



# DC-401 Troubleshooting Script

For Petrosoft Installers

Version 2.4

11/29/2020



Petrosoft LLC  
290 Bilmar Drive, Pittsburgh, PA 15205

[www.petrosoftinc.com](http://www.petrosoftinc.com)

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# TABLE OF CONTENTS

<b>DC-401 Troubleshooting .....</b>	<b>3</b>
Reboot the DC-401 and Check the Ethernet Connection .....	4
Check DC-401 Network Connection Settings .....	6

# DC-401 TROUBLESHOOTING



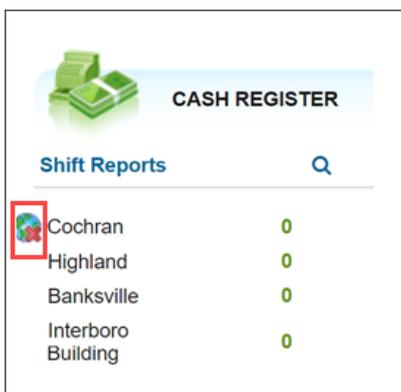
You can use the scenario below or fill in the [DC-401 Online Troubleshooting](#) form.

When a DC-401 is offline, the following problems occur:

- The location cannot send shifts data to CStoreOffice®.
- CStoreOffice® cannot send Price Book updates to the cash register.

To check the DC-401 status (online or offline):

1. Navigate to the CStoreOffice® home page.
2. In the left pane, under **Cash Register > Shift Reports**, find the necessary location. If the connection to DC-401 is missing, the red cross is displayed over the globe icon.



Hover the cursor over the globe icon to view the status of the DC-401 connection and follow the resolution to remedy:

Issue	Issue Description	Resolution
<b>VPN Link Down</b> 	The DC box is not connected to the Petrosoft network.	<a href="#">Reboot DC-401 and Check Ethernet Connection</a> and <a href="#">Check DC-401 Network Connection Settings</a>
<b>Not in Service</b>	The location is not installed yet. This error is used for new sites that have yet to be con-	Check if the location is installed or

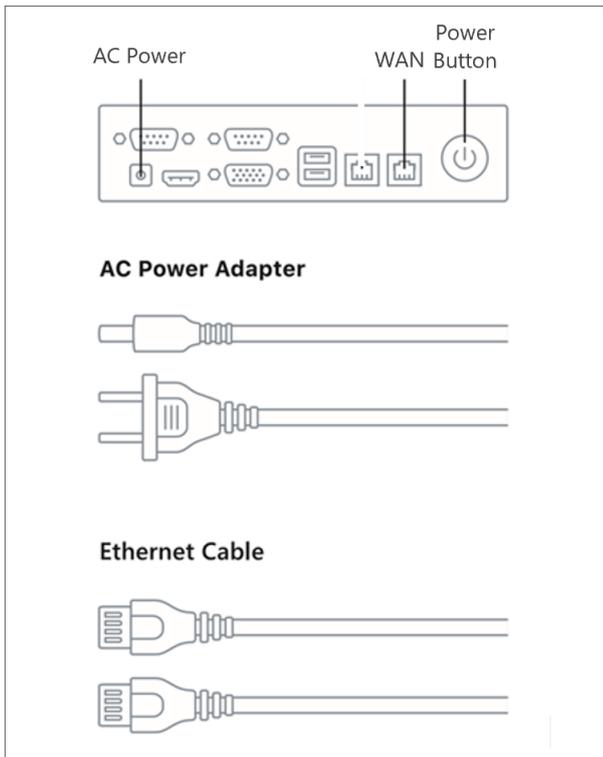
Issue	Issue Description	Resolution
	nected.	not. If yes, click the <b>Check Now</b> link, to launch it in CStoreOffice®.
<p><b>CR Service Down</b></p>	- The DC Box CR credentials are invalid (the password at the cash register has changed). - The location has just got online after the <b>VPN Link Down</b> and <b>LAN Link Down</b> errors.	Verifone registers The password in CStoreOffice® doesn't match the password on the POS. CStoreOffice® will need to be updated with the correct password.
<p><b>LAN Link Down</b></p>	- The Ethernet cable is not plugged to the port at the POS. - The cash register connection settings are incorrect in CStoreOffice®. - The POS is not connected to the correct network zone. - The location has just got online after the <b>VPN Link Down</b> error.	<a href="#">Reboot DC-401 and Check Ethernet Connection</a> and <a href="#">Check the cash register configuration in CStoreOffice®</a> Check the network zone connection

To fix the connection problems, use the scenarios below:

- [Reboot DC-401 and check the Ethernet connection](#)
- [Check DC-401 network connection settings](#)

## Reboot the DC-401 and Check the Ethernet Connection

This section contains instructions for location or field technicians.



Do the following:

1. Verify the power button lights up green on DC-401.
  - Yes, the power button lights up green. In this case, move to [step 5](#).
  - No, the power button does not light up green. In this case, move to [step 2](#).
2. Verify that the AC power adapter is plugged into DC-401.
  - Yes, the AC power adapter is plugged into DC-401 and power. In this case, move to [step 4](#).
  - No, the AC power adapter is not plugged into DC-401 or power. In this case, move to [step 3](#).
3. Connect DC-401 to power using the AC power adapter.
4. Press the power button to power on DC-401. Wait for 5 minutes. Is the location online?
  - Yes, the location is online. In this case, move to [step 9](#).
  - No, the location is still offline. In this case, move to [step 5](#).
5. Verify the indicator lights are on for the Ethernet port (WAN).
  - Yes, the WAN indicator light is blinking green. In this case, move to [step 7](#).
  - No, there is no WAN indicator lights. In this case, move to [step 6](#).
6. Verify the Ethernet cable is correctly plugged into DC-401 and to the main router.

- o Yes, the Ethernet cable is plugged in correctly. In this case, move to [step 7](#).
  - o No, the Ethernet cable is not plugged in. In this case, move to [step 10](#).
7. Pull the AC power cable out of DC-401. Wait for 10 seconds.
  8. Plug the AC power cable back into DC-401. Press the power button to power on DC-401. Wait for 5 minutes.

Is the location online?

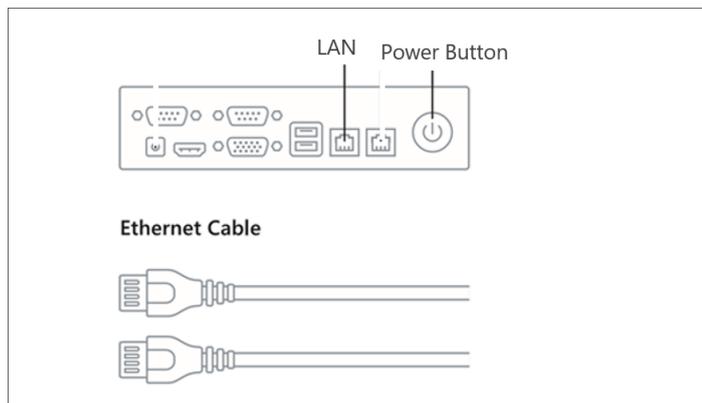
- o Yes, the location is online. In this case, move to [step 9](#).
  - o No, the location still offline. In this case, move to [step 10](#).
9. In CStoreOffice®, re-pull shift reports. On the CStoreOffice® home page, click the location name under **Shift Reports** to open the **Shift Report** form. Next to **Pending Shifts**, click **Receive Shifts**.

Are the shift reports pulled into CStoreOffice®?

- o Yes, the shift reports are pulled to CStoreOffice®. DC-401 troubleshooting is complete.
  - o No, the shift reports are not displayed. In this case, move to [step 10](#).
10. Move to the [Check DC-401 Network Connection Settings](#) instructions.

## Check DC-401 Network Connection Settings

This section contains instructions for location or field technicians.



1. What setup device do you use to connect to DC-401?
  - o Mobile device with Wi-Fi (smartphone, tablet, laptop). In this case, move to [step 2](#).
  - o A computer or laptop with the Ethernet port. In this case, move to [step 3](#).
2. Connect to the *DC-401 Network* in the following way and then move to [step 4](#):
  - a. Open up the camera application on your phone, as if to take a new picture.
  - b. Pan the camera view over the QR code, located on the top of the DC box.

- c. Accept the prompt that has appeared on your phone to automatically connect to the DC box.



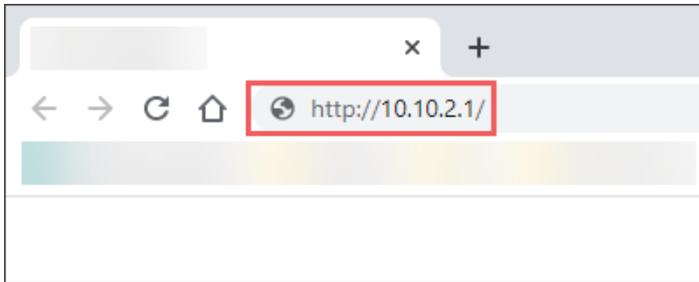
In case you could not connect to the *DC-401 Network* following the steps *a-c* described above, do the following:

Press the power button twice, find the *DC-401 Network* on the mobile device and connect to it using the password from the sticker or scan the QR code located on the top of the DC-401.

3. Connect the computer or laptop to the DC-401 LAN port using the Ethernet cable. Make sure the LAN indicator lights are on.

If the DHCP to the computer from DC-401 fails, use the static configuration on the machine of 10.10.2.2, netmask 255.255.255.0 and the gateway of 10.10.2.1.

4. Open the browser and navigate to the DC-401 IP address as it is displayed in the image below.



5. Validate the network setting by clicking the **Test connection** button. Is your connection status online?
  - o Yes, the network settings are valid. In this case, move to [step 7](#).
  - o No, the network settings are invalid. In this case, move to [step 6](#).
6. Repeat step 5 and enter the valid settings specific for the location. Move to [step 5](#).
7. Navigate to the **POS Settings** step and click the **Test connection** button. Is your connection status online?

(Refer to [Activation Guide](#) for visual.)

- o Yes, POS settings are valid. In this case, move to [step 10](#).
  - o No, POS settings are invalid. In this case, move to [step 8](#).
8. (For ITL CV POS only) Check if the POS IP address matches the settings in the activation wizard.

The POS IP address must be +1 digit higher from the gateway IP address.



### Example

Gateway: 192.168.1.3

POS IP: 192.168.1.4

- a. Make the Petrosoft user credentials on the POS:
    - Login: *Petrosoft* (not the admin user)
    - Password: *P3tr0s0ft4!2*
  - b. Log out and log in with Petrosoft credentials on the POS.
  - c. Log in back as the admin user at the POS.
  - d. Set permissions (share) *Import* and *Export* folders with the Petrosoft user and give "Full Control".
  - e. (For version earlier than 2.4.2 only) Activate the SMB1 protocol at the POS:
    - a. Run PowerShell as administrator and execute the following command:
 

```
Set-ItemProperty -Path "HKLM:\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters" SMB1 -Type DWORD -Value 1 -Force
```
    - b. Enable SMB 1.0 using the Control Panel: navigate to **Control Panel > Programs and Features > Turn Windows features on or off > Enable SMB1.0/CIFS File Sharing Support**.
  - f. Restart the POS. Wait for 5 minutes.
9. Is the location online?
- No. In this case, move to [step 10](#).
  - Yes. In this case, move to [step 5](#).
10. In CStoreOffice®, re-pull shift reports. On the CStoreOffice® home page, click the location name under **Shift Reports** to open the **Shift Report** form. Next to **Pending Shifts**, click **Receive Shifts**.
- Are the shift reports pulled into CStoreOffice®?
- Yes, the shift reports are pulled to CStoreOffice®. DC-401 troubleshooting is complete.
  - No, the shift reports are not displayed. In this case, move to [step 5](#).