



Technical Service Bulletin

To: Allied Customers, Vendors, Helpdesk, Field Service Personnel

From: Allied Engineering

Date: 17 October 2022

Re: NeXGen Prime SSD Handling

Introduction:

The purpose of this TSB is to inform anyone supporting the NeXGen Prime Forecourt Controller (NXGP) of the limitations and risks of manually handling or changing the contents of the NXGP's solid state drive (SSD).

Overview:

Unlike the compact flash drive of the legacy NeXGen Forecourt Controller, files on the NeXGen Prime's SSD **CANNOT** be modified manually. Attempts to do so may result in the NXGP becoming unresponsive.

These files include the **NEXGEN.INI** file. Changes to the IP settings should only be made using Allied's DGS utility. If it's not possible to use the DGS utility, you can change the IP configuration with a USB drive. This process should only be used if it's not possible to communicate with NXGP via Ethernet or serial connection. Contact SupportRequest@AlliedElectronics.com for the procedure to modify IP settings via USB.

Further, due to the hidden file structure of the SSD and strict access permissions, cloning may only be performed by Allied's production personnel using specific hardware and software applications. Any attempts to clone the SSD outside of Allied will likely result in a failed SSD, which will need to be returned to Allied for repair.

Contact Allied Electronics Technical Support for more information.

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