Triple E Customer Service Notices

AutoUpdater: Upgrade Your Sites on Your Schedule

Did you know that if your sites are running version 4.5211 or higher, you have the capability to upgrade your systems without Triple E assistance? AutoUpdater is an easy-to-use application that allows you to have the latest Triple E software automatically downloaded to your system. The upgrade process typically only takes 5-15 minutes and varies slightly depending on your site environment.

To learn how to use AutoUpdater, please refer to this user guide or contact our Customer Support Department.

Windows XP No Longer Supported

We are requiring that all customers upgrade their Triple E systems from Windows XP to Windows 7. Microsoft support for XP ended as of April 2014. Triple E has continued to support Windows XP past this date in an effort to provide ongoing support to our customers, but we have recently shifted our resources towards supporting Windows 7 to provide safer, more reliable products. If you still have systems running XP, contact our Sales Department at (888) 407-6077 to discuss your next steps.

Requirements for CHS Customers

All CHS customers are required to have a PaySafe device and must be running OneTouch Suite Version 5.113. If you need assistance upgrading your systems to 5.113, contact our Customer Support Department. For questions regarding your PaySafe device, refer to this document and contact your managed firewall provider.

Remote Access and PCI Compliance

PCI mandates that you keep remote connections closed when they are not needed. We incorporate this into our internal procedures by requiring our technicians to request permission every time they need to access your site remotely for troubleshooting purposes. You should follow the procedures in your company information security policy to close your connection after technicians access your site. For more information, refer to the PA-DSS Implementation Guide.

Questions?

For additional information about any of the above, please contact our Customer Service Department at (888)407-6077 or helpdesk@e3tek.com.