



# **AutoUpdater Client Service User Guide**

Triple E Technologies, LLC

Version 042516.01

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## About AutoUpdater

AutoUpdater allows you to have the latest Triple E software automatically downloaded to your system. The upgrade process typically takes 5 - 15 minutes and varies slightly based on site environment. Triple E services will be unavailable until the AutoUpdater process completes.

You can only use AutoUpdater if you are running **version 4.5211 or later**.

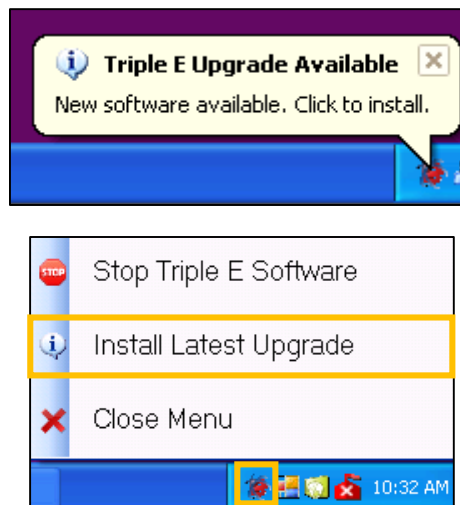
## Installing Upgrades

The EEE Control Panel displays a pop-up notification when an upgrade is available. Clicking the notification provides the option to install the upgrade immediately or to postpone it.

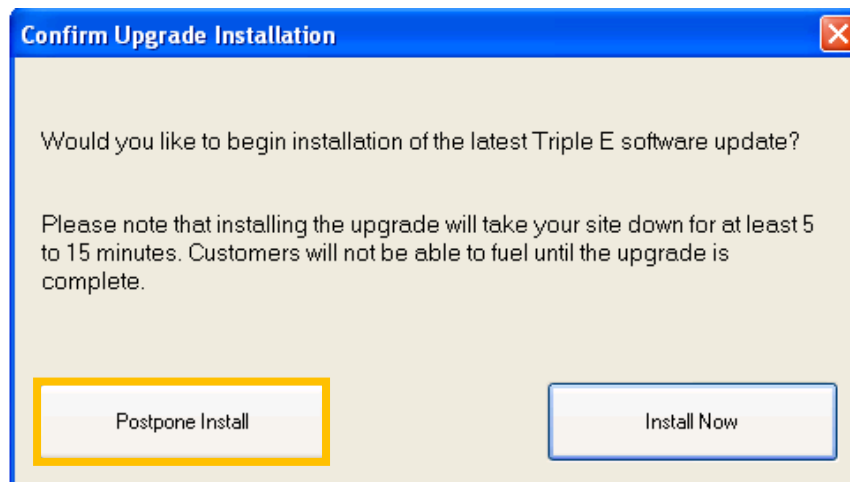
### Postponing Upgrades

Clicking **Postpone Install** hides upgrade notifications for 2 hours, after which notifications will re-display. You can continue to postpone the install and hide notifications indefinitely.

**To postpone upgrade:**



1. Click desktop **EEE Control Panel** icon, then click **Install Latest Upgrade**. **Confirm Upgrade Installation** screen displays.

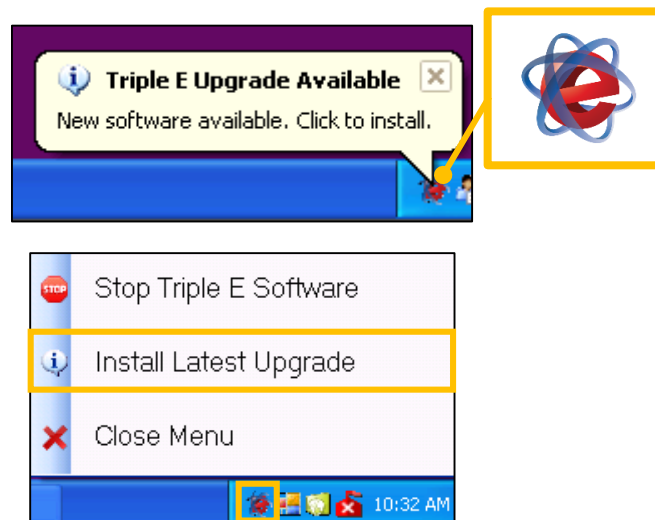


2. Click **Postpone Install**. This hides upgrade notifications for 2 hours.

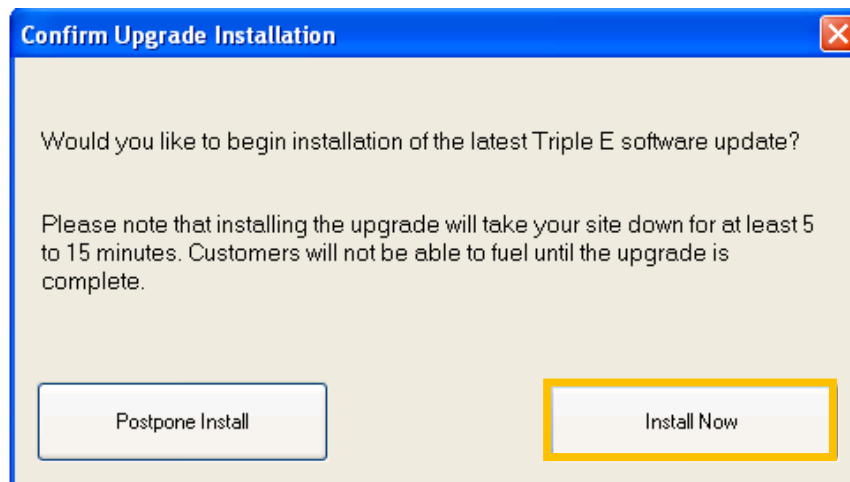
## Installing Upgrades

When you are ready to install the latest upgrade package, perform the following steps. **NOTE:** *Be sure to allot sufficient time for the process to complete.*

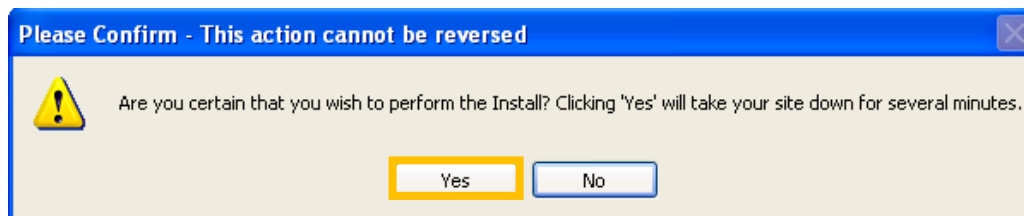
**To install latest upgrade:**



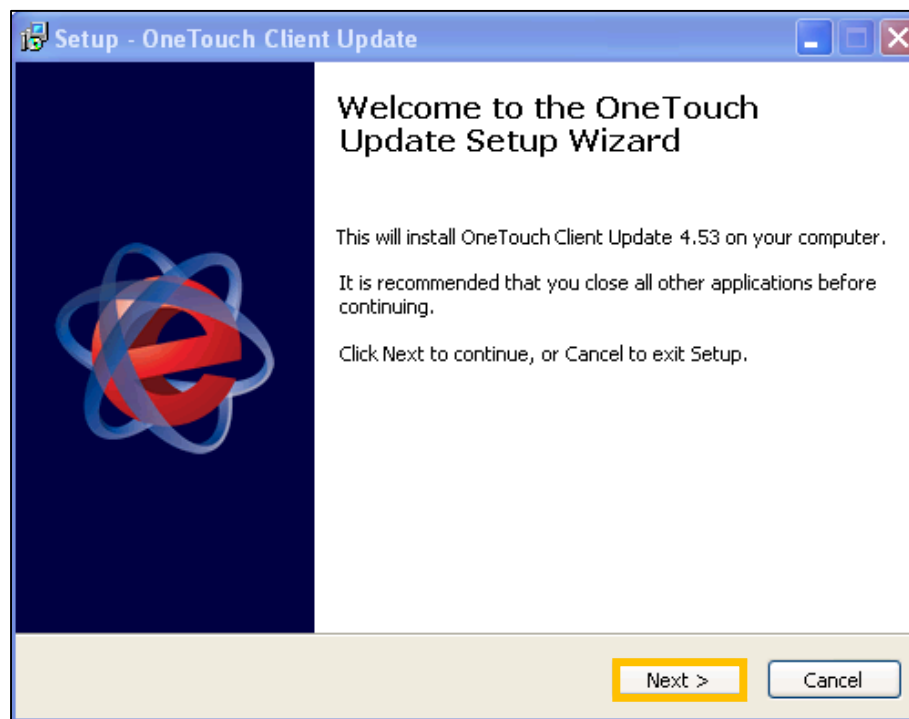
1. Click desktop **EEE Control Panel** icon, then click **Install Latest Upgrade**. **Confirm Upgrade Installation** screen displays.



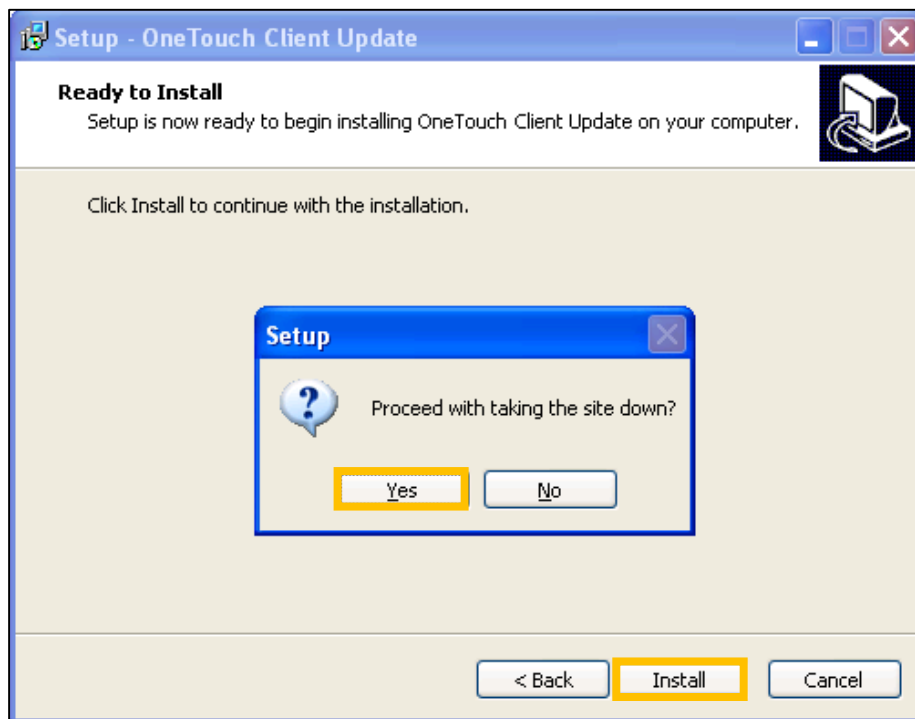
2. Click **Install Now**. **Please Confirm** screen displays.



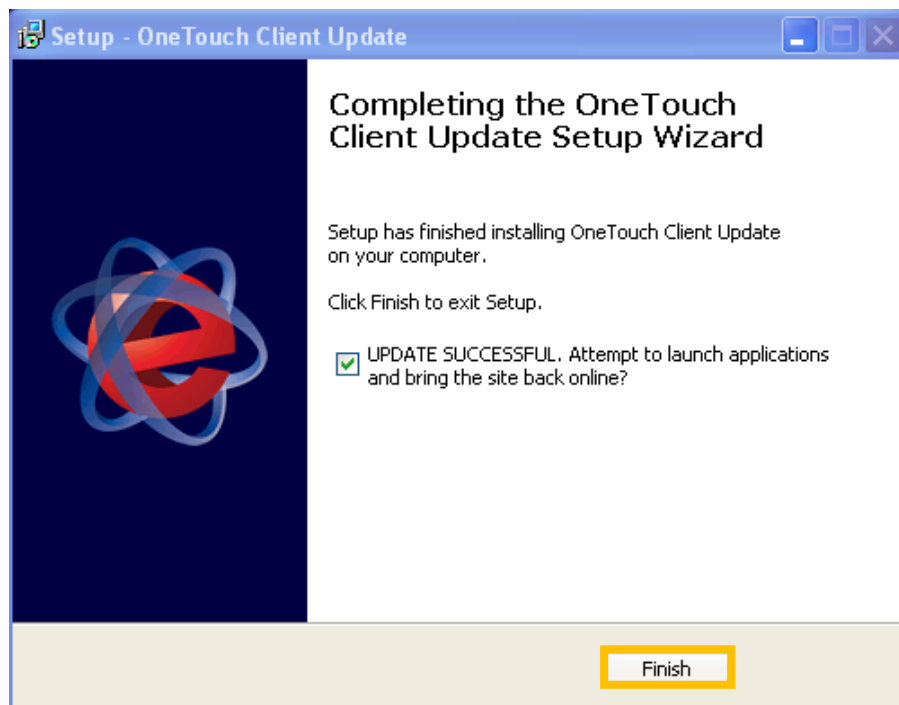
3. Click **Yes** to proceed with install. **Upgrade Welcome** screen displays.



4. Click **Next**. **Ready to Install** screen displays.



5. Click **Install**, then click **Yes** on **Setup** screen. This takes down the site and begins the upgrade.
6. Wait approximately 5-15 minutes for the upgrade to finish. Upon successful completion, **Completion** screen displays.



7. Click **Finish** to re-launch applications and bring site online. **Upgrade Complete** screen displays.



**NOTE:** If an error occurs at any point during the upgrade, call Triple E for assistance at (208)777-9300.

## Navigator Environment Upgrades

A Navigator environment consists of a Site Controller PC and any connected terminals, such as Vanguard Registers, Sentinels, Fuel Control Terminals, and workstations. AutoUpdater synchronizes all connected terminals to simultaneously upgrade the entire environment.

If your entire environment is marked for automatic upgrade, the Navigator will not display its upgrade notification prompt until all connected terminals have successfully downloaded their upgrade packages. If any connected terminals fail to download the upgrade package, you will not be able to initiate the Navigator upgrade. This functionality is designed to prevent connected terminals from running mismatched software versions.

After all connected terminals have successfully downloaded their upgrade packages, the Navigator will display the upgrade pop-up notification.

Before beginning the Navigator upgrade, you should close the register applications running on any connected Vanguard POS terminals. To do this, hold **Ctrl+Shift+L** to log out of the register, then hold **Ctrl+Shift+Q** to quit the application.

Once all register applications have been closed, you can proceed with the Navigator upgrade by clicking the upgrade pop-up notification or by clicking **Install Latest Upgrade** from the desktop EEE Control Panel icon.

After the Navigator upgrade finishes, all connected Vanguard POS terminals will display pop-up upgrade notifications. You or your cashiers must then initiate the upgrade on each individual POS by following the upgrade steps [above](#).

All other connected terminals, including Sentinels, FCTs, and DataManager workstations, will be automatically upgraded after the Navigator upgrade has finished.