



CFN Series

NBS (GL3) Credit and Debit Card Network

Version 1.3.0.0 and above
For CFN III Versions 3.5 and above

MDE-4390F
(formerly C36121)

Computer Programs and Documentation

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Federal Communications Commission (FCC) Warning

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate this equipment.

Approvals

Gasboy, Greensboro, is an ISO 9001:2000 registered facility.

Underwriters Laboratories (UL):

UL File#	Products listed with UL
MH4314	All dispensers and self-contained pumping units
MH6418	Power operated Transfer Pump Models 25, 25C, 26, 27, 28, 72, 72S, 72SP, 72X, 73 and 1820
MH7404	Hand operated Transfer Pump Models 1230 Series, 1243 Series, 1520 and 1720 Series
MH10581	Key control unit, Model GKE-B Series Card reader terminals, Models 1000, 1000P Site controller, Model 2000S CFN Series Data entry terminals, Model TPK-900 Series Fuel Point Reader System

New York City Fire Department (NYFD):

NYFD C of A #	Product
4823	9100A, 9140A, 9152A, 9153A, 9800A, 9840A, 9850A, 9852A, 9853A, 9140
4997	9822A, 9823A
5046	9100Q, 9140Q, 9152Q, 9153Q, 9800Q, 9840Q, 9852Q, 9853Q
5087	8753K, 8853K, 9153K, 9853K (restricted to diesel and non-retail gasoline sales)
5091	8752K, 9152K
5129	9122K, 9123K, 9822K, 9823K

California Air Resources Board (CARB):

Executive Order #	Product
G-70-52-AM	Balance Vapor Recovery
G-70-150-AE	VaporVac

National Conference of Weights and Measures (NCWM) - Certificate of Compliance (CoC):

Gasboy pumps and dispensers are evaluated by NCWM under the National Type Evaluation Program (NTEP). NCWM has issued the following CoC:

CoC#	Product	Model #	CoC#	Product	Model #	CoC#	Product	Model #
95-179	Dispenser	9100 Retail Series, 8700 Series, 9700 Series	91-019	Dispenser	9100 Commercial Series	05-002	Atlas	8700K, 8800K, 9100K, 9200K, 9800K
95-136	Dispenser	9800 Series	91-057	Controller	1000 Series FMS, 2000S-CFN Series			

Patents

Gasboy products are manufactured or sold under one or more of the following US patents:

Dispensers

5,257,720

Point of Sale/Back Office Equipment

D335,673

Additional US and foreign patents pending.

Trademarks

Non-registered trademarks

Atlas™
Console™
Infinity™

Registered trademarks

ASTRA®
Fuel Point®
Gasboy®
Keytrol®
Slimline®

Additional US and foreign trademarks pending.

Other brand or product names shown may be trademarks or registered trademarks of their respective holders.

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1 – Introduction

This manual contains information for setting up a Cash Flow Network (CFN) site controller that connects to the National Bankcard Services (NBS). The site controller is used for card verification using GL3 protocol.

Cards Accepted

A CFN site controller that connects to NBS, accepts the cards listed below:

Bank Cards:

- American Express®
- Debit
- DiscoverSM
- MasterCard®
- Visa®

Fleet Cards:

- CenexSM Regional
- Fleet One
- Fuel 24
- Fuelman Plus
- Gascard Access
- Kwik Trip Fleet
- MasterCard Fleet
- Visa Fleet
- Voyager
- WEXSM
- QuarlesSM

Prepaid/Gift and Private Cards:

- Cenex Prepaid
- General SVS Prepaid
- GoGas® Prepaid
- Kwik Trip Credit
- Kwik Trip Prepaid
- GROWMARK Prepaid

Gasboy software for the NBS host system is compliant with PCI PABP standards when used with PCI certified CFN III Version 3.5 or above.

Note: The user cannot cancel the verification process once a card is swiped. This is contrary to the message displayed on the screen “Press STOP to cancel”. To cancel the sale, the clerk must do a reversal.

Due to Visa PIN Entry Device (PED) and Payment Card Industry (PCI) requirements, the modular/integral Profit Point must be running version 3.5D or above. Refer to [“Island Card Reader”](#) on [page 34](#) to set up manual entry cards.

Related Documents

CFN III - Version 3.4 and Above

Document Number	Title	GOLD Library
C35923	Point of Sale and Shift Change	Gasboy Fuel Management Products
MDE-4479	CFN III Quick Reference Version 3.4	Gasboy Fuel Management Products
MDE-4315	CFN III Manager's Manual for Windows NT® (formerly C36143)	Gasboy Fuel Management Products
MDE-4316	CFN III Configuration Manual for Windows NT (formerly C36144)	Gasboy Fuel Management Products
MDE-4355	Profit Point Clerk's Manual	Gasboy Fuel Management Products
MDE-4356	Profit Point Reference Manual	Gasboy Fuel Management Products

Pump Interface

Document Number	Title	GOLD Library
C09146	Site Controller Pump Interface Manual	Gasboy Fuel Management Product
C35432	Wayne® Pump PC Interface, V3.4 and above	Gasboy Fuel Management Products
C35924	SDI/Unitec® Interface	Gasboy Fuel Management Products
MDE-4337	Gilbarco CRIND PC Interface	Gasboy Fuel Management Products
MDE-4501	Wayne CAT PC Interface, V3.4 and above	Gasboy Fuel Management Products
MDE-4559	Insight PC Interface, V3.4 and above	Gasboy Fuel Management Products

Card Encoding and Miscellaneous

Document Number	Title	GOLD Library
C01687	CFN Series Card Encoding Manual	Gasboy Fuel Management Products

Technical Publications

Document Number	Title	GOLD Library
C01759	CFN Diagnostic Manual	Gasboy Fuel Management Products

Abbreviations and Acronyms

Term	Description
CFN	Cash Flow Network
CISP	Cardholder Information Security Program
CRIND®	Card Reader IN Dispenser
DUKPT	Derived Unique Key Per Transaction
HEBA	Host Equity-Board Authorization
ICR	Island Card Reader
NBS	National Bankcard Services
NSF	Non Sufficient Funds
PCI	Payment Card Industry
PED	PIN Entry Device
PES	Personal Earth Station
POS	Point Of Sale
MPD	Multi Product Dispenser

Warranty

For information on warranty, refer to MDE-4255 Gasboy's Warranty Policy Statement. If you have any warranty-related questions, contact Gasboy's Warranty Department at its Greensboro location.

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2 – Important Safety Information

This section introduces the hazards and safety precautions associated with installing, inspecting, maintaining or servicing this product. Before performing any task on this product, read this safety information and the applicable sections in this manual, where additional hazards and safety precautions for your task will be found. Fire, explosion, electrical shock or pressure release could occur and cause death or serious injury, if these safe service procedures are not followed.



Preliminary Precautions

You are working in a potentially dangerous environment of flammable fuels, vapors, and high voltage or pressures. Only trained or authorized individuals knowledgeable in the related procedures should install, inspect, maintain or service this equipment.

Emergency Total Electrical Shut-Off

The first and most important information you must know is how to stop all fuel flow to the pump/dispenser and island. Locate the switch or circuit breakers that shut off all power to all fueling equipment, dispensing devices, and Submerged Turbine Pumps (STPs).

⚠ WARNING

The EMERGENCY STOP, ALL STOP, and PUMP STOP buttons at the cashier's station WILL NOT shut off electrical power to the pump/dispenser. This means that even if you activate these stops, fuel may continue to flow uncontrolled.

You must use the TOTAL ELECTRICAL SHUT-OFF in the case of an emergency and not the console's ALL STOP and PUMP STOP or similar keys.

Total Electrical Shut-Off Before Access

Any procedure that requires access to electrical components or the electronics of the dispenser requires total electrical shut off of that unit. Understand the function and location of this switch or circuit breaker before inspecting, installing, maintaining, or servicing Gasboy equipment.

Evacuating, Barricading and Shutting Off

Any procedure that requires access to the pump/dispenser or STPs requires the following actions:



- An evacuation of all unauthorized persons and vehicles from the work area
- Use of safety tape, cones or barricades at the affected unit (s)
- A total electrical shut-off of the affected unit (s)

Read the Manual

Read, understand and follow this manual and any other labels or related materials supplied with this equipment. If you do not understand a procedure, call a Gasboy Authorized Service Contractor or call the Gasboy Service Center at 1-800-444-5529. It is imperative to your safety and the safety of others to understand the procedures before beginning work.

Follow the Regulations

Applicable information is available in National Fire Protection Association (NFPA) 30A; *Code for Motor Fuel Dispensing Facilities and Repair Garages*, NFPA 70; *National Electrical Code (NEC)*, Occupational Safety and Hazard Association (OSHA) regulations and federal, state, and local codes. All these regulations must be followed. Failure to install, inspect, maintain or service this equipment in accordance with these codes, regulations and standards may lead to legal citations with penalties or affect the safe use and operation of the equipment.

Replacement Parts

Use only genuine Gasboy replacement parts and retrofit kits on your pump/dispenser. Using parts other than genuine Gasboy replacement parts could create a safety hazard and violate local regulations.

Safety Symbols and Warning Words

This section provides important information about warning symbols and boxes.

Alert Symbol



This safety alert symbol is used in this manual and on warning labels to alert you to a precaution which must be followed to prevent potential personal safety hazards. Obey safety directives that follow this symbol to avoid possible injury or death.

Signal Words

These signal words used in this manual and on warning labels tell you the seriousness of particular safety hazards. The precautions below must be followed to prevent death, injury or damage to the equipment:



DANGER: Alerts you to a hazard or unsafe practice which will result in death or serious injury.



WARNING: Alerts you to a hazard or unsafe practice that could result in death or serious injury.



CAUTION with Alert symbol: Designates a hazard or unsafe practice which may result in minor injury.

CAUTION without Alert symbol: Designates a hazard or unsafe practice which may result in property or equipment damage

Working With Fuels and Electrical Energy

Prevent Explosions and Fires

Fuels and their vapors will explode or burn, if ignited. Spilled or leaking fuels cause vapors. Even filling customer tanks will cause potentially dangerous vapors in the vicinity of the dispenser or island.

No Open Fire

Open flames from matches, lighters, welding torches or other sources can ignite fuels and their vapors.

No Sparks - No Smoking

Sparks from starting vehicles, starting or using power tools, burning cigarettes, cigars or pipes can also ignite fuels and their vapors. Static electricity, including an electrostatic charge on your body, can cause a spark sufficient to ignite fuel vapors. Every time you get out of a vehicle, touch the metal of your vehicle, to discharge any electrostatic charge before you approach the dispenser island.

Working Alone

It is highly recommended that someone who is capable of rendering first aid be present during servicing. Familiarize yourself with Cardiopulmonary Resuscitation (CPR) methods, if you work with or around high voltages. This information is available from the American Red Cross. Always advise the station personnel about where you will be working, and caution them not to activate power while you are working on the equipment. Use the OSHA Lockout/ Tagout procedures. If you are not familiar with this requirement, refer to this information in the service manual and OSHA documentation.

Working With Electricity Safely

Ensure that you use safe and established practices in working with electrical devices. Poorly wired devices may cause a fire, explosion or electrical shock. Ensure that grounding connections are properly made. Take care that sealing devices and compounds are in place. Ensure that you do not pinch wires when replacing covers. Follow OSHA Lockout/ Tagout requirements. Station employees and service contractors need to understand and comply with this program completely to ensure safety while the equipment is down.

Hazardous Materials

Some materials present inside electronic enclosures may present a health hazard if not handled correctly. Ensure that you clean hands after handling equipment. Do not place any equipment in the mouth.

WARNING

The pump/dispenser contains a chemical known to the State of California to cause cancer.

WARNING

The pump/dispenser contains a chemical known to the State of California to cause birth defects or other reproductive harm.

In an Emergency**Inform Emergency Personnel**

Compile the following information and inform emergency personnel:

- Location of accident (for example, address, front/back of building, and so on)
- Nature of accident (for example, possible heart attack, run over by car, burns, and so on)
- Age of victim (for example, baby, teenager, middle-age, elderly)
- Whether or not victim has received first aid (for example, stopped bleeding by pressure, and so on)
- Whether or not a victim has vomited (for example, if swallowed or inhaled something, and so on)

WARNING

Gasoline ingested may cause unconsciousness and burns to internal organs.
Do not induce vomiting.
Keep airway open.
Oxygen may be needed at scene.
Seek medical advice immediately.

WARNING

Gasoline inhaled may cause unconsciousness and burns to lips, mouth and lungs.
Keep airway open.
Seek medical advice immediately.

WARNING

Gasoline spilled in eyes may cause burns to eye tissue.
Irrigate eyes with water for approximately 15 minutes.
Seek medical advice immediately.

WARNING




Gasoline spilled on skin may cause burns.
Wash area thoroughly with clear water.
Seek medical advice immediately.

IMPORTANT: Oxygen may be needed at scene if gasoline has been ingested or inhaled. Seek medical advice immediately.

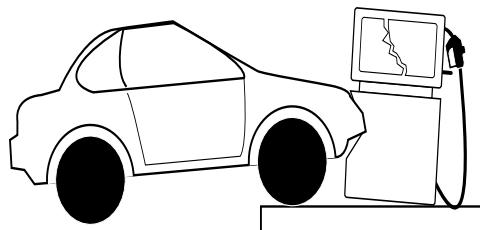
Lockout/Tagout

Lockout/Tagout covers servicing and maintenance of machines and equipment in which the unexpected energization or start-up of the machine(s) or equipment or release of stored energy could cause injury to employees or personnel. Lockout/Tagout applies to all mechanical, hydraulic, chemical or other energy, but does not cover electrical hazards. Subpart S of 29 CFR Part 1910 - Electrical Hazards, 29 CFR Part 1910.333 contains specific Lockout/ Tagout provision for electrical hazards.

Hazards and Actions

 WARNING	
	Spilled fuels, accidents involving pumps/dispensers, or uncontrolled fuel flow create a serious hazard.
	Fire or explosion may result, causing serious injury or death. Follow established emergency procedures.

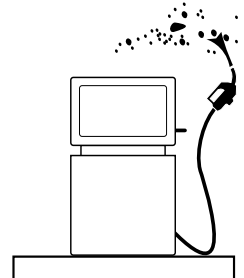
The following actions are recommended regarding these hazards:



Collision of a Vehicle with Unit



Fire at Island



Fuel Spill

- Do not go near a fuel spill or allow anyone else in the area.
- Use station EMERGENCY CUTOFF immediately. Turn off all system circuit breakers to the island(s).
- Do not use console E-STOP, ALL STOP and PUMP STOP to shut off power. These keys do not remove AC power and do not always stop product flow.
- Take precautions to avoid igniting fuel. Do not allow starting of vehicles in the area. Do not allow open flames, smoking or power tools in the area.
- Do not expose yourself to hazardous conditions such as fire, spilled fuel or exposed wiring.
- Call emergency numbers.

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3 – Preparing for Configuration

The information provided in this section is intended for:

- New sites
- GL3 sites upgrading from an earlier version of the software
- Sites converting from other bank host systems

Before configuring the GL3 system, obtain the following information from an assigned NBS representative:

- The Terminal ID number
- Modem phone numbers (primary and secondary). Even if VSAT is used, a primary and secondary number should be used for emergencies when VSAT is not available.
- Modem communications baud rate
- If VSAT equipment is used, it must be reprogrammed by Hughes® to accept the Gasboy communications format.

A modem or VSAT system is required to communicate with the NBS host system. VISA I protocol is the NBS supported protocol for VSAT communications. When adding or upgrading the GL3 system for VSAT communications, contact and inform an assigned NBS representative that VSAT will be used at the merchant location. The Hughes Personal Earth Station (PES) must be programmed with the **CTNGLBLAN** Hughes template. Refer to [“Editing Network Parameters \(-E\)” on page 15](#) and [“Edit Modem Parameters \(-M\)” on page 22](#), when setting up VSAT or modem communications.

Determine the Site Controller port to be assigned to connect to the NBS host, and connect that port to a Gasboy qualified modem or VSAT system.

The NBS GL3 software meets the compliance of Visa PED and PCI when used with approved PIN pad devices. All default PIN pad prompts will work with VeriFone® and Ingenico® Visa PED certified PIN pads. Refer to MDE-4316 CFN III Configuration Manual for Windows NT to modify the default Island Card Reader (ICR) prompts. Meeting Visa PED or PCI requirements restricts the prompts allowed.

Prompts are designed to meet current Visa PED and PCI standards. Current VeriFone and Ingenico PIN Pads will not allow a non-compliant prompt to be displayed. Therefore, when setting up the prompts for local cards, it would be a good practice to set up the prompts in a manner that meets the Visa PED and PCI standards. Refer to [“Special System Setup” on page 32](#) for Reader and Console parameters for best practice prompt message options.

Setting Up CFN III with NBS

CAUTION

Before loading a new version of NBS GL3 software, ensure that all previous transactions have been completed and a settlement with the host has taken place as well as a purge site command. Ensure that a proper backup has been taken to avoid data loss. Changing parameters in the TABLES program will cause the table files to be reconstructed and any previous information in the reconstructed tables will be destroyed.

If the system is to be moved from another host network to NBS GL3, all reports should be completed before the switch. The system transaction file is to be reset using "fix tran;i" command. Transaction data from another network will not be compatible, and if restored to NBS GL3 will result in revenue loss.

If a new version of NBS is being installed, the routback parameters cannot be restored. Print a hard-copy of the network parameters before loading in a new NBS router version.

Always initialize the NBS GL3 system after installing new software.

IMPORTANT INFORMATION

- Fuel limits and pump cutoff must be set to dollars (\$), not gallons. Site problems will occur when fuel limits and cutoff are set to gallons. When running LOAD LIMITS, remember to use a dollar symbol (\$) when entering the limit amount. Else, the limit will be loaded in gallons or liters.
- If a Gift Card/Prepaid Card is used at the POS terminal and the card is rejected for Non Sufficient Funds (NSF), the remaining balance on the card will be displayed on the POS terminal. Refer to ["Gift Card"](#) on [page 29](#) for detailed information.

Other Settings

Ensure that the router table is set to a minimum of 5500 (can be higher), the authorization table is set to 100, the receipt table is set to a minimum of 100 (larger fueling sites may require 125), and the product table is set to 99 (you can check these settings and make changes, if necessary, at the prompt by running TABLE). If you change the size of any table, reboot the Site Controller after you exit from the TABLE program. The operating system will alert you if the router table is too small and will give the minimum size to set the table.

NBS -I will reset all router values to defaults by erasing previous settings. The network data tables will be affected and will need to be re-entered.

To initialize, proceed as follows:

- 1 Settle with the host before updating the system (refer to ["Settlement for NBS"](#) on [page 36](#)).
- 2 Run PU SIT (purge site).

- 3 Run NBS -I to initialize the network parameters, refer to [“Initialize Current NBS Configuration \(-I\)”](#) on page 15.
- 4 Run NBS -E (or select **Edit Network Parameters**, from the menu system).
- 5 Select the Walkthrough edit option, **W**. This will step you through all the basic data needed for the network.
- 6 Run MODEMS (or NBS -M) to set up the modem type, baud and channel. MODEMS can also be used for VSAT. The baud rate for VSAT must be set to 2400 baud. The modem can be set to 2400 or 1200 baud.
- 7 Reboot and run NBS -C to set the card parameters.

CAUTION

The product cross-reference must be set up (step 8) before doing any transactions. Failure to do so will result in loss of revenue. It is critical for the following:

- The Gasboy fuel product codes are set to a fuel attribute (attribute 8) to be properly cross referenced to the host product codes. Else, completed transactions will be rejected resulting in loss of revenue.
- If Gift cards/Prepaid cards are to be used for balance request, activation, or recharge, they must be set up as a Gasboy product and properly cross-referenced. If not set up properly with the cross-reference table, the result will be a sale and not an action to be taken on the card.
- Coupons are to be set up as Negative products on the Gasboy system (attribute 1). If they are not properly cross-referenced to a coupon code, the coupon will be read as a sale and not a discount.
- If cash back codes are not enabled as a withdrawal (attribute 3) and properly cross-referenced, the cash back will create an out-of-balance condition in the system.
- Verify if all product cross-references to be used by a location are approved by the host system. Refer to [“Product Codes”](#) on page 40 for Product codes to be sent to the host.

Note: Using non-approved NBS product codes or non-fuel product codes for fuel sales will result in monetary losses.

- 8 Run NBS -X to set up the product cross-reference.

Miscellaneous Setup Notes

If the site does not dial after credit card authorizations are attempted, perform the following:

- 1 Verify if the correct phone number is entered.
- 2 Verify if Lockout on Remote Verification parameter (SYS_PAR) for the reader and/or console is not set to CREDIT.
- 3 Verify if the card is enabled for use with this site (NBS -C command).
- 4 Ensure that you do not get warnings related to the router table size.
- 5 Run PR DI 1. Ensure that it does not report “No bank verification”.

4 – Using NBS

NBS Command

The NBS command prompts you for each item of information that is needed. The program also checks data and warns you when errors occur and prompts you on how they can be fixed.

The program can be run in the following ways:

- using the menu
- using the command line (full command set)

Menu

To run *NBS* in the menu mode, proceed as follows:

- 1 Type *NBS*. The NBS Main Menu appears.

```
NBS MAIN MENU

1.  Initialize Network Parameters
2.  Edit Network Parameters
3.  Edit Card Parameters
4.  Edit Modem Parameters
5.  Edit Product Cross Reference
6.  Print System Configuration
7.  Remove Transaction from Batch
8.  Read Network Parameters from File
9.  Write Network Parameters to File
10. View Fallback Lapse Time Information

Output to: SCREEN
Enter Menu Number, F-File, S-Screen, ?-Help, Q-Quit
```

- 2 Enter the number to the left of an item, to execute that item. The “F”, “S”, and “?” options allow you to:
 - F - redirect all screen output to a specific file.
Note: When redirecting screen output, prompts will not be displayed; instead, they are redirected to the file. Use this option carefully to avoid introducing errors.
 - S - route the output to the screen.
 - ? - enable the help options.
By default, the output is displayed on the screen.
- 3 After you complete these settings, select **Q** to exit.

Command Line

The command line format of the program is NBS *option[s]* where the valid options are as follows:

Symbol	Description
-I	Initialize Network Parameters
-E	Edit Network Parameters
-C	Edit Card Parameters
-M	Edit Modem Parameters
-X	Edit Product Cross References
-S	Print System Configuration
-D <number>	Remove Transaction from Batch
-R <file>	Read Network Parameters from File
-W <file>	Write Network Parameters to File
-G<0/1>	Disable(0)/Enable(1) Bank Cards at the Island
-F	Displays Fallback Lapse Time Information
-?	Displays these valid options as listed above

The options can be combined, though care must be taken in combining some operations with the read, write, and initialize file options. The program acts upon the FRAMOS.CFG file in the current directory. Each of the options are discussed below in this manual.

Saving Parameter Changes

To save any changes you make with the NBS options, select **Quit** and select **Yes** when prompted to save changes. The program stores the information in FRAMOS.CFG and/or in the router tables.

*Note: If you do not select **Yes**, all the information that you have entered will be lost.*

The program then runs a check on all the NBS-related parameters. Some parameters cannot be edited within this program, but the appropriate program is mentioned if a problem occurs. A message will be displayed that tells you which of the parameters is in error. Reboot the site to load the new configuration.

```

Diagnostics
Checking SYS_PAR...
Checking READER...
Checking TABLES

No errors detected

```

Initialize Current NBS Configuration (-I)

Use this option at the beginning of site setup (page 10) or if you need to return to the default values. If you are using this command to restore default values, you should perform a settlement first (refer to “Settlement for NBS” on page 36). This option resets all router values to defaults by *erasing whatever changes have been entered*. The data tables affected are the card and network parameters, product cross-reference, and host-response strings. These table items will need to be re-entered. Reboot the Site Controller when the editing is complete.

- 1 To initialize, type **NBS -I**.
- 2 Type **Y** at the prompt. The following message appears:
Initialize NBS (Merchant info will be lost)? [y/n].

Editing Network Parameters (-E)

The NBS program allows you to edit parameters by entering their number, which is shown on the menu. When you run NBS -E, a menu of parameters appears on the screen. A sample is shown below.

Note: The screen will have different parameter settings.

```
Gasboy International Site Controller III
Financial Network Setup
NBS (1.2.2.0)
NETWORK PARAMETERS
1. Initialization type : NBS Host
2. Main Bank Phone Number : 15558881078
3. Backup Bank Phone Number : 15558881077
4. Carrier wait timeout : 20
5. Verification timeout : 95
6. Terminal ID : GB1028123456602
7. Pre-auth mode : 2
8. Use Modem Pre-dial : Enabled
9. Maximum hours allowed in a fallback condition : 0

Enter Item Number, W-Walkthrough Edit, RETURN-Next Page, Q-
Quit, At any time press ? for help :
```

Note: Terminal ID is case-sensitive. Ensure that the Terminal accurately represents the information provided by the host company.

Press **RETURN** to see the next page (below).

```
Gasboy International Site Controller III
Financial Network Setup
NBS (1.2.2.0)
Miscellaneous
10. UTC Time Zone offset : Eastern (EST)
11. Daylight Savings indicator : Disabled
12. Suppress Veh # on receipts : Disabled
13. Attendant at Pumps and signed receipts : Disabled
14. Accept Visa Fleet as Std Visa Card : Disabled
15. Accept MasterCard Fleet as Std MasterCard : Disabled
16. Max Authorized Card Amount : $500
17. Host Transport Protocol : 1
18. Set Prompts to the 2nd display line on readers : Disabled
19. Allow PCI Debit at the Dispenser : Disabled

Enter Item Number, W-Walkthrough Edit, RETURN-Next Page, Q-Quit
At any time press ? for help :
```

Parameters 2 - 19 can be edited by entering the menu number (parameter #1 cannot be changed). To get help, enter a ?. The “W” option guides you through the parameters in the program.

Note: Contact NBS before changing option 19 or monetary losses may occur. Refer to [“Allow PCI Debit at the Dispenser”](#) on [page 19](#) for more information on this option.

Initialization Type

The initialization type is not configurable. It displays the type of network host that is used with the software being configured.

Main Host and Backup Host Phone Numbers

The phone numbers the modem uses for NBS authorization will be provided by an NBS representative. Refer to the modem manual for information on phone number options. Do not specify Pulse or Tone. The NBS router always dials using tone control.

Carrier Wait Timeout

This parameter specifies the time to wait in seconds for a connection with the host system. If VSAT is used, this parameter should be set to 10 seconds.

Verification Timeout

This parameter is set to the total time in seconds it can take for dial, redial, and transactional processing. It is recommended to leave this parameter at its default value.

Terminal ID

This parameter is used to identify the merchant system used. The Terminal ID is the link between all financial transactions and the merchant. The merchant ID is obtained from NBS prior to installation.

Pre-auth Mode

This parameter can be set to one of the following modes:

1 - Value Only

The value-based mode will set the pre-authorization limits to the amount listed in the Card Parameter table for every card. Refer to [“Edit Card Parameters \(-C\)”](#) on [page 20](#) for more information about setting card limits. In this mode of operation, PS2000 is still supported by NBS for all applicable bank cards. Specialty club cards, such as the Quarles and Fuel24 cards are restricted by their internal restriction limits and are not subject to the limits in the Card Parameter Table.

2 - PS2000 Table

The PS2000 mode allows the Card Parameter Table to restrict non-standard bank cards. The more standard bank cards will be limited only by the amount authorized by the host system, not the setting in the Card Parameter Table. See the following table to identify the card limits set by the Card Parameters Table, limits set by the host, or limits sent in specialty cards.

Table Limited Cards	Host Auth Limited Cards	Specialty Limited Cards
Debit card	American Express	Fuel24
Cenex Gift	Discover	Quarles
SVS Gift	Master Card	Cenex Regional
GROWMARK Gift	Visa	
GOGAS Gift	Master Card Fleet	
Kwik Trip Gift	Visa Fleet	
Kwik Trip Fleet	WEX	
Kwik Trip Credit	Voyager	
Fleet One		
Gascard Access		
Fuelman Plus		

3 - Host Based

Host Equity-Based Authorization (HEBA), the system default, allows the host to govern the amount of authorization for each card. Depending on the rules of the card, one fleet card can be authorized for \$250 while another fleet card is set to a different amount. Using HEBA is a flexible (and recommended) way of dealing with PS2000 requirements.

One of the greatest advantages of HEBA is its ability to provide an organization's group with equality. If any changes are needed for a card type, one change at the host will change the behavior at all merchant locations within that group. This allows a cost-effective way of controlling or modifying pre-authorizations at all merchant locations from one host change. The Card Parameter Table is not utilized for setting limits in this mode for any cards except debit and gift cards. Debit and gift cards must always have their limits regulated by the Card Parameter Table. Review the debit and gift card sections for more information about using these types of cards. Specialty cards, if set up to use the site limit table, will not honor the site limit table in HEBA mode. Specialty cards, used in HEBA mode, will be limited by the host.

Local Authorized Fallback Processing

The maximum hours allowed in a fallback condition provides protection for a site from being in a fallback condition for an excessive amount of time. This is especially useful at unattended sites, where fallback processing may not be noticed for an extended period of time. The default of zero (0) disables fallback from occurring. This field is represented in hours and the maximum hours of contiguous fallback is 120 hours. This parameter must be set to a valid fallback number along with the card parameters being enabled for fallback, refer to [“Edit Card Parameters \(-C\)” on page 20](#), to allow fallback processing.

Note: The system must be rebooted whenever this parameter is changed.

Use Modem Pre-dial

This parameter, when enabled (default), starts the host modem dial process during the last prompt message. For example, if a debit card or fleet card is used that only requires a PIN entry, the dial process will take place when the prompt is displayed. If a fleet card is used which requires several entries to multiple prompt displays, the dialing process will start when the last prompt is displayed.

Note: Modem pre-dial will not work with VSAT or other WAN-based systems that expect transaction data to be sent instantaneously with the pre-dial host connect. Contact the WAN host administrator before using this option on non-modem systems.

UTC Time Zone Offset and Daylight Savings Indicator

Each system must be configured for the correct UTC time zone and daylight savings (if applicable in that geographic location). It is possible for the host system to deny transactions based on wrong date and time zones.

Suppress Veh # on Receipts

This parameter allows the option of not printing vehicle number on receipts due to local customs or restrictions.

Attendant at Pumps and Signed Receipts

Some locations require an attendant to pump fuel for the customer. This parameter should be enabled if the location requires an attendant to service customers for fuel purchases.

Accept Visa Fleet as Std Visa Card

If the merchant or host system does not accept Visa Fleet but processes standard Visa cards, then this item should be enabled to allow a Visa Fleet card to be processed as a standard Visa card.

Accept MasterCard Fleet as Std MasterCard

If the merchant or host system does not accept MasterCard Fleet but processes standard MasterCard cards, then this item should be enabled to allow a MasterCard Fleet card to be processed as a standard MasterCard card.

Max Authorized Card Amount

This parameter is used to specify the maximum amount allowed for a single card purchase on this system. Island limits are set elsewhere. However, they cannot exceed this house limit.

Host Transport Protocol

IMPORTANT INFORMATION

If the onsite VSAT is down and a modem must be put into service, ensure that the Host Transport Protocol parameter is changed before putting the modem in service.

This parameter is used to specify the method of communication to the host system.

1 - Modem or 2 - VSAT are the two options given; they are not compatible. Ensure that you determine which method will be used before running the system. The default is set to Modem when the system is initialized.

Set Prompts to the Second (2nd) Display Line on Readers

Due to the position and type of Graphic reader, some patrons have difficulty viewing prompts on the top line. This parameter, when Enabled (default is Disable), will shift all but the local and debit prompts to the second line of the dispenser reader device; debit and local prompts must be set from the system reader program. If setting the prompts to the second (2nd) line is desired, the prompts in the system reader program must also be set to the second line by prefixing “~2” to the prompt messages.

Note: This option is not implemented on many two-line dispensers, including an ICR.

Allow PCI Debit at the Dispenser

PCI requires debit card transactions to be sent to the host in a deleted track format. However, due to the banking host requirements, at this time, NBS requires full track data to be sent. The default (Disabled) is set to send full track data. PCI currently exempts the requirement to allow full track data to be sent to the host, until the banking systems can comply with PCI regulations. The host systems are projecting PCI compliance for using truncated track data in 2009. After NBS can accept truncated debit card information, this parameter must be changed to “Enable”. Contact NBS about sending truncated debit card data before changing this parameter. Else, unpaid card sales may occur.

Edit Card Parameters (-C)

Note: This table is for information only, the parameter values and cards listed in the configuration may vary.

This table sets the purchase limits of various cards.

Gasboy International Site Controller III									
Financial Network Setup									
NBS (1.2.2.0)									
Card Parameters									
CARD	OK	Fill	Show	Price	OK	OK	OK	OK	
	Auth	Amt	Acct	Level	Rtn	Voice	Ovride	Loc	Auth
-----	--	-----	---	----	---	---	-----	-----	-----
1 Visa	Y	\$ 450	N	2	Y	Y	N	N	
2 Mastercard	Y	\$ 450	N	2	Y	Y	N	N	
3 Discover	Y	\$ 450	N	2	Y	Y	N	N	
4 Amex	Y	\$ 450	N	2	Y	Y	N	N	
5 Debit	Y	\$ 75	N	2	Y	Y	N	N	
6 Cnx prepay	Y	\$ 75	N	2	Y	Y	N	N	
7 Voyager	Y	\$ 450	N	2	Y	Y	N	N	
8 WEX	Y	\$ 450	N	2	Y	Y	N	N	
9 MC Fleet	Y	\$ 450	N	2	Y	Y	N	N	
10 Visa Flt	Y	\$ 450	N	2	Y	Y	N	N	
11 Cnx Regnl	Y	\$ 450	N	4	Y	Y	N	N	
12 KwikTrip Crd	Y	\$ 450	N	2	Y	Y	N	N	
13 KwikTrip Gft	Y	\$ 75	N	2	Y	Y	N	N	
14 KwikTrip Flt	Y	\$ 450	N	2	Y	Y	N	N	
15 FuelmanPls	Y	\$ 450	N	2	Y	Y	N	N	
16 Gascard Acc	Y	\$ 450	N	2	Y	Y	N	N	
17 Gift Genrl	Y	\$ 75	N	2	Y	Y	N	N	
18 Gmark Prepay	Y	\$ 75	N	2	Y	Y	N	N	
19 Fuel 24	Y	\$ 450	N	-1	Y	Y	N	N	
20 FleetOne	Y	\$ 450	N	2	Y	Y	N	N	
21 GOGAS Gift	Y	\$ 75	N	2	Y	Y	N	N	
22 Quarels	Y	\$ 450	N	-1	Y	Y	N	N	

Enter Card Number, RETURN for next page, q to quit:

The OK Auth field displays:

- “Y” if the site will be accepting the card type
- “N” if the card is not to be taken

The Fill Amt field is used to set the maximum purchase amount allowed on a card used for fueling at an island, per transaction, under specific configurations. Refer to [“Pre-auth Mode”](#) on [page 17](#) for the rules governing the Fill Amt.

Due to Cardholder Information Security Program (CISP) security requirements, the full account number will not be printed on the customer’s receipt, except for local cards. A two-letter code will be printed on the receipts to identify the card type that is used. The card brand and two-letter GL3 card code references are listed below.

Note: Some Diner's cards will be authorized and processed as a Master Card. Refer to “Settlement for NBS” on page 36 for specific details.

Card Brand	GL3 Card Code	Card Brand	GL3 Card Code
American Express	AX	GoGas Prepaid	GG
Cenex Prepaid	CP	Kwik Trip Credit	KC
Cenex Regional	CR	Kwik Trip Fleet	KF
Debit Card	DB	Kwik Trip Prepaid	KP
Discover	DS	MasterCard	MC
Fleet One	FO	MasterCard Fleet	MF
Fuel 24	PL	Quarles	QF
Fuelman Plus	FP	Visa	VI
Gascard Access	GA	Visa Fleet	VT
General SVS Prepaid	GP	Voyager	VF
GROWMARK Prepaid	GC	WEX	WX

A price level of 2 is the standard default for host-authorized cards. The price level in this table will allow an override of the default price level. The allowed price levels for a host-authorized card are from -1 to 9. Some host-authorized club cards use a specified price level within their card parameters. To prevent this type of club card's price level from being overwritten, a value of -1 is used. When a patron card is used for a sale, the price level assigned for the patron card will be used for the sale, not the price level of the payment card. The system will use the payment card's price level only if the patron card does not have a price level assigned.

- The OK Rtn column is used to flag if a card can be used for product return. Most cards will allow a product return. If there is a card that is not to be used for product return, this field can be set to “N” for that specified card.
- The OK Voice column is used to identify the cards that can be used for voice authorizations. If a voice authorization is not allowed on a card, the field can be set to “N”.
- OK Ovrde is used to allow or disallow a card fuel sale from exceeding the host-authorized amount. Setting this to “Y” will allow the fuel purchase to exceed the authorization by the host. The following cards should not be considered for Host authorization override:
 - Fuel24
 - Cenex Gift
 - Debit Card
 - Cenex Regional
 - SVS Gift
 - GROWMARK Gift
 - GOGAS Gift
 - Kwik Trip Gift
 - Quarles
- OK Loc Auth is used to flag cards that are allowed to fallback and be locally authorized. Refer to “Local Authorized Fallback Processing” on page 18, for fallback information.

CAUTION

Allowing fuel sales to exceed the host authorized amount or setting up fallback conditions without proper host authorization can result in charge backs. Refer to “Host Authorization Override” on page 30 and “Setting Up Override for a Payment Card” on page 30 for details.

Edit Modem Parameters (-M)

If the site is to be upgraded, the following program must be run.

- 1 Select option 4 from the Main Menu (NBS -M) or type **MODEMS** at the command line to set up the modem. The Edit Modem Parameters screen appears.

```
Copyright (2000) Gasboy International
Network Setup for CFN/3
Modems (002) File (001)
EDIT MODEM PARAMETERS

1. Modem Name : Hayes Optima
2. Baud Rate : 1200
3. Port Number : 4

Enter Item Number, W-Walkthrough, ?-Help, S-Save, Q-Quit :
```

- 2 Select Item Number 1 - *Modem Name*. The Select Modem Name screen appears (screen may have a different list than the one shown below).

```
Copyright (2000) Gasboy International
Network Setup for CFN/3
Modems (002) File (001)
SELECT MODEM NAME

1. Obsolete
2. Hayes 1200
3. Generic Hayes (Smartmodem/Accura)
4. Hayes Optima
5. Hayes Accura 14.4 (5611)
6. Hayes Accura 336. (5914)
7. BocaModem 2400
8. Boca Research 14400
9. SPS VSAT VISA 1
10. Cardinal 2400
11. Everex 2400
12. Practical Peripherals

Enter Item Number, RETURN-Next Page, ?-Help, Q-Quit :
```

- 3 Select the modem for the system; enter the correct baud rate and port. Change the baud setting by entering the number next to the baud rate shown at the bottom of the screen. For example, entering 2 will set the baud rate at 1200.

If VSAT is used, the baud rate must be set to 2400.

For port, enter the port number (4 - 6). For example, entering a 4 will set the port to 4.

- 4 Select **SAVE** after setting up the modem.

*Note: If you select **Quit**, you are given a second chance to save any changes. At the prompt "Quit without saving changes [y/n]", select **No** > **Save** to save the changes.*

Local Product Cross Reference (-X)

The Product Cross Reference creates a correspondence between the products in the Gasboy product table and the host system. The menu shows the local Gasboy product code as it was entered in the product table, the name of the product and the cross-reference product associated with it. The default cross-reference, after running NBS -I, is Miscellaneous.

NBS Product Cross Reference	
Local	NBS
1: Diesel #2	Miscellaneous
3: Premium	Miscellaneous
4: Reg Nolead	Miscellaneous
5: Plus Nolead	Miscellaneous
Enter Local Product Code, RETURN-next page, Press q to quit :	

Note: This screen is an example of what is displayed after running NBS -I and may have different local codes and descriptions than the screen at the site.

To cross-reference or map a local code to an appropriate NBS code, enter the Local Product Code at the prompt. A Gasboy reference number can be entered or enter a “?” to provide a list of reference numbers and descriptions. A complete list of NBS cross-reference codes can be found in “[Product Codes](#)” on [page 40](#).

CAUTION

All product cross-references will be defined as Miscellaneous after running NBS -I. The Miscellaneous cross-reference will work for most Gasboy code merchandise types. However if fuel, coupons (negative flow), or cash back products are not cross-referenced to their correct perspective codes, monetary losses, inaccurate customer billing, and system out-of-balance conditions will occur.

If a new Gasboy code is entered into the system after running NBS -I, the new code will not show up on the menu. However, the Gasboy code can still be cross referenced by entering the code number and selecting the NBS product description that best matches the new product. The new Gasboy product number will show up on the screen the next time the screen is displayed. It is not necessary to run NBS -I again to cross-reference new Gasboy product codes.

The GL3 system is designed to help protect the merchant from monetary losses due to incomplete or inaccurate cross-references for fuel, negative items, and cash back items. Before exiting the NBS -X program, the system checks for the following errors:

- **Fuel Products:** All Gasboy fuel product types must be enabled as a fuel type. The GL3 system will check for any fuel product types that are cross-referenced to the “Miscellaneous” default code, and set up a cross-reference to “Misc Auto Fuel”. However the system cannot detect if a Gasboy fuel code is cross-referenced to a non-fuel item that is not miscellaneous and will not attempt to fix the error.

CAUTION

If fuel codes are not correctly cross-referenced, monetary losses will occur and fuel sale completion transactions will be rejected by the host system. Also, Ethanol, E85, Bio fuels, and others need to be correct for tax reporting and tax incentives.

- **Negative Products:** All Gasboy discount or refund codes must be enabled as a refund. The refund-enabled codes will be checked for a cross-reference to Discount General, Coupon Proprietary, or Coupon General. If the refund code is not cross-referenced to one of the discount codes listed, the system will automatically create a cross-reference to Discount General.

CAUTION

If discount codes are not enabled as a refund and properly cross-referenced, the discount will act as a sale and the customer will be charged for the amount of the discount instead of receiving the discount. This will also create out-of-balance conditions in the system.

- **Cash Back Products:** All Gasboy cash back codes must be enabled as a withdrawal product type. If the cash back codes are not cross-referenced with the Cash Back reference, the system will create a cash back cross-reference for that code.

CAUTION

If cash back codes are not enabled as a withdrawal and properly cross-referenced, the cash back will create an out-of-balance condition in the system.

Print Current NBS System Configuration (-S)

This option prints the credit card and cross product parameters. A partial sample report is shown below.

System Configuration Report									
Configuration NBS Host Terminal ID: GB1234123456100									
Primary Phone: 18885551878									
Card Parameters									
CARD	OK	Fill	Show	Price	OK	OK	OK	OK	
	Auth	Amt	Acct	Level	Rtn	Voice	Ovride	Loc	Auth
-----	--	-----	---	----	---	---	-----	----	-----
1 Visa	Y	\$ 450	N	2	Y	Y	N	N	
2 Mastercard	Y	\$ 450	N	2	Y	Y	N	N	
3 Discover	Y	\$ 450	N	2	Y	Y	N	N	
4 Amex	Y	\$ 450	N	2	Y	Y	N	N	
5 Debit	Y	\$ 75	N	2	Y	Y	N	N	
6 Cnx prepaid	Y	\$ 75	N	2	Y	Y	N	N	
7 Voyager	Y	\$ 450	N	2	Y	Y	N	N	
NBS Product Cross Reference									
Local					NBS				
2: Diesel #2					Diesel #2				
4: Reg Nolead					Unlead 88-89				
5: Plus Nolead					Unlead 90-91				
6: Super Nolead					Unlead 92/above				

Delete Transaction from Batch or Settlement (-D)

If you are encountering errors with a transaction, that transaction can be deleted from the next settlement attempt. You need the transaction number (this should print on the log or you can display it using the P TR command) to delete it. You will then have to consult with NBS about the deletion.

Read/Write a Network File (-R, -W)

Network information and card parameters can be saved to a file. You can then use the file to reload this configuration if data is ever lost.

To save the data to a file

- Enter the command NBS -W *filename*.
- Copy the new file and the FRAMOS.CFG file to a diskette for safe-keeping.

To load or restore the data

- Enter NBS -R *filename*.

Note: Not all data needed for the network interface to restore properly will be saved. Certain data (for example phone numbers) can be restored using the RESTORE command, provided it was backed up using the SYSBACK command.

Disabling Bank Cards at the Island during the Evening (-G)

To disable the use of all NBS accepted cards at the Island, run the command:

NBS -g0 (zero)

To enable the use of all NBS accepted cards at the Island, run the command:

NBS -g1 (one)

A cron command can be set up to run the commands automatically to disable or enable bank card acceptance at the Island.

Understanding Fuel and Card Limits

The pump limit and the Maximum Authorized Amount Limit are limiting factors for all pre-authorization modes. The pump limit and Maximum Authorized Amount Limit are the only two limits that apply to the specialized, self-limiting cards.

Max Limit

Pump limits are specified in the pump table. The pump parameters can be accessed by typing “pump” from the terminal and selecting “configure pumps”. These parameters must be in dollars. Max specifies the maximum amount of fuel purchase that can take place with a single sale. This parameter is to be considered the top limit or the maximum fuel limit allowed. It should be set high enough to allow convenient fueling for the patrons while being low enough to limit exposure to fraud or equipment malfunctions. Max will not restrict or limit other type of purchases. For example, if Max is set to \$200 and a pre-auth “fill” purchase took place for fuel and \$300 of merchandise, the allowed purchase amount would be \$500. Currently, the Max limit can be set to zero to indicate no-limits. This may not be a supported feature for the future and it is highly recommended that a valid Max pump limit value be placed in that field. Refer to MDE-4316 NT V03.4 Configuration Manual for all pump limits and parameters.

Fill Limit

The pump table is used for setting the fill limits. Fill limit is used to limit the liability for cash or other types of pay-after-pumping options. This field is usually set to \$50 or lower to limit liability if there is a driveoff. To work correctly, this field must be set to (\$) dollars. The system does not directly read from this table for processing fuel sales. The pump table is used to load the pump cut-off parameters when the pump table is reconstructed.

Refer to “Cut-off Limit” on [page 27](#) for details of the table used by the system for fuel sales.

Cut-off Limit

The cut-off limit can be viewed by typing “print pump”. The field is called “limit.” The cut-off limit is loaded by default from the pump fill limit. If the pump table is reconstructed for any reason, the cut-off will be reloaded from pump fill. Typing “load cutoff” and loading in the new parameters can change the cut-off field. The entered value must be preceded by a dollar symbol (\$). If the cut-off is changed, the pump fill should be changed as well, unless the change is temporary. If a table reconstruct takes place, the cut-off limits will be overwritten by the pump fill limits. The cut-off limit field is used by the system for calculating the cut-off. The pump fill limit is strictly for resetting the defaults in the cut-off field if there is a table reconstruct.

Card Parameter Table

Depending on the pre-auth mode (NBS -E) listed under “Pre-auth Mode” on [page 17](#), the Card Parameter Table may be applied against all cards or very few cards.

- For Value-based mode, the Card Parameter Table is used for all cards.
- For PS2000 mode, the Card Parameter Table is used for non-standard bank cards
- For HEBA mode, the Card Parameter Table is used only for Gift, Debit and Specialty cards.

Max Authorized Card Amount

The Maximum Authorized Card Amount is found in NBS -E. Refer to [page 18](#). Just as the pump limit is the absolute limit for fuel, this field is the absolute monetary limit allowed for any card at the island. This field can be used to reduce the dollar amount authorized by the bank network. In most cases, this field is set to the highest limit that a card can receive from the bank network host system. For example, if the bank network host authorized a card for \$250 and the max-authorized amount is set to \$200, the patron would not be able to receive more than \$200 of fuel.

Outside Authorizations

All of the above limits apply to Islander or MPD. An outside sale can be mixed with other product items, such as car wash or other services. When approved, these types of services will be taken into account and the total fuel allowed will be reduced to meet the authorized limits.

Inside Sales at the POS

Inside sales are not required to meet PS2000 restrictions or other outside sale requirements. Inside pre-authorized fuel sales can be mixed with purchased merchandise, just as post-pay sales can be mixed. The sale amount is restricted by the amount of fuel allowed to pump, set by pump max limit.

If an inside pre-auth sale is set for “fill”, the fill value will be obtained from the Card Parameter Table for all cards, except the specialized cards that obtain their limits from club format limitations. Else, the value entered for the pre-auth amount will be sent to the host for authorization.

Note: Specialized cards will obtain their “fill” value from the Card Parameter Table when the HEBA pre-auth mode is utilized.

Debit Card Processing

The GL3 network system uses a Derived Unique Key Per Transaction (DUKPT) method of key control and PIN block transfer to the host system. To set up debit card processing, proceed as follows:

- Ensure that the reader parameters are entered and correct for displaying the correct messages. Review [“Reader Parameters”](#) on [page 33](#) and MDE-4316 CFN III Configuration Manual for Windows NT, Section 7 for setting up Fleet, Club and Debit PIN prompting.
- Ensure that the sys_par parameters for the console, reader, and network are set to **remote checking**. If the Bank PIN D.E.S. is not set to “yes,” the PIN pad will not provide any debit PIN information and will generate the error message PIN PAD ERROR on the Profit Point screen.
- Use the Load Key command to set the system into DUKPT mode. The data entered must be exactly 18 characters, which consist of a two-digit ID followed by 16 zeros. The first key type is “00” and the second key type is a **one** followed by an F (1F). Enter the following commands (do not type the quote marks, they are for identifying the command or data to be entered); <enter> indicates that you need to press the RETURN or ENTER key:
 - “load key” <enter>
 - “000000000000000000” <enter>
 - “load key” <enter>
 - “1F0000000000000000” <enter>
- Set up the Profit Point keyboard to process debit transactions. A debit key can be set up through the Profit Point configuration menu. Refer the keyboard configuration information in MDE-4356 Profit Point Reference Manual.
- Debit cards always obtain their Fill pre-auth value from the Card Parameter Table (NBS - C). Therefore, set the Fill Amt to a value that is reasonable. It is possible for debit cards to be denied if the pre-auth requested amount is too high. Though bank systems should allow a lesser amount to be authorized, it is not required, and many banks will just deny the purchase. It is recommended that the Fill Amt be somewhere around the PS2000 authorization amount allowed.

Cash Back Processing

The GL3 system will allow cash back with debit transactions. A Gasboy product must be set up as an enabled withdrawal product type and set up with the minimum and maximum amount allowed with no tax. The product must be cross-referenced with the NBS cash back product code. The merchant can provide cash back service by selecting the cash back product and entering the amount of cash to be provided to the customer. The debit sale will be processed as any other normal debit sale, with the exception of cash being owed to the card holder. The receipt will list the cash back Gasboy product and the amount. This provides the customer accurate information about the sale and the amount of cash back.

For site version V034J, or less, and for NBS GL3 router version 1.2.0.0 or less, cash back should not be allowed for preset to “fill” transaction. Later versions are certified to run cash back transactions using the preset with “fill”. Cash back transactions can be processed with standard post-pay sales and prepaid or preset transactions where the amount of fuel allowed is set by the merchant. Later site or NBS GL3 router versions are certified to perform cash back operations in the “fill” mode of preset.

Gift Card and Loyalty Enrollment

CAUTION

Action items must be properly cross-referenced to the correct codes for Gift Card and Loyalty Enrollment functions to work correctly. No card actions must be combined with any sales; they must be separate and independent actions. Any declined actions must be voided.

Gift Card

Action items such as Activate, Recharge, and Balance request require a value to be entered at the terminal. Creating a sale for a Prepaid card or Recharging the card is a separate and independent action from the actual Activation or Recharge process. To activate or recharge a card is just like making a credit card post-pay sale. Depending upon the setup, a key or product selection, the desired action is selected and the value is entered:

- Press **CREDIT** and swipe the gift card. Activation amount is listed on the card. If not, the card can be activated for any amount from \$5.00 to \$750.00. A recharge can be for any amount up to \$750.00 on any card, no matter what was listed as the activation value. To obtain a balance request, an amount must be entered. Entering any amount, typically 1 cent, will not be used for charges against the card or the merchant; it is for system compatibility only.
- Gift cards always obtain their Fill pre-auth value from the Card Parameter Table (NBS - C). An approved island pre-authorization request can be for a lesser amount when it will zero out the card balance. However, if the limit is set too low, the patron may not receive the fill amount expected. The host system will never approve a gift card for more than the request amount. It is recommended to set the Card Parameter at or above the current PS2000 authorization level.

Loyalty Enrollment

Enrollment of a card cannot be combined with a sale. It is a separate and an independent action. This action is accomplished by selecting the Enrollment key or product, depending on the configuration, entering any amount, typically 1 cent, pressing **CREDIT**, and swiping the card. The amount entered will not be used for any charges against the card or the merchant; it is for system compatibility only. If a reply message states Already Enrolled, then the action must be voided.

Receipts

The action receipts will display the product action with a void for the price. Gift Cards will have the card balance printed below the total. Successful loyalty enrollments will print Loyalty Enrolled after the total.

Host Authorization Override

Host authorization override allows a sale to exceed the pre-authorized host limit. For example, if the host pre-authorized the sale of fuel for \$75, the cardholder will be allowed to exceed that limit. The merchant can control the amount of override for a specific card and specific pump.

CAUTION

Using the Host Authorization Override function can create a charge back on card purchases.

Setting Up Override for a Payment Card

The card parameters table contains a Y/N flag for the Override column. Setting the parameter to Y for a specific card will allow that card to be used for a host authorization override. Setting the override functionality of a card must be done in conjunction with properly setting up a pump limit.

Setting Up Override for a Specific Pump

The pump limit must be set for all pumps with host authorization override facility. Setting the fill limit is used to limit the override amount. For example, if the Host Authorization Override is to be limited to \$150, set the fill amount to \$150. This will allow the cardholder to purchase up to \$150 of fuel. If the fill limit is set to an amount which is lesser than the host authorization amount, the host authorization amount is used to set the fueling limit. The pump max limit is in effect for the host authorization override and cannot be exceeded. Host authorization override purchases from the pump cannot exceed the Max Authorized Card Amount setting. Refer to [“Understanding Fuel and Card Limits”](#) on [page 26](#) for more information on limit details.

Fallback Processing

The host system must authorize the use of Fallback processing. Unauthorized cards processed in a fallback condition can result in denied completed transactions and charge back.

Fallback processing is a method of locally authorizing a card transaction for a product purchase and later sending the completed transaction to the host system for approval. This processing takes place when the host system cannot be accessed for an authorization of a purchase. A disabled modem or phone line, as well as a transaction that cannot be completed with the host, may lead to a Fallback approval. Fallback processing can occur only for pre-authorized card requests. Post-pay or other types of card actions cannot be processed under fallback conditions. Else, a “Down Try Later” or “Please Try Again” message will be displayed.

For a card to be processed in Fallback mode, the Fallback time in hours (NBS -E) must be set to a number greater than zero. The time limit specifies the maximum allowed hours for the system to process contiguous Fallback transactions. If the hour limit is exceeded, the system will not allow locally authorized cards to be processed. The hour limit will start over when the host can process a transaction.

Enabling a card to be processed (NBS -C) along with setting the Fallback Maximum time allowed would allow that specific card to be processed in Fallback mode. Currently, only the Fuel24 and Quarles cards have been approved for Fallback processing.

Voice Authorized or Pre-authorized Transactions

This is for paying off a sale that received a voice authorization or a transaction that had been previously authorized. A voice authorization or pre-authorization transaction can be used for a merchandise and/or fuel sales on a Profit Point example.

card acceptance.

card acceptance.

The authorization number entered must contain letters and numbers only or it will be rejected by the host system. Following is an example of a Console voice authorization on a merchandise sale:

Operator Action	Console Display	Notes
Press MDSE to display incomplete merchandise sale.	\$! Merch \$4.83	
Press 1 1 , and SPEC FUNC .		
Press ENTER .	Enter Auth Number	
Enter authorization number.	Auth # 123456	
Press ENTER .		
Press CREDIT .	****Enter card****	Pressing CREDIT will work for swiping a network card, but if you are going to manually enter the card number, you must press the specific network key.
Slide card or enter card no & exp date.	Enter PIN on PIN pad	The Enter PIN message may not appear
Customer enters PIN on the PIN pad.	****Verifying****	The Enter PIN step is optional
Wait for approval.	*Approved 123456* or denial message	
A receipt can be printed with an authorization number.		

If the message “Down Try Later” is displayed, follow these steps:

Operator Action	Console Display	Notes
Press MDSE to display incomplete merchandise sale.	\$! Merch \$4.83	
Press 1 1 , and SPEC FUNC.		
Press ENTER .		
Enter authorization number.	Auth # 123456	
Press ENTER .		Sale is completed
A receipt will be printed with an authorization number.		

Note: The MDSE key is located on the Check Point. The Profit Point's corresponding key is NEW MDSE.

Special System Setup

Tables (TABLE)

- Product table must be set to 99.
- Authorization table should have 100 entries.
- The receipt table must have at least 100 entries. If more than 12 fueling positions are to be utilized, it is recommended that the receipt table is set to 125.
- The router table must have at least 5500 entries (may vary).

Note: If the site is experiencing problems with multi-sales receipts, increase the size of the receipt table to 150.

Transaction Format (TRFMT)

Ensure that the transaction printout format includes the authorization number (field type 3) and dollar amount (field type 11).

System Date

Ensure that the system date and time are correct. **PRint DAte** will display the date and time. **LOad DAte** will allow you to change it.

System Parameters (SYS_PAR)

This information is provided for reference. The menu programs initialize and/or store the appropriate values for you in the system parameters that are needed for the network to function. Other configuration options can be set to meet the needs of the site.

Reader Verification - page 4

Use remote verification (reader): **checking credit**

Use local verification (reader): **none (or club)**

Check mod 10 (reader): **none**

Check expiration date (reader): **none**

Lockout on remote verification: **none**

Reader default payment is: **credit**

Console Verification - page 5

Use remote verification (console): **checking credit**

Use local verification (console): **none (or club)**

Check mod 10 (console): **none**

Check expiration date (console): **none**

Lockout on remote verification: **none**

Other Parameters - page 8

Host handler channel: **(host modem channel)** Run **NBS -m** to change this host channel.

Host handler baud rate: **(NBS will assign this)** Run **NBS -m** to change baud rate.

Verification timeout (Routers): **90.**

Host router data: **This line is left blank.**

More router data: **This line is usually left blank.**

Send requests to host handler: **checking credit**

Transaction Miscellany - page 11

Bank PIN D.E.S.: **yes**

Receipt Configuration - page 12

Print manual # on receipt: **no**

Text used on receipt for odometer: **Odometer**

Text used on receipt for vehicle number: **Vehicle #**

Miles per Gallon Package - page 13

Use aux info field for vehicle number: **none**

Reader Parameters

If fleet cards are accepted, ensure that the auxiliary and odometer reader steps are listed before the verify card step (type 9). To meet Industry PCI requirements, prompts are becoming restrictive in what can be displayed. The following is a list of suggested prompts to be displayed for Vehicle Number and Odometer. If the prompts entered deviate from the table below, it is possible that the reader device may not work correctly.

Vehicle Prompts	Odometer Prompts
ENTER VEHICLE NO	ENTER ODOMETER
ENTER VEHICLE ID	ODOMETER NUMBER
ENTER VEH TAG	ODOMETER READING
ENTER VEHICLE #	ENTER ODOMETER #
ENTER VEH TAG #	ODOMETER #

To process fleet and/or debit cards, the PIN prompt step (type 3) must be added twice, contiguously. The first PIN step is used for the prompting of fleet cards. The second PIN step is used to prompt for a debit card's PIN number. To avoid confusion, always include both PIN steps, even if fleet or debit cards are not accepted.

- The first PIN step is used for local cards and some fleet cards. Newer PIN pads and dispensers will only accept specific type of prompts for a fleet card PIN number. Some of the most common acceptable prompts are:

Enter Personal ID

Enter Driver No

Enter Club ID

Enter Fleet PIN

Enter ID Number

- The second PIN step is used to prompt for an encoded secure PIN number, which is associated with debit cards. Unlike the local and fleet card prompts, the second PIN prompt is not restricted to a limited set of acceptable prompts. The most common debit prompts are:

Enter Your PIN

Enter PIN number

Enter secure PIN

Note: The sequence number for the two PIN steps are contiguous. The second PIN step must immediately follow the first PIN prompt and both PIN steps must be present, even if debit or fleet cards are not accepted.

Below is an example of how the Odometer, Vehicle, and PIN prompts are used.

#	Ty	S/D	DISPLAY	WHILE ENTERING	OPTIONS
1	1		! < < Slide Card < < !	!	
2	3	4	ENTER DRIVER NO	!Driver Number	! Optional Mask
3	3	4	ENTER PIN NO	!Your PIN	! Optional Mask
4	7	6	ENTER ODOMETER	!Odometer	! Optional
5	6	6	ENTER VEHICLE #	!Vehicle	! Optional
6	2	1	SELECT PUMP NUMBER	!Pump	! Optional
7	9		Please Wait	!	
8	10			!	
9	14	2	!Pump #XX selected	!	
10	20	2	!PROD 0.000	!	
11	13	2	Thank You!	!	
12			!-----END-----!	!	

This will mask the PIN entry.

Island Card Reader

The ICR can be used for all prompts except debit transactions. Secure debit PIN numbers cannot be entered on the ICR.

Console (CONSOLE)

After running initialization, the parameters are set to these values:

Console Parameter	Required Setting
Allow hand entry of card data	Yes
POS asks for odometer on fuel sale	1 (Card-encoded)
POS asks for auxiliary # on fuel sale	1 (Card-encoded)
POS asks for odometer on merchandise sale	1 (Card-encoded)
POS asks for auxiliary # on merchandise sale	1 (Card-encoded)

The Console parameters for Odometer and Auxiliary prompts must be acceptable to the new PCI-compliant PIN pads. Review the Reader Parameter section for the acceptable system prompts. If the prompts deviate from the suggested list, the PIN pad will not work correctly. Refer to MDE-4314 CFN III configuration manual for details on setting up the Console.

Special Card Keys for Manual Entry

If you accept manual entry for certain types of cards at the Profit Point (Wex, Voyager, and Cenex Regional), the modular Profit Point must be running version 2.3B or above or the integral Profit Point must be running 3.3B or above. Manual entry of these cards is not possible at the CheckPoint.

With NBS, you may need to set up special keys on the Profit Point for handling the manual entry of certain types of cards. After you make the assignment, the keys should be labeled to indicate their new use. The manual-entry process is identical to the standard method of using the **CREDIT** key (which is described in MDE-4355 Profit Point Clerk's Manual). You must assign keys on the Profit Point, or use special function 68, if you want to manually enter these card types. After you make the assignment, the keys should be labeled to indicate their new use.

On the Profit Point, special function 68 displays the Network card selection menu. You can deactivate the cards you do not want by commenting out, with an asterisk in the first column, the appropriate line in the CONFIG.POS file (refer to MDE-4356 Profit Point Reference Manual, Set up CONFIG.POS File section).

When changing the CONFIG.POS to include special card types for which you will allow manual entry, you will use three columns in the Setup menu: Network Card, Type, and Prefix. The following table lists the type and prefix numbers for special network cards accepted by NBS:

Card	Type	Prefix
Cenex Regional Card	94	00707873
Cenex Local Card	94	00+6-digit site ID
Voyager	97	7088
Wex	99	690046

Restoring Transactions

If it becomes necessary to restore transactions, NBSETTLE must be run afterwards to reset the batch pointers and resynchronize the site/host totals. The settlement report (refer to [“The Settlement Report”](#) on [page 37](#)) may show that the site is out of balance. If you do not run the NBSETTLE command, the next settlement will fail or be out of balance.

Settlement for NBS

How Settlement Works

There will be a settlement (sometimes referred to as a batch or batch balance) done with NBS at least once a day - this can be accomplished automatically with the use of a cron command. Settlement is done to post the day's sales for billing and to check the system's totals against NBS to verify that the systems agree. You should pay close attention to the settlement reports and contact NBS if there is any discrepancy. You must do a settlement to receive payment for credit purchases.

Settlement is usually done sometime early in the morning. The command to be executed as a cron is NBSETTLE. For example, the NBS configuration below executes a settlement at 2 a.m.

```
LOAD CRON 1 @0200 -NBSETTLE
```

The cron entry looks like this in a PRINT CRON command.

A* Print Cron	
# When	Command
1 *** **/**/** 02:00	-NBSettle
A*	

When settlement occurs, a message is printed on the log indicating whether an out-of-balance condition occurred. The message will be either Settlement **BALANCED** or Settlement **OUT OF BALANCE**. If an out-of- balance situation occurs, consult an NBS representative to try to resolve the error.

When the settle command is executed, a report will be generated on the local log printer and a disk file. The saved files will be stored in the directory NBSREP and the files will be named DAY.MON, DAY.TUE, DAY.WED, etc.

If the settlement fails to occur automatically, you can sign on to the system and type the command NBSETTLE to do a settlement manually.

If you do not have a log printer, redirect commands from the NBSETTLE.CMD file.

The Settlement Report

The report for settlement which is printed on the log and stored on disk looks like the following:

```

Settlement BALANCED: 5 trans for 8.41 Fri 2/25/05 10:48 AM
-----Printing: P:/nbs.tmp ----- Fri 2/25/05 10:48 AM

Unit # GB1234567890123
Totals for batch #0161 2/25/05 10:48
Site Host
# Total # Total
Proprietary 1 2.00 1 2.00
Visa 2 3.00 2 3.00
Master Card 1 2.00 1 2.00
Other 1 1.41 1 1.41
== ==
All Credit 5 8.41 5 8.41

Credit Void 0 0.00 0 0.00
Credit Return 0 0.00 0 0.00

Debit 5 58.79 5 58.79
Debit Void 1 4.32 1 4.32
Debit Return 1 5.00 1 5.00

Prepaid/Loyalty Card Transactions
Action count Total
Activate: 0 $0.00
Recharge: 0 $0.00
Balance Req: 0
Enrollment: 0

```

Note: In 2005, Master Card announced that Diner's Card account numbers starting with 36 will be processed as Master Cards, with Master Card IDs assigned to them and they will be added to the Master Card portion of the settlement report.

Required Cron(s)

PURGE SITE

Use the PURGE SITE command to clear the transactions from the transaction file to prevent it from filling up and shutting down the site (refer to MDE-4315 CFN III Manager's Manual for Windows NT for details). It can be run from a cron once a day after the settlement if the transaction file is large enough to contain a full day of transactions (refer to ["Settlement for NBS" on page 36](#)). Ensure that the settlement was successful before running PURGE SITE. Busy locations may need to have the PURGE SITE run more often. Always run a settlement before running the PURGE SITE.

Note: If the STOP command is to be used in a cron, do not use the STOP;A option. If a sales transaction is being sent to the NBS host and the Site Controller when the STOP;A command is issued, the Site Controller will reboot.

Automatic Voids

These automatically generated transactions will be displayed on the log with the authorization number "Cancel". This entry notes that a communication failure occurred during a sales authorization and to prevent double-charging the customer, the first authorization attempt was "reversed."

Error Messages

Infrequently, NBS may initially authorize the use of a card, but when the transaction is completed, reject the completion of that transaction. In this unlikely event, you will see this message:

Network Halted

You must reboot the network software.

NBS: Settlement failed, disk full

Settlement was attempted and the disk drive had no room on it to create the settlement files. Check the site controller directory on the SC3 PC and make room by deleting files that are no longer needed.

Settlement, OUT OF BALANCE, site sent xx.xx

The site controller requested a batch balance of xx.xx and the NBS host responded with out of balance.

NBS: Settlement failed, hang-up

The connection to NBS was lost during settlement. You must attempt it again.

NBS: Invalid Batch requested

An incorrect batch value was entered, the legal range is 0-9999.

Completion invoice # not found

If this occurs repeatedly, remove the transaction from the batch using NBS -D #, where # is the site transaction number. Report this Invoice number to NBS if the batch does not settle.

NBS Error Codes

Tabulated below is a list of error codes for reference. Contact NBS about any error codes that do not appear in this list. Errors are printed on the log in the format yy “error message”. The source error number yy is listed below.

Code (yy)	Description	Action
00	Approved	Request has been approved.
01	Settle Out-of-balance	Out of balance condition was detected.
07	NFS on Card	The purchase request exceeded the amount allowed on the card account.
08	Loyalty Already Enrolled	The given card is already enrolled in the loyalty program.
09	No Target for Cancel	A previous request cannot be found to match the cancel transaction.
10	Call service center for authorization	Call and get a Voice Authorization from the call center.
11	Declined, pickup customer's card	Pick-up customer's card, this is to the discretion of each merchant and their policies.
12	Declined	Card has been declined; reasons may vary.
13	Card is expired	Expiration date on the card has been exceeded by today's date.
14	Card not accepted by merchant	Card type or account number is not accepted by the host system for this merchant
15	Invalid card type	Card account number is not recognized by the host system.
16	Bank card type not accepted	The card is not supported by the host system
17	Max Bal Exceeded	Sale will not be processed on the given card due to the sale exceeding the limits of the account.
19	PIN Block Error	The PIN information provided by encryption cannot be deciphered.
20	Card failed Velocity Check	Card has been used too frequently within a given time limit.
30	Host Unavailable	Authorizer cannot be contacted, card will not be accepted.
31	Time out error	Host authorization process failed to receive a response from the authorizer within the time limits.
32	Incomplete authorization error	Authorization process cannot be completed by the host system.
33	System unavailable, try again later	Card approved cannot be contacted, card will not be accepted.
40	Dollar amount error	The dollar amount exceeds allowable limits.
41	Invalid PIN	PIN number does not match the PIN # on file; transaction is denied.
42	Exceeded product limit	The dollar amount for the product purchase has been exceeded.
43	Product no allowed	Host will not allow the sale of this product for the given card used.
44	Odometer must be entered	Odometer was absent or defaulted to zero. A number greater than zero must be entered.
45	Invalid Vehicle Number	Vehicle number did not match the vehicle number on file, transaction denied.
46	Invalid fuel product code	Fuel product selected for purchase is not allowed for the type of card being used.

Code (yy)	Description	Action
47	Invalid Driver number	The Driver number entered is not on file, transaction denied.
48	No target for completion	A completion message cannot be matched against a previous authorization (voice or a POS pre-authorization).
49	Completion Error	Card or format error found in completion record. Completion is rejected.
50	No target for reversal	A reversal cannot be matched with a previous message.
51	Reversal error	Card or format error found in reversal record. Reversal is rejected.
52	Return error	Format error or message error found in return. Return is rejected.
53	Cancel or Void error	Format error or message error found in cancel message. Cancel or Void is rejected.
54	Message format error	POS system message is not understood or the data was scrambled.
55	Unknown terminal	Terminal identification to the host is unknown.

Product Codes

The following is a list of cross-reference product codes. Type NBS -X to view the current product code table.

Gasboy Ref.	Description	Product Code
1	Miscellaneous	400
2	Unlead 87	001
3	Unlead 88-89	002
4	Unlead 90-91	003
5	Unlead 92/above	004
6	Ethl 7.7% 87/88	014
7	Ethl 7.7% 89/90	015
8	Ethl 7.7% 91/92	041
9	Ethl 10% 87/88	042
10	Ethl 10% 89/90	043
11	Ethl 10% 91/92	044
12	M-85	025
13	E-85	026
14	Unld Refn 87/88	027
15	Unld Refn 89/90	028
16	Unld Refn 91/92	029
17	Misc auto Fuel	099
18	Diesel # 1	019
19	Diesel # 2	020
20	Diesel Premium	021
21	Diesel B2	071

Gasboy Ref.	Description	Product Code
22	Diesel B5	072
23	Diesel B10	077
24	Diesel B20	073
25	ULS Diesel #2	079
26	ULS Diesel B2	080
27	ULS Diesel B5	081
28	ULS Diesel B10	082
29	ULS Diesel B20	083
30	Diesl #1 No Tax	032
31	Diesl #2 No Tax	033
32	Diesl Prm No Tx	034
33	Diesel B2 N/Tax	074
34	Diesel B5 N/Tax	075
35	Diesl B10 N/Tax	078
36	Diesl B20 N/Tax	076
37	ULSD B2 N/Tax	084
38	ULSD B5 N/Tax	085
39	ULSD B10 N/Tax	086
40	ULSD B20 N/Tax	087
41	Flexfuel Ethnl	088
42	Othr ful No Tax	035
43	Cmpr naturl Gas	022
44	LPG motor Fuel	023
45	Gen Auto Merch	100
46	Motor Oil	101
47	Car Wash	102
48	Oil Change	103
49	Oil Filter	104
50	Work Order	105
51	Anti-freeze	106
52	Washer Fluid	107
53	Brake Fluid	108
54	Tires	109
55	Excise Tax tire	110
56	Tire Rotation	111
57	Batteries	112
58	Lube Service	113
59	Inspection	114
60	Labor	115
61	Towing	116
62	Road Service	117
63	Auto Accessories	118
64	Auto Parts	119

Gasboy Ref.	Description	Product Code
65	A/C Service	121
66	Engine Service	122
67	Transmissn Serv	123
68	Brake Service	124
69	Body Work	126
70	Misc Part/Serv	149
71	Kerosene	300
72	White Gas	301
73	Heating Oil	302
74	Btl Propane/Gal	303
75	Bottle Propane	393
76	Misc Other Fuel	399
77	General Merchan	400
78	Tobacco	410
79	Beverg Packaged	420
80	Beverag Dispens	430
81	Ice	401
82	General Snacks	440
83	General Candy	450
84	Dairy Products	460
85	Groc General	470
86	Alcohol General	480
87	Deli General	490
88	Lottery General	510
89	Money Order Gen	520
90	Trans fluid	800
91	Hydraulic fluid	801
92	Grease	802
93	Contract Purch	803
94	Budget Payment	804
95	Feed	811
96	Chemicals	812
97	Seed	820
98	Agicultur Equip	897
99	Agicul Products	899
100	Discount Generl	900
101	Coupon Propriet	905
102	Coupon Gen Mfg	906
103	Cash Back	955
104	Activate Card	991
105	Recharge Card	992
106	Balance Request	993
107	Enrollment Loyl	994

Gasboy Ref.	Description	Product Code
108	Tax 1	950
109	Tax 2	951
110	Tax 3	952
111	Tax 4	953
112	Tax 5	954

Troubleshooting Communications

If the site is having problems with host communications, the debug program may be used to log the communication sessions. The debug program has several levels of logging available. The command is:

DEBUG x y

Where x is the output director and y is the level of information to be logged. Typing DEBUG without any parameters will cause the program to display information about itself, the output, and the information level.

Output director:

0 = None (no logging)

1 = Output to screen

2 = Output to router.log file.

3 = Output to both the screen and the router.log file

For logging site problems, the output director must be set to 2 or 3.

Information Level:

0 = None (no logging)

1 = Most verbose messaging. This is not necessary for most conditions.

2 = Preferred setting for communications (modem) problems.

3 = Preferred setting for most other site problems.

4 = Only pertinent information is logged.

5 = Only critical information is logged. This may not be verbose enough to debug site problems.

For debugging host communications, the command should look like the following:

DEBUG 2 2

Before starting the logging process, ensure that the router.log file is clear of any obsolete information. This can be done by typing DEL P:ROUTER.LOG.

After the capture is complete, the debug can be turned off by typing DEBUG 0 0.

Contact Gasboy Technical Service for assistance, or you may print the file to the log printer using the command:

TYPE;>LOG P:ROUTER.LOG

If, in the file, you see many occurrences of the following, take the corresponding action:

Description	Action
>>Modem init. error	Run MODEMS, check the modem selected or try a different configuration. The program displays a list of Gasboy certified modems. If the modem being used is not in the list, contact Gasboy Technical Support.
>>Busy	You may have the wrong phone number entered.
>> No dialtone	Check the modem's phone line.
>> Lost Carrier	Have the phone line checked.

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