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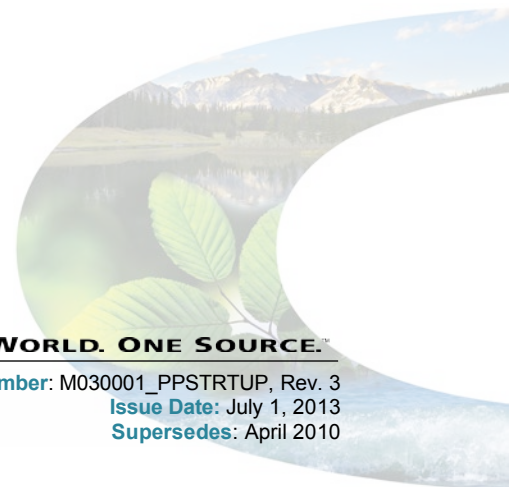
# M030001\_PPSTRUP Pacific Pride Network System Startup Procedure Guide

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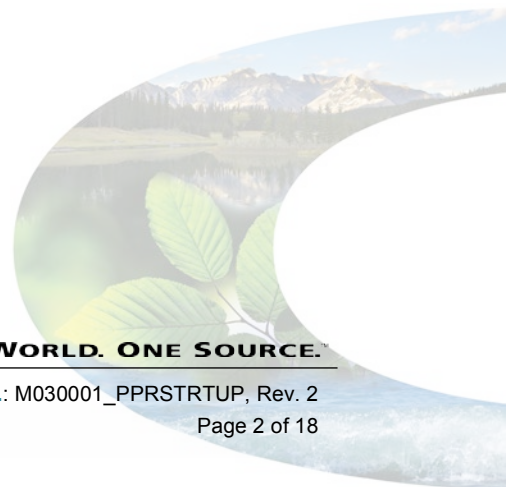
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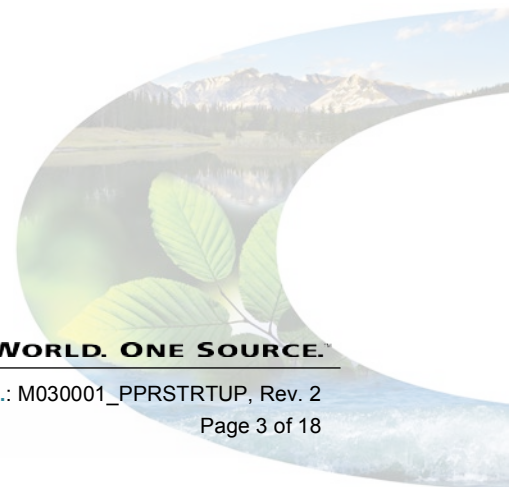
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## 1 Introduction

The following startup procedure guide is for Pacific Pride Network Systems using the FSC3000™ Fuel Site Controller and should be used after the system hardware has been completely installed and installation verified.

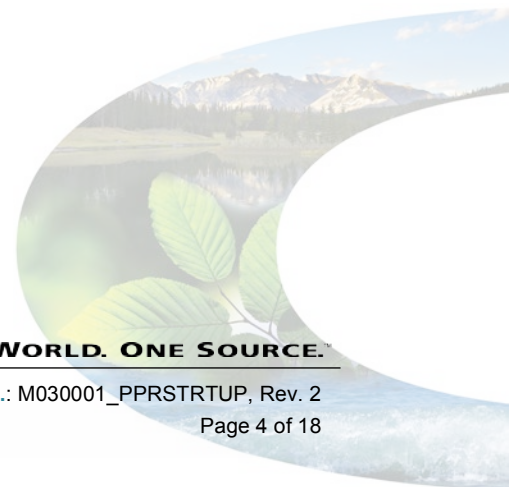
Please call 1-877-OPW TECH (1-877-679-8324) if you need technical assistance with the installation or operation of the FSC3000.

**SOFTWARE UPDATES:** If updating the software of an installed Pacific Pride Network System currently running FSC3000 Multi-Trucking software 1.09a or higher, skip to “Appendix C” and follow the software update instructions shown.

Pacific Pride provides a second external modem to communicate with the FSC3000. This modem is plugged into the local access port (Port #1) of the FSC3000 using an OPW cable P/N: 20-1517-01. For local access to the FSC3000, temporarily remove this modem cable and plug in a terminal cable (20-1520-01) connected to a local PC.

The FSC3000, in conjunction with Pacific Pride communications software, supports 2400- and 9600-baud modem speeds. The baud rate set that this port is configured to will need to match the baud rate the marketer sets in the Site File of the Pacific Pride controller. The FSC3000 port baud rate is configured by setting the DIP switches on the FSC3000 circuit board.

The network modem and serial cable P/N: 20-1517-01 supplied by OPW must be plugged into Port #5 on the FSC3000. It is recommended that a data-grade analog phone line be used for host authorizations. Digital phone lines (i.e., phone lines using the Internet) are not compatible with the network modem.



## 2 Installation and Startup Procedure

1. Remove the four (4) screws holding the cover on the FSC3000.
2. Set the FSC DIP switch as follows (do not change positions 1 & 2).

Table 2-1 FSC DIP Switch Settings

Position	2400 Baud Setting	9600 Baud Setting
1	Closed	Closed
2	Closed	Closed
3	Closed	Closed
4	Closed	Open

3. Press the “RESET” button to initiate the new setting.
4. Replace the cover by re-installing the four (4) screws.

On Cold Start, the FSC3000 pre-configures certain settings when the Pacific Pride network is enabled. All of the remaining settings will need to be configured using the ARTWare Configuration Utility. Follow these steps to load ARTWare and the preset Pacific Pride database.

5. Locate the CD that came with the FSC3000 and install ARTWare onto the PC that will be used for configuration.

If a previous version of ARTWare is installed (version 3.0 or lower), install the version shipped with the FSC.

6. Open ARTWare and under the “File” menu select “Open Database.” In the dialog displayed select the “PacPride.mdb” file and click “Open.” See the list of 30 default sites. These sites are pre-configured with data for the product tables, fleet table, messages, etc., as required by Pacific Pride. Select the first site in the list, or the next available unused site.

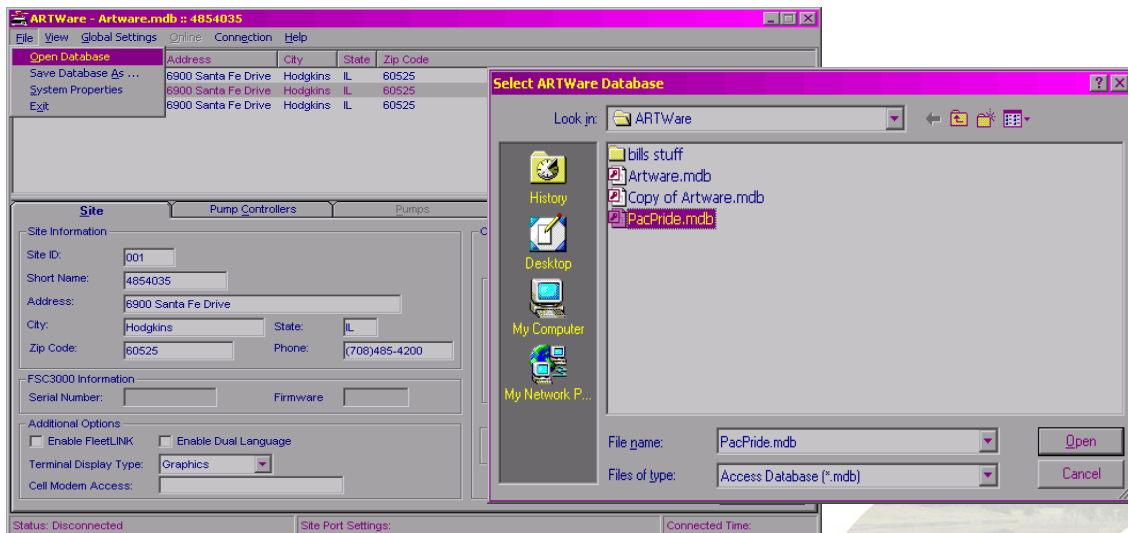


Figure 2-1 Select ARTWare Database

7. On the site tab, configure the needed site information; here the “Short Name” field MUST be set to match the site name configured on the marketer’s Pacific Pride controller for this location. From the

“Additional Options” site setup screen, select the appropriate display type based on the terminals installed at the site.

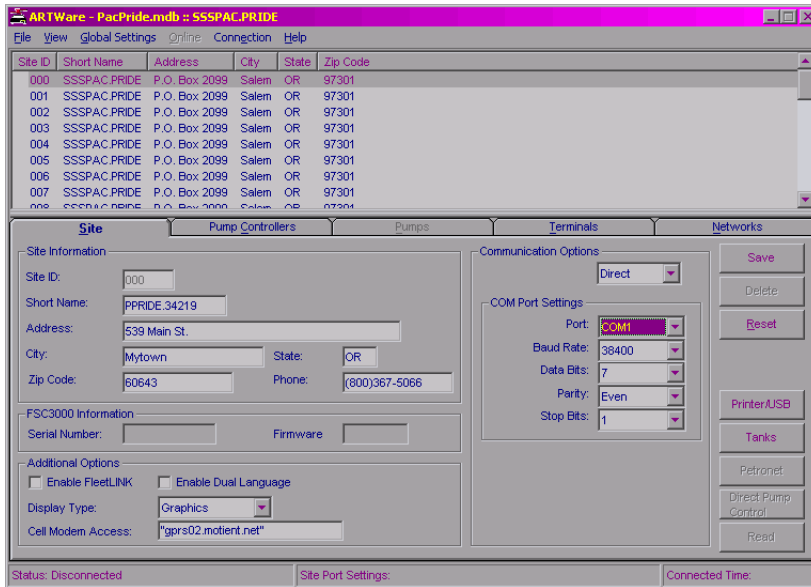


Figure 2-2 Site Information

8. Verify the “COM Port Settings” for this location. The communication method should be “Direct” (this assumes you’re on-site and will be connecting to the FSC3000 using the P/N: 20-1520-01 terminal cable). The COM port number must match the serial port on the PC. The data parameters are 2400 or 9600 baud, 7 data bits, even parity and one stop bit.
9. Click the “Save” button to save any changes made.
10. Connect the terminal cable to Serial Port 1 on the back of the FSC3000 and to the serial port on the PC.

If the PC is not equipped with a serial port, use a serial-to-USB adapter; however, not all adapters will work correctly. OPW has tested and recommends P/N: 75-2030.

11. From the “Connection” menu, select “Connect.” On the dialog box presented, click “Connect.”

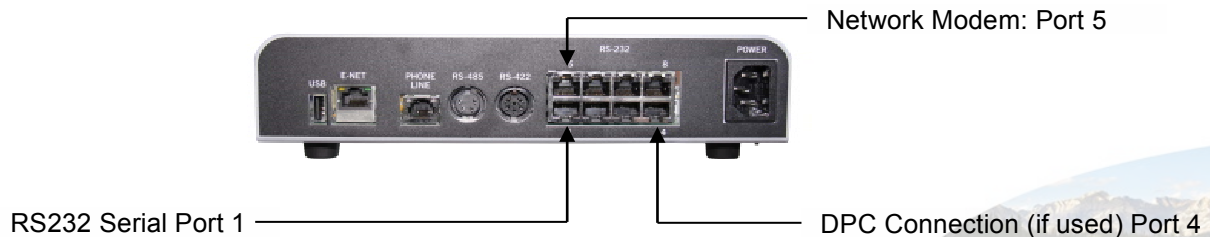


Figure 2-3 FSC3000 Port Connections

12. Once connected, a prompt will come up requiring a “Partial Password.” Enter the password “hello” and press “Login.”

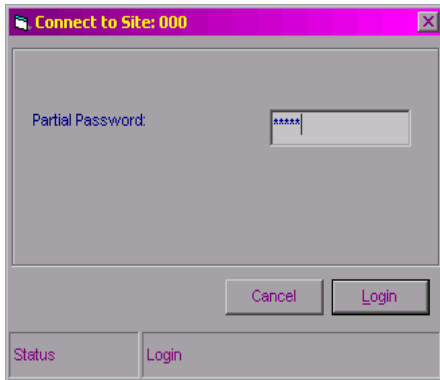


Figure 2-4 Site Partial Password

13. When the “Connect to Site” dialog disappears, ARTWare will be “Online” with the FSC3000.
14. From the “Online” menu, select “Open Terminal.” This will open the ARTWare terminal window providing a command-line interface to the FSC3000. Press “Enter” and the privileged prompt “P>” will appear.

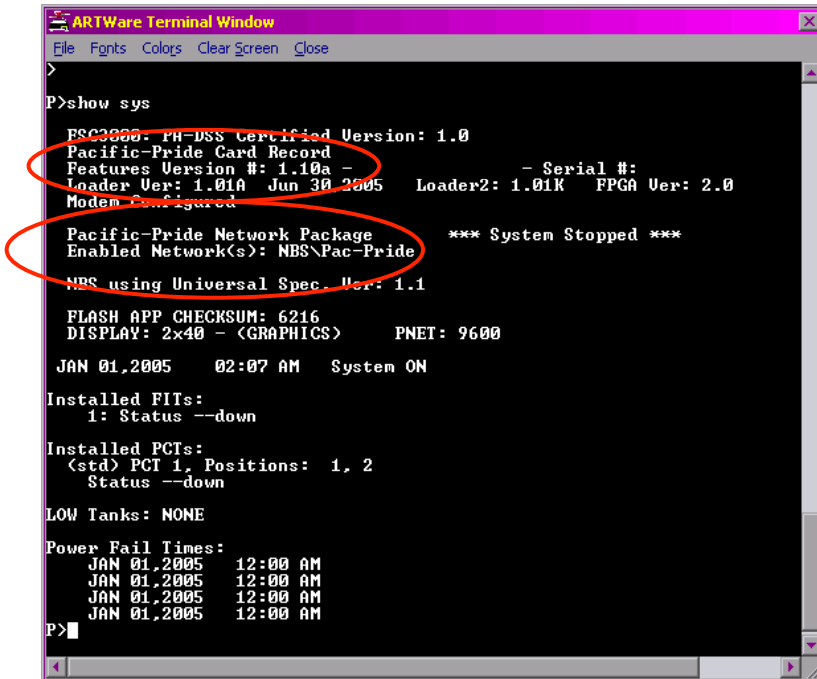
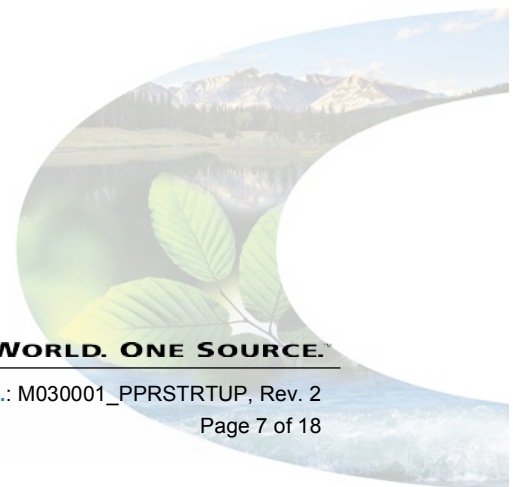


Figure 2-5 ARTWare Terminal Window

15. Enter the “Show System” command and verify:
  - a. Set “Features Version #:” as 1.10a (or higher).
  - b. Set “Pacific Pride Network Package” as active.
  - c. Set “NBS\Pac-Pride” network are enabled.



If the above settings are not correct, stop and contact OPW Technical Support, 1-877-OPW-TECH (877-679-8324), for assistance.

16. Close the terminal window.

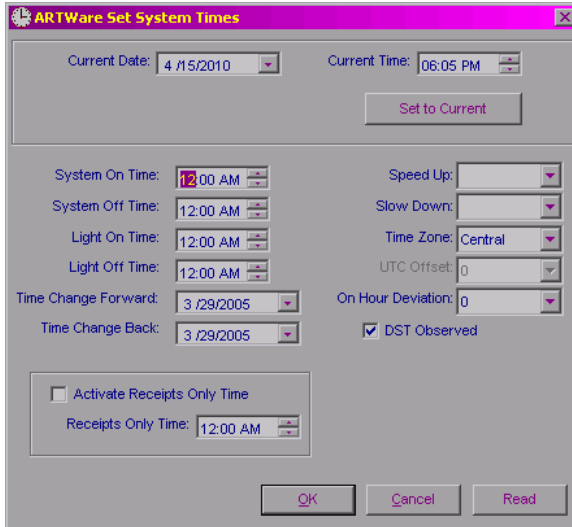


Figure 2-6 Set System Times

17. From The "Online" menu, select "Set Date and Time." Set the "System On/Off Times," the FIT "Light On/Off Times" and the daylight savings "Change Forward and Change Back" dates. Set the "Time Zone" field to the location in which you are installing the controller and check the "DST Observed" checkbox, if appropriate.
18. Click the "Set to Current" button to refresh the current date and time, then click "OK" to save the settings and update the FSC.



### 3 Configuration

Configuring ARTWare's global product settings used across all sites configured in the current database.

#### 3.1 Global Product Settings

1. From the "Global Settings" menu, select "Products" and then "Types."

Pacific Pride supports approximately 90 different product types. The 32 most common types are pre-configured to match the FSC's cold-start defaults. These default codes cover the most commonly used products and should not be changed unless a non-defaulted product is required.

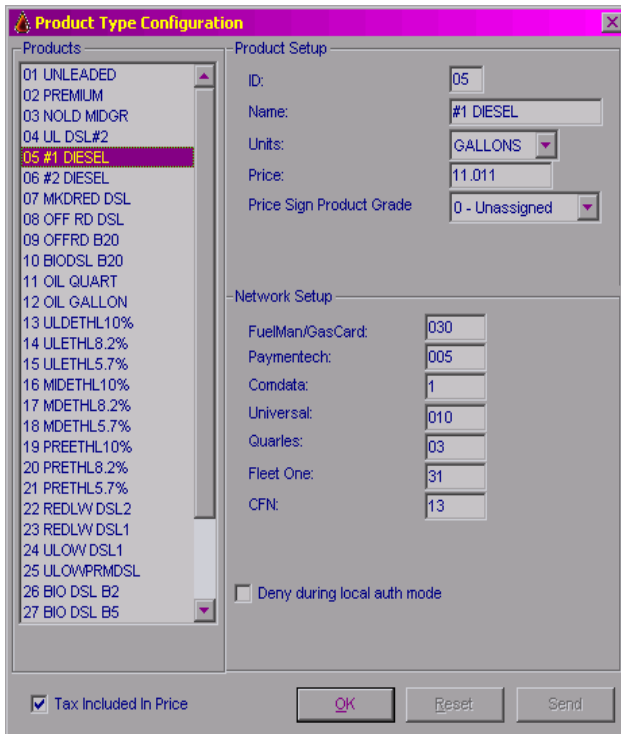


Figure 3-1 Product Type Configuration

2. If the site dispenses a product type not currently listed, rename one of the unused FSC default product codes; do not choose a code currently being used at any sites maintained by this Pacific Pride database. This is done by entering the 2-digit category code followed by a period, then the 3-digit product code in the "Price" field of the product being changed.

See Appendix B for a list of "Pacific Pride Category and Product Codes," or ask the site owner to print the "Product Pump Assignments" from their Pacific Pride office controller.

3. Pacific Pride assigns products to product categories; in order for product restrictions to work correctly, both the category and product type must be defined correctly.

By modifying one of the default FSC codes to use a different category and product code (from Appendix B), Pacific Pride must be notified so it can assign prices to the correct FSC product code (1 through 32) assigned to each card configured in the ISO table.

## 3.2 Configuring Site-Specific Parameters

If using Direct Pump Control (DPC), go to the site tab and click the “Direct Pump Control” button.

1. From the “Pumps” tab, configure the pumps as required by site by setting the product type (for each hose, if needed) based on the product name that contains the correct Pac-Pride Category and Product Codes.
2. On the “Terminals” tab, configure the terminals specific to those installed at the site.
3. On the “Terminals” tab, click the “Prompts” button and select the “Pacific Pride” option from the “Default Prompt Sets” pull-down menu.

The messages are pre-configured, but the welcome screen messages (Messages 8 and 9) can be programmed, as desired. For example:

Message 8:	Welcome to Bob’s Fuel	Message 9:	Insert and Remove Fuel Card
------------	--------------------------	------------	--------------------------------

4. If receipts are available at the terminals, on the “Terminals” tab, configure the Network receipt header and trailer with the site name and address.
5. On the “Network” tab, verify the NBS Bank network is enabled.
6. From the “Online” menu select “Send” and “All Settings.” This will send all configuration settings to the FSC3000.
7. From the “On-Line” menu, select “Open Terminal” to reopen the ARTWare terminal window. Press “Enter” to get the “P>” prompt.

## 3.3 Prior to System Startup

Follow these steps to finalize setup before starting the system:

1. Type “Set Admin” and choose option 4: “Change Password(s).”

A prompt will come up to change the default passwords for: Remote, Partial Access and the Administrator passwords. Set the Remote password to “Hello1,” set the Partial Access password to match the password configured on the merchant’s Pacific Pride controller.

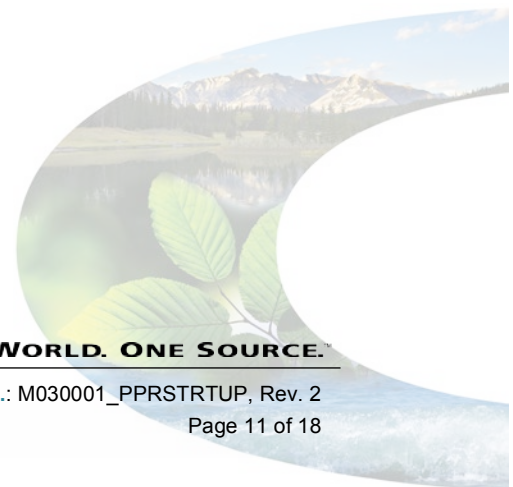
If this password does not meet the FSC3000 PCI password requirements, the merchant will have to reset the password on the Pacific Pride controller, as well. When prompted to change the Administrator password set this to “Hello01.”

2. When prompted to change the password for user “Hello,” enter “N” (No).
3. Press “Enter” to return to the “P>” prompt.
4. Issue the “System Start” command to enable the system to start accepting cards.
5. To confirm that the controller is configured correctly for Pacific Pride polling, issue the “SH TRANS CF” command and ensure the following data is returned by the FSC.

```
Admin>sh trans cf
0000/0000000000/abcdefghijklm/90 <- Press Enter for termination string
  • //
Admin>
```

6. Close the terminal window, select “Disconnect” from the “Connection” menu and then close ARTWare. The site configuration will be saved automatically.

7. The Pacific Pride controller in the marketer's office now needs to communicate with the FSC3000 and download the marketer's pricing and card-acceptance parameters. Disconnect the direct-connect cable and connect the external dial-in modem to Port 1 using cable P/N: 20-1517-01. Make sure the modem is powered-up and connected to a phone line.
8. Contact Pacific Pride's help desk at 800-367-5066. Pacific Pride will contact the marketer and walk through the process for transmitting the needed data to the FSC3000. Pacific Pride help desk hours are 7 a.m.–4 p.m. Pacific time, Monday through Friday. Once the Pacific Pride data has been downloaded to the FSC, the system is ready to be tested.
9. Run test transactions using the test cards supplied to confirm proper system operation.



## Appendix A – Troubleshooting Authorization to Host

If the system fails to process the test cards correctly, follow these troubleshooting steps first to confirm additional setup conditions.

- In order to troubleshoot system problems, disconnect the dial-in modem and reconnect the direct-connect cable to Port 1 on the FSC.
- Open ARTWare and reconnect to the FSC, when prompted for username and password, enter a username “Hello” and a password “Hello01.”
- Once connected, open the terminal window from the “Online” menu.

**Problem:** After attempted authorization process, terminal displays “Not A Network Card.”

**Solution:** Confirm the Pacific Pride download occurred correctly. Issue the “Show ISO” command and confirm entries 29 and 30 display “PRIDE NETWORK” and “PAC-PRIDE” cards as shown below:

```
sh iso
ISO table for Bank, Fleet and Private Label card configuration
Note: Cards defined here are only processed under:
NBS\Pac-Pride

I - ISO # C - Card Number
L - Luhn check digit = - must be field separator
M - Month X - don't care digit or field separator
Y - Year # - don't care digit
0-9 - must be specified digit
> - don't check length to the end OR alternate network card

ISO #1: VISA-FLEET --Inactive
:
ISO #28: Row NOT defined!
ISO #29: PRIDE NETWORK --Active
Format: ICCCCCCCCCCCCCL=>
ISO Range: 690046-690046
# of digits to display/print: 19
Card Type/PPT: 26/0
Authorization Amount/Max Fueling Limit: $400
ALL Products Valid
Local Auth Limit: 0
Product Pricing:
4:3.264, 13:3.085      <- Product Price values are site specific
Site Id: PV1041001326101  <- Host Site ID values are site
specific

ISO #30: PAC-PRIDE --Active
Format: ICCCCCCCCCCCCCL=>
ISO Range: 708426-708426
# of digits to display/print: 19
Card Type/PPT: 24/0
Authorization Amount/Max Fueling Limit: $400
ALL Products Valid
Local Auth Limit: 0
Product Pricing:
4:3.264, 13:3.085      <- Product Price values are site specific
Site Id: PV1023001326901  <- Host Site ID values are site
specific
```

If these cards are not defined, reconnect the dial-in modem and ask Pacific Pride to perform another download to the site.

**Problem:** After attempted authorization process, terminal displays “Unable to Process XX.”

**Solution:** First issue a “SH TRANS” command, if the recorded transaction appears something like:

```
SEQUENCE #..... 8 : NBS\Pac-Pride
REASON FOR DENIAL..... UNABLE TO PROCESS
FLEET NAME..... NBS - PAC PRIDE : DECLINED
AUTHORIZATION #..... !:
DRIVER IDENTITY.....
DATE....(auth date).... APR 08,2010 : 04/08/2010
TIME....(auth time).... 12:33 PM : 12:33
TRANSACTION #..... 8
CARD #..... 708426xxxxxxxxxx6191 : SWIPED: PAC-PRIDE
```

This may be a host configuration problem. In order to confirm this condition, enter the “Test” command and reply “Y” (Yes) to the second prompt, “Monitor Primary Host Port (Y/N)?” Then, re-swipe the test card at the terminal.

After another failed response at the terminal, review the captured data. If the following text (or, similar text) appears, contact Pacific Pride (see number above) and report: “NBS is returning an INVALID TERM ID message and you are unable to process cards.” Pacific Pride may be able to correct this problem with a phone call to NBS, and other times, it may require Pacific Pride to resend another download to the system.

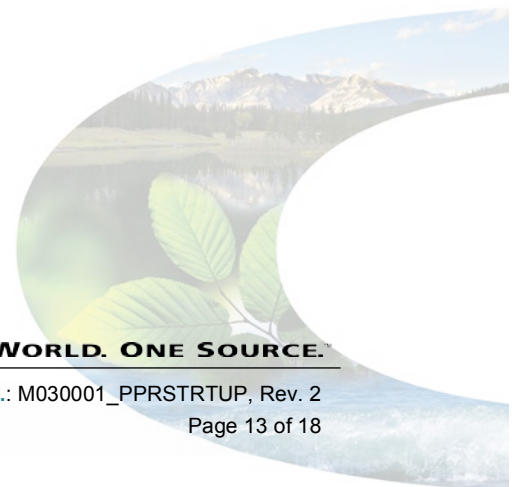
```
Admin > test
Monitor Petronet (Y/N)? N
Monitor Primary Host Port (Y/N)? Y
CONTROL CODE TRANSLATION: !-SOH "-STX #-ETX $-EOT %-ENQ &-ACK ?-NAK -FS
** HIT 'ENTER' KEY TO EXIT **

AT&F0E0V0\N0$F1W2&K0+MS=V22B AT AT&F0E0V0\N0$F1W2&K0+MS=V22B AT &
AT&F0E0V0\N0$F1W2&K0+MS=V22B AT 0 ATDT18883058980 10
%"PV1023001326901PVSystem211001.1IPP70842xxxxxxxxxxxxxxxx=xxxx=xxxxxxxx000
T00210.00084971DATE04082010TIME1233080011#?"INVALID TERM ID #q$
```

**Problem:** After attempted authorization process, the terminal displays a message indicating an invalid product was selected.

**Solution:** Reference the “Product Price” values downloaded for each card (shown above), confirming the FSC product codes priced in the ISO and match the FSC product codes assigned to the pumps/hoses when configuring the system.

If the Pride Category or Product codes assigned to the price field in the product table during setup are altered, this could also be a problem. Confirm with Pacific Pride what category product code should be expected to be assigned to the FSC product.



## Appendix B – Default Pacific Pride Products and Categories

Product Category Name	Category Code	Product Name	Product Code
Unl L-Sub	01	No Lead W/Lead Sub	001
No-Lead	02	No-Lead	002
Diesel	03	#02 Diesel	003
Premium	04	Premium No-Lead	004
Oils	05	Motor Oil - Quart	005
Misc.	06	Truck Scales	006
Aviation	07	80-87 Av Fuel	007
Aviation	07	100-130 Av Fuel	008
Aviation	07	Jet A Fuel	009
Oils	05	Motor Oil - Gallons	010
Alt. Diesel	11	#1 Diesel	011
Premium	04	Racing Gas	012
Premium	04	Leaded Premium	013
Misc.	06	Car Wash	014
Oils	05	Hydraulic Oil - Gallons	015
Misc.	06	Misc. 1	016
Misc.	06	Misc. 2	017
Midgrade	12	No-Lead Midgrade	018
Alt. Diesel	11	Premium Diesel #2	019
Alt. Diesel	11	Kerosene	020
Oils	05	Super Plus 15-40	021
Oils	05	Super Plus 30	022
Oils	05	XHD 10-30	023
Oils	05	Motor Oil 40	024
Off Diesel	17	Off-Road Diesel	025

Propane	18	Propane - Restricted	026
CNG	19	Compressed Natural Gas	027
Off Diesel	17	Marked Red Diesel	028
CNG	19	Liquefied Natural Gas	029
Misc.	06	Misc. 3	030
Oils	05	Antifreeze - Gallon	031
Oils	05	Solvents - Gallon	032
Misc.	06	Misc. 4	033
Misc.	06	Misc. 5	034
Misc.	06	Misc. 6	035
Misc.	06	Carpet Cleaner	036
Misc.	06	Vacuum	037
Off Diesel	17	Off-Road Diesel #1	038
Misc.	06	Truck Wash	039
Unl L-Sub	01	No-Lead with Ethanol	040
Off Diesel	17	Off-Road Kerosene	041
Oils	05	Chain Bar Oil - Gallon	042
Oils	05	Prem. Hydr. Oil - Gallons	043
Diesel	03	Bio Diesel (B20)	044
Diesel	03	Ultra Low Diesel #2	045
Oils	05	Auto Trans Fluid (Quart)	046
Off Diesel	17	Off Road Bio-diesel (B20)	047
Bio gt 20%	20	Bio-diesel (B100)	048
Unl L-Sub	01	Unleaded L/S 10% Ethanol	049
No-Lead	02	Unleaded 10% Ethanol	050
No-Lead	02	Unleaded 8.2 - 7.7% Ethanol	051
No-Lead	02	Unleaded 5.7% Ethanol	052
Mid-Grade	12	Mid-Grade 10% Ethanol	053

Mid-Grade	12	Mid-Grade 8.2 – 7.7% Ethanol	054
Premium	04	Premium 10% Ethanol	056
Premium	04	Premium 8.2 – 7.7% Ethanol	057
Premium	04	Premium 5.7% Ethanol	058
Off Diesel	17	Red Ultra Low Diesel #2	059
Alt. Diesel	11	Ultra Low Diesel #1	060
Alt. Diesel	11	Ultra Low Premium Diesel	061
Off Diesel	17	Red Ultra Low Diesel #1	062
Off Diesel	17	Off Road Bio-diesel (B100)	063
Diesel	03	Bio-diesel (B2)	064
Diesel	03	Bio-diesel (B5)	065
Diesel	03	Bio-diesel (B10)	066
Diesel	03	Bio-diesel (B11)	067
Diesel	03	Bio-diesel (B15)	068
Bio gt 20%	20	Bio-diesel (B99)	069
Off Diesel	17	Off Road Bio-diesel (B2)	070
Off Diesel	17	Off Road Bio-diesel (B5)	071
Off Diesel	17	Off Road Bio-diesel (B10)	072
Off Diesel	17	Off Road Bio-diesel (11)	073
Off Diesel	17	Off Road Bio-diesel (B15)	074
Off Diesel	17	Off Road Bio-diesel (B99)	075
Oils	05	Diesel Exhaust Fluid	076
Free	16	Restroom	080
Free	16	Gate Opener	081



## Appendix C – Software Updates for Pacific Pride Network Sites

When updating software at an existing Pacific Pride site with FSC3000 software version 1.09a or higher, use the following instructions to quickly update the software with minimal downtime.

1. Obtain the latest version of FSC3000 software from the OPW Fuel Management Systems website. Navigate to the “Tech Portal” page and login using your Certified Technician Number and assigned password. Go to the “Software Downloads” page and download the latest version of FSC3000 Multi-Trucking Software and the latest version of ARTWare software.

<http://www.opwglobal.com/Login.aspx?ReturnUrl=%2fTechSupport%2fTechniciansPortal.aspx>.

2. After downloading the software, install ARTWare and confirm v3.1 or higher is now installed. Once ARTWare is installed, open the application and follow these steps:
  - a. If not already opened, click on the “File” menu, select “Open Database” and select the “PacPride.mdb” file. If the database previously used to configure this site is available, select it from the list; if not, select the next available unused site in the list.
  - b. Make the appropriate cable connection to the FSC. This may require disconnecting the dial-in modem temporarily while updating the software.
  - c. From the “Online” menu, select “Connect” and login to the FSC as the “Admin” user.
  - d. First, ensure all current fueling is complete, then open the terminal window and type “Close.”
  - e. Enter the “Set Network” command and choose Option 12 to force the FSC to capture any outstanding host transactions and then close the terminal window. If connected to the CAP Port (1), disconnect from ARTWare and reconnect the Pacific Pride dial-in modem. Tell the merchant to poll the FSC using the Pride Controller to ensure all transactions are polled and recorded.
  - f. Once transactions have been polled by the Pride Controller reconnect and login using ARTWare. From the “Online” menu, backup the existing system configuration. First, select “Online > Read > Global Settings.” Once the reading of the global settings is complete, select “Online > Read > Site Settings.”
  - g. After all of the settings have been read, select “Upgrade” from the “Online” menu and update the FSC with the latest version software.
  - h. Once the Software upgrade completes, reconnect and log in to the FSC based on its current state. If warm-started, use the previously configured password; if cold-started, login using the default password of “hello.”
  - i. With the correct site selected in ARTWare, move to the “Terminals” tab and click the “Messages” button. In the message window, select “Pacific Pride Graphics” from the “Default Message Sets” dropdown list and click “Load” and then close the window.
  - j. Next, click the “Prompts” button on the “Terminals” tab. In the open window, select “Pacific Pride Graphics” from the “Default Prompt Sets” dropdown menu and click “Load.”
  - k. From the “Online” menu, it is possible to reload the site settings by first selecting “Send > All Settings.” Once that process completes, from the “Online” menu, select “Send > Site Settings.”
  - l. If a warm start occurred after upgrading the software, open the terminal window and at the prompt, type “Open.” Now, disconnect and close ARTWare. The system should now be running and ready for use.
  - m. If a cold start occurred after upgrading the software, continue from **3.3 Prior to System Startup** on page 10.

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