

PASSPORT PX52 END OF SUPPORT INITIATIVE

FREQUENTLY ASKED QUESTIONS

1 What does End of Support/End of Life for the PX52 mean?

Gilbarco will no longer support the PX52 hardware for new releases of Passport software after March 2018. Gilbarco will also offer spare parts support for this hardware until the end of 2018.

2 How long can I run on my current PX52 hardware?

Customers who maintain active Passport Service Offering (PSO) coverage can continue to call the Gilbarco Help Desk for support. However, we typically do not provide service or maintenance packs for software versions that are more than one version prior to the current release for your product.

3 Will my major oil brand or credit network force me to upgrade?

Currently, Gilbarco does not require anyone to upgrade to the PX60 hardware. PX60 hardware will be a requirement to run outdoor EMV support after the March 2018 Passport release. Please communicate with your major oil brand or credit network provider for any specific information concerning this announcement and subsequent requirements.

4 What is the warranty on the PX60 All-In-One hardware?

The PX60 Combo, Server, and Client All-In-One system includes 12 months' parts warranty only. The PX60 hardware inherits the current PX52 hardware PSO status. As an example, if the PX52 Combo has 6 months PSO PLUS remaining on the system when the new PX60 Combo is registered, it will transfer over to the PX60 Combo. In this example, the PX60 Combo would have 12 months parts and 6 months PSO Plus.

5 What is the lead time for orders placed under the PX60 All-In-One Upgrade program?

Orders placed under this program will have the standard Passport 4-week lead time. The software can be imaged with your current production software if requested.

6 Can a site operate with a mix of PX52 and PX60 hardware?

With the new announcement for the ending of support for the PX52, no mixed locations will be allowed with the March 2018 software releases. (This was an option for previous versions of software Version 10 to current release).

7 Are there peripheral devices currently installed on the PX52 system that will not be needed on the PX60 All-In-One hardware?

Yes. The customer will no longer need the current touchscreen; the new system has an integrated touchscreen. Also, due to the increased number of RS-232 ports on the PX60 platform, the 8-Port, USB Converter is not required.

8 The site has active PSO on the PX52 hardware. Does the customer lose this investment?

No. The PX52 PSO status will transfer over to the PX60 hardware during the registration process.

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Are there upgrades required to the EDH under this program?

Yes. If the site is running any Passport version prior to V9, the Windows 7 OS License is required. Please refer to PL1500 for pricing. Also, the customer will need to upgrade to the 16 Gig Flash card for outdoor EMV support if they are not already running with this flash card upgrade.

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What is not included in the PX60 All-In-One Trade-Up Program?

Exclusions from this program include:

- PX60 Hardware installation and system upgrade expenses
- Enhanced Dispenser Hub upgrades for sites upgrading from pre-V08.02
- EDH WIN 7 OS License for systems upgrading from pre-V09.xx
- Passport Application Software and Licenses for sites without active PSO
- Any additional peripherals such as Single-Port, USB Serial Converter required for sites installed with mat reader or security camera