Controller Dispenser Channel (Gilbarco or Wayne) Displays "Loop Error" Card Reader Displays "Dispenser Unavailable" or similar offline message Verify if all dispensers on channel are offline or if only some of the card readers are offline Investigate All or dispenser(s) ALL YES some? related problem Verify dispenser distribution box SOME has power **EXTERNAL PROCESS** Check Station CFG configuration via DGS Address Configuration Power to Verify connection is good between −NO controller and distribution box via POS system D-box? NO Problem Good NO Correct connection connection? resolved? Investigate distribution box YES power problem Verify pinout of connector to external device NO (See cable pinouts) EXTERNAL PROCESS **Pinout** Problem Correct pinout (Dispenser Service) correct? resolved? YES Move device function to available NeXGen "Card Reader" port NO. See "Moving port functionality via ANDI DGS" Yŧs Problem -YES resolved? NO Replace NeXGen controller Problem **CONTACT ALLIED TECHNICAL SUPPORT** resolved? **STOP** YES