

**Date:** November 17, 2017 **Service Bulletin – SB-OFMS-463**  
**To:** OPW Fuel Management Systems Distributors and Technicians  
**From:** OPW Fuel Management Systems  
**Subject:** Additional Instructions for Completing Pacific Pride Updates

**Dear Valued Distributors and Technicians,**

With the 2017 Pacific Pride update under way, OPW Fuel Management Systems would like to offer Distributors and Technicians additional guidance for completing the update to ensure our customers have a smooth upgrade experience. Please review the following information prior to beginning a Pacific Pride Site Controller upgrade in order to prevent unnecessary delays.

**Obtain Support Documentation from OPW**

Before an upgrade begins, please make sure that you have downloaded the following documents from OPW's special Pacific Pride web page at [www.opwglobal.com/pacificpride](http://www.opwglobal.com/pacificpride):

- [M030002-H OPW Site Upgrade Outline to Prepare for Switcher/Controller Sunset](#): Summarizes key steps that technicians need to understand in order to prepare for and complete the upgrade.
- [M030002-F Pacific Pride Switcher/Controller Sunset Upgrade Procedure](#): Describes the technical procedures for upgrading an existing Pacific Pride FSC3000 in support of the Pride Controller Sunset project.
- [M030002-G Pacific Pride Switcher/Controller Sunset Instruction](#): Describes how marketers in collaboration with technicians should sunset the Pride Controller.
- [M030002-I Pacific Pride Controller Operator Instructions for OPW Software Upgrade](#): Provides marketers steps for closing and pulling transactions, downloading ISO tables, testing and more.



Utilizing all of the checklists and guides will help the upgrades go smoothly. Further, coordination with the Pacific Pride marketer is crucial because there are steps that need to be addressed by the marketer's office for the upgrade to be completed. Two of the documents posted on the special Pacific Pride web page, M03002-G and M030002-I, have been crafted for marketers and need to be reviewed with them before beginning the upgrade.

**Clarifications for Switcher/Controller Sunset Upgrade Procedure**

OPW-FMS has identified a few clarifications for the M03002-F Pacific Pride Switcher/Controller Sunset Upgrade Procedure that will help technicians more efficiently complete the upgrade:

**Cold Start Procedure – Baud Rate:** Prior to loading the new bootloader, operating version and option files, set the baud rate up to the highest possible speed, which is 38400 (most sites are only running at 2400 baud). The file-loading time can be reduced considerably (10 to 20 minutes max) at 38400 baud.™ Switch the baud rate back to the original rate when you are done loading the files. Adjust the ARTWare™ communication settings as needed to match the switch settings in the Fuel Site Controller. The ISO download will be expecting the original 2400 baud rate when you get to that step.

Switch positions 3 and 4 on the FSC3000 main board control the baud rate for Port 1:

- 38400/open/open
- 2400/closed/closed

Make sure you are setting the Communication Parameters for the Abierto connection to 2400 7E1, per the screenshot on page 10 of M030002-F – Pacific Pride Switcher/Controller Sunset Upgrade Procedure (line 11 in the SET NETWORK area, after you have selected the Pacific Pride/FLEETCOR network):

```

ARTWare Terminal Window
File  Fonts  Colors  Clear Screen  Close

P>set netw

NETWORK CHOICES
1 - Pac-Pride\FleetCor
8 - Set Time Zone
9 - Set Fleet Table
10 - Perform Communication Test
11 - Set Forced Trans Capture Time
12 - Force Transaction Capture.....723 Seconds on Primary Host
13 - Print Price and Total on Network Receipts: Yes
    Display Price on Terminal Display: No
14 - Configure Host Port(s) and devices

Enter option number or press [RETURN] to exit: 1
NETWORK option settings      NETWORK : Pac-Pride\FleetCor
1 - Site ID.....
Originator ID..... 1
2 - Site Name.....
3 - Site City.....
4 - Site State.....
5 - Redial Attempts..... 1
6 - Connect Time.....(Seconds).... 30
7 - Local Authorization..... Disabled
8 - Network System..... ON
    ON..... 12:00 AM
    OFF..... 12:00 AM
9 - Authorization Message..... "HAVE A SAFE TRIP"
10 - Re-Prompt Time.....(Minutes).... 10
11 - Communication Parameters..... 2400 7E1 T68V
12 - Call Statistics:
    Answered: 0  Failed: 0  Busy: 0  Connect Time (secs): 0
13 - Additional Cards Processed:
    Pride Advantage..... Yes
    CPN/Fuelman Dual Network..... No
    Chevron Diesel Advantage..... No
    Comdata ConChek..... No
    EFS/EPF (Memphis)..... No
    EFS/Chk..... No
    EFS/Chk..... No
    Fleet One..... No
ISO based:
    Fuelman & Gascard..... No
    MasterCard Fleet..... No
    WEX..... No
    Voyager..... No
14 - Connect after prompts complet..... No
15 - Host Status..... Host DISABLED
16 - Pac-Pride Controller Support... Disabled

Enter option number or press [RETURN] to exit: 16
Activate Pride Controller Support (Y/N)? y
Enter option number or press [RETURN] to exit:
  
```

**Reconfiguring Network Settings:** Make sure to set the phone number in the fleet table with a “1” in front of the toll-free phone number, as communicated on page 12 of the procedure manual. The correct formatting is 18005039332.

**Logging Back In:** When you log back in to perform the SET NETWORK command (as referenced on page 17 of the manual), log in as the user name “Admin.” The “Hello” login will not work in this instance.

**Product Table:** The Fueltype Table will need to be edited. Please reference the Pacific Pride Upgrade Blog at [www.opwglobal.com/pacificpride](http://www.opwglobal.com/pacificpride) for information on completing these updates.

For additional assistance, please call OPW Technical Support at 1-877-OPW-TECH (877-679-8324). If you need help outside of regular hours (7 a.m. to 6 p.m., Monday through Friday), please use the special Pacific Pride access code, 23632, to be connected to the on-call technician.

Best Regards,

**OPW Fuel Management Systems**

