## Gilbarco Card Reader Displays "Can't Process PIN" to the customer Verify Single DES or Triple DES Operation (SDES or TDES) SDES oi See Flow document "Gilbarco EPP Card Reader Verify if EPP keypads are installed ←SDES TDES TDES? Displays Can't Process PIN" for troubleshooting details **EPP** YES present? NO Message **GSM** Investigate GSM problem Verify GSM Link Status at All (GSM lost injection) Link Up? CRINDs? Investigate CRIND problem NO (firmware, cold start needed, etc.) Verify connection is good between controller and device (see connectivity block diagrams, DGS Port Status) **EXTERNAL PROCESS** Problem Good Correct YES connection resolved? connection? Verify pinout of connector to GSM NO (See cable pinouts) Correct Correct or Problem YES NO replace adapter resolved? pinout? YES Verify good patch cable NO Replace patch Problem Good YES Patch Cable? cable resolved? YES Run NeXGen port loopback tests on port and all ports NO See "NeXGen Diagnostic loop test via ANDI DGS" **STOP** Confirm debit configuration is correct: oop test shows 1. Encryption and Debit set YES for all fueling points INK OK? 2. Encryption type and debit set YES in DPT CFG NO Move device function to available NeXGen RS232 port Problem NO YES See DGS Instructions for details resolved? Problem YES resolved? YES NO Problem **CONTACT ALLIED** Replace GSM NO resolved? **TECHNICAL SUPPORT**