Subject: 6.1 Software upgrade to 2015 failing

Hardware: All

Software: 6.1

Effective Date: Immediately

Description:

Terminals are unable to upgrade 6.1 directly to 2015 Application

Impact:

The 2015 upgrade will not complete.

Resolution:

Terminal must successfully upgrade to 2014 first.

As per the 6.1 terminal configuration, terminals are contacting our old TMS and downloading 2014 application.

Once the terminal has been upgraded to 2014, it is then pointed to the new Skyzer TMS for all future TMS updates.

As the terminal is now compliant (PTS2014) it can either be left to automatically contact TMS and upgrade to 2015 or perform function 2468 on the terminal to upgrade to 2015 immediately.