



Technical Service Bulletin

To: NeXGen Service and Help Desk Personnel

From: Allied Electronics Technical Support

Date: March 15, 2012

Re: *Non PA-DSS* Software Download Procedures to the NeXGen Controller*

* 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. **ANDI_DGS version 3.3.5 or newer** is required when performing a NXG software download.

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

1) Launch ANDI_DGS and connect to NXG via **Ethernet**

*****Note: One should NEVER attempt a NXG software download via Serial connection!*****

2) Log On as an "administrator" if applicable (PCI systems)

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

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Download Program

File to Download

Select

☐ Validated Executable

Download INI file

Select

Target Load Mode

Load the new program ... ☒ immediately

or...

☐ at the very next idle period ☐ at the very next forced idle period

or...

☐ at the next idle period ☐ at the next forced idle period

after...

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Status

Download Cancel

- 6) In the **Download Program** box, click the *Select* button and obtain the NXG software to be downloaded
- 7) Verify that the "Validated Executable" box is NOT checked
- 8) Under *Target Load Mode*, choose a time period. Refer to the following example:

Download Program

File to Download
 S:\NXG_Test\Generic\Gilbarco\GGA5030N.E10 Select

☐ Validated Executable

Download INI file
Select

Target Load Mode

Load the new program ... ☒ immediately

or...

☐ at the very next idle period ☐ at the very next forced idle period

or...

☐ at the next idle period ☐ at the next forced idle period

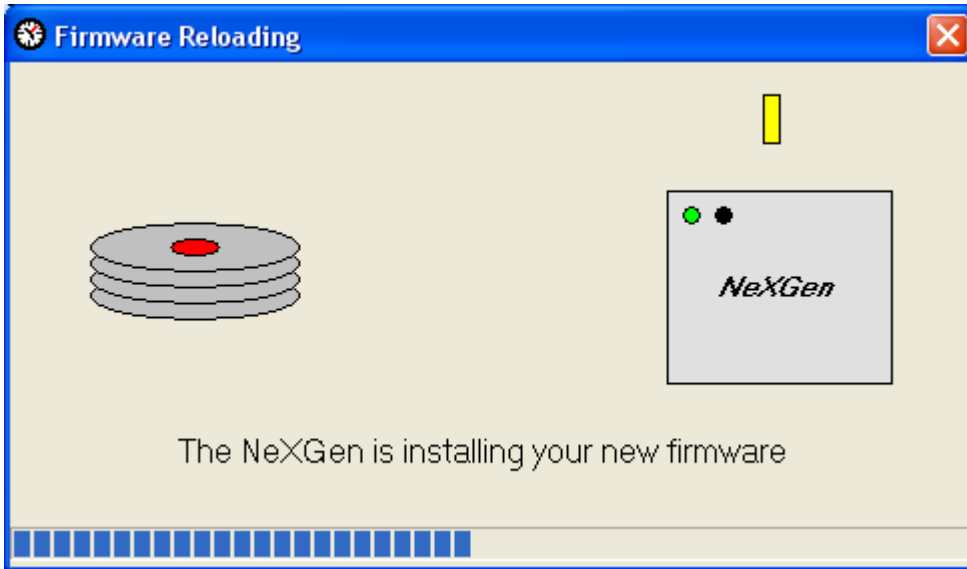
after...

2012/Mar/15 - 11:27

Status

Download Cancel

- 9) 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 remain solid during this process. 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

Contact Allied Electronics Technical Support with any questions or concerns:

800-223-3619

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