

FM*Live* Unit Messages v10.12

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
UNIT_POWER_FAIL	MODERATE	Power failed on Unit <unit ID>.	Unit's startup monitor in embedded java has started. This can be triggered by felix restarts as well as general powerfail	The unit powered up or was restarted. Informational message; no other steps required.
POSITION_INTO_MANUAL_MODE	MODERATE	<ELECTRONIC/MECHANICAL> Position #<FP number> was put into manual mode.	FP status changed from auto to manual	The Fueling Position was physically changed from automatic to manual mode at the unit. To resolve, go to the unit and toggle the manual mode switch to automatic at the Fueling Position.
POSITION_INTO_AUTO_MODE	LEAST	<ELECTRONIC/MECHANICAL> Position #<FP number> was put into automatic mode.	FP status changed from manual to auto	The Fueling Position was physically changed from manual to automatic mode at the unit. This means the toggle at the unit was physically switched to automatic at the Fueling Position.

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POSITION_ZERO_QUANTITY_SHUTDOWN	MOST	<ELECTRONIC/MECHANICAL> Position #<FP number> was automatically shutdown. Too many zero-quantity transactions.	FP had enough zero quantity transactions in a row to reach the limit set in FMLive	<p>The Fueling Position had enough zero quantity transactions in a row to reach the limit set in FMLive.</p> <ol style="list-style-type: none"> 1. Enable the Fueling Position by physically going to the unit with utility media or viewing the unit in the FMLive UI and enabling. Refer to the front panel operations manual for more information. 2. Confirm the unit is receiving pulses from the fueling dispenser by running a counts test. 3. Confirm the pedestal hardware is working by running a TAP test. Refer to PB-40 for more information.
POSITION_SHUTDOWN	MODERATE	<ELECTRONIC/MECHANICAL> Position #<FP number> was shutdown.	FP was shut down or deactivated by user	<p>The Fueling Position was disabled. Units can only be disabled and re-enabled via FMLive. Re-enable the Fueling Position by viewing the unit in the FMLive UI and enabling.</p>
POSITION_REENABLED	LEAST	<ELECTRONIC/MECHANICAL> Position #<FP number> was re-enabled.	FP was disabled but was re-enabled	<p>The Fueling Position was re-enabled. Informational message; no other steps required.</p>

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AUTH_UNAUTHORIZED_AUTH_CARD_ACCESS	MODERATE	Unauthorized Auth Card authorization attempted.	Someone attempted to authorize a fleet card through LAF and it failed.	A fleet card failed authorization. Try swiping the card again. Clean the card reader. Confirm the card is valid and on the list at the unit. If using local auth, verify the card is in the Fleet Cards list in FMLive. If using Local Auth First, verify the unit is set up with the correct workflow. In the front panel, go to Management > Diagnostics > Mag Stripe to print a receipt with some of the card information. See Front Panel Operations Manual for further diagnostics. Contact technical support to check the list at the unit.
ELP_TEMPERATURE_SHUTDOWN	MOST	Unit <unit ID> was automatically shutdown due to its temperature.	EAPro has safeguards to shut itself down if the temperature is outside of safe operating range.	The Unit automatically shutdown due to it's temperature. The hardware has safeguards to shut itself down if the temperature is outside of safe operating range. Power down the unit for 15 minutes and restart. If the issue persists, replace the hardware.
PINPAD_ERROR	MOST	PIN Pad error for Unit #<Unit ID>: <Error Message>	Payment card reader PIN Pad is having issues. Error message is currently hard coded to "Message: PIN PAD NOT WORKING".	The payment card reader's PIN pad is having issues. Power down the unit for 15 minutes and restart. If the issue persists, replace the hardware.

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TMU_REPORT_FAILURE	MODERATE	TMU Report failed to generate for Unit <unit ID>	TMU failed to generate a report	The TMU failed to generate a report with tank information. Make sure the TMU is powered on and connected. Check the TMU status at the unit in the functions or management menu.
AUTH_UNAUTHORIZED_TETRA_EQUIPMENT_KEY	MODERATE	<Auth Media Type> authorization failed.	Someone attempted to authorize an equipment key but failed. Valid types are "Equipment Prokee", "Equipment Prox Card", "Equipment Keypad", "Equipment Fleet Card", "Legacy Equipment Prokee"	Equipment authorization failed. Confirm the equipment and it's auth media are authorized in FMLive.
AUTH_UNAUTHORIZED_EQUIPMENT_METER	MODERATE	<Meter Type> validation failed for Equipment <Equipment Display ID>.	Authorization failed due to an invalid meter value entered. Meter type is ODOMETER or ENGINE_RUN_TIME	Authorization failed due to an out-of-range meter value entered. Determine what value was entered at the unit and compare it with the equipment's meter reading on the Data tab. If the value entered was valid, you will need to manually edit the previous transaction's meter value to be within range of the equipment's current meter value.
AUTH_UNAUTHORIZED_TETRA_UTILITY_KEY	MODERATE	<Auth Media Type> authorization failed.	Someone attempted to authorize a utility key but failed. Valid types are "Utility Prokee", "Utility Prox Card", and "Utility Keypad"	A utility media failed to authorize. Confirm the utility media is in FMLive and authorized. For Prox Card, verify you are using the correct flow at the unit of "D" for Diagnostics, then "T" for Management Access. See Front Panel Operations Manual.

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PROKEE_REENCODED_NOTICE	LEAST	PROKEE - Prokee Reencoded Notice.	A Prokee was successfully encoded at the unit	A Prokee was successfully encoded at the unit. Informational only; no other steps needed.
SUPERCAP_STARTING	LEAST	Supercap for Unit # <unit ID> is starting.	Power has been restored at the unit. The supercap will begin charging shortly.	Power has been restored at the unit and the unit is starting up. Informational only; no other steps needed.
SUPERCAP_BAD	MOST	Supercap for Unit # <unit ID> is bad.	The supercap at the given unit is not holding a charge.	The Supercap (also known as a Super Capacitor; stores a small amount of power, similar to a battery, and allows the EAPro to gracefully shut down in the event of power loss) at the unit is not holding a charge. With someone physically at the unit, check the Supercap light. If the light is green, that indicates it is working. Shut down the unit and watch the status light on the EAPro. If it goes out instantly, that indicates the Supercap is having an issue and the Supercap/EAPro needs to be replaced. (continued on next line)

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
SUPERCAP_BAD (continued)	MOST	Supercap for Unit # <unit ID> is bad.	The supercap at the given unit is not holding a charge.	<p>If it follows the regular shutdown procedure, reseal the Supercap connection. Turn the unit back on and check for any error messages. If the error messages do not stop, it is likely there is something wrong with the EAPro/Supercap.</p> <p>If the light is not green, that indicates something is wrong with the Supercap. Follow the steps above to see if the light on the EAPro goes out instantly - if it does, then the Supercap/EAPro needs to be replaced.</p>
SUPERCAP_POWER_FAIL	MODERATE	SUPERCAP - Supercap Powerfail.	Unit lost power.	The unit shut down due to a loss of power or a manual shut down at the unit. Verify there is power at the unit and turn the unit back on.
SUPERCAP_MONITOR_SERVICE_FAILED	MOST	SUPERCAP - Supercap Monitor Service Failed.	The script that monitors the supercap on the unit has failed. No supercap lifecycle messages will generate.	The script that monitors the Supercap (also known as a Super Capacitor; stores a small amount of power, similar to a battery, and allows the EAPro to gracefully shut down in the event of power loss) on the unit has failed. Power off the unit and power it back on to see if it resolves the issue. Call CSC if the issue persists.

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AIM_LOAD_DASH_ODOMETER_DATA_FAILED	MOST	AIM - Load Dash Odometer Data Failed.	The unit has failed to process dash odom data from an AIM.	The Unit failed to parse AIM Dash Odometer files upon startup. The dash odometer files are provisioned to the unit upon unit registration. Try rebooting the unit. If that does not work, re-register the unit. If the issue persists, call CSC.
SUPERCAP_CHARGING	LEAST	SUPERCAP - Supercap Charging.	Power has been restored at the unit and the supercap is charging.	Informational only; no steps needed.
SUPERCAP_CHARGED	LEAST	SUPERCAP - Supercap Charged.	Supercap has successfully charged to capacity.	Informational only; no steps needed.
AUTH_UNAUTHORIZED_TETRA_OPERATOR_KEY	MODERATE	<Auth Media Type> authorization failed.	Someone attempted to authorize an operator key but failed. Valid types are "Operator Prokee", "Operator Prox Card", and "Operator Keypad"	Operator auth media failed. Confirm the Operator and their auth media are authorized in FMLive.
PROKEE_UPGRADE_ATTEMPT_FAIL	MODERATE	PROKEE - Prokee Upgrade Attempt Fail.	A Prokee encoding attempt at the unit failed.	The attempt to upgrade the legacy Prokee to an FMLive Prokee failed. Make sure the Equipment or Operator has a Prokee added and that it is authorized. Confirm the Prokee Id displayed matches the ID for the Equipment or Operator you are expecting in FMLive. Confirm the Prokee reader is working; press D, then K for Prokee in front panel. Refer to Front Panel Operations Manual for more information.

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AUTH_UNAUTHORIZED_TETRA_AIM	MODERATE	AIM - Unauthorized AIM fueling attempt.	An AIM attempted to fuel at a unit but was not authorized.	<p>Authorization failed for an AIM due to invalid, missing, or mismatched data. The failure may occur if the AIM serial number cannot be retrieved, is not programmed, is programmed for another customer, is not authorized in FMLive, is associated with unauthorized or mismatched Equipment, or if the Equipment does not exist or is not authorized in FMLive. Authorization may also fail for Legacy/FMPlus-programmed AIMs if Legacy AIMs are not accepted by system settings or if no matching Equipment record exists in FMLive. Verify the AIM serial number, programming, customer signature, authorization status, associated Equipment ID, Legacy settings, and ensure both the AIM and Equipment are authorized and correctly configured in FMLive to allow fueling.</p>

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
PRINTER_FAIL	MODERATE	Receipt Printer <error message>.	Receipt printer could not print. Error messages: "not connected", "timeout error", "data error", "failed to cut receipt", "hardware error", "head temperature too high", "head is up", "low on paper", "out of paper", "unresponsive", "voltage error"	<p>Receipt printer could not print. If the message is:</p> <ul style="list-style-type: none"> - Not Connected, Timeout Error, Data Error, or Unresponsive - check the printer connection to the unit. Ensure the printer has power. - Voltage Error - check wiring. - Hardware Error - restart the unit. If the issue is not resolved, the printer may need replacing. - Failed to Cut Receipt - check that paper is seated correctly and head is down. - Head is Up - lower the receipt printer head. - Low on Paper - the printer paper will need to be replaced soon. - Out of Paper - the printer is out of paper. Replace the receipt paper roll. <p>(continued on next line)</p>
PRINTER_FAIL (continued)	MODERATE	Receipt Printer <error message>.	Receipt printer could not print. Error messages: "not connected", "timeout error", "data error", "failed to cut receipt", "hardware error", "head temperature too high", "head is up", "low on paper", "out of paper", "unresponsive", "voltage error"	<p>On the unit, navigate to display printer status and print a test receipt to confirm it's working via the D = diagnostics, R = receipt menu. Refer to the Pedestal Receipt Printer Troubleshooting Guide. Cabinet printer guide not released yet. Contact CSC for further troubleshooting.</p>

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AUTH_UNAUTHORIZED_TETRA_PROKEE	MODERATE	Prokee authorization failed.	Someone attempted to authorize a Prokee that we could not associate with an operator or equipment credential	Prokee authorization failed because the Prokee could not be associated with an Operator or Equipment in FMLive. Read the Prokee and confirm the Display Id and Prokee Type match what the Prokee is associated with in FMLive.
DISPENSER_ERROR	MODERATE	AUTH - Dispenser Error	The MPC or PIE experienced an error.	The Mechanical Pump Control (MPC) or Electronic Dispenser Interface experienced an error. Confirm the fueling position is working correctly. Try fueling in manual mode. If it fails, then call your dispenser technician. If it works, then the relay board and voltages need further troubleshooting. Refer to the FMU Does Not Pump Fuel document or call CSC.
PROX_CARD_EITHER	MODERATE	Proximity Card authorization failed.	Someone attempted to authorize a Prox Card that we could not associate with an operator or equipment credential	Prox Card authorization failed because the Prox Card could not be associated with an Operator or Equipment credential in FMLive. Confirm the Prox Card is in the Prox Cards list in FMLive. Confirm the Prox Card is associated to and authorized to an Equipment or Operator in FMLive.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
AUTH_UNAUTHORIZED_EQUIPMENT_PIN	MODERATE	Equipment PIN for <Equipment Display ID> authorization failed.	Authorization failed for the given Equipment because the user entered the incorrect PIN too many times.	Equipment authorization failed because the person presenting the auth media entered the incorrect PIN too many times. Confirm the PIN on the Equipment record is correct. Confirm the person presenting the auth media is using the correct PIN.
AUTH_UNAUTHORIZED_OPERATOR_PIN	MODERATE	Operator PIN for <Operator Display ID> authorization failed.	Authorization failed for the given Operator because the user entered the incorrect PIN too many times.	Operator authorization failed because the person presenting the auth media entered the incorrect PIN too many times. Confirm the PIN on the Operator record is correct. Confirm the person presenting the auth media is using the correct PIN.