

**Date:** June 22, 2021  
**To:** All Petroleum Clients on NWS  
**Subject:** POS Connectivity – Fingerprint Expiring  
**Product:** POS Gilbarco Passport – NWS Network  
**Action:** Informational

## POS Connectivity – Fingerprint Expiring

### *Overview*

In October 2021, the communication module Gilbarco Passport devices use to connect to Heartland will expire for NWS software versions 11.02 and 11.04, resulting in the inability to communicate over TLS. Any Passport site running these versions of software and communicating over TLS will require a software update, and many of these locations will require hardware upgrades to support the new software. Failure to upgrade software and hardware prior to October will result in processing disruption for customers. Please review your locations to determine if any action is necessary.

### *Next Steps*

1. Heartland Payment Systems strongly recommends upgrading software and hardware immediately as required by Gilbarco Passport, to avoid interruption of service come October 2021.
2. All customers (merchants, vendors, partners) who intend on assisting with the upgrades need to work directly with their Gilbarco contact, or local distributor to identify their upgrade path. Please use the following link to identify the local Gilbarco service contractor if you're not sure who to contact. <https://www.gilbarco.com/us/distributor-locator>
3. Heartland recommends this action be taken immediately and internal teams are aware to make any plans deemed necessary well before October 2021.

Please contact Heartland with any questions.