

FM*Live* Unit Messages v10.15

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
UNIT_POWER_FAIL	MODERATE	FMLive App Started.	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.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
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	The Fueling Position had enough zero quantity transactions in a row to reach the limit set in FMLive. 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	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.
POSITION_REENABLED	LEAST	<ELECTRONIC/MECHANICAL> Position #<FP number> was re-enabled.	FP was disabled but was re-enabled	The Fueling Position was re-enabled. Informational message; no other steps required.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
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 its 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. Contact Syntech Support to verify configuration file is loaded correctly. If the issue persists, replace the hardware.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
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.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
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	Unit Started	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 Failure	The supercap at the given unit is not holding a charge.	<p>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.</p> <p>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)</p>

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
SUPERCAP_BAD (continued)	MOST	Supercap Failure	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	Unit Shutdown	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.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
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.
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.

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.</p> <p>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>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>
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.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
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.
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.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
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.
AUTH_UNAUTHORIZED_TETRA_AIM	MODERATE	Unauthorized AIM Fueling	Default fallback message if specific information on AIM auth failure is not available	Authorization failed for an AIM. Specific details are not available.
		Unauthorized AIM Fueling: Bad Data Failed to retrieve AIM with serial #<AIM Serial Number>	Unexpected invalid data e.g. hardware failure	Authorization failed for an AIM due to invalid data. The Unit failed to retrieve an AIM with the given serial number. Verify the serial number is in the AIMs list in FMLive. Verify the AIM is authorized and associated to an authorized Equipment.
		Unauthorized AIM Fueling: AIM Not Programmed AIM with serial # <AIM Serial Number> is not programmed	AIM has not been programmed. Customer signature is blank.	Authorization failed for an AIM with the given serial number due to the AIM not being programmed (customer signature is blank). Program the AIM.
		Unauthorized AIM Fueling: Invalid Customer Signature AIM with serial # <AIM Serial Number> has incorrect customer signature of <Customer Signature>	The customer signature on the AIM does not match the unit's customer signature.	Authorization failed for an AIM with the given serial number because it is programmed for another customer (the customer signature on the AIM does not match the Unit).

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
		Unauthorized AIM Fueling: Equipment Not Authorized Equipment <Equipment Display ID> with AIM Serial # <AIM Serial Number> is not authorized in FMLive	The Equipment associated to the AIM is not authorized to fuel	Authorization failed for an AIM with the given serial number and Equipment Id because the Equipment is not authorized in FMLive. To allow fueling, authorize the Equipment in FMLive.
		Unauthorized AIM Fueling: AIM Not Authorized AIM serial # <AIM Serial Number> is not authorized in FMLive	The AIM was not authorized to fuel	Authorization failed for an AIM with the given serial number because the AIM is not authorized in FMLive. To allow fueling, authorize the AIM in FMLive.
		Unauthorized AIM Fueling: Legacy AIMS Not Accepted Legacy AIM serial # <AIM Serial Number> is not accepted	A legacy AIM attempted to fuel but failed because the system is not configured to accept Legacy AIMS	Authorization failed for a Legacy/FMPlus-programmed AIM because the FMLive System Setting is configured to not accept Legacy AIMS. To allow legacy/FMPlus AIMS to fuel, adjust the AIMS System Setting to "Accept".
		Unauthorized AIM Fueling: Missing Equipment in FMLive Legacy AIM serial # <AIM Serial Number> with equipment <Equipment Display ID> not found in FMLive	The AIM was identified as Legacy, but could not be matched to an FMLive Equipment	Authorization failed for a Legacy/FMPlus-programmed AIM with the given serial number because there is not an Equipment record in FMLive that matches the Equipment Id on the AIM. Verify the Legacy Equipment Id is also in FMLive.
		Unauthorized AIM Fueling: Equipment ID Mismatch Equipment <Equipment Display ID> with AIM serial # <AIM Serial Number> does not match FMLive record	The Equipment ID on the AIM did not match the AIM's associated Equipment ID in FMLive.	Authorization failed for an AIM because the given serial number and Equipment Id does not match the AIM's associated Equipment Id in FMLive. Verify the AIM's associated Equipment Id in FMLive is correct.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
AUTH_UNAUTHORIZED_EQUIPMENT_PRODUCT_LIMIT_REACHED	MODERATE	Daily fueling limit reached for <Product Names> for Equipment <Auth Media Type> <Equipment Display ID>.	Authorization has failed for an Equipment because daily limit enforcement was triggered for said Equipment	Authorization failed for an Equipment because the daily fueling limit was reached. Confirm the fueling limits set for each product on the Equipment is correct. Confirm whether the Equipment fueled earlier in the day or time period to reach the limit.
AUTH_UNAUTHORIZED_OFFLINE_FUELING_RESTRICTED	MODERATE	Equipment <Equipment Display ID> authorization failed due to restriction on offline fueling.	Authorization has failed for an Equipment because daily limit enforcement is enabled, offline fueling is disallowed, and the unit could not fetch the fueling total for said Equipment	Authorization failed for an Equipment because the daily fueling limit is enabled, offline fueling is not allowed, and the unit could not get the fueling total for the Equipment. Confirm the offline fueling option is correct in the Edit Daily Transaction Limit Enforcement System Setting.
AUTH_UNAUTHORIZED_GATE_ACCESS_PRINCIPAL	MODERATE	Access denied. <Operator/Equipment> <Operator/Equipment Display ID> not authorized for Gate Access.	Someone attempted to open a Gate but the associated Equipment or Operator was not authorized for Gate Access.	Authorization failed for an Equipment or Operator that is not authorized for Gate Access. Check if the Equipment or Operator is authorized for Gate Access in FMLive.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
AUTH_FAILED_PROX_CARD_ACCESS	MODERATE	AUTH - Prox Card authorization failed	Default catch-all for when someone swipes a prox and it is not authorized. Bad data, unknown format, and reader errors can all trigger this.	Authorization failed for a Prox Card. This can be because the Prox Card is not authorized to fuel, there is bad data, the format is incorrect, or the reader had an error. Confirm the Prox Card is assigned to an authorized Equipment or Operator. Confirm the Prox Card and/or Facility Code matches the value in the Prox Cards list in FMLive. Check if the Prox Card is a utility card. Verify the Prox Card format in FMLive matches the format of the Prox Card. Confirm the reader reads the card by going to Diagnostics then PROX at the front panel and watch for any errors. Refer to the Front Panel Operations Manual for more information.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
POSITION_INIT_FAILURE_SHUTDOWN	MOST	ELECTRONIC Position <FP Number> was automatically shutdown. Failed to connect to External Controller (PIE).	When an Electronic Fueling Position has been configured in FMLive and the PIE is connected, we attempt to set the send an initialization "log on" command to the position. If it comes back reporting OFFLINE 5 times in a row, the position is shut down.	After configuration in FMLive, the Electronic Fueling Position reported it was offline five times in a row and was automatically shut down. Refer to the Front Panel Operations Manual for more information. Verify the dispenser is in automatic mode, not faulted, and the nozzle/handle is fully seated. Run a COUNTS test to confirm the unit is receiving pulses from the dispenser. Confirm the pedestal hardware is working by running a TAP test. Refer to PB-40 for more information. Clear the shutdown at the FMU (Management > Dispensing > Clear Shutdown) or re-enable the position in FMLive if it was disabled there.
AUTH_UNAUTHORIZED_EQUIPMENT_PM_OVERDUE	MODERATE	PM overdue for Equipment <Equipment Display ID>. Authorization failed.	Authorization failed for an Equipment because it is past it's next scheduled preventive maintenance threshold (odometer or engine run time), and PM enforcement is enabled for the Equipment	Authorization failed for an Equipment because it is past it's next scheduled preventive maintenance threshold (odometer or engine run time), and PM enforcement is enabled for the Equipment. Bring the Equipment in for service and then update the Next Scheduled Service value on the PM tab. If the Equipment is not due for service, then increase the Next Scheduled Service value.

Message Code	Severity	Message Text	Summary	Troubleshooting Steps
AUTH_FAILED_AUTH_CARD_ACCESS	MODERATE	AUTH - Unable to read Auth Media.	Authorization failed because there was an error attempting to read an Auth Card. Caused by bad swipes and general card read failures reported by the reader.	Authorization failed because there was an error attempting to read an Auth Card. This can be caused by bad swipes and general card read failures reported by the reader. Try swiping the card again. Clean the card reader. Confirm the card is valid. See Front Panel Operations Manual for further diagnostics.