



Technical Service Bulletin

To: ANDI and NeXGen Service Personnel

From: Allied Electronics Technical Support

Date: January 12, 2010

Re: Port Monitoring Procedure

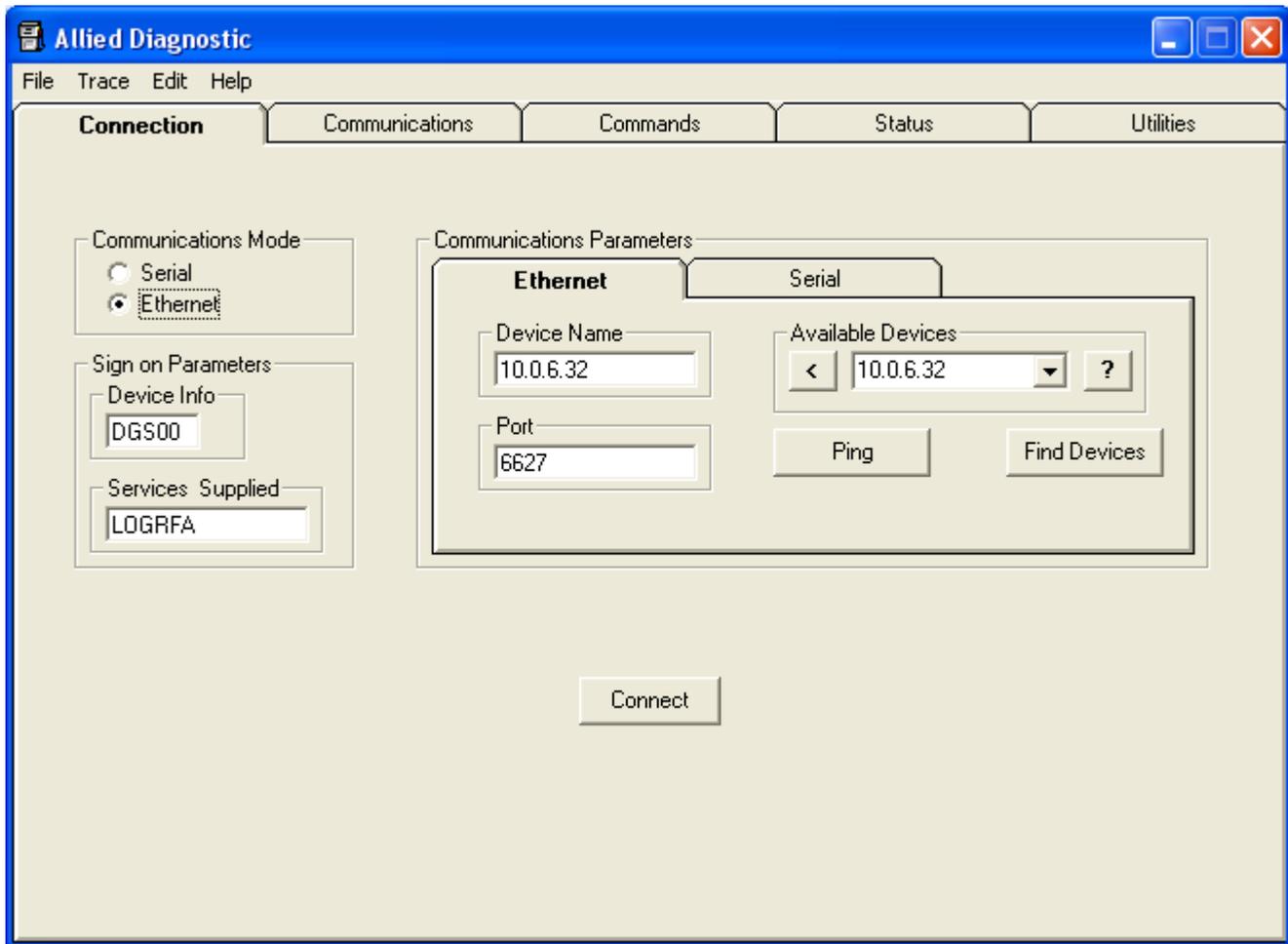
** For the remainder of this document, the NeXGen controller will be referred to as **NXG**.*

For troubleshooting purposes, Allied's Engineering and Technical Support departments may occasionally ask service personnel to capture data on one of the ANDI or NXG channels/ports. The following is the procedure for monitoring a port on either the ANDI or NXG.

First, go to Allied's FTP site and download the latest version of ANDI_DGS. You'll need to UNINSTALL any older versions before installing this version. The FTP site is www.AlliedElectronics.com/downloads and the username is 'allied' and the password is 'support.'

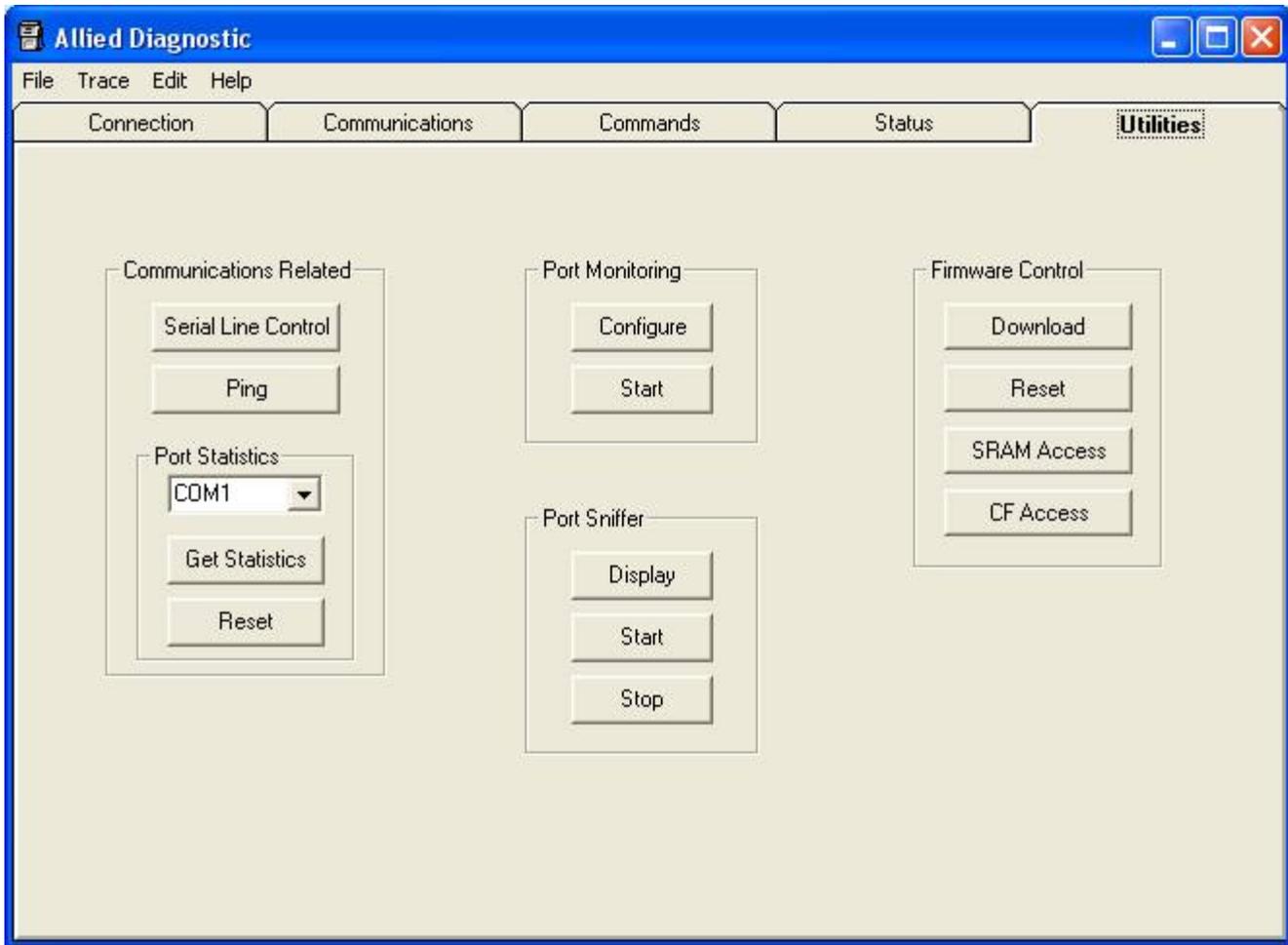
This document assumes that the user is successfully connected to the site controller using ANDI_DGS. Verify that **RFA** is included in the "Services Supplied" box on the Connection tab.

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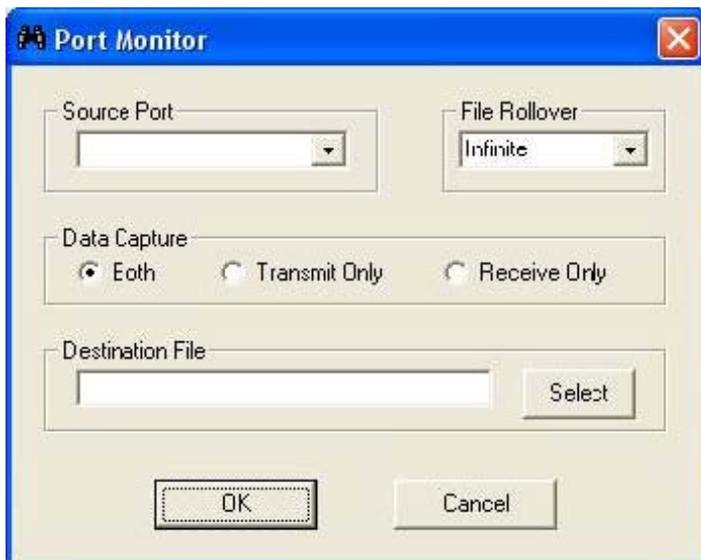


NXG port 5 will be monitored as an example. Note: In PCI-compliant systems, a user **MUST** be signed-on as an *administrator* in order to perform a port monitor.

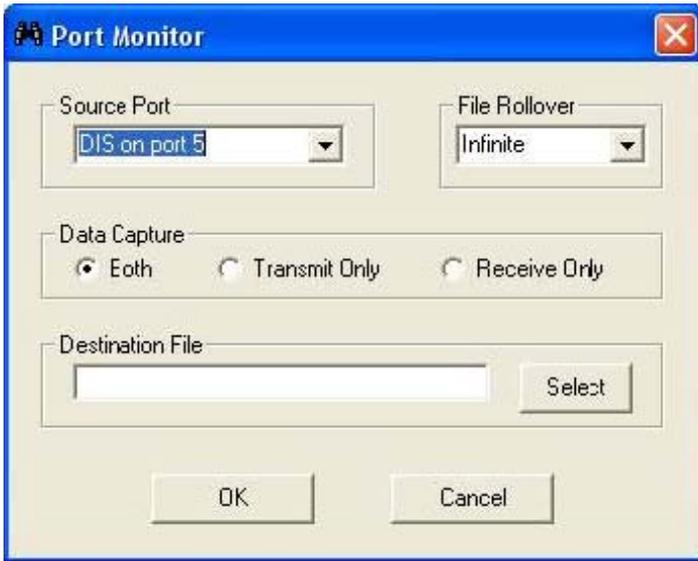
To perform a port monitor using ANDI_DGS, click on the Utilities tab:



Under Port Monitoring, click **Configure**. The following box will appear:

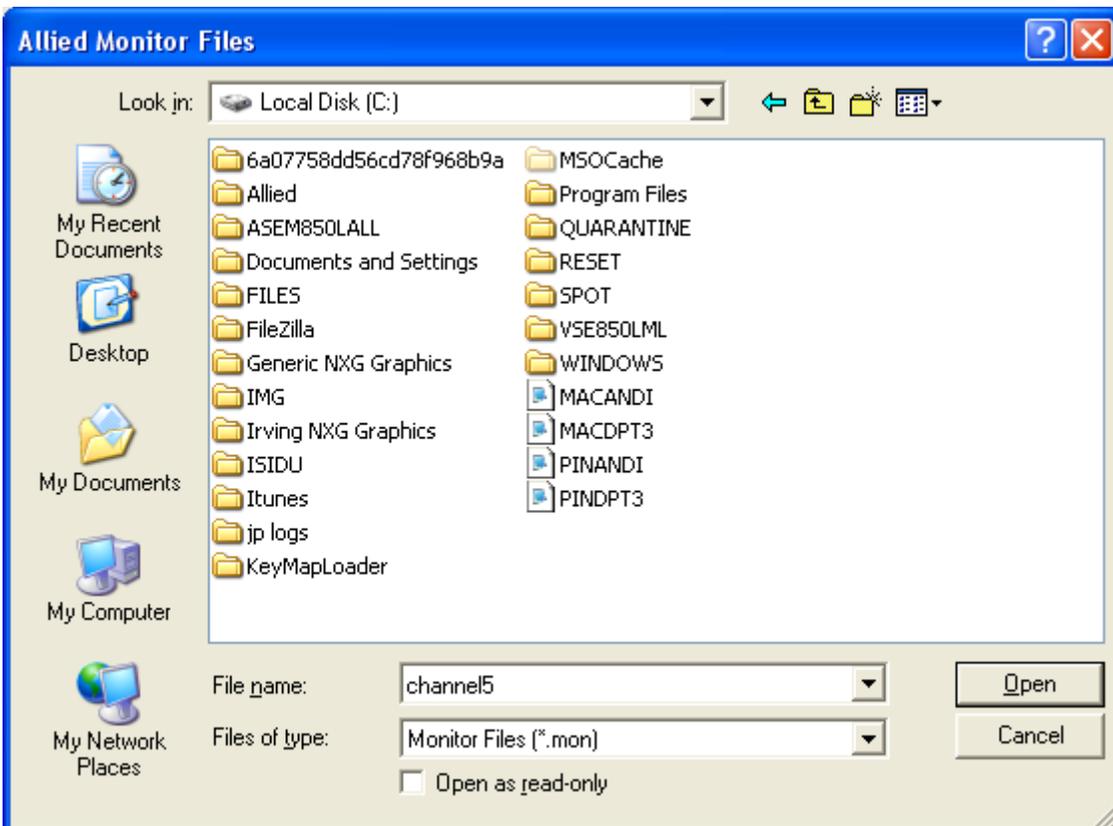


For the Source Port, choose "DIS on port 5:"

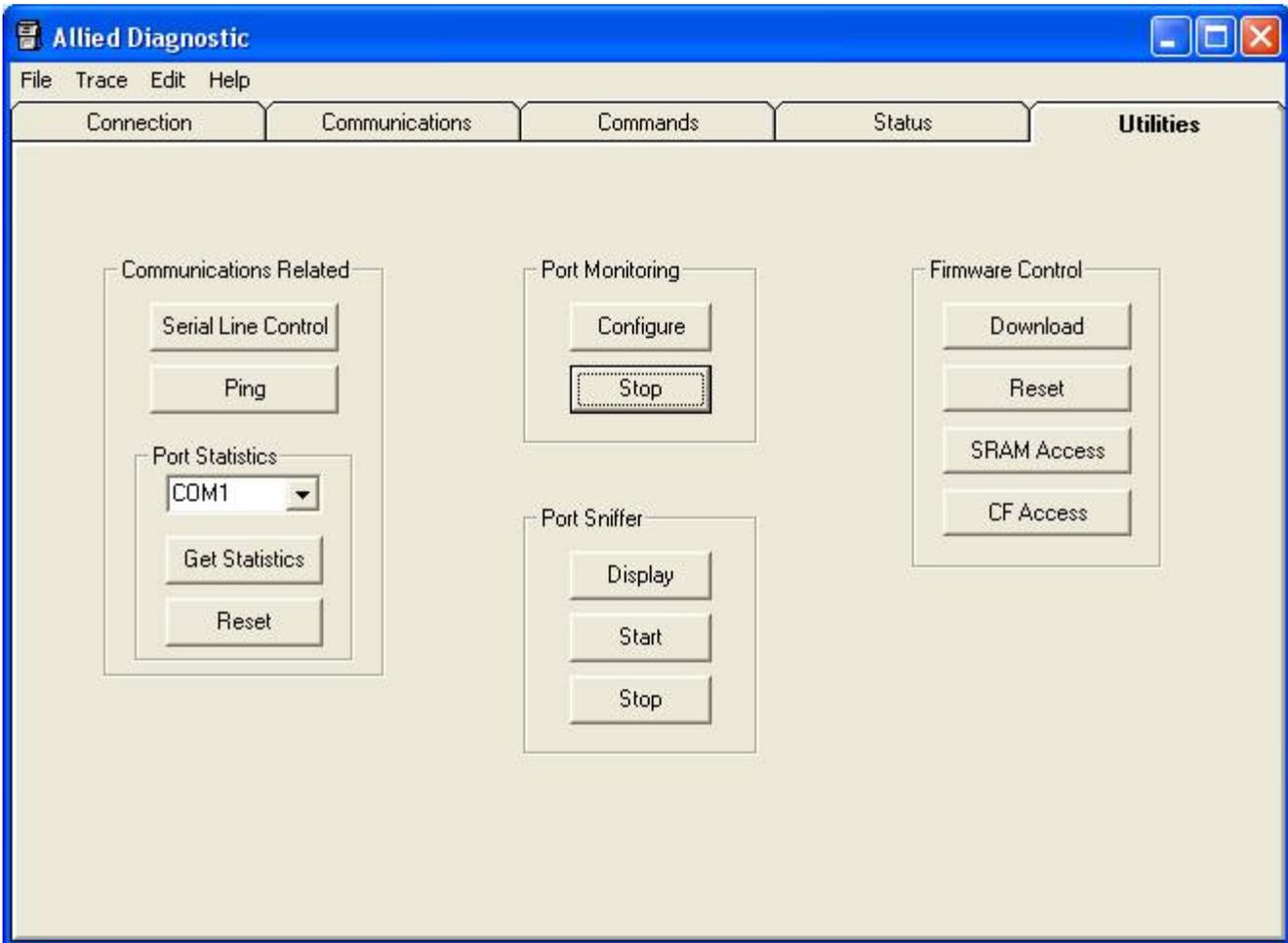


Under Destination File, click **Select** and choose your "Local Disk (C:)" from the pull down list.

Set a **6 to 8** digit Destination File name (alphanumeric, not including the extension) and click **Open**. This will take you back to the Port Monitor box where you will click OK.



You are now back to the Utilities tab. Under Port Monitoring, click **Start**. You'll notice that **Start** then changes to **Stop**.



You are now monitoring the dispenser loop on port 5. Here is where you'll duplicate the issue. Once you duplicate the issue, let the monitor run for another minute and click **Stop** on the Utilities tab. You'll notice that **Stop** turns to **Start**.

You can now send Allied the file that you wrote to the C: drive and named "channel5" (or whatever you named it). The extension will be ".mon." Included with this file should be any corresponding POS trace logs that were running at the same time of the port monitor.

Details surrounding the occurrence (i.e. date, time, fueling point, dollar amount, steps performed to duplicate the issue) are **CRITICAL** in order for Allied to successfully interpret the captured data.

Contact Allied Electronics Technical Support with any questions or concerns:

800-223-3619

SupportRequest@AlliedElectronics.com