



SUPPORT BULLETIN

SB-00075 Rev B Date: 2018 August 13

ATR 11 Prerequisites - Microsoft Visual C++ 2012 Redistributable and .Net Framework 4.6

Purpose: The 11 versions of ATR and CribMaster both require newer versions of the Microsoft Visual C++ 2012 Redistributable and Microsoft .Net Framework than previous versions of the software. The following patch will allow users to upgrade the Microsoft Visual C++ 2012 Redistributable version and the .Net Framework version on existing Tekvisions running over a CribMaster web service prior to upgrading to version 11.

Products Affected: Tekvison computers running POS Ready 7 (Windows 7) or Windows 10 that are currently running a .NET Framework version lower than 4.6 and a Microsoft Visual C++ Redistributable version less than the 2012 version.

Details:

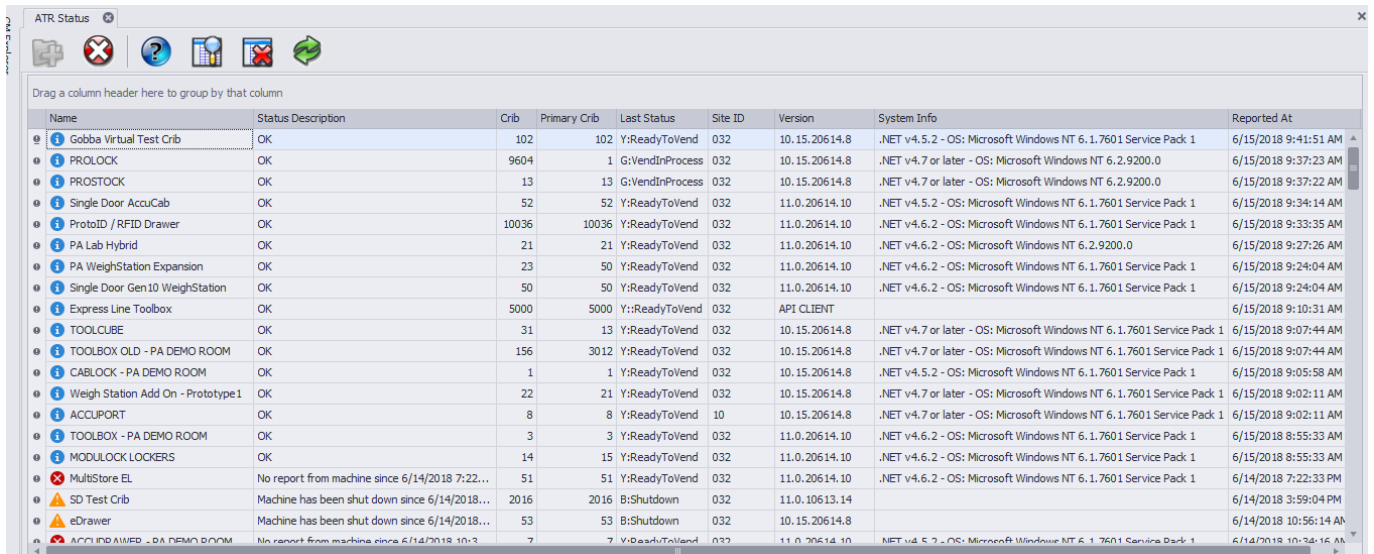
- All CribMaster software that is version 11 requires version 4.6 of the Microsoft .Net Framework and the 2012 version of the Microsoft Visual C++ Redistributable in order to run. The version 11 base installers for ATR, CribMaster, and the CribMaster web service will include the ability to update the .Net Framework and the Visual C++ Redistributable. However, customers looking to upgrade an existing environment to ATR 11 via a web service upgrade will not have the ability to update the .Net Framework and Visual C++ with that upgrade. If an ATR is upgraded to version 11 and the .Net Framework and Visual C++ Redistributable on the Tekvison is less than version 4.6 and older than 2012 respectively, then ATR will not be able to run until the both prerequisites are updated.

Conclusion/Resolution:

- In order to allow customers to update multiple Tekvisions with the required prerequisites without having to be physically present at the machine, CribMaster has created a web service

patch that will push down a command to update the both the .Net Framework version and the Visual C++ Redistributable on any compatible TekVisions.

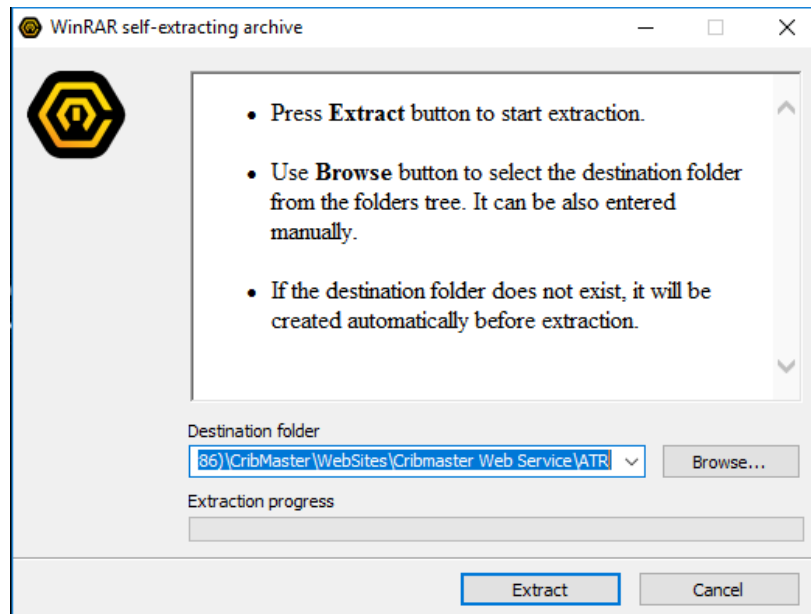
- The patch can be applied to any version of the CribMaster web service. It is not version dependent.
- Only Tekvision computers running POSReady7 or Windows 10 can support .Net Framework v. 4.6. Any Tekvision computers running POSReady 2009 (Embedded version of Windows XP) are not compatible with version 4.6. If a customer would like to upgrade to ATR 11 and has any Tekvisions running POSReady 2009, those units will need to re-imaged to POSReady 7 or replaced.
- In version 10.15.10614.16 the System Info column was added to the ATR Status screen. This column displays .Net Framework version and Operating System version of all ATRs currently connected to the database. This was added to the software to assist users that are upgrading to ATR11. This will allow users to determine if all Tekvisions are up to date and ready to upgrade to ATR11.



Name	Status Description	Crib	Primary Crib	Last Status	Site ID	Version	System Info	Reported At
Gobba Virtual Test Crib	OK	102	102	Y:ReadyToVend	032	10.15.20614.8	.NET v4.5.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:41:51 AM
PROLOCK	OK	9604	1	G:VendInProcess	032	10.15.20614.8	.NET v4.7 or later - OS: Microsoft Windows NT 6.2.9200.0	6/15/2018 9:37:23 AM
PROSTOCK	OK	13	13	G:VendInProcess	032	10.15.20614.8	.NET v4.7 or later - OS: Microsoft Windows NT 6.2.9200.0	6/15/2018 9:37:22 AM
Single Door AccuCab	OK	52	52	Y:ReadyToVend	032	11.0.20614.10	.NET v4.5.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:34:14 AM
ProtoID / RFID Drawer	OK	10036	10036	Y:ReadyToVend	032	11.0.20614.10	.NET v4.6.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:33:35 AM
PA Lab Hybrid	OK	21	21	Y:ReadyToVend	032	11.0.20614.10	.NET v4.6.2 - OS: Microsoft Windows NT 6.2.9200.0	6/15/2018 9:27:26 AM
PA WeighStation Expansion	OK	23	50	Y:ReadyToVend	032	11.0.20614.10	.NET v4.6.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:24:04 AM
Single Door Gen10 WeighStation	OK	50	50	Y:ReadyToVend	032	11.0.20614.10	.NET v4.6.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:24:04 AM
Express Line Toolbox	OK	5000	5000	Y:ReadyToVend	032	API CLIENT		6/15/2018 9:10:31 AM
TOOLCLUBE	OK	31	13	Y:ReadyToVend	032	10.15.20614.8	.NET v4.7 or later - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:07:44 AM
TOOLBOX OLD - PA DEMO ROOM	OK	156	3012	Y:ReadyToVend	032	10.15.20614.8	.NET v4.7 or later - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:07:44 AM
CABLOCK - PA DEMO ROOM	OK	1	1	Y:ReadyToVend	032	10.15.20614.8	.NET v4.5.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:05:58 AM
Weigh Station Add On - Prototype1	OK	22	21	Y:ReadyToVend	032	10.15.20614.8	.NET v4.7 or later - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:02:11 AM
ACCUIMPORT	OK	8	8	Y:ReadyToVend	10	10.15.20614.8	.NET v4.7 or later - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 9:02:11 AM
TOOLBOX - PA DEMO ROOM	OK	3	3	Y:ReadyToVend	032	11.0.20614.10	.NET v4.6.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 8:55:33 AM
MODULOCK LOCKERS	OK	14	15	Y:ReadyToVend	032	11.0.20614.10	.NET v4.6.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/15/2018 8:55:33 AM
MultiStore EL	No report from machine since 6/14/2018 7:22...	51	51	Y:ReadyToVend	032	11.0.20614.10	.NET v4.6.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/14/2018 7:22:33 PM
SD Test Crib	Machine has been shut down since 6/14/2018...	2016	2016	B:Shutdown	032	11.0.10613.14		6/14/2018 3:59:04 PM
eDrawer	Machine has been shut down since 6/14/2018...	53	53	B:Shutdown	032	10.15.20614.8		6/14/2018 10:56:14 AM
ACCUIMPAMED - PA DEMO ROOM	No report from machine since 6/14/2018 10:3...	7	7	Y:ReadyToVend	032	11.0.20614.10	.NET v4.5.2 - OS: Microsoft Windows NT 6.1.7601 Service Pack 1	6/14/2018 10:36:16 AM

Installation Instructions:

1. Download the ATR11-Prerequisites-Patch.exe file from the FTP site. It can be found here: <ftp://ftp.ecribmaster.com/Pub/Software/CribMaster/CM11/CribMaster%20Web%20Service%20Installer/>
2. Place the file on the server hosting the CribMaster Web service.
3. Open the file. Confirm that the Destination Folder shown in the path below matches the path to ATR folder for the installed web service. If not, update it to the correct path by using the browse button.

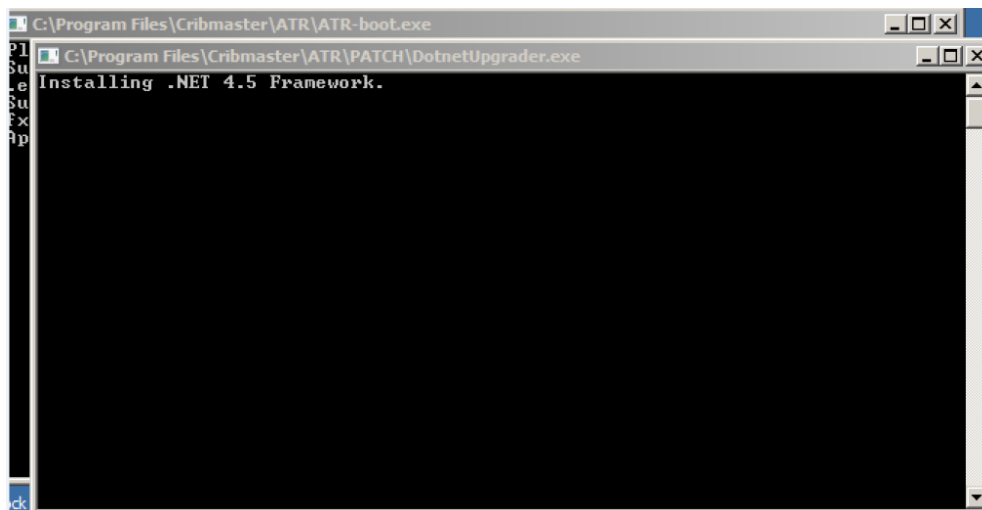


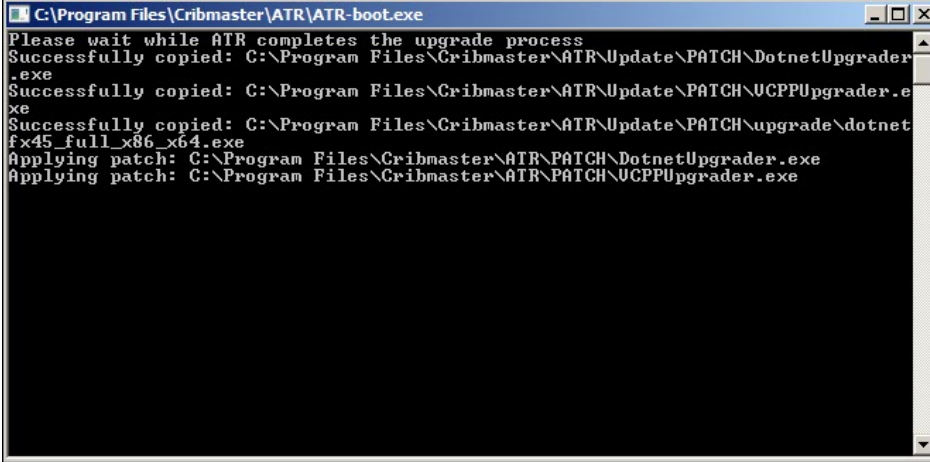
4. Once the path is correct, click the Extract Button. The files will be extracted into the ATR folder of the web service.

5. To confirm that the patch was applied successfully, click the Sync button on an ATR that is connected to the web service.

6. ATR will begin to download updates similar to a standard ATR upgrade. Once the update is downloaded, ATR will close.

7. Two command prompt boxes will display on the screen of the Tekvision. The upper box will say Installing .Net 4.6 Framework (This may take several minutes). The background box will provide updates on the patch files currently running during the process.





```
C:\Program Files\Cribmaster\ATR\ATR-boot.exe
Please wait while ATR completes the upgrade process
Successfully copied: C:\Program Files\Cribmaster\ATR\Update\PATCH\DotnetUpgrader.exe
Successfully copied: C:\Program Files\Cribmaster\ATR\Update\PATCH\UCPPUpgrader.exe
Successfully copied: C:\Program Files\Cribmaster\ATR\Update\PATCH\upgrade\dotnetfx45_full_x86_x64.exe
Applying patch: C:\Program Files\Cribmaster\ATR\PATCH\DotnetUpgrader.exe
Applying patch: C:\Program Files\Cribmaster\ATR\PATCH\UCPPUpgrader.exe
```

8. When the Microsoft Visual C++ Redistributable patch runs, users should also see the installation windows that appears with this program.



9. ATR may restart and appear on top of these boxes during the installation. That is fine as both upgrades can run in the background while ATR is running. If there are multiple ATRs connected to this web service, the update may pull down at varying intervals. ATR only checks for upgrades during its scheduled sync interval which is an hour by default. The upgrade can be forced by manually syncing ATR.

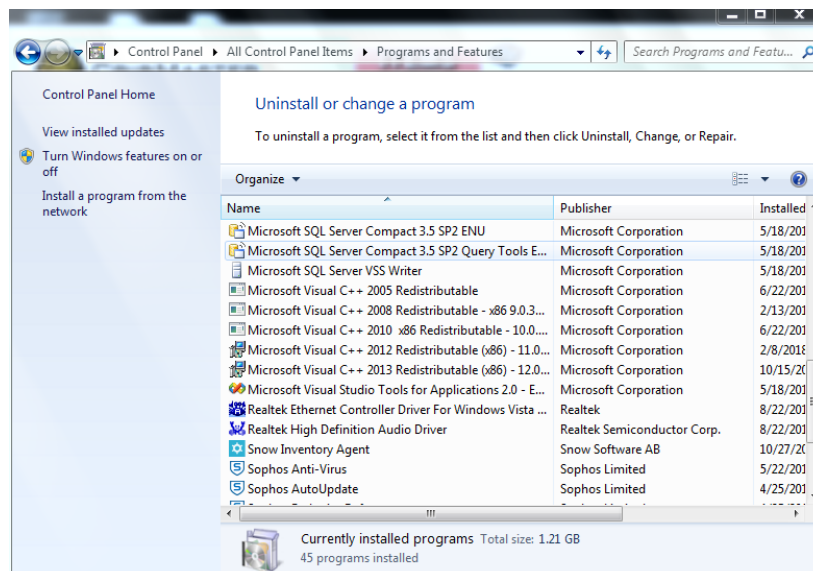
10. Once the upgrade is complete, both boxes will close. To confirm that the .Net Framework upgrade is successful, sync ATR and check the ATR status screen (on version 10.15.10614.16 or higher). If the upgrade was successful, the .Net version reported in the System Info column for that Crib should be reporting as .Net v4.6 or higher.

ATR Status

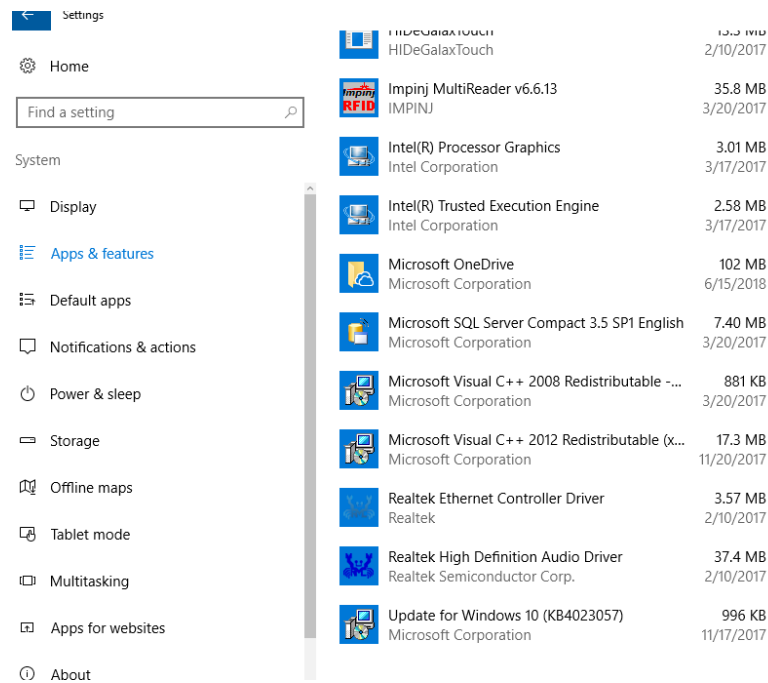
Drag a column header here to group by that column

Name	Reported At	Crib	Primary Crib	Status	Site ID	Last Sync	Version	System Info
PROLOCK	12/7/2017 2:31:16 PM	9604	1	Y:ReadyToVend	032	12/7/2017 2:30:56 PM	11.0.11206.15	.NET v4.7 or later - OS: Microsoft Windows NT 6.2.9200.0
MC - Item Limit Test	12/7/2017 2:52:56 PM	1651	1651	Y:ReadyToVend	032	12/7/2017 2:52:46 PM	11.0.11206.15	.NET v4.6.2 - OS: Microsoft Windows NT 6.2.9200.0
eDrawer	12/7/2017 2:59:18 PM	53	53	Y:ReadyToVend	032	12/7/2017 2:58:42 PM	10.15.11205...	.NET v4.6.2 - OS: Microsoft Windows NT 5.2.9200.0
PA Lab Hybrid	12/7/2017 2:51:14 PM	21	21	Y:ReadyToVend	032	12/7/2017 2:51:07 PM	10.15.11205...	.NET v4.6.2 - OS: Microsoft Windows NT 6.2.9200.0
MultiStore EL	12/7/2017 2:39:51 PM	51	51	Y:ReadyToVend	032	12/7/2017 2:39:51 PM	11.0.11206.15	.NET v4.6.2 - OS: Microsoft Windows NT 5.1.7601 Service Pack 1
TOOLBOX - PA DEMO ROOM	12/7/2017 2:35:21 PM	3	3	Y:ReadyToVend	032	12/7/2017 2:35:15 PM	11.0.11206.15	.NET v4.6.2 - OS: Microsoft Windows NT 5.1.7601 Service Pack 1

11. The Microsoft Visual C++ Redistributable upgrade can only be confirmed physically at the ATR or via a remote session. To confirm the update was successful, a user will need to close ATR: **Windows POSReady 7 – Navigate to Control Panel ->Programs and Feature**

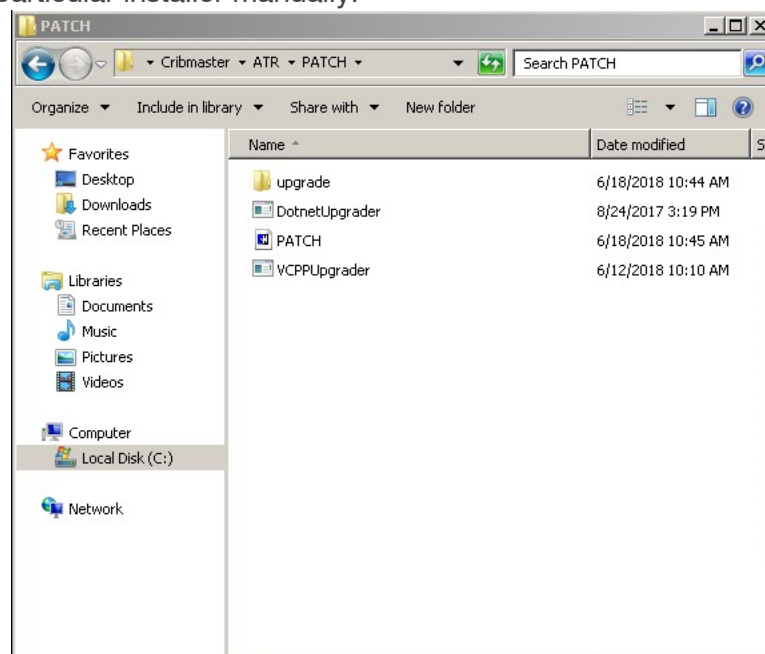


Windows 10 – In the start menu, search for Add or Remove Programs and review the list of programs under the Apps and Features section.



12. If it is discovered that either update failed to complete, users have two options to rerun the upgrade files. Both options require access to the Tekvision computer either by physically being at the machine or via remote access.

Method 1: After the patch file is initially executed, there will be a new folder in the ATR folder called Patch. This folder contains the two installation patches for the prerequisites. One is called DotnetUpgrader and the other is called VCPPUpgrader. Users can double click either file to rerun that particular installer manually.



Method 2: Users can also delete the Patch folder entirely from the ATR directory. Once the patch folder is deleted, if the user restarts the ATR program, it will repeat the initial process of downloading the patch and applying automatically.

13. Once all active ATRs are reporting a .Net version of 4.6 or higher and the Microsoft Visual C++ 2012 Redistributable is installed on all of the machines, users will be able to upgrade to ATR 11.