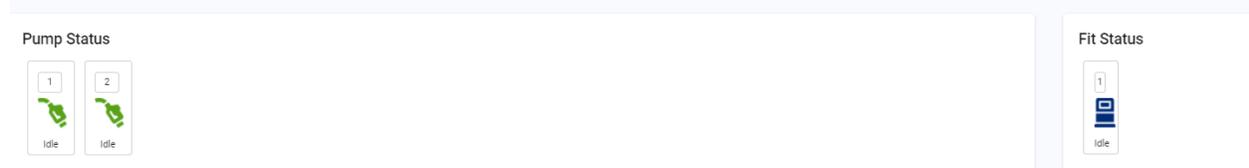


Clearing pump sentry in the application

On the Dashboard page select the site you wish to view from the Site Selection drop-down list.

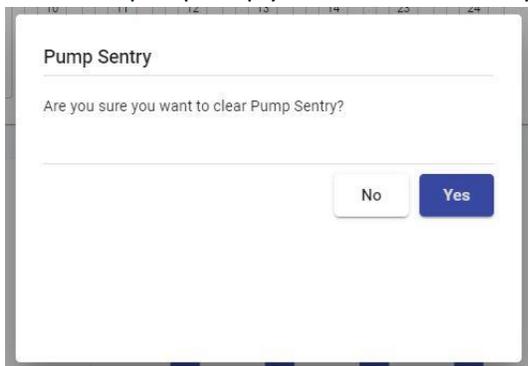
Here you can view the last known status of your sites pumps and fuel island terminals



If one or more of your pumps have entered pump sentry mode the icon will change to a red sentry icon

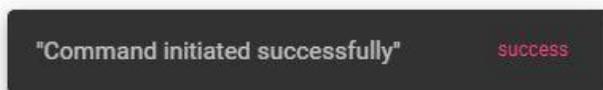


To reset a pump simply select this icon and you will receive the following pop up message

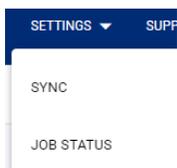


Select Yes

Once selected this will prompt you that the pump sentry message was sent.



This message does not mean the command was accepted just yet. To view the sentry status navigate to Settings and select Job Status



From Job Status you will be able to see if the command is still in progress, completed successfully, or failed

Job Category	Job Status	Job Message	Created Date	Completed Date
Clear Pump Sentry, Pump #23	In-Progress	-	Aug 12, 2022, 3:52:58 PM	-

Once completed you should see Clear Pump Sentry request was successful and the time it was completed

Job Category	Job Status	Job Message	Created Date	Completed Date
Clear Pump Sentry, Pump #23	SUCCESS	Clear Pump Sentry request was successful.	Aug 12, 2022, 4:02:48 PM	Aug 12, 2022, 4:03:28 PM

If you the command is stuck in-Progress or failed, then additional troubleshooting may need to be done.

For example, sometimes the Admin password has expired, and you will receive the following message that the password was invalid. This password expires every 90 days and will need to be updated before clearing the pump sentry in the application will work normally.

Job Category	Job Status	Job Message	Created Date	Completed Date
Clear Pump Sentry, Pump #23	ERROR	Invalid password. Unable to login.	Aug 12, 2022, 3:52:58 PM	Aug 12, 2022, 3:54:28 PM

It is important to note that when updating the password for the fuel site controllers Admin password this password also gets updated in the application under Settings, sites, edit, controller settings



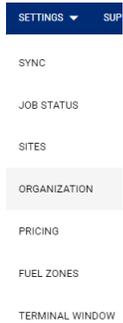
If you are unsure how to reset this password, we also have a document on this in our knowledge base articles link in the DX Fleet Help page.

After clearing pump sentry, your Dashboard page should show all pumps have returned to idea status and are green again.



Manually reset a pump in terminal window

If you are unable to clear the pump sentry and would like to clear it in the terminal window. Navigate to Settings Terminal Window



Select you site and hit connect.

Once connected you should see ">" symbol, this make take a moment if your site is currently syncing and updating cards and transactions.

You can clear pump sentry with either the Privileged Password or the Admin password. Certain commands will be restricted to Admin only but we will describe the process below.

1. To login as Privileged also known as main password type "hello" then enter this password when prompted

If you know the pump number that needs to be reset you can simply type the following.

"install pump #" replacing # with the correct pump number. See below for an example where we install pump 23 manually

```
Admin>  
Admin> install pump 23  
ECT 1 Position 1 Pump # 23 Okay
```

At this point your pump should be reset and you can disconnect.

After the sync is complete your dashboard page should show the updated status.



If you are unsure which positions are in pump sentry mode do the “show system” command to see any positions that have pump sentry enabled. Positions with ()’s have pump sentry enabled

```
> login Admin
Enter Password: *****
Welcome Admin
Admin> show sys

FSC3000: PA-DSS Certified Version: 3.1
Card Record Features Version #: 1.20j - Build:7119
Loader Ver: 1.01A Jun 30,2005 Loader2: 1.02E
```

```
Installed PCTs:
(dpc) PCT 1, Positions: (1), 2
Status --running
```

It’s important to note that position is not the thing as pump number. In this example Pct 1 Pos 1 is actually pump 23 as seen in the above example.

To determine the pump number do the “show Pct # pos #” and it will tell you Pct # Pos # Pump # or whatever number your pump is. For example “Show Pct 1 pos 1” will display “PCT 1 Position 1 Pump 23”

If logged in as Admin you can also just install this position without knowing the pump number by doing the command “install PCT # POS #” replacing # with the pct and the position number shown for that pump. This command is restricted to Admin only.

After doing the “install pump #” or “install PCT # POS #” command you should see the ()’s go away if you do another “show system” command.

```
Installed PCTs:
(dpc) PCT 1, Positions: 1, 2
Status --running
```

If all positions have no more ()’s around them then pump sentry is not enabled on any pumps. After this is done you can disconnect from the terminal window.

In a few minutes your site status should update again showing your pump is now green and idle waiting for someone to fuel.

