



# User Guide

## **DX Monitor™ Remote Monitoring and Management Solution**

*DFS DX™ Software Platform*

*powered by Dover Fueling Solutions (DFS)*

W2940286

Rev 06

For the purpose of this manual: the product designated on the front cover will be defined herein after as the “Product;” and Dover Fueling Solutions (“DFS”), will reference different entities based on the point of origin for which the product is manufactured. For Products from North America, DFS references Wayne Fueling Systems LLC located in Austin, Texas. For Products from Brazil, DFS references Wayne Industria e Comercio Ltda. located in Rio de Janeiro, Brazil. For Products from the United Kingdom, DFS references Dover Fueling Solutions UK Ltd. located in Dundee, Scotland. For Products from China, DFS references Tokheim Hengshan Technologies Company, Ltd. located in Guangzhou, China. For Products from India, DFS references Dover Fueling Solutions India Private Limited.

Customers, Installers, or Distributors who are not an ASO, needing help with the operation of this product, should contact the DFS Support Center at:

1-800-289-2963 OR [support.austin@doverfs.com](mailto:support.austin@doverfs.com)

## Indicators and Notations

**NOTE!** *Indicates extra information or a tip.*

**IMPORTANT!** Highlights an element of a procedure to ensure accuracy, completeness, and performance.

	<b>NOTICE!</b>
Highlights an essential element of a procedure to ensure accuracy, completeness, and appropriate performance.	

	<b>WARNING!</b>
Indicates a potentially hazardous situation, which if not avoided, MAY result in death or serious injury.	

	<b>CAUTION!</b>
Indicates a potentially hazardous situation, which if not avoided, may result in personal (non-lethal) injury or equipment damage.	

	<b>DANGER!</b>
INDICATES A HAZARDOUS SITUATION, WHICH IF NOT AVOIDED, WILL RESULT IN DEATH OR SERIOUS INJURY.	

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## Table of Contents

<b>1 INTRODUCTION</b>	<b>5</b>
1.1 DOVER FUELING SOLUTIONS (DFS) TECHNICAL SUPPORT	5
1.2 SIGNING INTO DX™ MONITOR	5
1.3 COMMON USER INTERFACE CONTROLS	6
1.4 SEARCH FILTERS	7
1.4.1 Applying Search Filters	7
1.4.2 Creating Search Filters	7
1.4.3 Modifying and Deleting Search Filters	7
<b>2 DASHBOARD</b>	<b>8</b>
<b>3 SITES</b>	<b>9</b>
3.1 DEVICES	11
3.2 USER GROUPS	13
<b>4 JOBS</b>	<b>14</b>
4.1 CREATING A NEW JOB	14
<b>5 REPORTS</b>	<b>18</b>
5.1 CREATING A NEW REPORT	19
<b>6 ALARMS</b>	<b>21</b>
6.1 ALARM PREFERENCES	22



# 1 INTRODUCTION

The DX Monitor™ remote monitoring and management solution, powered by Dover Fueling Solutions, is a Software as a Service (SaaS) product hosted in Microsoft Azure. DX Monitor provides a flexible architecture that provides remote manageability and software updates across all of your sites no matter how remote. DX Monitor provides enhanced troubleshooting capabilities, file distribution and retrieval from devices installed at sites, and reporting for customers in retail fuels on a world-wide basis. DX Monitor allows you to monitor sites along with all devices at those sites remotely. You can divide these sites into whatever organizations that you want.

## 1.1 DOVER FUELING SOLUTIONS (DFS) TECHNICAL SUPPORT

Use the following methods to contact DFS Technical Support:

- Austin Support Center (ASC) Phone Number: 1-800-289-2963
- DFS DX™ Global Support Website: <https://dfsdx.zendesk.com>

**NOTE!** The above website provides access the knowledge base and the ability to submit support tickets.

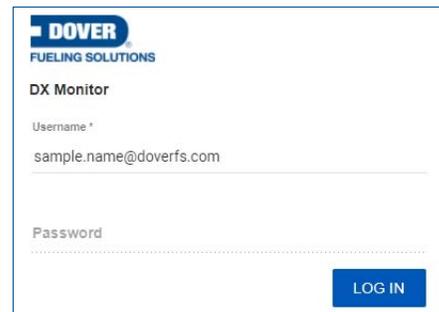
- DFS DX™ Global Support Email: [dfsdxsupport@doverfs.com](mailto:dfsdxsupport@doverfs.com)

## 1.2 SIGNING INTO DX™ MONITOR

1. Enter the following URL into your browser: <https://DXMonitor.dfsdx.com>

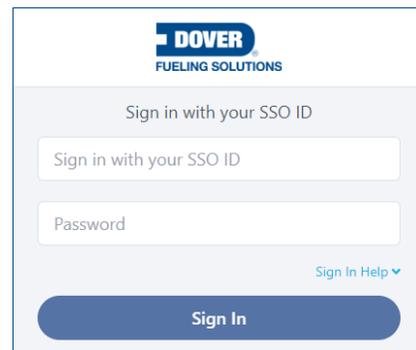
**NOTE!** Use Google Chrome if possible. Other browsers may cause problems with DX Monitor.

2. The login window opens as seen in [Figure 1-1](#). Enter your username and press <Tab>.



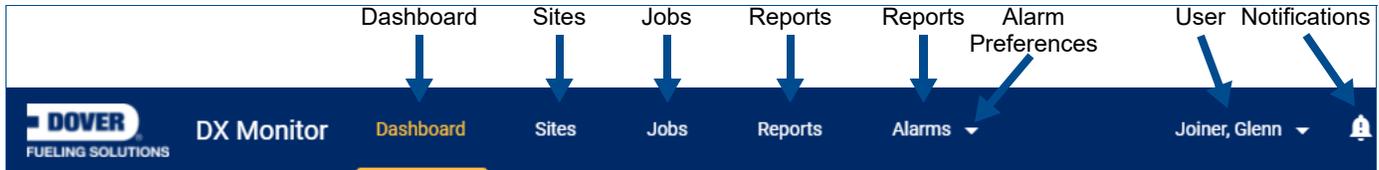
**Figure 1-1 Log In Window**

3. Based on your username, you will be redirected either to the generic login page, as shown in [Figure 1-2](#), or to a log in page that is specific to your organization.
4. Enter your username and password, and click **Sign In**. Upon sign in the Dashboard is displayed by default.



**Figure 1-2 Sign In Window**

5. The menu bar in [Figure 1-3](#) will be displayed at the top of the page which has the following options.



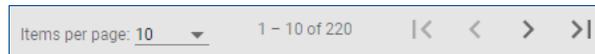
**Figure 1-3 DX Monitor Menu Bar**

- **Dashboard:** The Dashboard displays an overview of sites and devices. See [Section 2](#) on page 8.
- **Sites:** The Sites tab shows detailed information for sites and devices. See [Section 3](#) on page 9.
- **Jobs:** The Jobs tab allows interacting with the site by uploading software updates or other files to devices, downloading logs or configuration files from devices, or scheduling restarts. See [Section 4](#) on page 14.
- **Reports:** The Reports tab allows viewing a variety of reports for the sites in your network. See [Section 5](#) on page 18.
- **Alarms and Alarm Preferences:** The Alarms tab provides a list of alarm events from the site devices. Alarm Preferences allows configuring whether you will be alerted for specific alarm types by email or text message. See [Section 6](#) on page 21.
- **User:** Click your username to display the options pull-down. The options available include *Logout* which allows you to securely sign out of DX Monitor, and *Preferences* which allows updating the email address and phone number for receiving alarms.
- **Notifications:** Click the bell icon to view the Notifications panel, which allows viewing and dismissing notifications from DX Monitor.

### 1.3 COMMON USER INTERFACE CONTROLS

The following controls appear on multiple tabs in DX Monitor.

- **Column Sort:** When information is displayed in a table, move your mouse pointer over a column header. If an up arrow (↑) is displayed, you can click the column header sort the table by the column data. Each click will toggle the sort in ascending or descending order.
- **Column Chooser:** Where applicable, a gear (⚙) pull-down will be displayed. Click the pull-down and check or uncheck boxes to show or hide additional columns of information.
- **Absolute Time:** By default, DX Monitor displays the amount time that has passed since an event occurred. Move your mouse pointer over the timestamp to view the actual date and time.
- **Page Navigation:** The page navigation features allow browsing through multiple pages of results. The following controls can be used, where available.



**Figure 1-4 Page Navigation Controls**

- **Items per page:** Click this pull-down and select 5, 10, 25, or 100 to view per page.
- **Next / Last Page:** Click the right arrow (>) button to view the next page. If available, you can also click the >| button to skip to the last page.
- **Previous / First Page:** Click the left arrow (<) button to view the previous page. If available, you can also click the |< button to skip to the first page.
- **“Search by” Box:** When available, the search box can be used to filter the displayed information by entering search terms and then pressing <Enter> or clicking the magnifying glass (🔍) icon. The text in the default box indicates search criteria, such as “name” or “id.”
- **Search Filter:** When available, the Search Filter button (≡) allows refining results using criteria that is more complex than can be used with the “Search by” box. These search filters can be applied once, or may be saved, reused, and shared with other users. See [Section 1.4](#) for more information.

## 1.4 SEARCH FILTERS

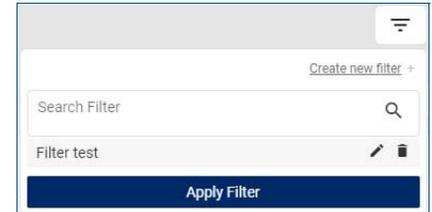
Search filters allow refining results using criteria that is more complex than can be used with the “Search by” box. These search filters can be applied once, or may be saved, reused, and shared with other users.

**IMPORTANT!** Search filters are not available on every page. At time of writing, the Search Filter button (☰) on the Sites tab is the easiest to locate for creating filters to use in other places.

### 1.4.1 Applying Search Filters

To use a search filter, when available:

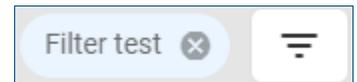
1. Click the Search Filter button (☰) to show the pull-down in [Figure 1-5](#).
2. If the desired filter is not shown, click the *Search Filters* box, type part of the filter name, then press <Enter> or click the magnifying glass (Q) icon.
3. Click the desired filter, then click **Apply Filter** to refine the results.



**Figure 1-5 Applying Search Filters**

**NOTE!** *The search filters are those that you have previously created, or that have been shared by other users. If no filters are available, see [Section 1.4.2](#) for instructions to create search filters.*

4. The applied filter appears to the left of the Search Filter button as shown in [Figure 1-6](#). Click the **x** on the filter to remove it from the search results when it is no longer needed.

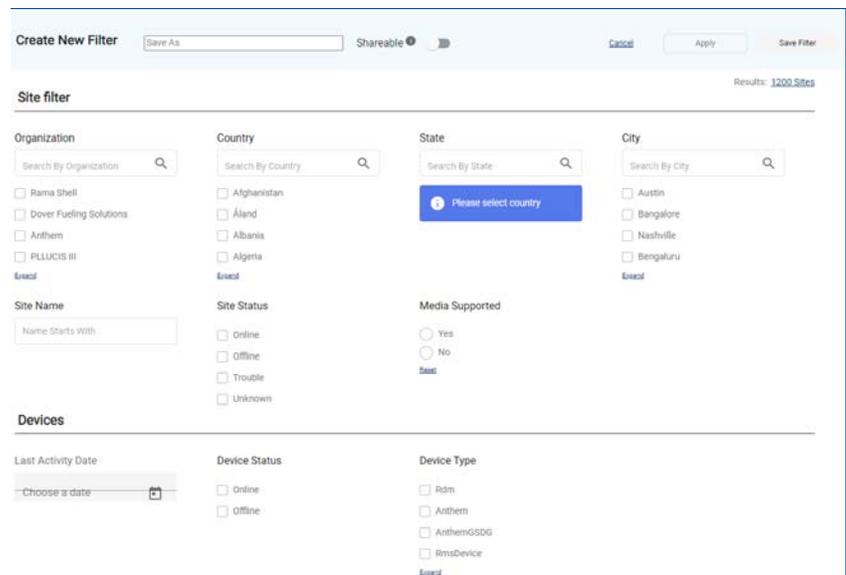


**Figure 1-6 Applied Search Filter**

### 1.4.2 Creating Search Filters

If no suitable search filters exist, perform the following steps to create a new search filter.

1. Click the Search filter button (☰) to show the pull-down in [Figure 1-5](#).
2. Click the **Create new filter** link and the following panel is displayed.
3. Select *Site filter* and *Devices* criteria as needed.
  - Use “Search By” boxes to filter criteria selections
  - Click “Expand” to show full lists
4. Click the **Create New Filter** box and enter a name for the filter.
5. To share the filter with other users, click the **Sharable** slider.
6. Click **Save Filter** to save the filter for later use, or click **Apply** to refine your results without saving.



**Figure 1-7 Create New Filter**

### 1.4.3 Modifying and Deleting Search Filters

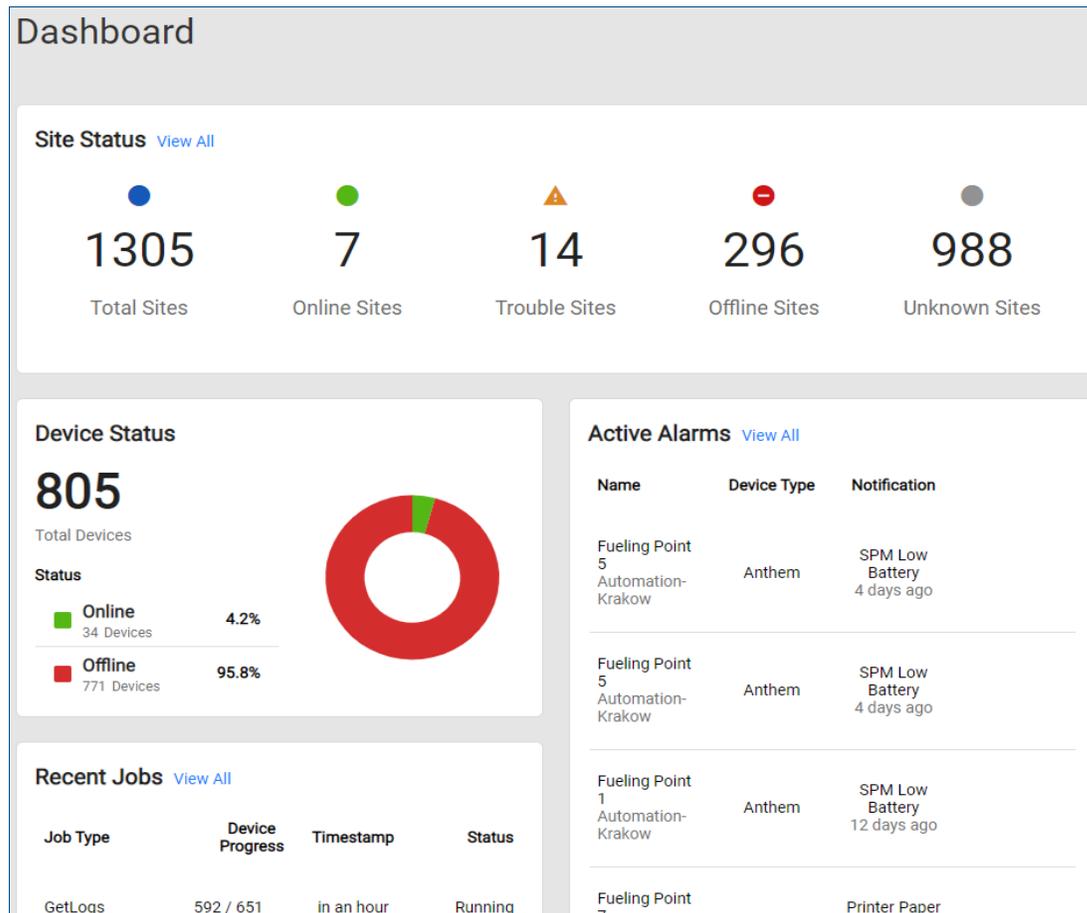
1. Click the Search Filter button (☰) to show the pull-down in [Figure 1-5](#).
2. To modify an existing filter, mouse-over the filter then click its pencil icon (✎) to open the filter settings in the Create New Filter panel shown in [Figure 1-7](#).
3. To delete an existing filter, mouse-over the filter then click the trash can icon (🗑️), then click **OK** to confirm deletion of the filter.



**Figure 1-8 Edit and Delete buttons for Search Filters**

## 2 DASHBOARD

The Dashboard tab shown in [Figure 2-1](#) is used to view overall status of sites and devices, along with recent jobs and notifications.



**Figure 2-1 Dashboard Tab**

The Dashboard is divided into the following sections:

- Site Status:** This section ([Figure 2-1](#), top) shows the count of sites in each status. Clicking a status redirects to the *Sites* tab with a filter applied for the selected status; see [Section 3](#) on page 9.
  - Total Sites:** This status shows the total count of sites visible to you in DX Monitor.
  - Online Sites (green):** This status shows the count of sites that are communicating properly with the DFS DX software platform.
  - Trouble Sites (yellow):** This status shows the count of sites where one or more site devices are not communicating properly with the DFS DX software platform.
  - Offline Sites (red):** This status shows the count of sites where no sites devices are communicating with the DFS DX software platform.
  - Unknown Sites (grey):** The status of the site is unknown. A site may be in this status when the initial registration has not yet occurred to establish communications, or when the site's DFS edge IoT device has an older software version that cannot properly interpret device status.
- Device Status:** This section ([Figure 2-1](#), middle-left) shows the total number of devices linked to the site(s) to which you have access in DX Monitor with a pie chart of those that are *Online* and *Offline*.

- **Recent Jobs:** - This section (Figure 2-1, lower-left) shows the 10 most-recently updated jobs. Clicking the Job Type will display detailed information about the job as shown in Figure 2-2.
- **Active Alarms:** This section (Figure 2-1, lower-right) shows the 10 most-recent device alarms. Move your mouse pointer over the alarm to display the **Mark as resolved** link, which you can click to resolve the alarm.

Clicking the device *Name* redirects to the appropriate page on the *Sites* tab; see Section 3 on page 9. Clicking the *View All* link redirects to the Alarms tab; see Section 6 on page 21.

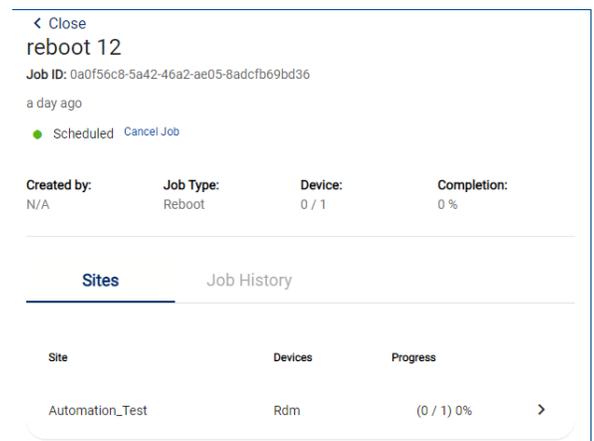


Figure 2-2 Job Details

### 3 SITES

The Sites tab shown in Figure 3-1 allows viewing detailed information about your sites and their associated devices. The “View Sites by” filter allows selecting sites that are in a particular status. Each click will toggle the inclusion of the status. Therefore, you can select more than one status to include in the listed sites.

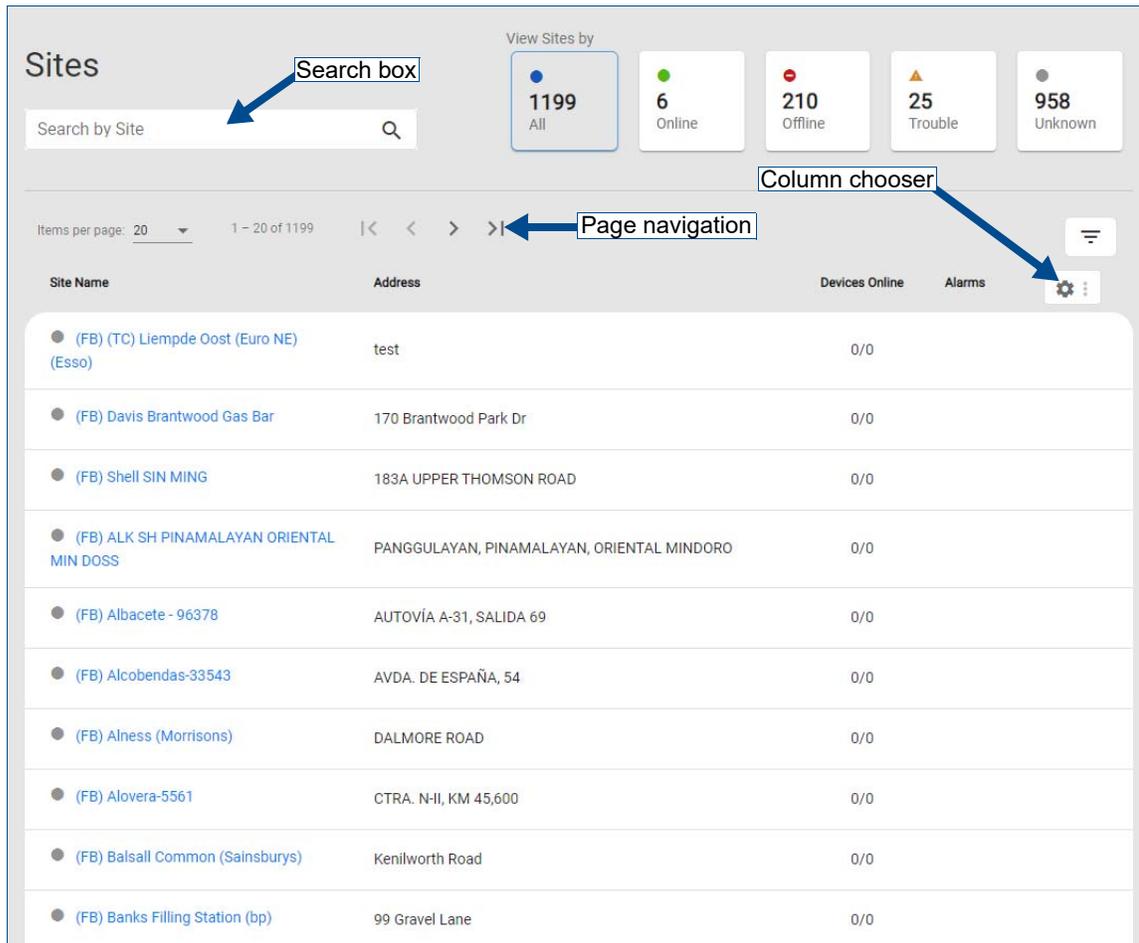
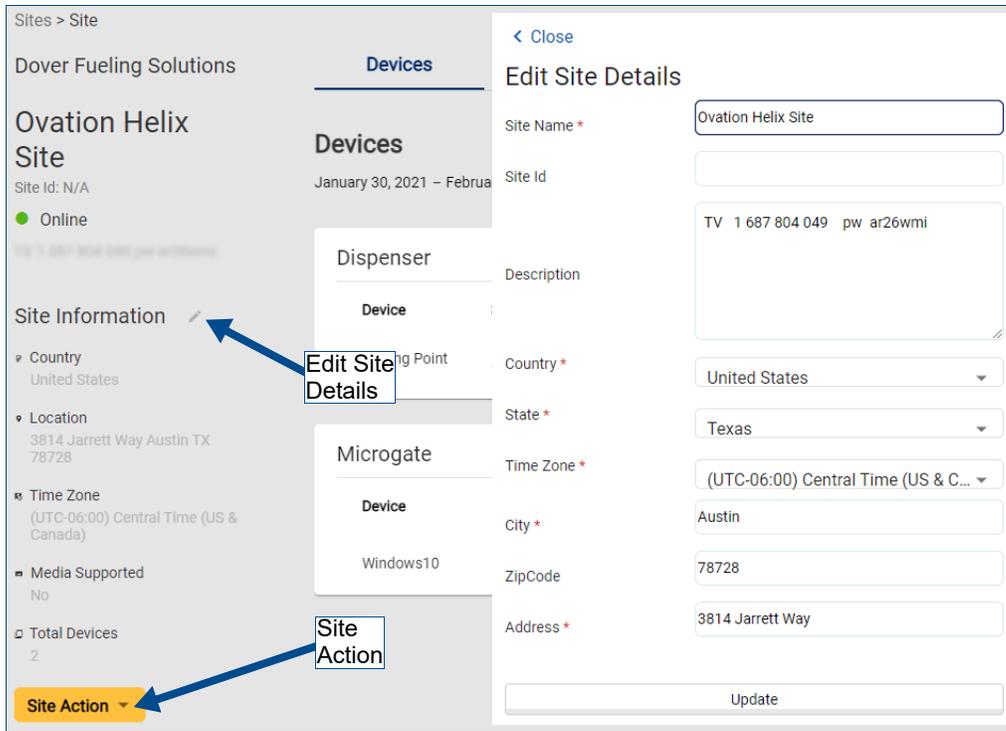


Figure 3-1 Sites Tab

When a status is selected on the Dashboard tab, it will redirect here with the corresponding filter already applied. You can further refine the list of sites displayed by using the Search box to enter text included in the desired site name and press <Enter>. You can also use the page navigation buttons to view the different pages of sites, and the column chooser to display additional columns of information.

Click a Site Name to view its details and associated devices, and a page similar to [Figure 3-2](#) will be shown.



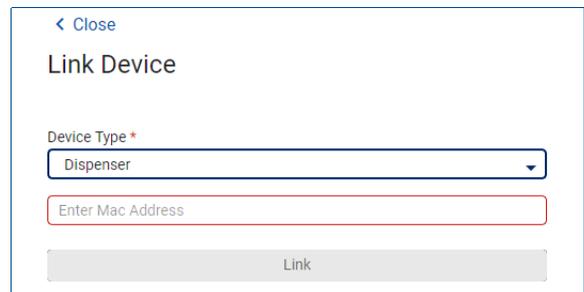
**Figure 3-2 Site Page**

The left column shows the site status and the basic site information. To change the site information, click the pencil (✎) icon to open the Edit Site Details panel shown on the right side of [Figure 3-2](#). Edit the Site Details as needed, then click **Update** to save the changes.

At the bottom of the left column is the **Site Action** pull-down, which allows access to the following functions.

**NOTE!** *Access to this function is restricted by user permissions. If you require access, send an email request with the site information to DFS DX Global Support.*

- **Link Device:** To claim new devices and associate them with the site, select this function to display the panel shown in [Figure 3-3](#) and perform the following steps.
  - a. Click the **Device Type** pull-down and select the kind of device to link to the site from the following options.
    - Dispenser
    - AnthemGSDG
    - Microgate
    - Terminal
    - Anthem
    - EdgeDevice
  - b. Enter the Media Access Control (MAC) address if linking a *Dispenser*, or enter the Universally Unique Identifier (UUID) for all other device types.
  - c. Click **Link** to link the device to the site.



**Figure 3-3 Link Device Panel**

- **Decommission Site:** This function is used to remove a site that is no longer in service. This function effectively deletes the site; a new site must be created to recommission the site at a later time.

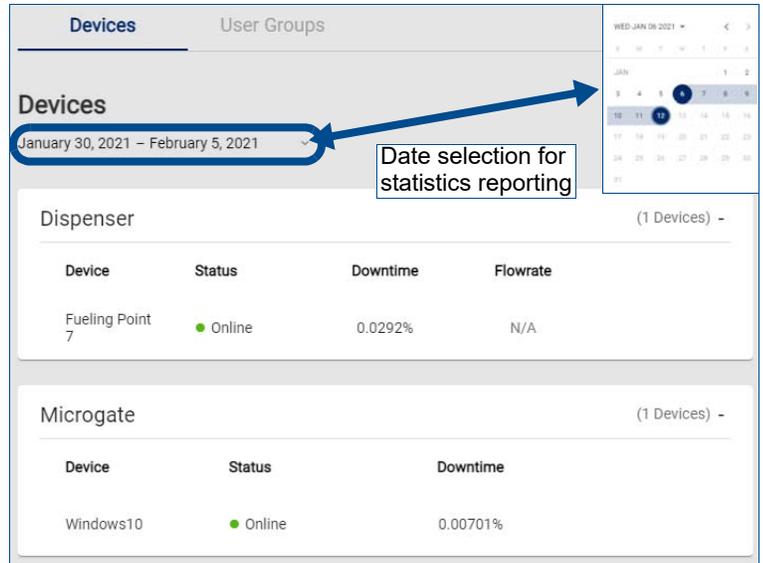
**NOTE!** *There is a safeguard against accidental decommissioning of a site. All of the site's devices must be reassigned or decommissioned before the Decommission Site option will be accessible.*

### 3.1 DEVICES

The Devices tab shown in [Figure 3-4](#) is displayed by default when viewing the site page. Devices are grouped by type, and the available types will vary depending upon the devices linked with the site.

Device statistics, such as Flowrate or Downtime, are calculated using the last 7 days' data by default. To change the data used for the statistics:

1. Click the pull-down to display the calendar.
2. Click a date to select the period start.
3. Click a later date to select the period end.
4. The statistical information is recalculated using the data from the selected period.

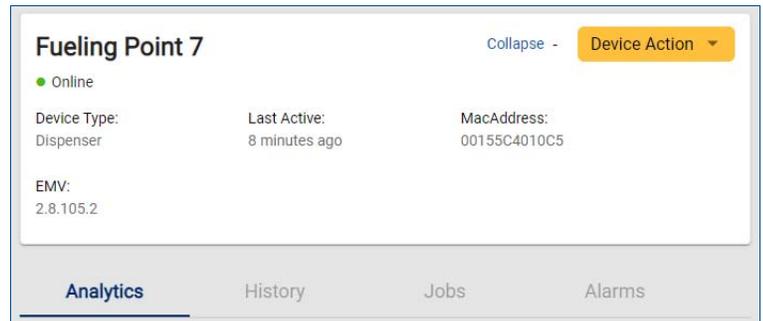


**Figure 3-4 Devices Tab**

To view the details of a specific device, click the Device name and a page similar to [Figure 3-5](#) will be displayed.

The **Device Action** pull-down only has the following options.

- **Decommission Device:** Select this option to remove the device from a site when it will no longer be in service.
- **Remote View:** (*Dispenser and Anthem devices only*) Select this option to view the content displayed on the fueling point's terminal, and a screen similar to [Figure 3-6](#) is shown.



**Figure 3-5 Device Information**

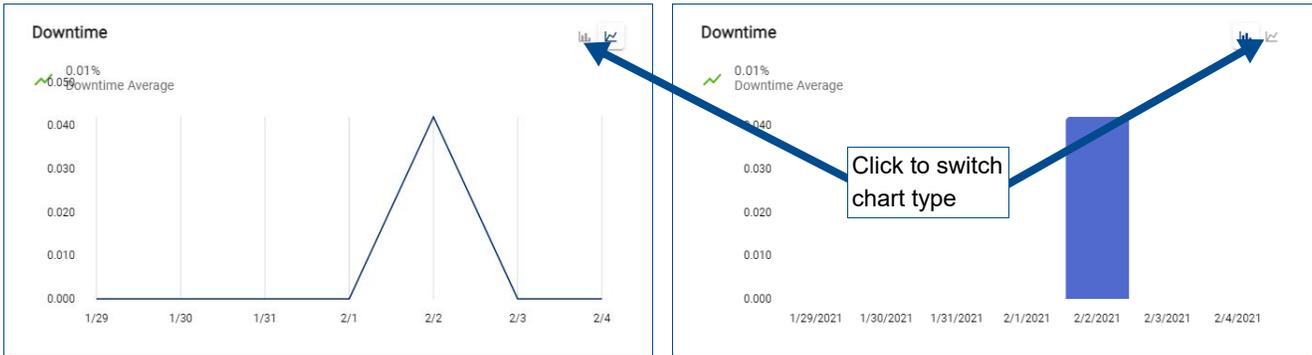
**NOTE!** *Remote View only allows viewing the display; there is no control capability.*



**Figure 3-6 Dispenser Remote View**

The tabs at the bottom of the Devices page provide the following information.

- Analytics:** This tab shows the device’s statistical data over the selected period. One chart is shown for each statistic. Click the icons in the corner to select the bar or line chart type.



**Figure 3-7 Line Chart (left) and Bar Chart (right)**

- History:** This tab provides a list of scheduled and completed jobs for the device.

Status	Name	Job Type	Device Type	Scheduled ↓	Created By
Completed	reboot pump 4	Reboot	N/A	3 hours ago	Administrator

**Figure 3-8 Device History**

- Jobs:** This tab allows directly scheduling jobs for the device. In the *Module* column, click the **Click Here** link to show available *Job types* applicable to the device.

Select the desired job type, then complete the remaining selections. Refer to [step 5](#) on page 16 for details about selections for *User Group*, *Job Details*, and *Scheduling Details*.

Module	Job type
Click Here >	Reboots RDM device
	Reboots Igem component
	Disables door security
	Get logs
	Get data dump
	Get configuration
	Get files
	Upgrade dispenser software

**Figure 3-9 Device Jobs**

- **Alarms:** This tab provides a list of alarm events that have been reported for the device. Click the pull-down in the corner to select whether *Active* or *Resolved* alarms are shown. Move your mouse pointer over the alarm to display the **Mark as resolved** link, which you can click to resolve the alarm.

Alarm Type	TimeStamp
SPM Breach	5 days ago
Printer Paper out	4 days ago
SPM Low Battery	4 days ago

Figure 3-10 Device Alarms

### 3.2 USER GROUPS

The User Groups tab shown in [Figure 3-11](#) is used to update user groups that view and/or modify the site.

- To add a user group to the site, check its box on the *User Groups* sub-tab.
- To remove a user group, uncheck its box. To more easily locate a user group to remove, click the *Selected user Groups* sub-tab to show only assigned user groups.

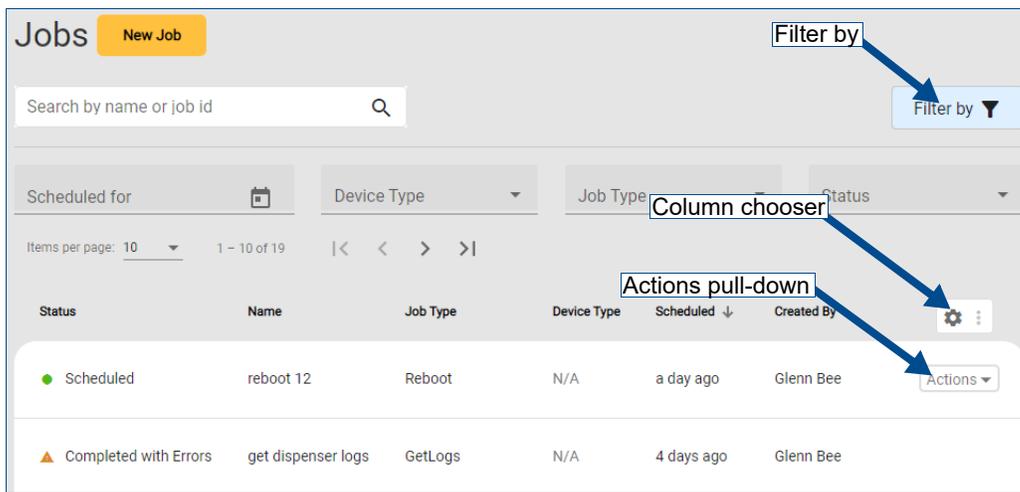
When you have finished selecting user groups, scroll to the bottom of the page and click **Save**.

User Group	Selected
<input type="checkbox"/> 123 Organization Admin	
<input type="checkbox"/> Anthem DFS Organization Admin	
<input type="checkbox"/> Campaign UG	
<input type="checkbox"/> check for test child Organization Admin	
<input type="checkbox"/> Check_For_Tests Organization Admin	
<input type="checkbox"/> Child - child user grp	
<input type="checkbox"/> Child User Group- Orgadmin	
<input type="checkbox"/> ChildUGReport1	
<input type="checkbox"/> childusp@11	
<input type="checkbox"/> DFS child org1 Organization Admin	
<input type="checkbox"/> DFS Unlock Organization Admin	
<input type="checkbox"/> DFSTestOrg Organization Admin	
<input checked="" type="checkbox"/> Dover Fueling Solutions Organization Admin	
<input type="checkbox"/> Dover Site Admin ORG Organization Admin	
<input type="checkbox"/> Dover Site Admin UserGroup	
<input type="checkbox"/> DoverChild Organization Admin	
<input type="checkbox"/> DoverSubChild Organization Admin	
<input type="checkbox"/> DX Delegate Organization Admin	
<input type="checkbox"/> DX Fleet QA 2.0 dover Org Organization Admin	
<input type="checkbox"/> DX Promote Organization Admin	

Figure 3-11 User Groups Tab

## 4 JOBS

The Jobs tab shown in [Figure 4-1](#) allows scheduling new tasks for sites, and viewing those that have already been scheduled or completed. In addition to the Search box and page navigation, you can also click “Filter by” to further refine the listed jobs by *Scheduled for* dates, *Device Type*, *Job Type*, or *Status*.



**Figure 4-1 Jobs Tab**

When the jobs that you want to see are displayed, you can click on any text in the job's line to display detailed information about the job as shown in [Figure 2-2](#) on page 9.

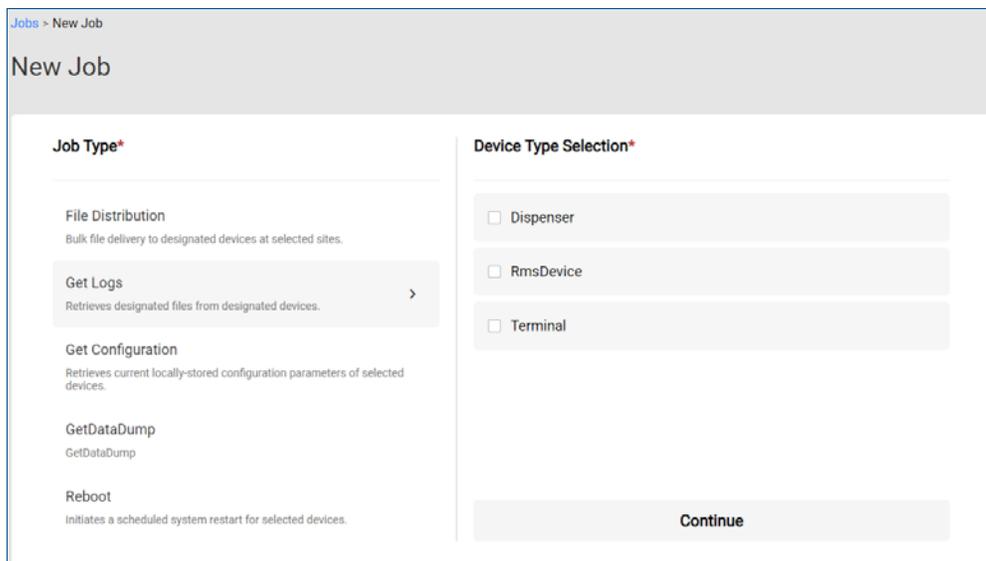
You can also click the **Actions** pull-down and select from the following functions.

- **Cancel Job:** Select this option to cancel a job with status *New*, *Scheduled*, or *Running*.

### 4.1 CREATING A NEW JOB

Perform the following steps to schedule a new job.

1. From the Jobs tab shown in [Figure 4-1](#) click **New Job** and the page shown in [Figure 4-2](#) is displayed.

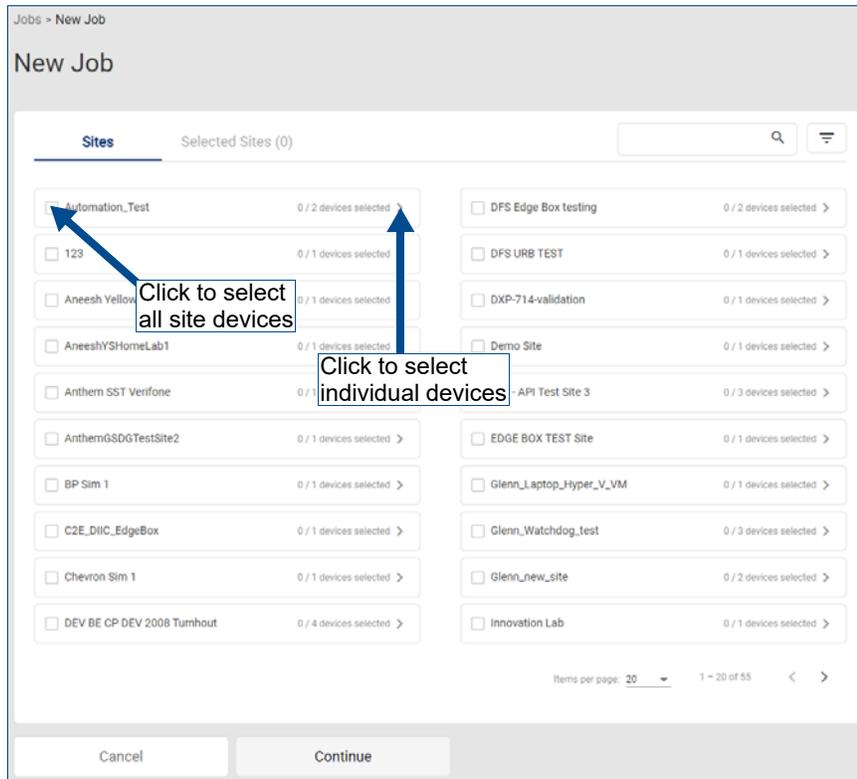


**Figure 4-2 Job Type and Device Type Selection**

- 
2. Select the desired *Job Type* and *Device Type Selection*. The Job Types are listed below with their associated Device Type Selections.
- **File Distribution:** This job type is used to send files to site devices. Select from the following device types as appropriate to the files being sent.
    - **Generic:** Use this for any distribution that does not fit in the other categories.
    - **Dispenser Software Upgrade:** An upgrade to the software for the dispenser itself.
    - **Anthem Dispenser Software Upgrade:** An upgrade to the software for an Anthem dispenser.
    - **Terminal Upgrade:** A software upgrade to the payment terminal.
    - **Rdm Device Upgrade:** A device upgrade to the Remote Diagnostics Manager (RDM). RDM is the program running on the microgate that communicates with the dispenser and the cloud. The dispenser tells the RDM program what is happening on the dispenser (such as door breach, heartbeat, and serial numbers) and the RDM program sends that information to the cloud. Available for Unix and Windows.
    - **Mds Device Upgrade:** A device upgrade for the Monitoring Data Analysis Service (MDS). The MDS program runs on the microgate and communicates with the cloud. It handles RDM and MDS upgrade file downloads, and sends microgate metric data (such as disk space and CPU usage) to the cloud. Available for Unix and Windows.
    - **GSDG Upgrade:** An upgrade for the Gas Station Data Gateway (GSDG) Cloud interface, which is responsible for downloading media content to the local microgate from the media servers. Available for Windows only.
    - **IGEM Upgrade:** A software upgrade to the dispenser's Wayne iGEM™ computer.
  - **Get Logs:** This job type is used to retrieve log files from site devices. Select from the following device types as appropriate for the log files to retrieve.
    - **Dispenser:** Select this device type to retrieve logs from Wayne iGEM™ computers installed in fuel dispensers.
    - **Microgate:** Select this device type to retrieve logs from endpoint devices, such as the DFS edge IoT device.
    - **Terminal:** Select this device type to retrieve logs from Wayne iX™ boards, or Anthem I/O boards (ANTX) installed in outdoor payment terminals.
  - **Get Configuration:** This job type is used to retrieve configuration files from site devices. The only available device type selection is *Dispenser*.
  - **Get Data Dump:** This job type is used to request a trace log download from an iGEM computer. The only available device type selection is *Dispenser*.
  - **Reboot:** This job type is used to schedule the restart of a site device. Select from the following device types as appropriate.
    - **Dispenser:** Select this device type to schedule the restart of Wayne iGEM™ computers installed in fuel dispensers.
    - **Microgate:** Select this device type to schedule the restart of endpoint devices, such as the DFS edge IoT device.
    - **Terminal:** Select this device type to schedule the restart of Wayne iX™ boards, or Anthem I/O boards (ANTX) installed in outdoor payment terminals.

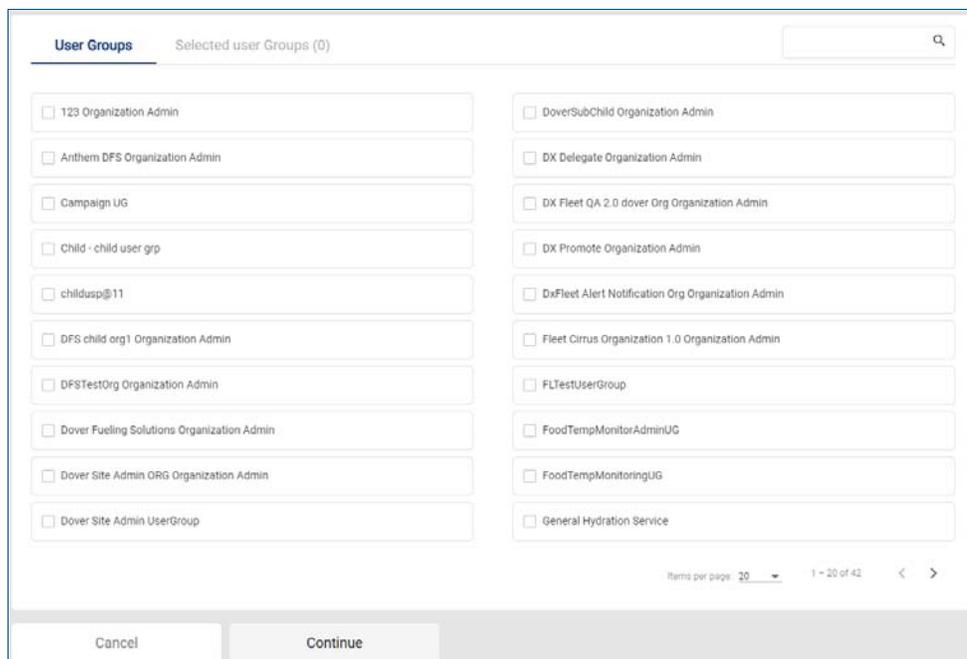
- Click **Continue** and the page shown in [Figure 4-3](#) is displayed. Check the boxes to select the sites for which the job should be scheduled.

**NOTE!** Checking the box for the site selects **all** devices at the site applicable to the Job Type and Device Type selected in [step 2](#). Click the arrow (>) at the end of the row to select individual devices.



**Figure 4-3 Site Selection**

- Click the *Selected Sites* tab to show only selected sites and review your selections.
- If satisfied, click **Continue** and the panel shown in [Figure 4-4](#) is displayed. Check the boxes to select user groups that will be able to view and/or modify the job.



**Figure 4-4 User Groups**

6. Click the *Selected user Groups* tab to show only selected user groups and review your selections.
7. If satisfied, click **Continue** and the panel shown in [Figure 4-5](#) is displayed.

The screenshot shows a web form with two main sections: 'Job Details' and 'Schedule Details'.  
**Job Details:**  
 - 'Job name \*': A text input field.  
 - 'Notes': A large text area for additional information.  
**Schedule Details:**  
 - 'Distribute': A section with two radio buttons. The 'Now' option is selected, and the 'Schedule' option is unselected.  
 - Next to the 'Schedule' radio button is a date/time input field with a placeholder 'mm/dd/yyyy' and a dropdown arrow.  
**Buttons:**  
 - At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

**Figure 4-5 Job Details and Schedule Details**

8. Enter the following information then click **Continue** to schedule the job.
  - **Job name:** Enter a short description to identify the job.
  - **Notes:** Enter any additional notes regarding the job and its purpose.
  - **Distribute:** Select **Now** to immediately dispatch the job to site devices when saved, or select **Schedule** and then select the date and time to dispatch the job to site devices.

**NOTE!** *When selecting the **Schedule** option jobs, will be executed at the scheduled time in the site's local time zone. For example, if a job is scheduled for 5:00 am and has sites in the Eastern and Central time zones, the job will execute at 5:00 am ET for the sites in the Eastern time zone. The job will then execute an hour later at 5:00 am CT for the sites in the Central time zone.*

## 5 REPORTS

The Reports tab shown in [Figure 5-1](#) is used to generate various types of reports, and export their data in various formats.

The screenshot shows the 'Reports' tab interface. At the top left, there is a 'New Report' button. Below it is a search bar labeled 'Search by name'. The main area contains a table with columns: Status, Name, Description, Report Type, Last Run, and Date Range. A settings gear icon is visible in the top right of the table area. An actions menu is open over the first row, showing options: Save as Excel, Save as PDF, Regenerate, Edit, and Delete.

Status	Name	Description	Report Type	Last Run	Date Range
Ready	DCI_helix report	N/A	Dispenser Component Information Report	7 days ago	12-30-2020 to 01-06-2021
Ready	dispenser report	N/A	Dispenser Component Information Report	22 days ago	12-15-2020 to 12-22-2020
Ready	SPM Report	Test	SPM Breach Report	a month ago	12-02-2020 to 12-09-2020
Ready	SPM breach report	N/A	SPM Breach Report	a month ago	11-09-2020 to 12-09-2020
Ready	TestReport_20201207	N/A	SPM Breach Report	a month ago	12-06-2020 to 12-07-2020
Ready	SPM breach report	N/A	SPM Breach Report	a month ago	10-21-2020 to 11-20-2020
Ready	SPM breach report	N/A	SPM Breach Report	2 months ago	11-13-2020 to 11-20-2020
Ready	spm_test	N/A	SPM Breach Report	2 months ago	10-12-2020 to 11-11-2020

**Figure 5-1 Reports Tab**

The reports tab lists all of the reports that have been created in the system. Move your mouse pointer over the report line to show the **Actions** pull-down and click it to access the following functions.

- **Save as Excel:** Select this option to download the most-recently generated report in the Microsoft Excel format (\*.xlsx).
- **Save as PDF:** Select this option to download the most-recently generated report in the Portable Document Format (\*.pdf).
- **Regenerate:** Select this option to refresh the report with the most recent data from the sites.
- **Edit:** Select this option to modify the report; see [Section 5.1](#).
- **Delete:** Select this option to remove the report from the system.

## 5.1 CREATING A NEW REPORT

**NOTE!** To modify an existing report, click its **Actions** pull-down and select **Edit**. All panels will be available on the same page, and all values can be modified except for the selected **Report Type**.

Perform the following steps to create a new report.

1. From the Reports tab shown in [Figure 5-1](#) click **New Report** and the page shown in [Figure 4-2](#) is displayed.

**Figure 5-2 Report Type and Report Details**

2. Select the desired *Report Type* from the following options.
  - **Door Breach Report:** Provides a list of incidents where the door was opened without the proper security code.
  - **Dispenser Component Information Report:** Provides a list of assets (dispensers, card readers, and so on) with serial numbers and firmware versions.
  - **Weekly Flow Rate Report:** Lists data about the average rate of fuel flow. This report is useful to determine whether the fuel filter needs to be replaced.
  - **Alert Report:** Lists all alerts received from the attached systems.
  - **SPM Breach Report:** Provides a list of incidents where a secure payment module (SPM) has been put into a potentially unsecured state.
  - **PCI Asset Management Information Report:** Provides a list of assets (dispensers, card readers, and so on) with serial numbers, firmware/software versions, and other extended information for PCI compliance.
3. Enter the following information under *Report Details* to identify the report.
  - **Name:** Enter a short description to identify the report.
  - **Date Range:** Click the calendar icon and select the first and last day of the date range to include.
  - **Description:** Enter any additional notes regarding the report and its purpose.

- Click **Continue** and the page shown in [Figure 5-3](#) is displayed. Check the boxes to select the sites for which the report should be run.

**NOTE!** Checking the box for the site selects **all** devices at the site applicable to the Report Type selected in [step 2](#). Click the arrow (>) at the end of the row to select individual devices.

The screenshot displays a 'Sites' selection screen. At the top, there is a search bar and a 'Selected Sites (0)' indicator. Below this is a list of sites, each with a checkbox and a device count followed by a right-pointing arrow. The sites listed are:

- Automation\_Test (0 / 2 devices selected)
- 123 (0 / 1 devices selected)
- Aneesh Yellow (0 / 1 devices selected)
- AneeshYSHomeLab1 (0 / 1 devices selected)
- Anthem SST Verifone (0 / 1 devices selected)
- AnthemGSDGTestSite2 (0 / 1 devices selected)
- BP Sim 1 (0 / 1 devices selected)
- C2E\_DIIC\_EdgeBox (0 / 1 devices selected)
- Chevron Sim 1 (0 / 1 devices selected)
- DEV BE CP DEV 2008 Turnhout (0 / 4 devices selected)
- DFS Edge Box testing (0 / 2 devices selected)
- DFS URB TEST (0 / 1 devices selected)
- DXP-714-validation (0 / 1 devices selected)
- Demo Site (0 / 1 devices selected)
- API Test Site 3 (0 / 3 devices selected)
- EDGE BOX TEST Site (0 / 1 devices selected)
- Glenn\_Laptop\_Hyper\_V\_VM (0 / 1 devices selected)
- Glenn\_Watchdog\_test (0 / 3 devices selected)
- Glenn\_new\_site (0 / 2 devices selected)
- Innovation Lab (0 / 1 devices selected)

At the bottom of the screen, there is a 'Items per page: 20' dropdown and a '1 - 20 of 55' indicator. Below the list are 'Cancel' and 'Continue' buttons.

**Figure 5-3 Site Selection**

- Click the *Selected Sites* tab to show only selected sites and review your selections.
- If satisfied, click **Continue** and the panel shown in [Figure 5-4](#) is displayed. Check the boxes to select user groups that will be able to view and/or modify the report.

The screenshot displays a 'User Groups' selection screen. At the top, there is a search bar and a 'Selected user Groups (0)' indicator. Below this is a list of user groups, each with a checkbox. The user groups listed are:

- 123 Organization Admin
- Anthem DFS Organization Admin
- Campaign UG
- Child - child user grp
- childusp@11
- DFS child org1 Organization Admin
- DFSTestOrg Organization Admin
- Dover Fueling Solutions Organization Admin
- Dover Site Admin ORG Organization Admin
- Dover Site Admin UserGroup
- DoverSubChild Organization Admin
- DX Delegate Organization Admin
- DX Fleet QA 2.0 dover Org Organization Admin
- DX Promote Organization Admin
- DxFleet Alert Notification Org Organization Admin
- Fleet Cirrus Organization 1.0 Organization Admin
- FLTestUserGroup
- FoodTempMonitorAdminUG
- FoodTempMonitoringUG
- General Hydration Service

At the bottom of the screen, there is a 'Items per page: 20' dropdown and a '1 - 20 of 42' indicator. Below the list are 'Cancel' and 'Complete' buttons.

**Figure 5-4 User Groups**

- Click the *Selected user Groups* tab to show only selected user groups and review your selections. If satisfied, click **Complete** to save the report.

## 6 ALARMS

The Alarms tab provides a list of alarm events from the site devices. In addition to page navigation, you can also click “Filter by” to further refine the listed alarms by *Time Range* or *Alarm Type*.

- The ACTIVE tab is shown by default, which shows alarms that have not been resolved. To resolve an alarm, move the mouse pointer over the alarm to display the **Mark as resolved** link. Click to resolve the alarm and it is moved to the RESOLVED tab.

**NOTE!** Alarms are also automatically resolved by the system when the condition is no longer present. Automatically resolved alarms are listed on the RESOLVED tab.

Alarm Type	Site	Device	Type	TimeStamp	
SPM Breach	NotificationAlerts@1stFeb	Fueling Point 4, 2	Dispenser	3 days ago	<a href="#">Mark as resolved</a>
SPM Breach	Automation_Test	N/A	N/A	3 days ago	
Printer Paper out	NAPS SST Verifone Terminal	Fueling Point 1	Dispenser	3 days ago	

**Figure 6-1 Alarms Tab - Active Alarms**

- The RESOLVED tab shows alarms that have already been resolved. The *Resolved by* column shows the name of the user that manually resolved the alarm, or shows *Automatic* for alarms that were automatically resolved by the system.

Alarm Type	Site	Device	Type	Timestamp	Resolved by
Door Security Disabled	svmx-tests	Fueling Point 4	Anthem	an hour ago	Automatic
SPM in Maintenance Mode	Dev-Krakow	Fueling Point 3	Anthem	4 days ago	Automatic
SPM in Maintenance Mode	Dev-Krakow	Fueling Point 3	Anthem	4 days ago	Automatic
SPM in Maintenance Mode					

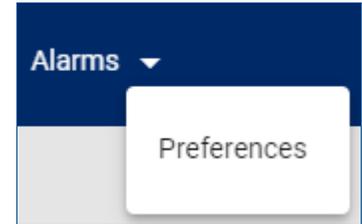
**Figure 6-2 Alarms Tab - Resolved Alarms**

## 6.1 ALARM PREFERENCES

Alarm Preferences allows configuring notification of specific alarm types by email or text message. Perform the following steps to configure Alarm Preferences.

1. Click the down arrow icon next to the **Alarms** tab, then select **Preferences** from the pull-down. See [Figure 6-3](#).
2. The Alarm Preferences are displayed as shown in [Figure 6-4](#). Click the switch under the *SMS* or *Email* columns to enable or disable the sending of text messages or email to you when an alarm occurs.

**NOTE!** *To update the E-mail and Phone number that will be used for messages, click the down arrow next to your name in the upper-right corner, then click Preferences. Modify the information as needed, then click Update to save the changes.*



**Figure 6-3 Alarm Preferences Pull-Down**

Alarms > Preferences

### Alarm Preferences

Alarm	Description	SMS	Email
Printer Paper out	Printer indicates that it is out of paper	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
Bad Card Read	One or more recent card read failures	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
Printer Paper Jam	Printer indicates that paper is jammed	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
SPM Breach	Secure Payment Module indicated a breach condition	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
SPM Low Battery	Secure Payment Module battery level indicates 20% remaining charge	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
Slow Flow Rate	The observed rate of fuel flow has dropped below a designated minimum flow rate	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
Door Security Breached	Door Security indicates that it is breached	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
Door Security Disabled	Door Security indicates that it is disabled	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
SPM in Maintenance Mode	Secure Payment Module is in Maintenance Mode	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
Device Offline	Loss of communications with the device	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON
Printer Offline	Printer indicates that it is Offline	<input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON

**Figure 6-4 Alarm Preferences**

# USER GUIDE

## DX Monitor™ Remote Monitoring and Management Solution

*DFS DX™ Software Platform  
powered by Dover Fueling Solutions (DFS)*

This product complies with Part 15 of the FCC rules and regulations. Operation is subject to the following two conditions:

- (1) This product may not cause harmful interference, and
- (2) this product must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device as set forth in Part 15 of the FCC Rules. Those 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 it is not installed and used in accordance with the instruction manual, it may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case you will be required to correct the interference at your own expense.

Any modifications made to this product not approved by Dover Fueling Solutions could void your authority to operate this equipment.

### Warranty

Any alterations, additions, or unauthorized work, performed on the equipment without the manufacturer's express written consent shall void any existing product warranty. Please see product warranty information for additional details. Use only genuine parts.

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# USER GUIDE

## DX Monitor™ Remote Monitoring and Management Solution

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