



Applause™ Media System

Installation, Service, and Parts Manual

MDE-4699M

Computer Programs and Documentation

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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.

Supplier's Declaration of Conformity

47 CFR § 2.1077 Compliance Information

Unique Identifier: OMNIAM16183

Responsible Party – U.S. Contact Information

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FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interferences that may cause undesired operation.

Approval

Gilbarco is an ISO 9001:2008 registered company.

Underwriters Laboratories (UL):

UL File#	Products listed with UL
MH1941	All Gilbarco pumps and dispensers that bear the UL listing mark.
MH8467	Transac System 1000 and PAM 1000
E105106	Dell DHM Minitower
E165027	G-SITE and Passport Systems

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 Conformance (CoC):

Gilbarco 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 #
02-019	Encore	Nxx	02-036	Legacy	Jxxx
02-020	Eclipse	Exx		G-SITE Printer (Epson)	PA0307
	Meter - C Series	PA024NC10		G-SITE Distribution Box	PA0306
02-025	Meter - C Series	PA024TC10		G-SITE Keyboard	PA0304
	CRIND	—	02-037	G-SITE Mini Tower	PA0301
	TS-1000 Console	—		G-SITE Monitor	PA0303
	TS-1000 Controller	PA0241		G-SITE Printer (Citizen)	PA0308
02-030	Distribution Box	PA0242	02-038	C+ Meter	T19976
	Meter - EC Series	PA024EC10	02-039	Passport	PA0324
	VaporVac Kits	CV	02-040	Ecometer	T20453
			05-001	Titan	KXXY Series

Trademarks

Non-registered trademarks

Applause™ Media System	G-CAT™	MPD™	Surge Management System™
CIM™	Gilbert™	Optimum Series™	Tank Monitor™
C-PAM™	G-SITE® Link™	PAM 1000™	TCR™
Dimension™	G-SITE® Lite™	PAM 5000™	Titan™
Ecometer™	G-SITE™	PAM™	The Advantage™ Series
ECR™	Highline™	Passport™	Trimline
EMC™	Horizon™	SMART CRIND™	Ultra-Hi™
Eclipse™	InfoScreen™	SMART Meter™	ValueLine™
e-CRIND™	MultiLine™	SmartPad™	
FlexPay™	Making Things Better™	Super-Hi™	

Registered trademarks

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Encore®
Gilbarco®
Legacy®
Performer®
Transac®
TRIND®
VaporVac®

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GOLDSM

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Use of these names, logos, and brands does not imply endorsement.

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1 – Introduction

Important Applause™ Media System Information

The Gilbarco® Veeder-Root® Site Server is part of the Applause Media System.

You are required to auto-register the Applause Site Server with Gilbarco during the start-up process.

Note: For complete auto-registration instructions, refer to “Installation” on page 3-1 and “Start-Up” on page 4-1.

IMPORTANT INFORMATION

For options to connect Applause Media System to the dispensers, refer to “Connection to Dispensers” in the “Related Documents” section on page 1-3.

Applause Site Server programming information (i.e., hostname, location ID, etc.) can be found on the Gilbarco extranet at <http://www.gilbarco.com/interactive/login.cfm>. Once logged in, select **Applause Sites**. For more information, refer to “Configuring Applause Media System” on page 4-4.

Figure 1-1: Applause Sites



Note: It is required that all color/Applause Media System installation sites use high-speed/broadband connections. Customers who insist on dial-up connections for the Control Center will be limited to a few static advertisements and coupon offers.

If the Internet Protocol (IP) addresses used at the site are not the Gilbarco default settings, it is the responsibility of the Authorized Service Contractor (ASC) to contact the site's IT personnel to determine and record the IP addresses that each piece of equipment will use, and program the equipment accordingly. Depending on the site's IP connectivity, configurations may vary. To set up the site IP configurations, refer to "[Appendix D - Broadband Router and Network Configuration](#)" on page D-1.

Note: The connectivity to the Control Center could change at the site due to various reasons (unplugged cable, termination of broadband service, change in remote service provider, and so on). You may need to reconfigure the site server. To reconfigure the IP address, refer to "[Appendix C - Configuring Site Server IP Addresses for Applause Media System \(When IP Addresses Are Changed\)](#)" on page C-1. You may need assistance from the site's IT personnel.

If you do not have or know the IP scheme that is to be used at the site, contact the site's IT personnel.

Verify that the Control Center is set up properly and is ready to provide connectivity before leaving the site. Use your laptop to access the programming and diagnostic section of the Gilbarco Site Server. The Control Center is a Gilbarco website that connects with the Gilbarco Site Server automatically every night. The Gilbarco Site Server initiates the connection to the Control Center. When connected, the Gilbarco Site Server retrieves advertising which was created and set up by the merchant. Before leaving the site, verify if the promotional content is displayed at the dispenser. This confirms that the Applause Media System is communicating with the dispensers.

You must be an Applause Media System-certified technician to receive help from the Gilbarco Technical Assistance Center (TAC). To enroll into the course, send an e-mail to technicaltraining@gilbarco.com, stating your technician number and willingness to enroll in the course.

Purpose

This manual provides the following information:

- Introduction to the Applause Media System
- Installation instructions for the in-store equipment
- Service information for the entire range of Applause Media System (in-store and forecourt) equipment
- Parts lists for in-store equipment of the Applause Media System

Note: The Applause Media System software can be installed on the Gilbarco Site Server hardware platform. The term "Gilbarco Site Server" is used throughout this manual and refers to the hardware. The term "Applause Media System" is used to refer to the software component.

Intended Users

This manual is intended for Gilbarco-certified ASCs who are trained on Encore dispensers, Point of Sale (POS) systems, and Applause Media System.

Required Tools and Equipment

The following tools are required for the installation and service of the Applause Media System:

- Laptop loaded with the latest software for CRIND® and dispensers (for software downloading procedures, refer to *MDE-3921 Laptop Tool User Reference Guide*).
- Ethernet® Cable [crossover and standard (for connecting the laptop to Long Range Ethernet (LRE) switch)]
- Universal Serial Bus (USB) to Ethernet Adapter
- Standard Socket Set (SAE)
- Phillips® and Flat-blade Screwdrivers
- Electric Drill (to be used inside the site, not at the dispenser)
- Drill Bits for various wall types (masonry, wood, and sheetrock)
- Mounting Anchors and/or Screws (to hold 10 pounds, not supplied)
- Electrostatic Discharge (ESD) Ground Strap
- Keyboard and Monitor (for diagnostics)
- Software Installation USB Drive or CD-ROM
- CRIND Diagnostic Card (Q12534-170)

Note: A USB keyboard is preferred. A PS/2 keyboard can also be used. If a PS/2 keyboard is used, the system to which it is attached needs to be rebooted.

Common Terms

Term	Description
10 BASE-T	A method for implementing an Ethernet using Unshielded Twisted-pair (UTP) wiring that is defined in American National Standards Institute (ANSI)/Institute of Electrical and Electronics Engineers (IEEE) 802.3. The first number may vary and corresponds to the data rate (10 Megabits per second in this case).
Ethernet Cable	A specification for UTP wiring used in a Local Area Network (LAN) and defined in Telecommunications Industry Association/Electronic Industries Alliance (TIA/EIA) 568 B.
Ethernet	Network architecture for a LAN that defines the communication medium and messages sent on that medium.
Forecourt	Area at a C-Store or gasoline station where CRIND devices/dispensers are located.
LAN	Communications system that connects various pieces of electronic equipment within an office or building.
Telco	Telephone company
Telnet	Terminal Emulation Network
Twisted-pair	Two insulated copper wires twisted around each other to reduce induction (interference) from one wire to the other.

Related Documents

Document Number	Title	GOLD SM Library
FE-363	Field Wiring Diagram Encore 500 and Encore 700 Dispensers (M07555 Power Supply Only)	<ul style="list-style-type: none"> • Encore and Eclipse® • Encore and Eclipse Installers • Field Wiring Diagrams
MDE-3921	Laptop Tool User Reference Guide	<ul style="list-style-type: none"> • Encore and Eclipse • Encore and Eclipse Installers

Document Number	Title	GOLD SM Library
MDE-3985	Encore Installation Manual	<ul style="list-style-type: none"> • Encore and Eclipse • Encore and Eclipse Installers • Footprints and Elevations
MDE-4185	CRIND Encore 700 S Electronics CRIND BIOS Configuration Interface Manual	<ul style="list-style-type: none"> • CRIND and TRIND[®] • Encore and Eclipse
MDE-4703	Color Screen Upgrade Kit and Audio/Network Connectivity Board Installation Instructions for Encore 500 and Encore S	<ul style="list-style-type: none"> • Encore and Eclipse • Applause Media System
MDE-4769	Personality Screen Change for Color Screen Update and/or Upload Instructions	<ul style="list-style-type: none"> • Encore and Eclipse • Applause Media System
MDE-5093	Encore 700 S Applause Media System Upgrade Kit (M12156K001) Installation Instructions	<ul style="list-style-type: none"> • Encore and Eclipse • Encore and Eclipse Installers
Connection to Dispensers		
MDE-4917	FlexPay [™] Connect D-Box Installation Manual	FlexPay Connect
MDE-5103	Forecourt Ethernet Over CAT5E/CAT6 Connectivity Instructions	<ul style="list-style-type: none"> • Encore and Eclipse • CRIND and TRIND
MDE-5265	BRCM2 Installation and Upgrade Instructions	<ul style="list-style-type: none"> • Advantage[®] and Legacy • Encore and Eclipse • FlexPay Connect
MDE-5314	Insite360 Encore Remote Management Installation, Start-up, and Service Manual	<ul style="list-style-type: none"> • FlexPay EPP and SCR • FlexPay IV

Abbreviations and Acronyms

Term	Description
ACP-3	Automatic Call Processor - 3-ports
ACPI	Advanced Configuration and Power Interface
ANSI	American National Standards Institute
APIC	Advanced Programmable Interrupt Controller
ASC	Authorized Service Contractor
AWG	American Wire Gauge
BIOS	Basic Input/Output System
BRCM	Back Room Communication Module
CAT5	Category 5
CCN	CRIND Control Node
CMOS	Complementary Metal-oxide-semiconductor
CRIND	Card Reader in Dispenser
D-Box	Distribution Box
DMA	Direct Memory Access
DNS	Domain Name System
DSL	Digital Subscriber Line
DVMT	Dynamic Video Memory Technology
EHCI	Enhanced Host Controller Interface
EIA	Electronic Industries Alliance
EMV [®]	Europay [®] , MasterCard [®] , and Visa [®]
ESD	Electrostatic Discharge
FCC	Federal Communications Commission

Term	Description
GOLD	Gilbarco Online Documentation
IDE	Integrated Drive Electronics
IE	Internet Explorer®
IEEE	Institute of Electrical and Electronics Engineers
IP	Internet Protocol
IRQ	Interrupt Request
J-box	Junction Box
LAN	Local Area Network
LED	Light Emitting Diode
LMS	Learning Management System
LRE	Long Range Ethernet or Long Reach Ethernet
NEC®	National Electrical Code
NFPA	National Fire Protection Association
NIC	Network Interface Card
PCI	Payment Card Industry
POS	Point of Sale
PVC	Polyvinyl Chloride
RFI	Radio Frequency Interference
RGA	Returned Goods Authorization
SATA	Serial Advance Technology Attachment
SSH	Secure SHell
SSL	Secure Sockets Layer
TAC	Technical Assistance Center
TCG	Trusted Computing Group
TCP	Transmission Control Protocol
TIA	Telecommunications Industry Association
TPM	Trusted Platform Module
TRIND	Transmitter/Receiver in Dispenser
UL®	Underwriters Laboratories
UPS	Uninterruptible Power Supply
USB	Universal Serial Bus
UTP	Unshielded Twisted-pair
VAC	Voltage Alternate Current
VDC	Voltage Direct Current
VGA	Video Graphics Array
VPN	Virtual Private Network
WAN	Wide Area Network

System Overview

This section contains information on system operation, descriptions, and functions of major components. The Gilbarco Site Server hosts the Applause Media System and consists of or is associated with the following:

- Gilbarco Site Server
- Transmission Control Protocol (TCP) connection to dispensers [Category 5 (CAT5), LRE, and Back Room Communication Module (BRCM)]
- One of the following:
 - Electrical Junction Box [J-box (if there is twisted-pair wiring in the spare conduit)]
 - High-speed isolation box (if there is twisted-pair wiring in the AC conduit)

Note: The high-speed isolation box is supplied by Gilbarco, if required. However, the electrical J-box is not supplied by Gilbarco.
- Various Communications Cables
- Network Connectivity Board
- High-speed Isolation Board (located within high-speed isolation box)
- Hub for Wide Area Network (WAN) sites

The Gilbarco Site Server initiates and maintains a communication interface with the forecourt equipment. The Gilbarco Site Server communicates through a broadband connection to the Gilbarco Control Center.

The LRE switch allows connections to eight dispensers. It is a point of contact where a server can be connected physically to all the client devices. The LRE switch is capable of providing upto 10/100 Mbps (Megabits per second) of data transmission.

The Automatic Call Processor - 3-ports (ACP-3) phone router or the STICK phone router enables one phone line to connect to up to three devices.

Specifications

Gilbarco Site Server (PA03580003, PA03580003A/B, and PA03580004)

Parameter	Value		
	PA03580003	PA03580003A/B	PA03580004
Height	13" (329 mm)	1.75" (44.45 mm)	1.26" (32 mm)
Width	5.4" (136 mm)	17.13" (435 mm)	6.34" (161 mm)
Depth	15.5" (394 mm)	16" (406.4 mm)	4.25" (108 mm)
Weight	21 lbs. (9.5 kg)	21 lbs. (9.5 kg)	1.54 lbs. (700 g)

Note: PA03580003 and PA03580003A/B Servers are obsolete.

LAN Routers

Parameter	Value		
	Q13708-05A (8-port)	Q13708-06 (16-port)	Q13708-08B (4-port)
Height	1.9" (48 mm)	2.52" (64 mm)	1.52" (38.5 mm)
Length	6.2" (157 mm)	7.24" (184 mm)	7.87" (200 mm)
Width	7.3" (185 mm)	5.98" (152 mm)	5.12" (130 mm)
Weight	17.8 oz (0.5 kg)	16.93 oz (0.48 kg)	24 oz (0.68 kg)
Operating Temperature	32 to 122 °F (0 to 50 °C)	32 to 122 °F (0 to 50 °C)	32 to 104 °F (0 to 40 °C)
Storage Temperature	-4 to 158 °F (-20 to 70 °C)	-4 to 158 °F (-20 to 70 °C)	-4 to 158 °F (-20 to 70 °C)
Operating Humidity	5 to 95% (non-condensing)	10 to 85% (non-condensing)	5 to 95% (non-condensing)
Storage Humidity	5 to 90% (non-condensing)	5 to 90% (non-condensing)	5 to 90% (non-condensing)
Electrical	External, 5 VDC, 3 A	3.3 VDC, 3 A	12 V, 1A
Certification	FCC Class B, CE Mark Commercial	FCC Class B, CE, ICES-003	FCC Class B, CE Class B

IMPORTANT INFORMATION

The dial-up connection is optional and limits the customers to a few static advertisements and coupon offers. When using the Applause Media System, a broadband connection is strongly recommended for audio and video functionality.

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2 – Important Safety Information

Notes: 1) *Save this Important Safety Information section in a readily accessible location.*

2) *Although DEF is non-flammable, Diesel is flammable. Therefore, for DEF cabinets that are attached to Diesel dispensers, follow all the notes in this section that pertain to flammable fuels.*

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 must 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 Submersible 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 Gilbarco 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 the Technical Assistance Center (TAC) at 1-800-743-7501. 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 Health Administration (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 Gilbarco replacement parts and retrofit kits on your pump/dispenser. Using parts other than genuine Gilbarco 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.

DEF is non-flammable. Therefore, explosion and fire safety warnings do not apply to DEF fluid lines.

Important Safety Information

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

In the event of inclement weather, including snow, ice, or flooding that makes driving conditions dangerous, please avoid servicing units. Always use available door stops to secure upper doors against unwanted/unexpected movement, especially during high winds. If necessary, reschedule service to avoid damage to the equipment. Weather may change unexpectedly; be aware of local weather conditions. During service, if conditions develop making service unsafe, close the unit(s) and proceed to a safe location.

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.



Gilbarco Veeder-Root encourages the recycling of our products. Some products contain electronics, batteries, or other materials that may require special management practices depending on your location. Please refer to your local, state, or country regulations for these requirements.

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/DEF 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

DEF generates ammonia gas at higher temperatures. When opening enclosed panels, allow the unit to air out to avoid breathing vapors. If respiratory difficulties develop, move victim away from source of exposure and into fresh air. If symptoms persist, seek medical attention.

WARNING



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

WARNING



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

WARNING



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

WARNING




DEF is mildly corrosive. Avoid contact with eyes, skin, and clothing. Ensure that eyewash stations and safety showers are close to the work location. Seek medical advice/recommended treatment if DEF spills into eyes.

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

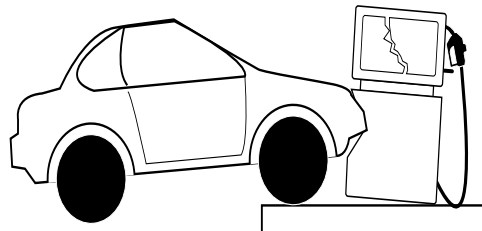
Lockout/Tagout

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.
DEF is non-flammable. However, it can create a slip hazard. Clean up spills promptly.	

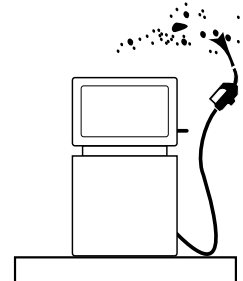
The following actions are recommended regarding these hazards:



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 – Installation

Before You Begin

Planning for Installation

The Gilbarco Site Server systems consist of in-store and forecourt (at-dispenser) components. Plan the installation so that downtime at the site is minimized. It is recommended that you complete the forecourt installation before you begin work on the in-store equipment.

Perform the start-up procedure (loading the software from USB drive or CD-ROM and configuration) on the Gilbarco Site Server (setup and programming) before site delivery, whenever possible. This procedure will shorten the start-up time onsite. You need the location ID and Control Center hostname for the location to configure the server.

The Gilbarco Site Server must be registered before it can be used to display content. You will be prompted to register the site server online after installing the software and configuring the server settings. You need the site server serial number and Learning Management System (LMS) ID number to register the server.

IMPORTANT INFORMATION

For the Applause Media System installation and startup process, you must fill the Applause Media System installation checklist provided in [“Appendix A - Applause Media System Installation Checklist”](#) on [page A-1](#), and carry it with you to the site.

For more information on how to install FlexPay connect Distribution Box (D-Box), refer to *MDE-4917 FlexPay Connect Distribution Box Installation Manual*.

Work Area Precautions

WARNING

- Energized circuits may cause severe injury or death.
- Ensure that power to the components and areas affected has been turned off and the appropriate lockout/tagout steps have been taken.

CAUTION

Unauthorized access into the work area may present a personal injury hazard. Ensure that work areas are properly barricaded.

Installing Applause Media System

Only ASCs trained and certified on Encore and Applause Media Systems can perform the installation and service of the Gilbarco Site Server system and associated equipment. Use of unauthorized service personnel to install, repair, or service these units will void the warranty.

Unpacking Equipment

When the equipment arrives at the distributor location, each unit must be unpacked and inspected for possible shipping damage. If damage is evident, it must be reported to the carrier. Shipping damage is not covered under Gilbarco's warranty policy. After visual inspection, place the unit back in the shipping carton to prevent damage or undue exposure to the elements, and transport it to the installation site. Store indoors in a safe place until the unit is ready for installation.

Returning Components

Components returned to Gilbarco under warranty or for repairs are subject to severe shipping damage, if not packaged properly. If original packing materials are unavailable, use a durable reinforced corrugated box and obtain suitable packing material such as "PAKON" polyfoam chips, polyurethane foam chips, or polystyrene foam chips. Fill the bottom of the box with at least 2 inches of packing material. Ensure that each component is packed firmly. It is also recommended that you insure the package completely.

All returned items must be accompanied by a Returned Goods Authorization (RGA) form. Remember to include the return shipping information and the description of the malfunction with the components.

Note: If the component arrives at Gilbarco in a damaged condition, it will be determined if the damage was a direct result of improper packing. Such damage will not be covered under the original factory warranty. The customer will have to bear the cost of the repair necessary to correct such damage.

Basic Site Criteria

Installation of the Gilbarco Site Server systems must be in accordance with the National Electrical Code (NEC), National Fire Protection Association (NFPA 70®), the Automotive and Marine Service Station Code NFPA 30A, and any state or local electrical requirements. For Canadian installations, the Canadian Electrical Code CSA C22.1 is also applicable.

The site must have electric service-allowing compliance and fulfill all installation requirements of a complete fueling system.

An enclosed weather-protected structure must be located on the site for housing the in-store portion of the Gilbarco Site Server system. The ambient temperature of the storage room must not exceed 130 °F (55 °C). This maximum temperature is allowed only if the equipment has free air flow.

The data cabling between the Gilbarco Site Server and associated data systems must be kept away from all other power and control lines, except the intercom wiring.

The dispenser units must be equipped with the latest version of pump node software to allow Applause Media System to function. The CRIND devices must be equipped with CRIND Control Node (CCN) software (V03.0.20 or later for Encore 500).

Physical Placement

Place the Gilbarco Site Server in an area that is not subject to extreme temperature variations. The ambient temperature must remain relatively constant. Do not install the Gilbarco Site Server in a position exposed to direct sunlight or provide a suitable sunscreen.

The Gilbarco Site Server must be installed at least 18 inches above the floor. Place the Gilbarco Site Server in an area that minimizes the possibility of liquids being spilled on it. The Gilbarco Site Server must be located within 6 feet of the power source (electrical outlet).

Note: A 6-foot cable is shipped with the kit. However, the Gilbarco Site Server can be farther away from LRE switch if preferred by the customer; the customer must provide a longer cable.

Placement of the electrical J-box, LRE switch, and modem must be considered in relation to the Gilbarco Site Server to accommodate the communication cables.

Electrical Wiring Requirements

The receptacle(s) that provides power to the Gilbarco Site Server must be properly installed on the isolated ground receptacle (Hubbell® #IG5261 or equivalent). This type of receptacle is easily identified by its bright amber color and by the triangle embossed onto the face of the outlet. The green grounding screw must be attached to the grounding conductor.

- All electrical wiring must conform to the NEC and local wiring codes, as well as the criteria in this manual.
- All AC wiring must be on the same electrical phase as all of the other Gilbarco site equipment.
- One conduit from the breaker panel to the Gilbarco Site Server location is required. The conduit must contain three 14 American Wire Gauge (AWG) wires: 115 VAC hot, neutral, and ground; or 230 VAC L1, L2, and ground. Do not use the electrical conduit to provide the earth ground.
- The circuit that powers the Gilbarco Site Server must not power other devices. This circuit must not share a conduit with wiring for devices that draw high amperage, such as compressors, and freezers, or devices that are sources of Radio Frequency Interference (RFI), such as TVs, microwaves, and intercoms.

Ethernet Wiring Requirements

Ethernet wiring must be installed in accordance with the ANSI/TIA/EIA 568 B Standards and Amendments.

The two wiring options for the Applause Media System are as follows:

- CAT5 Ethernet run must be under 280 feet and in non-AC conduit.
- UTP data wires in either conduit.

Note: Twisted-pairs in the AC conduit will require an isolation box in the back room.

Primary wiring recommendations [for twisted-pair Digital Subscriber Line (DSL)]:

- Q13221-02 Wire-300 V stranded, annealed copper-tinned with Polyvinyl Chloride (PVC) insulation.
- Type TFFN or NTW, Underwriters Laboratories (UL)-approved, gasoline and oil-resistant.
- 18 AWG wire with 10-12 twists per foot.

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4 – Start-Up

Start-Up Preparation

Before going to the site, ensure the following:

- The latest versions of pump and CRIND software are present on your laptop. Update the software, if required.
- V5.5 or later Internet Explorer (IE) browser installed on your laptop. Communicate with the site and obtain information about the site's communication scheme and IP settings.
- For color display, ensure that you use the latest version of site server software, along with the site server software USB drive or CD-ROM.
- Site has determined and installed the appropriate cable for communication between the store and the forecourt (Ethernet or twisted-pair DSL).

Before Start-Up

IMPORTANT INFORMATION

Ensure that all dispensers and CRIND devices are upgraded to the correct versions of software and/or hardware.

Before start-up, ensure the following:

- The ASC has reviewed the installation to ensure that a safe and proper installation was performed.
- AC power is available and secured for all components.
- All Gilbarco Site Server equipment is on the same electrical phase as all other Gilbarco equipment.
- All components that require power are connected to the power source on the same phase.
- If the site server will be integrated with the customer's loyalty program, ensure that the CRIND ID numbers match the POS fueling position numbers. This is required to correctly identify loyalty customers at the forecourt.

CAUTION

The Gilbarco Site Server must be connected to a power supply all the time. Do not connect to a power source that will be disconnected or turned off.

Powering up Equipment

Some devices may have communication and/or power indicators. Check these indicators after power is turned on, according to the manufacturer's instructions. Allow up to two to three minutes for all devices to go through their power-up sequence.

Powering up Gilbarco Site Server

Plug the Gilbarco Site Server power cord into the dedicated power outlet. Allow time for the power-up sequence (about three minutes) to complete.

Installing Software in Gilbarco Site Server

IMPORTANT INFORMATION

Install the site server software and refer to “[Configuring Laptop for Communication and Programming Site Server](#)” on [page 4-3](#) to program the LRE switch before going to the site, if possible. This reduces the time required to spend on the phone at the site.

The site server software is distributed as a CD-ROM ISO image. It may be burned to a USB drive to install the software on a site server that has USB ports but no CD-ROM drive or it may be burned onto a CD-ROM to install the software on a site server that has a CD-ROM drive.

Note: If you will be installing a secondary Network Interface Card (NIC) on a site server that only has one built-in NIC, install the software first, and then install the NIC card. This will ensure that the secondary NIC card will be recognized as the “secondary” card by the site server software.

Installing Site Server Software from USB Drive

To install the site server software from a USB drive, proceed as follows:

- 1 Burn the CD-ROM ISO image onto a USB drive, using the “Linux Live USB Creator” utility (available from <http://www.linuxliveusb.com>).
- 2 Ensure that the Gilbarco Site Server is powered down.
- 3 Insert the USB drive containing the software in an available USB port on the site server, then press the power button on the site server. The setup and installation process begins. The installation will take about 10-20 minutes.

When the installation is complete, you will hear a repeating pattern of three short beeps from the server. It is recommended that you attach a monitor to the server to be able to see the installation progress on screen and verify that the installation is complete. Remove the USB drive and press RESET. After the server reboots (about three minutes), it will be ready for programming using the laptop.

Notes: 1) If the server does not start beeping within 15 minutes, call TAC and refer to “[Gilbarco Site Server Software Not Loading](#)” on [page 5-4](#).

- 2) *If the Gilbarco Site Server that you have does not have a reset button, press and hold the power button until the device powers down, then release the button and press it once to turn it back on.*

Installing Site Server Software from CD-ROM

To install the site server software from a CD-ROM, proceed as follows:

- 1 Ensure that the Gilbarco Site Server is powered up.
- 2 Insert the CD-ROM containing the software in the site server's CD-ROM drive, and press RESET. The setup and installation process begins. The installation will take about 10-20 minutes.

Note: If the Gilbarco Site Server that you have does not have a reset button, press and hold the power button until the device powers down (about five seconds), then release the button and press it once again to turn the site server back on.

When the installation is complete, the CD will eject automatically, and you will hear a repeating pattern of three short beeps from the server. Remove the CD and press RESET. After the server reboots (about three minutes), it will be ready for programming using the laptop.

*Notes: 1) If the CD does not eject within 15 minutes and/or the server does not start beeping, call TAC and refer to “Gilbarco Site Server Software Not Loading” on page 5-4.
2) If the Gilbarco Site Server that you have does not have a reset button, press and hold the power button until the device powers down, then release the button and press it once to turn it back on.*

Configuring Laptop for Communication and Programming Site Server

To configure the laptop for communication and program the site server, proceed as follows:

CAUTION

Record the current laptop network settings to restore the office network connections, if required.

- 1 Right-click **My Network Places** on the laptop.
- 2 Click **Properties**.
- 3 Right-click **Local Area Connection** (usually COM1).
- 4 Click **Properties**.
- 5 Select **Internet Protocol (TCP/IP)**.
- 6 Click **Properties**.
- 7 Enter the following information:
 - IP Address
 - Subnet Mask

Note: The IP address is different for each customer when you use a network connection.
- 8 Click **OK > OK**.
- 9 Open your browser.

- 10 Enter the Gilbarco Site Server IP address (10.5.48.66). You will be prompted to enter a username and password. Enter “gilbarco” as the username and “admin” as the password. The Setup Screen opens.

Note: The server IP address may be different if the IP address that was programmed previously was different from the default settings.

Figure 4-1: Setup Screen

Configuring Applause Media System

This section provides information on how to configure the Applause Media System.

To configure the Applause Media System, proceed as follows:

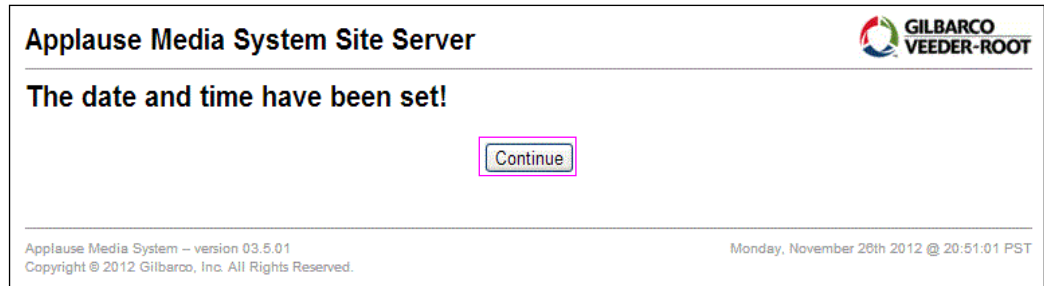
- 1 After you connect to the Gilbarco Site Server IP address, click **Click Here to Begin Setup** in the Setup screen. The Set Date and Time screen opens.

Figure 4-2: Set Date and Time Screen

Note: Ensure that you select the correct time zone.

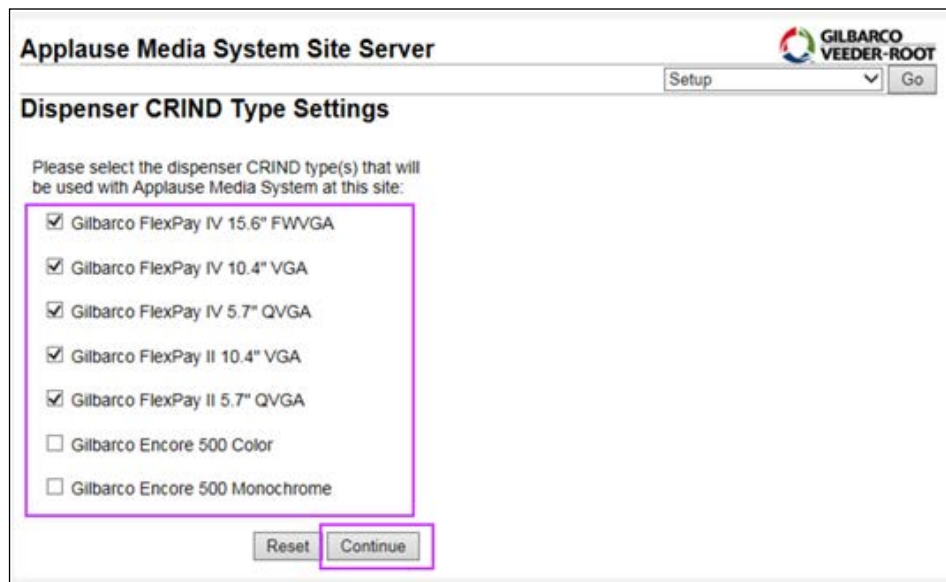
- 2 Enter the Date, Time, and Time Zone on the screen and click **Set**. “The date and time have been set!” screen opens.

Figure 4-3: Date and Time Set Screen



- 3 Click **Continue**. The Dispenser CRIND Type Settings screen opens.

Figure 4-4: Dispenser CRIND Type Settings Screen

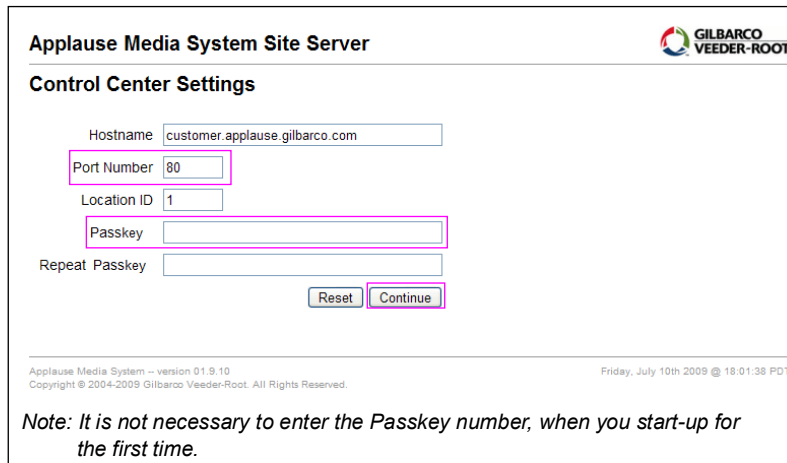



4 Select the dispenser CRIND type(s) at this site and then click **Continue**.

Notes: 1) The Control Center Settings information can be found at Gilbarco extranet at <http://www.gilbarco.com/interactive/login.cfm>. The Port Number must always be set to 80.

2) The Passkey field can be left blank for a new installation as the site server will generate a new random passkey. The passkey is used to authenticate the site server with the Control Center during syncing. If the site server software is reinstalled, you must enter the correct passkey for the site. Passkey is available on the Gilbarco extranet in the Applause Sites link (see [Figure 4-7](#) on [page 4-8](#)). Note the passkey value. It will be necessary for later use (for example, if the site server software is upgraded or reinstalled).

Figure 4-5: Control Center Settings Screen



Applause Media System Site Server 

Control Center Settings

Hostname

Port Number

Location ID

Passkey

Repeat Passkey

Applause Media System -- version 01.9.10
Copyright © 2004-2009 Gilbarco Veeder-Root. All Rights Reserved. Friday, July 10th 2009 @ 18:01:38 PDT

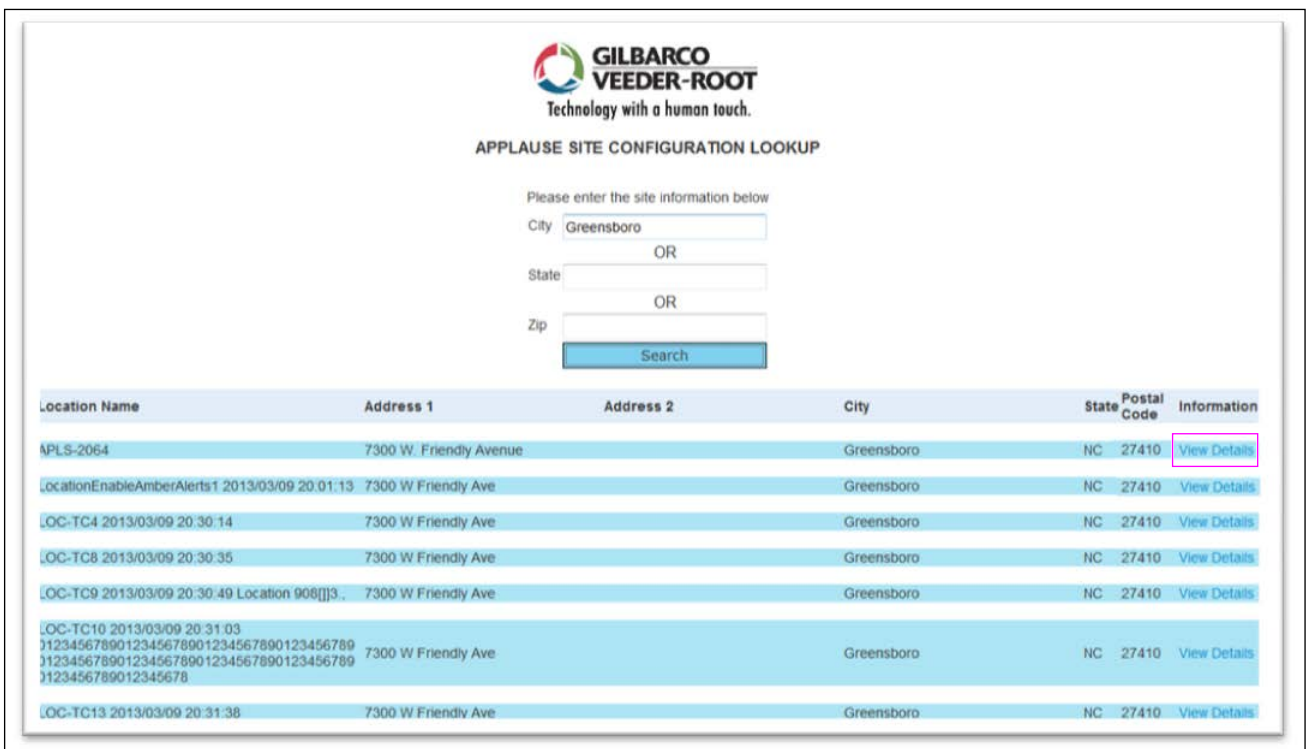
Note: It is not necessary to enter the Passkey number, when you start-up for the first time.

- 5 Fill the Control Center Settings fields using location-specific information and click **Continue**. The Network Settings screen opens (see [Figure 4-8](#) on [page 4-8](#)).

To configure the site server, proceed as follows:

- a Go to <http://www.gilbarco.com/interactive/login.cfm>. Enter the User ID and Password provided by your employer’s gatekeeper. If you do not know your company’s gatekeeper, check with your service manager or dispatcher. Click **Accept and Login**.
- b Select **Applause Sites** to proceed to next page. The Applause Site Configuration Lookup screen opens.

Figure 4-6: Applause Site Configuration Lookup Screen



- c Enter the City, State, or Zip for the site you are installing.

d Locate your site and select **View Details** (see [Figure 4-6](#) on [page 4-7](#)). The Site Server Configuration Information screen opens.

Notes: 1) Use this tool at any time to access the site’s network details for troubleshooting or for service calls. The information displayed is the latest information available from the last sync.

2) If reimaging a server that was previously synced, the passkey should be entered back into the server.

Figure 4-7: Site Server Configuration Information

Site Information		Site Server Configuration Information	
Location Name	NACS / RTC Demo 3	Control Center Host Name	kickback.applause.gilbarco.com
GVR ID		Location ID	3
Site Address 1	Atlanta	Passkey Value	qtaakXsE
Site Address 2		Dispenser CRIND	Gilbarco Encore 500 Color, Gilbarco Encore 700
Site City	Greensboro	Type(s)	10.4" VGA
Site State	NC		
Site Postal Code	27410		
Site Country			
Site Phone			
Contact Email			

[View Site Connectivity Information](#)

Note: Figure 4-7 shows sample data only.

Figure 4-8: Network Settings Screen

← → ↻ ⚠ Not secure | 10.28.82.119/cpanel/setup/network.php

Applause Media System Site Server GILBARCO VEEDER-ROOT

Setup

Network Settings

General Network Settings

Dispenser Download Bandwidth Limitation (MB/s)

Dispenser Video Download Space Available (MB)

Ethernet Settings

Built-in NIC IP Address

Built-in NIC Netmask

Secondary NIC IP Address

Secondary NIC Netmask

Disable Routing Between NICs

Default Gateway Address

DNS Server Address 1

DNS Server Address 2

NTP Server Address

Applause Media System -- version 07.0.03.32856
Control Center [path:applause.gilbarco.com] Location ID [21]
Ubuntu 16.04.3 LTS Ubuntu kernel version: 4.4.0-131-generic
Copyright © 2019 Gilbarco, Inc. All Rights Reserved.

Sunday, September 11th 2022 @ 12:06:37 EDT
eth0 address 10.28.82.119, gateway 10.28.82.1
eth0 MAC: 08:1b:17:33:2b:af

- Notes: 1) To configure the router, refer to “[Appendix D - Broadband Router and Network Configuration](#)” on [page D-1](#).
- 2) These settings may be different depending on Control Center connectivity [Virtual Private Network (VPN)/WAN/LAN].
- 3) It is necessary for the technician to coordinate with the site’s IT personnel to set up non-Gilbarco IP addresses.
- 4) Do not use hyphens when entering phone numbers.
- 6 Fill in the fields of the Network Settings screen using location-specific information.
Note: Either the Ethernet Settings or the Modem Settings section will be filled out, not both.
- 7 Click **Continue**. The Change Password screen opens.

Figure 4-9: Change Password Screen

Applause Media System Site Server 

Change Password

You must change the Password for the account used to access the Site Server.
Passwords must be at least 8 characters long, and must contain upper-case, lower-case, and numeric characters.

Current Password:

New Password:

Re-enter New Password:

Applause Media System – version 06.5.01
Copyright © 2016 Gilbarco, Inc. All Rights Reserved.

Monday, November 14th 2016 @ 18:11:07 PST

- 8 Enter “admin” in the Current Password field. Enter a new unique password for the “gilbarco” user in both the New Password and Re-enter New Password fields.

- 9 Click **Continue**. You will be prompted to log in with the new password. The Confirm Settings screen opens.

IMPORTANT INFORMATION

Login information is not retained in the Control Center. The username and password are provided to the site and should be noted for future service. If the username and password are lost, the only remedy is to reimage the server.

Figure 4-10: Confirm Settings Screen - Example

Confirm Settings

Dispenser CRIND Type	Current Value	New Value
Type	Gilbarco FlexPay IV 15.6" FWVGA Gilbarco FlexPay IV 10.4" VGA Gilbarco FlexPay IV 5.7" QVGA	--

Control Center	Current Value	New Value
Hostname	qa68.applause.gilbarco.com	--
Port Number	80	--
Location ID	3366	21
Passcode	111222	--

General Network Settings	Current Value	New Value
Dispenser Download Bandwidth Limitation (MB/s)	1	--
Dispenser Video Download Space Available (MB)	1024	--

Ethernet Settings	Current Value	New Value
Built-in NIC IP Address	10.28.82.119	--
Built-in NIC Netmask	255.255.255.0	--
Secondary NIC IP Address		--
Secondary NIC Netmask		--
Disable Routing Between NICs	No	--
Default Gateway Address	10.28.82.1	--
DNS Server Address 1	10.28.194.70	--
DNS Server Address 2	10.28.194.60	--
NTP Server Address	north-america.pool.ntp.org	--

Security Settings	Current Value	New Value
Encryption Level	Fallback Mode	--

"--" in the New Value column means no change

Applause Media System -- version 07.0.04.32952
 Control Center [qa68.applause.gilbarco.com] Location ID [3366]
 Ubuntu 16.04.0 LTS Ubuntu kernel version: 4.4.0-131-generic
 Copyright © 2019 Gilbarco, Inc. All Rights Reserved.

Monday, October 17th 2022 @ 09:55:47 EDT
 eth0: address 10.28.82.119, gateway 10.28.82.1
 eth0 MAC: 00:13:17:33:2f:4f

To make additional changes, click **Make More Changes** and you will be directed back through the procedure.

- 10 Click **Apply New Settings**. The “New settings have been applied!” screen opens.

Figure 4-11: Settings Applied Screen



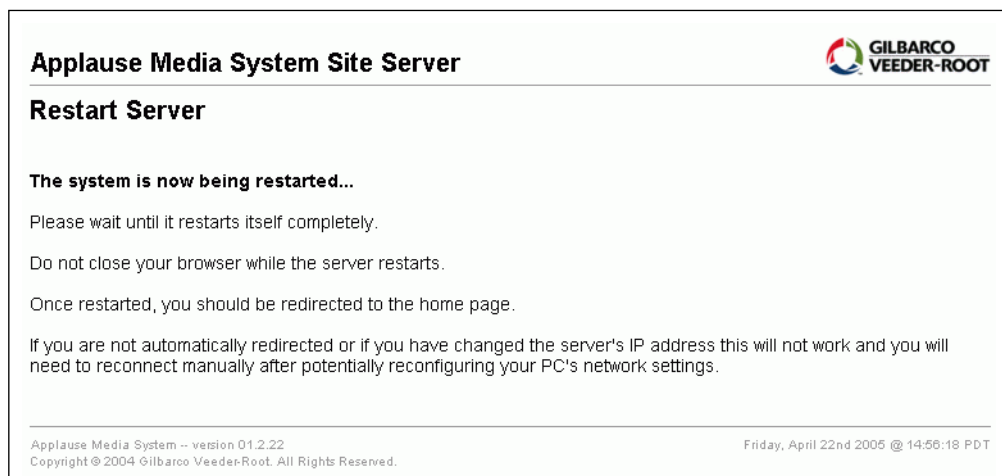
- 11 Select **Click Here to Restart**. The Restart Server screen opens, providing a second chance to decide if you want to restart the server.

Figure 4-12: Restarting Server Screen



- 12 Click **Restart Server**. The Restart Server screen opens. Follow the instructions/procedures on the screen (see [Figure 4-13](#)).

Figure 4-13: Applause Media System Site Server Screen



After the system completes the restart, the Registration screen opens.

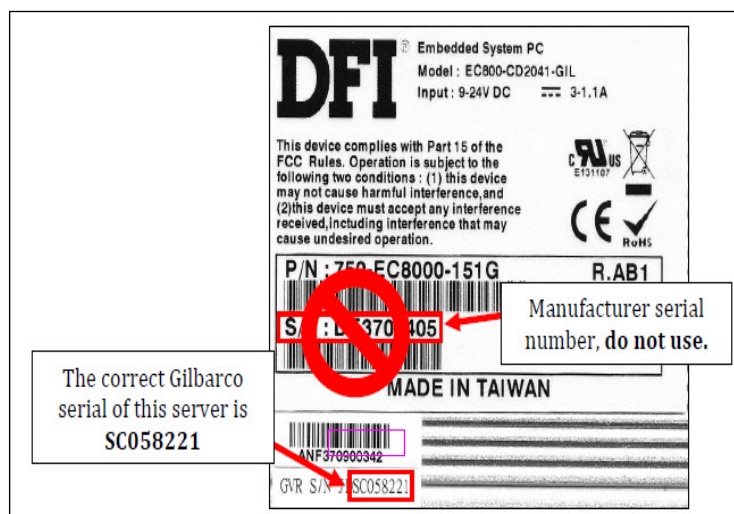
Figure 4-14: Registration Screen

Locating Serial Number on the PA03580004 Applause Media System Site Server

The first two digits on the Gilbarco serial number sticker, located on the front of the Applause Media System Site Server, are the date code. If the entire number is entered while starting an Applause Media System Site Server, the commissioning may be delayed, resulting in delayed warranty coverage. If that happens, the Site Server interface will display the message “Registration Pending – may affect warranty”.

- Notes: 1) The manufacturer serial number is different than the Gilbarco serial number.
 2) Ensure to enter the Applause Media System Site Server serial number correctly (see [Figure 4-15](#)).

Figure 4-15: Locating Serial Number



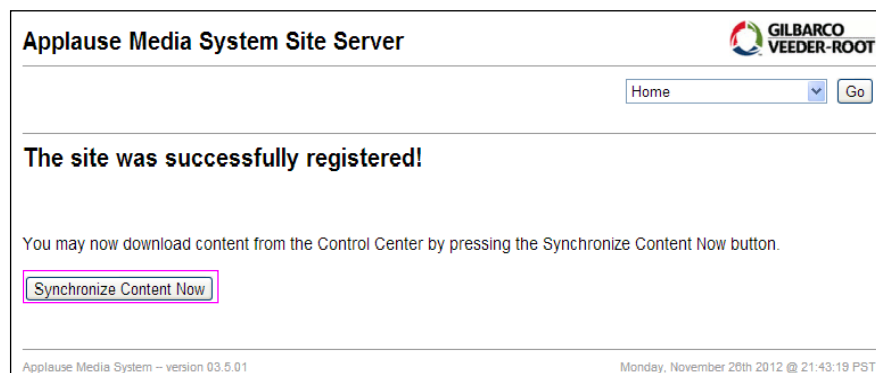
Registering Applause Media System

The Gilbarco Site Server will be auto-registered during the start-up process. The server will register itself with the Control Center, and must be connected to an active Internet connection for auto-registration.

To register the Applause Media System, proceed as follows:

- 1 Enter the site server serial number in both serial number fields. The serial number can be found on a sticker on the server hardware.
- 2 Enter your LMS ID Number (Technician Number) in both LMS ID fields.
- 3 Enter the GVR ID of the location in both GVR ID fields. Contact Gilbarco Service if the GVR ID is not known.
- 4 Click **Register**. After the system has been registered, the screen shown in [Figure 4-16](#) opens.

Figure 4-16: Successful Registration Screen



Note: If there is a problem registering the server, details about the problem will be displayed. You may be prompted to correct Control Center or network settings if the Control Center cannot be contacted. In other cases, the registration may be created with a “pending” status. The site server will be able to display content, but Gilbarco claims may contact you to resolve the pending registration.

- 5 Click **Synchronize Content Now**.

The update may take several minutes. The page will refresh and display several lines of diagnostic output regarding the server’s ability to check for updates, download new content, and upload transaction logs.

- 6 If any of these checks fail, refer to [“Troubleshooting Communication Problems”](#) on [page 5-2](#) and optionally reconfigure the server as required.
- 7 Verify the promotional content at each dispenser.

After troubleshooting, if you continue to have any issues with promotional content not displaying, call TAC at 1-800-743-7501.

Verifying Connectivity from Site Server to Each CRIND Device

To verify connectivity from the site server to each CRIND device, proceed as follows:

- 1 At the CRIND device, swipe the CRIND Diagnostic Card (Q12534-170).
- 2 Press **1** for the Main Menu.
- 3 Press **7** for Applause Media System.
- 4 Press **3** for Troubleshoot SM Connectivity.
- 5 Press **ENTER** to continue. The screen will display the message, “Test in Progress”. Upon completion, the display will report success or failure.

Simulating Transaction to Verify Default Promotional Content

To simulate a transaction to verify the default promotional content, proceed as follows:

- 1 At the CRIND device, swipe the CRIND diagnostics card.
- 2 Press **1** for the Main Menu.
- 3 Press **7** for Applause Media System.
- 4 Press **2** for Simulate SM Session.
- 5 Press **1** or **2** for side of dispenser on which you are working.
- 6 Press **ENTER** to continue. You will either see the default promotion “Come Inside and Save” or real promotions depending on whether or not the server has synchronized content with the Control Center.
- 7 When satisfied, press **CANCEL** to end the session.

IMPORTANT INFORMATION

Reboot the server and LRE after any upgrades and start-ups, especially if no content is showing up on the dispenser CRIND display.

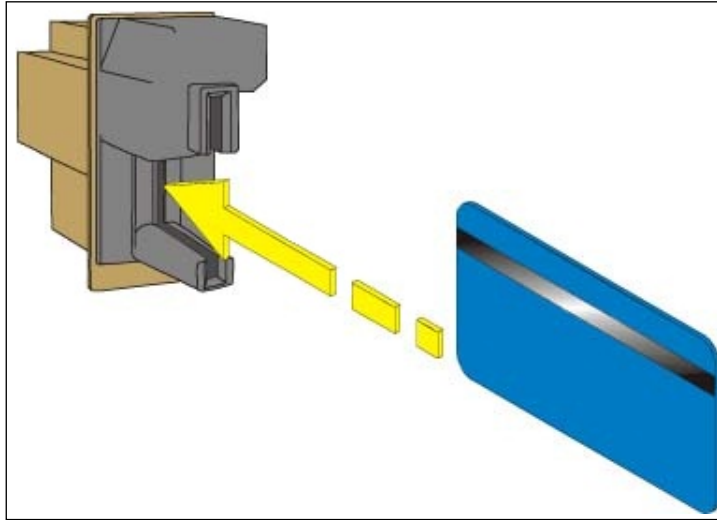
An alternate method to simulate a transaction would be to run a transaction and dispense a small amount of the product.

Adjusting Volume Level

To adjust the volume level, proceed as follows:

- 1 At the CRIND device, swipe the CRIND diagnostic card.

Figure 4-17: Swiping CRIND Diagnostic Card



- 2 Press **1** for the Main Menu.
- 3 Press **2** for Device Config.
- 4 Press **2** for Audio Settings.
- 5 Press **1** for side 1 or press **2** for side 2.
- 6 Set the volume level by either entering the required number or using the up or down softkey functions.
Note: It is recommended that you start with a volume setting of 93.
- 7 Press **CANCEL** to end the session.

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5 – Service

Only Encore and Applause Media System-certified ASCs must service the units. If unauthorized service personnel repair or service these units, it may void warranty.

Encore dispensers with a color display contain a web-based interface for configuring the background screen on the display. The configuration interface allows the personality of the dispenser to be selected and the POS icons to be mapped to color icons. Personality refers to the branding used on the display, which includes the background image and font color. For details, refer to *MDE-4769 Personality Screen Change for Color Screen Update and/or Upload Instructions*.

This section contains the following topics:

- Hardware Components
- Tank Gauge Certification
- Diagnostic Tool
- Troubleshooting Conditions

CAUTION

Some of the procedures in this section may involve removing and connecting components or connectors, to isolate a problem. For personal safety and protection of the equipment, always remove power from the equipment before servicing.

IMPORTANT INFORMATION

Before performing any CRIND or site server software upgrades, Gilbarco recommends that you always record all the site server settings by printing the system health report. Press **Clear** on the customer/CRIND keypad and swipe the diagnostic card (within 30 seconds). View and record the site server settings by connecting to a laptop.

Preventing ESD



Printed Circuit Boards (PCBs)/Printed Circuit Assemblies (PCAs) and Integrated Circuits (ICs) are sensitive to ESD caused by static electricity. ESD damages electronic parts. When you are handling sensitive parts:

- Touch an unpainted metal surface to discharge any static electricity buildup.
- Use a wrist strap connected to a grounded metal frame or chassis.
- Place the removed PCBs/PCAs or ICs on a grounded antistatic mat.
- Place the PCBs/PCAs that you plan to return for credit or repair, in antistatic bags.

Troubleshooting

Troubleshooting Communication Problems

The following connectivity problems occur if the link between the devices is not established:

- Between laptop and Gilbarco Site Server (system).
- Between the Gilbarco Site Server to the Control Center.
- From Gilbarco Site Server to the CRIND devices.
- When changes occur to connectivity (connectors are unplugged and change in internet provider service).

When troubleshooting connectivity problems, look for obvious things first. Some possible obvious problems are:

- Power to devices (disconnected or power off).
- Cable connections (disconnected or not seated properly).
- Damaged cables.

Communication problems relate to configuration of the devices. The link between the devices may be functioning but the two devices may not communicate properly. NCR® recommends a Panther Box for sites with greater than eight dispensers. The possible causes for these conditions are:

- Incorrect IP address settings.
- IP address is not set to what the Gilbarco Site Server requires.
- Conflict - two devices set with the same IP address.
- Incorrect device communication parameters settings.
- Incorrect CRIND parameters settings.
- Incorrect Gilbarco Site Server parameters settings.
- Incorrect software versions in one or more devices.
- Defective hardware.

You may encounter the following trouble conditions in the Gilbarco Site Server.

Incorrect IP Address Settings

If the current IP address at a dispenser does not match the IP address scheme that should be used, follow the instructions to change the IP address to the required scheme.

For example, if the required dispenser IP address scheme is 10.5.48.71, 72, 73, and so on, and there is a dispenser (1 and 2) with an IP address of 10.128.46.71 and 10.128.46.72, you need to change that IP address scheme to 10.5.48.71, 72, and so on.

To change the IP address scheme (at present), proceed as follows:

Notes: 1) The current version of the Encore 500 and Applause CRIND software enables you to set IP addresses through local CRIND diagnostics.

2) Use the following procedure for both single or several dispensers.

3) Ensure that your laptop is connected to the LRE using an Ethernet cable.

- 1** Right-click **My Network Places**.
- 2** Select **Properties**.
- 3** Right-click **Local Area Connection** (usually COM1).

- 4 Select **Properties**.
- 5 Select **Internet Protocol TCP/IP**.
- 6 Click **Properties**.

At this point, program the address scheme that is currently at the dispenser that you want to change.

Refer to the preceding example and proceed as follows:

- 7 Program the IP address 10.128.46.240. Leave the subnet mask at 255.255.255.0 and then select **OK > OK**.
Note: 10.128.46.240 is an example IP address. The IP address used must match the subnet of the dispenser and end with 240 (X.X.X.240).
- 8 Open up Internet Explorer and enter 10.128.46.71. This brings up the required dispenser (1 and 2). You can change the IP address for both sides of the dispenser to (10.5.48.71 and 10.5.48.72) and then submit your changes.
- 9 Repeat steps 1 on [page 5-2](#) to 7. Change the IP address to X.X.X.240 only in step 7 (where the new subnet is used in the address - 10.5.48.240 in this example). This will put the laptop on the same IP scheme as the dispenser and will allow you to connect to it just as you would connect to the other dispensers.

Cannot Connect to Server When Directly Connected to Laptop

To check that the connection to the server when directly connected to the laptop is set up, proceed as follows:

- Ensure that a crossover Ethernet cable is being used between the laptop and the Gilbarco Site Server.
- Check the cable connection between the Gilbarco Site Server and laptop.
- Ensure that the Ethernet port Light Emitting Diode (LED) on the Gilbarco Site Server is a constant green or blinking green. If not, perform the following:
 - 1 Warm start the Gilbarco Site Server.
 - 2 Replace the Ethernet cable.
 - 3 Check the settings in the laptop (TCP/IP).
 - 4 Warm start the laptop.
- Ensure that you have entered the correct IP address in your Internet browser.
- Ensure that the TCP/IP communications parameters are set correctly on your laptop.

Site Server Cannot Connect and Receive Content for Gilbarco Control Center

To check that connection is set up to the site server, proceed as follows:

- Check connections.
- Check programming.
- Ensure that the Control Center host name, location ID, and so on, are programmed correctly.

Gilbarco Site Server Software Not Loading

To check that Gilbarco Site Server software loads, proceed as follows:

Note: Connect a keyboard and monitor to the Gilbarco Site Server when you perform this procedure. Also, ensure that the correct software disk is used.

- 1 Warm start the Gilbarco Site Server holding down **Delete** on the keyboard while the server power backs up. The Basic Input/Output System (BIOS) Set screen opens.
- 2 Select **ADVANCED BIOS features**.
- 3 Scroll down to “First Boot Device”. Ensure that it is set to “CDROM”.
- 4 Ensure that the second boot device is set to “Hard Disk”.

If the first and second boot devices are not correct, proceed to one of the following sections (as applicable):

- [“Configuring BIOS on Gilbarco Site Server \[Silver Server \(PA03580001\)\]”](#).
- [“Configuring BIOS on Gilbarco Site Server \[Black Server \(PA03580002\)\]”](#) on page 5-11.
- [“Configuring BIOS on Gilbarco Site Server \[Black Minitower and 1U Chassis \(PA03580003X\)\]”](#) on page 5-16.

Configuring BIOS on Gilbarco Site Server [Silver Server (PA03580001)]

CAUTION

The BIOS on the Gilbarco Site Server is factory set. Use this configuration procedure only if the BIOS is lost or corrupted.

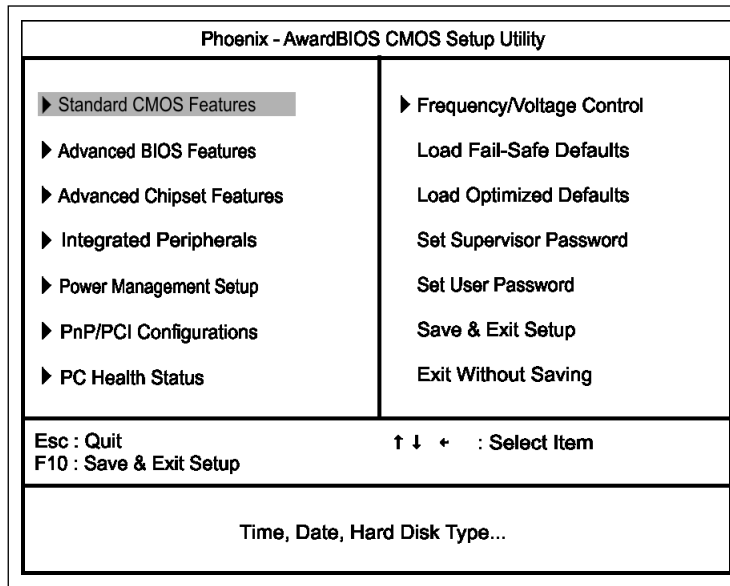
Note: The power supply to the Gilbarco Site Server must be maintained in the event of a power failure. Power connection to a Uninterruptible Power Supply (UPS) is strongly recommended.

To configure the BIOS in the Gilbarco Site Server, proceed as follows:

- 1 Connect the monitor and keyboard to the server.
- 2 Power up the server.

- 3 During the boot up process, press **Delete** on the keyboard to enter the BIOS setup screen. A blue Phoenix - AwardBIOS Complementary Metal-oxide-semiconductor (CMOS) Setup Utility screen opens.

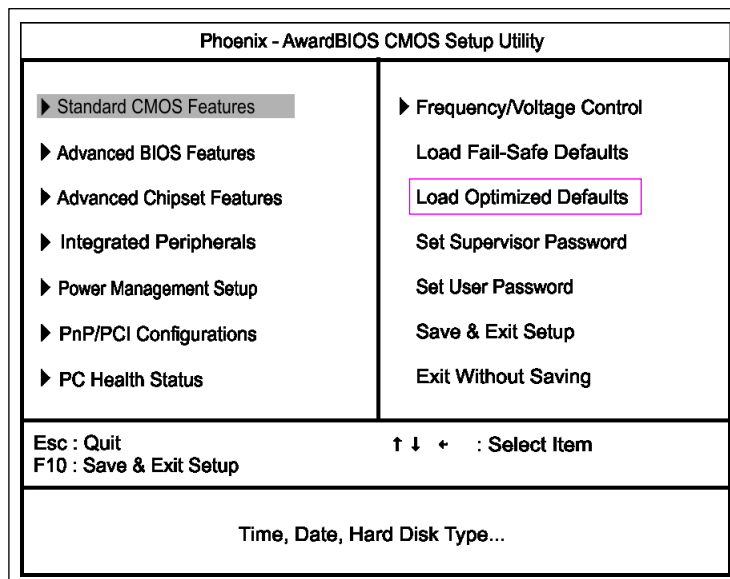
Figure 5-1: Phoenix - AwardBIOS CMOS Setup Utility Screen



Use the arrow keys to navigate the menus. Use Page Up/Page Down to select values.

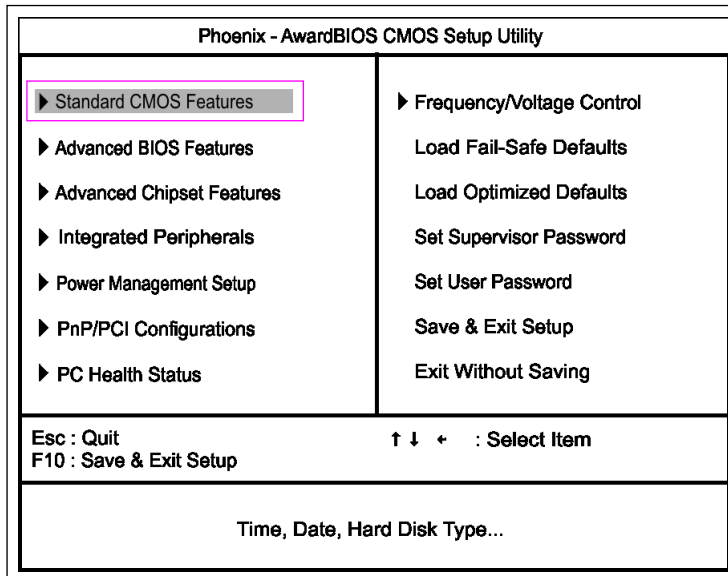
- 4 In the right column, select **Load Optimized Defaults** and press **Enter**. Select **YES** to the confirmation prompt and press **Enter**.

Figure 5-2: Selecting Load Optimized Defaults



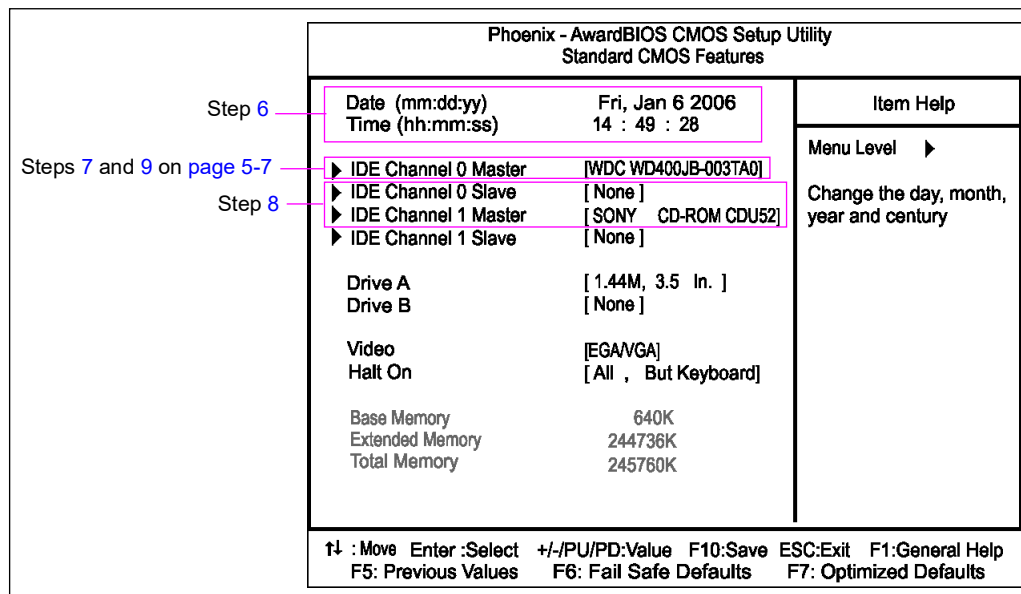
- In the left column, select **Standard CMOS Features** and press **Enter**.

Figure 5-3: Selecting Standard CMOS Features



The Standard CMOS Features screen opens.

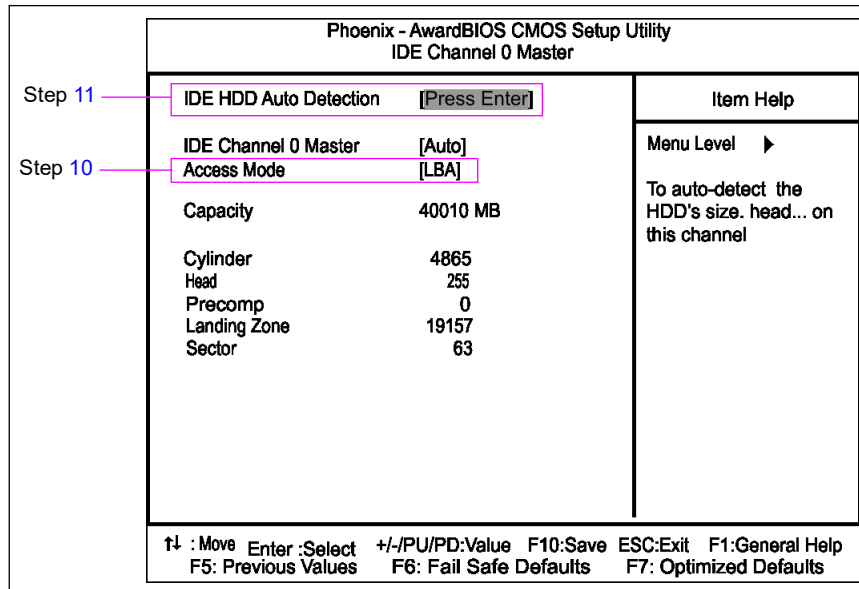
Figure 5-4: Standard CMOS Features Screen



- Set the Date and Time by using the Page Up/Page Down keys to change values.
- Ensure that there is a value for the “IDE Channel 0 Master” field other than “None”.
- Ensure that there is a value for either “IDE Channel 0 Slave” field or “IDE Channel 1 Master” field other than “None”.

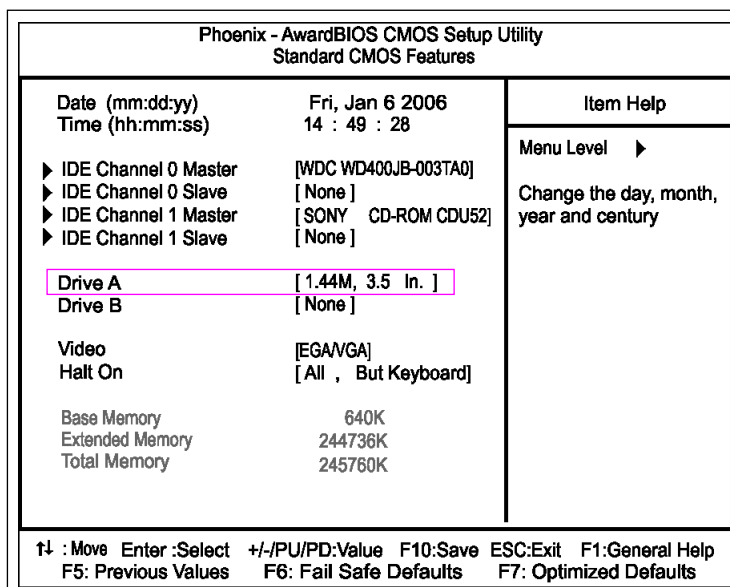
- 9 Select **IDE Channel 0 Master** and press **Enter**. The Integrated Drive Electronics (IDE) Channel 0 Master screen opens.

Figure 5-5: IDE Channel 0 Master Screen



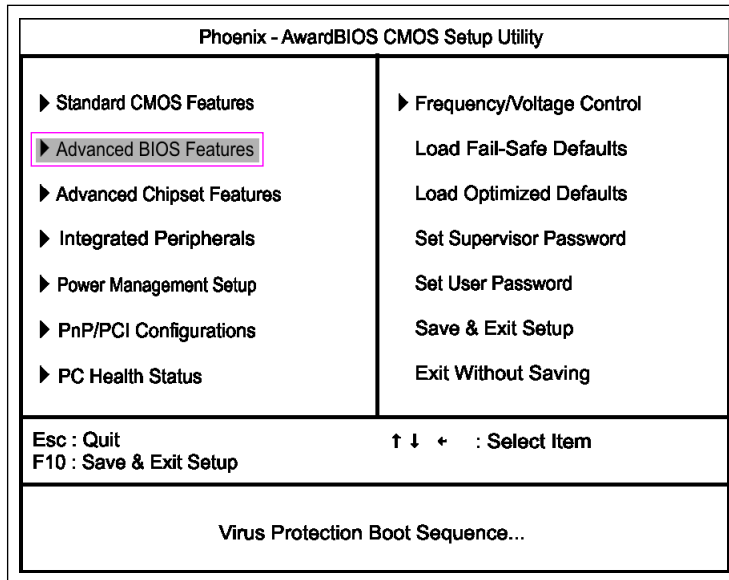
- 10 Set the “Access Mode” field to LBA.
- 11 Select **IDE HDD Auto-Detection** and press **Enter**.
- 12 Press **Esc** to return to the Standard CMOS Features screen.
- 13 If the server has a floppy drive, verify if the value for “Drive A” is 1.44M, 3.5 In. or, select **None**.

Figure 5-6: Verifying Value for Drive A



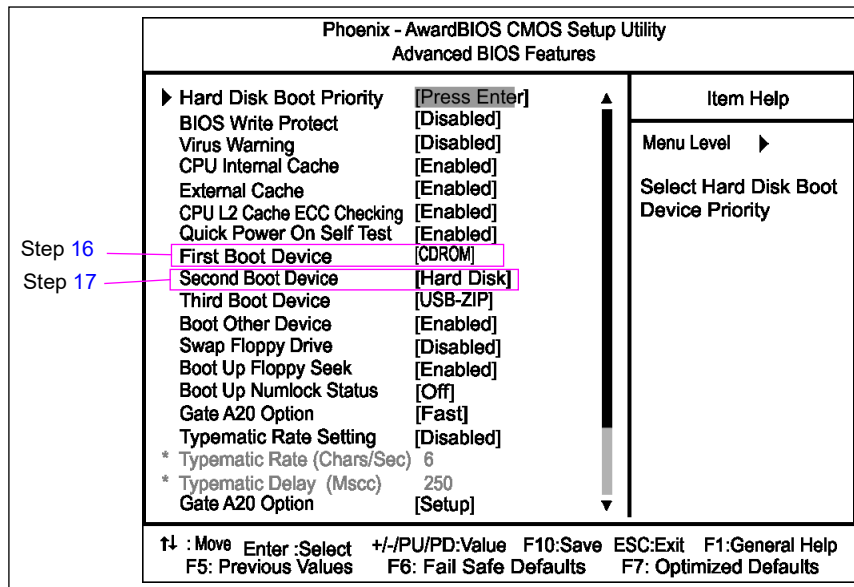
- 14 Press **Esc** repeatedly until the Phoenix - AwardBIOS CMOS Setup Utility screen opens.
- 15 In the left column, select **Advanced BIOS Features** and press **Enter**.

Figure 5-7: Selecting Advanced BIOS Features



- 16 On the Advanced BIOS Features screen, set the First Boot Device field to CDROM.

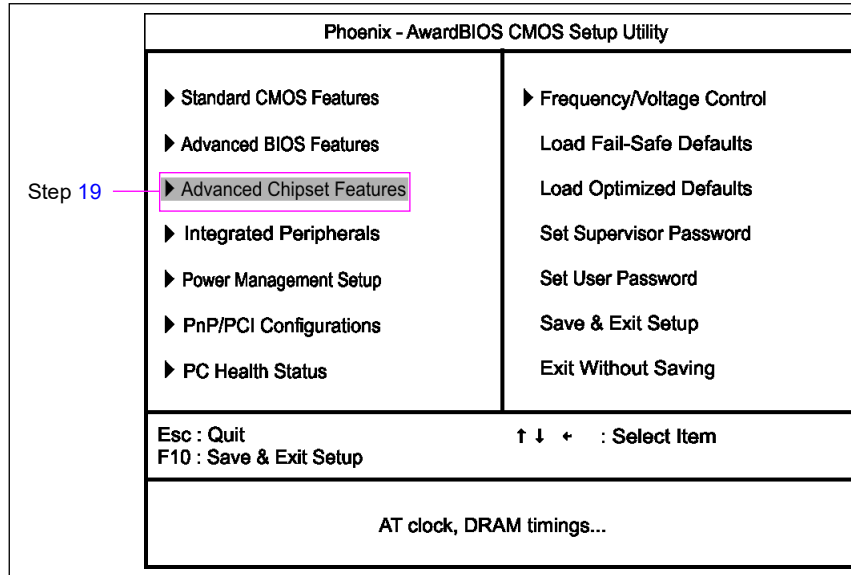
Figure 5-8: Setting First Boot Device and Second Boot Device



- 17 Set the Second Boot Device field to Hard Disk.
- 18 Press **Esc** repeatedly until the Phoenix - AwardBIOS CMOS Setup Utility screen opens.

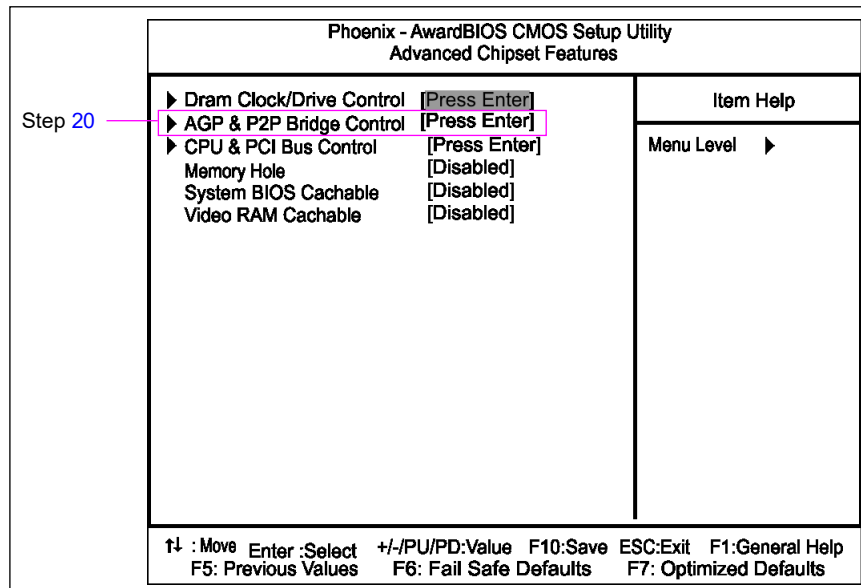
- 19 In the left column, select **Advanced Chipset Features** and press **Enter**. The Advanced Chipset Features screen opens.

Figure 5-9: Phoenix - AwardBIOS CMOS Setup Utility Screen



- 20 Select **AGP & P2P Bridge Control** and press **Enter**.

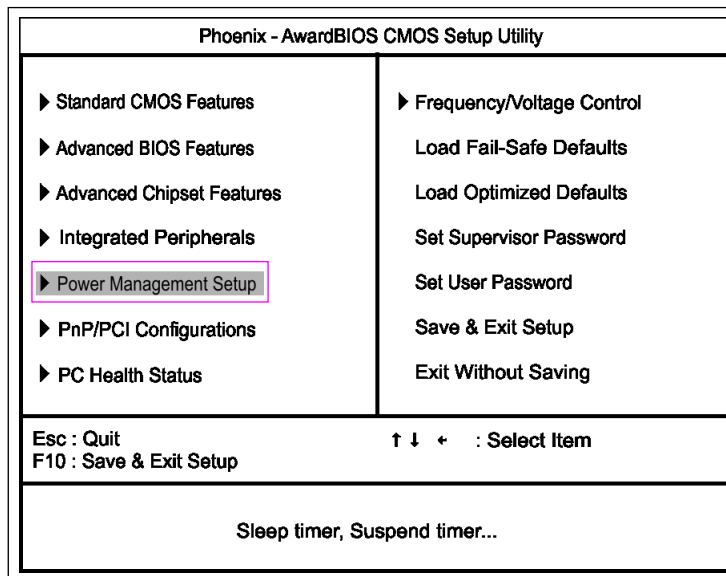
Figure 5-10: Advanced Chipset Features Screen



- 21 Set the Visual Graphics Array (VGA) Share Memory Size field to 16 M or the smallest value that is not “Disabled”.
- 22 Press **Esc** repeatedly until the Phoenix - AwardBIOS CMOS Setup Utility screen opens.

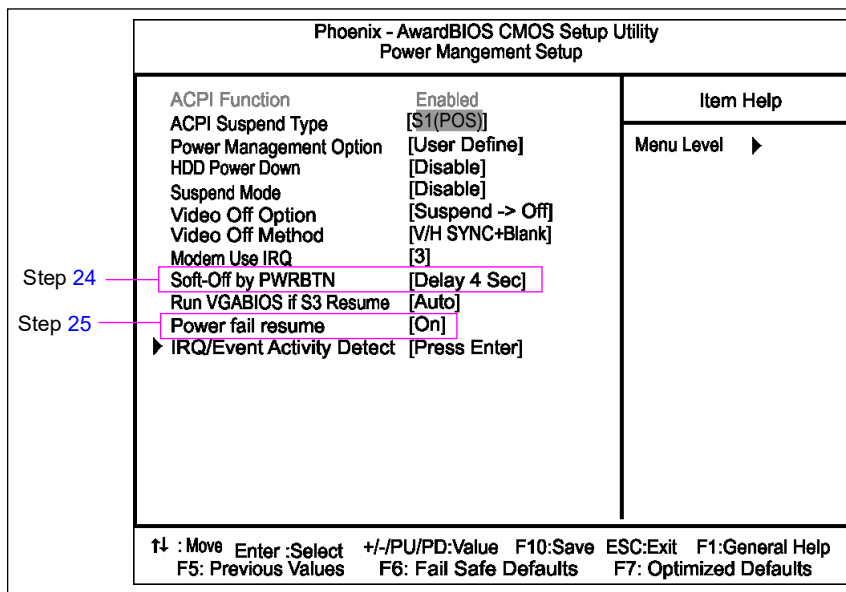
- 23 In the left column, select **Power Management Setup** and press **Enter**.

Figure 5-11: Selecting Power Management Setup



- 24 On the Power Management Setup screen, set the Soft-Off by PWRBTN field to Delay 4 Sec.

Figure 5-12: Setting Soft-Off by PWRBTN



- 25 Set the Power fail resume field to On.
- 26 Press **Esc** to return to the Phoenix - AwardBIOS CMOS Setup Utility screen.
- 27 Select **Save & Exit Setup** on the right column and press **Enter**. Select **YES** to the confirmation prompt and press **Enter**. The server will begin to reboot.

- 28 Turn off the server by holding the **POWER** button on the front of the server for a period of four seconds.

The following table provides an overview of the BIOS settings for Gilbarco Site Server (Silver Server):

Item	Setting
Standard CMOS Features	
Time and Date	Use Page Up and Page Down keys to change values
IDE Channel 0 Master	Any value other than "None"
IDE Channel 0 Slave ~ OR ~ IDE Channel 1 Master	Any value other than "None"
Standard CMOS Features > IDE Channel 0 Master	
Access Mode	LBA
Standard CMOS Features > IDE Channel 0 Master > IDE HDD Auto-Detection	
Drive A	1.44 M, 3.5 inches (if floppy drive is present); otherwise "None"
Advanced BIOS Features	
First Boot Device	CDROM
Second Boot Device	Hard Disk
Advanced Chipset Features > AGP & P2P Bridge Control	
VGA Share Memory Size	16 M (or smallest value that is not "Disabled")
Power Management Setup	
Soft-off by PWRBTN	Delay 4 sec
Power Fail Resume	On

Configuring BIOS on Gilbarco Site Server [Black Server (PA03580002)]

To configure BIOS on Gilbarco Site Server, proceed as follows:

CAUTION

The BIOS on the Gilbarco Site Server is factory-set. Use this configuration procedure only if the BIOS is lost or corrupted.

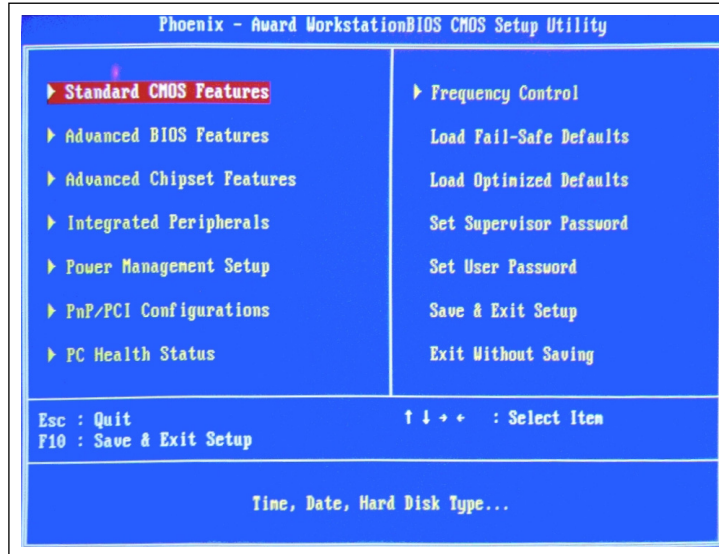
Note: Power supply must be maintained to the Gilbarco Site Server in the event of a power failure. Power connection to a UPS is strongly recommended. Refer to the table for an overview of the BIOS settings.

To configure the BIOS in the Gilbarco Site Server, proceed as follows:

- 1 Connect the monitor and keyboard to the server.
- 2 Turn on the server.

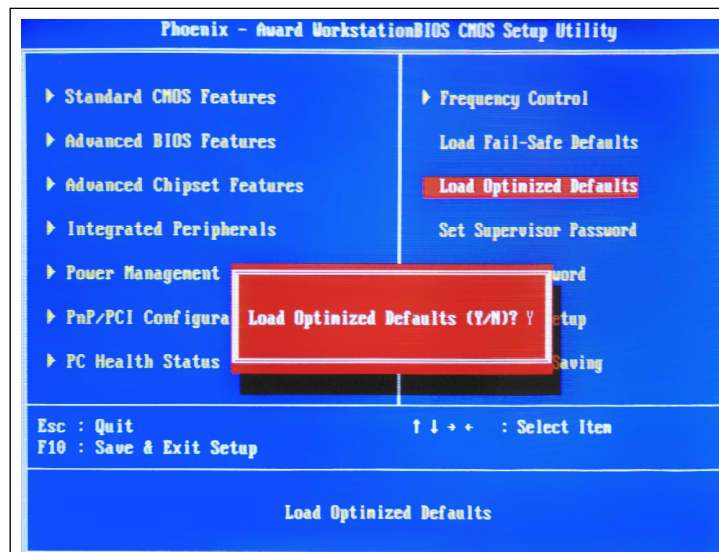
- 3 During the boot up process, press **Delete** to enter the BIOS Setup screen. A blue Phoenix - Award WorkstationBIOS CMOS Setup Utility screen opens.

Figure 5-13: Phoenix - Award WorkstationBIOS CMOS Setup Utility Screen



- 4 In the right column, select **Load Optimized Defaults** and press **Enter**. Press **Y > Enter** in response to the confirmation prompt.

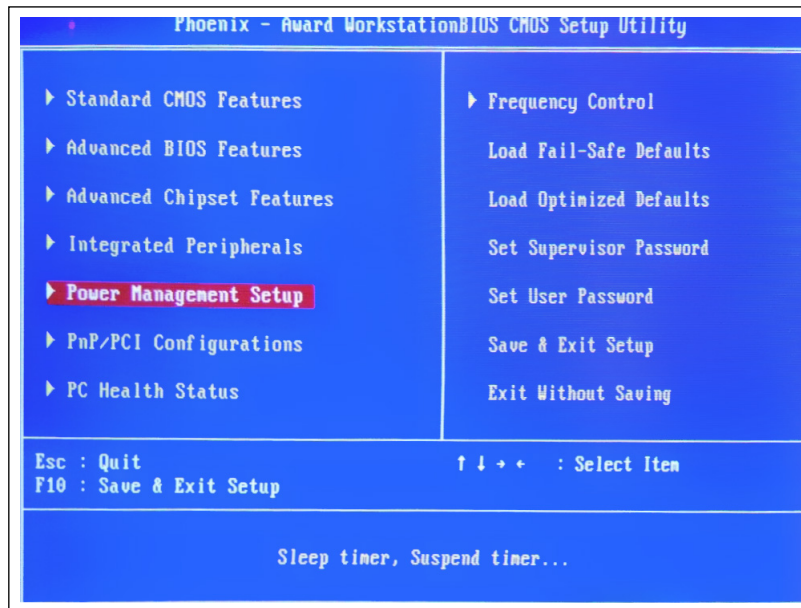
Figure 5-14: Selecting Load Optimized Defaults



Note: The following steps will change a few parameters that differ from the optimized defaults.

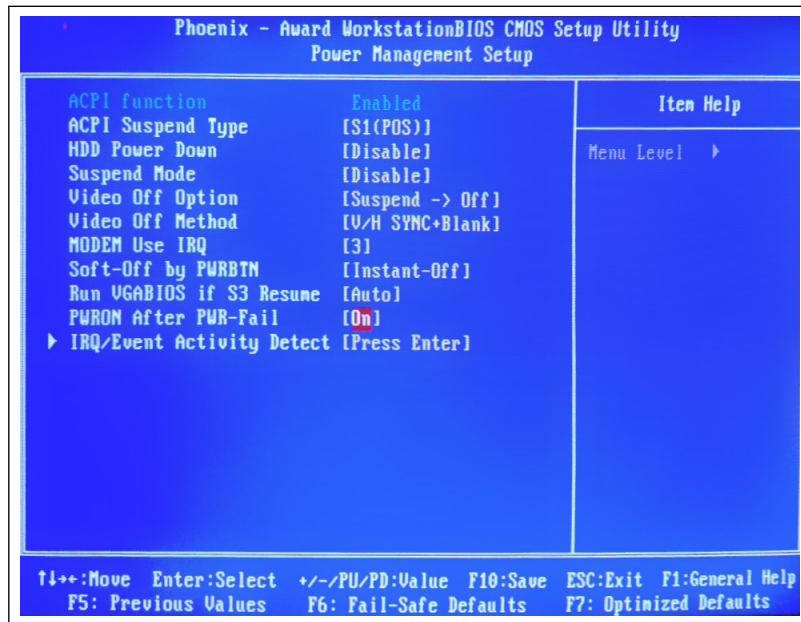
- In the left column, select **Power Management Setup** and press **Enter**.

Figure 5-15: Selecting Power Management Setup



- Set the PWRON After PWR-Fail field to **On**.

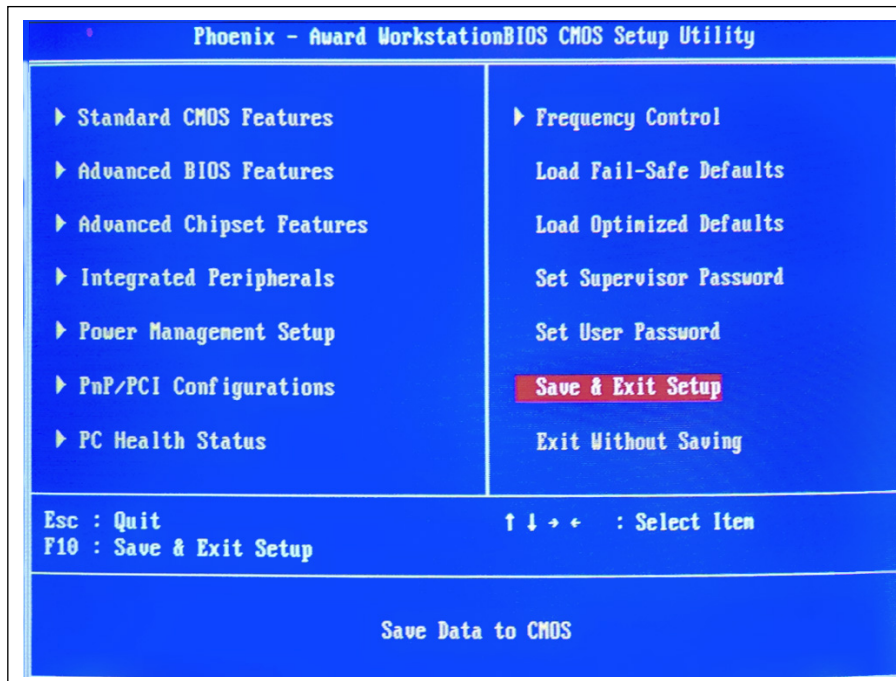
Figure 5-16: Setting PWRON After PWR-Fail



- Press **Esc** to return to the CMOS Setup Utility screen.

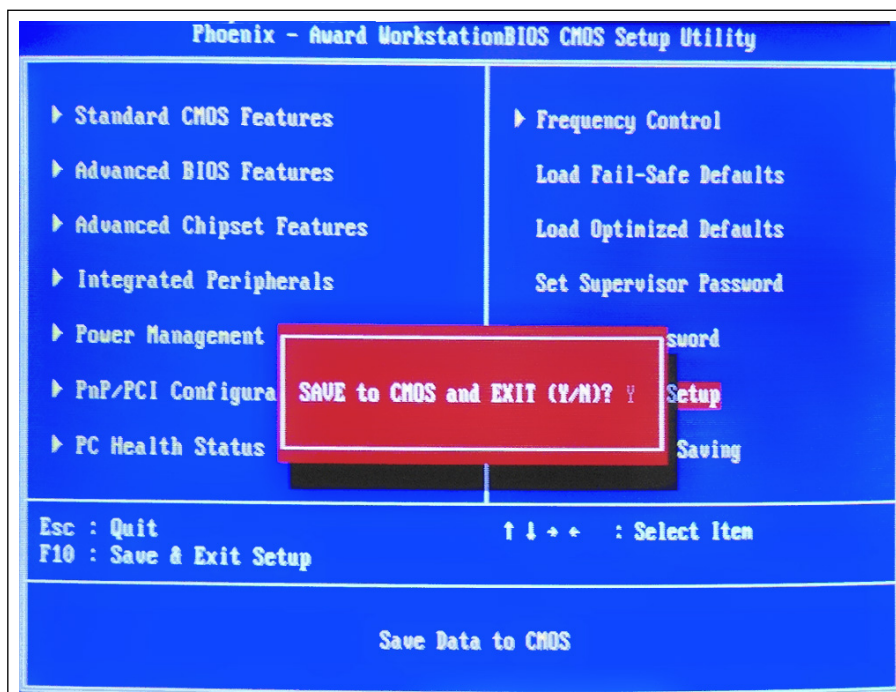
- In the left column, select **Save & Exit Setup** and press **Enter**.

Figure 5-17: Selecting Save and Exit Setup



- Press **Y** > **Enter** in response to the confirmation prompt.

Figure 5-18: Save to CMOS and Exit



The following table provides an overview of the BIOS settings for Gilbarco Site Server [Black Server (PA03580002)]:

Item	Setting
Standard CMOS Features	
Date & Time	Local date and time
IDE Channel 0 Master	Any value other than "None" (None indicates a disk failure)
IDE Channel 2 Master	Any value other than "None" (None indicates a disk failure)
Standard CMOS Features > IDE Channel 0 Master	
Access Mode	Auto
Standard CMOS Features > IDE Channel 2 Master	
Extended IDE Drive	None
Advanced BIOS Features	
CPU Internal Cache	Enabled
External Cache	Enabled
First Boot Device	CDROM
Second Boot Device	Hard Disk
Integrated Peripherals	
Integrated Peripherals > Through Onchip Payment Card Industry (PCI) Device	
Onboard LAN	Enabled
OnChip USB Controller	Enabled
OnChip USB 2.0 Controller	Enabled
Integrated Peripherals > Super IO Device	
Onboard Serial Port	3F8/Interrupt Request (IRQ)4
Power Management Setup	
HDD Power Down	Disabled
Suspend Mode	Disabled
MODEM use IRQ	3
PWRON After PWR-Fail	On

Configuring BIOS on Gilbarco Site Server [Black Minitower and 1U Chassis (PA03580003X)]

CAUTION

The BIOS on the Gilbarco Site Server is factory-set. Use this configuration procedure only if the BIOS is lost or corrupted.

Note: The power supply to the Gilbarco Site Server must be maintained in the event of a power failure. Power connection to a UPS is strongly recommended.

To configure the BIOS on the Gilbarco Site Server, proceed as follows:

- 1 Connect the monitor and keyboard to the server.
- 2 Turn on the server.
- 3 During the boot up process, press **Delete** on the keyboard to enter the BIOS setup screen. A blue Phoenix - AwardBIOS CMOS Setup Utility screen opens.

The following table provides an overview of the BIOS settings for Gilbarco Site Server [Black Minitower and 1U Chassis (PA03580003X)]:

Item	Setting	Status
Standard CMOS Features		
Date and Time	Local date and time	-
Primary IDE Master	(As reported)	-
	LBA/Large Mode	Auto
	Direct Memory Access (DMA) Mode	Auto
	Hard Disk SMART	Auto
Primary IDE Slave	Not Detected	-
Secondary IDE Master	Not Detected	-
Secondary IDE Slave	Not Detected	-
Floppy A	Disabled	-
System Information	(As reported)	-
Halt on keyboard error	Disabled	-
Advanced BIOS Features		
Quick Boot	Enabled	-
Boot to OS/2	No	-
Boot sector Protection	Disabled	-
Put up Num Lock LED	On	-
Hardware Prefetcher	Enabled	-
Execute Disable Bit	Enabled	-
IOAPIC Function	Enabled	-
Boot Sequence	-	-
	First Boot Device	USB: CDROM
	Second Boot Device	SATA: SDD0
	Third Boot Device	Disabled
	Boot from other Devices	No

Item	Setting	Status
Trusted Computing	-	-
	Trusted Computing Group (TCG)/ Trusted Platform Module (TPM) Support HD	No
Advanced Chipset Features		
Memory Hole	Disabled	-
Memory Rmap Feature	Enabled	-
Internal Graphics Mode Select	Enabled, 8 MB	-
Dynamic Video Memory Technology (DVMT) Mode Select	DVMT Mode	-
DVMT/FIXED Memory	256 M	-
Integrated Peripherals		
USB Device Legacy Support	Enabled	-
USB 2.0 Controller Mode	Hi-speed	-
BIOS Enhanced Host Controller Interface (EHCI) Hand-off	Enabled	-
Gbe Controller	Enabled	-
Gbe LAN Boot	Disabled	-
Onboard 1394	Disabled	-
Audio Controller	Disabled	-
Serial Advance Technology Attachment (SATA) Devices Configurations	SATA#1 Configuration	Compatible
	Configure SATA#1 as	IDE
	SATA#2 Configuration	Disabled
IDE Configuration		
	PCI IDE BusMaster	Disabled
I/O Device Configuration		
	Onboard Floppy Controller	Disabled
	COM Port 1	3F8/IRQ4
	COM Port 2	2F8/IRQ3
	Parallel Port	Disabled
Power Management Setup		
Energy Lake Feature	Disabled	-
Advanced Configuration and Power Interface (ACPI) Function	Enabled	-
ACPI Suspend Type	S1/POS	-
Suspend Time	Disabled	-
Power Button Function	Power Off	-
Restore On AC Power Loss	On	-
High Performance Event Timer	Disabled	-
Wakeup Event Setup		
	USB Device Wakeup From S3/S4	Enabled
	S3 Power on by PS/2 KB	Anykey
	Keyboard Password	None
	S3 Power on by PS/2 Mouse	Left Button
	Gbe Wake Up from S5	Disabled

Item	Setting	Status
	Gbe Wake Power Via GPIO	Disabled
	Resume by PCI Device (PME#)	Enabled
	Resume by RTC Alarm	Disabled
PnP/PCI Configurations		
Clear ESCD	No	-
Initiate Graphic Adapter	PEG/PCI	-
PCI Latency Timer	64	-
PCI Slot 1	Auto	-
PCI Slot 2 IRQ	Auto	-
IRQ Resource Setup	Slot2	Auto
	IRQ3	Available
	IRQ4	Available
	IRQ5	Available
	IRQ7	Available
	IRQ9	Available
	IRQ10	Available
	IRQ11	Available
	IRQ14	Available
DMA Resource Setup	DMA Channel 0	Available
	DMA Channel 1	Available
	DMA Channel 3	Available
	DMA Channel 5	Available
	DMA Channel 6	Available
	DMA Channel 7	Available
H/W Monitor		
CPU FAN Target Temp Value	60	-
Chassis Intrusion	Disabled	-
SMART FAN1 Target	104 °F (40 °C)	-
SMART FAN1 Tolerance	5%	-
All Others	(As reported)	-

Note: Parameters may vary from system to system depending on the server you are using.

Applause Media System Related Problems

The following table lists several Applause Media System-related problems with suggested solutions:

Symptom	Probable Cause	Suggested Solutions
Cannot connect to Gilbarco Site Server's web configuration screen (with the laptop connected).	<p>The Gilbarco Site Server has not completed its startup process.</p> <p>You may have a cable problem.</p>	<p>Wait for the server to power-up and successfully boot. Then, from your laptop, ping the IP address to which you are attempting to connect.</p> <ul style="list-style-type: none"> • If your laptop is connected directly to the Gilbarco Site Server you must use a crossover CAT5 cable. • If your laptop and the Gilbarco Site Server are connected through an Ethernet (WAN) hub, you must use a standard CAT5 cable to the hub.
Gilbarco Site Server cannot connect to the Control Center.	<p>Faulty Internet connection.</p> <hr/> <p>Change in the connectivity status (for example, customer decided to change the internet service provider).</p> <hr/> <ul style="list-style-type: none"> • Phone line down. • Server lock up. • No scheduled content. 	<ul style="list-style-type: none"> • If you do not have a dial-up connection: <ul style="list-style-type: none"> - Attempt to ping the default gateway IP address from the Gilbarco Site Server. If not successful, you have a cable problem between the Gilbarco Site Server and the default gateway. - Check cable connections. - Check cable for damage. <p>This can happen if you are using DHCP, and your DHCP server is not providing a valid Domain Name System (DNS) server for the Gilbarco Site Server to use. Use a static IP and select a valid DNS server.</p>
Promotions are not being displayed on any dispensers.	<p>Cable problem between the Gilbarco Site Server and the dispenser network.</p>	<p>Attempt to ping one or more of the fueling dispensers IP address(es).</p> <ul style="list-style-type: none"> • If this is not successful, there is a cable problem between the Gilbarco Site Server and the dispenser network. <ul style="list-style-type: none"> - Check cable connections. - Check cable for damage. • If this is successful on one of the dispensers, one or more of the other dispensers are misconfigured. Attempt to ping other dispensers to determine if a particular dispenser is misconfigured.
Promotions are not being displayed on one specific dispenser.	<p>Cable problem between the Gilbarco Site Server and the specific dispenser.</p>	<p>Attempt to ping the fueling dispensers IP address.</p> <ul style="list-style-type: none"> • If not successful, do the following: <ul style="list-style-type: none"> - Check cable connections. - Check cable for damage. • If successful, do the following: <ul style="list-style-type: none"> - Reboot the dispenser, if it still does not display content. - After reboot, if the dispenser still does not display content, examine the "merch_error.log" and "merch_event.log" log files on the Gilbarco Site Server to see if there are any indications of a problem with the dispenser in question.

Applause Media System Site Server and Control Center CRIND Type Settings

Required Equipment

The following equipments are required for setting the Applause Media System Site Server and Control Center CRIND type:

- All Applause Media System Site Server Models
- Encore 700 with FlexPay II CRIND
- Encore 700 with FlexPay IV CRIND

Potential Issues

If the proper CRIND type present at the site is not configured in both the Applause Media System Site Server and the Control Center, content may not be displayed properly.

Symptoms

The following are the symptoms for Applause Media System Site Server and Control Center CRIND type settings:

- Applause Media content will not be displayed on the CRIND display.
- The message “Come Inside and Save!” is displayed on the CRIND display.

Remedy

If either of the above mentioned symptoms is present at the site, verify that the proper CRIND type is configured in both the Applause Media System Site Server and Control Center via the Gilbarco Extranet.

If the Applause customer is not a self-administering customer (such as customers on the outcastxml.applause.gilbarco.com Control Center), they cannot change the CRIND type on their own. In cases where the control center must be changed, contact the Dispenser Help Desk at 877-503-4971.

Note: The Dispenser Help Desk is available from 7 A.M. to 8 P.M. on all week days i.e. Monday to Friday.

Note: It is highly recommended that the CRIND type be verified via the Extranet prior to arriving on site.

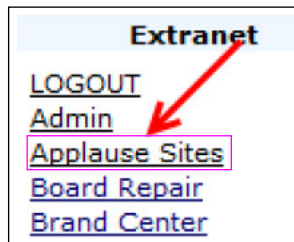
To reconfigure the Applause Media System Site Server, proceed as follows:

Verifying the CRIND type on the Extranet

To verify the CRIND type on the Extranet, proceed as follows:

- 1 Log on to the Gilbarco Extranet and click **Applause Sites**.

Figure 5-19: Extranet Login



- 2 Enter either the City, State (abbreviated), or Postal Zip Code and click **Search**.

Figure 5-20: Applause Site Configuration Lookup

The image shows a form titled 'APPLAUSE SITE CONFIGURATION LOOKUP'. Below the title is the instruction 'Please enter the site information below'. There are three input fields: 'City', 'State', and 'Zip'. Each field is followed by 'OR'. At the bottom is a blue 'Search' button with a red arrow pointing to the right.

- 3 Choose the site from the locations listed and click **View Details**.

Figure 5-21: Choosing Sites

Tony's Gas	10880 Malibu Point	Malibu	CA	90265	View Details
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The CRIND type(s) configured in the Control Center for the selected site is displayed (see [Figure 5-22](#)).

Figure 5-22: Configured CRIND Type

Dispenser CRIND Type(s)	Gilbarco Encore 700 10.4" VGA, Gilbarco Encore 700 5.7" QVGA, Gilbarco FlexPay IV 10.4" VGA
--------------------------------	---

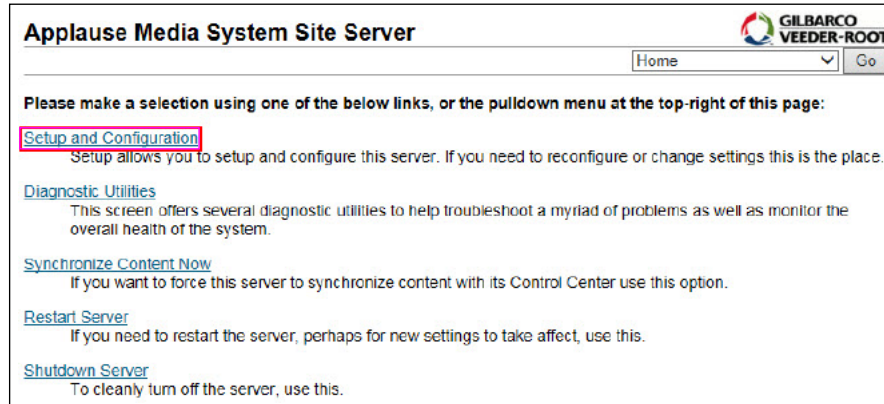
Note: Extranet information is not updated from the Control Center in real time, there is a delay of approximately one hour.

Verifying the CRIND Type in the Applause Media System Site Server

To verify the CRIND type on the Applause Media System Site Server, proceed as follows:

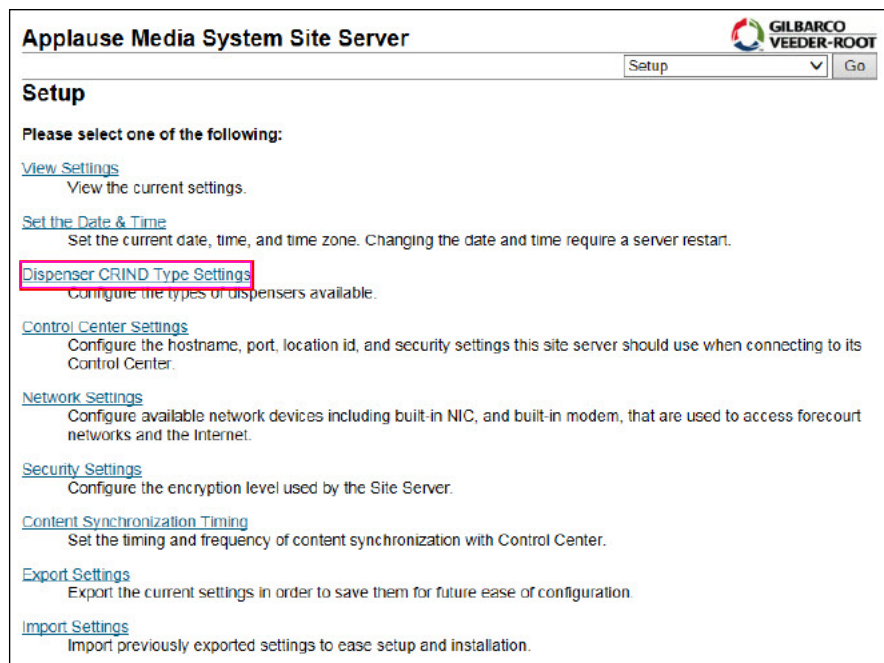
- 1 Log into the Applause Media System Site Server and click **Setup and Configuration**.

Figure 5-23: Setup and Configuration



- 2 Select **Dispenser CRIND Type Settings**.

Figure 5-24: Dispenser CRIND Type Settings



- 3 Select the check box for any Applause enabled CRIND type on site and click **Continue**.

Figure 5-25: Dispenser CRIND Type Settings

Note: For FlexPay 10.4” screen, select “Gilbarco FlexPay IV 10.4” and for FlexPay II 10.4” screens select “Gilbarco Encore 700 10.4” VGA”.

- 4 On applying the changes, the message “!!!Setting shave been changed, but not applied!!!” as shown in [Figure 5-26](#) will be displayed. Click **Apply New Settings** to continue.

Figure 5-26: Applying New Settings

- 5 Once the message “!!! Settings have changed that require server restart. Click Here!!!” is displayed, click **Click Here to Restart** (see [Figure 5-27](#)).

Figure 5-27: Confirm Settings

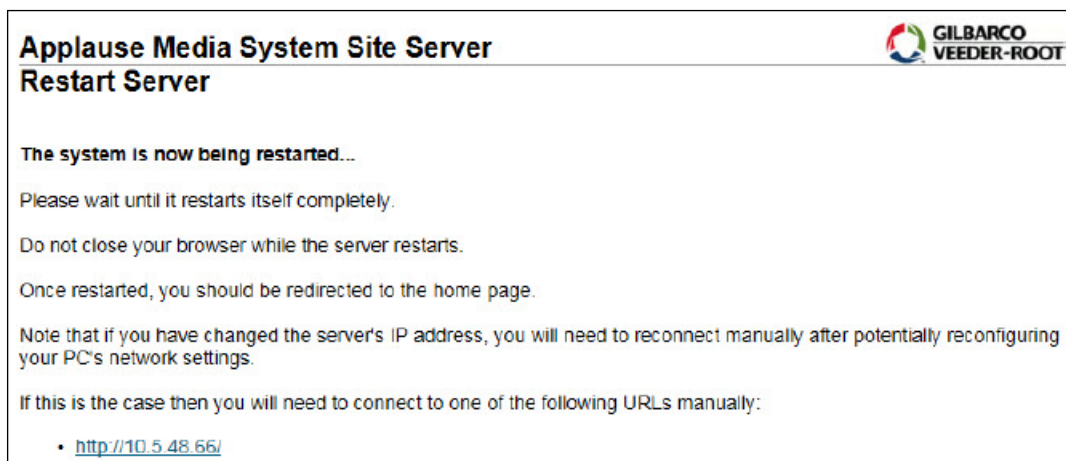
- 6 Once the message “!!! Settings have changed that require server restart. Click Here!!!” is displayed, click **Restart Server** to confirm.

Figure 5-28: Confirm Settings - Restart Server



- 7 Once the screen as shown in Figure 5-29 is displayed, the server will restart and return to the main page when complete.

Figure 5-29: Main Page



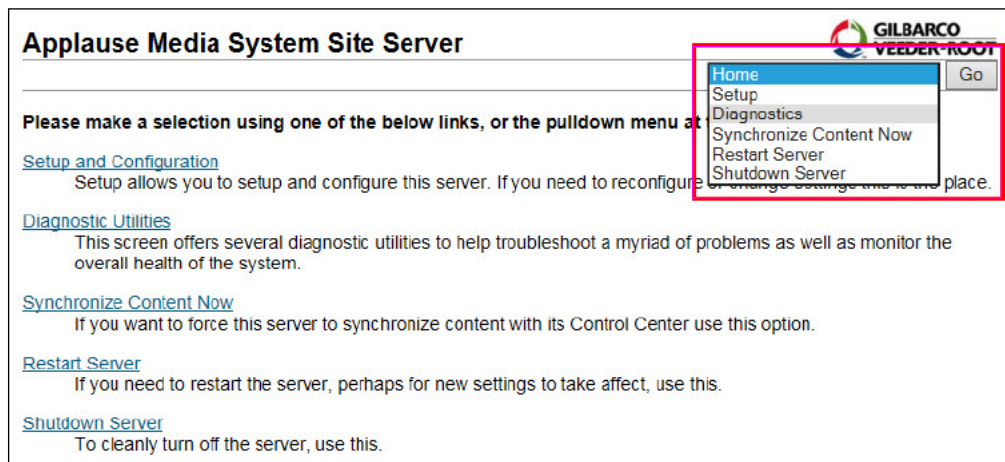
Once the server has completed the restart, an automatic sync attempt will begin. Once approximately 15 minutes has elapsed, test for content at the CRIND. This gives the server time to complete the sync process, and for the CRINDs to download the updated content from the Applause Media System Site Server. Full content display may take longer depending on the internet connection speed and bandwidth of the server to the CRIND connection.

Finding Applause Media System Site Server MAC Address

To find the MAC Address of Applause Media System Site Server, proceed as follows:

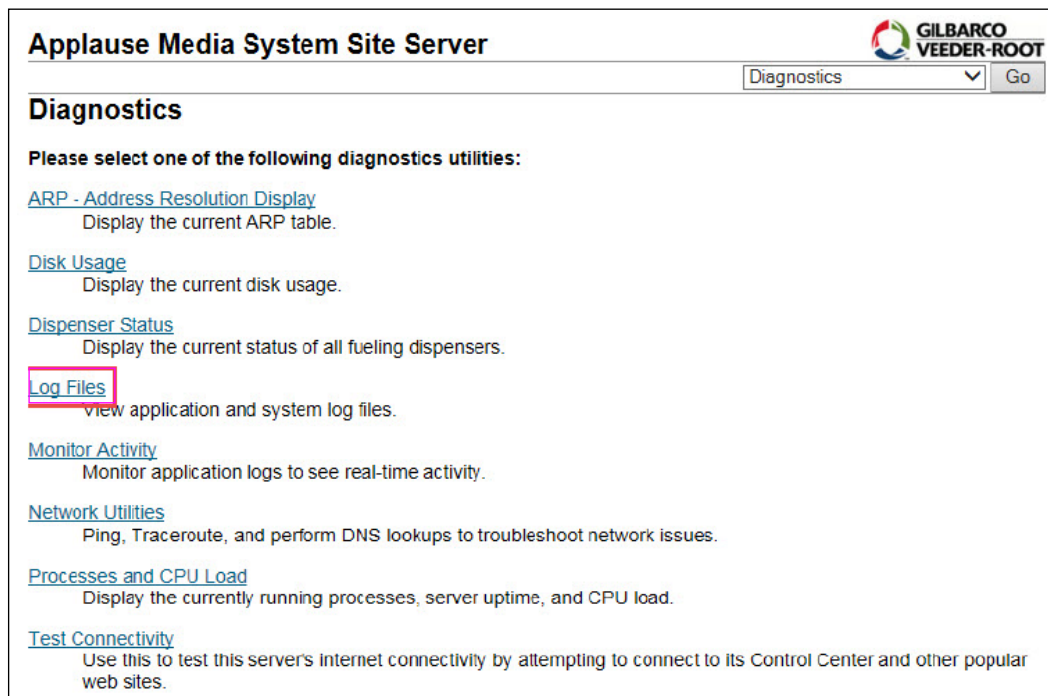
- 1 Log into the Applause Media System Site Server, select **Diagnostics** from the drop-down menu and click **Go**.

Figure 5-30: Selecting Diagnostics



- 2 Click **Log Files** from the Diagnostics menu.

Figure 5-31: Selecting Log Files



- 3 Select `/var/log/dmesg` from the drop-down and click **View**.

Figure 5-32: Selecting Log Files

Applause Media System Site Server GILBARCO
VEEDER-ROOT

Diagnostics Go

Set Log Level

Log level for merch_event.log (takes effect immediately):

Normal Debug

View Log Files

To view a log file please select it from the following list and press the "View" button:

/var/log/dmesg View

- 4 Search for “eth0” for Port 2 (primary) or “eth1” for port 1 (secondary) using Ctrl+F.

Figure 5-33: Selecting Log Files

```
[ 3.116493] e1000e 0000:02:00.0 eth0: registered PHC clock
[ 3.116500] e1000e 0000:02:00.0 eth0: (PCI Express:2.5GT/s:Width x1) 00:01:29:51:f6:b7
[ 3.116504] e1000e 0000:02:00.0 eth0: Intel(R) PRO/1000 Network Connection
[ 3.116599] e1000e 0000:02:00.0 eth0: MAC: 3, PHY: 8, PBA No: FFFFFFFF-OFF

[ 3.281377] e1000e 0000:03:00.0 eth1: registered PHC clock
[ 3.300043] e1000e 0000:03:00.0 eth1: (PCI Express:2.5GT/s:Width x1) 00:01:29:51:f6:b6
[ 3.319535] e1000e 0000:03:00.0 eth1: Intel(R) PRO/1000 Network Connection
[ 3.329733] e1000e 0000:03:00.0 eth1: MAC: 3, PHY: 8, PBA No: FFFFFFFF-OFF
```

6 – Parts

Inside Equipment

Gilbarco Site Server and Software

Description	Part Number	Quantity
Gilbarco Site Server	PA03580001 (Silver)	1
	PA03580002 (Black)	1
	PA03580003 (Black Minitower)	1
	PA03580003A (1U Chassis)	1
Gilbarco Site Server Software V30.2.10 or later	KS333	1

J-box

Description	Model Number	Part Number	Quantity
4 X 4" J-box	N/A	N/A	1

Power Supply

Description	Model Number	Part Number	Quantity
Power Supply, UPS, 4-port USB	BE550G	PA03310003	1

Cables

Description	Part Number	Quantity
Server to LRE Switch	Q13850-06	1
LRE Switch to J-box (not for Isolation Box)	M04988A001	1
LRE Switch to WAN (Yellow Crossover Cable)	Q13850-C06	1
LRE Switch to Isolation Box (not for J-box)	M04988A002	1

Forecourt Equipment

New Installation

The equipment to support the Applause Media System in a new installation is installed in the factory. For location and connection information, refer to *MDE-3985 Encore Installation Manual*.

Installing Applause Media System in Existing Forecourt Equipment

When the Applause Media System is installed in an existing environment, the dispensers must be upgraded to become Applause Media System-ready. If the dispensers are not Applause Media System-ready, the Retrofit Kit (M04154K006) must be installed.

For information on configured kits for color screen upgrade, refer to *MDE-5093 Encore 700 S Applause Media System Upgrade Kit (M12156K001) Installation Instructions*.

Recommended Spare Parts

Description	Part Number	Where Used	Critical	ASC		Distributor	
				10	50	10	50
Gilbarco Site Server	PA03580003(A)	All	High	1	2	2	4
Ethernet Cable (6')	Q13850-06	All	Low	1	1	2	2
Ethernet Cable (100')	Q13850-100	All	Low	1	1	2	2
Crossover Cable	Q13150-C06	All	Low	1	4	2	8
Dispenser Interface Isolation Board	M06365A002	AC Conduit	Med	2	2	4	4
10/100 Base-T Network Interface Card	M08507B014	Server	Med	1	1	1	1

Appendix A – Applause Media System Installation Checklist

Item	Procedure	Check if OK
<p><i>Note: The Applause Media System web training course must be completed before performing a site installation and start-up. You must be Applause Media System-certified to perform service and receive assistance from TAC.</i></p>		
Activities Before Going to Site		
1	Perform an inventory of all equipment and ensure all equipment is accounted for before going to site.	
2	Ensure that any tools that are required for installation are available before going to site.	
3	Ensure that the correct versions of the CRIND software and site server software are available.	
4	Ensure that <i>FE-363 Field Wiring Diagram Encore 500 and Encore 700 Dispensers (M07555 Power Supply Only)</i> and <i>MDE-4699 Applause Media System Installation, Service, and Parts Manual</i> are available.	
5	Ensure that the contact information for the site's IT personnel is available. This information is required to obtain the site IP address, to connect the site server and Control Center.	
On-site Activities		
6	Verify if all Applause Media System equipment is on a dedicated isolated grounded outlet.	
7	Ensure that all the Applause Media System equipment is on the same electrical phase as the other Gilbarco equipment.	
8	Ensure that the latest pump, CRIND, and Applause Media System software are available.	
9	Ensure that the CCN is a CCN 2 or later/CCN 3 if USB printers are used.	
10	Ensure that the CRIND, pump, and site server programming and configuration are performed correctly.	
11	Ensure that seal-offs are poured for the conduit wiring in the store and dispensers.	
12	Ensure that all Applause Media System cabling are securely installed.	
13	Ensure that the required number of twisted-pair wires or Ethernet CAT5E cable (if used) runs to the dispensers are available. If CAT5E cable is used, ensure that it is only installed in a non-AC conduit (spare or intercom). Ethernet runs must also be less than 280 feet. Verify forecourt twisted-pair wiring as per the Gilbarco standards.	
14	Ensure that all dispensers are communicating with the POS system.	
15	Ensure that IP addresses are known before commissioning (If they are different from the default addresses).	
16	If the customer is using a DSL line or WAN connection, ensure that all routers and modems are installed and programmed before performing the installation. You may require assistance from the site's IT personnel.	
17	Ensure that you have the serial number of the Applause Media System equipment, and your LMS ID number. This information is required for product registration.	
18	Ensure that you obtain the necessary location ID and Control Center hostname settings, and any other information necessary to complete the installation.	
19	Ensure that live content opens on the screen and the site is synchronizing with the Control Center.	
20	<p>Ensure that the site manager/owner has the contact information for Applause Media System support:</p> <p>Service or Performance Issues: Phone: 1-888-800-7498 (Gilbarco Help Desk) E-mail: applause.service@gilbarco.com</p> <p>Graphic Development Issues: E-mail: applause.request@gilbarco.com</p>	

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Appendix B – Setup Information Sheet

Site Is DSL/Cable LAN Network

IP Addresses

Item/Name	Information	Where Used	Value
Static Public IP	This value must be obtained from "Site Network Contact".	Site Router IP	
Public Primary DNS IP	This value must be obtained from "Site Network Contact".	Applause Media System DNS Server Address 1	
Public Secondary DNS IP	This value must be obtained from "Site Network Contact".	Applause Media System DNS Server Address 2	
Local Default Gateway IP	This value must be obtained from "Site Network Contact".	Applause Media System Default Gateway Address	
Local Subnet Mask	This value must be obtained from "Site Network Contact". A common value would be "255.255.255.0".	Applause Media System Netmask CRIND programming	
Local Applause Media System IP	This value must be obtained from "Site Network Contact" (if the site is not on the default IP scheme).	Applause Media System IP Address CRIND programming	
Local LRE 1 IP	This value must be obtained from "Site Network Contact".	LRE #1 programming	
Local LRE 2 IP (required only when site has more than 16 fueling positions)	This value must be obtained from "Site Network Contact".	LRE #2 programming	
Local LRE 3 IP (required only when site has more than 24 fueling positions)	This value must be obtained from "Site Network Contact".	LRE #3 programming	
Local Dispenser IPs (usually additional dispensers numbered sequentially)	This value must be obtained from "Site Network Contact".	CRIND programming	

Port Forwarding

Note: Optionally, these ports may be masked.

Item/Name	Information	Where Used	Value
Applause Media System IP Ports	443 Can be masked for incoming access 22	Site Router	443, 22
LRE IP Ports	443 Can be masked for incoming access 22	Site Router	23

Site Is VPN Network

Item/Name	Information	Where Used	Value
Local Router IP	This value must be obtained from "Site Network Contact".	Site Router IP	
Primary DNS IP	This value must be obtained from "Site Network Contact".	Applause Media System DNS Server Address 1	
Secondary DNS IP	This value must be obtained from "Site Network Contact".	Applause Media System DNS Server Address 2	
Local Default Gateway IP	This value must be obtained from "Site Network Contact".	Applause Media System Default Gateway Address	
Local Subnet Mask	This value must be obtained from "Site Network Contact". A common value would be "255.255.255.0".	Applause Media System Netmask CRIND programming	
Local Applause Media System IP	This value must be obtained from "Site Network Contact" (if site is not on the default IP scheme).	Applause Media System IP Address CRIND programming	
Local LRE 1 IP	This value must be obtained from "Site Network Contact".	LRE #1 programming	
Local LRE 2 IP (required only when site has more than 16 fueling positions)	This value must be obtained from "Site Network Contact".	LRE #2 programming	
Local Dispenser IPs (usually additional dispensers numbered sequentially)	This value must be obtained from "Site Network Contact".	CRIND programming	

Network Port Access Through VPN

Incoming

Item/Name	Information	Where Used	Value
Applause Media System IP Ports	Used by TAC	Gilbarco	443, 22
LRE Ports	Used by TAC	Gilbarco	23

Outbound Traffic Ports from Site to Gilbarco

Item/Name	Where Used	Value
Applause Media System IP Ports	Gilbarco	80

Additional Network Information for Internet Based Connection

Item/Name	Destination
Applause Server Information	Static LAN IP
	Subnet Mask
	Local Gateway IP
	Primary DNS
	Secondary DNS
Network Ports and Protocols Used	Ports - 80 or 443 [Secure Sockets Layer (SSL)], and 53 (DNS)
	Protocols - TCP only
	<i>Note: This is outbound traffic only as the Gilbarco content server does not need to access the onsite unit. The Applause server will check for updated content and upload log files every four hours in a 24-hour period.</i>
	Average log file size = 1 MB
Gilbarco Applause Servers	X.applause.gilbarco.com = 64.90.126.106
	outcastxml.applause.gilbarco.com = 64.90.126.104 (only for VNET™ customers.)
Gilbarco Dispensers Information	Static LAN IPs for each CRIND position
	Subnet Mask
	Dispensers only communicate with the Applause Server IP

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Appendix C – Configuring Site Server IP Addresses for Applause Media System (When IP Addresses Are Changed)

This section provides the procedure to configure the Gilbarco Site Server IP addresses for the Applause Media System, when the site server IP addresses are changed.

IMPORTANT INFORMATION

Perform a “Print System Health Report” command at the dispenser to retrieve the existing site’s IP addresses. You must have a service diagnostic card to be able to print a system health report. This can be done by pressing **CLEAR** on the customer keypad and then inserting a diagnostic card into the card reader within 30 seconds.

To configure the Gilbarco Site Server IP addresses for the Applause Media System, proceed as follows:

Note: Before beginning the configuration, you need to gain access to programming on the Gilbarco Site Server.

- 1 Connect a laptop into port 2 on the site server with a crossover CAT5 cable, or through a router/LRE with a standard CAT5 cable (see [Figure C-1](#) and [Figure C-2](#) on [page C-2](#)).
Note: You will have to set your laptop to a static IP address on the same scheme as the site server. If required, refer to “[Configuring Static IP Address on Your Laptop](#)” on [page C-12](#) for instructions.

Figure C-1: Connecting to Site Server

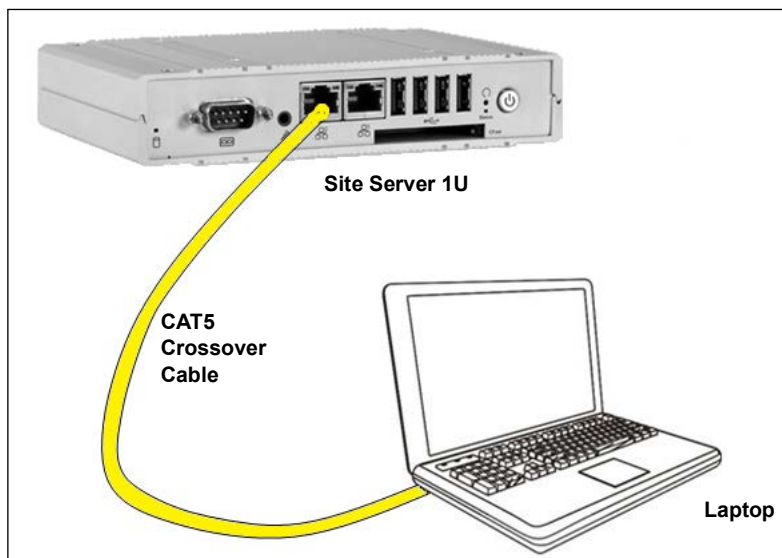
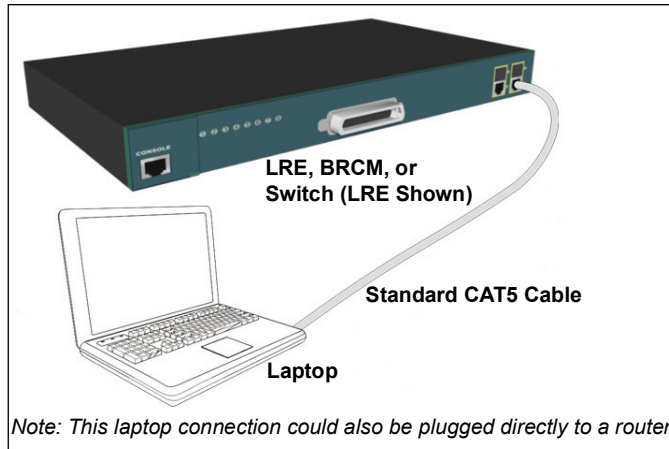


Figure C-2: Connecting Through LRE, BCM, or Switch



- 2 Access the programming web page by typing the IP address of the site server in your browser. The Gilbarco default IP address is 10.5.48.66 but your site server IP address will be different, if using a different IP address scheme at the site.


If the encryption level of the site server is set to “TLS Mode”, begin the URL for connecting to the site server with “https:”. If the encryption level is set to “Fallback Mode”, you may use either “http:” or “https:” in the URL. If the encryption level is set to “Clear Mode”, you must use “http:” in the URL. For information on setting the encryption level, refer to [“Appendix G - Security Settings for Site Server”](#) on page G-1.

*Notes: 1) If using “https:” to connect to the site server, your browser will display a warning stating that it cannot verify the security certificate (or similar warning). This is normal behavior, because the certificate is self signed. When the message is displayed, select **proceed to site anyway** (or the appropriate option in your specific browser).*

- 2) *For sites using non-default IP addresses, it may be required to contact the site’s IT personnel or the local ASC to obtain important IP address information.*

You will be prompted to enter a username and password. Enter the username and password that have been configured for the Site Server.

Figure C-3: Applause Media System

Applause Media System Site Server 

Setup ▾ Go

Setup


Please select one of the following:

- [View Settings](#)
View the current settings.
- [Set the Date & Time](#)**
Set the current date, time, and time zone. Changing the date and time require a server restart.
- [Dispenser CRIND Type Settings](#)
Configure the types of dispensers available.
- [Control Center Settings](#)
Configure the hostname, port, location id, and security settings this site server should use when connecting to its Control Center.
- [Network Settings](#)
Configure available network devices including built-in NIC, and built-in modem, that are used to access forecourt networks and the Internet.
- [Security Settings](#)
Configure the encryption level used by the Site Server.
- [Content Synchronization Timing](#)
Set the timing and frequency of content synchronization with Control Center.
- [Export Settings](#)
Export the current settings in order to save them for future ease of configuration.
- [Import Settings](#)
Import previously exported settings to ease setup and installation.

Applause Media System – version 05.0.01
Copyright © 2012 Gilbarco, Inc. All Rights Reserved. Tuesday, May 26th 2015 @ 21:04:50 PDT

- 3 Click **Setup and Configuration**. The Setup screen opens.

Figure C-4: Setup Screen

Applause Media System Site Server 

Setup

Setup

Please select one of the following:

- [View Settings](#)
View the current settings.
- [Set the Date & Time](#)
Set the current date, time, and time zone. Changing the date and time require a server restart.
- [Dispenser CRIND Type Settings](#)
Configure the types of dispensers available.
- [Control Center Settings](#)
Configure the hostname, port, location id, and security settings this site server should use when connecting to its Control Center.
- [Network Settings](#)
Configure available network devices including built-in NIC, and built-in modem, that are used to access forecourt networks and the Internet.
- [Security Settings](#)
Configure the encryption level used by the Site Server.
- [Content Synchronization Timing](#)
Set the timing and frequency of content synchronization with Control Center.
- [Export Settings](#)
Export the current settings in order to save them for future ease of configuration.
- [Import Settings](#)
Import previously exported settings to ease setup and installation.

Applause Media System – version 05.0.01
Copyright © 2012 Gilbarco, Inc. All Rights Reserved. Tuesday, May 26th 2015 @ 21:04:50 PDT

*Note: After you access the Setup screen, click **View Settings** and note all the settings to ensure that you have the required data, in case you need to revert to the original settings.*

- 4 Click **Network Settings**. The Network Settings screen opens. Make the required changes under Ethernet Settings.

Figure C-5: Site Server

Applause Media System Site Server

Network Settings

General Network Settings

Synchronization Method

Dispenser Download Bandwidth Limitation (MB/s)

Ethernet Settings

IP Address

Netmask

Default Gateway Address

DNS Server Address 1

DNS Server Address 2

NTP Server Address

Modem Settings

Username

Password

Phone #1

Phone #2

Phone #3

Applause Media System – version 01.9.10
Copyright © 2004-2009 Gilbarco Veeder-Root. All Rights Reserved. Friday, July 10th 2009 @ 17:48:38 PDT

Note: The settings shown in this figure are the Gilbarco default IP address settings. The default value for Dispenser Download Bandwidth Limitation is 1 MB/s. Usually, this value does not need to be modified.

- 5 Select **Continue** at the bottom of the screen.
- 6 Click **Apply New Settings** on the next screen after you have reviewed the settings, and follow the instructions to reboot the server.
Note: You will be prompted to reboot the server two times. Record your settings for later use.

If the entire IP address scheme at the site needs to be changed, then the dispenser IP addresses will also need to be reprogrammed to match the site server. This can be done through CRIND diagnostics or a laptop connected to the LRE or a router.

Note: If there are any problems during this process, consult ASC.

Configuring Network for Gilbarco Dispenser IP Addresses

IMPORTANT INFORMATION

Perform a "Print System Health Report" command at the dispenser to retrieve the existing site's IP addresses. You must have a service diagnostic card to be able to print a system health report. This can be done by pressing **CLEAR** on the customer keypad and then inserting a diagnostic card into the card reader within 30 seconds.

WARNING

CRIND side IP addresses must not be changed from factory default unless one of the following two conditions apply:

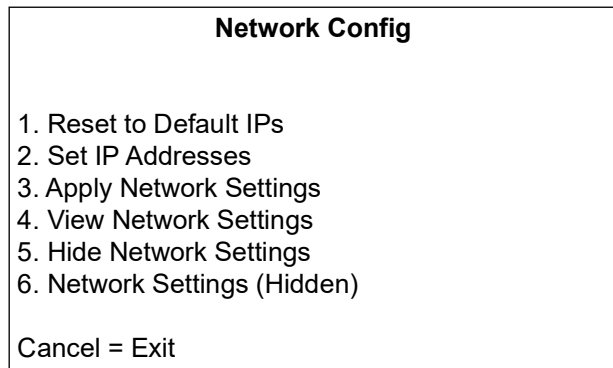
- The site requires a non-standard IP scheme. This includes any IP scheme that is not in the 10.5.48.XXX range.
- The site is configured for non-standard CRIND IDs. For example, dispenser 1 is configured for CRIND IDs 1/4 instead of 1/2.

To configure the network IP addresses at the dispenser, proceed as follows:

From the main menu, press **3** > **Enter**. The Network Config screen opens.

Note: Enter key must be pressed after each keystroke.

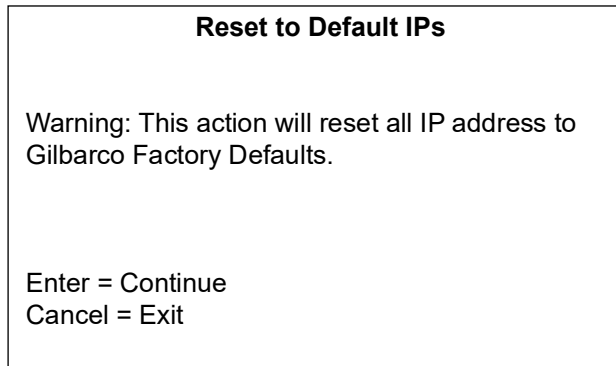
Figure C-6: Network Config Menu



Reset to Default IPs

From the Network Config menu, press **1** > **Enter**. This option resets all the IP addresses to the default value. The following warning message opens before resetting the values to factory defaults.

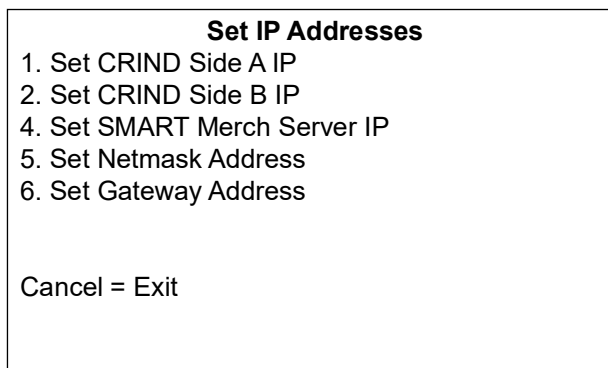
Figure C-7: Reset to Default IPs



Set IP Addresses

From the Networking Configuration menu, press **2** > **Enter**. The Set IP Addresses screen opens.

Figure C-8: Set IP Addresses



Note: If SMART Connect™ option is removed, then Set SMART Connect server IP is not displayed.

Set CRIND Side A IP

From the Set IP Addresses menu, press **1** > **Enter**. The CRIND Side A IP screen opens.

Figure C-9: CRIND Side A IP

<p style="text-align: center;">CRIND Side A IP</p> <p style="text-align: center;">000 . 000 . 000 . 000</p> <p>Enter number blocks using three digits each with leading zeros if necessary. IP block range: 000 – 255 Example: 010 . 005 . 126 . 003</p> <p>Clear = Erase Entry Enter = Save Value and Exit Cancel = Discard Changes and Exit</p>

To set side A IP address, number block must be in the 000-255 range and must be completed with leading zeros.

- Press **Clear** to erase all entered digits and start again.
- Press **Enter** to validate if it is a correct IP address and to store the result, if IP address is not valid the input is cleared.
- Press **Cancel** to discard the input and return to Set IP Addresses menu.

Note: Set CRIND Side B IP option is not visible on single side units.

Set SMART Merchandising Server IP

From the Set IP Addresses menu, press **4** > **Enter**. The SMART Merchandising IP screen opens.

Figure C-10: SMART Merchandising IP

<p style="text-align: center;">SMART Merchandising IP</p> <p style="text-align: center;">000 . 000 . 000 . 000</p> <p>Enter number blocks using three digits each with leading zeros if necessary. IP block range: 000 – 255 Example: 010 . 005 . 126 . 003</p> <p>Clear = Erase Entry Enter = Save Value and Exit Cancel = Discard Changes and Exit</p>
--

To set SMART Merchandising Server IP address, number block must be in the 000-255 range and must be completed with leading zeros.

- Press **Clear** to erase all entered digits and start again.
- Press **Enter** to validate if it is a correct IP address and to store the result, if IP address is not valid the input is cleared.
- Press **Cancel** to discard the input and return to Set IP Addresses menu.

Set Netmask Address

From the Set IP Addresses menu, press **5** > **Enter**. The Netmask Address screen opens.

Figure C-11: Netmask Address

<p style="text-align: center;">Netmask address 000 . 000 . 000 . 000</p> <p>Enter number blocks using three digits each with leading zeros if necessary. Netmask block range: 000 – 255 Example: 010 . 005 . 126 . 003</p> <p>Clear = Erase Entry Enter = Save Value and Exit Cancel = Discard Changes and Exit</p>
--

To set the Netmask address, number block must be in the 000-255 range and must be completed with leading zeros, if required.

- Press **Clear** to erase all entered digits and start again.
- Press **Enter** to validate if it is a correct IP address and to store the result. If the IP address is not valid, the input is cleared.
- Press **Cancel** to discard the input and return to Set IP Addresses menu.

Set Gateway Address

From the Set IP Addresses menu, press **6** > **Enter**. The Gateway Address screen opens.

Figure C-12: Gateway Address

<p style="text-align: center;">Gateway Address 000 . 000 . 000 . 000</p> <p>Enter number blocks using three digits each with leading zeros if necessary. Netmask block range: 000 – 255 Example: 010 . 005 . 126 . 003</p> <p>Clear = Erase Entry Enter = Save Value and Exit Cancel = Discard Changes and Exit</p>
--

To set the Gateway address, number block must be in the 000-255 range and must be completed with leading zeros.

- Press **Clear** to erase all entered digits and start again.
- Press **Enter** to validate if it is a correct IP address and to store the result, if IP address is not valid the input is cleared.
- Press **Cancel** to discard the input and return to Set IP Addresses menu.

Apply Network Settings

IMPORTANT INFORMATION
To activate Network settings, the required network settings MUST be applied.

From the Network Config menu, press **3 > Enter**. The Apply Network Settings screen opens.

Figure C-13: Apply Network Settings

Apply Network Settings
Network settings applied
Cancel = Exit

View Network Settings

From the Networking Config menu, press **4 > Enter**. This option enables to view the currently applied network settings. The View Network Settings screen opens.

Figure C-14: View Network Settings

View Network Settings	
CRIND Side A	000.000.000.000
CRIND Side B	000.000.000.000
SM Server	000.000.000.000
Netmask	000.000.000.000
Gateway	000.000.000.000
Cancel = Exit	

The following network settings are displayed:

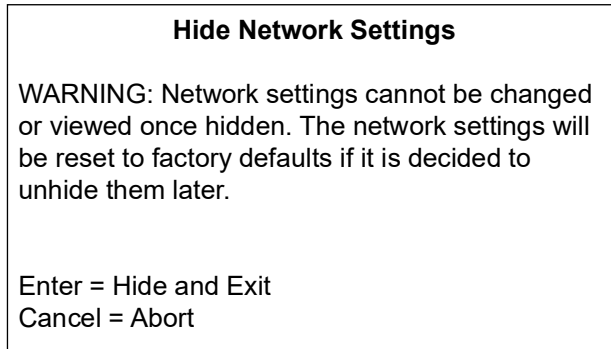
- Side A IP Address
- SMART Connect Server IP Address
- SMART Merchandising Server IP Address
- Network Mask
- Gateway Address

*Notes: 1) For single side units, CRIND Side B IP address displays what is expected to be the IP address, not the real IP address.
2) If the SMART Connect option is disabled, then the SC Server IP address is no longer displayed.*

Hide Network Settings

From the Network Config menu, press **5 > Enter**. The Hide Network Settings screen opens before the Network settings are hidden.

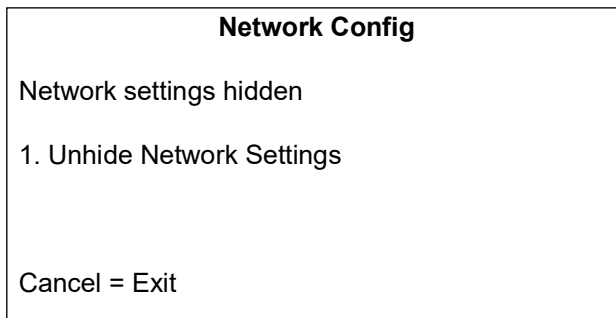
Figure C-15: Hide Network Settings



Network Settings (Hidden)

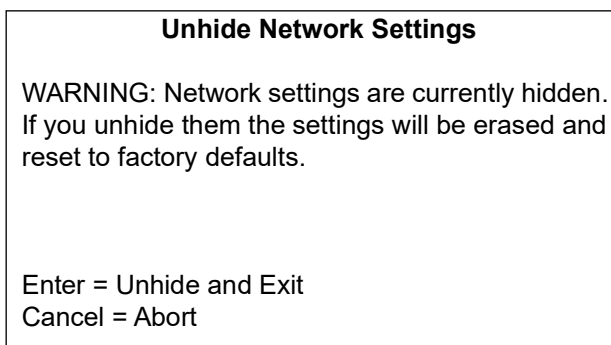
From the Network Config menu, press **6 > Enter**. The following screen opens. This option enables you to unhide the applied network settings.

Figure C-16: Network Settings (Hidden)



Press **1 > Enter**. The following warning opens. Unhiding Network Settings resets IP addresses to factory values.

Figure C-17: Unhide Network Settings



Configuring Static IP Address on Your Laptop

If the current IP address at any device (site server and dispensers) does not match the IP scheme that needs to be used, follow the instructions to change the IP address on your laptop to the required IP address scheme.

For example, if the required dispenser IP scheme is 10.5.48.71, 10.5.48.72, and 10.5.48.73, and there is a dispenser (1 and 2) with an IP address of 10.128.46.71 (side 1) and 10.128.46.72 (side 2), you may need to change that IP scheme.

IMPORTANT INFORMATION

You need to have your laptop connected to the device with an Ethernet network connection (CAT5 cable).

Note: This procedure may vary slightly depending on your laptop's operating system.

To set the static IP address on your laptop, proceed as follows:

- 1 Right-click **My network Places**.
- 2 Select **Properties**.
- 3 Right-click on your local area connection. (for example, COM1 or local area connection)
- 4 Select **Properties**.
- 5 Select **Internet Protocol TCP/IP** from the list of options.
- 6 Select **Properties**.

At this point, you require to program the address scheme that currently exists at the dispenser you want to change.

- 7 Click **Use the following IP address**.
- 8 Program the IP address to 10.128.46.240. Retain the subnet mask at 255.255.255.0 and then select **Ok > Ok**.
- 9 You must be able to open up Internet Explorer and type in 10.128.46.71. This must bring up that dispenser (1 and 2). You can change the IP address for both sides of the dispenser to (10.5.48.71 and 10.5.48.72) and then submit the changes.
- 10 Repeat steps 1 to 7. In step 7, change the laptop IP address to 10.5.48.240. This will set that laptop on the same IP scheme as the dispenser and will allow you to connect to it just as you connect to other dispensers.

Appendix D – Broadband Router and Network Configuration

Configuring Cisco® Router

To configure the Cisco Router (Q13708-08B), proceed as follows:

- 1 Ensure the router is powered up by verifying that the **System** LED is illuminated.
- 2 Press and hold the **Reset** button for 30 seconds. The button can be found on the back of the router, to the left of port 1.
- 3 After 10 seconds, the **Diag** LED will begin flashing slowly. After 30 seconds the **Diag** LED will begin flashing quickly. Release the **Reset** button once the **Diag** LED is flashing quickly. The **Diag** LED will continue flashing and turn solid when the reset is complete.
- 4 The router is now reset to Cisco factory defaults.

Cisco Factory Default Settings

Parameter	Default Value
Username:	admin
Password:	admin
LAN IP:	192.168.1.1
DHCP Range:	192.168.1.100 to 149
Netmask	255.255.255.0

Figure D-1: Cisco Factory Default Setting Screen

The screenshot displays the 'LAN Setting' configuration window. The 'Device IP Address' field is highlighted with a pink box and contains the value '192.168.1.1'. The 'Subnet Mask' is set to '255.255.255.0'. The 'Multiple Subnet' checkbox is unchecked. Below this, the 'WAN Setting' section shows a table with two rows: WAN1 and WAN2, both set to 'Obtain an IP automatically'. The 'DMZ Setting' section has an unchecked 'Enable DMZ' checkbox. At the bottom, the 'Save' button is highlighted with a pink box.

Interface	Connection Type
WAN1	Obtain an IP automatically
WAN2	Obtain an IP automatically

Accessing Setup Page of Q13708-08B Router

To access the setup page of the Q13708-08B Router, proceed as follows:

- 1 Verify that the laptop's Local Area Connection is set to **Obtain Automatically**.
- 2 Disable any laptop wireless connections.
- 3 Connect the laptop to port 1 of the Q13708-08B.
- 4 Open up Internet Explorer and in the address bar enter in **192.168.1.1**.
- 5 Click **Continue to this website (not recommended)** if a security certificate error is shown.
- 6 Enter **admin** as the username, and **admin** as the password.
- 7 Press **Login** to access the router.

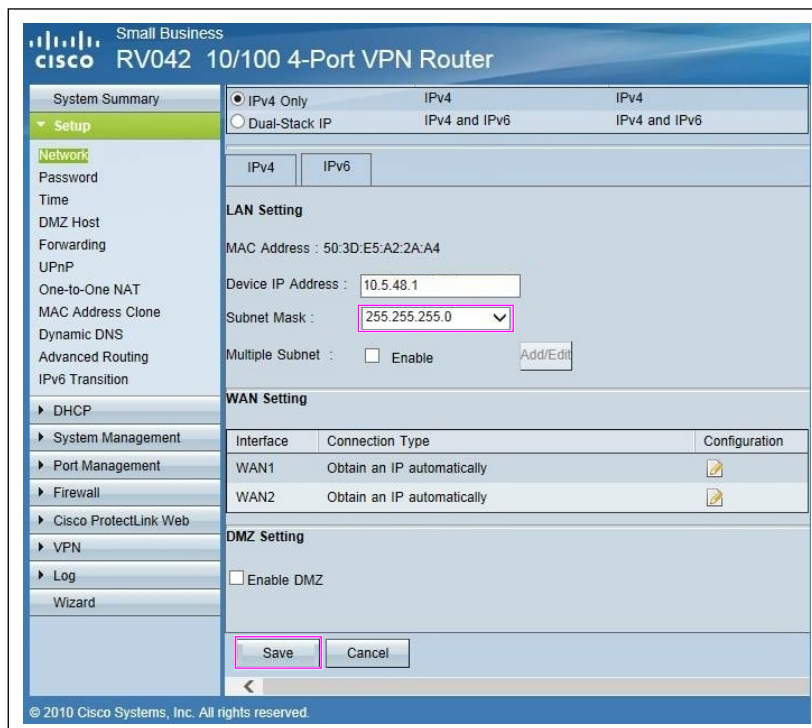
Note: This setup applies to sites utilizing the Applause Media System default IP scheme (10.5.48.XX). Variations to this setup may be provided by site IT personnel depending on customer requirements.

Setting up Q13708-08B Router

To set up the Q13708-08B Router, proceed as follows:

- 1 Under the **Setup** menu, select **Network**.
- 2 Under **LAN Setting**, change the **Device IP Address** to **10.5.48.1** and click **Save**.
- 3 Click **OK** when prompted to save the changes.

Figure D-2: Cisco Router Settings



- 4 Change the laptop static IP to **10.5.48.200** and the subnet mask to **255.255.255.0**.
- 5 Reconnect to the router at **10.5.48.1**.
- 6 Select **DHCP**.
- 7 Under **Dynamic IP** change the **Client Lease Time** to **43200**.
- 8 Change **Range Start** to **10.5.48.120** and the **Range End** to **10.5.48.140**.
- 9 Click **Save** to save the changes.
- 10 Open up an Internet browser window, www.gilbarco.com should be accessible. If not, contact the site's IT department or Internet service provider for additional settings.

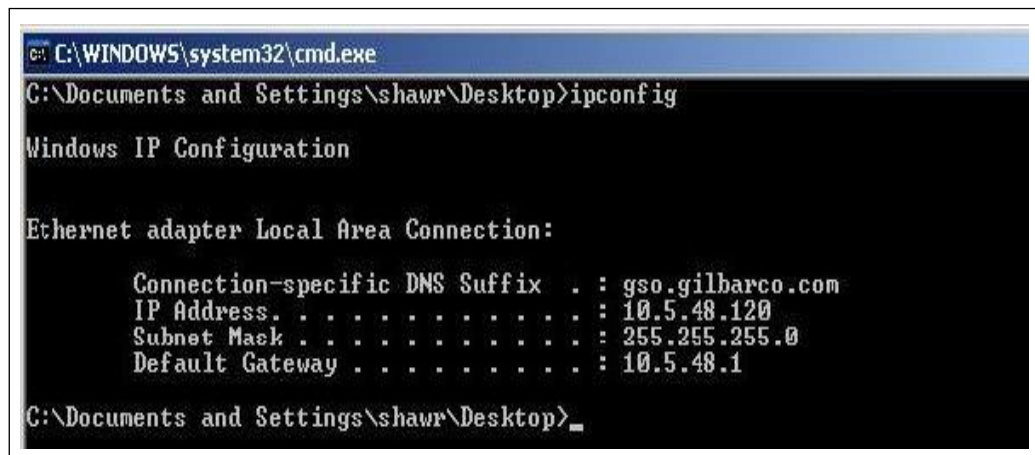
Note: If using a customer supplied router with wireless capability, the wireless capability must be disabled.

Configuring Linksys® Router

To configure the Linksys Router (Q13708-05B), proceed as follows:

- 1 Connect a laptop to one of the eight ethernet ports on the router using a non-crossover CAT5 cable.
- 2 Set the laptop NIC TCP/IP settings to obtain an IP address automatically.
- 3 Click **Start > Run**.
- 4 Type **CMD** and click **OK**. The Command Prompt window opens.
- 5 Type **ipconfig** and click **Enter**. The current IP configuration of the laptop is displayed.

Figure D-3: Command Prompt Window



```
C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\shawr\Desktop>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : gso.gilbarco.com
    IP Address. . . . . : 10.5.48.120
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.5.48.1

C:\Documents and Settings\shawr\Desktop>
```

Note: After this router is preconfigured for the Passport system, the IP address must be set to 10.5.48.X.

- 6 After you confirm that the IP address of the laptop has been set to 10.5.48.X, open a web browser.
- 7 In the address bar of the web browser, enter **10.5.48.1** and press **Enter**, or click **Go**. The username or password screen opens.
- 8 Enter **admin** in the Username field and **GVR2Tech07** in the Password field. The Linksys Router Configuration screen opens.

Figure D-4: Linksys Router Configuration Screen

The screenshot displays the Linksys Router Configuration interface. At the top, it identifies the device as an Etherfast® Cable/DSL Router (BEFSR81) with firmware version 2.51.3. The 'Setup' menu is selected, and the 'Basic Setup' sub-menu is active. The 'Internet Setup' section is expanded, showing 'Internet Connection Type' set to 'Obtain an IP automatically'. The 'Subnet Mask' is set to '255.255.255.0'. The 'Local IP Address' is set to '10.5.48.1'. The 'Local DHCP Server' is set to 'Enable'. The 'Start IP Address' is set to '10.5.48.120'. The 'Number of Address' is set to '20'. The 'DHCP Address Range' is '10.5.48.120 to 10.5.48.139'. The 'Client Lease Time' is '34663 minutes (0 means one day)'. The 'Static DNS 1', 'Static DNS 2', and 'Static DNS 3' fields are all set to '0.0.0.0'. The 'WINS' field is set to '0.0.0.0'. The 'Save Settings' button is highlighted.

- 9 Select **Setup**.
- 10 From the list of options, select **Obtain an IP automatically** for Internet Connection Type.
- 11 In the Subnet Mask field, select **255.255.255.0** from the list of options.
- 12 Click **Save Settings**. The Linksys Router Configuration screen opens.
- 13 In the Start IP Address field, enter **120** to configure the IP address as 10.5.48.120.
- 14 Click **Save Settings**.

Note: The page may not be displayed till you release and renew the IP address information or reboot the laptop.


Verifying Applause Media System Server Network Configuration

To verify the Applause Media System Server Network configuration, proceed as follows:

- 1 Connect a laptop directly to the Site Server using the instructions in “[Configuring Site Server IP Addresses for Applause Media System \(When IP Addresses Are Changed\)](#)” on page C-1.

Figure D-5: Applause Media System Site Server Screen

Applause Media System Site Server



Home

Please make a selection using one of the below links, or the pulldown menu at the top-right of this page:

[Setup and Configuration](#)
Setup allows you to setup and configure this server. If you need to reconfigure or change settings this is the place.

[Diagnostic Utilities](#)
This screen offers several diagnostic utilities to help troubleshoot a myriad of problems as well as monitor the overall health of the system.

[Synchronize Content Now](#)
If you want to force this server to synchronize content with its Control Center use this option.

[Restart Server](#)
If you need to restart the server, perhaps for new settings to take affect, use this.

[Shutdown Server](#)
To cleanly turn off the server, use this.

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Friday, April 22nd 2005 @ 15:24:21 EDT

- 2 Select **Setup and Configuration > Network Settings**.

The Network Settings screen opens.

Figure D-6: Network Settings Screen

Applause Media System Site Server GILBARCO
VEEDER-ROOT

Setup

Network Settings

General Network Settings

Synchronization Method:

Dispenser Download Bandwidth Limitation (MB/s):

Ethernet Settings

IP Address:

Netmask:

Default Gateway Address:

DNS Server Address 1:

DNS Server Address 2:

NTP Server Address:

Modem Settings

Username:

Password:

Phone #1:

Phone #2:

Phone #3:

*Note: Ensure that the Synchronization Method field is set to **Ethernet**.*

- 3** Set the Default Gateway Address to **10.5.48.1**.
- 4** Set the DNS Server Address 1 to **10.5.48.1** and DNS Server Address 2 to **4.2.2.1**.
*Note: Ensure that the Subnet Mask is set to the default value of **255.255.255.0**.*
- 5** Click **Continue**.
- 6** Click **Apply New Settings** on the next screen after you have reviewed the settings, and rebooted the server.
Note: You will be prompted to reboot the server two times.

In three minutes the web browser shows the Applause Media System options menu if the Linksys's WAN/Internet port has been connected to a port on the main site router.

- 7** Click **Synchronize Content Now**.

In 2-3 minutes, the web browser screen shows the status of the synchronization and updates.


Appendix E – Configuring Content Synchronization Times

By default, the site server will synchronize itself with the Applause Control Center every four hours, at 00:00, 04:00, 08:00, 12:00, 16:00, and 20:00 local time (six times a day). For most sites, these times must be left at their default values. If a particular site requires that the synchronization times be changed; however, they may be modified.

To configure the synchronization times for the site server, connect a laptop directly to the site server using the instructions in “[Appendix C - Configuring Site Server IP Addresses for Applause Media System \(When IP Addresses Are Changed\)](#)” on [page C-1](#). After connecting, click **Setup and Configuration**. The Setup screen opens.

Figure E-1: Setup Screen

Applause Media System Site Server



Setup

Please select one of the following:

- [View Settings](#)
View the current settings.
- [Set the Date & Time](#)
Set the current date, time, and time zone. Changing the date and time require a server restart.
- [Dispenser CRIND Type Settings](#)
Configure the types of dispensers available.
- [Control Center Settings](#)
Configure the hostname, port, location id, and security settings this site server should use when connecting to its Control Center.
- [Network Settings](#)
Configure available network devices including built-in NIC, and built-in modem, that are used to access forecourt networks and the Internet.
- [Security Settings](#)
Configure the encryption level used by the Site Server.
- [Content Synchronization Timing](#)
Set the timing and frequency of content synchronization with Control Center.
- [Export Settings](#)
Export the current settings in order to save them for future ease of configuration.
- [Import Settings](#)
Import previously exported settings to ease setup and installation.

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Tuesday, May 26th 2015 @ 21:04:50 PDT

- 1 Click **Content Synchronization Timing**. The Content Synchronization Timing screen opens.

Figure E-2: Content Synchronization Timing Screen

Applause Media System Site Server

Setup

Content Synchronization Timing

Random Delay Window
When each synchronization starts, Site Server will pause for a random number of seconds between 0 and the Random Delay Window value, in order to distribute the connection load on the Control Center server. Entering zero will cause the Site Server to connect immediately instead of pausing before connecting. In general this value should be left at its default (10 minutes). Press Update to save your changes.

Random Delay Window: minutes (0-60 allowed)

Synchronization Times
Site Server will synchronize its content with the Control Center at the times shown below. You may change a synchronization time, delete a synchronization time, or add additional synchronization times (up to 24 per day). Press Update to save your changes.

Synchronization Time: :

Synchronization Time: :

Synchronization Time: :

Synchronization Time: :

Synchronization Time: :

Synchronization Time: :

Synchronization Time: :

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Synchronization Times may be changed, added, or deleted. A minimum of one, and a maximum of 24 synchronization times may be configured.

The Random Delay Window may also be changed. This is the maximum length in minutes of the random delay at the beginning of each synchronization with Control Center. The delay is intended to spread out the connections to the Control Center from multiple locations, so they do not all connect to the Control Center at the same time. The Random Delay Window should not be set to a value that is less than the shortest time between any two synchronization times.

After you have made the necessary changes, press **Update** to save your changes. The changes take effect immediately, without requiring a reboot of the site server.

Appendix F – Installing and Configuring Secondary NIC in Applause Media System Site Server

This section provides instructions to install and configure a secondary NIC in the Applause Media System Site Server.

Overview

Some site LAN configurations may require the installation of a secondary NIC to separate the forecourt LAN from the rest of the store LAN, and allow only the Applause Media System Site Server to connect to the store LAN. The primary NIC is configured to be on the forecourt LAN (10.5.48.X by default), and the secondary NIC is configured to be on the store LAN. The **disable routing between NICs** option can be turned on to prevent any traffic from the forecourt LAN from reaching the store LAN. The Applause Media System Site Server is still able to connect through the store LAN to the Internet, since its secondary NIC is on the store LAN.

Additional Information

It is not necessary to reimage the Applause Media System Site Server to complete installation of a secondary NIC. If a server with a secondary NIC installed requires reimaging, the secondary NIC must be disconnected prior to reimaging and reconnected once the reimage is complete.

Required Equipment

The following equipment is required to install and configure a secondary NIC in the Applause Media System Site Server:

- Gilbarco Site Server (PA03580003)
- 10/100 Base-T Network Interface Card (M08507B014)

Installing Secondary NIC

To install the secondary NIC in the Applause Media System Site Server, proceed as follows:

- 1 Power down the Applause Media System Site Server and remove the top cover.
- 2 Disconnect the right-angle adapter ribbon cable from the existing modem card.
- 3 Remove the existing modem card.
- 4 Connect the right-angle adapter ribbon cable removed from the modem card to the secondary NIC.

Note: This is easier to connect before installing the secondary NIC.

- 5 Install the secondary NIC.
- 6 Reinstall the Applause Media System Site Server top cover and restore power.

Note: Non-default and secondary NIC settings must be provided by the retail customer's IT department. The Gilbarco TAC cannot provide these settings.

Configuring Secondary NIC

To configure the secondary NIC in the Applause Media System Site Server, proceed as follows:

- 1 Connect to the Applause Media System Site Server via laptop.
- 2 Navigate to the **Network Setup** page.
- 3 Enter the secondary NIC IP configuration information.
- 4 Disable routing between NIC if required by the site configuration.
- 5 Save the configuration and restart the Applause Media System Site Server.

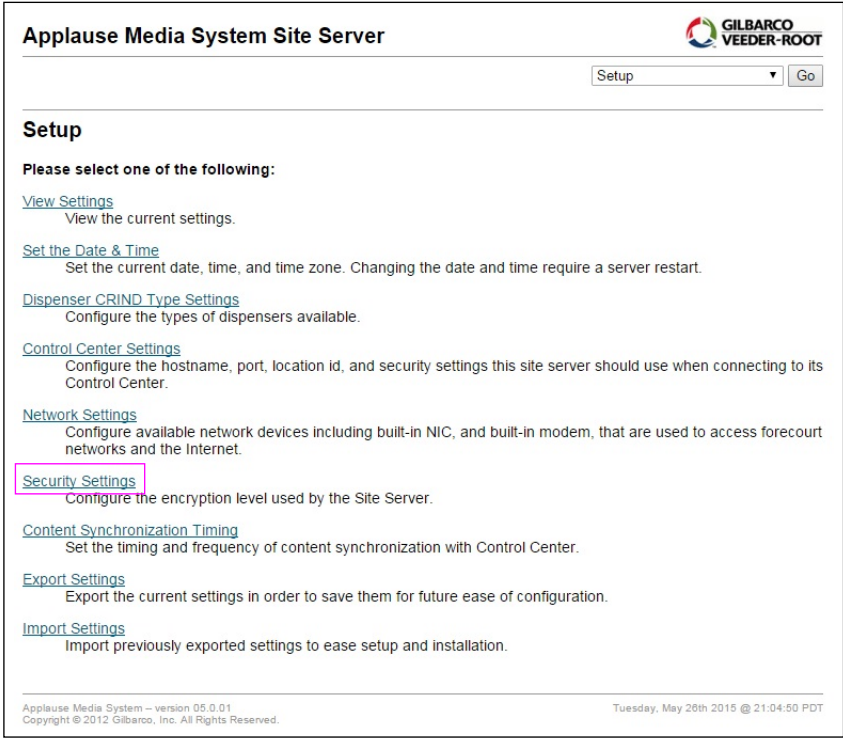
Appendix G – Security Settings for Site Server

The encryption level that is used for communications between dispensers and the Site Server, and for the Site Server's web-based configuration interface and the user account settings for the Site Server, can be specified on the Security Settings page.

To configure the security settings for the site server, proceed as follows:

- 1 Connect a laptop directly to the site server using the instructions in “Appendix C - Configuring Site Server IP Addresses for Applause Media System (When IP Addresses Are Changed)” on page C-1. After connected, click **Setup and Configuration**. The Setup screen opens.


Figure G-1: Setup Screen



- 2 Click **Security Settings**. The Security Settings screen opens.

Figure G-2: Security Settings Screen

Applause Media System Site Server



Setup

Encryption Level

The current encryption level is: Fallback Mode.

Encryption Level

User Account Settings

You may change the Username and/or Password for the account used to access the Site Server. Usernames must be less than 32 characters long, and may contain lower-case letters and numeric characters, hyphen (-), or underscore (_). A Username may not start with a hyphen or number, and may end with a dollar sign (\$). Passwords must be at least 8 characters long, and must contain upper-case, lower-case, and numeric characters. If SSH access is enabled, login via SSH or the console is permitted, otherwise login is only allowed via the web interface.

Username:

Current Password:

New Password:

Re-enter New Password:

Allow SSH access:

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Monday, November 14th 2016 @ 17:08:08 PST

Encryption Level

The Encryption Level setting determines which HTTP and HTTPS protocols can be used to connect to the Site Server. Change security settings only when requested by the site IT department. To change the encryption level, select the desired level from the menu, and click **Continue**.

After applying the changes, you will be prompted to reboot the site server. After the site server reboots, the new encryption level will be in effect.

The following table lists the encryption level settings and the HTTP and HTTPS protocols used to connect to the site server:

Encryption Level	Protocols Allowed					
	Plain Text (HTTP)	SSLv2	SSLv3	TLSv1	TLSv1.1	TLSv1.2
Fallback Mode (default)	Yes	No	Yes	Yes	Yes	Yes
TLS Mode	No	No	No	No	No	Yes
Clear Mode	Yes	No	No	No	No	Yes
TLS+SHA256 Mode	No	No	No	No	No	Yes
Clear+SHA256 Mode	Yes	No	No	No	No	Yes

The following table lists the encryption level settings for dispenser types:

Encryption Level	Dispenser Type					
	Encore 500	With FlexPay II CRIND without EMV Support	With FlexPay II CRIND with EMV Support	With FlexPay IV CRIND	Non-EMV FlexPay II and FlexPay IV	Other
Fallback Mode (default)	Yes	Yes	No	No	Yes	Yes
TLS Mode	No	No	Yes	Yes	No	Yes
Clear Mode	Yes	No	No	No	No	Yes
TLS+SHA256 Mode	No	No	Yes*	Yes*	No	Yes
Clear+SHA256 Mode	Yes	No	No	No	No	Yes

Notes: 1) If the encryption level is set to a TLS mode, “https:” must be used to connect to the site server’s control panel web interface. When connecting to control panel via “https:”, your browser will display a warning stating that it cannot verify the security certificate (or similar warning). This is normal behavior, because the certificate is self signed. When the message is displayed, select **proceed to site anyway** (or appropriate option in your specific browser).

2) Selecting one of the SHA256 modes causes the Site Server to use an enhanced security certificate to encrypt communications. This new certificate meets modern PCI standards. Applause Media System will not play if the dispensers are not updated with the newer matching certificates. New certificates are added to FlexPay IV units with the M7 maintenance tool, to the FlexPay II units with EMV support using the M5 Maintenance tool. The respective certificate packages can be obtained in the same manner as Site Server ISO is obtained.

User Account Settings

You may change the username and/or password for the account used to access the Site Server.

Notes: 1) Usernames must be less than 32 characters long, and may contain lower-case letters and numeric characters, hyphen (-), or underscore (_). A Username may not start with a hyphen or number, and may end with a dollar sign (\$).

2) Passwords must be at least 8 characters long, and must contain upper-case, lower-case, and numeric characters.

If Secure SHell (SSH) access is enabled, login via an SSH connection, or via the console (i.e. with a keyboard and monitor) is permitted, otherwise login is only allowed via the web interface.

To change the username, proceed as follows:

- 1 Enter the new username in the Username field.
- 2 Click the **Update** button.
- 3 A confirmation message will be displayed after the username has been changed, and you will then be prompted to log in with the new username.

To change the password, proceed as follows:

- 1 Enter the existing password in the Current Password field.
- 2 Enter the new password in the New Password field.
- 3 Enter the new password again in the Re-enter New Password field.
- 4 Click the **Update** button.
- 5 A confirmation message will be displayed after the password has been changed, and you will then be prompted to log in using the new password.

To enable SSH access, proceed as follows:

- 1 Check the **Allow SSH Access** box.
- 2 Click the **Update** button.
- 3 A confirmation message will be displayed after the setting has been changed, and the Site Server will allow login via SSH or the main console (with a keyboard and monitor).

To disable SSH access, proceed as follows:

- 1 Un-check the Allow SSH Access box.
- 2 Click the **Update** button.
- 3 A confirmation message will be displayed after the setting has been changed, and the Site Server will no longer allow login via SSH or the main console (i.e. with a keyboard and monitor).

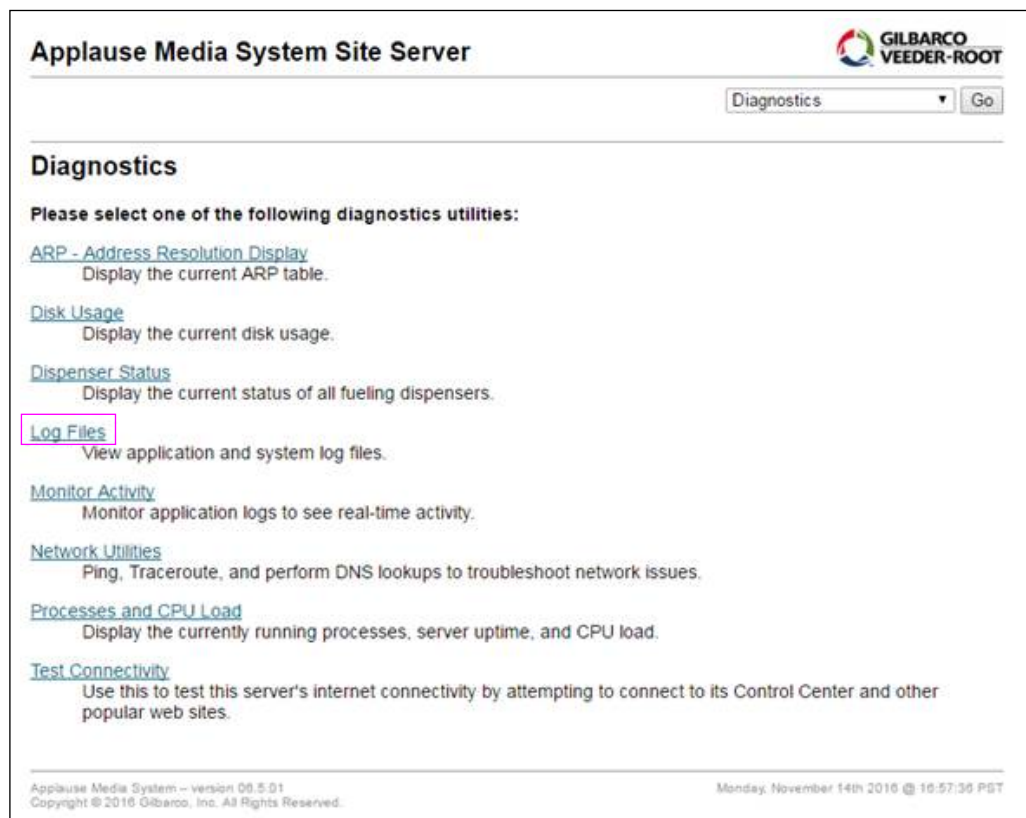
Appendix H – Forwarding System Logs

System logs are part of the PCI audit requirements not intended to be used for server-level troubleshooting. These logs are sent to the remote log server in real time; the remote log server information is provided by the PCI auditor. System logs from the Site Server may optionally be forwarded to a remote “syslog” server to enable remote log scanning and analysis.

To set up log forwarding, proceed as follows:


- 1 Connect a laptop directly to the Site Server using the instructions in “[Appendix C - Configuring Site Server IP Addresses for Applause Media System \(When IP Addresses Are Changed\)](#)” on [page C-1](#). After you are connected, click **Diagnostic Utilities**. The Diagnostics screen opens.

Figure H-1: Diagnostics Screen



- 2 Click **Log Files**. The Log Files screen opens.

Figure H-2: Log Files Screen

Applause Media System Site Server 

Diagnostics

Set Log Level

Log level for merch_event.log (takes effect immediately):

Normal Debug

Remote Logging

To forward all syslog messages from this server to a remote host, enter the remote hostname or IP address, and port number.

Remote Syslog Server IP/Hostname: Remote Syslog Server Port:

View Log Files

To view a log file please select it from the following list and press the 'View' button:

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- 3 To enable log forwarding, enter a Hostname or IP address for the remote server that will receive the log files, and the appropriate Port Number for the remote server.
Note: The appropriate settings for the remote server should be obtained from the customer for each location.
- 4 Click the **Update** button to save your changes. The changes take effect immediately.

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GILBARCO
VEEDER-ROOT

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7300 West Friendly Avenue · Post Office Box 22087
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Phone (336) 547-5000 · <http://www.gilbarco.com> · Printed in the U.S.A.
MDE-4699M Applause™ Media System Installation, Service, and Parts Manual · August 2023