



Smart **TERMINAL**™ **UPDATE**

TLS Update

Let's Get Started...

This document provides important information about activating your Smart Terminal with the TLS Update. This whole process will take about 20 minutes.

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PCI SSC Extended Migration Completion Date

The Payment Card Industry Security Standards Council (PCI SSC) is extending the migration completion date to the 30th of June 2018 for transitioning from Secure Sockets Layer (SSL) and Transport Layer Security (TLS) v1.0 to a secure version of TLS (currently v1.1 or higher). These dates provided by PCI SSC as of December 2015 supersede the original dates issued in both PCI Data Security Standard v3.1 (PCI DSS 3.1) and in the Migrating from SSL and early TLS Information Supplement in April 2015.

Comprise Technologies has set a date of January 1st, 2018 - all older TLS technologies will be disabled. Customers who have not updated the terminals will no longer be able to process credit card payments. All that you will need to do is update your terminals. To prepare for the update, please verify the Smart Terminal can connect to 67.192.236.186 via the FTP protocol. Please contact us to let us know when you can begin working on this with us. There is some back end set up for us to do before you power cycle the terminals.

If you have any questions please reach out to our PCI Compliance Officer, Christopher Hayes, at 800-531-0132 ext. 236 or by email at Chayes@comprisetechnologies.com. I am more than happy to respond to all questions or concerns you may have.

Sincerely,

Christopher

Christopher Hayes
PCI Compliance Officer
CHayes@CompriseTechnologies.com
800-531-0132 ext. 236

Let's Begin

We have made updating a Smart Terminal easy. Our Support Team has configured everything on our end, all you must do is reboot the Smart Terminal.

To prepare for the update, please verify the Smart Terminal can connect to 67.192.236.186 via the FTP protocol. When the Smart Terminal is restarted by unplugging the power source, waiting 10 seconds, and then plugging it back in, the boot up screen sequence should be as follows...



Verify Appl's Signature...

Signature OK, start appl.

Server Version: x.x.x

Current Version: x.x.x

Followed by the appropriate idle screen which would say "Touch the screen to begin"

If during any of the startup sequences, the screen halts at the following screen for more than 30 seconds, please power cycle one more time.



During the upgrade process, the terminal should automatically restart itself 3 times. When it boots up after the 3rd time, it will be fully updated and ready for testing. During the upgrade, and automatic restarts, you should see the following series of screens. These are to enable you to know if the upgrade is taking place successfully. **As mentioned above, if at any point during the startup process, it holds at the above depicted screen, please power off and power on manually.**

Software Update

This 1st cycle will take approximately 2-3 minutes then restart automatically.

Verify Appl's Signature...

Signature OK, start appl.

1

Download Smart_Checkout_API now...

Don't Power off...

>>>>>>>

2

Verify Smart_Checkout_API now...

Signature OK, start appl.

>>>>>>>>

3

Upgrade now...

Don't power off...

>>>>>>>>>>>>

4

This 2nd cycle will take approximately 2-3 minutes then restart automatically.

Verify Appl's Signature...

Signature OK, start appl.

1

Download PP795_Graphics now...

Don't power off...

2

Upgrade now...

Don't power off...

>>>>>>>>>>>>

3

Appl has terminated. Exit code is 0.

4

Software Update Continued...

This 3rd cycle will take approximately 2-3 minutes then restart automatically.

Verify Appl's Signature...

Signature OK, start appl.

1

Download vmlinux now...

Don't Power off...

>>>>>>>>

2

Upgrade now...

Don't power off...

>>>>>>>>>>>>

3

Appl has terminated. Exit code is 15

4

During this final boot-up, you will see the first two screens here. After that it may sit idle on the last screen, please wait for approximately 2-3 minutes. **Important: Make sure this new design is displayed.**

Verify Appl's Signature...

Signature OK, start appl.

Server Version: 2.0.0

Current Version: 2.0.0

1



2



3

SUCCESS!!!

Once you have completed these steps you are ready to start testing. Once testing is completed you can go LIVE with your Smart Terminal(s).

We Are Here to Help!



Call us 800-531-0132

***PLEASE HAVE YOUR TID (TERMINAL ID NUMBER) READY, WHEN CALLING IN FOR ASSISTATNCE ***