Date: May 28, 2019

To: First Data Retail, Wholesale, Full Service Providers (FSP) Clients

Platform: Omaha, North FACS, FDS North

Notification Type: Initial

Regarding: Verifone VX and E Series Devices Rebooting

Overview:
Some models of Verifone terminals (VX and E series) are experiencing technical issues and get stuck in a reboot loop. The loop will only occur after the terminal has rebooted.

Be Informed:
How to determine if your terminal is affected:
An issue has been identified within Verifone CommServer. Any version of CommServer prior to 544 or 5441 is affected. Your terminal's CommServer version can be found by following the steps below:

How to determine your Verifone terminal’s CommServer version:

- Access the VMAC menu by pressing “*” by default- this is application dependent. Select CommServer.
- Press the left-most purple button (status button 🛡️) on monochrome terminals, or the left-most icon on the Vx680 and Vx820 🗻

- Press the down button twice and get the CommServer version:
VCS XCSB1P544 <- Last 3 digits represent the CommServer version
Version WASAA
of AM92170
Rel-Fri 04/12/2019
7:30:58.24

Action Required:

If your terminal is affected, visit this website https://developer.verifone.com/docs/TechIssue-NextSteps to download and follow recovery instructions.

Use these credentials to log in: Username: verifone_client and Password: Vfi85W1$#

If you require further customer support, please raise a ticket through the Verifone XPI Support Portal or call 1-800-342-9080, Option 2 to talk with a Verifone agent.

Should you have any questions regarding this Flash Communication, please open a ServiceCenter ticket via the client website www.firstdataclients.com, or contact the ISO Solutions Service Team at 1-800-337-1222, press 2 for Merchant ISO/FSP support, then press option 1 for North or Memphis Platform support OR option 2 for Omaha Platform support.

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