



## Technical Service Bulletin

To: NeXGen Service and Help Desk Personnel

From: Allied Electronics Technical Support

Date: June 16, 2014

Re: PA-DSS Software Downloads

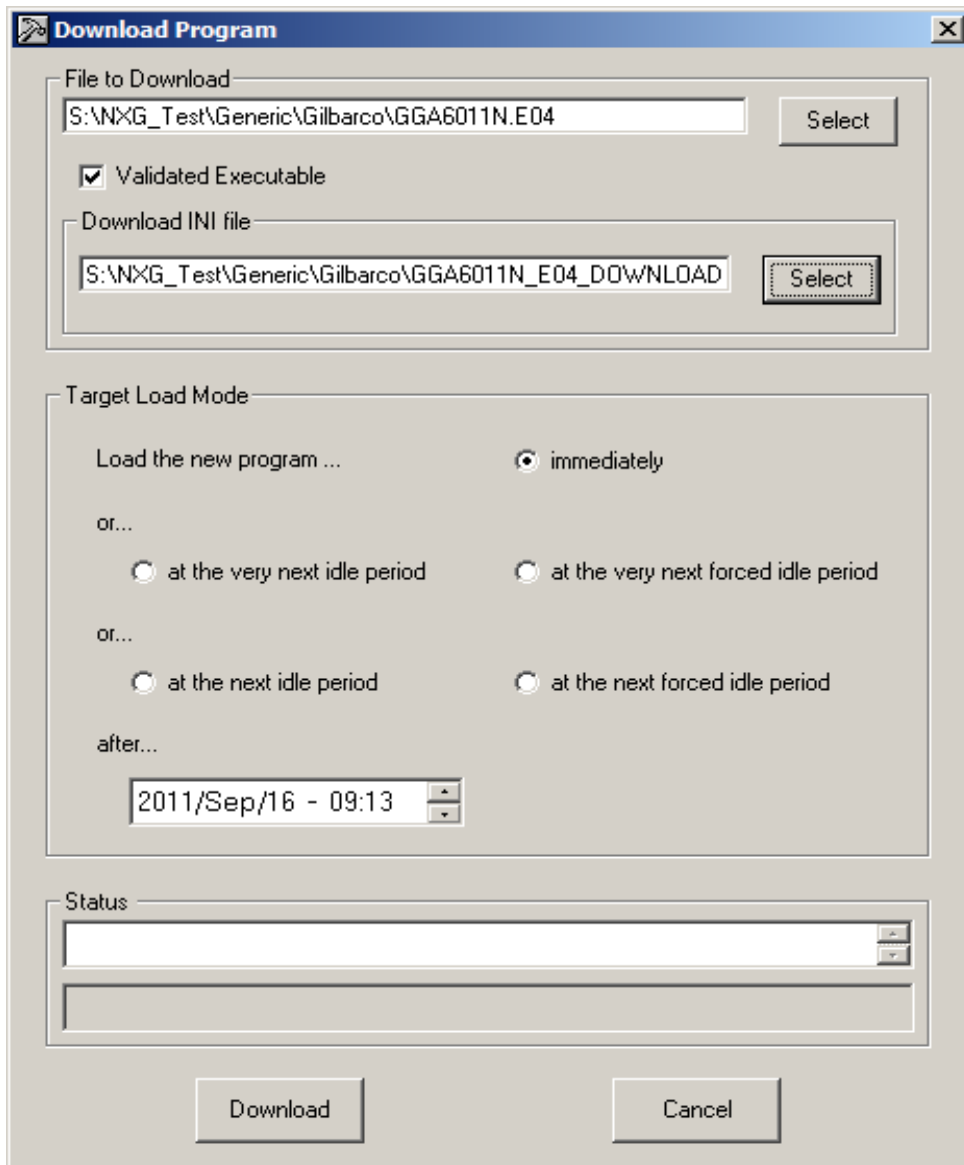
*\* For the remainder of this document, the NeXGen controller will be referred to as **NXG**.*

An assumption **MUST** be made that the individual performing the following procedure has acquired a basic understanding of **NXG** and the **ANDI\_DGS** utility. This includes being able to set up and log on as an "administrator" (Refer to the TSB, "ANDI\_DGS Username and Password Management" for more information). **ANDI\_DGS version 3.3.5 or newer** is required when performing a PA-DSS software download to NXG.

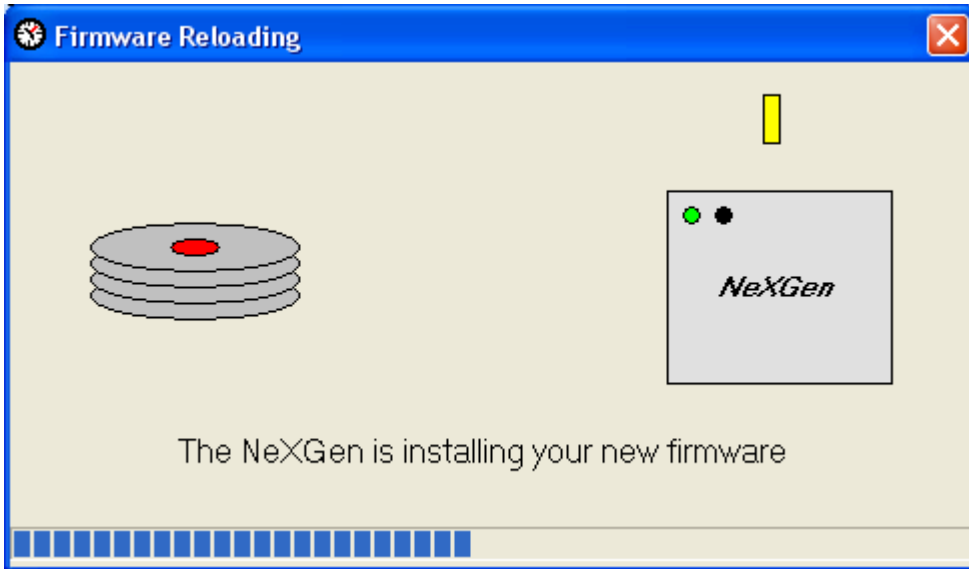
In order to properly and successfully perform a PA-DSS software download to NXG, the following steps are absolutely **REQUIRED**:

- 1) Launch ANDI\_DGS and connect to NXG via Ethernet. **Note: DO NOT attempt to download software via Serial connection!**
- 2) Verify that the user is logged on as an "administrator"
- 3) Click on the **Utilities** tab
- 4) From the **Utilities** tab, click on the **Download** button under **Firmware Control**
- 5) A **Download Program** box will appear. Refer to the following example:

*Fueling the Future of Service Station Automation*



- 6) In the **Download Program** box, click the *Select* button and obtain the PA-DSS NXG software to be downloaded (i.e. GGA6011N.E04)
- 7) Verify that the **Validated Executable** box contains a check mark
- 8) In the **Download INI file** box, click the *Select* button and obtain the validated executable INI file provided with the NXG software (i.e. GGA6011N\_E04\_DOWNLOAD)
- 9) Under **Target Load Mode**, choose a time period and click *Download*
- 10) A **Confirm Download** box will appear asking you to choose *Yes* or *No*
- 11) After clicking *Yes*, blue boxes will appear in the *Status* bar from left to right
- 12) A **Firmware Reloading** box will appear, giving you the status of the software download. Pay close attention as the verbiage changes. Refer to the following example:



- 13) The red status light on NXG will briefly remain solid during this process and will go out before the process is completed. This can take upwards of 5 or more minutes to complete. **BE PATIENT! THIS PROCESS MUST NOT BE DISRUPTED! ANY ATTEMPT TO DO SO CAN RESULT IN THE CORRUPTION AND FAILURE OF THE NXG'S INTERNAL COMPACT FLASH!**
- 14) Upon completion of the software download, NXG will beep once indicating that the operating system is loading
- 15) Approximately 30 seconds later, NXG will beep twice indicating that the NXG software is loading
- 16) Approximately 5 seconds later, NXG will beep three times indicating that it found an IP address
- 17) At this point, a box will appear indicating that the download is complete and NXG found an IP address. Refer to the following example:



- 18) The NXG software download is complete
- 19) Launch ANDI\_DGS and connect to NXG
- 20) Click on the **Status** tab and verify that the NXG is running the new software that was just downloaded

**Note:** From the moment a PA-DSS version of NeXGen software is loaded into NXG, **ANY** future downloads, PA-DSS or otherwise, **MUST** be accompanied by a validated executable INI file.

Contact Allied Electronics Technical Support with any questions or concerns:

800-223-3619

[SupportRequest@AlliedElectronics.com](mailto:SupportRequest@AlliedElectronics.com)