

Technical Bulletin

Connected Payments Dial Backup/Proxy Server Compatibility

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It is essential that any new Connected Payments sites be installed with the current “Dial-Backup”/“Proxy Client” software. Only in exceptional cases (see below) should older versions of this software be used with new installs and sites: these were not designed for interchangeability so there is a risk that transactions could be lost.

Installation instructions require the new and compatible Dial Backup Client be used (see below for specifics and access) but in some cases the old version has been installed in error.

Any current incompatible sites have now been identified with the responsible dealer being notified for correction. In all these cases, the Dial Backup Client has now been deactivated from host and will remain deactivated until the compatible Dial Backup Client is installed. Although this protects against lost transactions, however, these sites will be running without backup communications capabilities until the dealer updates the Dial Backup Client software.

SPECIFICS AND EXCEPTIONS

- The Connected Payments host normally assigns 826.3 OpenEPS. This version *only* supports the new Dial Backup Client (DialBackupClient.exe). This software is available to Dealers on the Connected Payments / ServerEPS Web portal.
- The old client (DialBackupClient.MSI) is available by request only. This client is *only* supported by 825.2 and previous.

Note: some stores must stay on version 825.2 for now (compatible only with the old Dial Backup Client) because of the VeriFone terminal code's issues with smart-card eWIC. This exception includes most stores in Texas, New Mexico and Wyoming, which therefore must stay on 825.2 even for new store installs.