

## Introduction

### Purpose

This manual provides network-specific information for Passport™ systems at BP® stores that are:

- Upgrading from V10 with Service Pack P with PMP1 or later
- Upgrading from V11.02H or 11.02J with JMP2 or later
- Installing V11.04 for the first time

### IMPORTANT INFORMATION

**The BP network requires notice in advance that a store is upgrading to Passport V11.04, which implements EMV® and Commander Electronic Payment System (EPS) functionality on Passport.** With this version, EMV affects inside transactions. At least two full days before the scheduled upgrade, advise the merchant that he must contact the BP network and explain that the site is implementing an upgrade to Passport to enable EMV and the Commander EPS. The merchant should advise the network representative of the date the upgrade is to take place and request that the network prepare to enable EMV and Commander operation with appropriate parameter downloads on that date. Ask the merchant to let you know if the network is unable or unwilling to make the necessary preparations for enabling EMV for the store.

On the day of the scheduled upgrade, ask the merchant or store manager if he notified the BP network of the need to prepare to enable EMV and Command EPS network communication. If the merchant or store manager has not notified the BP network of the need to enable EMV network communication, arrange a later date for the upgrade, after the network has sufficient time to enable EMV and Commander EPS functionality.

### Intended Users

The audience for this document includes merchants, cashiers, store managers, and Passport-certified Gilbarco®-Authorized Service Contractors (ASC).

*Note: Leave this manual at the site for the manager's reference. This manual is available for download by Passport certified ASCs on Gilbarco Online Documentation (GOLD<sup>SM</sup>) Library.*

**REVIEW AND FULLY UNDERSTAND THIS MANUAL BEFORE BEGINNING THE UPGRADE OR INSTALLATION OF PASSPORT V11.04 FOR BP.**

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## Related Documents

Document Number	Title	GOLD Library
MDE-3816	Passport Hardware Start-up and Service Manual	<ul style="list-style-type: none"> <li>• Passport</li> <li>• Service Manual</li> </ul>
MDE-4696	Ingenico® PIN Pad Kits (PA0379XXXXX and PA0380XXXXX) Installation Instructions	POS Peripheral Devices
MDE-4826	Passport Card and Face-based Local Accounts Setup and Operations Manual	POS Peripheral Devices
MDE-4834	Passport System Recovery Guide for Passport V8.02+	Passport
MDE-4866	Passport Firewall Router Start-up and Service Manual	Passport
MDE-4954	Passport Start-up and Service Manual for the Cisco® Firewall Router (Q13708-08)	Passport
MDE-5025	Passport Point of Sale System Passport V9+ System Reference Manual	Passport
MDE-5026	What's New in Passport Versions 9 and 10	Passport
MDE-5083	Passport Hardware Start-up and Service Manual for PX60 Platform	<ul style="list-style-type: none"> <li>• Passport</li> <li>• Service Manual</li> </ul>
MDE-5167	Gilbarco Deployment Service Startup and Service Manual	Passport
MDE-5213	VeriFone® MX915 PIN Pad Kit Installation Instructions	Passport
MDE-5266	What's New in Passport Version 11	Passport
MDE-5372	Passport Software Installation Manual for BP V11.02 on PX60 Hardware Platforms	Passport
MDE-5382	Secure Zone Router (Acumera) Installation Instructions	Passport
SP-3803	Wiring Quick Reference for Applause and EMV Connectivity	NA

## Abbreviations and Acronyms

Term	Description
ASC	Authorized Service Contractor
CRIND®	Card Reader in Dispenser
CWS	Cashier Workstation
EBT	Electronic Benefits Transfer
EDH	Enhanced Dispenser Hub
EPS	Electronic Payment System
EMV	Europay®, MasterCard® and Visa®
GOLD	Gilbarco Online Documentation
IP	Internet Protocol
MWS	Manager Workstation
PA-DSS	Payment Application Data Security Standard
POS	Point of Sale
PPU	Price per Unit
RAS	Remote Access Service
SZR	Secure Zone Router
TCP/IP	Transmission Control Protocol/Internet Protocol

## Technical Support

If you are a store manager or a merchant and you need assistance with your Passport system, call Gilbarco at 1-800-800-7498.

If you are an ASC and need to verify RAS connection or activate a Passport feature, call Gilbarco at 1-800-800-7498. If you need assistance with an upgrade or if you have any issue while installation, call Gilbarco at 1-800-743-7501.

*Note: You will have to provide your ASC ID.*

If you need to contact the BP Help Desk, call 1-888-274-3578.

For the VeriFone Help Desk, call 1-800-472-2504.

## Network Data Retention

The Passport system's network database saves transaction details for 31 days. Passport purges network transaction details older than 31 days. This setting cannot be changed.

# What's New in Passport V11 at BP Stores

The following features have been updated or are new for BP stores.

## New Commander EPS

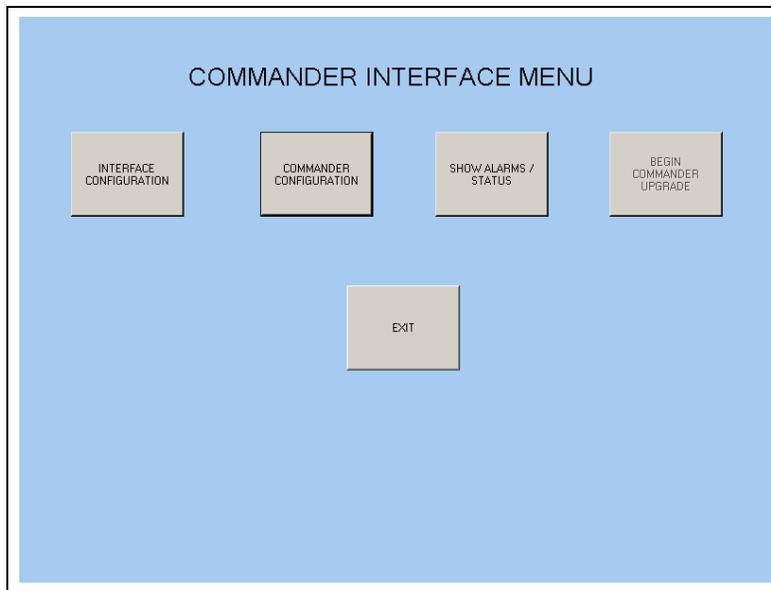
Beginning with V11.02, Passport for BP interfaces to the new Commander EPS. Stores will receive new hardware, including a new Commander EPS and VeriFone MX9145 PIN pads, as part of this upgrade. After this upgrade, Commander only supports VeriFone MX915 PIN pads for BP stores.

### Access Commander Interface through Passport

If the merchant or store manager needs access to the Commander EPS interface, he may gain access through Passport. To access the Commander EPS through Passport, proceed as follows:

- 1 Go to **MWS > Set Up > Network > BP** and select the **Commander Interface** button. The Commander Interface Menu displays.

**Figure 1: Commander Interface Menu**



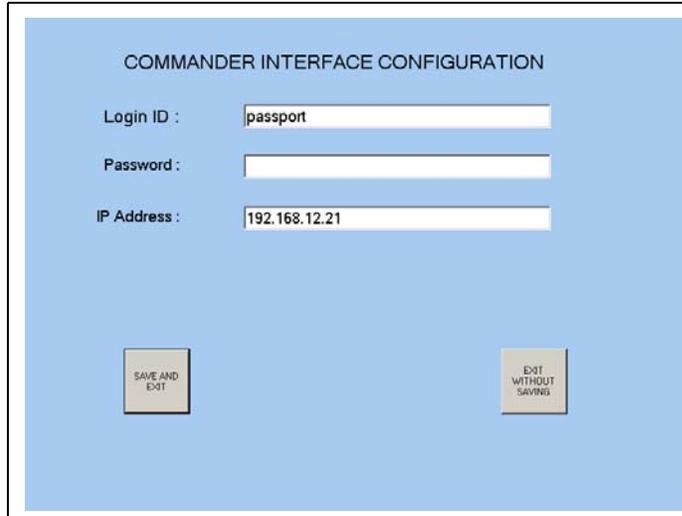
- 2 Options that display on the Commander Interface Menu are:
  - Interface Configuration
  - Commander Configuration
  - Show Alarms/Status
  - Begin Commander Upgrade
  - Exit

A discussion of each of these options follows.

**Interface Configuration:** After installing the Commander EPS and upgrading Passport to V11.04, select this option to configure the initial Password that Passport uses to communicate with the Commander EPS. After the initial Password configuration, Passport manages changing the Password when it expires. This configuration step is necessary only at initial installation of Commander and Passport V11.04 installation or upgrade or when replacing the Commander or Passport Server.

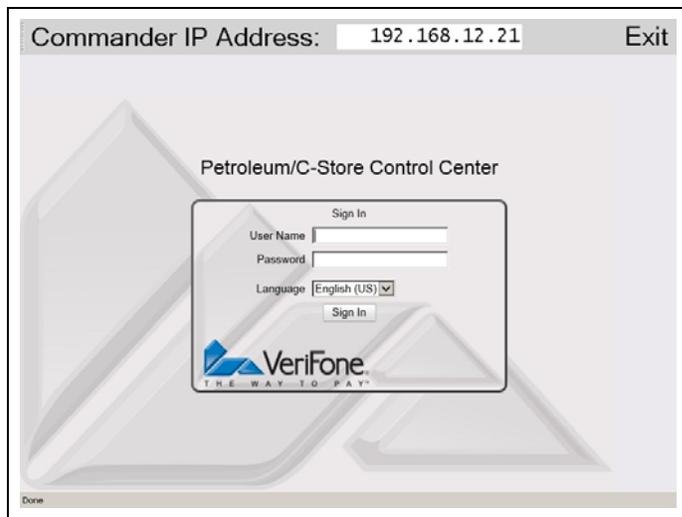
**Note:** *The ASC should ensure that a “Passport” user has been created on the Commander EPS with the same access level as the “Manager” user.*

**Figure 2: Commander Interface Configuration Screen**



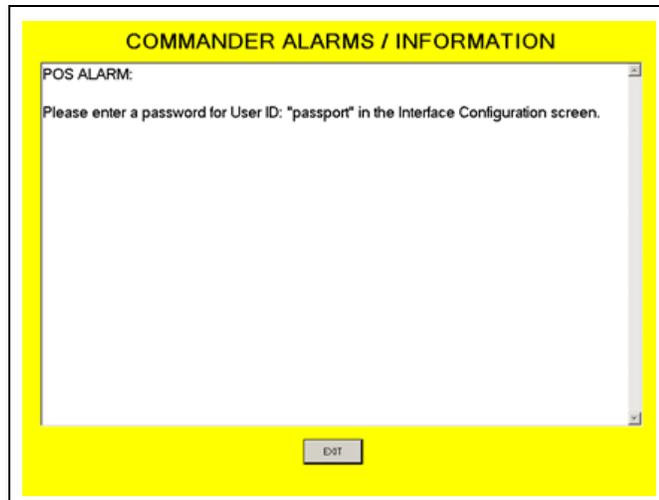
**Commander Configuration:** The merchant or store manager uses this option to sign into the Commander Petroleum/C-Store Control Center. Since the Commander EPS does not require special configuration after its initial installation, the merchant or store manager should not need to use this option; however, if the need arises, contact your BP representative for instructions.

**Figure 3: Commander Configuration Sign In Screen**



**Show Alarms/Status:** The merchant or store manager uses this option to view Commander alarms and status messages or to help troubleshoot communication issues with the Commander EPS. In addition, Passport automatically displays a COMMANDER ALARMS/INFORMATION box on the Manager Workstation (MWS) or Cashier Workstation (CWS) when it receives an alarm or status message from the Commander EPS. The merchant or store manager may go to **Show Alarms/Status** to review dismissed alarms or determine whether previous alarms have been acted upon.

**Figure 4: Show Alarms/Status Screen**



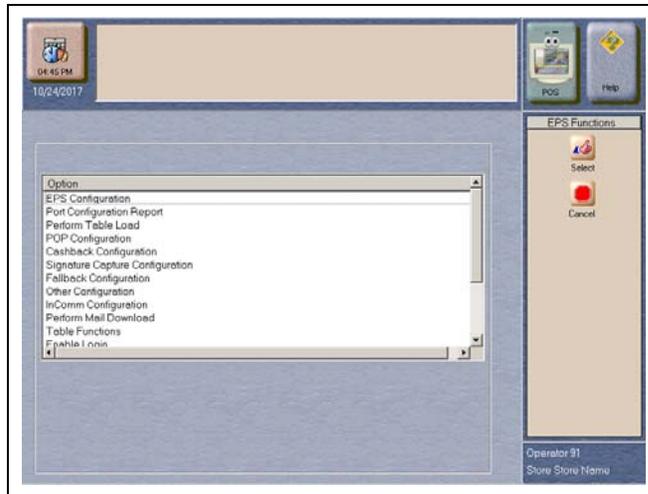
**Begin Commander Upgrade:** The merchant or store manager uses this option when notified that a software upgrade has been downloaded to the Commander and it is time to start loading the software.

## EPS Functions

If the merchant or store manager needs to perform functions available on the Commander EPS, he may gain access through Passport. To access the Commander EPS Functions, proceed as follows:

- 1 Go to **MWS > Set Up > Network > BP** and select the EPS Functions button. The EPS Functions screen opens.

**Figure 5: EPS Functions Selection Screen**

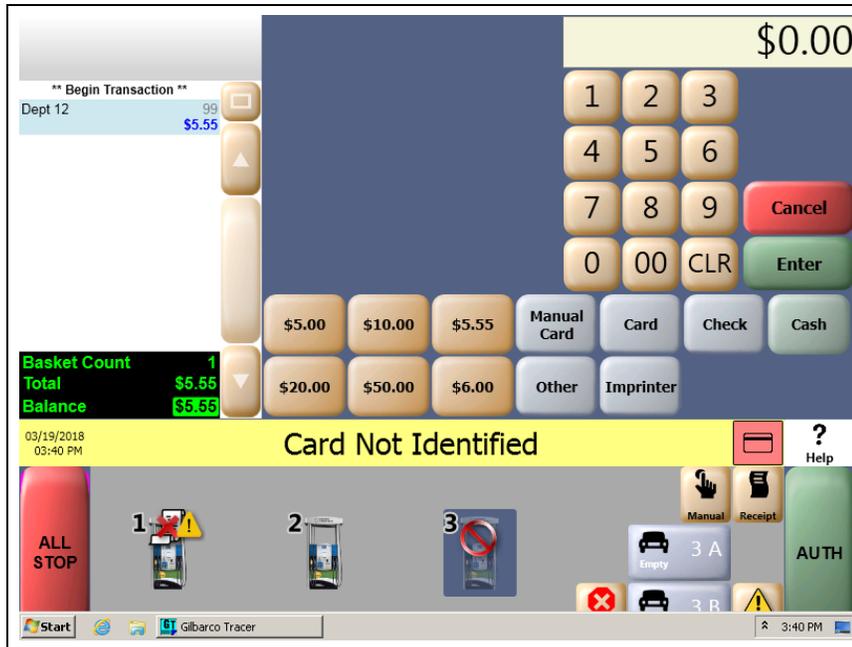


- 2 The Commander EPS controls the options that display on this screen. Additional or different options may display on the EPS Functions selection screen than those shown in [Figure 5](#) on [page 7](#). Click any option and then click the **Select** key to enter that option. After completing all EPS Functions, select the **Cancel** key to exit from EPS Functions. For more information on using EPS Functions, contact your BP representative.

## Manual Entry Not Allowed on the BP Network

Beginning with V11.02, BP does not allow manual entry of payment cards authorized through the BP network. If the cashier uses the **Manual Card** tender key for a payment card to be authorized through the BP network, the CWS yellow displays the error message, “Card Not Identified” and the cashier must select another tender.

**Figure 6: Card not Identified**

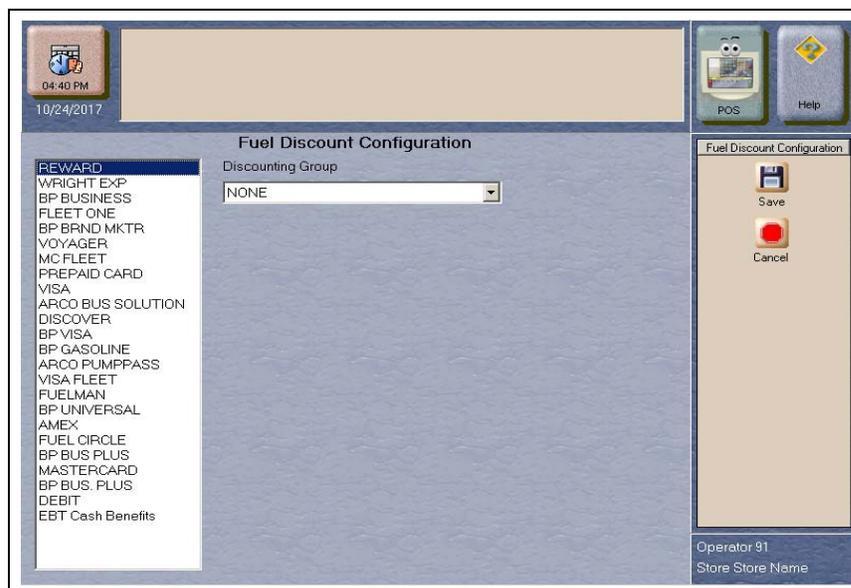


## New Resource for Card Types for Fuel Discounting Configuration

Beginning with V11.02, Passport receives card type definitions for Card Types for Fuel Discounting from the Commander EPS. The card types now automatically populate on the **MWS > Set Up > Network > BP > Card Types for Fuel Discounting** screen. If you currently have fuel discounts by card type configured, you will need to reconfigure them after the upgrade. After configuring fuel discount groups on the **MWS > Fuel > Fuel Discount Maintenance > Fuel Discount Groups** tab, go to **MWS > Set Up > Network > BP > Card Types for Fuel Discounting** to configure local fuel discounts to card types by selecting each card type for which you wish to offer an automatic PPU fuel discount and linking it to a specific Discounting Group.

The following is an illustration of the **Fuel Discount Configuration** screen, which lists the card types the BP network accepts.

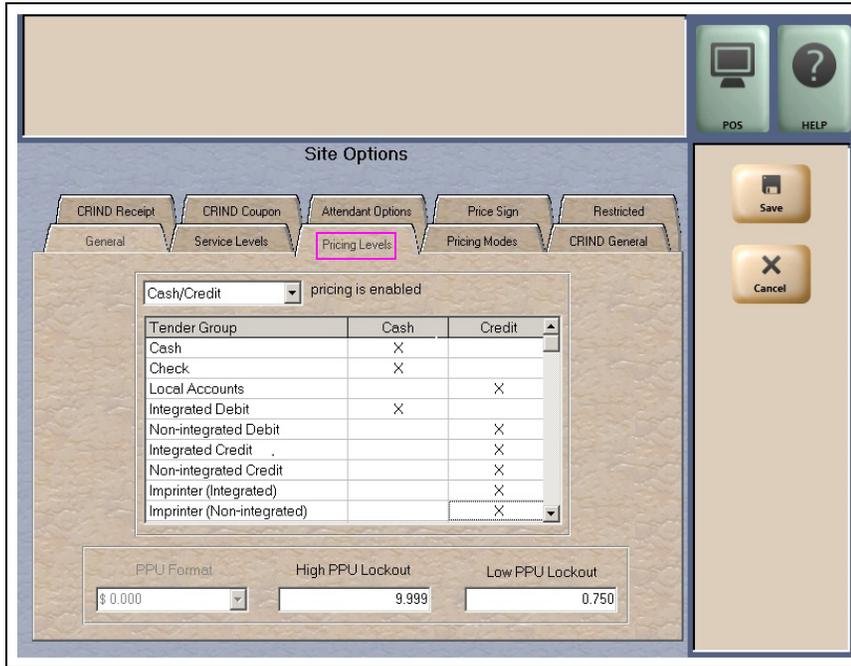
**Figure 7: Card Types for Fuel Discounting**



## Cash/Credit Pricing

Beginning with V11.02K, Passport for BP now Fully/Correctly supports cash/credit pricing modes for the CARD Tender with Indoor Sales. Cash/Credit Pricing mode is still supported for Outdoor CRIND sales.

**Figure 8: Cash/Credit Pricing Mode**



## BP V10 Feature Enhancements

Beginning with V10, Passport supports several enhancements specifically for BP merchants.

### BP National Loyalty Program

Passport supports the BP National Loyalty Program as well as a local Generic Loyalty program through the Enhanced Loyalty Interface feature.

Passport V8.06 BP stores may add a Generic Loyalty program when they upgrade to V10 after activating the Enhanced Loyalty Interface feature. Additionally, the Loyalty Interface Configuration screens have changed in Passport V10.

For information on these and other enhancements included in Passport V10, refer to *MDE-5026 What's New in Passport V9+*.

### Partially Approved Sales

If a customer presents a card payment method that has insufficient funds to complete the purchase, the customer may be given the option to apply the funds available on the card to the transaction and then complete the transaction with another payment media. This option is at the discretion of BP; it is not controlled by the Passport system. After the customer has accepted this option on the PIN Pad, the Passport system behaves in the following manner:

- Outside at the CRIND, the dispenser is armed for the partially approved amount. The dispenser stops fueling at the partially approved amount or when the customer replaces the nozzle, whichever occurs first.
- Inside for post pay sales, the partial payment is accepted and the Passport system prompts the cashier for additional tender. If the customer has no additional tender, the cashier may void the transaction. The Passport system sends a reversal message to the BP network to return the partially approved funds to the customer's account.
- Inside for prepay fuel sales, the Passport system declines the tender and sends a \$0.00 transaction message to the BP network to return the funds to the customer's account. The Passport system does not allow split tender for prepay fuel transactions.
- Beginning with V11.02, Passport does not allow split tender for transactions that contain Cash Back. If the BP network responds with partial payment on a transaction that includes Cash Back, Passport sends a reversal message to the BP network to return the partially approved funds to the customer's account. The cashier may tender the transaction with a different method of payment or void the transaction.

## Passport V11 Core Feature Enhancements

Several enhancements are introduced in Passport V11. This section provides a high-level description of each. For more information on enhancements, refer to *MDE-5026 What's New in Passport V9+ and MDE-5266 What's New in Passport V11*.

### **EMV Transactions Inside the Store**

Passport V11.02 is the first version for BP that supports EMV chip cards inside. Customers using a credit or debit card with an embedded microchip must insert the card into the chip reader on the inside PIN pad and leave it until the chip reader displays instructions to remove the card. Cashiers at the CWS and customers inside the store will notice new prompting beginning with this Passport version.

### **EBT Food (Non-integrated) and EBT Cash (Non-integrated) Tenders**

Passport provides new Tender Group selections that allow the merchant to program EBT Food and EBT Cash tenders for stores that use an external EBT terminal to authorize EBT Cash and EBT Food transactions when the primary payment network does not support EBT Cash and EBT Food card types. These new EBT tenders are available for inside transactions only. The EBT Food tender applies food stamp restrictions to the items in the transaction as well as forgives tax for the items that qualify for food stamps.

### **Receipt Printer Settings for Faster Printing**

To increase receipt printer speed, your ASC can change the settings on the Epson® receipt printer, which increase the baud rate of the printers.

### **Network Batch Totals for BOS Processing**

The Passport Back Office Interface allows the merchant to send information about each network batch close that occurs during the business day to the BOS. Passport generates a network batch file at the close of each batch. The information included in batch totals XMLGateway files varies by network.

# Site Configuration Programming

To configure the store, the Global Network Parameters must be set.

## IMPORTANT INFORMATION

Install and run the Enhanced Dispenser Hub (EDH) before you start network configuration.

## Global Network Parameters

To configure Global Network Parameters, proceed as follows:

- 1 From the MWS menu, select **Set Up > Network > BP > Network Site Configuration**. The Global Network Parameters menu opens. Select the **Site** tab.

**Figure 9: Global Network Parameters Menu - Site Tab**

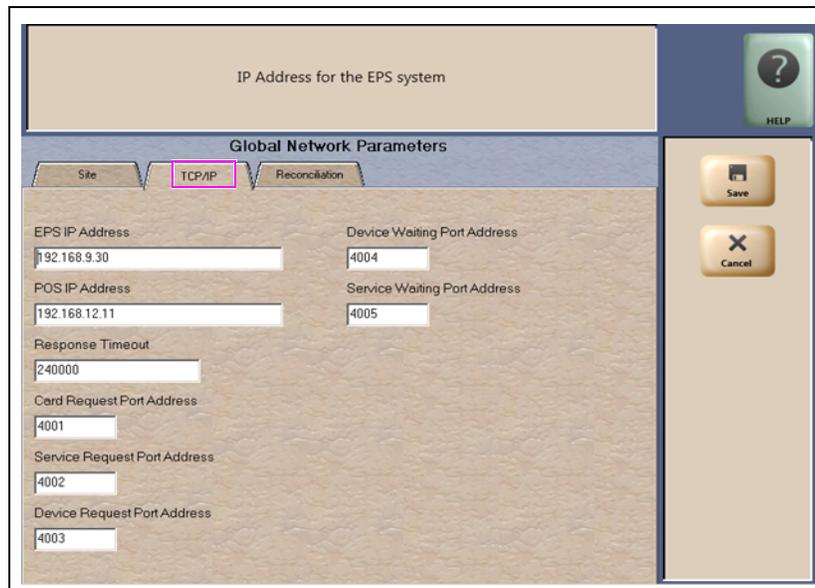
### Fields on the Site Tab

Field	Description
Terminal ID	The SVB Number BP assigned to the store. It is the identifier associated with the EPS. The store manager or ASC programs the SVB Number on the Passport system for reference only. The SVB Number also display on the Network Configuration Report.
Name	The business name of the store
Address	The physical address of the store
City	The city in which the store is located.
State	The state in which the store is located
ZIP	Postal ZIP Code of the store

This data is saved in the database and is designated as the physical site information, which is used to create site-related network information, such as for reports. This data can be edited at any time.

- 2 Select the TCP/IP tab.

**Figure 10: Global Network Parameters Menu - TCP/IP Tab**

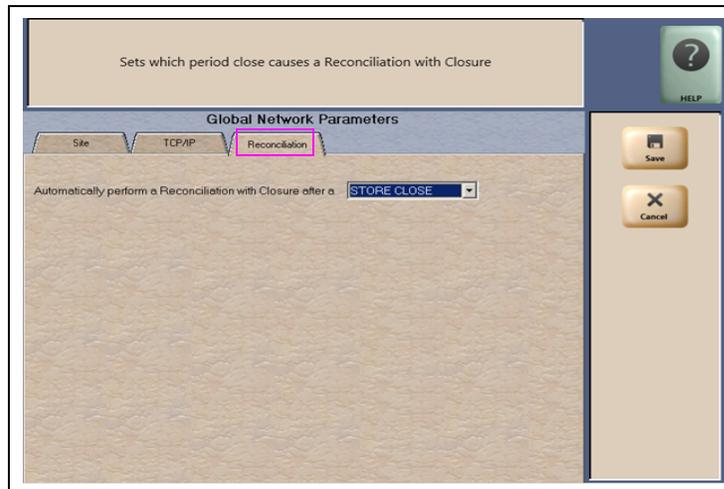


**Fields on the TCP/IP Tab**

Field	Description
EPS IP Address	IP address of the EPS. Set to 192.168.9.30.
POS IP Address	IP address of the Gilbarco router to which the POS is connected. Set to 192.168.12.11.
Response Timeout	Message timeout (maximum of 240 seconds) in milliseconds. Default value is 240,000 milliseconds.
Card Request Port Address	Port used to send Card Service Request messages to the EPS. Default is 4001.
Service Request Port Address	Port used to send Service Request messages to the EPS. Default is 4002.
Device Request Port Address	Port used to send Device Request messages to the EPS. Default is 4003.
Device Waiting Port Address	Port used to receive Device Request messages. Default is 4004.
Service Waiting Port Address	Port used to receive Service Request messages. Default is 4005.

- 3 Select the **Reconciliation** tab.

**Figure 11: Global Network Parameters Menu - Reconciliation Tab**



The **Reconciliation** tab includes a single drop-down menu field for the store manager to configure whether the Passport system performs Reconciliation with Closure with the STORE CLOSE or SHIFT CLOSE.

- 4 After completing all necessary programming for **Global Network Parameters**, select **Save** to save all programming and return to the **Network** menu.

# Network Journal

The Commander EPS can send network journal events to Passport. Passport makes these network journal events available within **MWS > Reports > Journal Reports > Network Journal**.

## Network Reports

The following table lists all Network Reports and their availability. Review the reports and select in **MWS > Set Up > Store > Period Maintenance** those appropriate for Store and Shift Close for the store's operation.

Report Name	Shift Close	Store Close	Current	Secure
BP Network Reports	-	-	✓	-
BP Secure Network Reports	-	-	✓	See note
Network Configuration Report	-	-	✓	-
Card Conflict Report	-	✓	✓	-
Unpaid Transaction Report	-	✓	✓	-

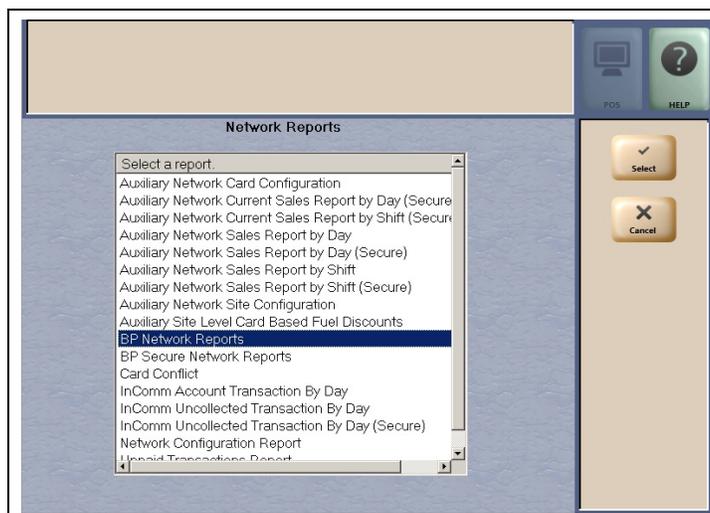
*Note: Among the BP Network Reports, only those reports with sensitive card data are secure. These reports are located under **MWS > Reports > Network > BP Secure Network Reports** and require a Secure Reports password to preview or print.*

<b>IMPORTANT INFORMATION</b>
Secure reports may contain sensitive customer data, such as card account number and expiration date. These reports are password protected and available to print on demand only. For more information on secure reports, refer to <i>MDE-5321 Passport EDH (BP) V08.29 Implementation Guide for PA-DSS V3.2</i> .

To view **BP Network Reports**, proceed as follows:

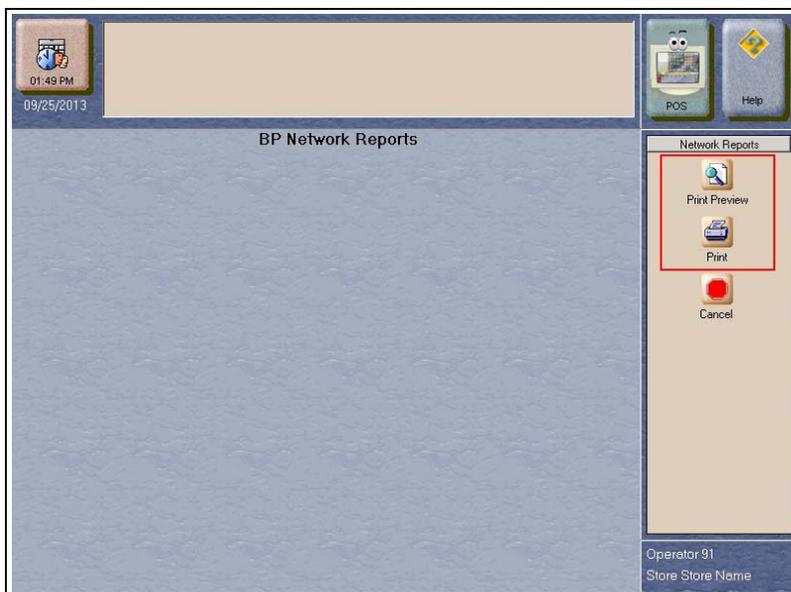
- 1 From the MWS main menu, select **Reports > Network**. The Network Reports menu opens.

**Figure 12: Network Reports Menu**



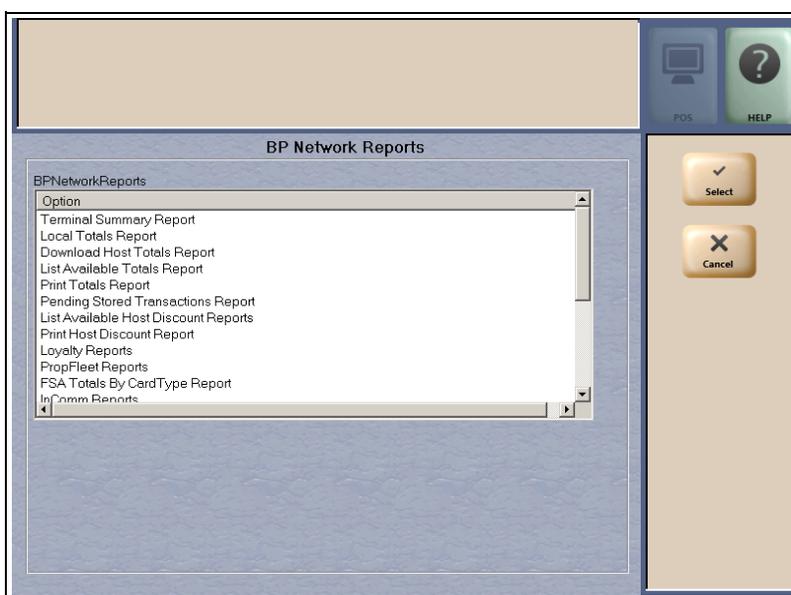
- 2 Select **BP Network Reports** from the Network Reports menu. The BP Network Reports screen opens.

**Figure 13: BP Network Reports Screen**



- 3 Select **Print Preview** or **Print**. A screen opens that contains all the available report categories from the EPS. The EPS controls the number and format of these reports; therefore, the reports that display on this screen may change at any time through an EPS download.

**Figure 14: BP Network Reports Option Screen**



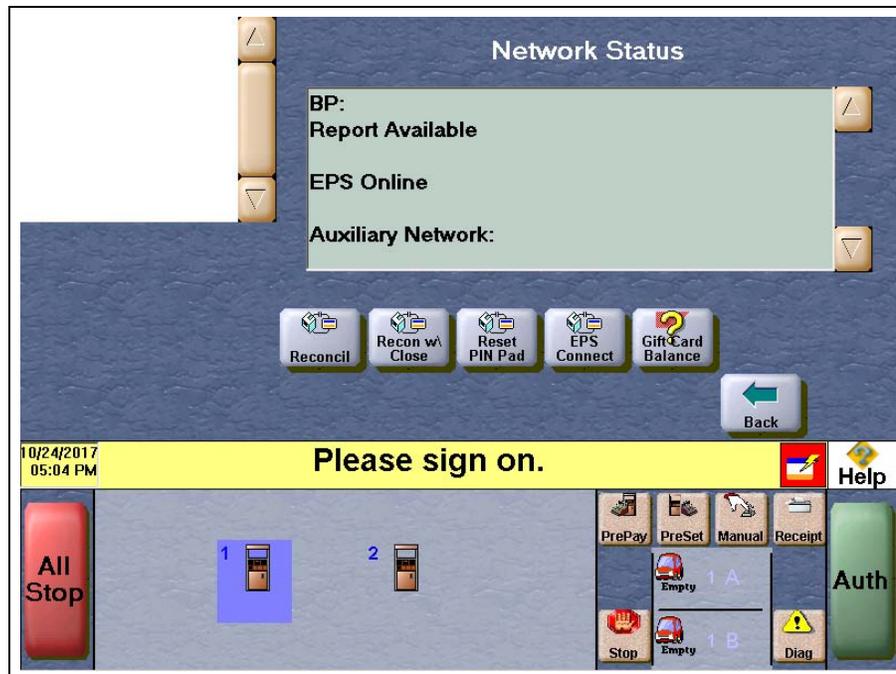
*Note: This screen is an example. The reports listed on the actual screen may display differently.*

# CWS Network Functions

To access Network Functions on the CWS, proceed as follows:

- 1 Select **More** until the **Network Functions** button is displayed.
- 2 Select **Network Functions**. The Network Status screen opens.

**Figure 15: CWS Network Status Screen**



## Network Functions Buttons

Button	Behavior
Reconcil	Causes the current network batch number to display on the Yellow Bar.
Recon W/Close	Causes the current network batch to close before displaying the number on the Yellow Bar.
Reset PIN Pad	Causes the Passport system to request the EPS to send a reset command to the PIN Pad.
EPS Connect	Causes the status of EPS connectivity with the BP network to display on the Yellow Bar.
Gift Card Balance	Causes the Passport system to perform a balance request for a Gift Card.

## Important Notes

### Card-based Local Accounts

For detailed information regarding Card-based Local Accounts, refer to *MDE-4826 Passport Card and Face-based Local Accounts Setup and Operations Manual*. This feature allows the manager to define prompts to be displayed on the PIN Pad when a Local Accounts card is swiped. The BP architecture restricts prompts available for the PIN Pad. If an invalid prompt is programmed in Local Accounts Maintenance, Card-based Local Accounts will not function correctly. If this occurs, the CWS Yellow Bar displays the message, “*Customer canceled. Do you want to retry? YES/NO*” when a customer enters a card.

If this message displays, compare the prompts programmed for Card-based Local Accounts to the list of acceptable prompts in the following table. Correct any programmed prompts that do not match an entry in the table.

Prompt	Prompt	Prompt
AHORRO	ENTEREMPLOYEE	ENTREIDCHOFER
BADGE	ENTEREXPIRATION	ENTREIDUSARIO
CASHBACK	ENTEREXPIRATIONDATE	ENTRENUMVEHIC
CHECKING	ENTEREXPIRDATE	ENTREODOMETRO
CLIENT	ENTERFLEET	EQUIP
CLOCK	ENTERFLEETDATA	EQUIPCD
CLOCKNO	ENTERFLEETNO	EQUIPCODE
CODE	ENTERFLEETNUMBER	FINANCE
CONTROL	ENTERFLEETPIN	FLEETNUMBER
CORRIENTE	ENTERFOOD	GOV
CUSTOMER	ENTERFREQUENT	GOVBADGE
CUSTOMERCODE	ENTERHUB	IDNO
CUSTOMERID	ENTERHUBNUMBER	IDNUMBER
DATA	ENTERHUBOMETER	JOB
DATE	ENTERID	JOBNO
DATEMMYY	ENTERIDNUMBE	JOBNUMBER
DEPT	ENTERJOB	MMDDYYYY
DEPTNO	ENTERJOBID	MOSYN
DIGITZIP	ENTRJOBNO	NO
DIVISION	ENTERKEYFOB	NUMBER
DIVNO	ENTERLIC	ODOMETER
DRIVER	ENTERLICENSE	ODOMETERNUMBER
DRIVERLICENSE	ENTERLOCATION	ODOMETERREADING
DRIVERNUMBER	ENTERLOYALTY	PAYROLL
DIVERSID	ENTERMEMBER	PLEASEENTER
EMP	ENTERMEMBERSHIP	PLEASEREENTER
EMPNO	ENTERMENU	PO
ENTER	ENTERMESSAGE	PONO
ENTERACCOUNT	ENTERODOMETER	PONUMBER
ENTERAMOUNT	ENTERODOMETERREADING	POSTAL

## Important Notes

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Prompt	Prompt	Prompt
ENTERAUTH	ENTERPERSONAL	POSTALFINANCE
ENTERAUTHNUMBR	ENTERPHONE	PREVIOUSSTREET
ENTERBIRTHDATE	ENTERPOINTS	PREVIOUSZIPCODE
ENTERCARD	ENTERPRODUCT	READING
ENTERCARDID	ENTERRC	REENTER
ENTERCARWASH	ENTERREF	REENTERCNTRL
ENTERCASHBACK	ENTERREFERENCE	REENTERCONTROL
ENTERCHARGETO	ENTERRESTRICTIONCODE	REENTERDRIVERID
ENTERCLIENT	ENTERROUTE	REENTERDRIVID
ENTERCLUB	ENTERROUTENUMBER	REENTERODOMETER
ENTERCODE	ENTERSECCODE	REENTERSECCODE
ENTERCONTROL	ENTERSECURITYCODE	REENTERVEH
ENTERCUSTCODE	ENTERSERVICE	REENTERVEHICLE
ENTERCUSTDATA	ENTERSOCSEC	REENTERYOUR
ENTERCUSTID	ENTERSS	REENTERZIPCODE
ENTERCUSTOMER	ENTERSTORE	REMAININGBALANCE
ENTERCUSTOMERCODE	ENTERSTREET	RESTRICTIONCODE
ENTERCUSTOMERDATA	ENTERTAG	ROUTENUMBER
ENTERCUSTOMERID	ENTERTRALER	SAVINGS
ENTERCUSTREF	ENTERTRAILERID	SECURITY
ENTERDATA	ENTERTRAILERNO	SECURITYCODE
ENTERDEPT	ENTERUSERDATA	SERIAL
ENTERDEPTNO	ENTERUSERID	SOCSEC
ENTERDIGITZIP	ENTERVALUE	USER
ENTERDOBMMDDYY	ENTERVEHICLE	USERID
ENTERDRIVER	ENTERVEHICLEID	VEHICLE
ENTERDRIVERID	ENTERVEHICLENUMBER	VEHICLEID
ENTERDRIVERLIC	ENTERVERIPASS	VEHICLENUMBER
ENTERDRIVERLICENSE	ENTERYOUR	VEHTAG
ENTERDRIVERNUMBER	ENTERZIPCODE	WORKORD
ENTERDRVR	ENTREDATOS	WORKORDER
ENTEREMP	ENTREDEPTO	ZIP

## Appendix A: Upgrading to Passport V11.04

This section provides BP-specific information to the ASC for upgrading to **V11.04**.

### IMPORTANT INFORMATION

Upgrades to BP V11.04 are supported only for locations running V10 P with Maintenance Pack 1 and later or V11.02 H, or V11.02J with Maintenance Pack 2 and later. If the store is installed with an earlier version, then you must upgrade to one of these minimum versions before upgrading to V11.04.

In addition, Passport V11.02 and V11.04 for BP does not support the PX52 hardware platform. If the store is running on PX51 or PX52 hardware, advise the store owner he must upgrade his Passport hardware to receive Passport V11.04. Do not apply the Passport V11.04 upgrade to PX51 or PX52 hardware..

#### Before beginning the upgrade, the ASC must perform the following:

- Ensure all dispenser software and firmware meet applicable requirements to support loyalty and other fuel discounting functionality, including support of \$0.000 PPU.
- Close all open tills and perform a Store Close.
- Go to **MWS > Set Up > Network > BP** and select the **Send Offline Transactions** key to ensure the current EPS transmits all offline transactions before beginning the upgrade.
- If upgrading from V10, print all network reports the merchant or store manager feels are needed. Since the BP EPS is being replaced, no historical BP network reports will be available from the Commander EPS through Passport after the upgrade to V11.04.
- If upgrading from V10, add the RV042 Firewall Access Rule for the new Port 4005.

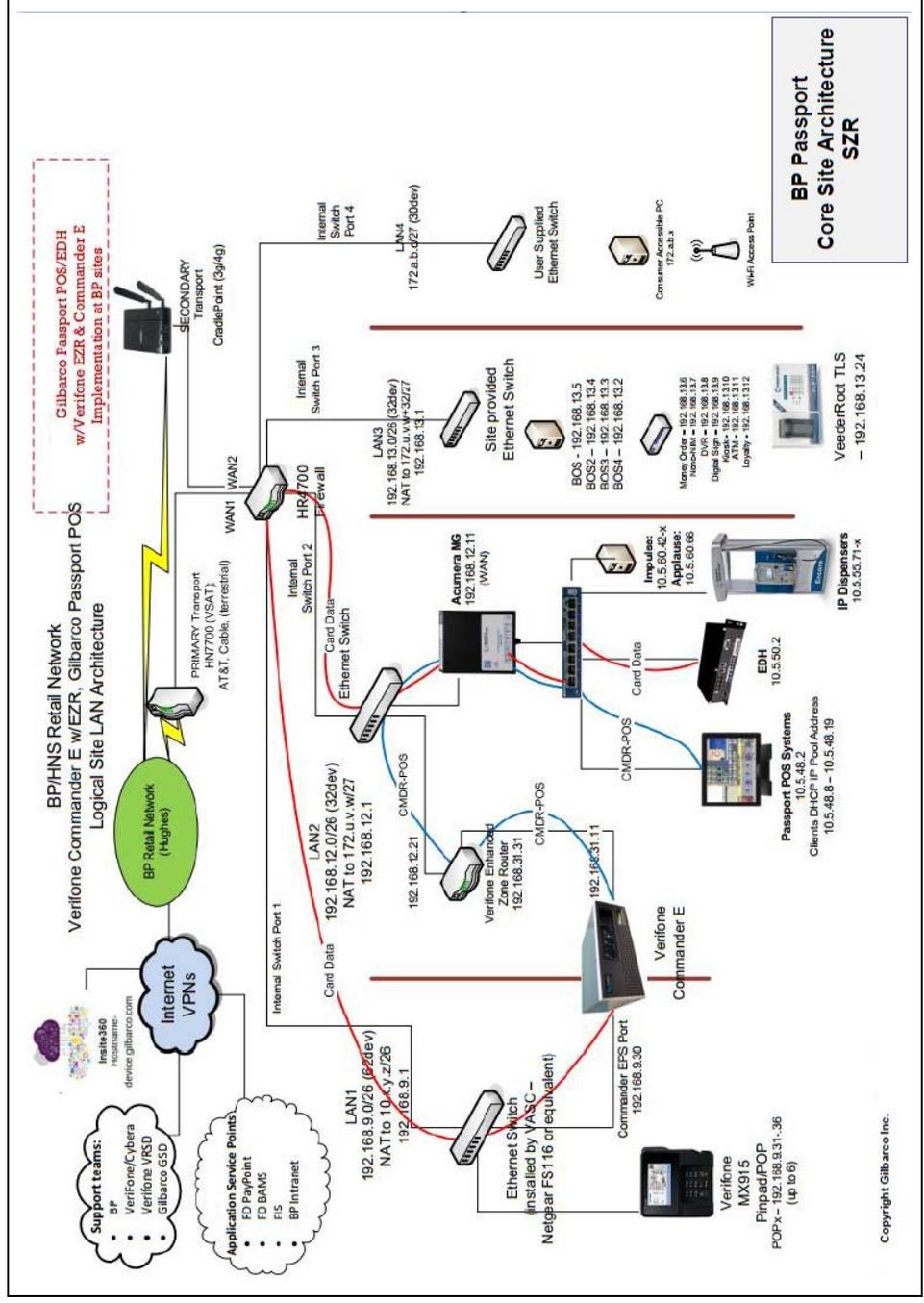
#### After the upgrade, the ASC must perform the following:

- If Commander is already installed, confirm with BP that is compatible with the latest version.
- If upgrading from V10, after installing the Commander EPS and completing the Passport upgrade, go to **MWS > Set Up > Network > BP** and select the **Commander Interface** key to assist the merchant or store manager to perform **Commander Interface Configuration**. For more information about the Commander Interface Configuration, refer to [“Access Commander Interface through Passport”](#) on page 4.
- If upgrading from V10, assist the merchant or store manager in reconfiguring **MWS > Set Up > Network > BP > Card Types for Fuel Discounting** based on the Fuel Discount Maintenance report printed before the upgrade began.

## Appendix B: Secure Zone Router Topology

When installing a Secure Zone Router (SZR) at a BP site, set the network topology as shown in Figure 16. For more information on installation, refer to *MDE-5382 Secure Zone Router (Acumera) Installation Instructions*.

Figure 16: Network Topology Setting



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7300 West Friendly Avenue · Post Office Box 22087  
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Phone (336) 547-5000 · <http://www.gilbarco.com> · Printed in the U.S.A.  
MDE-5434B Passport™ V11.04 Network Addendum for BP® · October 2019

