

## Technical Bulletin

### U-Scan ASM Manual Software Upgrade and Rollback Procedures

SC-TECH-06:18  
August 2, 2006

See the attached document from Fujitsu regarding how to upgrade and roll back the ASM software for U-Scan.

To Your Success,

A handwritten signature in blue ink, appearing to read "Anthony van Seester".

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*Anthony van Seester*

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The logo for U-SCAN, featuring the text "U-SCAN" in a bold, white, sans-serif font. The letter "S" is stylized with horizontal lines through it. The logo is positioned in the upper right corner of the red background.

U-SCAN®

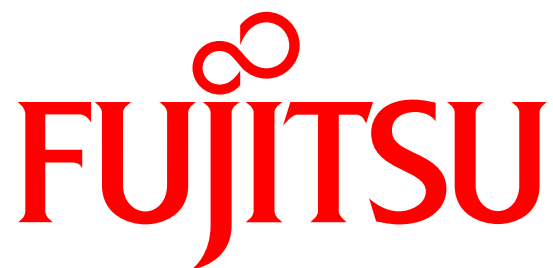
A large white circle containing the title text, centered on the red background. The text is in a bold, black, sans-serif font.

ASM Manual  
Software Upgrade  
and  
Rollback Procedures

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The Fujitsu logo, consisting of the word "FUJITSU" in a red, serif font. The letter "J" is stylized with a small infinity symbol above it.

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<b>Title:</b>	ASM Manual Software Upgrade and Rollback Procedures
<b>Date:</b>	January 27, 2006
<b>Audience</b>	Fujitsu U-Scan clients

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# U-Scan® ASM Manual Update Procedure

Perform this procedure to force an ASM update.

## 1. Close the Lanes and Exit the Attendant Station Software

- 1 Go to the Attendant Station.
  - 2 Close all Customer Stations to the public.
  - 3 Put all the Customer Stations into **Maintenance Mode**.
  - 4 Sign off of the Attendant Station.
  - 5 Exit the Attendant Station software.  
The Attendant Station **Launchpad** appears.
  - 6 If applicable, touch **Stop MA** to stop the U-Scan Mobile Attendant software.
  - 7 Touch **Exit Launchpad**.
  - 8 Touch **Yes** to confirm.
- 

## 2. Exit the Customer Station Software

Perform the following steps at **each** Customer Station you wish to update.

- 1 Go to the Customer Station.
  - 2 On the **Maintenance Mode** screen, touch **Stop Robot**.
  - 3 Touch **Yes** to confirm.  
The Customer Station **Launchpad** appears.
  - 4 If applicable, stop the POS application. For example, touch **Stop TS** or **Stop ACR/SIA**.  
**NOTE:** *On the **Launchpad** at some stores, there is no button to stop the POS application. In this case, no action is required.*
  - 5 Touch **Exit Launchpad**, then click **Yes** to confirm.  
The desktop displays.
-

# U-Scan® ASM Manual Update Procedure (Cont'd)

## 3. Verify the Software Version

Perform the following steps at **each** Station (Attendant or Customer) you wish to update.

- 1 On the desktop, double-click **My Computer**.
  - 2 Double-click **(C:\)**.
  - 3 At the Customer Station, double-click the **Robot** folder.  
**OR**  
At the Attendant Station, double-click the **Cashier** folder.
  - 4 Double-click the **Data** folder.
  - 5 Locate the **version.dat** file.
  - 6 Double-click **version.dat**.
  - 7 Note the current software version.  
**EXAMPLE: StoreDivxxxx**
  - 8 Close the file.
  - 9 Close the window you are working in.
- 

## 4. Copy the Update Package(s) to the Update Folder

Perform the following steps at **each** Station (Attendant or Customer) that you wish to update.

- 1 **If you have NOT been provided with an update package**, locate the update packages needed (**updxxxx.zip** file) on a working Computer that is running the appropriate software version.
    - a Look in the following folders for the update package:  
**C:\optimal\update\history**  
**C:\robot\upd** (at the Customer Station)  
**C:\cashier\upd** (at the Attendant Station)
    - b If there is no update package in these folders, obtain the update from the Fujitsu U-Scan FTP site.
  - 2 **If you have been provided with an update package**, locate the update package on the CD or diskette.
  - 3 Copy the update package to the **C:\optimal\update\history** folder.
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# U-Scan® ASM Manual Update Procedure (Cont'd)

## 5. Copy Forceupd to the Work Folder

Perform the following steps at **each** Station (Attendant or Customer) that you wish to update.

- 1 On the desktop, double-click **My Computer**.
  - 2 Go to (C:\) \ **Optimal** \ **Update** \ **Bin**.
  - 3 Locate the **Forceupd.exe** file. If the file is not present, follow the steps below to locate it on another Station.
    - a On the desktop, double-click **My Network Places**.
    - b Go to **Entire Network** \ **Microsoft Windows Network** \ **Workgroup**.
    - c Double-click the Station you wish to access.
    - d Follow the path in step 2 above to locate the **Forceupd.exe** file.
  - 4 Right-click **Forceupd.exe** and select **Copy** from the menu.
  - 5 Close the windows you are working in.
  - 6 On the desktop, double-click **My Computer**.
  - 7 Go to (C:\) \ **Optimal** \ **Update** \ **Work**.
  - 8 Right-click on a clear area inside the window and select **Paste** from the menu.
  - 9 Ensure that the file is copied to the **Work** folder.
  - 10 Close the window you are currently working in.
- 

## 6. Apply the Manual Update

Perform the following steps at **each** Station (Attendant or Customer) you wish to update.

- 1 On the taskbar at the bottom of the screen, click **Start**.
- 2 Click **Run**.  
The **Run** screen appears.
- 3 Type **cmd** on the **Run** screen, then press **ENTER**.  
A black DOS screen appears.
- 4 At the **C:** prompt, type **cd optimal\update\work**.
- 5 Press **ENTER**.

# U-Scan® ASM Manual Update Procedure (Cont'd)

- 6 After the `c:\optimal\update\work` prompt, enter `forceupd xxxx` (where “xxxx” represents the update package number), then press **ENTER**.

**NOTE:** *If there are multiple update files, enter the file names in numerical order beginning with the **LOWEST** number. Press **ENTER** after each file name.*

**Example:** `C:\optimal\work> forceupd 0201[ENTER]`  
`C:\optimal\work> forceupd 0202 [ENTER]`

A maroon screen appears. The command prompt window reappears.

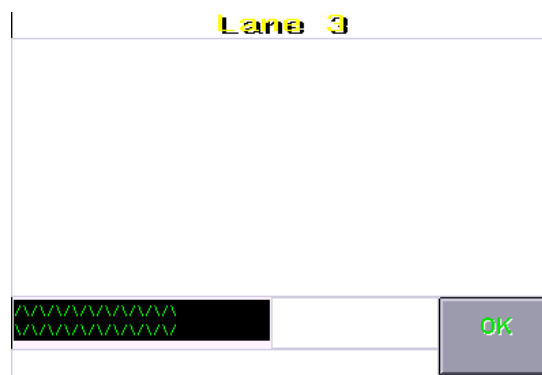
- 7 At the `C:\Optimal\Update\Work:>` prompt, type `exit` and press **ENTER**.
- 8 Go to **Start > Programs > Startup > Launchpad**.  
When the **Launchpad** is starting, at the top of the screen, check the Version to ensure the update was successful.  
**EXAMPLE:** (StoreDivxxxxxx)
- 9 If the software does not start automatically, touch **Start Robot** or **Start Cashier**.

**NOTE:** *You may have to stop the POS application from the **Launchpad**, if applicable.*

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## 7. Verify the U-Scan Functionality

- 1 Go to the Attendant Station.
- 2 Make sure that all Customer Stations have a connection to the Attendant Station. If there is **no** connection, green lines appear in the POS display area as shown below:



- 3 At each Customer Station, hold down the **ALT** key, then press **TAB** until the **Robot Control** icon is highlighted.
- 4 Release the **ALT** key.  
The **Robot Control** window displays.

## U-Scan® ASM Manual Update Procedure (Cont'd)

- 5 Make sure that the status icons next to the devices are green. If the status icons are not green, it can indicate a hardware or connection problem.
- 6 If necessary, perform the standard troubleshooting procedures for the device.
- 7 Touch the **Checkout Closed** screen to move the **Robot Control** window to the background.

# U-Scan® ASM Manual Rollback Procedure

Perform this procedure to manually “roll back” to the previous U-Scan software version. Only the latest ASM update can be rolled back; the process cannot roll back more than one ASM software update.

## 1. Close the Lanes and Exit the Attendant Station Software

- 1 Go to the Attendant Station.
- 2 Close all Customer Stations to the public.
- 3 Put all the Customer Stations into **Maintenance Mode**.
- 4 Sign off of the Attendant Station.
- 5 Exit the Attendant Station software.  
The Attendant Station **Launchpad** appears.
- 6 If applicable, touch **Stop MA** to stop the U-Scan Mobile Attendant software.
- 7 Touch **Exit Launchpad**.
- 8 Touch **Yes** to confirm.

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## 2. Exit the Customer Station Software

Perform the following steps at **each** Customer Station you wish to roll back.

- 1 Go to the Customer Station.
- 2 On the **Maintenance Mode** screen, touch **Stop Robot**.
- 3 Touch **Yes** to confirm.  
The Customer Station **Launchpad** appears.
- 4 If applicable, stop the POS application. For example, touch **Stop TS** or **Stop ACR/SIA**.  
**NOTE:** *On the **Launchpad** at some stores, there is no button to stop the POS application. In this case, no action is required.*
- 5 Touch **Exit Launchpad**, then click **Yes** to confirm.  
The desktop displays.

# U-Scan® ASM Manual Rollback Procedure (Cont'd)

## 3. Verify the Software Version

Perform the following steps at **each** Station (Attendant or Customer) you wish to roll back.

- 1 On the desktop, double-click **My Computer**.
  - 2 Double-click **(C:)**.
  - 3 At the Customer Station, double-click the **Robot** folder.  
**OR**  
At the Attendant Station, double-click the **Cashier** folder.
  - 4 Double-click the **Data** folder.
  - 5 Locate the **version.dat** file.
  - 6 Double-click **version.dat**.
  - 7 Note the current software version.  
**EXAMPLE: StoreDivxxxxxx**
  - 8 Close the file.
  - 9 Close the window you are working in.
- 

## 4. Copy Forceupd to the Work Folder

Perform the following steps at **each** Station (Attendant or Customer) that you wish to rollback.

- 1 On the desktop, double-click **My Computer**.
- 2 Go to **(C:) \ Optimal \ Update \ Bin**.
- 3 Locate the **Forceupd.exe** file. If the file is not present, follow the steps below to locate it on another Station.
  - a On the desktop, double-click **My Network Places**.
  - b Go to **Entire Network \ Microsoft Windows Network \ Workgroup**.
  - c Double-click the Station you wish to access.
  - d Follow the path in step above to locate the **Forceupd.exe** file.
- 4 Right-click **Forceupd.exe** and select **Copy** from the menu.
- 5 Close the windows you are working in.
- 6 On the desktop, double-click **My Computer**.
- 7 Go to **(C:) \ Optimal \ Update \ Work**.

# U-Scan® ASM Manual Rollback Procedure (*Cont'd*)

- 8 Right-click on a clear area inside the window and select **Paste** from the menu.
  - 9 Ensure that the file is copied to the **Work** folder.
  - 10 Close the window you are currently working in.
- 

## 5. Apply the Manual Rollback

Perform the following steps at **each** Station (Attendant or Customer) you wish to roll back.

- 1 On the taskbar at the bottom of the screen, click **Start**.
- 2 Click **Run**.  
The **Run** screen appears.
- 3 Type **cmd** on the **Run** screen, then press **ENTER**.  
A black DOS screen appears.
- 4 At the **C:** prompt, type **cd optimal\update\work**.
- 5 Press **ENTER**.
- 6 At the **C:\Optimal\Update\Work:>** prompt, type **Forceupd rbk 0XXX**, (where **0XXX** is the number of the update package you wish to roll back).  
A maroon screen appears temporarily. When the update completes, you will be returned to **C:\Optimal\Update\Work:>**.
- 7 At the **C:\Optimal\Update\Work:>** prompt, type **exit**.
- 8 Go to **Start > Programs > Startup > Launchpad**.  
When the **Launchpad** is starting, at the top of the screen, check the Version to ensure the roll back was successful.  
**EXAMPLE: (StoreDivxxxxxx)**
- 9 If the software does not start automatically, touch **Start Robot** or **Start Cashier**.

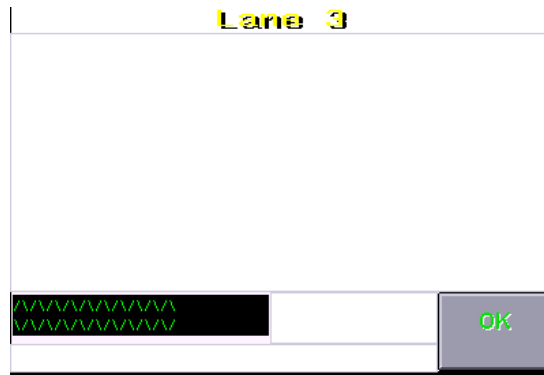
**NOTE:** *You may have to stop the POS application from the **Launchpad**, if applicable.*

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# U-Scan® ASM Manual Rollback Procedure (Cont'd)

## 6. Verify the U-Scan Functionality

- 1 Go to the Attendant Station.
- 2 Make sure that all Customer Stations have a connection to the Attendant Station. If there is **no** connection, green lines appear in the POS display area as shown below:



- 3 At each Customer Station, hold down the **ALT** key, then press **TAB** until the **Robot Control** icon is highlighted.
- 4 Release the **ALT** key.  
The **Robot Control** window displays.
- 5 Make sure that the status icons next to the devices are green. If the status icons are not green, it can indicate a hardware or connection problem.
- 6 If necessary, perform the standard troubleshooting procedures for the device.
- 7 Touch the **Checkout Closed** screen to move the **Robot Control** window to the background.

  
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