Technical Service Bulletin

To: Allied Service & Help Desk Personnel

From: Allied Electronics, Inc.

Date: March 23, 2023

Re: DGS Serial Connection Setup

Introduction:

Sometimes, making an IP connection to the forecourt controller is not possible. If neither Ethernet nor TLS 1.2 is an option for connecting to the forecourt controller, the Serial option is also available under Communications Mode on the DGS application. This can be a valuable option in the troubleshooting process.

Certain functions are still possible while making a serial connection to the forecourt controller. For example:

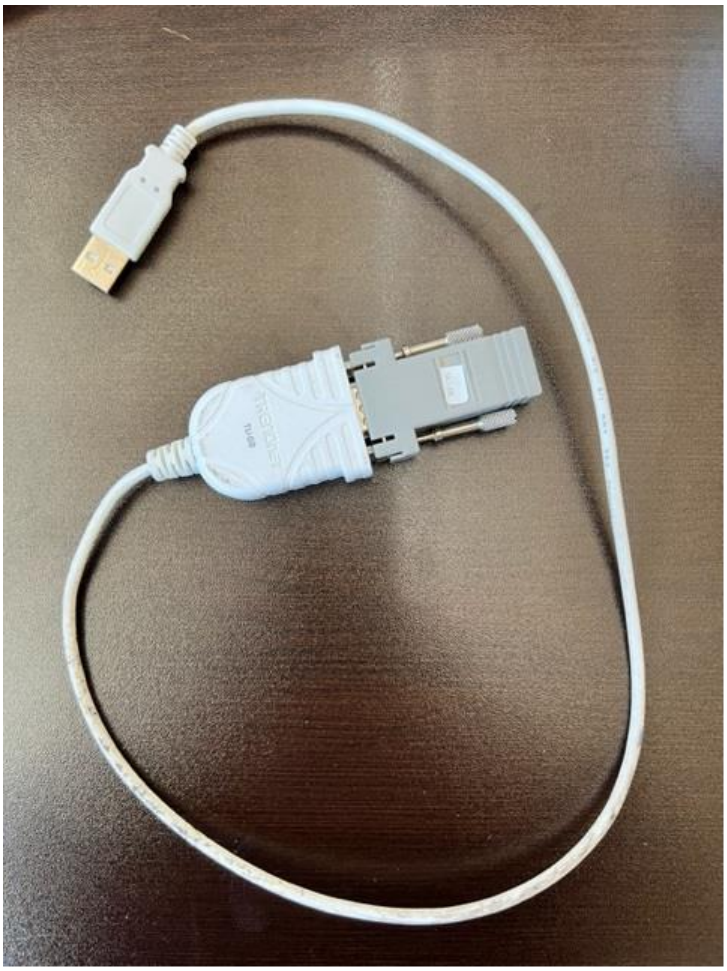
1) IP settings can be read back or configured.
2) The PCI user file can be cleared.
3) The TLS 1.2 connection can be reset to Ethernet.
4) Any configuration sent to the forecourt controller from the POS can be read back and/or modified.
5) Port statuses can be viewed.
6) The forecourt controller can be warm started or cold started.

Note:
Certain functionality is **not** accessible while making a Serial connection. For example:

1) Uploading or downloading files/folders via CF Access
2) Updating Allied firmware (NEVER attempt this via Serial connection)
3) Port Monitoring
4) Port or I/O board assignment

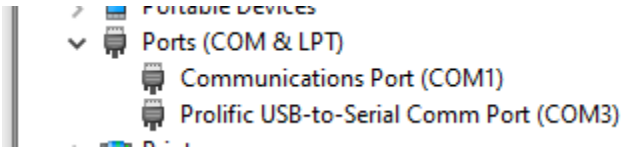
Required Hardware:

1. NPOS adapter from Allied (Part #N9359-ADP)
2. Straight thru CAT 5 cable
3. As many machines running the DGS application no longer have a DB9 serial port, Allied recommends a USB-to-serial adapter. For example:

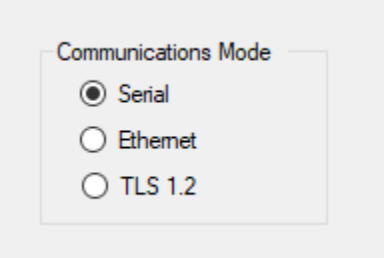


Serial Connection Procedure:

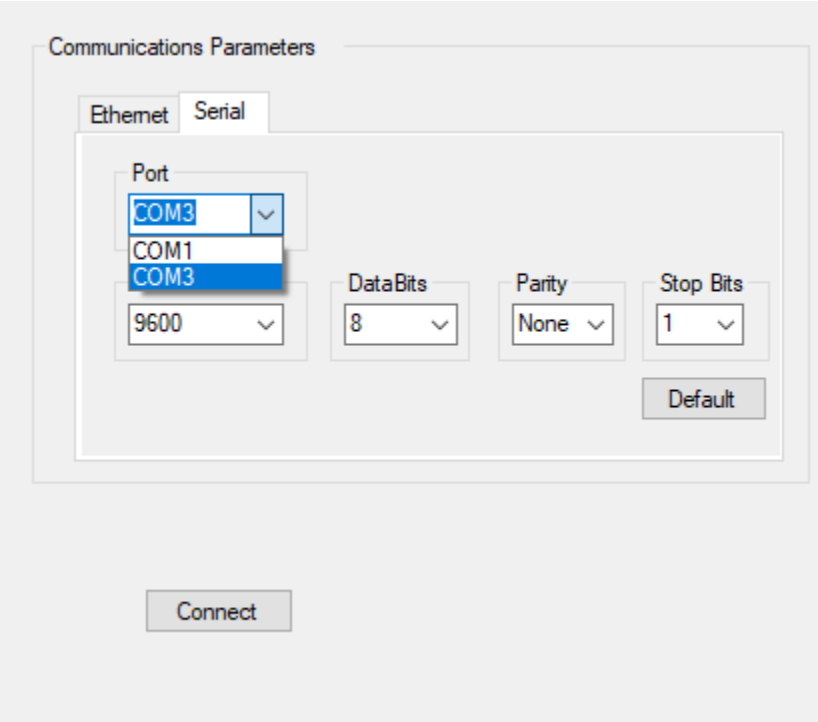
1. Run the CAT 5 cable from the NPOS adapter to an available serial port on the Allied box (i.e. port 1).
2. Under the Device Manager section of your PC, identify the COM port on your PC using the USB-to-serial adapter. In this case, it's COM3. For example:



3. Launch the DGS application and select Serial under Communications Mode:



4. Under Communications Parameters, make sure the Serial tab is viewable. From the Port dropdown list, select the COM port used by the USB-to-Serial device (listed above in the Device Manger section of your PC) and click Connect:



5. If the connection fails, you will likely need to manually modify the AlliedCommConfig.ini file found in your C:\Program Files (x86)\Allied ANDI Diagnostic folder.

Note:
This is very common due Windows security blocking DGS' ability to write to this file.

6. Close out of the DGS application entirely.
7. Locate and open the AlliedCommConfig.ini file and change the CommPort to match the selection on DGS (i.e. CommPort =3).

Note:
You may not be able to modify the AlliedCommConfig.ini file in its current location. If so, save it to another folder and modify it. Then copy/paste back into the C:\Program Files (x86)\Allied ANDI Diagnostic folder.

8. Re-launch DGS and repeat steps 1 thru 4 above. If the PCI login box appears or you can view the port statuses and System information on the Status tab, you are successfully connected!