



# **AutoUpdater Client Service User Guide**

Triple E Technologies, LLC

Version 042516.04

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## About AutoUpdater

AutoUpdater allows you to have the latest Triple E software automatically downloaded to your system. The upgrade process typically takes 5 - 15 minutes and varies slightly based on site environment. Triple E services will be unavailable until the AutoUpdater process completes.

### Requirements

- OneTouch Suite 4.5211+
- AUClient 5.x+ (9.x preferred)

**Note:** If your systems are running versions of AUClient prior to 5.x, a technician will also need to manually install a newer version on each one to prepare them for upgrades.

### Navigator Upgrades

There are additional required steps for completing AUClient upgrades in Navigator environments.

A Navigator environment consists of a Site Controller PC and any number of connected terminals, such as Vanguard Registers, Sentinels, Fuel Control Terminals, and workstations. AutoUpdater synchronizes the upgrade process for all connected terminals to simultaneously upgrade the entire environment.

**All terminals in the Navigator environment must successfully download their respective upgrade packages before you can upgrade the Navigator system itself.**

If any connected terminals fail to download the upgrade package, you will not be able to initiate the Navigator upgrade. This functionality is designed to prevent connected terminals from running mismatched software versions.

After all connected terminals have successfully downloaded their upgrade packages, the Navigator will display the upgrade installation pop-up notification.

Once the upgrade is installed on the Navigator, all other terminals in the environment will immediately be able to upgrade themselves. Unattended terminals (Sentinel machines) should automatically trigger their upgrades once the Navigator finishes its upgrade. For other terminals, such as registers and FCTs, someone on-site must confirm the upgrade installation at the POS terminal itself.

### Close Register Applications before Installing Navigator Upgrade



Before beginning the Navigator upgrade, you must **close the register applications running on any connected Vanguard POS terminals**: To do this, hold **Ctrl+Shift** and press **L** to log out of the register, then hold **Ctrl+Shift** and press **Q** to quit the application.

Once all register applications have been closed, you can proceed with the Navigator upgrade by clicking the upgrade pop-up notification or by clicking **Download/Install Latest Upgrade** from the desktop EEE Control Panel icon.

After the Navigator upgrade installation finishes, all connected Vanguard POS terminals will display pop-up upgrade installation notifications. You or your cashiers must then initiate the upgrade on each individual POS by following the upgrade steps [below](#).

**Unattended** connected terminals, such as Sentinels, will be automatically upgraded after the Navigator upgrade has finished.

## Downloading Upgrades prior to Installation

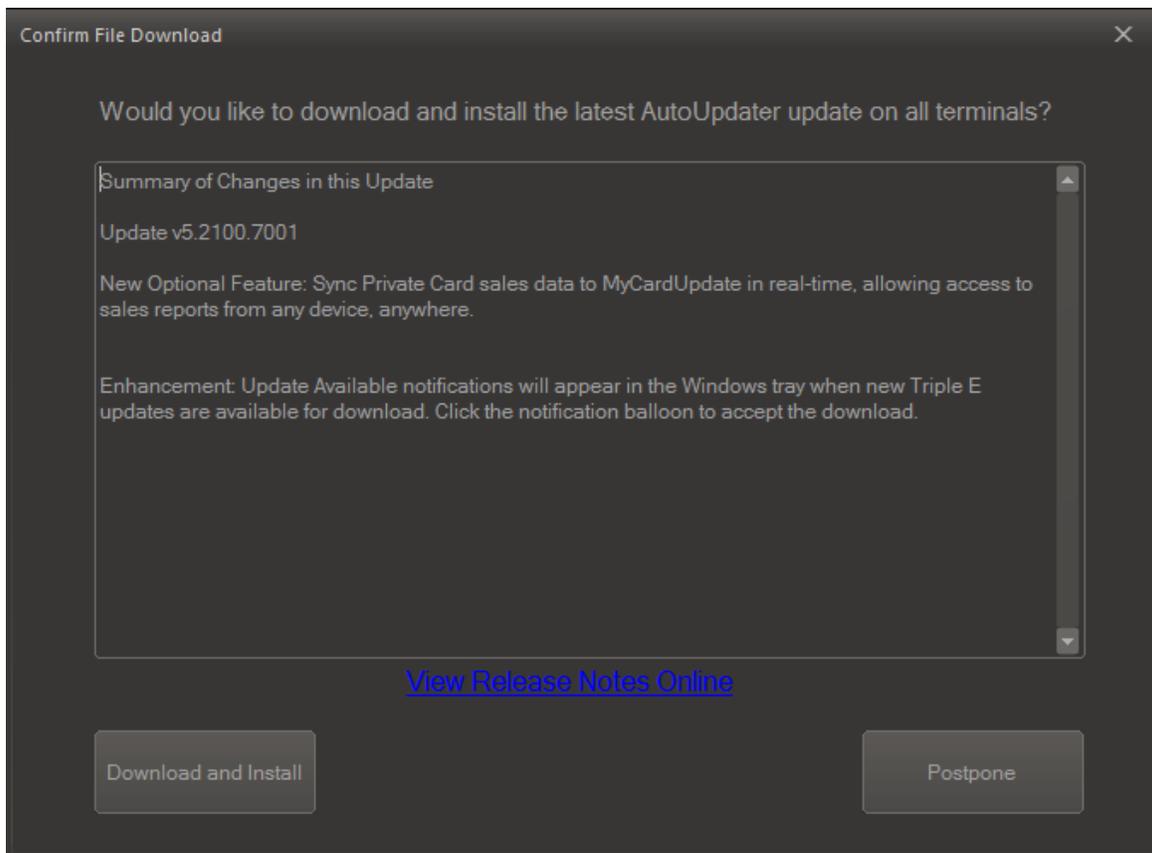
The EEE Control Panel displays a pop-up download confirmation request when an upgrade is available. Clicking the notification provides the option to download the upgrade immediately or to postpone it.

This popup will only appear on the primary machine in the site environment (e.g., Navigator or Pioneer). Once you accept the upgrade download here, all other machines that have been marked for update on the AU Server will begin downloading the upgrade package. For VB6 Suite upgrades, a second **installation** confirmation popup will display on the primary machine after **all** upgrade packages have been downloaded for **all** machines in the environment.



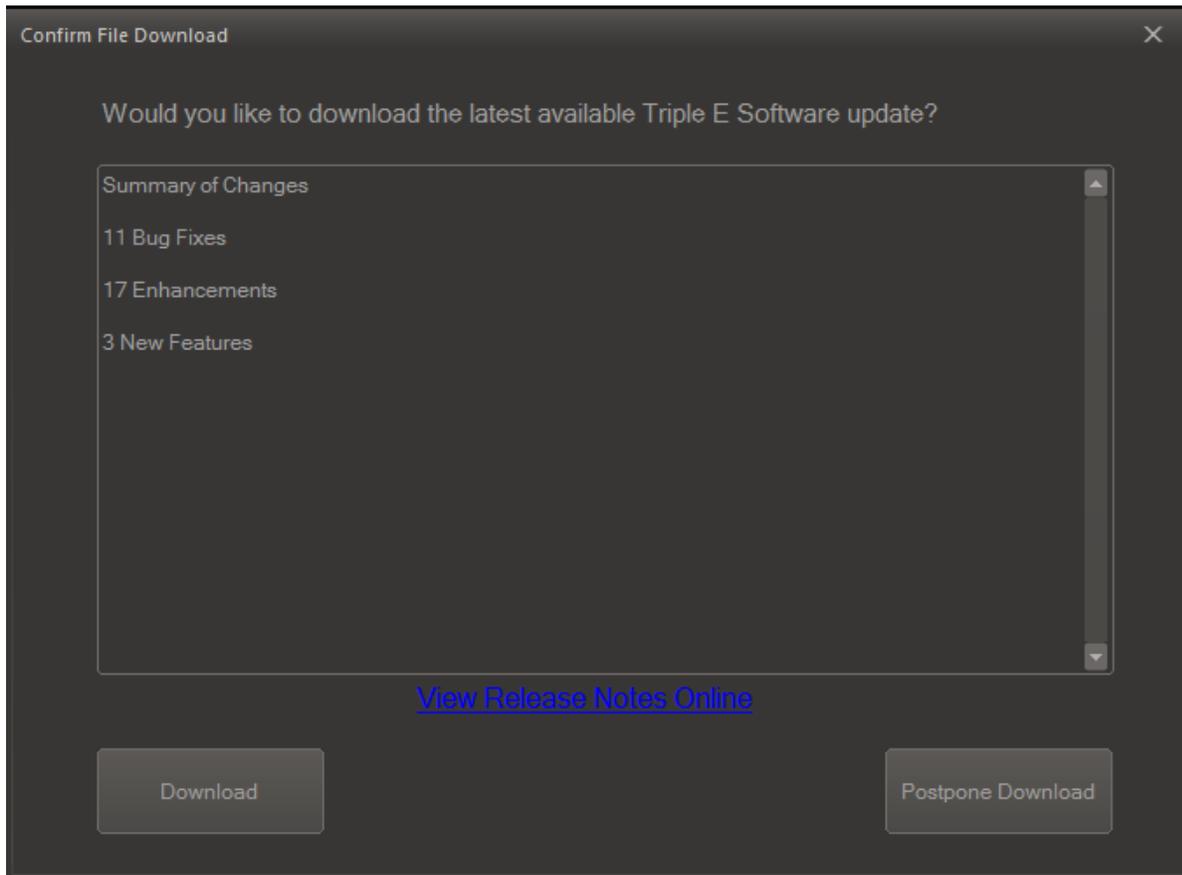
### Download Upgrade or Postpone

Clicking **Postpone** hides download notifications for 2 hours, after which notifications will re-display. The download can be postponed indefinitely. *Pictured below is the confirmation panel for AUClient downloads.*



*AUClient upgrades will download and automatically install after you click the **Download and Install** button. These upgrades complete in less than a minute and don't impact the site.*

The **VB6 Suite Upgrade Download Confirmation** is very similar and can also be postponed:

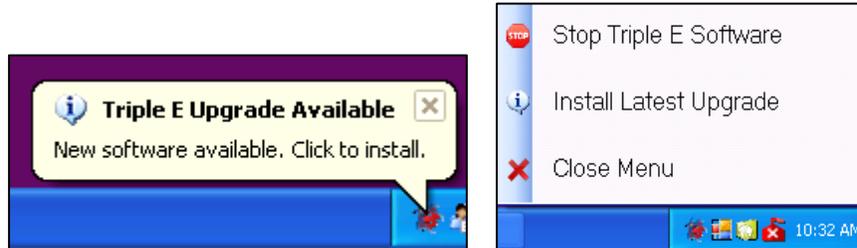


After clicking **Download** on the Navigator, the VB6Suite upgrade package will begin to download on ALL connected terminals in the environment, but it will not be installed until the site admin confirms the installation.

## Installing VB6 Upgrades after Download is Complete

After all terminals in the environment have downloaded their respective VB6 Suite upgrade packages, the Navigator will begin displaying the **Installation Confirmation** popup, which allows the VB6 upgrade to be installed.

**Note:** The *Installation Confirmation* popup will only appear for VB6 Suite upgrades. For AUClient upgrades, the installation is confirmed during the **Download and Install** step.

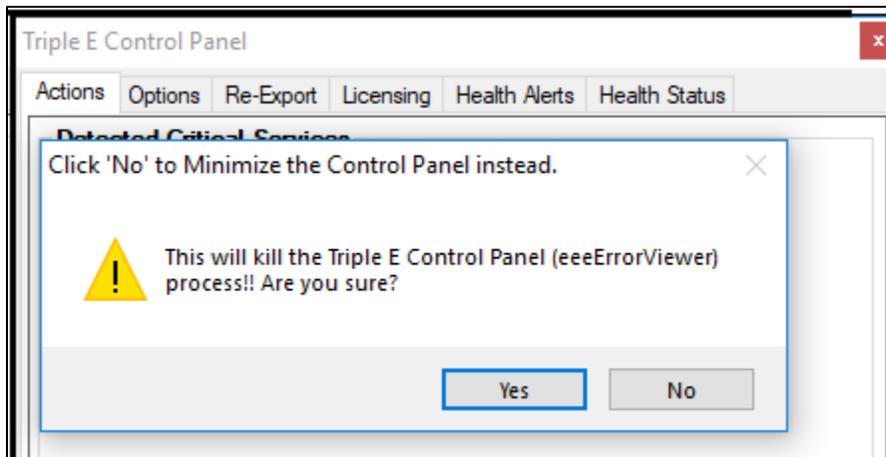


If the **Installation Confirmation** popup does not appear on the Navigator within a few minutes of accepting the VB6 Suite **Download**, you will need to close the Triple E Control Panel application. The installation confirmation popup should then display within a few minutes.

1. Click the **e3 Tray Icon** and select **Open Control Panel**.



2. Click the red **X** icon  in the top right-corner of the window.
3. Click **Yes** on the confirmation popup to close the Control Panel.

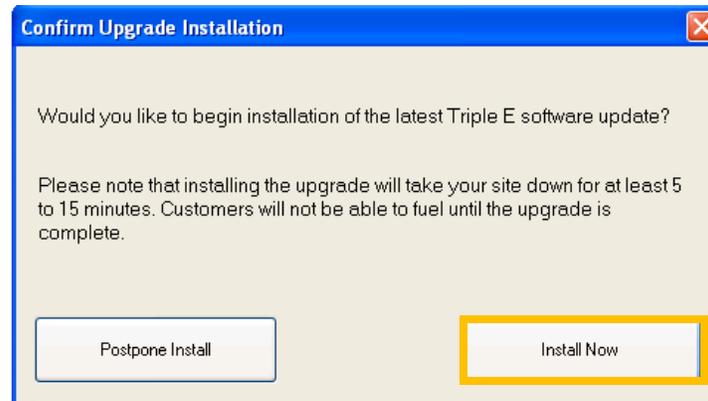


## Installing VB6 Suite Upgrades

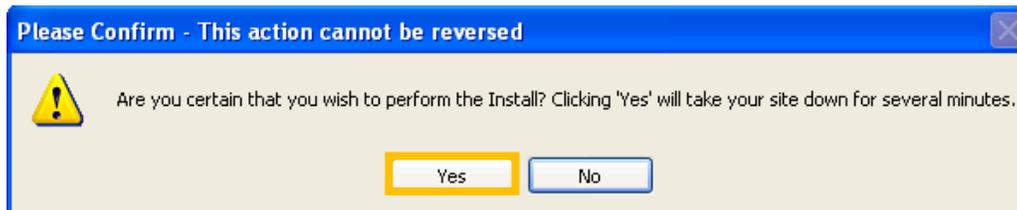
When you are ready to install the latest upgrade package, perform the following steps. **Note:** *Be sure to close the Register software on all POS systems and allot sufficient time for the process to complete.*

### To install latest upgrade:

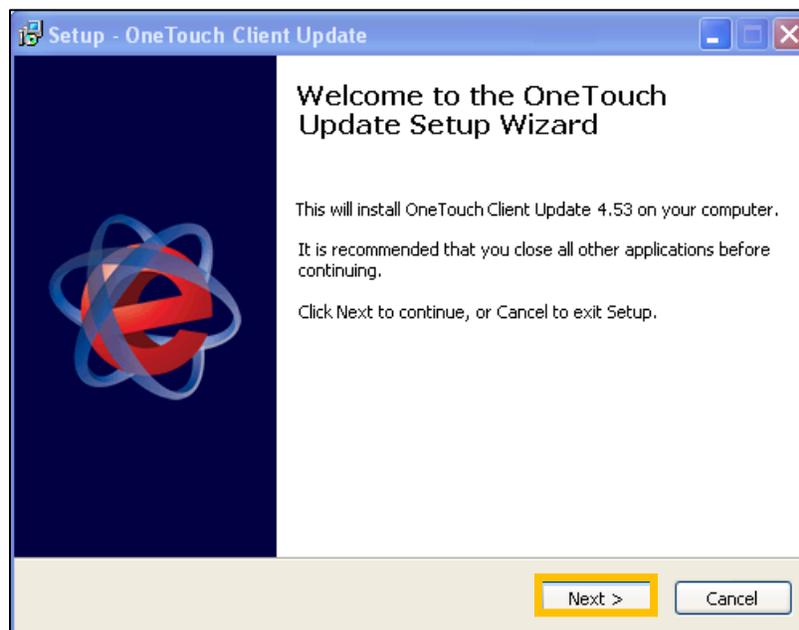
1. Click desktop **EEE Control Panel** icon, then click **Install Latest Upgrade. Confirm Upgrade Installation** screen displays.



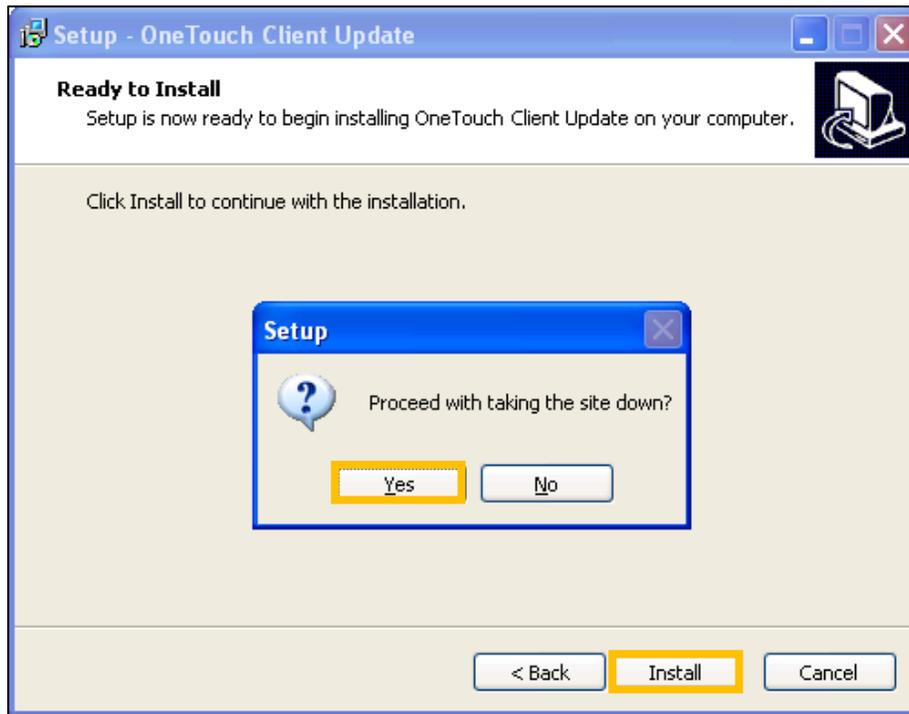
2. Click **Install Now. Please Confirm** screen displays.



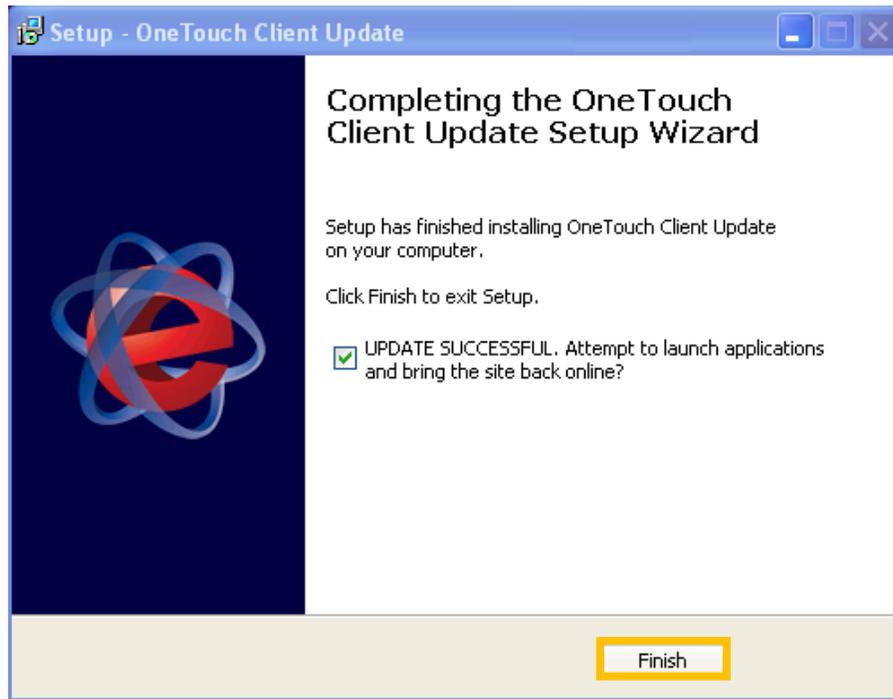
3. Click **Yes** to proceed with install. **Upgrade Welcome** screen displays.



4. Click **Next**. **Ready to Install** screen displays.



5. Click **Install**, then click **Yes** on **Setup** screen. This takes down the site and begins the upgrade.
6. Wait approximately 5-15 minutes for the upgrade to finish. Upon successful completion, **Completion** screen displays.



7. Click **Finish** to re-launch applications and bring site online. **Upgrade Complete** screen displays.



**NOTE:** If an error occurs at any point during the upgrade, call Triple E for assistance at (208)777-9300.