



ATM AP Software – Recovery
December 4, 2013

Problem:

During an ATM software upgrade, installation or following an ATM reboot, a condition can occur where the loading software is unable to load which can leave the ATM in the following states:

- 1) Rebooting in a loop
- 2) Stuck at a 'Temporarily Out of Service" screen

This can be the result of corrupted software, improperly copied files or a memory problem. Previously this required replacement of the ATM mainboard to resolve.

Solution:

To correct this condition, there is a file available which can be used to attempt recovery of the mainboard.

The technician will need to have at least 1 SD card (2GB or less capacity) and both the recovery files and the upgrade version of ATM software.

This recovery solution can be used on all Hantle or Genmega ATMs with WinCE OS.

Procedure:

Copy the 2 files from the recovery folder to the SD card.

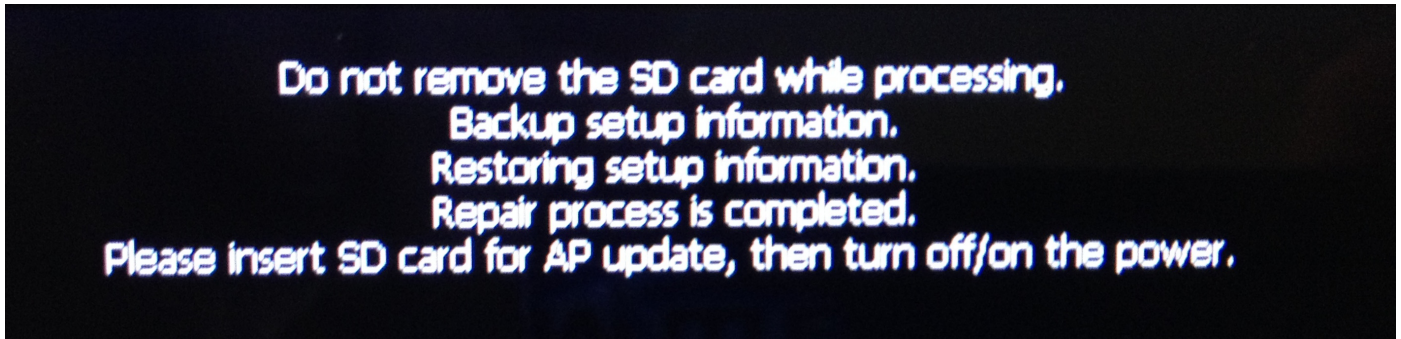
The files are:

TxMB.exe
Update.acu

Just those two files should be copied to an otherwise blank SD card.

Insert the card into the SD slot on the back of the LCD screen and power off and back on. Upon boot up, if the ATM is able to read the files on the SD card, you will see some messages appear at the top of the LCD screen.

The first message is: Do not remove the SD card while processing. Make sure not to !!



Next the program will copy the setup and journal information which takes a few moments.

Following that (per the photo above) you'll be prompted that the process is complete and you're now ready to reload software.

You can now erase the SD card (or use a second if available) and copy the ATM Update software files.

If you copy the Update files and not the Full Install files, when the machine is rebooted you will retain all previous setup and journal information. If you use the Full Install files, everything will be erased.

If this is successful, after rebooting with the Update files on your SD card, the ATM should return to operation.

Troubleshooting:

If the ATM is hanging up at the colored bars, or blue progress bar (BIOS) .. then this recovery method will likely not work.

If the machine boots up with the recovery files and you see the messages appearing at the top of the screen, then you should be able to recover correctly.

This software was made to use when upgrading to V05.xx.xx ATM software, however it will work with earlier versions. If you do run this on an earlier version of ATM software, make sure to update to V05.xx.xx at the last step. If you want to stay with an earlier version you MUST do a Full Install as the last step, not an Upgrade.

If your ATM is unsuccessful loading the recovery files, try reformatting the SD card using FAT or FAT16 (File Allocation Table)

If this procedure does not correct the problem, the mainboard will have to be repaired.