

# Introduction

# Purpose

This manual provides installation instructions for the M02870B005B Modem Driver. Install the Zoom<sup>®</sup> modem driver after an image restore of a PS52 or PB52 Server with one of the following recovery image versions:

- 31.7.07, 31.2.11 Passport® V4 and V5 images
- 32.X.03 Passport V6 and V7 images
- 32.X.04 Passport V8 images
- 32.7.05 Passport V8.02 V9 images

#### Note: You do not need to install a modem driver after an image restore of a PS52 or PB52 Server for Passport V10, as Passport V10 automatically finds and installs the appropriate drivers.

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# **Related Documents**

Document Number	Title	GOLD <sup>s</sup> Library
MDE-3816	Passport POS System Hardware Start-up and Service Manual	<ul><li>Passport</li><li>Service Manual</li></ul>

# Abbreviations and Acronyms

Term	Description
ASC	Authorized Service Contractor
GOLD	Gilbarco® Online Documentation
IC	Integrated Circuit
PCA	Printed Circuit Assembly
RAS	Remote Access Server
TAC	Technical Assistance Center

# **Help Desk**

If you need to contact the Gilbarco Veeder-Root® Help Desk, call 1-800-800-7498.

# **Preventing Electrostatic Discharge**



Printed Circuit Assemblies (PCAs) and Integrated Circuits (ICs) are sensitive to electrostatic discharge caused by static electricity. Electrostatic discharge can damage electronic parts. When removing PCAs or handling sensitive parts:

- Touch an unpainted metal surface to discharge any static electricity buildup.
- Use a wrist strap connected to a grounded metal frame or chassis.
- Place removed PCAs or ICs on a grounded antistatic mat.
- Use an IC extractor tool to remove ICs.
- Place PCAs you plan to return for credit or repair in antistatic bags.

# Identifying the Zoom V.92 Modem

To identify the Zoom V.92 modem, proceed as follows

Verify the external modem connectors on the server. If the modem is a Zoom modem, the connectors will be similar to the one shown in Figure 1. However, text (Phone and Line) will be displayed instead of graphics around the connectors.



### Figure 1: Modem Connectors

**2** Open the cover and locate the modem card. The label should display the model US:FELMM01BSL2801.

# Installing the Modem Driver

Note: Read the following procedure carefully before you begin.

### **Removing the Current Modem Driver**

To remove the current modem driver, proceed as follows:

1 On the Passport system, press CTRL+ALT+P to access System Maintenance. The Login screen as shown in Figure 2 appears.

Figure 2: System Maintenance Login

2 Enter the following user name to gain access:

User Name: passport tech

A pop-up window appears (see Figure 3) with a code number and the cursor moves to the **Password** field. Call the Gilbarco Help Desk at 1-800-800-7498 and provide the number to the customer service representative. The representative will then provide you with a password to access System Maintenance. Click **OK** and enter the password given by the representative. After you enter the password, click **Login**. The System Maintenance toolbar appears.

### Figure 3: Passport Code Number

Passport Code Nu	imber	
Please call Passp	ort Help Desk with the following code numb	er: 2726470
	1	
	Login Cancel	
La la	Login Cancel	

Note: The **CallCenter** user may also be used for sites with Passport system version 7 or later.

3 From the System Maintenance toolbar, click Task Mgr.

### Figure 4: System Maintenance Toolbar

System Maintenance							O)		
Passport	Collect Logs		T <u>e</u> sters	Support Cntr	Adv User	Tools	S <u>h</u> utdown	Exit	

The Task Manager window appears.

4 Under the Applications tab, select the **SysMaintenance** task and click **End Task**.

### Figure 5: SysMaintenance Task

lications Processes Performance Netw	vorking Users
Task	Status
SnagIt	Running
SysMaintenance	Running
🕄 Passport Manager Workstation	Running
🕄 AttendantSales	Running
🕄 AttForecourt	Running
🕄 POSNSJournalPrinter	Running
🕄 POSNSJournalSpooler	Running
🕄 sharedej	Running
🖏 watchdog	Running
Es, Build	Running
	witch To New Tack

**5** Close the Task Manager window.

6 From the Start menu, select Control Panel and click Add or Remove Programs.



Figure 6: Add or Remove Programs

The Add or Remove Programs window appears.

7 Select Creative Modern Blaster PCI DI5633 and click Change/Remove to uninstall the Creative modern driver.

Figure 7: Uninstalling Creative Modem Driver



- **8** After the driver is removed, close the Add or Remove Programs window.
- 9 From the Start menu, click **Shutdown** and select **Shutdown**.

### Figure 8: Shutting Down the Computer

Shut Dow	n Windows
Convright @ 1	Microsoft Windows Server 2003 Standard Edition
copyright er	
	What do you want the computer to do?
2	Shut down
	Ends your session and shuts down Windows so that you can safely turn off power.
	OK Cancel Help

- **10** Click **OK** to shut down the computer.
- After the computer is shut down, physically remove any modem connected to the PCI slots on the motherboard.*Note: The above step is very important for the modem drivers to install properly.*
- **12** Restart the computer.

## Installing the New Remote Access Server (RAS) Modem Driver

To install the new RAS modem driver, proceed as follows:

- 1 When the computer completely reboots, close all open windows and pop-ups.
- 2 Insert the S317-10011 or higher version CD into the CD-ROM drive.
- 3 On the Passport system, press CTR+ALT+P to access System Maintenance. The Login screen as shown in Figure 9 appears.

### Figure 9: System Maintenance Login

<b>Passport</b> System Maintenance	
User Name : passport_tech Password :	
Login	

4 Enter the following user name to gain access:

User name: passport tech

A pop-up window appears (see Figure 10) with a code number and the cursor moves to the "Password" field. Call the Gilbarco Help Desk at 1-800-800-7498 and provide the number to a customer service representative. The representative will then provide you with a password to access System Maintenance. Click **OK** and enter the password given by the representative. After you enter the password, click **Login**.

#### Figure 10: Passport Code Number

Passport Code Number	
Please call Passport Help Desk with the following code number: 27	26470
OK	
7.00 PA03200000100	

Note: The CallCenter user may also be used for sites with Passport system version 7 or later.

The System Maintenance toolbar appears.

5 From the System Maintenance toolbar, click Task Mgr.

Figure 11: System Maintenance Toolbar

		Syst	em Mainter	nance		9
Passport	Task Mgr	T <u>e</u> sters	Support Cntr	Adv User	S <u>h</u> utdown	Exit

6 Under the Applications tab, select the **SysMaintenance** task and click **End Task**.

Figure 12: SysMaintenance Task

Options <u>V</u> iew <u>W</u> indows <u>H</u> elp	
lications Processes Performance Netwo	orking Users
Task	Status
ラ SnagIt	Running
SysMaintenance	Running
🕄 Passport Manager Workstation	Running
🕄 AttendantSales	Running
🖏 AttForecourt	Running
🕄 POSNSJournalPrinter	Running
🖏 POSNSJournalSpooler	Running
🖏 sharedej	Running
🕄 watchdog	Running
C. Build	Running
	bah Ta
ses: 95 CPU Usage: 6% Com	mit Charge: 797M / 1698M

7 Close the Task Manager window.

8 Click Start and select Windows Explorer.

Figure 13: Windows Explorer



9 Browse the CD-ROM drive and navigate to the path below and execute the setup.exe file: F:\Drivers\Modem\Zoom\PCI Modem\Setup.exe

Figure 14: Executing Modern. Setup File

Address 🗁 F:\Drivers\Modem\Zpom	PCI Modem				
Folders >	Name	Size	Туре	Date Modified	Attributes
🕑 Desktop	Files Currently on the CD				
🗆 븝 My Documents	B data1 cab	402 / P	Cobinet File	11/21/2006 2:20 AM	
🗉 🚞 SnagIt 7		403 ND		11/21/2006 3:39 AM	к р
🖭 🛅 SnagIt Catalog		34 ND	ODK FILE	11/21/2006 3:39 AM	к р
E 😼 My Computer		6,681 KB	Cabinet File	11/21/2006 3:39 AM	R
표 🚜 3½ Floppy (A:)	Kernel.ex_	339 KB	EX_File	07/24/2002 6:52 PM	R
🤛 Local Disk (C:)		I KB	BIN File	11/21/2006 3:39 AM	R
🕀 🥯 Local Disk (D:)	Manual.pdr	184 KB	Adobe Acrobat 7.0	11/UZ/2006 5:40 AM	R
E 🐸 CD-RW Drive (F:)	Setup.exe	55 KB	Application	09/04/2001 4:08 PM	R
🖃 🧰 Drivers		1 KB	Configuration Settings	11/21/2006 3:38 AM	R
🗄 🧰 Audio	setup.inx	140 KB	INX File	11/21/2006 3:38 AM	R
🖂 🛄 Modem					
Line Labs					
PCI Moder					
🛨 🦳 Peripherals					
1 PX51 BIOS Files					
🗄 🥯 Local Disk (X:)					
🗄 🍕 My Network Places					
🥑 Recycle Bin					

Note: The drive letter for the CD-ROM drive may be different depending upon your setup.

The Install Program As Other User window appears.

Back Search Filters (Modem)Zoom/FCI Modem Folders Filters (Modem)Zoom/FCI Modem Folders Filters (Modem)Zoom/FCI Modem Folders Search Modem Folders Search Filters (Modem)Zoom/FCI Modem Folders Search Filters (Filters) Folders Filters (Filters) Folde	<u>File Edit View</u> Favorites	<u>T</u> ools	Help			<b></b>
Address       F:\Drivers\Modem\Zoom\PCI Modem       Desktop         Image: Desktop       Size       Type       Date Modified       Attributes         Image: Desktop       Size       Type       Date Modified       Attributes         Image: Desktop       Size       Type       Date Modified       Attributes         Image: Desktop       Some programs will not install correctly if you do not have administrative privileges on this computer.       Il/21/2006 3:39 AM       R         Image: Desktop       Some programs will not install correctly if you do not have administrative privileges on this computer.       Il/21/2006 3:39 AM       R         Image: Desktop       Some programs will not install correctly if you do not have administrative privileges on this computer.       Il/21/2006 3:39 AM       R         Image: Desktop       Some programs as POSSERVER01\Passport       Il/21/2006 3:39 AM       R         Image: Desktop       Run the program as the following user:       Il/21/2006 3:38 AM       R         Image: Desktop       Run the program as POSSERVER01\Passport       Il/21/2006 3:38 AM       R         Image: Desktop       Image: Desktop       Image: Desktop       Image: Desktop         Image: Desktop       Run the program as POSSERVER01\Passport       Image: Desktop       Image: Desktop         Image: Desktop       Posti BIOS Files <th>😋 Back 👻 🛷 - 🏂 🔎 Sea</th> <th>rch</th> <th>🏱 Folders 🛛 🕼 🍞 🗙 🌱 🛄 🖬 🗸</th> <th></th> <th></th> <th></th>	😋 Back 👻 🛷 - 🏂 🔎 Sea	rch	🏱 Folders 🛛 🕼 🍞 🗙 🌱 🛄 🖬 🗸			
Folders       ×       Name       Size       Type       Date Modified       Attributes         Image: Desktop       My Documents       My Documents       Image: Desktop       Image: Desktop<	Address 🛅 F:\Drivers\Modem\Z	om\P(	I Modem			💌 🔁 Go
Image: Desktop       Image: Desktop         Image: Desktop       Image: De	Folders	×	Name	Size Type	Date Modified	Attributes Lo
	Image: Single Control of Control o	abs odem dem	Install Program As Other User  Some programs will not install corre  Some programs will not install corre  If you know the password to an ad you can use that account to install  Bun the program as POSSERVER01  Run the program as the following user User name: Password: Password:  Always run install programs as POSSER  ON	Edu if you do not have nputer. ministrative account, the program. Passport VER01\Passport	<ul> <li>11/21/2006 3:39 AM</li> <li>11/21/2006 3:39 AM</li> <li>11/21/2006 3:39 AM</li> <li>07/24/2002 6:52 PM</li> <li>11/21/2006 3:39 AM</li> <li>11/02/2006 5:40 AM</li> <li>09/04/2001 4:08 PM</li> <li>11/21/2006 3:38 AM</li> <li>11/21/2006 3:38 AM</li> </ul>	R Fil R Fil R Fil R Fil R Fil R Fil R Fil

Figure 15: Entering Login Credentials

- **10** Select the "Run the program as the following user" option. Enter **PassportTech** as the user name with the associated password and click **OK** to begin the installation.
- 11 Click Next to begin installing the modem driver.



Figure 16: Insta !Shield Wizard

12 Click Finish after the modem driver has been successfully installed.



Figure 17: Completing the InstallShield Wizard

- **13** Eject the S317-10011 CD from the CD-ROM drive.
- 14 From the Start menu, click Shutdown and select Shutdown.

Figure 18: Shutting Down the Computer



- **15** Click **OK** to shut down the computer.
- **16** After the computer is shut down, physically install the modem in the top PCI slot.
- **17** Reboot the computer and wait until the Passport application appears on the Manager Workstation screen.

18 From the System Maintenance toolbar, click Task Mgr.

### Figure 19: System Maintenance Toolbar

			Syst	em Mainter	nance			Ø
Passport	<u>C</u> ollect Logs	Rask Mgr	T <u>e</u> sters	Support Cntr	Adv User	Tools	S <u>h</u> utdown	Exit

**19** Under the Applications tab, select the **SysMaintenance** task and click **End Task**.

Figure 20: SysMaintenance Task

🛎 Windows Task Manager	
File Options View Windows Help	
Applications Processes Performance Networking	Users
Task	Status
SnagIt	Running
/ SysMaintenance	Running
🖏 Passport Manager Workstation	Running
🖏 AttendantSales	Running
5. AttForecourt	Running
5. POSNSJournalPrinter	Running
C. POSNSJournalSpooler	Running
🖏 sharedej	Running
🖏 watchdog	Running
S, Build	Running
Lind Lask Switch To	New Task
ocesses: 95 CPU Usage: 6% Commit Char	rge: 797M / 1698M

**20** Close the Task Manager window.

**21** Click **Start** > **Command Prompt**, right-click the mouse, and select **Run as** (see Figure 21). Select the "The following user:" option and enter **PassportTech** as the user name with the associated password (see Figure 22).

Manage Yo	ur Server 🚽	My C	omputer	
Command	Prompt 📝	Contro	ol Panel	,
	Open Run as	h	istrative Tools	,
Windows	Scarl for Viruses Unpin from Start men	J	rs and Faxes	
Notepad -	Se <u>n</u> d To	•	and Support	
Enterprise I	⊆ору			
	Remove from This List Rena <u>m</u> e			
	Properties			
All December 2				

### Figure 21: Executing from Command Prompt

Figure 22: Entering Login Credentials



**22** Type **telephon.cpl** and press **Enter**.

Figure 23: Executing Phone and Modem Command



The Phone and Modem Options window appears

**23** Select the **Modems** tab. The modem as shown in Figure 24 should be listed and attached to COM3.

Figure 24: Phone and Modem Options

Dialing Rules Mo	iems Advanced	stalled:	
Modem	e SoftRing Modern wi	Attac th Smart COM	hed To
		-	

**24** Restart System Maintenance, then close all open windows to complete the modem driver installation.

# **IMPORTANT INFORMATION**

After completing the installation, the Authorized Service Contractor (ASC) must verify the RAS connection by contacting Gilbarco's Technical Assistance Center (TAC) at 1-800-743-7501, before leaving the site.



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