



DC-401

Troubleshooting Guide

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Petrosoft LLC
290 Bilmar Drive, Pittsburgh, PA 15205
www.petrosoftinc.com

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DC-401 TROUBLESHOOTING (INTERNAL)

SCENARIO I: CUSTOMER CALLS IN AFTERHOURS STATING THE LOCATION IS DOWN AND THEY CANNOT RING ANY TRANSACTIONS. DC ONLINE.

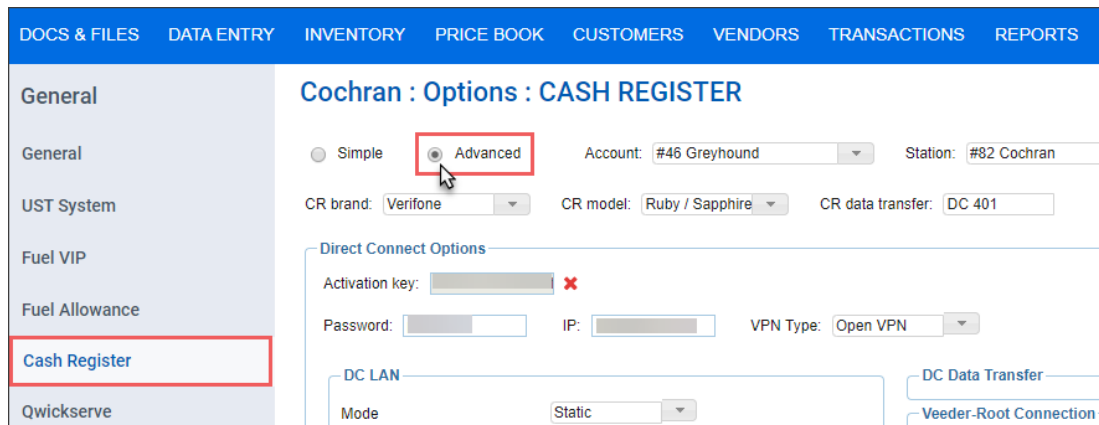
Check customer's account and verify the DC Box is online.



Is DC Box online?

- **Yes:** Go to **Step 1**.
- **No:** Go to [Scenario II DC Box Offline Troubleshooting](#).

1. From the CStoreOffice® main page:
 - a. Go to **Data Entry > Dashboard**.
 - b. Go to **Station Options > Cash Register**.
 - c. In the **Cash Register** form, select the **Advanced** option.



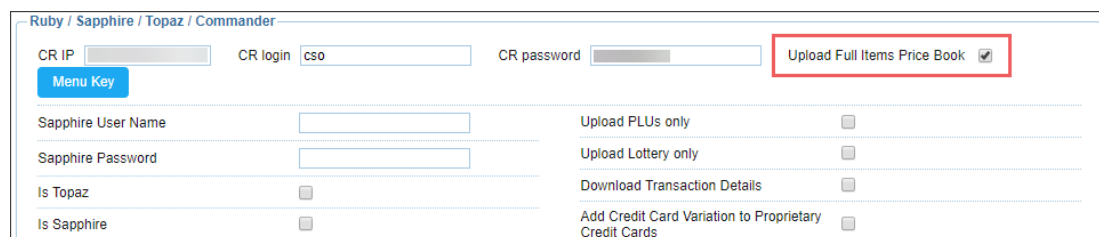
The screenshot shows the 'Cochran : Options : CASH REGISTER' form. The 'Advanced' radio button is selected and highlighted with a red box. The 'Cash Register' option in the left sidebar is also highlighted with a red box. The form includes fields for Account (#46 Greyhound), Station (#82 Cochran), CR brand (Verifone), CR model (Ruby / Sapphire), and CR data transfer (DC 401). There are also sections for Direct Connect Options, DC LAN, and DC Data Transfer.



Is the Advanced option selected?

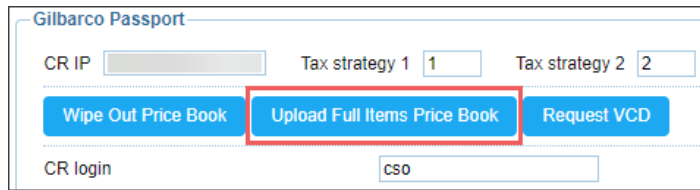
- **Yes:** Go to **Step 2**.
- **No:** Select **Advanced** and go to **Step 2**.

2. Depending on the cash register type:
 - o (Verifone) Select the **Upload Full Items Price Book** option.



The screenshot shows the 'Ruby / Sapphire / Topaz / Commander' form. The 'Upload Full Items Price Book' checkbox is checked and highlighted with a red box. The form includes fields for CR IP, CR login (cso), and CR password. There are also sections for Menu Key, Sapphire User Name, Sapphire Password, Is Topaz, Is Sapphire, and various upload/download options.

- o (All other register types) Click the **Upload Full Items Price Book** button.



Gilbarco Passport

CR IP Tax strategy 1 Tax strategy 2

Wipe Out Price Book **Upload Full Items Price Book** **Request VCD**

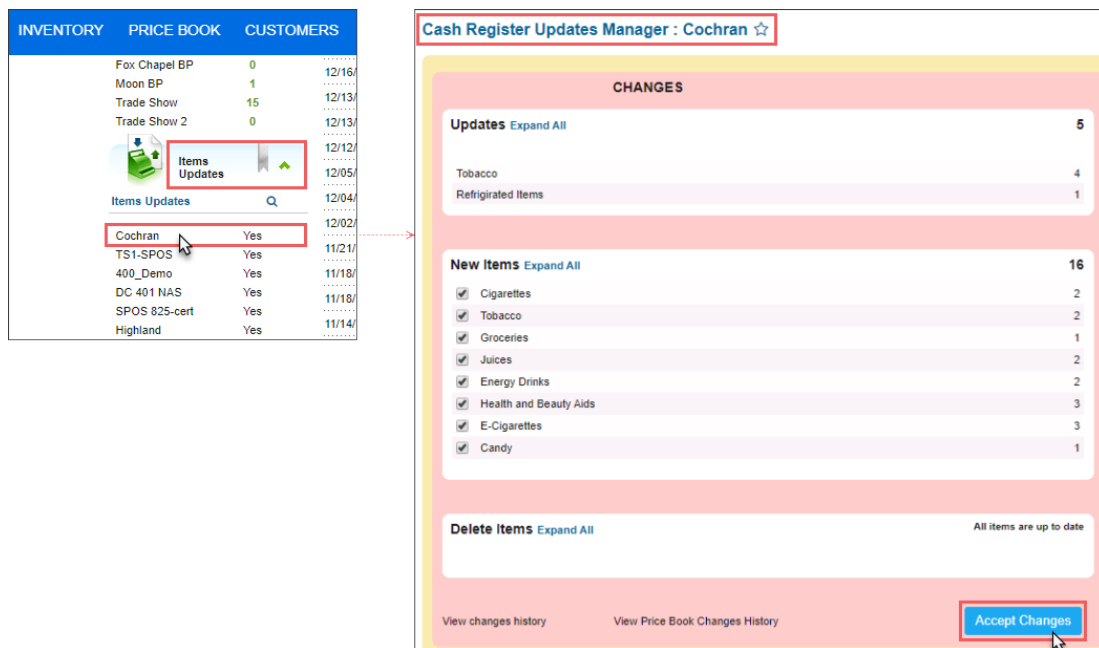
CR login CSO



Is Upload Full Items Price Book selected / clicked?

- **Yes:** Go to **Step 3**.
- **No:** Select / click it.

- At the bottom of the cash register form, click **Save**.
- Go to the CStoreOffice® home page and on the left side of the page, click **Item Updates**.
- In the list of opened sites, click the customer's site and then do the following:
 - In the **Cash Register Updates Manager** form that opens for the site, click the **Accept Changes** button.



INVENTORY **PRICE BOOK** **CUSTOMERS**

Item	Price	Date
Fox Chapel BP	0	12/16/
Moon BP	1	12/13/
Trade Show	15	12/13/
Trade Show 2	0	12/13/
Items Updates		12/12/
Items Updates		12/05/
Items Updates		12/04/
Cochran	Yes	12/02/
TS1-SPOS	Yes	11/21/
400_Demo	Yes	11/18/
DC 401 NAS	Yes	11/18/
SPOS 825-cert	Yes	11/18/
Highland	Yes	11/14/

Cash Register Updates Manager : Cochran

CHANGES

Updates Expand All **5**

- Tobacco 4
- Refrigerated Items 1

New Items Expand All **16**

- ☒ Cigarettes 2
- ☒ Tobacco 2
- ☒ Groceries 1
- ☒ Juices 2
- ☒ Energy Drinks 2
- ☒ Health and Beauty Aids 3
- ☒ E-Cigarettes 3
- ☒ Candy 1

Delete Items Expand All **All items are up to date**

[View changes history](#) [View Price Book Changes History](#) **Accept Changes**

- Let the customer know you pushed the price book and it will take approximately 15 minutes.
- Call Customer back after 15 minutes. Go to **Step 7**.
 - Verify with customer they can ring transactions.



Can they ring transactions?

- **Yes:** Case ends.
- **No:** Customer needs to contact their register manufacturer.

SCENARIO II: DC BOX OFFLINE TROUBLESHOOTING.

Check customer's account and verify the DC Box is online. In case DC Box is offline, check the type of error message on the homepage:

ERROR MESSAGE SAYS: VPN LINK DOWN

1. Verify that the DC Box has power.

Is DC Box has power?

- **Yes:** Go to **Step 2**.
- **No:** Tell customer to plug in DC, go to **Step 2**.

1. Verify that the DC Box is plugged into the internet.

Is DC Box plugged into the internet?

- **Yes:** Go to **Step 3**.
- **No:** Tell customer to plug in router, go to **Step 3**.

3. Verify the location has internet.

Does the location have internet?

- **Yes:** Go to **Step 4**.
- **No:** Tell customer to check with ISP to resolve, go to **Step 4**.

4. Is the DC Box getting internet directly from a router?

- **Yes:** Go to **Step 5**.
- **No:** Tell customer to plug in DC into router, go to **Step 5**.

5. Is the DC Box getting internet from a different device? If so, is that device connected to a primary router?

- **Yes:** Go to **Step 6**.
- **No:** Tell customer to plug in DC into that device, go to **Step 6**.

6. Is the DC Box getting and IP address?

- **Yes:** Go to **Step 7**.
- **No:** This needs to be done by register manufacturer or Local Tech.

7. Is there an IP conflict between the cash register's network and the ISP network?

- **Yes:** This needs to be escalated to a Tier 2 tech member or above.
- **No:** Case ends.

ERROR MESSAGE SAYS: LAN LINK DOWN

Verify the DC Box connected to the cash register or router.

1. Is DC Box connected to CR or router?
 - **Yes:** Go to **Step 2**.
 - **No:** Tell customer to plug in DC Box to cash register or router, go to **Step 2**.
2. Does the cash register's router have power?
 - **Yes:** Go to **Step 3**.
 - **No:** Tell customer to plug in DC Box to power, go to **Step 3**.
3. Verify the cash register functioning correctly?
 - **Yes:** Go to **Step 4**.
 - **No:** refer to register maker. Case ends.
4. Verify the cash register's router connected to the cash register?
 - **Yes:** Go to **Step 5**.
 - **No:** Tell customer to plug in cash register into router. Go to **Step 5**.
5. Verify the router configured correctly?
 - **Yes:** Go to **Step 6**.
 - **No:** This needs to be escalated to a Tier 2 tech member or above. Go to **Step 6**.
6. Ping the cash register's IP successfully?
 - **Yes:** Case ends.
 - **No:** This needs to be escalated to a Tier 2 tech member or above.

ERROR MESSAGE SAYS: CR SERVICE DOWN

1. Verify the **CR Password** field in **Data Entry > Dashboard > Cash Register** is correct.
 - **Yes:** Go to **Step 2**.
 - **No:** Obtain the correct password, enter it in the **CR Password** field, and then at the bottom of the **Cash Register** form, click **Save**.

Cochran : Options : CASH REGISTER

☒ Simple
 ☐ Advanced
 Account: #46 Greyhound
 Station: #82 Cochran

CR brand: Verifone
 CR model: Ruby / Sapphire
 CR data transfer: DC 401

Direct Connect Options

Activation key: 46-82-3e2c3857d ✖
 Password: p3tr0s0ft
 IP: 10.249.19.146
 VPN Type: Open VPN

Ruby / Sapphire / Topaz / Commander


CR IP: 10.210.140.12
 CR login: pdi
 CR password: radiant


Menu Key



If customer doesn't have the password, they need to reach out to Verifone to get the password.

- From the CStoreOffice® main page, go to **Cash Register > Shift Reports** > select the site > click the **Receive Shifts** button. Wait 5 minutes and check again for connection.


CASH REGISTER


Tasks

Shift Reports

No Today Tasks

Cochran

6

SmartPOS 400

0

Blumar Building

0

Greentree Office Building

0

TS1-SPOS

0

400_Demo

0

News

12/16/19

Print Version

Convert to Excel

Cochran :: Cash Register :: Reports

Pending Shifts

Check All

Receive Shifts

Regull Shift

CR#	Shift#	Shift ID	Date	Shift Time	AVG Scan Rate	Voils, \$
1	10	3077012	12/02/19	from 12/01/19 23:02:34 to 12/02/19 23:01:04	100.00%	133.46
1	11	3077013	12/03/19	from 12/02/19 23:01:04 to 12/03/19 23:02:10	100.00%	31.48
1	12	3077014	12/04/19	from 12/03/19 23:02:10 to 12/04/19 16:21:22	96.95%	406.45
1	13	3077015	12/04/19	from 12/04/19 16:21:22 to 12/04/19 17:52:13	100.00%	50.00
1	1	3105597	12/06/19	from 12/06/19 22:23:00 to 12/27/19 10:11:11	no data	0.00
1	1	3105596	12/31/19	from 12/31/19 14:17:24 to 01/02/20 10:11:11	no data	0.00

- **Yes:** Station connected. Case ends.
- **No:** Escalate to Tier 2 service tech or above.

TROUBLESHOOTING TIPS

To figure out if station is truly offline, check the following:

- Station is offline: The globe icon is red on the CStoreOffice® main page > Cash Register section.
- Shift reports are not available in CStoreOffice®.
- Price book updates are not available on the cash register.

REBOOTING DC BOX TIPS

- Verify that your DC-401 has green light on the right-hand side of the device (power).
- Verify that the power cable is plugged into DC-401.
- Connect DC-401 to the power using the power cable.
- Press the **Power** button to turn on the DC-401.
- Make sure WAN indicator lights are turned on.
- Check the Internet cable is correctly plugged into the DC-401 and the main router.

7. Press and hold the **Power** button until it turns off.
8. Press the **Power** button to turn the DC-401.
9. Re-pull shift reports: From the CStoreOffice® main page, go to **Cash Register > Shift Reports >** select the site > click the **Receive Shifts** button.
10. Check DC Box network connection settings.

DC BOX NETWORK CONNECTION TIPS

1. Open browser and navigate to <http://10.10.2.1/>.
2. Validate **Network Settings**: Press the **Test connection** button.
3. Reset **Network Settings**.
4. Navigate to the **POS Settings** step and press the **Test connection** button.
5. Check POS IP to match with settings in activation wizard.



For ITL CV POS, POS IP must be +1 digit higher from Gateway.



Example

Gateway: 192.168.1.3

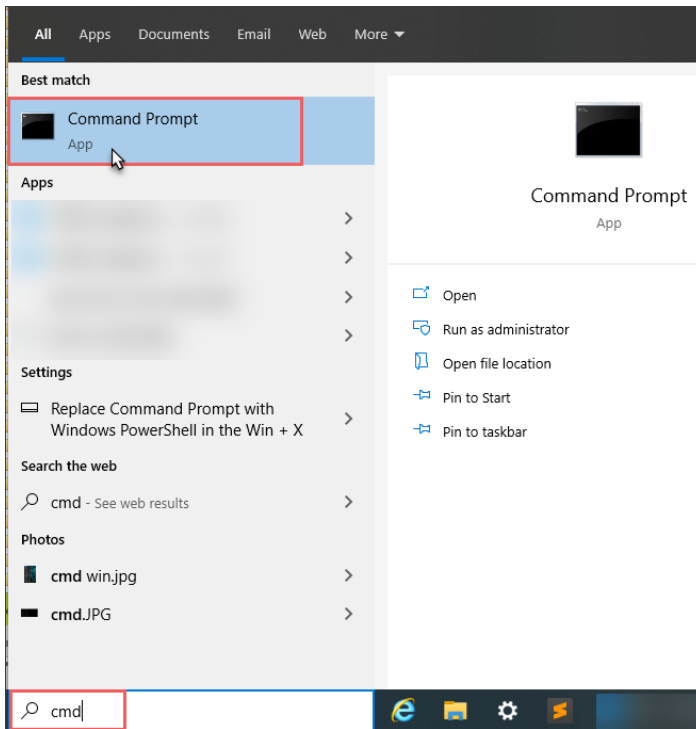
POS IP: 192.168.1.4

6. Make Petrosoft user credentials on the POS.
7. Activate SMB1 protocol on the POS.
8. Restart the POS.
9. Is the Station still offline (Globe icon is red)?
10. Re-pull shift reports: From the CStoreOffice® main page, go to **Cash Register > Shift Reports >** select the site > click the **Receive Shifts** button.

OTHER CONNECTION TIPS

DC 101, 301, and 501

1. Open the **Command Prompt** app: In the Windows search bar, type **cmd** and then click **Command Prompt**.



2. In the **Command Prompt** app:

- a. Type **Ping 10.46.x.x**
- b. Press **Enter**.

DC 401

Go to <http://10.249.x.x.8080>. This will show if the DC Box is online.



X.X = is the last 2 digits of the VPN ID located in the **Data Entry > Dashboard > Cash Register** form.

General	
General	Cochran : Options : CASH REGISTER
UST System	<input checked="" type="radio"/> Simple <input type="radio"/> Advanced Account: #46 Greyhound Station: #82 Cochran
Fuel VIP	CR brand: Verifone CR model: Ruby / Sapphire CR data transfer: DC 401
Fuel Allowance	Direct Connect Options Activation key: 46-82-3a2c3857d1 ✖ Password: p3tr0s0ft IP: 10.249.19.146 VPN Type: Open VPN