



Subject: PA-DSS Account Lock Out Resolution

Short Summary

When there is a difference in passwords between one of the robots and the Attendant Station and the Attendant Station is running U-Scan version 4.3, the Robot account will get locked out on the Attendant Station.

Detailed Overview

When there is a difference in passwords between one of the robots and the Attendant Station and the Attendant Station is running U-Scan version 4.3, the Robot account will get locked out on the Attendant Station. This will cause communication failures within the U-Scan cluster and ultimately prevent the robots from connecting to the Attendant Station until the difference in versions is corrected and the account is unlocked. Additionally, if the Attendant Station is rebooted after the Robot account becomes locked, the Attendant Station will no longer log in to Windows until the account is unlocked.

This is caused by Windows security policies that lock the account after three unsuccessful login attempts. The login attempts are generated from the robot as soon as U-Scan starts. These policies were included in version 4.3 as part of the PA-DSS security enhancements.

This document identifies the scenarios that will cause this situation to occur, and explains the steps that must be taken in order to resolve the problem.

Scenario 1: Lanes being installed via CD Build

1. The Attendant Station has 4.3 software
2. One or more lanes do not have 4.3 software.
3. One of the lanes that does not have 4.3 software is allowed to start and attempt to connect to the Attendant Station (Launchpad is started).

This scenario will cause the Robot user account to be locked out on the Attendant Station. This will cause connection failures between the robot and cashier (the lane will not connect to the Attendant Station).

Scenario 2: Lanes being updated to v4.3 via ASM – Cashier does not have new password

The ASM update for version 4.3 is deployed using two ASM packages. The initial package does not change the Robot account password but it does enable the account lockout policies.

1. The Attendant Station has been updated with the initial package but not the follow-up package that contains the password change.
2. One or more lanes have received the initial package as well as the follow-up package with the password change.
3. One or more of the lanes that has the password change is allowed to start and attempt to connect to the Attendant Station (Launchpad is started).

This scenario will cause the Robot user account to be locked out on the Attendant Station. This will cause connection failures between the robot and cashier (the lane will not connect to the Attendant Station).

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Scenario 3: Lanes being updated to V4.3 via ASM – Cashier does have new password

The ASM update for v4.3 is deployed using two ASM packages. The initial package does not change the Robot account password but it does enable the account lockout policies.

1. The Attendant Station has been updated with the initial package and the follow-up package that contains the password change.
2. One or more lanes have not received the initial and follow-up package with the password change.
3. One or more of the lanes that does not have the password change is allowed to start and attempt to connect to the Attendant Station (Launchpad is started).

This scenario will cause the Robot user account to be locked out on the Attendant Station. This will cause connection failures between the robot and cashier station (the lane will not connect to the Attendant Station).

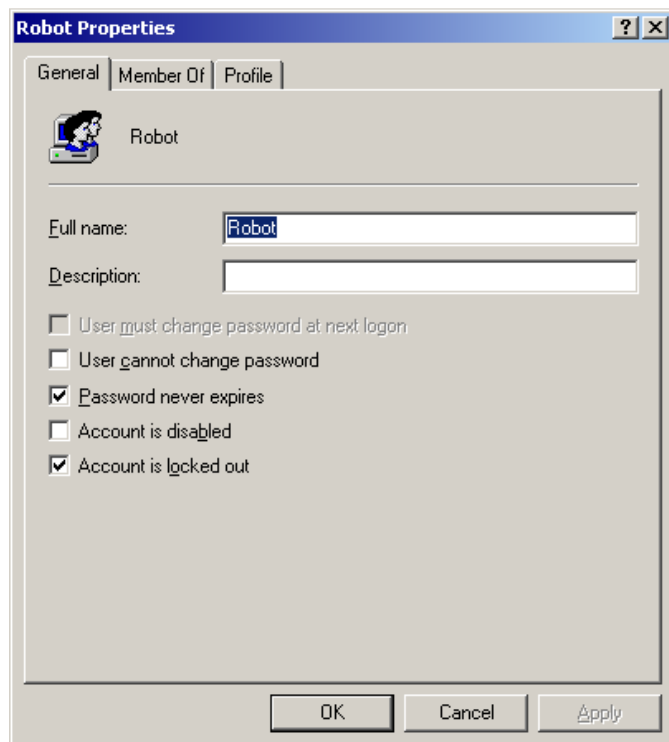
Other Scenarios

This failure scenario can occur any time the Attendant Station has been updated to U-Scan version 4.3 and there is a difference in passwords between the Robot and the Attendant Station, and the robots are allowed to try and connect to the Attendant Station.

Resolution

To resolve the issue, the difference in software versions and Robot passwords needs to be rectified, either by installing the CD build on the lanes that do not have it or by forcing the ASM package on the Robots/Cashier as appropriate.

Once this is done, the Robot account can be unlocked on the Attendant Station by logging on as the admin user (FTXSService by default), right-clicking “My Computer” and selecting “Manage”. Expand “Local Users and Groups” and select “Users”. Now, double-click on the “Robot” user and unselect “Account is locked out”.



Bulletin Scope

Bulletin applies to customers that have builds based on U-Scan Product version 4.3.