

Frequently Asked Questions: Incident 525

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FREQUENTLY ASKED QUESTIONS

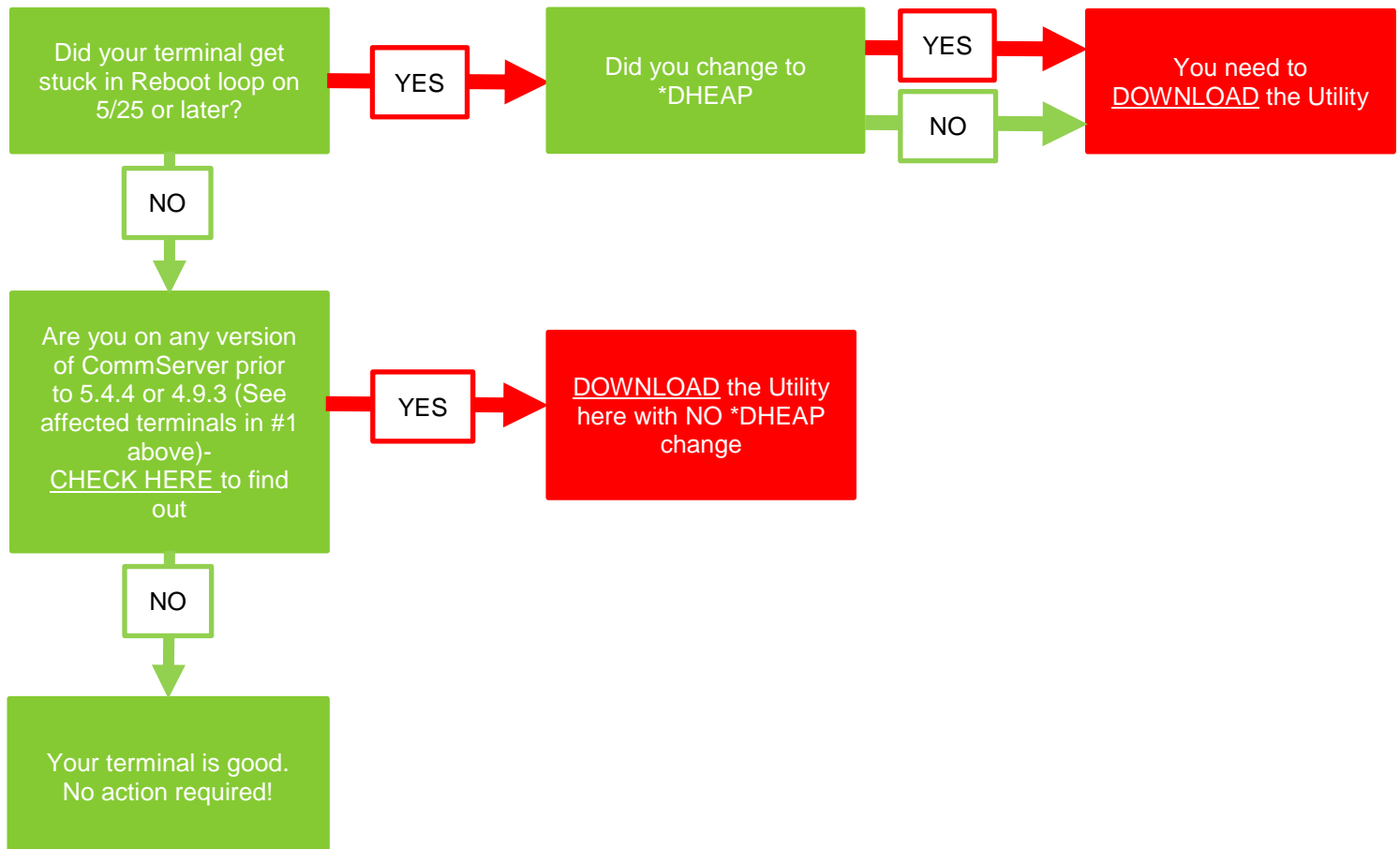
1. What is Incident 525?

Incident 525 is an issue that is causing some VX and e355 payment terminals which utilize CommServer software to continuously reboot. Terminals running CommServer Versions prior to version 5.4.4 or the VX 680 and VX 820 Duet running SoftPay with Comm Server prior to 4.9.3 could be affected. This issue is not solved by power cycling the terminals. VX terminals (VX 520, VX 805, VX 820, VX 820 Duet, VX 680, VX 690 and VX 675) and e Series terminals (e315, e315m, e335, e355) with CommServer software prior to version 5.4.4 or 4.9.3 could be impacted by this issue.

2. How do I know if I am affected?

Follow the below chart to find out if you are affected.

NOTE: There may be further action required even if your terminal did not go into a reboot cycle on or around May 25th, 2019.



3. Which devices are affected?

Terminals running CommServer Versions prior to version 5.4.4 or the VX 680 and VX 820 Duet running SoftPay with Comm Server prior to 4.9.3 could be affected.

VX Devices: VX 520, VX 805, VX 820, VX 820 Duet, VX 680, VX 690 and VX 675

eSeries Devices: e315, e315m, e335, e355

4. Where do I go for help?

[Where is the support portal?](#)

[Check your version of CommServer HERE](#)

[Download your utility HERE](#)

Note: It takes ~10 seconds over IP and ~60 seconds to download the 2.5 Utility over Dial Up

[Sign up for status updates and emails HERE](#)

Username: `verifone_client` and Password: `Vfi85W1$#`

If you have additional questions or issues, we have live agents waiting to help walk you through this process. Please raise a ticket through the Verifone [Support Portal](#) or call 1-800-342-9080, Option 2 to make sure we get you the proper support.

5. Support Portals and Login Details

Support updates and emails can be registered for at support.verifone.com (The Verifone Support Portal). Status updates and actions are up-to-date on this site and any changes on Incident 525 can be registered for by signing up on this portal.

Username: `verifone_client` and Password: `Vfi85W1$#`

6. How do I know who my processor is?

If you are unsure of who your processor is, there is typically a sticker on the side of your terminal with your processor name and support number.

If you are still unclear, check your last settlement report or bill and there should be a company name listed.

7. The directions say, “Enter system password,” but I don’t know my password:

Enter in the System Level password assigned to your location. If you do not know your password, contact your corporate IT. If your corporate IT does not know your password, please contact your processor or integrator.

Please note for security reasons, Verifone does not have visibility to passwords for devices.

8. I am trying to follow the instructions, but my password times out on the VX 805 or VX 820.

VX Devices: VX 520, VX 805

How to use alphanumeric keyboard:

The keypad contains horizontal rows of numeric keys with alphabetic characters. The keypad accepts numeric key strokes as the default. To activate the alphabetic characters, press the **[Alpha]** key located above the keypad between the purple keys. Refer to the graphic in the [download utility HERE](#). The location of the **[Alpha]** key may vary. For some terminals this key may be located in the last vertical row to the right on the terminal.

To change from a numeric digit to an alpha character, press the numeric key first that displays the desired alpha characters, and then press the **[Alpha]** key until the target alpha character displays. For example, the numeric key **2** represents the digit 2 as well as the alpha characters A, B and C. Press the **[Alpha]** key once to display the letter A, press twice to display the letter B, and press three times for the letter C to display. In some instances, to enter lower case letters, continue pressing the **[Alpha]** key till lower case letters display. To display lower case (a), press the numeric key 2 followed by pressing the **[Alpha]** key 4 times. Press the numeric digit 1 and then press the **[Alpha]** key once to display the period (.) symbol, used between digits for IP addresses. For example: 10.63.222.55.

Press the numeric key 2, and then press the **[Alpha]** key continuously until the desired alpha character displays. Press the **[Alpha]** key once to display the alpha letter A, press twice to display the alpha letter B, and press three times for the alpha letter C to display.

9. I am trying to follow the instructions, but my password times out on my touch screen terminal:

VX Devices: VX 820, VX 820 Duet, VX 680, VX 690 and VX 675

eSeries Devices: e315, e315m, e355

Be sure you wait for the corresponding asterisk * to appear on the screen. If you type the password in too quickly (press keys back to back too quickly) you will not be able to log in. Ensure that your key presses become asterisks before pressing the next key.

10. Will the VX or e Series terminals listed just stop working on June 25th, 2019 or will they fail only if they go through a power cycle similar to the May 25th incident?

If you do not download the recommended utility to your terminal before June 25th, 2019, your terminal may be at risk of entering a reboot loop and unable to accept payments. Terminals running CommServer Versions prior to version 5.4.4 or the VX 680 and VX 820 Duet running SoftPay with Comm Server prior to 4.9.3 could be affected.

11. What happens if update is not done by June 25th?

If you do not download the recommended utility to your terminal before June 25th, 2019, your terminal may be at risk of entering a reboot loop and unable to accept payments. Terminals running CommServer Versions prior to version 5.4.4 or the VX 680 and VX 820 Duet running SoftPay with Comm Server prior to 4.9.3 could be affected.

12. I applied *DHEAP, do I still need to do anything prior to June 25th, 2019?

Yes, you need to download the utility for terminals running CommServer Versions prior to version 5.4.4 or the VX 680 and VX 820 Duet running SoftPay with Comm Server prior to 4.9.3 could be affected.

[Download your utility HERE](#)

Note: It takes ~10 seconds over IP and ~60 seconds to download the 2.5 Utility over Dial Up

Username: **verifone_client** and Password: **Vfi85W1\$#**

13. Will I need to take further action after I apply this utility?

This utility is valid until May 2020. Your processor will provide details on next steps (if any).

14. I got this email this morning and when I proceeded with it, in the end it gives me run failed. What next?

We have live agents waiting to help walk you through this process. Please raise a ticket through the Verifone [Support Portal](#) or call 1-800-342-9080, Option 2 to make sure we get you the proper support.

Username: **verifone_client** and Password: **Vfi85W1\$#**

15. I am trying to do this however after selecting TCP I am receiving an error. What now?

We have live agents waiting to help walk you through this process. Please raise a ticket through the Verifone [Support Portal](#) or call 1-800-342-9080, Option 2 to make sure we get you the proper support.

Username: **verifone_client** and Password: **Vfi85W1\$#**

16. The instructions have no mention for Dial-Up terminals.

Dial up instructions are in the Utility Document. [Download your utility HERE](#)

Note: It takes ~10 seconds over IP and ~60 seconds to download the 2.5 Utility over Dial Up

Username: `verifone_client` and Password: `Vfi85W1$#`

17. The instructions for checking the CommServer version are now working.

We have live agents waiting to help walk you through this process. Please raise a ticket through the Verifone [Support Portal](#) or call 1-800-342-9080, Option 2 to make sure we get you the proper support.

Username: `verifone_client` and Password: `Vfi85W1$#`

18. What are helpdesk hours?

Helpdesk support is available 24 hours a day, 7 days a week. We have live agents waiting to help walk you through this process. Please raise a ticket through the Verifone [Support Portal](#) or call 1-800-342-9080, Option 2 to make sure we get you the proper support.

Username: `verifone_client` and Password: `Vfi85W1$#`

19. How long is your helpdesk wait time?

We have ramped up call center agents and have live agents on standby waiting to help walk you through this process. Call times typically peak from 10:00 AM EST to 3:00 PM EST. For shorter wait times, please try calling in during off-peak hours.