

SITE STATUS ICONS AND THEIR MEANINGS

	DISABLED	The device use is disabled both from software and hardware panel (OCIOs cannot be disabled).
	OUT OF RANGE	The OCIO is performing an incorrect measurement out of its instrument limits.
	MODIFIED (only for fuel dispensers with manager key)	The configuration of the fuel dispenser or the driver/vehicle associations have been modified and the new data must be written to the manager key.
	WRITING (only for fuel dispensers with manager key)	The process of writing the device configuration to the manager key is in progress.
	ONLINE and MANAGED WITH MANAGER KEY	Fuel dispenser enabled, active and managed with manager key.
	ONLINE	Optimal communication. The device is correctly connected to the network and the communication is stable.
	OFFLINE	No communication. The device is not connected to the network, or it is off.
	NO COMMUNICATION	No communication but the device can be reached in the network. The device is correctly connected to the local network but the server cannot communicate with the PW-Lan.
	BUSY	The device cannot be used by the software because someone is interacting with the device.
	DATA UPDATE	The device is receiving data from the software and is not available until any data loading process is ended.
	DISPENSING	The device is dispensing fuel (status valid only for the fuel dispensers).

COMMUNICATION ISSUES WITH SITE TO COMPUTER

- Make sure these ports are open on Windows Firewall.
- **TCP:** 12345
- **UDP:** 12350

LOST/FORGOT MANAGER PIN/SOFTWARE PASSWORD

- Download **Teamviewer** on the computer with the software installed.
 - www.teamviewer.com
- Call PIUSI USA Technical Support
 - Office: +1 954 584 1552

KEY FOB ISN'T TRANSFERRING DATA TO SOFTWARE

- First check if the USB is connected properly.
 - If installation wasn't done as administrator, you may need to reinstall.
- If the key connects, the issue may be that the key did not pull data off of the box.
 - Double check if you can pull data off of the box.
- The common occurrence is to reconfigure the key fob.



DATA TRANSFERS TO SOFTWARE BUT I CAN'T FIND IT

- Date on Box may have reset or was not properly set.
 - Usual default time is May 1, 2010.
- Check date on box and put in correct date.
- To view the transactions, search from 2010 in reports.
 - You won't be able to change the date on them in the software.
 - Recommend exporting those transactions as an excel sheet and editing/viewing on that for changing dates to be more proper for viewing.
- Power surges are the reason for a date reset happening on the box sometimes.

CONNECTION TO DATABASE UNAVAILABLE

- Hit start at the bottom left.
- Type in **Services**.
- Open **Services**.
- Look for a service called **SQL SERVER(SQLPIUSI)**.
- Verify if the status says its running or blank.
- If blank, right click **SQL SERVER (SQLPIUSI)** then hit start.

INSTALL FAILED OR SQL SERVER 2012 R2 SP2 SSM2 HAS FAILED

- First check that the computer is up to date.
- Second check by restarting the computer and see if the install works after that.
- Third verify if they have a system admin that has the Windows with full permissions enabled.
- Otherwise make sure all of SQL is removed and try a clean install.
- Make sure these ports are open on Windows Firewall
 - TCP: 1433, 1434, 4022, 135, 2383, 2382
 - UDP: 1434

MC BOX ASKING FOR NOZZLE CONTACT

- Nozzle Input has not been disabled and no switch was set for nozzle.
- Open Software.
- Go to Site.
- Hover over MC Box and click Pencil icon to modify.
- Click Advanced near top.
- Check off Nozzle Input.
- Make Sure Manager Key is plugged into key reader.
- Hit check mark at bottom to save.
- Write data to Manager Key.
- Import Configuration to MC Box.



CERTIFIED
ISO 9001/ISO 14001

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ENGINEERING PROWESS TO THE SERVICE OF ITS
CUSTOMERS, WITH THE NECESSARY
PROFESSIONALISM AND INTEGRITY TO BUILD
STABLE, LONG-LASTING RELATIONSHIP.*

*OUR MISSION IS TO PROVIDE SIMPLE, INTELLIGENT,
PROFESSIONAL-QUALITY SOLUTIONS FOR THE
TRANSFER, DISPENSING AND MEASUREMENT OF
LUBRICANTS, FUELS AND LIQUIDS, WITH FULL
CONSIDERATION FOR HUMAN AND
ENVIRONMENTAL HEALTH.*



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MC BOX 2.0 TROUBLESHOOTING GUIDE

DISABLED PUMPS

- On software under Tank Watchdog.
- Edit tank, verify if pump disables was left enabled at certain percent.
- Change to only warning if set to disable.
- Save Changes.

