', 'Tax', 'Fueling Position/ Product (Hose)', 'Fuel DCR Statistics', and 'Network Card'. An 'Edit' button is next to the list.

Enable Year Reports

1. From the Configuration Client, navigate to Reporting > Report Configuration.



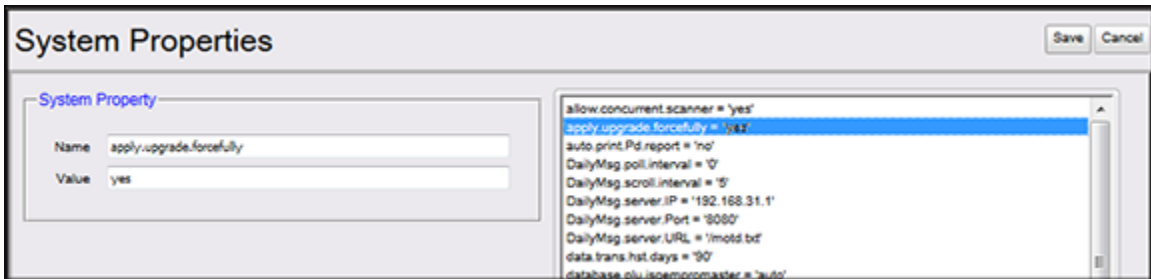
2. Select **[Year]** from Period Configuration.
3. Select **[Yes]** for Roll Up DB Reports.
4. Click **[Save]**.

A screenshot of the 'Report Configuration' dialog box. The dialog has a title bar with 'Report Configuration' and buttons for 'Save' and 'Cancel'. Below the title bar are three tabs: 'Report Configuration', 'Auto End OF Day(AEOD)', and 'Manager Workstation'. The 'Report Configuration' tab is active. The 'Period Configuration' section contains a dropdown menu set to '4 - Year', a 'Description' field with 'Year', a 'Period Type' dropdown set to 'year', a 'Delay Between Close' field with '0' and a 'DAYS' dropdown, a 'Roll Up DB Reports' dropdown set to 'Yes', and a 'Store T-Log Data' dropdown set to 'No'. The 'Report Parameters' section includes three security dropdowns (Reclose Security: 5, Force Close Pending Security: 5, Override AEOD Security: 9) and a list of checkboxes: 'Print Automatically' (unchecked), 'Force Cashier Closed' (checked), 'Cashier Span Shifts' (unchecked), 'Force Cashier To Print' (unchecked), 'Allow Close With No Activity' (unchecked), and 'Allow Suspended Sales' (unchecked). The 'Configure Group List' section has a dropdown set to '4 - Year' and a list of items: 'Summary By Register', 'Department', 'Tax', 'Fueling Position/ Product (Hose)', 'Fuel DCR Statistics', and 'Network Card'. An 'Edit' button is next to the list. At the bottom, a warning icon and text state: 'Roll Up DB Reports' will take effect only after the next period close or after Commander reboot.

A APPENDIX

Apply Upgrade Forcefully Systems Property

Most major oil brands have chosen for their corporate and affiliate sites to have the *apply.upgrade.forcefully* Systems Property enabled in their software download packages. In these instances, the *apply.upgrade.forcefully* value is already set within the application to 'yes', and **cannot be edited or changed**. In those software packages, the *apply.upgrade.forcefully* System Property is hidden and not accessible when viewing the systems Properties list. See the table below for the FEPS and Brands that have the system property enabled and non-visible.

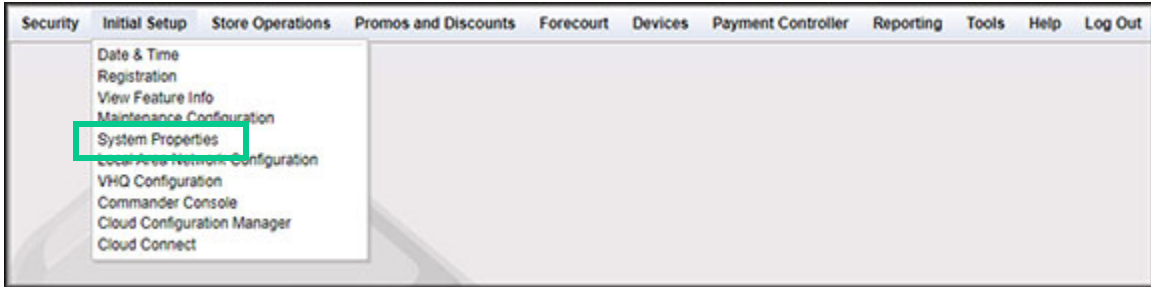


| FEP/Brand | Apply Upgrade Forcefully Systems Property |
|-----------------------|---|
| BP (Bypass) | Non-Configurable |
| Chase | Non-Configurable |
| Chevron | Non-Configurable |
| CITGO | Non-Configurable |
| ExxonMobil | Non-Configurable |
| HPS | Non-Configurable |
| Marathon | Non-Configurable |
| Phillips 66 | Non-Configurable |
| Shell | Non-Configurable |
| Sunoco | Non-Configurable |
| Valero | Non-Configurable |
| Remaining FEPs/Brands | Configurable |

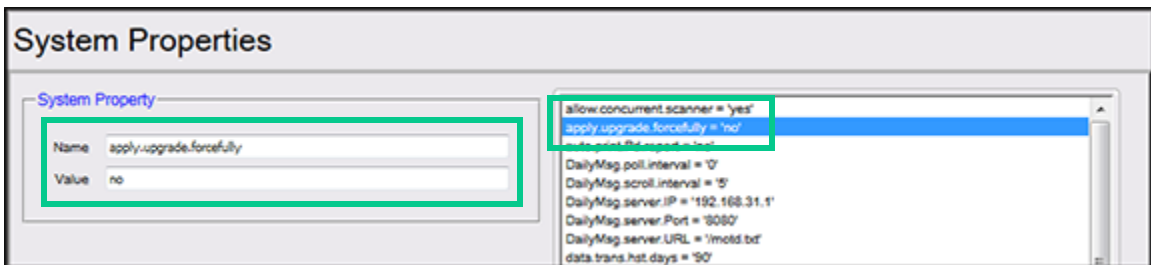
Enabling Auto Applied Upgrade

If the *apply.upgrade.forcefully* Systems Property is visible and configurable and to enable the feature, the logged in user must have permissions to edit System Permissions.

1. Navigate to Initial Setup > System Properties.



The system parameter *apply.upgrade.forcefully* is the controlling variable. By default the parameter value is set to 'no'.



2. Locate and select the *apply.upgrade.forcefully* parameter.
3. Edit the parameter value and set the value to 'yes'.
4. Click **[Save]**.

