



Applying a configuration update

[November 2020]



1 PREPARING FOR THE UPDATE - WINDOWS AXEPT SERVICE

This guide details the steps to follow on your integrated **axept**® solution in order to download and apply the mandated configuration update. Section 1 is for Windows **axept**® Service installs only. Please move to Section 2 for integrated S800 or S900 Terminals.

INFO **Note:** There may minor variations to the message displayed dependent on the software running on the POS. Please contact Customer Support if you have any queries.

01 Before attempting to perform a software update, please ensure there are no stored transactions present. Stored transactions are identified by polling the TransactionStorageManager or by using the test client.

If utilising the Test Client then you will need to first press the 'Subscribe' button under the 'Subscription' tab (fig a). Once subscribed (as indicated by the Core Processor Status now showing text) you need to go to the 'Transaction Storage Tab and check the number shown in the 'Outstanding Submissions' text box (fig b). If that number exceeds 0 please move on to the next step, otherwise Move to section 3 Applying the Update – Windows Acept Service

fig. a

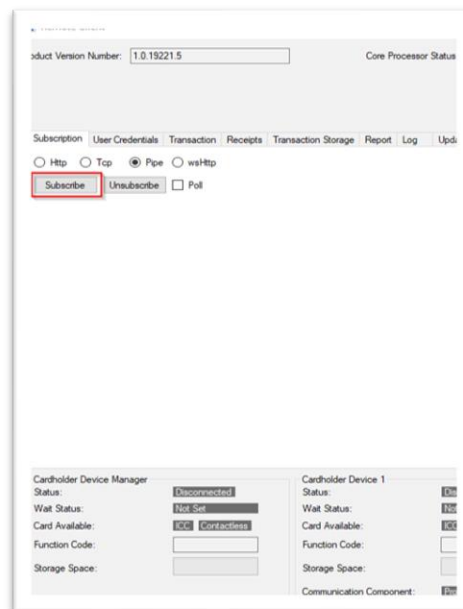
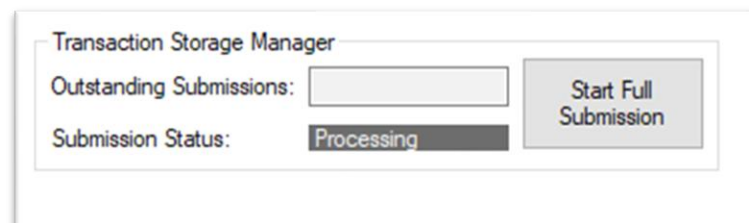


fig. b.

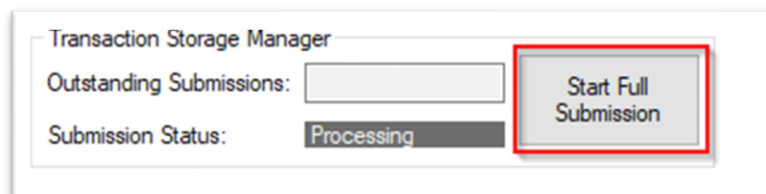


If stored transactions exist, please follow the steps below to upload the stored transactions.

INFO Please ensure the terminal is connected to the internet before attempting to upload stored transactions.

02 If you integrated offline storage submission features within your POS application, you should start the 'StartStoredTransactionSubmission' function to begin the upload of stored data. Monitoring the TransactionStorageManager and Core will give you updates regarding the status of the upload.

If using the Test Client you need to press the 'Start Full Submission' button under the Transaction Storage tab to begin the process. The Submission Status will confirm the current status and the number of outstanding submissions should reduce down to 0.



03 Upload has completed, the Outstanding submissions should now show '0' and you can proceed with the update.

INFO If stored transactions are still showing after performing the upload, please do not attempt the update and contact customer support on +44 (0) 208 102 8102* followed by option 2 for further assistance.

* Available Monday to Friday: 09:00 - 17:00

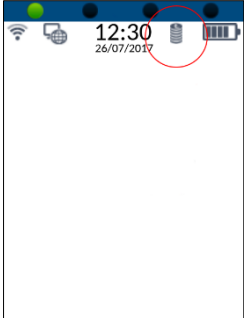
2 PREPARING FOR THE UPDATE- S800 AND S900 INTEGRATED TERMINALS


This guide details the steps to follow on your **axept**® terminal in order to download and apply the mandated configuration update.

INFO You must be in Semi integrated mode to be able to follow these steps. In order to move to Semi integrated please log out of your terminal and press the 'Func' key Selecting Semi integrated from the menu.

Note: There may minor variations to the message displayed dependent on the software version running on the terminal. Please contact Customer Support if you have any queries.

01




Before attempting to perform the software update, please ensure there are no stored transactions present on the terminal. Stored transactions are identified by the stored transaction icon  with the number of transactions shown underneath.

If there are no stored transactions on the terminal, please proceed to section [0 - Applying the Update](#)


If stored transactions exist, please follow the steps below to upload the stored transactions.

INFO Please ensure the terminal is connected to the internet before attempting to upload stored transactions.

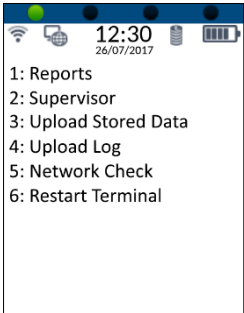
02




From the main menu, select option **5: Menu**

(Press the  key on the keypad).

03

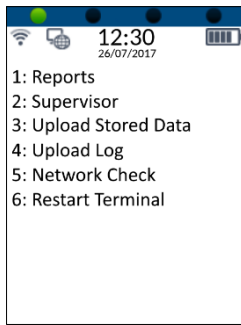



To initialise the upload, select option **3: Upload Stored Data**

(Press the  key on the keypad).

Please be patient whilst the transactions are uploaded (time required is dependent on number of transactions to be uploaded and internet connection speeds).

04



Once the upload has completed, the stored transaction icon  will no longer be displayed.

INFO

If the stored transaction icon is still displayed after performing the upload, please do not attempt the update and contact customer support on +44 (0) 208 102 8102* followed by option 2 for further assistance.

* Available Monday to Friday: 09:00 - 17:00

3 APPLYING THE UPDATE – WINDOWS AXEPT SERVICE

Please ensure that the terminal is ready to apply the update by following the steps in section 1 - [Preparing for the update – Windows axept Service](#).

3.1 Terminal Configuration Updates

- 01** If the option exists within your POS please simply now call the ‘Check for Updates’ Function. Otherwise the simplest method to complete a configuration update is simply to delete the existing configuration data. Should you be unable to check for updates via the POS please follow the steps below.

In the example below I navigate to the C:\ but simply substitute this with the Primary drive allocation as necessary.

Navigate to C:\ProgramData\Optomany\Axept\ConfigurationData

Acquirer.dld	12/02/2020 11:51	DLD File	11 KB
AcquirerCallFailureEngine.dld	12/02/2020 11:51	DLD File	1 KB
AcquirerCVMOverride.dld	12/02/2020 11:51	DLD File	1 KB
AcquirerDefaults.dld	12/02/2020 11:51	DLD File	1 KB
AcquirerReferralTelephoneNumber.dld	12/02/2020 11:51	DLD File	14 KB
AID.dld	12/02/2020 11:51	DLD File	4 KB
AIDContactlessDeclineHandlingOverride....	12/02/2020 11:51	DLD File	2 KB
AIDCurrency.dld	12/02/2020 11:51	DLD File	2 KB
AllowedCardScheme.dld	12/02/2020 11:51	DLD File	3 KB
AllowedCardSchemePaymentLimit.dld	12/02/2020 11:51	DLD File	1 KB
BrandingConfiguration.dld	12/02/2020 11:51	DLD File	2 KB
BrandinImage.dld	12/02/2020 11:51	DLD File	86 KB

You should see a number of dld files. These files represent the existing configuration in place for the installed Windows axept Service. Delete the contents of this directory – The service can continue running if you wish as the config is loaded at startup and not utilised once loaded.

- 02** Reboot the POS. It isn’t necessary to power down the S300 PED.

- 03** Once the POS has rebooted. Log back in as normal. This may take a little longer than usual as a configuration update will be downloaded and applied.

If you deleted the files manually in step one then the windows axept service will realise the configuration files are not present and download a fresh set from the Optomany platform.

- 04** Update Complete

4 APPLYING THE UPDATE – S800 AND S900 INTEGRATED TERMINALS

Please ensure that the terminal is ready to apply the update by following the steps in section 2 - [Preparing for the update – S800 and S900 Integrated Terminals](#).

4.1 Terminal Configuration Updates

01



From the main menu, select option **5: Menu**

(Press the **5 JKL** key on the keypad).

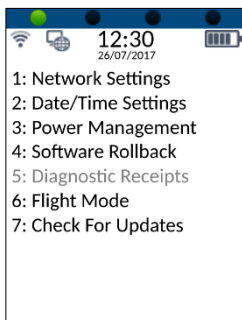
02



From the Terminal menu, select option **2: Supervisor**

(Press the **2 ABC** key on the keypad).

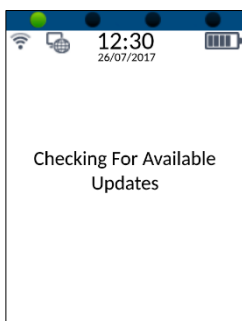
03



Check for updates, select option **7: Check For Updates**

(Press the **7 PQRS** key on the keypad).

04



axept® will check for available updates.


05



If a configuration update is available and has been assigned to the terminal, axept® will start to download the configuration update. Please be patient whilst this downloads as it may take several minutes.

06



After the download is complete, the update icon  will be displayed and axept® will require you to logon and logon again. axept® will return to the main menu.

07



From the main menu, select option **6: Logout** to logout and then logon again.

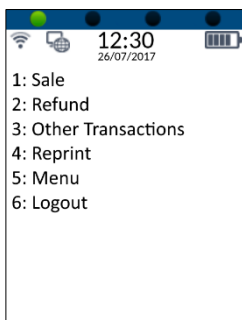
(Press the  key on the keypad).

08



After logging on, axept® will start applying the configuration update. Please be patient as this may take several minutes. The terminal will return to the main menu once the configuration update has been applied.

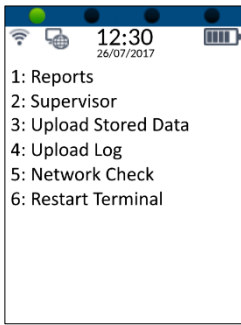
09



Once logged in, from the main menu, select option **5: Menu**

(Press the  key on the keypad).

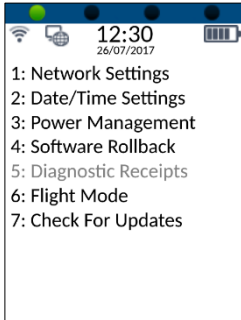
10



From the Terminal menu, select option **2: Supervisor**

(Press the **2 ABC** key on the keypad).

11

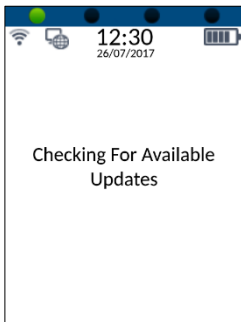


Check for updates, select option **7: Check For Updates**

(Press the **7 PQRS** key on the keypad).

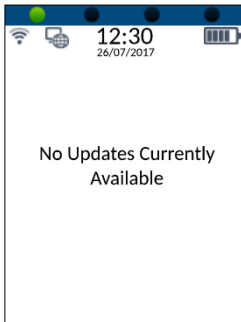
INFO This secondary check is required to confirm with the central platform that the update has been applied.

12



axept® will check for available updates.

13



axept® will display '**No updates Currently Available**' if no updates are available or has not been assigned to the terminal.

INFO If you had to change to Semi Integrated Mode, please now return to Fully Integrated. This is achieved by pressing the 'Func' key when logged out and selecting Fully Integrated from the menu

CONTACT INFORMATION

If you have any questions or require support, please get in touch with us using the details below:

123Send Customer Service

Phone: 0800 54 23 123
Email: customerservice@123send.net

Customer Service Hours:

Days	Hours Covered
Monday - Saturday	09:00 – 17:00
Sunday and Bank Holidays (excluding Christmas Day)	10:00 – 17:00

Non-urgent requests can be emailed to customerservice@123send.net.

E-mails will be actioned within the business hours of Monday to Friday 9:00 am to 5:00 pm. Upon receipt, an Optomany helpdesk ticket is used to track and record the request detail. A ticket is automatically generated on receipt of an email to customerservice@123send.net.

A unique reference number is allocated to each ticket - this is automatically notified to the email sender by return email. This unique reference should then be quoted in all further emails within the email subject line.

Should you need to contact 123Send for something other than support, the details are below.

123Send Head Office

Address: 123Send Ltd.
Building 40,
Suite 3,
Churchill Square,
Kings Hill,
Kent,
ME19 4YU.

Phone: 0800 54 23 123
Email: info@123send.net