TECHNICAL BULLETIN

TECHNICAL BULLETIN: 12-03

DATE: May 7, 2012

SUBJECT: Release of US Software Version 3.1.0

AVAILABILITY: All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:		Recommended Implementation is:	
	Documentation Changes	X	**Now for all affected units**
	Hardware Service Issues		All affected units during next service visit
X	**Software Announcements**		Optional
	Technical Tips		No implementation required

DESCRIPTION:

Triton announces the release of U.S. software version 3.1.0. This version introduces new functionality and combines past upgrades. It will be installed on all production ATMs, and main boards both in parts and repair, starting May 7, 2012.

This release is for the following ATM models:
- RL1600, RL2000, RL5000, FT5000, & RT2000 (10.4" screen only), all with XScale (X1), and X2 controllers.

With the software loaded, the Configuration Summary will reflect:
- Software build 3.1.0.8
- Screen file   XCSF0029 (8" & 10.4" screens)
                   DCSF0012 (5.7" screen)

Please read the attached Software Release Notes thoroughly for explanations of all functionalities, and proper software file for your ATM model configuration.

Two CRUCIAL WARNINGS are in the release notes and listed below:

1st Warning: Notes on Updating ATM Software from Triton Connect (page 3)
The ATM must have a Cassette Close (document count entered) prior to loading the software. Failure to have a valid document count before loading of the software will cause the ATM to go out of service with a 244 (No Document Count) error. This error can ONLY be cleared by entering a document count into the ATM. The document count can only be entered from Management Functions at the ATM, not through Triton Connect.

2nd Warning: XScale free flash space (page 4)

If using Triton Connect to load software, first ensure the XScale ATM has enough free flash space to load the software. The XScale load file is large and requires approximately 5.5MB. See the Software Release Notes for instructions on determining ATM free flash space.

HIGHLIGHTS OF NEW SOFTWARE FUNCTIONALITY:

Management Favorites: (pages 5-10)

A favorites menu has been added as the starting point of Management Functions. This area allows each user to place "shortcuts" to the most used functions. As an example; your cash replenishment "user" could place the "Cassette Close" action here, making it a one click function instead of menuing down through three or four levels.

Cassette Denomination Security: (pages 11-12)

A security feature has been added to ensure the user has proper access to the safe and cassettes contain currency before allowing them to change the cash denomination (multiple amount). Note the new operational procedure to change the cassette denomination.

Minimize partial Dispense: (pages 13)

This software release contains the feature to minimize partial dispenses by tracking the estimated number of bills remaining in the dispenser and not allowing dispenses of more than that amount. To accomplish this, the user MUST set the correct quantity (not dollar value) of notes for each cassette when performing cash replenishment. Failure to set the quantity will cause the ATM to go out of service with a 244 error: No Document Count.

Show Corrective Actions for Terminal Errors: (page 14)

ATMs with out of service conditions will display possible corrective actions in the *Current Terminal Error* report.

Notifications of Terminal Warnings: (pages 14-15)

Some error conditions at the ATM are classified as "Warnings" where the terminal does not go out of service. Previously these warnings were only sent to Triton Connect and were not visible at the ATM if they occurred. A warning will now be displayed on the Management Functions screen at the same location where the terminal errors are displayed when the ATM is in service with no errors. (right hand side of screen below the software version area)

Firewall Support (X2 Systems Only) (see important operating system note page 16)

This release contains a network firewall feature for TCP/IP enabled ATMs. Please check with your network administrator on the proper firewall configuration to use for your ATM network.

File Transfer Interruption Recovery (page 17)

If using dial up for file transfer with Triton Connect, and communications is lost, upon the Triton Connect call back, the files will resume the update from where it left off. Previously the entire file transfer would repeat. Applies to dial up connections only, and requires Triton Connect 5.6 or above.

Send Range of Journals to Triton Connect (pages 17-18)
This release includes a feature for Triton Connect to request and receive a range of journal records based on a start and end date. Previously, journals would only be sent either by unaudited or last x. Requires Triton Connect 5.6 or above.

Note: using this feature may cause duplicate journal entries in the Triton Connect database if this is used on a terminal where unaudited records are sent to Triton Connect.

Single Note Test Dispense (page 20)
Test dispense is restricted to one note only.

Software Update History (page 20)
A list of past software updates is now available.

Ping Function (page 20)
Allows use of a domain name or IP address to perform a ping.

SSL Certificates (page 20)
Previous certificates requiring separate load are now included in this release.

Please read the attached Software Release Notes for additional functionalities not listed above.

If you have any questions, please contact Technical Support or our Parts Department at 1-228-575-3100 from outside North America or toll free in the U.S./ Canada 1-800-259-6672.