BOX ISN'T COUNTING WHEN PUMPING

• Pulser wires may be loose on either the pulser or box.

• Pulser itself may be bad.

• MC Box may have defective board.
    • Can test pulses by checking/unscrewing where
      the pulser wires would connect to the MC Box
      and tapping the tips of the brown and white
      connected wires.
        • When tapping it usually takes
          between 30-40 taps before it shows
          anything on display if on newly
          installed MC Box.

LOST MANAGER PIN/SOFTWARE PASSWORD

• Download **Teamviewer** on the computer with the
  software installed.
        • www.teamviewer.com

• Call PIUSI USA Technical Support
        • Office: +1 954 584 1552

KEY FOB ISN'T TRANSFERRING DATA TO SOFTWARE

• First check if the USB is connected properly.
        • If installation wasn't done as administrator, you
          may need to reinstall.

• If the key connects, the issue may be that the key did not
  pull data off of the box.
        • Double check if you can pull data off of the box.

• The common occurrence is to reconfigure the key fob.

CONNECTION TO DATABASE UNAVAILABLE

• Hit start at the bottom left.

• Type in **Services**.

• Open **Services**.

• Look for a service called **SQL SERVER(SQLSSM15)**.

• Verify if the status says its running or blank.

• If blank, right click **SQL SERVER (SQLSSM15)** then hit
  start.

DATA TRANSFERS TO SOFTWARE BUT I CAN'T FIND IT

• Date on Box may have reset or was not properly set.
        • Usual default time is May 1, 2010.

• Check date on box and put in correct date.

• To view the transactions, search from 2010 in reports.
        • You won't be able to change the date on them
          in the software.
        • Recommend exporting those transactions as an
          excel sheet and editing/viewing on that for
          changing dates to be more proper for viewing.

• Power surges are the reason for a date reset happening
  on the box sometimes.

INSTALL FAILED OR SQL SERVER 2012 R2 SP2 SSM2 HAS FAILED

• First check that the computer is up to date.

• Second check by restarting the computer and see if the
  install works after that.

• Third verify if they have a system admin that has the
  Windows with full permissions enabled.

• Otherwise make sure all of SQL is removed and try a
  clean install.

• Make sure these ports are open on Windows Firewall
        • TCP: 1433, 1434, 4022, 135, 2383, 2382
        • UDP: 1434

• Nozzle Input has not been disabled and no switch was set for nozzle.

• Open Software.

• Go to Site.

• Hover over MC Box and click Pencil icon to modify.

• Click Advanced near top.

• Check off Nozzle Input.

• Make Sure Manager Key is plugged into key reader.

• Hit check mark at bottom to save.

• Write data to Manager Key.

• Import Configuration to MC Box.

CERTIFIED
ISO 9001/ISO 14001

SINCE 1953, PIUSI HAS BEEN PUTTING ITALIAN ENGINEERING PROWESS TO THE SERVICE OF ITS CUSTOMERS, WITH THE NECESSARY PROFESSIONALISM AND INTEGRITY TO BUILD STABLE, LONG-LASTING RELATIONSHIP.

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PIUSI USA
3901 Anglers Avenue
Fort Lauderdale, FL 33312
tel: 954-584-1552

Email: warranty@piusiusa.com

MC BOX 1.5 TROUBLESHOOTING GUIDE