

# SELF SERVICE MANAGEMENT 2018

# SOFTWARE

Installation  
use and maintenance manual for the main software



## GENERAL WARNINGS

### IMPORTANT WARNINGS

For operators' safety and to prevent any damage to the distribution system or to hardware devices, the instruction manual must be fully read and understood before carrying out any operation on software applications for the Self Service Management product range. The company rejects any responsibility due to malfunctions or damage coming from a missed or incomplete knowledge of this manual.

#### Storage of the manual

This manual must always be used as a reference for all topics. The final user and the skilled technicians authorised for installation, use and maintenance of the software must always be able to read it at any time.

#### Notes about validity

This manual was created with the utmost care. Nonetheless, involuntary omissions or inaccurate content or procedures might be present. PIUSI S.p.A. rejects any responsibility for the validity of the contents of this document or for changes it might undergo over time, for example with software and dedicated device updating and improvements. The illustrations provided mainly refer to the software configured in the English version and might not correspond to the displayed versions, also because of further version updates.

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Version of 06/2022

## Notice

If the Self Service stations are connected to the site using a PW-LAN/PW-WIFI adapter, the Self Service Management 2018 requires the following ports to be open in the Windows Firewall for correct operation:

TCP ports: 12345,16789.

UDP ports: 12350.

The ports are usually open while installing the software.

In case of malfunctioning, ensure that the Firewall rules are configured in the right way.



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## 1. INTRODUCTION

This manual describes the operation of the Self Service Management 2018 software permitting the management of dispensing data collected from a maximum number of 16 Self Service stations.

This software allows the user to save each individual dispensing operation performed from the Self Service stations to PC and view detailed reports.

The Self Service Management 2018 components are:

1. SELF SERVICE MANAGEMENT 2018 SOFTWARE, the software application that permits desk-based management and data processing, which includes:
  - SERVER (installed as SSMSERVICE system service), the software that dialogues with each device without any intervention by the operator, collecting and continuously processing all system data and guaranteeing the synchronisation of information
  - CLIENT, the software to which users can connect for interfacing with the system and carrying out all operations for scheduling and monitoring work and the site.
2. PIUSI FUEL DISPENSERS, the series 1.0 range of fuel dispensers supported by the software:



Self Service FM



Self Service MC



MC BOX



CUBE MC

## 2. TECHNICAL SPECIFICATIONS

### 2.1. SYSTEM REQUIREMENTS

Monitor resolutions:	1280·700
CPU:	Intel® Pentium® 4 or AMD Athlon® 64 processor (2 GHz or higher)
RAM:	2 GB
Free space on Hard Disk:	20 GB
Operating system:	Windows 10 TH1 1507 or later, Windows Server 2016 or later
Database:	Microsoft SQL 2019 CU16 Express (included in the installation)

The system must meet the requirements to support SQL Server 2019 CU16 Express, present at the link: <https://docs.microsoft.com/en-US/sql/sql-server/install/hardware-and-software-requirements-for-installing-sql-server-2019?view=sql-server-ver16>

### ADDITIONAL REQUIREMENTS

- An internet connection is required for software operation in the WEB version, to activate the product and ensure constant updates to new versions.
- For correct use of a PW Mobile in the site, a PC is required with stable internet connection plus a two-way “Machine to Machine” SIM with active data plan to insert in the PW Mobile and with SIM PIN deactivated.

### **WARNING:**

*The system min. requirements might undergo changes over time, following the continuous development and improvement of the software.*



## 3. INSTALLATION

### 3.1 CONTENT OF THE KIT

The SELF SERVICE MANAGEMENT 2018 software can be purchased with a single licence and is distributed as follows:

**KIT WITH USB KEY** - The software comes in a package with a single USB key for storage. The USB key contains the installation file *setup.exe*. It is recommended to pay maximum attention to the filing of serial numbers written on the labels of the package and on the USB key. Note that the software can be used only when the USB key is connected to the PC. Do not tamper with or remove the content of the key.

**KIT WITH WEB DOWNLOAD** - the software is supplied through the service portal of the PIUSI client. Accessing the services for the clients in the [piusi.com](http://piusi.com) website, you can download the installation kit and manage the relevant user licences and activation codes.

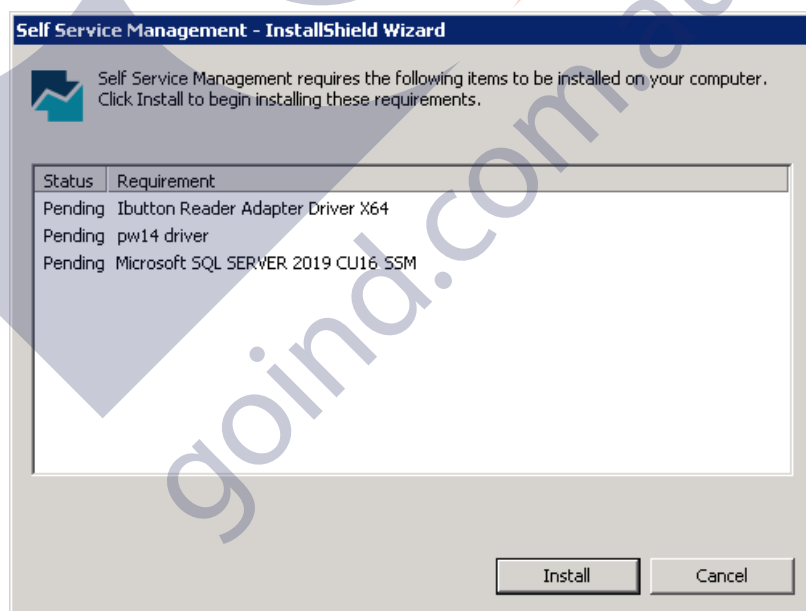
### 3.2 SOFTWARE INSTALLATION

Run the *setup.exe* file to proceed.

#### REQUIREMENT CHECK

When the procedure is started, the requisites for correct use of the software are checked. The iButton reader drivers, PW-14 adapter drivers and Microsoft SQL Server 2019 CU16 Express database should be installed.

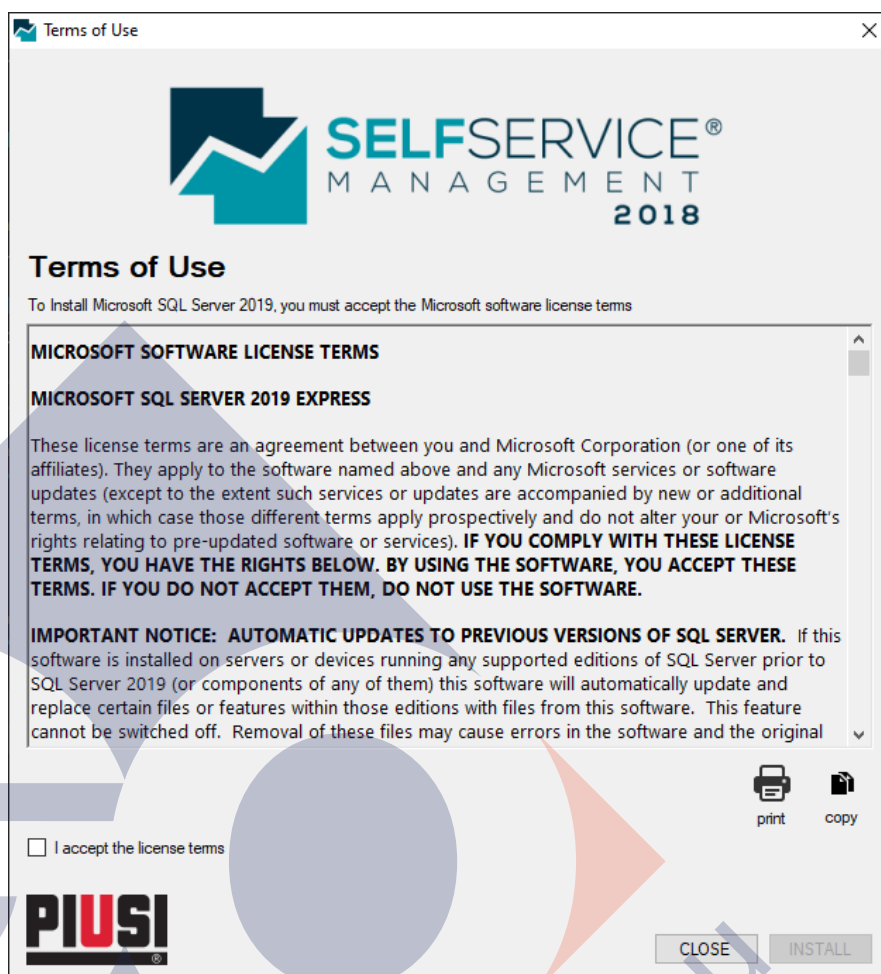
For correct installation, connect the PW-14 adapter and iButton reader only after installing the drivers.



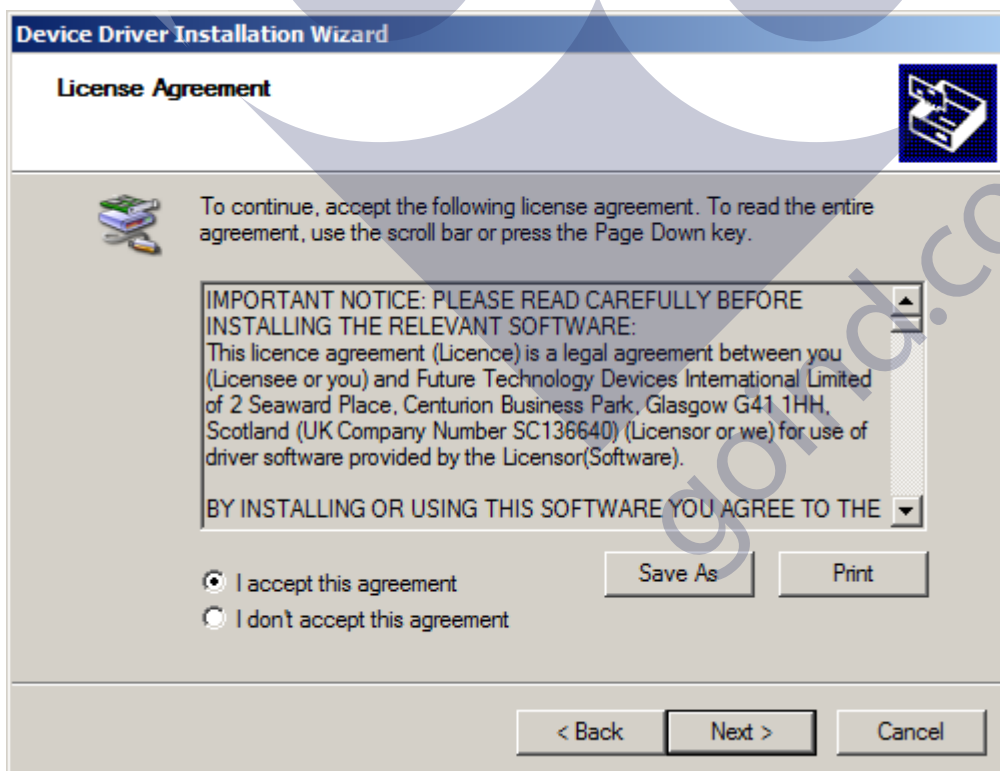
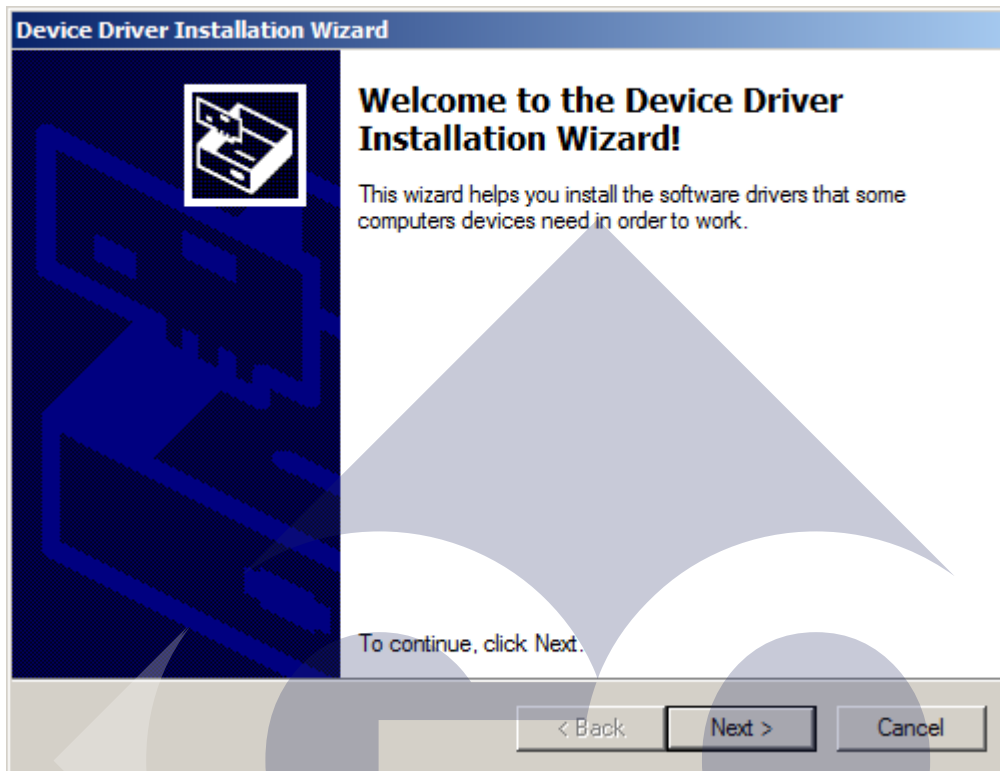


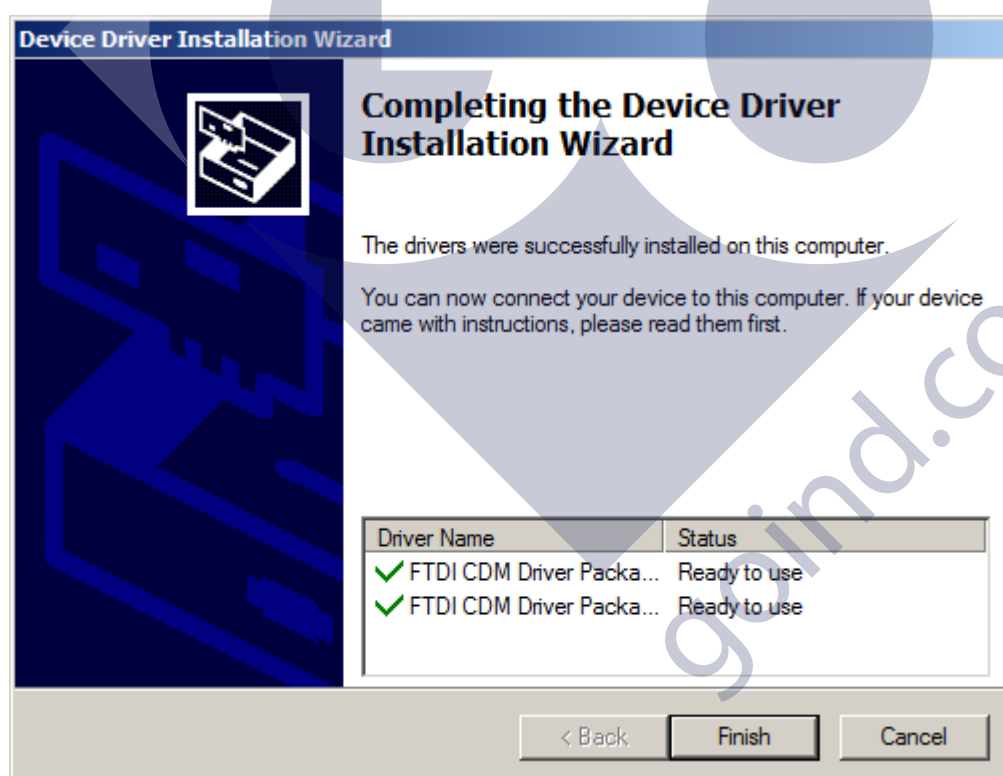
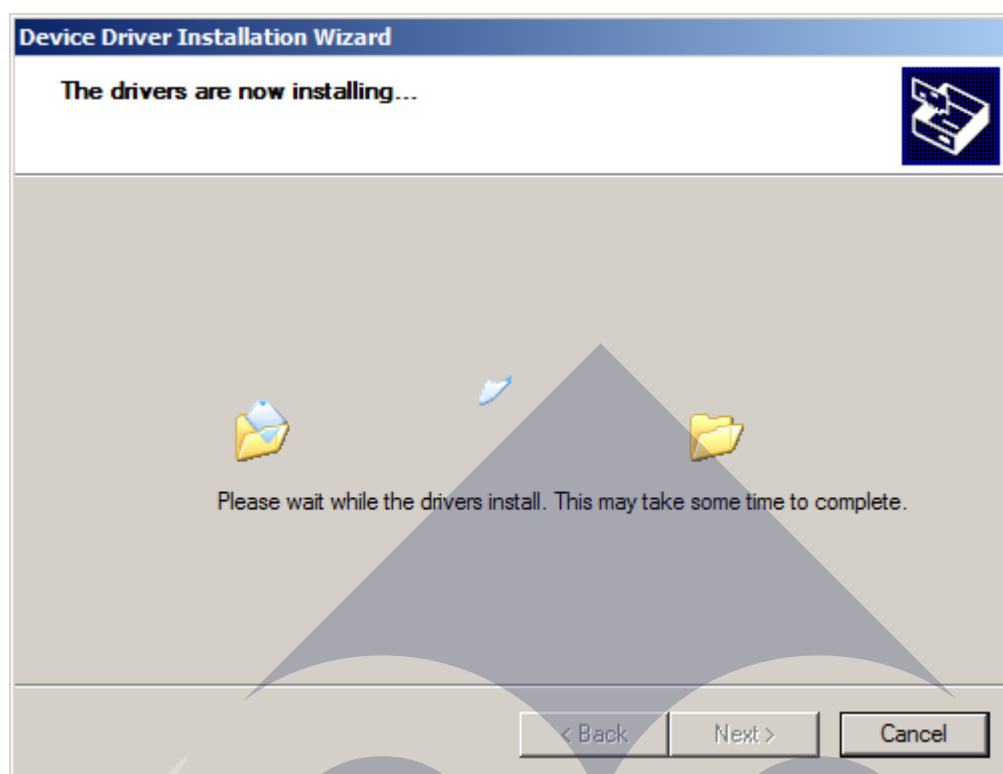
## MICROSOFT SQL SERVER 2019 CU16 INSTALLATION

Accept the use conditions of Microsoft SQL SERVER 2019 CU16 Express to install the PIUSI database necessary for using the software. The installation may require a few minutes.



## PW-14 ADAPTER DRIVER INSTALLATION

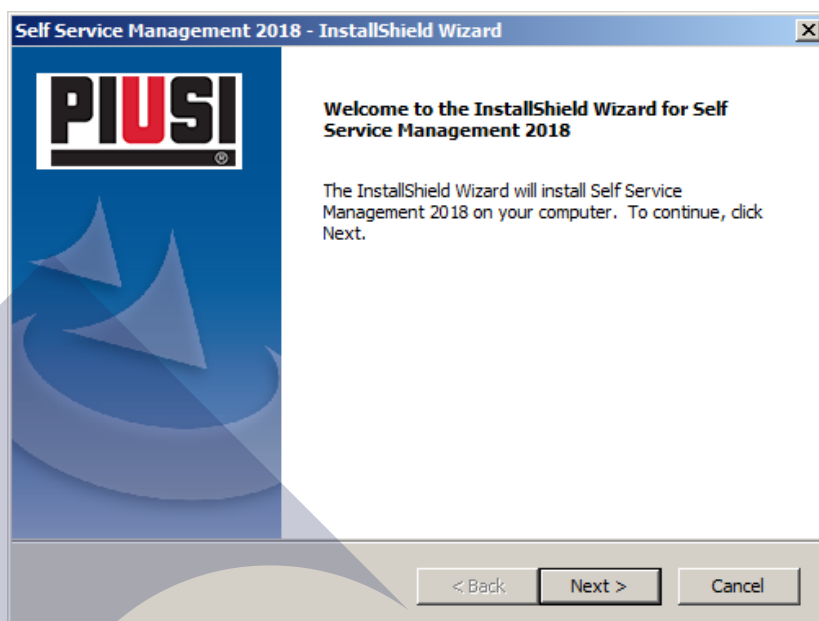




After installation, the PW-14 adapter can be connected to the PC.

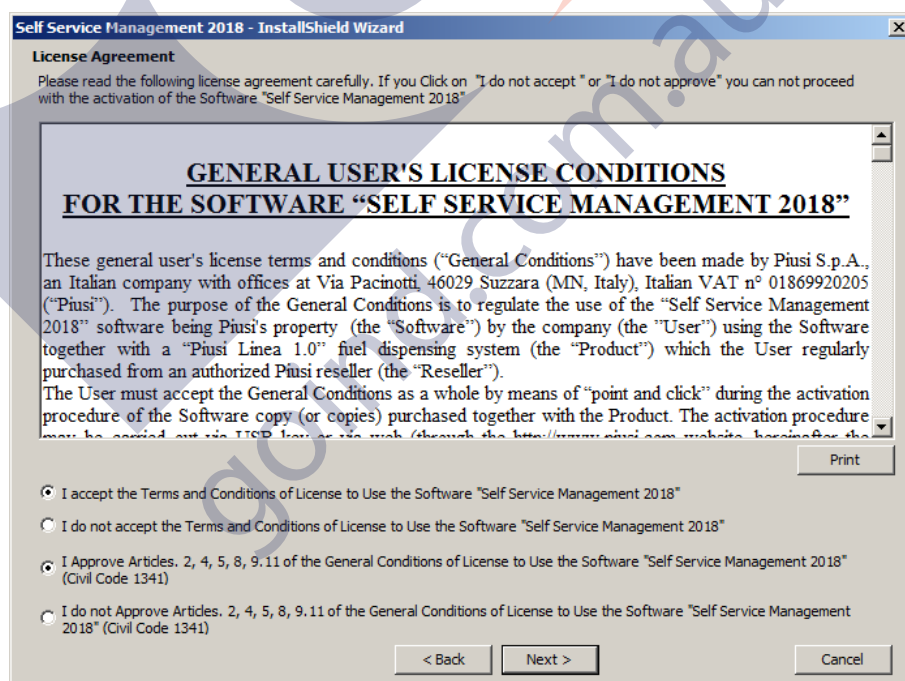
## START OF SELF SERVICE MANAGEMENT 2018 INSTALLATION

The following screen informs the user about the installation operations he/she is going to authorise. Press NEXT to continue or CANCEL.



## GENERAL USER'S LICENSE CONDITIONS

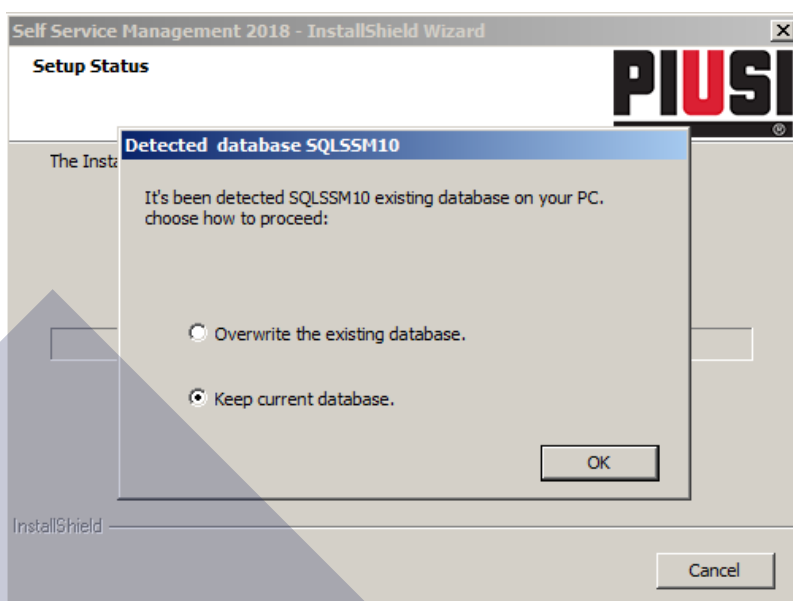
Read the terms of the General User's License Conditions for the software Self Service Management 2018. To continue installation, you need to accept the conditions and approve the articles as required.



## INSTALLSHIELD WIZARD

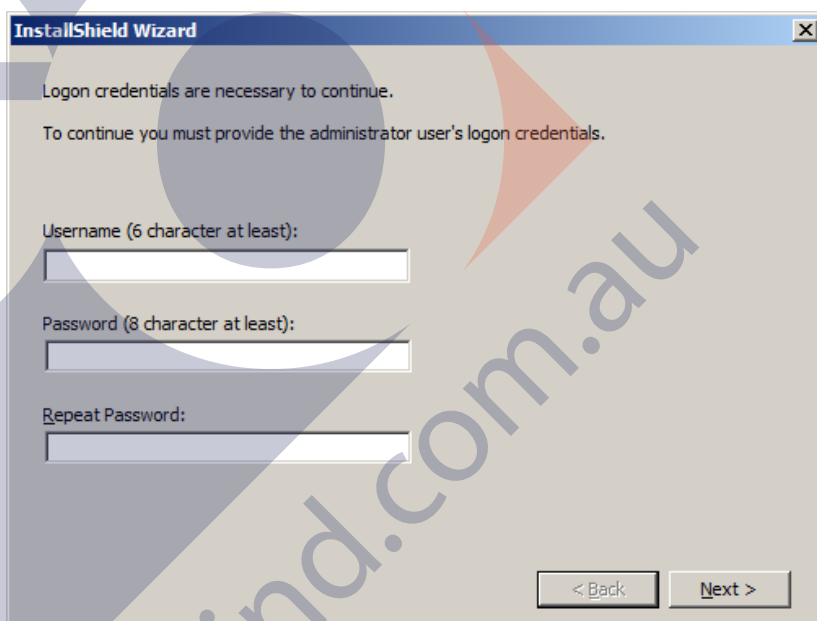
Confirm the selections to continue with the final installation and file copy.

In case of a future installation of Self Service Management 2018 you need to decide if you want to keep the current database or restart with an empty one. Caution, if you want to overwrite the previous database and load a new, empty one, all previous data is lost and can be recovered only through a backup.



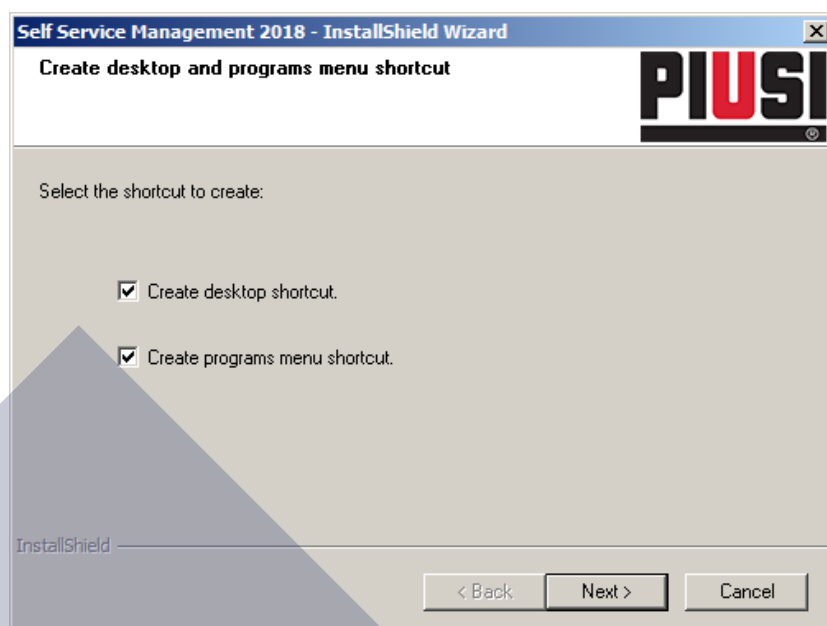
## CREDENTIAL LOGON

Provide a username and a password for the administrator to be used as credentials at the logon for the startup. Other users can be easily created after accessing the software.



## SHORTCUT PREFERENCES

Define which software shortcuts you want to create in your site.



## CONFIRM INSTALLATION AND RESTART

After the procedure, the interface confirms the operations asking the user to restart the computer before running the program. It is always advisable to restart the PC at the end of the installation process.

NOTE: Software can be uninstalled using the OS functions. To uninstall the software, just press control panel -> Programs -> Uninstall a program.

## 3.3 HARDWARE INSTALLATION CONNECTION SET-UPS

Data can be downloaded from the Self Service Stations in three different ways:

1. Via RS485 serial connection (using PW-14 adapter):  
The network connection is set up using a twisted pair cable (see RS485 standard). Screening is not, generally speaking, indispensable. If the cable features screening however, it is advisable to connect it to the ground wire, in the Self Service junction box. (See connection set-ups 1A and 1B.)

**Diagram 1A:**  
**Self Service FM and MCFP connection**

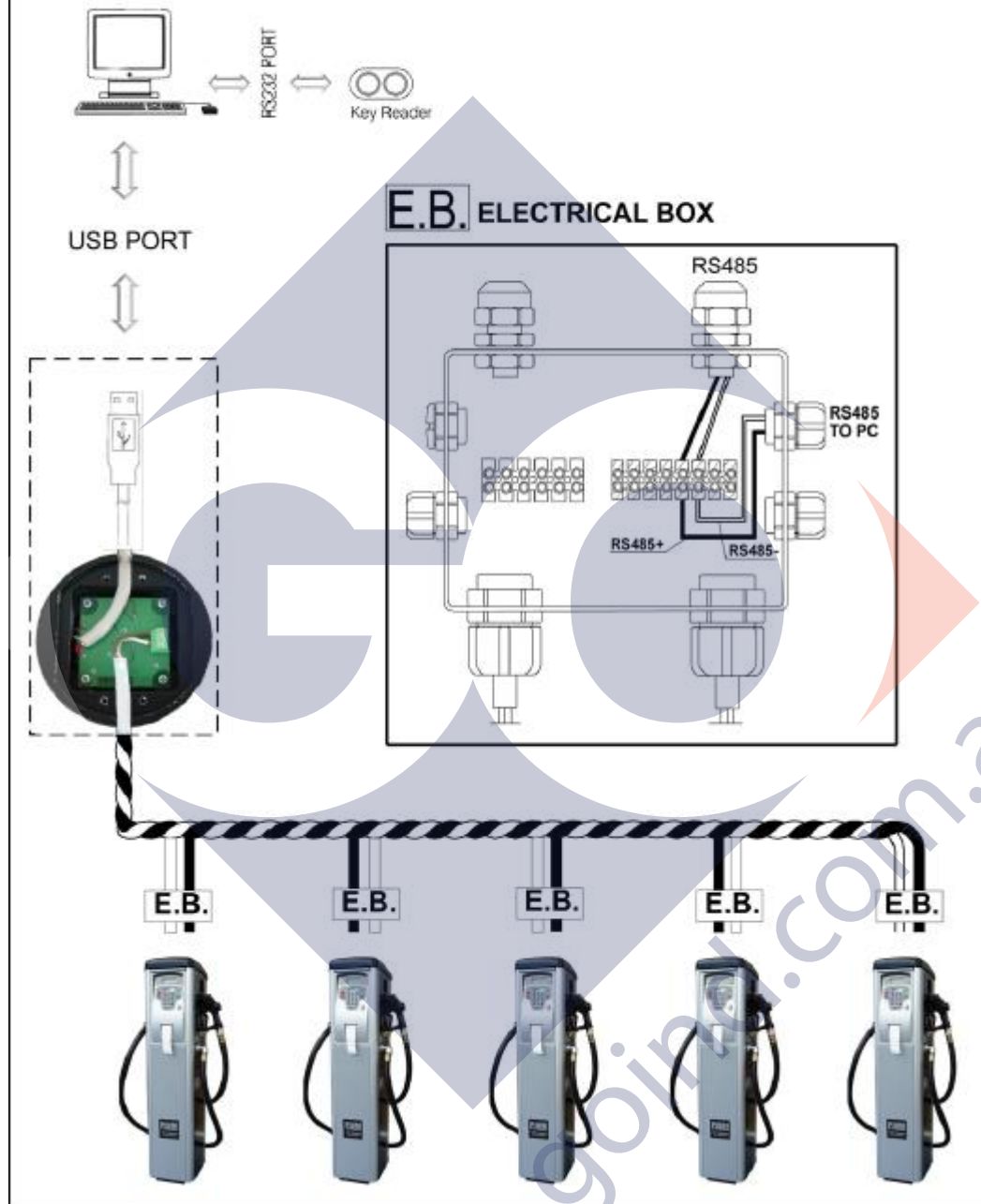
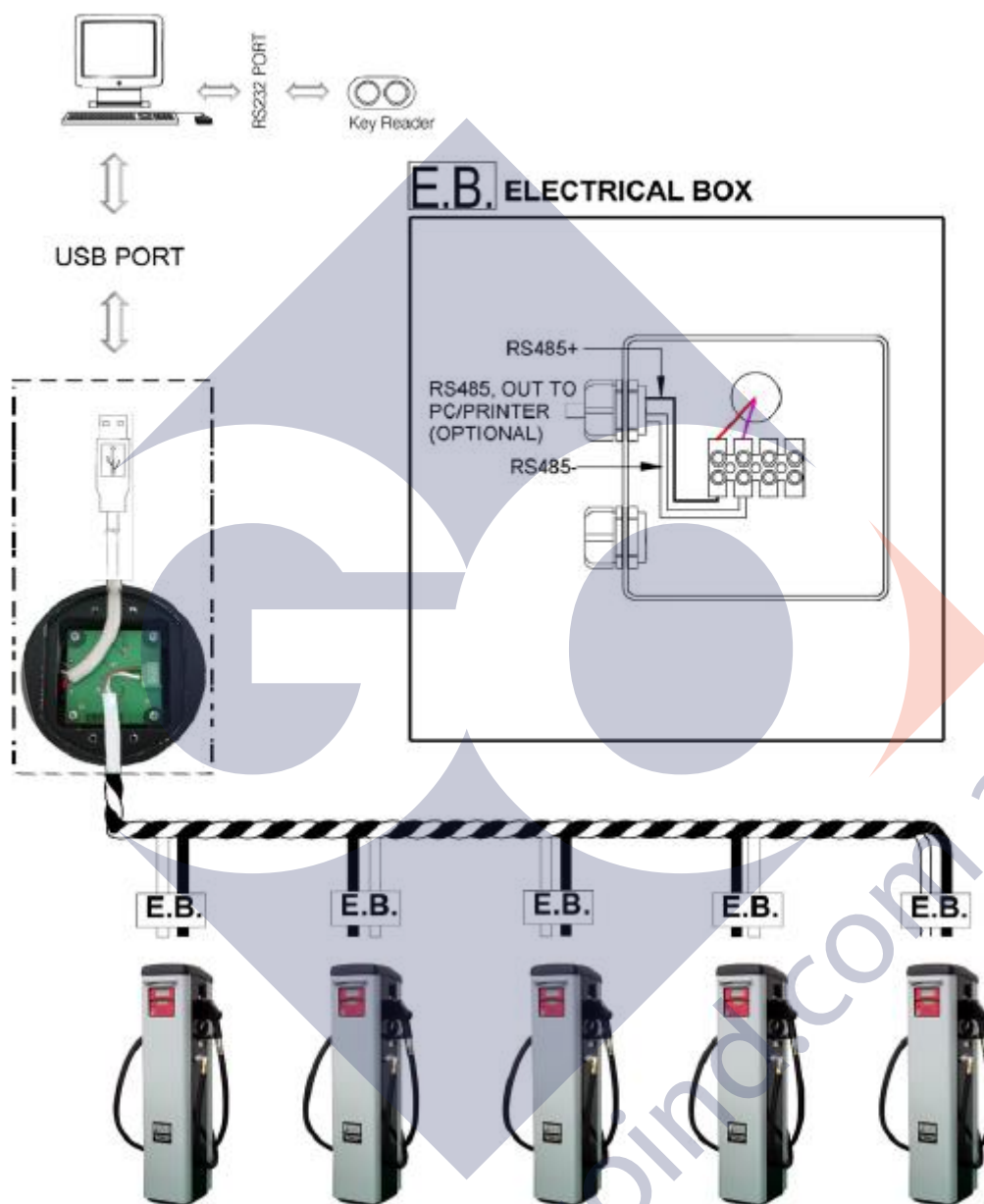


Diagram 1B:  
Self Service MC connection





2. Via Ethernet connection (using PW-LAN/PW-WIFI adapter): Connect the fuel dispenser controller to the PW-LAN/PW-WIFI adapter using a RS485 cable and then, after configuring the PW-LAN/PW-WIFI correctly, wire the device within your network using an Ethernet cable (with PW-LAN) or connect it via Wi-Fi to your network's access point (with PW-WIFI).

#### Set-up with PW-LAN

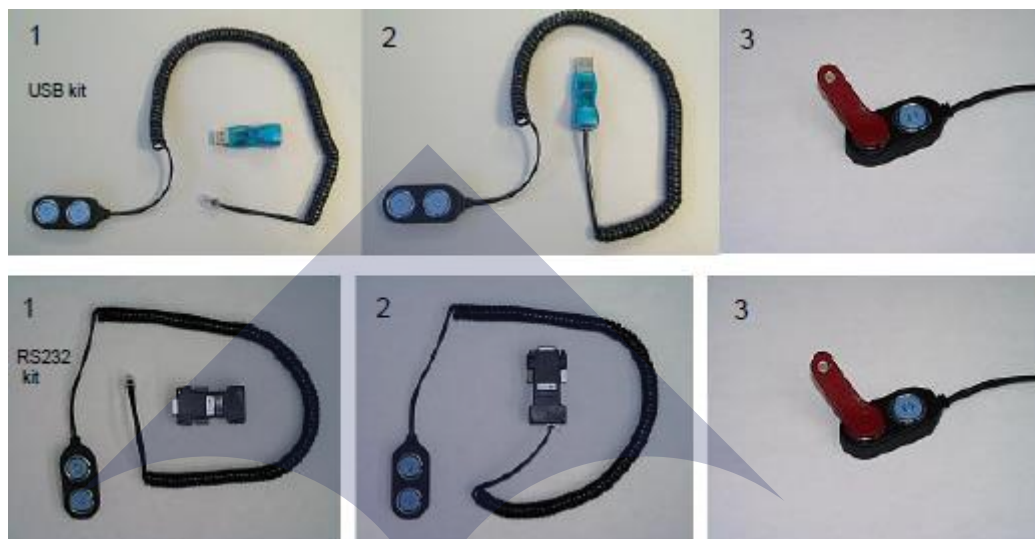


#### Set-up with PW-WIFI



Please refer to the configuration manuals for the PW-LAN and PW-WIFI equipment.

3. Via electronic key (MANAGER KEY) supplied to the fuel dispenser site owner: Use the key reader connected to the PC via USB or RS232 adapter to read the data on the MANAGER KEY.



**Manager Key USB type-C**



With the first two methods, the PC cyclically queries the stations connected to the networks, which respond with the data on all the dispensing operations stored.

Where it is inconvenient to lay wiring, the dispensing operations can be “downloaded” from the station using the MANAGER KEY. The MANAGER KEY is a storage device where the dispensing operations downloaded from the fuel dispensers that must be transferred to the PC for processing are saved.

**WARNING:**

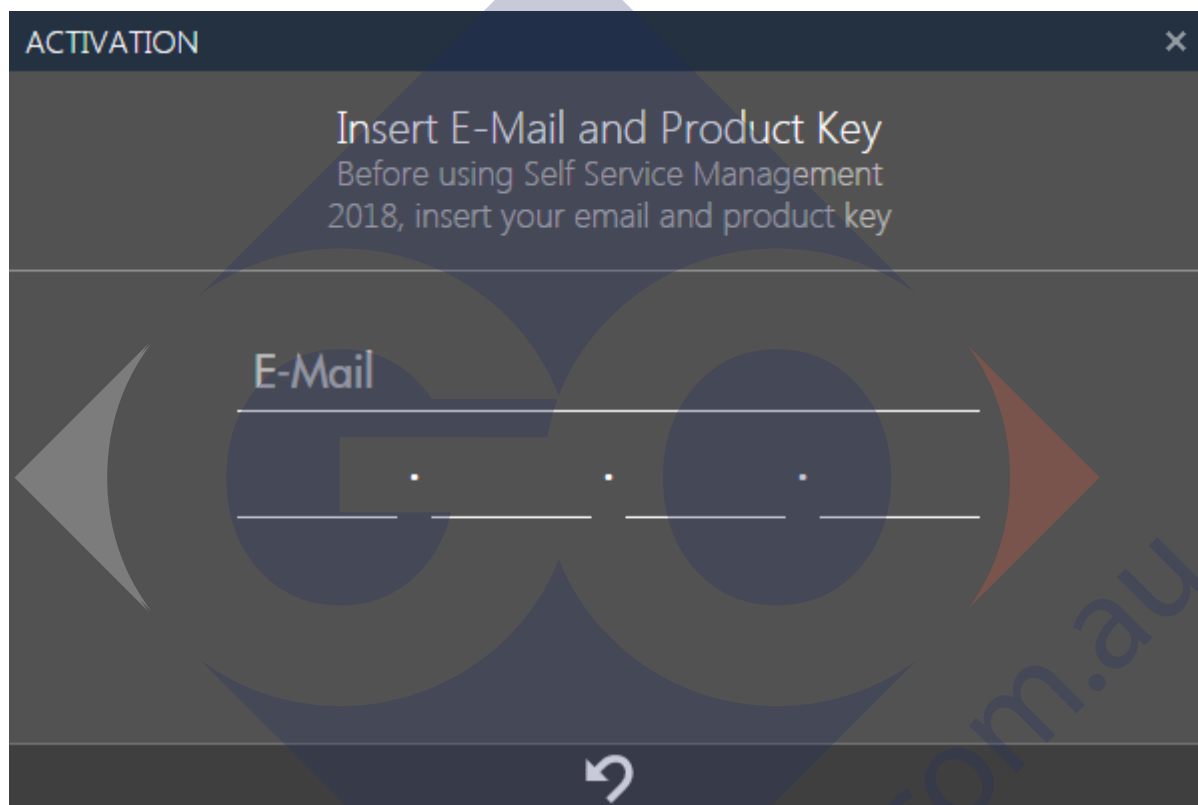
*Only the data from one fuel dispenser at a time can be stored on the MANAGER KEY. It is not possible to download data to a MANAGER KEY containing data from another fuel dispenser.*

## 4. FIRST USE

### 4.1 FIRST ACTIVATION

Once installed, run the software using the  icon on the desktop. At the first activation, the product code and the e-mail address used for registering the product on the portal are requested.

See illustration below:

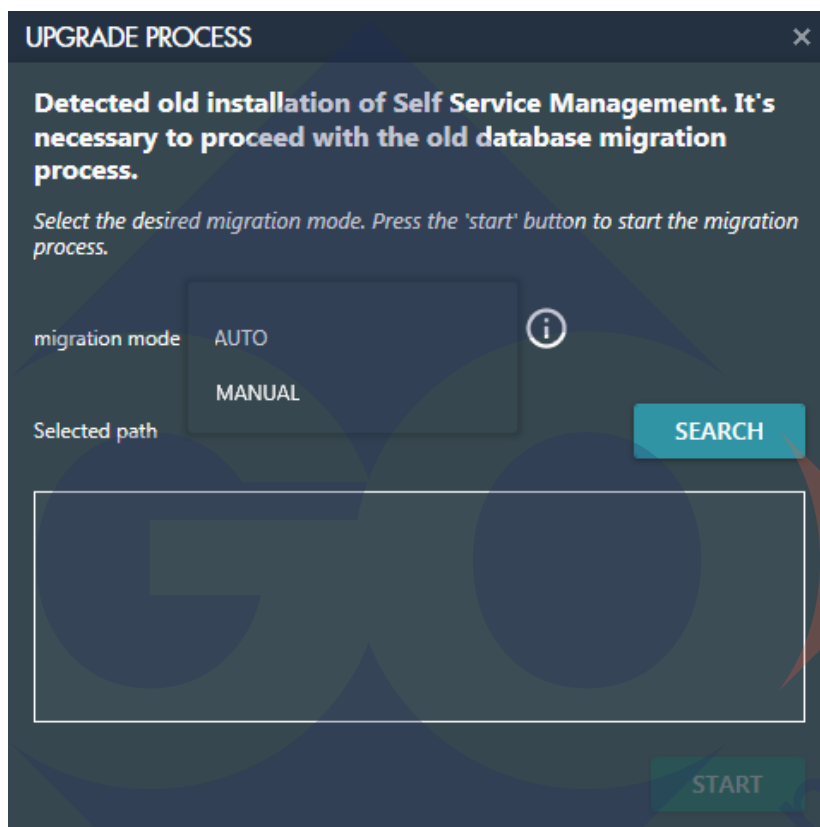


In the case of the USB version, the code to enter is printed on the package. In the case of the WEB version, it is sent by PIUSI by e-mail.

## 4.2 UPDATING TO SELF SERVICE MANAGEMENT 2018

If, at the first activation of Self Service Management 2018, the old version of the 'Self Service' software is detected on the PC, an update procedure is envisaged, including:

1. DATA MIGRATION - Procedure to import the data in the database (Self.mdb) of the old version of software to the new database. In detail:



The Access files Self.mdb of the old database containing the data for migration must be indicated in order to start migration. There are two ways of selecting the files:

- **AUTO** - Pressing the 'SEARCH' button launches an automatic procedure that will search for the Self.mdb files present with a specified path.
- **MANUAL** - Press the 'SELECT' button to select the Self.mdb files to migrate manually.

After selecting the files for migration, press 'START' to proceed with migration.

### **WARNING:**

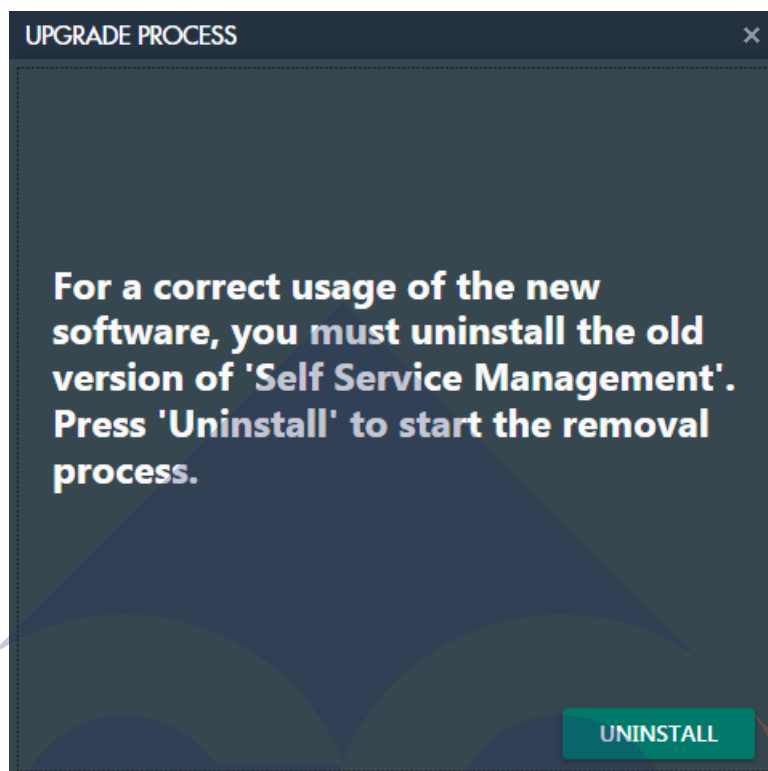
*Depending on the quantity of data for migration, the migration process may last several minutes. Wait for the end of the process without interrupting it.*

2. UNINSTALLING THE OLD SOFTWARE - After the migration procedure has ended correctly, the old version of 'Self Service' must be removed. In detail:

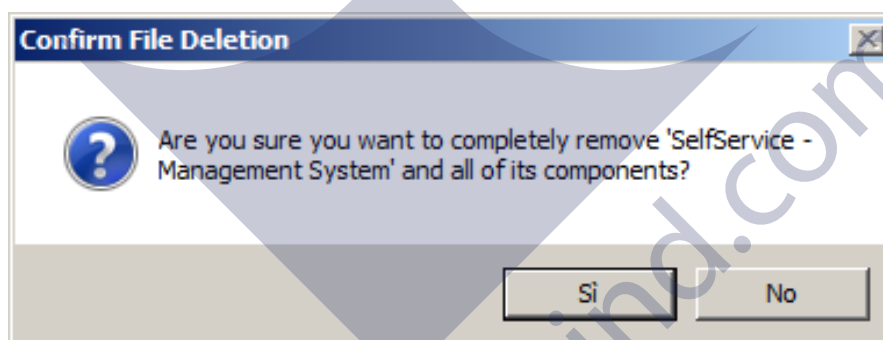
Self Service Management 2018 - Version 1.1.9

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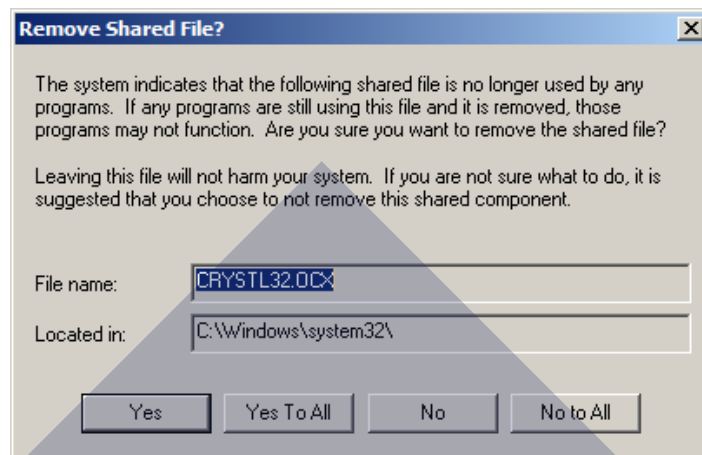


Press the UNINSTALL button to start the removal process:

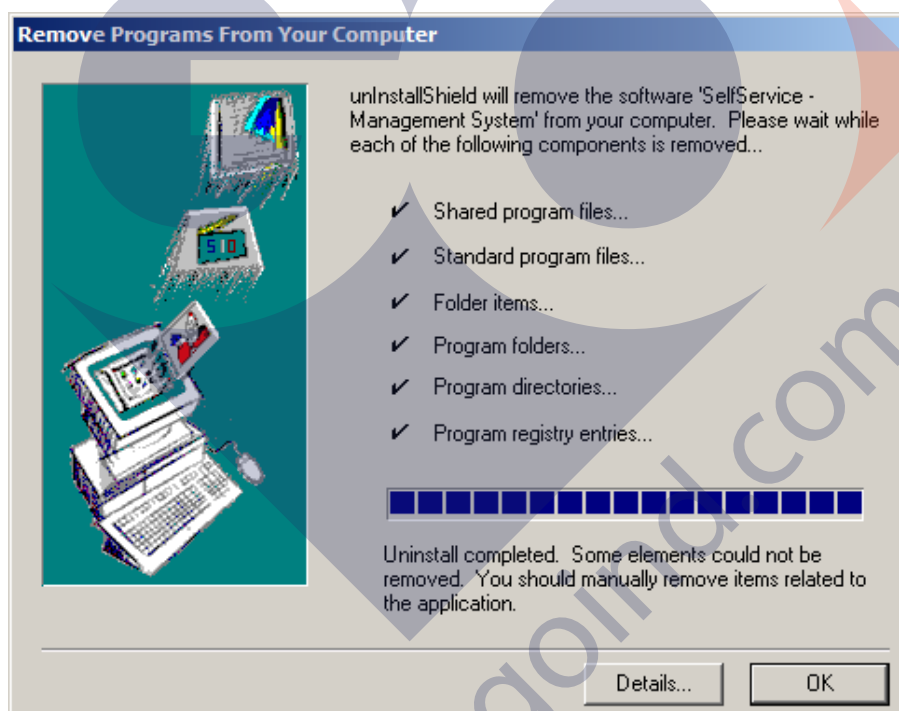


Select the 'YES' option.

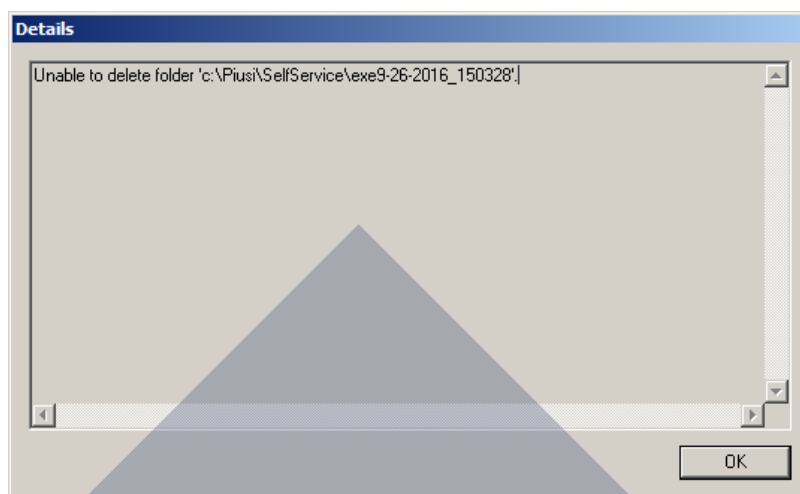
At this point, the screen asking whether you want to uninstall the files shared with other applications and no longer used appears. To avoid any kind of malfunction, select the option 'No to All'.



After confirming, the removal procedure will be launched. At the end of the process, press the 'OK' button to close.



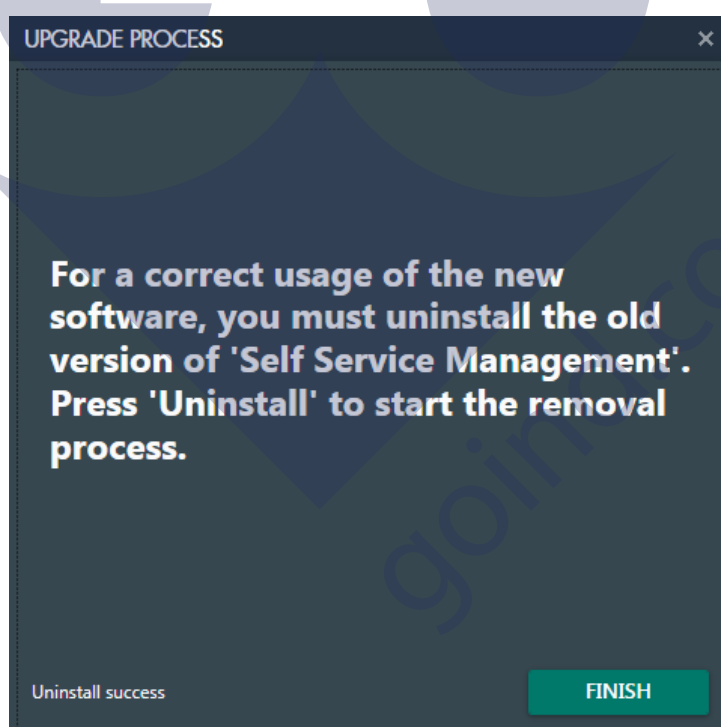
Press the 'DETAILS ...' button to see which files could not be removed automatically and that must be removed manually if you wish to uninstall the 'Self Service' completely.



**WARNING:**

*The procedure for uninstalling the old software deletes the Self.mdb file, which contains all the data stored by the 'Self Service' software. Before proceeding with removal, ensure that your data has been migrated correctly to the new database.*

If uninstalling ends successfully, press the FINISH button to start using the software.



## 5. LOGIN and INTERFACE

### 5.1 LOGIN

To access the software, double click on the Self Service Management icon on the desktop. After a few seconds, the login interface on the right is displayed.

Enter your personal details: username and password, then press Enter in the keyboard or LOGIN button.

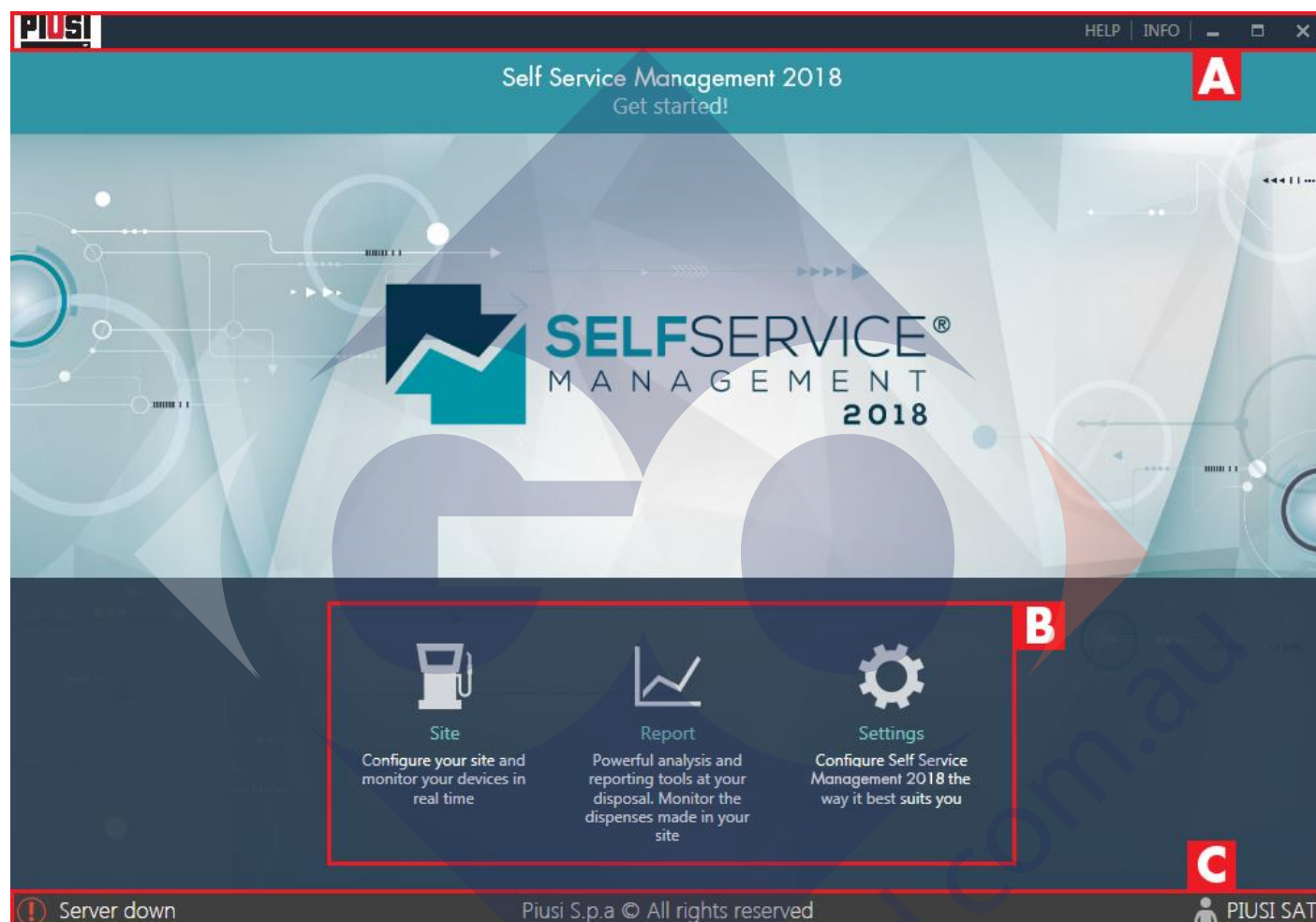
The “Remember me” button can be used to help the user to remember the password while logging in. The password reminder is effective from the second login.

The image shows a login window titled "SELFSERVICE MANAGEMENT 2018". It features a logo with a stylized blue and white arrow pointing up and to the right. Below the logo are two input fields: the first is preceded by a person icon and the second by a key icon. To the right of the password field is a "Remember me" checkbox. At the bottom of the window is a dark blue bar containing a circular arrow icon on the left and a checkmark icon on the right. A large, semi-transparent watermark "goind.com.au" is overlaid diagonally across the entire page.



## 5.2 INTRODUCTION TO THE INTERFACE

The interface of the Self Service Management 2018 Software has been developed to offer a simple utilisation experience, to improve daily work without complicated manoeuvres. The basic parts to know before reading the manual in all its sections are the following:



- A. **HEADING** - shows the company logo and, on the right side, the INFO button used to enter the sub-menu for displaying the software version and license information, activating the product and checking for new updates (see chapter 9). The HELP button for consulting the software user manual (the manual can be opened by pressing the F1 button on the keyboard).

B. MAIN MENU - The menu is a fundamental part of the software, used to scroll through its functions. Let's analyse each item from left to right.

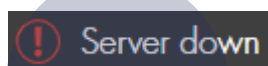
- SITE - the menu item for accessing site management, where the fuel dispensers connected and monitored in real time are indicated.
- REPORT - the menu item for accessing system reports, where dispensing reports can be displayed.
- SETTINGS - the menu item for accessing the software configuration options, to change language, units of measurement, to enter the site owner details, manage the program user data and schedule the database backups.

C. FOOTER - the program footer showing:

- o server status



server on and perfectly working



server off.

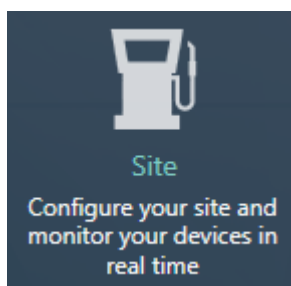
**WARNING:**

*For the correct operation of the system the server must always be on; if the server remains off for too long incorrectly, check that the SSMSERVICE system service is present and active.*

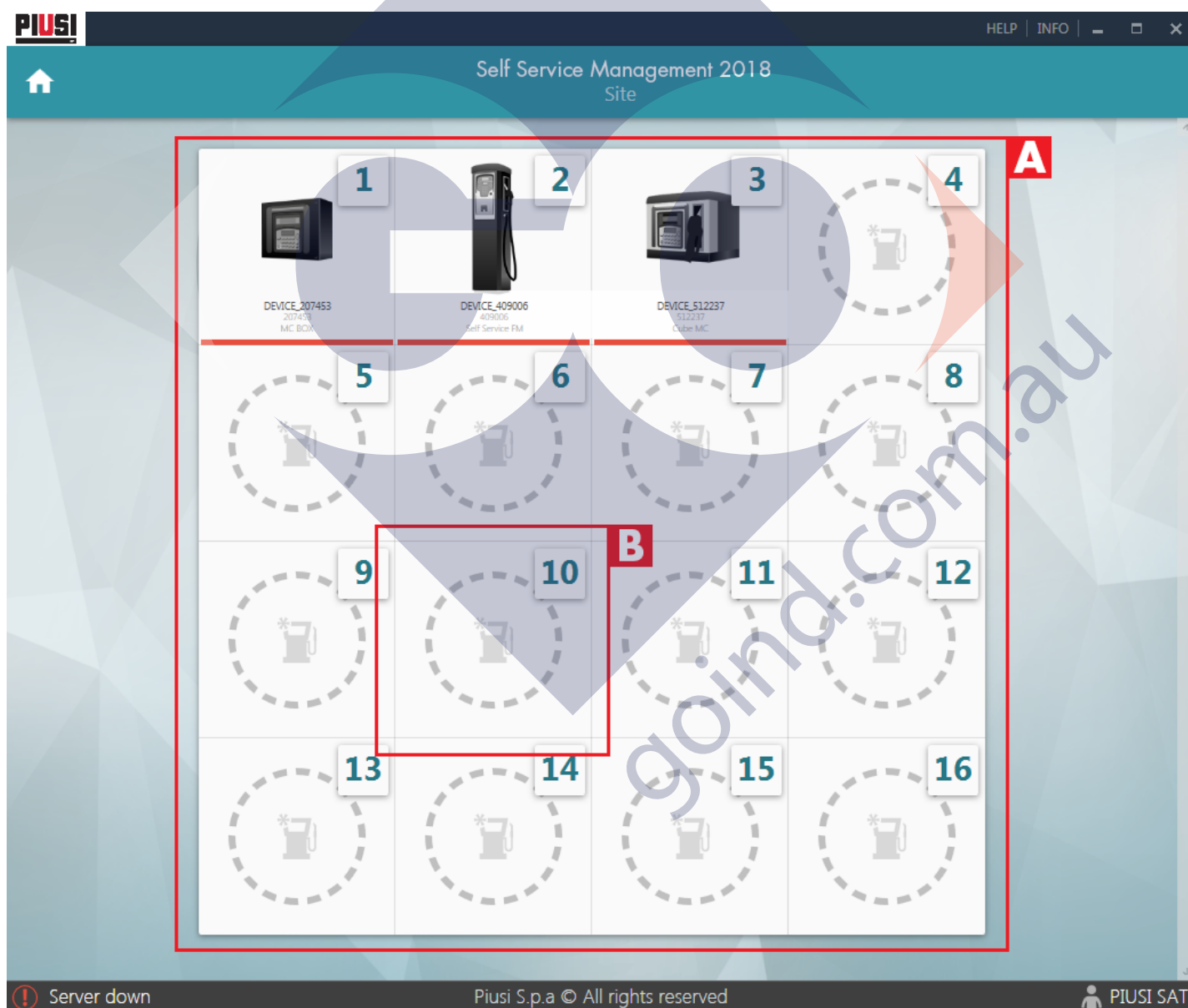
- o the name of the connected user - name of the user authenticated for the current session.

## 6. SITE

### 6.1 OVERVIEW



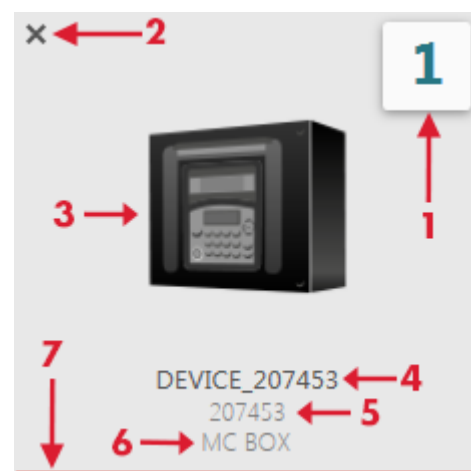
The site can be configured from the SITE section of the program, which can be accessed by pressing the menu icon shown to the side. Here you can add, modify and delete site devices and monitor the status of each Self Service station connected in real time. Up to a maximum of 16 fuel dispensers can be managed. The type of communication protocol used to dialogue with the devices is to be selected in the 'GENERAL SETTINGS' section (see chapter 8.2).




In detail:

- A. FUEL DISPENSER MAP - list of the fuel dispensers added and monitored in real time. Fuel dispenser detail:

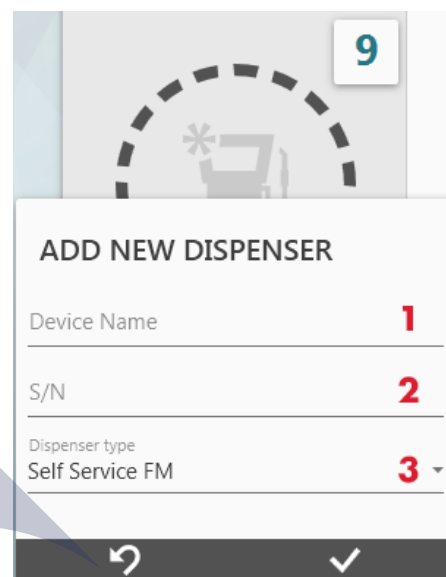
1. SLOT NUMBER
  2. DELETE FUEL DISPENSER - press the button if you want to remove the device from the site.
  3. IMAGE
  4. NAME
  5. SERIAL NUMBER
  6. MODEL
  7. STATUS - operating status of the device monitored.
- List of statuses for type of communication:



STATUS FOR COMMUNICATION TYPE	MANAGER KEY	PW-14	PW-LAN	PW - MOBILE
<b>ACTIVE</b>	Management via MANAGER KEY does not envisage a direct connection between fuel dispenser and site, so its status will always be active.	Optimum communication on RS485 bus. Communication stable.	Optimum Ethernet communication. Communication stable.	Optimum mobile communication. Communication stable.
<b>OFFLINE</b>	-	No communication. Fuel dispenser off or PW-14 adapter removed from PC.	No communication. Fuel dispenser off, network cable disconnected or incorrect PW-LAN TCP/IP configuration.	No communication. Device is either off or PW Mobile is not reachable.
<b>BUSY</b>	-	Stable communication; user interacting with device.	Stable communication; user interacting with device.	Stable communication; user interacting with device.
<b>NO COMMUNICATION</b> 	-	-	No communication, but device accessible to the network. Device connected correctly to local network, but server cannot communicate with device controller. Check RS485 wiring.	Communication with panel absent but PW-MOBILE reachable on the network. The server cannot communicate with the device control unit, check RS485 wiring.

B. EMPTY SLOT – press the slot to add a new fuel dispenser for monitoring. Indicate:

1. NAME - name chosen by user to identify the device.
2. SERIAL NUMBER - unique device identifier.
3. MODEL



**WARNING:**

*The type of communication used to download data from the fuel dispensers is a global setting and must be indicated in the 'GENERAL SETTINGS' section (see chapter 8.2).*

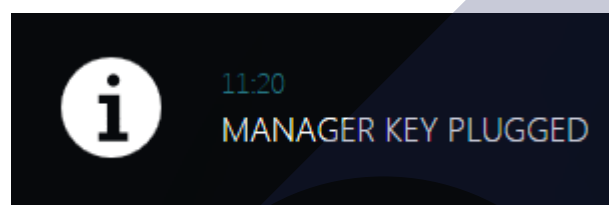
goind.com.au

## 6.2 DOWNLOADING DATA FROM MANAGER KEY

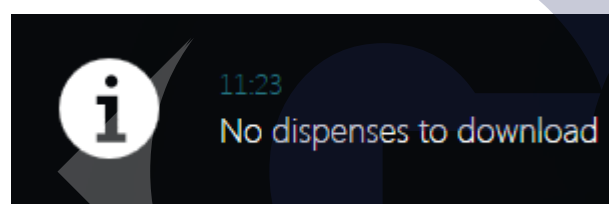
Before proceeding to download the data, ensure that you have registered the MANAGER KEY on each fuel dispenser (see 'Self Service' user manual), added each fuel dispenser in the software (see chapter 6) and configured the software to operate with 'MANAGER KEY' communication type (see chapter 8.2).

To download the data on the MANAGER KEY, place the key in the key reader and wait for it to be recognised by the software.

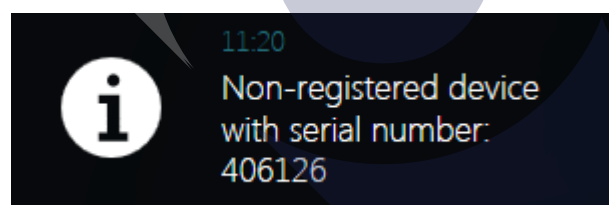
Possible statuses:



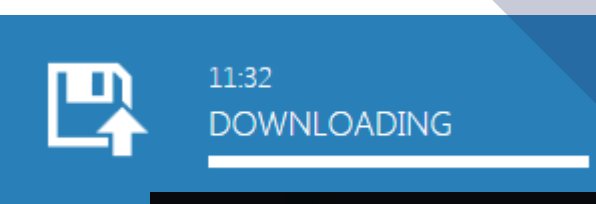
Key connected and recognised.



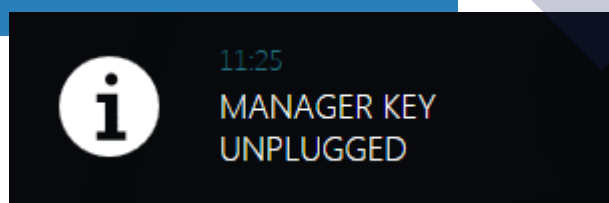
No data to download.



Key recognised but the data contained does not refer to any device registered in the site. The fuel dispenser must be added to the site (see chapter 6.1).



Key data downloading. The dispensing operations stored in the key are being downloaded. Leave the key inserted in the reader throughout the process.




Key unplugged.

### **WARNING:**

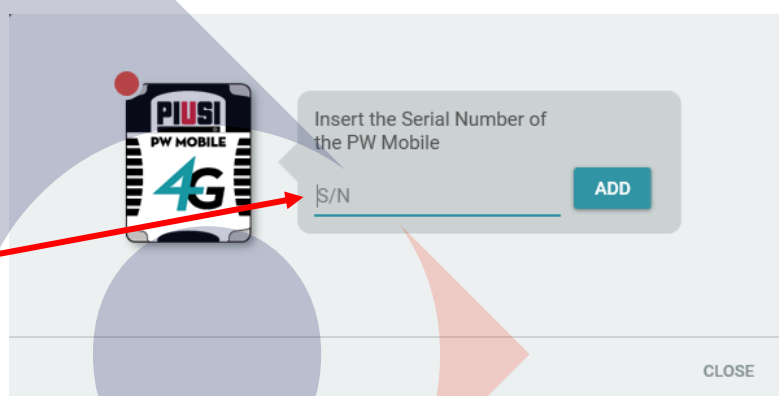
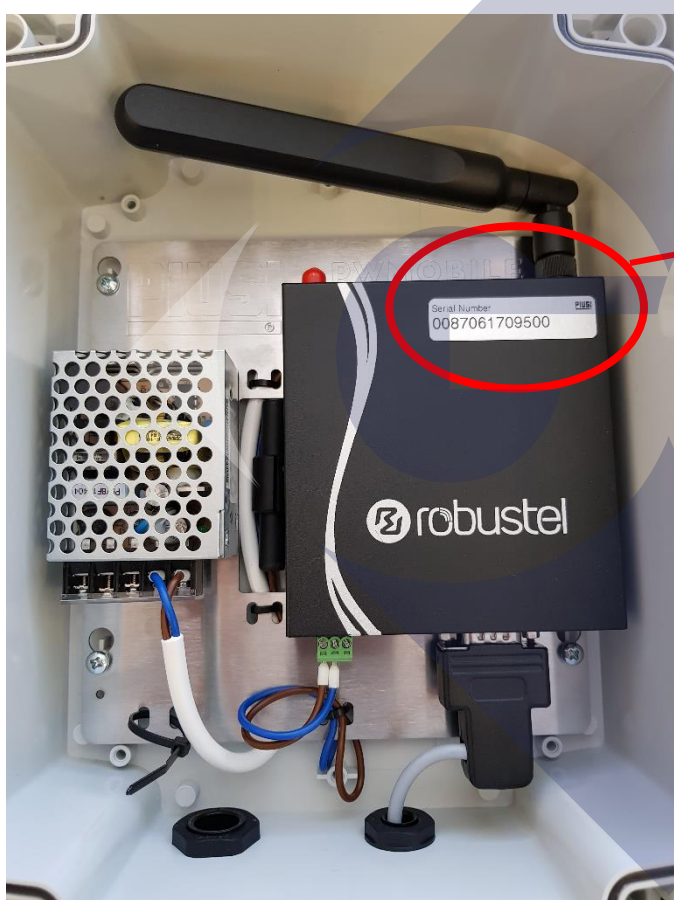
To download the data from the key, the Self Service Management 2018 software must be running and the key reader must be connected to the PC.

### 6.3 ADDING A NEW PW MOBILE




To add a new PW Mobile to the site, the device must first be configured through the dedicated “PW Mobile configurator” software (for further information, consult the configuration manual: “PW Mobile installation and use”). Once configured correctly, proceed with adding the new PW MOBILE from the 'General settings'->'Communication type' section (see chapter 8.2), select 'PW MOBILE' as the communication type and press the button .

In the interface that appears, indicate:



- **Serial number** – unique numerical code of the device. Enter the code shown on the label attached to the side of the device. See image:



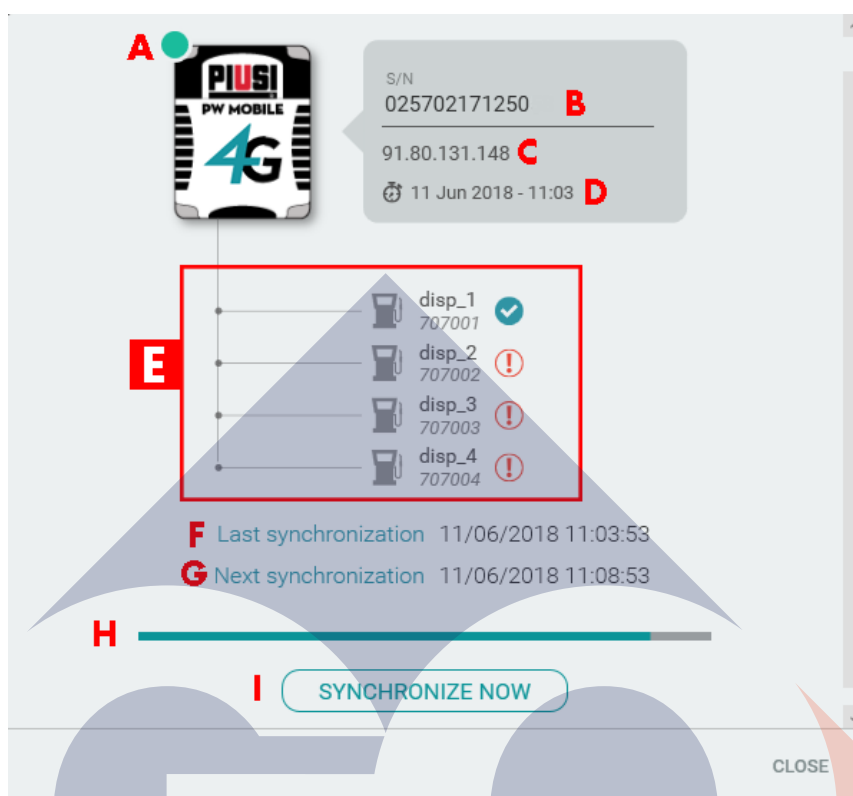
Press the **ADD** button and wait for the end of the serial code validation process, which may end in one of the following situations:

Situation	Description
 <p>The screenshot shows a dialog box titled 'Insert the Serial Number of the PW Mobile' with a text field containing 'S/N 1234567890' and an 'ADD' button. Below the dialog, a globe icon is displayed with the message 'PW Mobile not found (Error code: 201)'. A 'CLOSE' button is at the bottom right.</p>	<p>PW Mobile serial number does not exist. Enter a valid serial number.</p>
 <p>The screenshot shows the same dialog box as above. Below the dialog, a globe icon is displayed with the message 'No Internet Connection'. A 'CLOSE' button is at the bottom right.</p>	<p>Impossible to verify the validity of the serial number entered. Check that the PC is connected correctly to the internet.</p>
 <p>The screenshot shows the same dialog box as above. Below the dialog, a globe icon is displayed with the message 'PW Mobile not configured (Error code: 202)'. A 'CLOSE' button is at the bottom right.</p>	<p>The PW Mobile serial number is valid but the device has not been configured. Follow the configuration procedure indicated in the "PW Mobile installation and use" manual.</p>





 <div> <p>Insert the Serial Number of the PW Mobile</p> <p>S/N 1234567890</p> <p>ADD</p> </div> <p>PW Mobile disabled (Error code: 203)</p> <p>CLOSE</p>	<p>The PW Mobile serial number is valid but the device has been disabled. Contact support.</p>
 <div> <p>Insert the Serial Number of the PW Mobile</p> <p>S/N 1234567890</p> <p>ADD</p> </div> <p>The device cannot be contacted on the 16789 port. Check the firewall settings</p> <p>CLOSE</p>	<p>Communication is not possible on TCP port 16789. Check your firewall settings.</p>

Detail of a PW Mobile added correctly to the site:



A. **Operating status** – status of communication to PW Mobile; possible statuses:

Colour code	Description
	Optimal communication. The device is properly connected to the network and communication is stable.
	No communication. Possible causes: <ul style="list-style-type: none"> <li>• The PW Mobile is off.</li> <li>• The PW Mobile is in an area with poor mobile network reception.</li> <li>• The SIM in the PW Mobile has used up its data traffic.</li> <li>• The PC is not connected to the internet.</li> <li>• Communication is not possible on TCP port 16789 (check the firewall).</li> </ul>



Device disabled. Possible cases:



- The PW Mobile has been registered at another site. Remove the device from the current site and repeat the add procedure. If the problem persists, contact support.
- The PW Mobile has been disabled; using the device is impossible. Contact support to proceed with reactivation.

B. **Serial number** – unique code identifying the PW Mobile. To replace the PW Mobile, write the new code in the appropriate field and press the button

S/N	1234567890	UPDATE
-----	------------	--------

- C. **IP address** – last valid IP address assigned to the PW Mobile.
- D. **Date of last connection** – date on which the last connection was made to the PW Mobile.
- E. **Devices connected** – list of devices detected, with icon at the side representing the outcome of the last synchronisation:
-  - synchronisation failed.
  -  - synchronisation successful.
- F. **Date and outcome of last synchronisation** – the date/time at which the last data synchronisation took place.
- G. **Next synchronisation date** – the date/time at which the next data synchronisation will take place (depends on the update interval chosen in the General Configurations section; see chapter 8.2). If a choice was made to manage the site 'Only on request', no date is shown.

H. **Synchronisation status** – the synchronisation procedure has different statuses:

- The waiting time is displayed (through a progress bar) before the next automatic synchronisation (synchronisation can always be forced by pressing the 'SYNCH NOW' button). The waiting time (PW Mobile update interval) must be configured from the 'General Configurations' section (See chapter 8.2).
  - Data synchronisation with the fuel dispenser is in progress. Wait for the end of the process so that all the modifications are applied. The final outcome of the synchronisation is represented with an icon next to the last synchronisation date.
- I. **'SYNCH NOW' button** – allows forced data synchronisation (loading or downloading) with the fuel dispenser without waiting for the next synchronisation date or, if necessary, manual synchronisation procedure management (See 'Only on request' management).

**IMPORTANT:**

- *You need a stable internet connection on your PC to add a new PW Mobile.*
- *It is possible to manage only one PW MOBILE at a time with a maximum of 16 connected columns.*

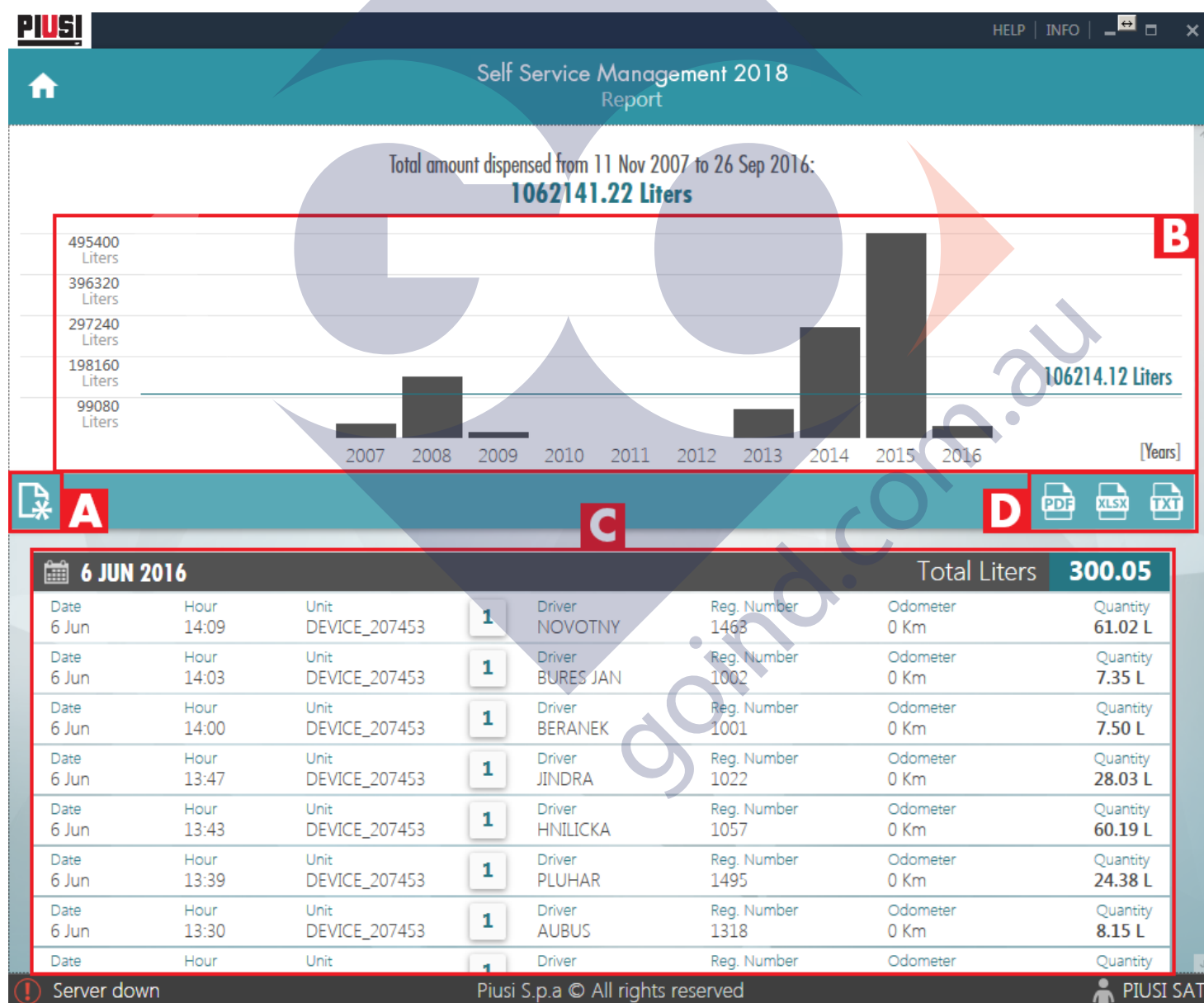


## 7. REPORT

### 7.1 OVERVIEW

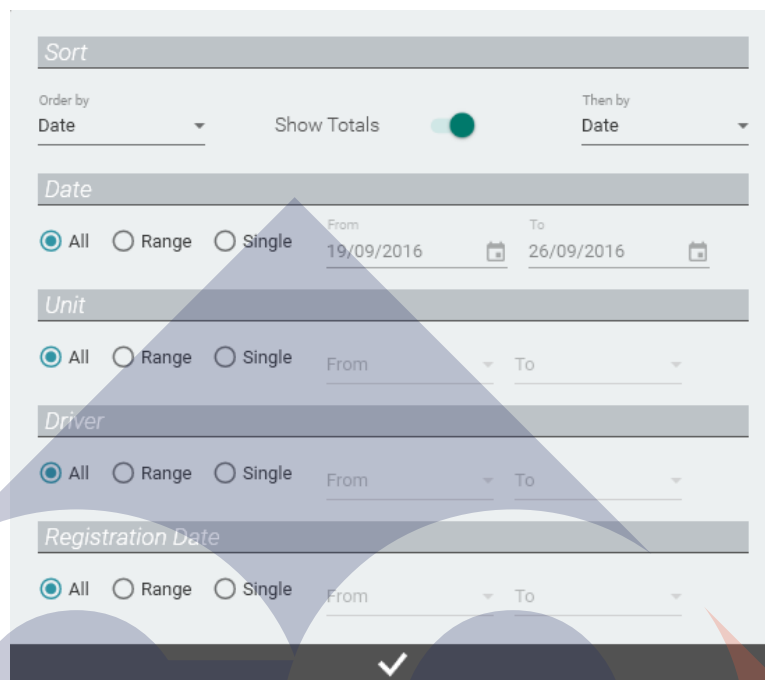


The REPORT section, which can be accessed by pressing the menu icon shown to the side, is the area where you can display and export the dispensing reports.



In detail:

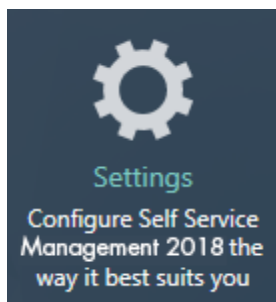
A. FILTERS - dispensing filtering panel.



1. SORTING - dispensing operations can be ordered in two different ways and grouped (according to the first sort criterion) by enabling the 'Show Totals' option.
  2. FILTERING - dispensing operations can be filtered by DATE, UNIT (fuel dispenser), DRIVER, REGISTRATION DATE (number).
- B. CHART - bar chart representing the amount of product dispensed in the selected temporal range, divided by applied filters and sorted according to the chosen option (the sort type is shown on the x axis). The horizontal line represents the average amount of product in the selected temporal range taking into account filtering, if present.
- C. DISPENSING TABLE - list of the filtered and grouped dispensing operations. Dispensing operations to be displayed are not shown together, but are loaded upon request, as you scroll down the list.
- D. EXPORT to FILE - export of the displayed dispensing operations, to a file. Exporting to PDF, EXCEL spreadsheet and TXT text file is supported. The export includes dispensing operations grouped and filtered according to the grouping and filtering selected by the user.

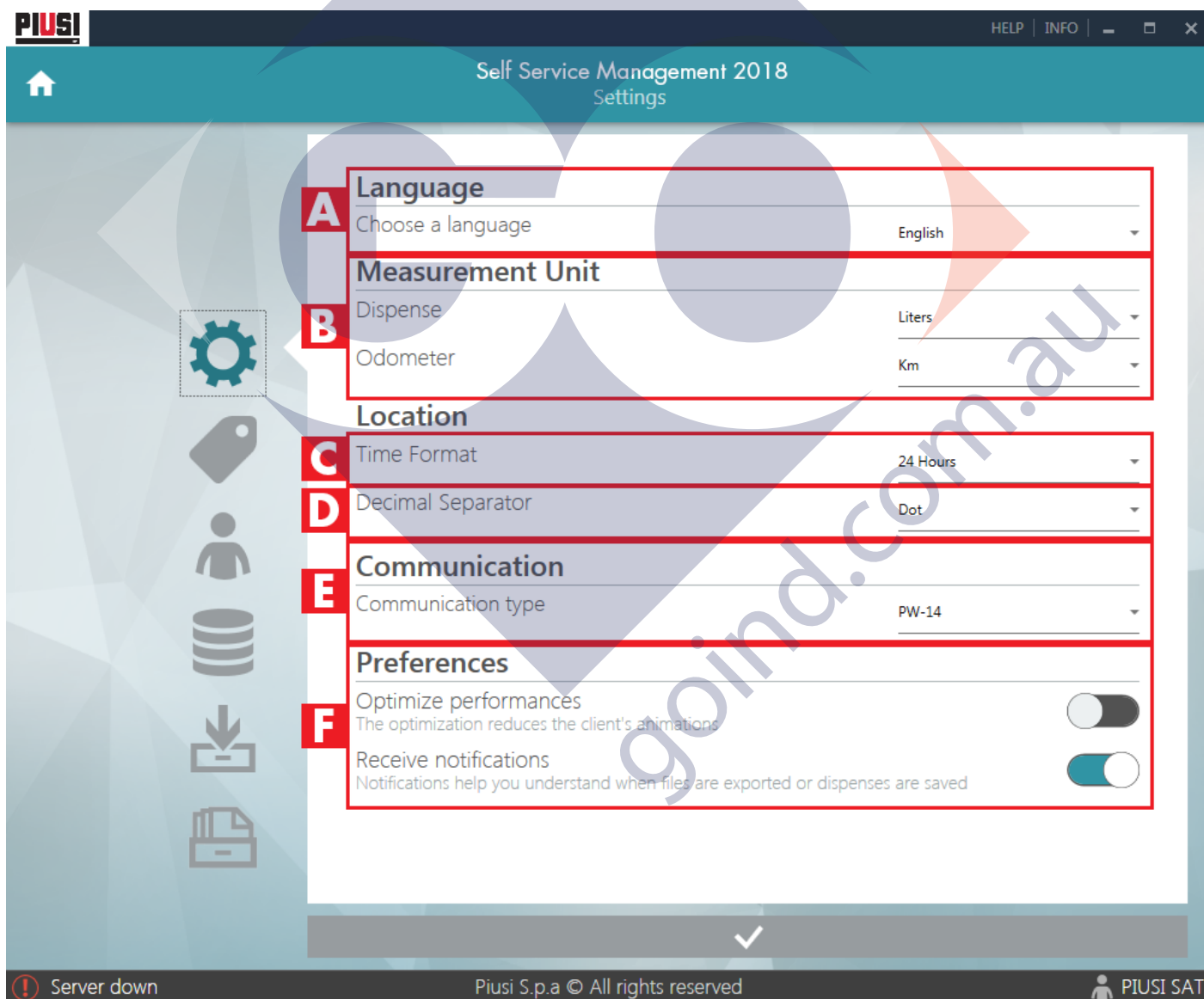
## 8. SETTINGS

### 8.1 OVERVIEW



The SETTINGS section can be accessed by pressing the menu icon shown to the side. This is the area where site settings are managed. From here you can configure the operation of the software, perform software user administration activity, schedule database backup, manage site owner details and migrate the data from the old versions of the database.

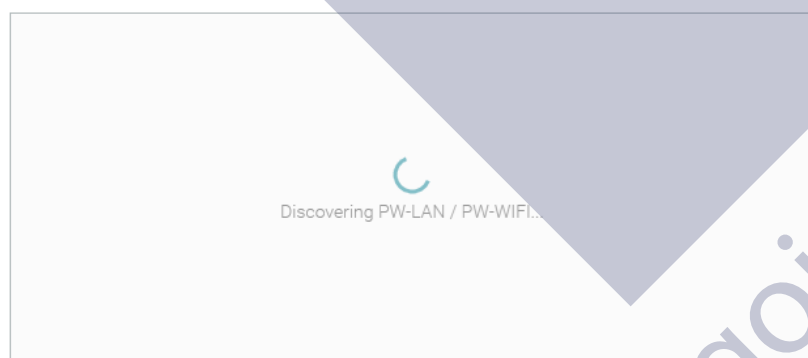
### 8.2 GENERAL CONFIGURATIONS



In details:

- A. LANGUAGE – software language selection.
- B. UNITS OF MEASUREMENT – units of measurement selection:
  - 1. Unit of measurement for dispensing - defines the unit of measurement for displaying the quantity of fluid dispensed by the fuel dispensers (litres or gallons).
  - 2. Unit of measurement for odometer – defines the unit of measurement for displaying the odometer of the vehicles registered for dispensing.
- C. HOUR FORMAT – format in which you wish to display the dispensing operation time (24/12-hour format).
- D. DECIMAL SEPARATOR – preference for displaying the fractional part (dot or comma).
- E. COMMUNICATION TYPE – choice of communication type to use for dialogue with the site's fuel dispensers. This setting determines the desired method for downloading the data from the fuel dispensers. Three different methods of communication can be chosen:
  - Via PW-14 adapter – the fuel dispensers are connected to the PC via PW-14 adapter.
  - Via network with a PW-LAN / PW-WIFI – the fuel dispensers are connected to the PC via TCP/IP network. To guarantee correct communication, search for and select the PW-LAN / PW-WIFI connected to the network through the dedicated 'discovery' procedure. Press the 'SCAN' button to start the procedure. Subsequently:

Select PW-LAN / PW-WIFI



The process is scanning the network for connected PW-LANs or PW-WIFIs.



Select PW-LAN / PW-WIFI

No PW-LAN / PW-WIFI found

CLOSE

OK

No PW-LAN or PW-WIFI has been found in the network.

Select PW-LAN / PW-WIFI



129.0.3.148

PW-LAN-2\_0-14F9

00:50:C2:B1:14:F9

CLOSE

OK

PW-LANs or PW-WIFIs have been found. Select the correct PW-LAN or PW-WIFI and press 'OK' to confirm.

- Using a MANAGER KEY – the fuel dispensers are not connected to the PC; dispensing data is downloaded via key. (See chapter 6.2)

- Via mobile network with a PW-MOBILE - the dispensers are connected to the Internet network via PW-MOBILE. They are interrogated cyclically at selectable time intervals (5,10,15 minutes) minutes, with the possibility of managing synchronization manually, setting the configuration to 'On demand only'. If you choose to manage the columns in 'On-demand only' mode, you must synchronize each device manually (See chapter 6.3).



- F. PREFERENCES - includes general preferences that do not influence site management, such as: performance optimisation that eliminates any software animation and the option to receive software notifications.

All settings except unit of measurement for dispensing, unit of measurement for odometer, decimal separator and communication type are personal for the connected user. Therefore each user can set configurations as preferred.

**IMPORTANT:**

- *Pay great attention in choosing the PW Mobile update time interval: choosing a short synchronisation interval (5 minutes) means a considerable increase in the data traffic generated in the time frame. Check the quantity of data traffic available for your SIM before choosing the most appropriate timing. If constant automatic synchronisation over time is not required, it is advisable to manage synchronisation with the devices in 'Only on request mode', in order to have management with greater control over the traffic generated.*

## 8.3 SITE OWNER DATA



The screenshot shows a web application window titled "Self Service Management 2018 Settings". The window has a dark blue header with the PIUSI logo on the left and "HELP | INFO" on the right. Below the header is a teal bar with a home icon and the title "Self Service Management 2018 Settings". The main content area is white and contains a "Site Owner" section with three input fields: "Business Name", "Address", and "Tax Code/SSN". A large, semi-transparent "GO" watermark is overlaid on the form. On the left side of the form, there is a vertical sidebar with icons: a gear, a tag, a person, a database, a download arrow, and a folder. At the bottom of the window, there is a dark blue footer with a red exclamation mark icon and the text "Server down", the text "Piusi S.p.a © All rights reserved", and a user icon with the text "PIUSI SAT".

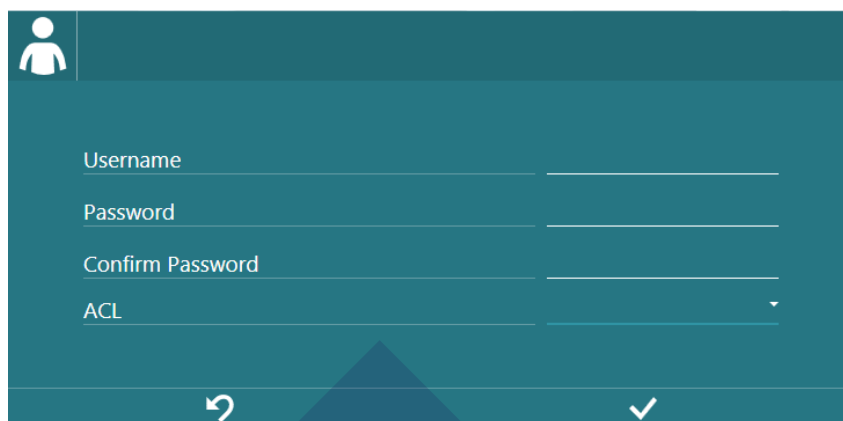
Data can be stored on the site owner.

## 8.4 USER DATA MANAGEMENT



In details:

- A. NEW USER - press this button to access the panel for adding a new user in the system.  
The panel is below:



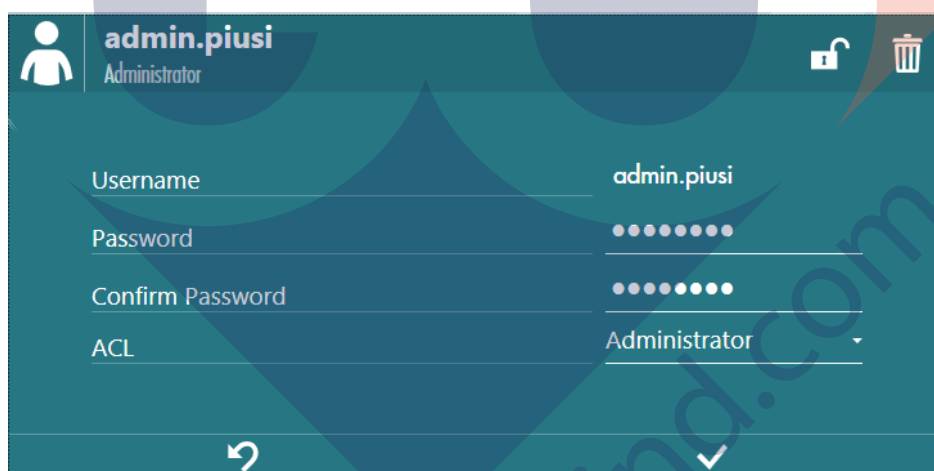
A screenshot of a user creation form. It features a teal header with a user icon on the left. Below the header, there are four input fields: 'Username', 'Password', 'Confirm Password', and 'ACL'. The 'ACL' field is a dropdown menu. At the bottom of the form, there are two icons: a circular arrow (refresh) and a checkmark (confirm).

For entering username, password and selecting the privilege level of the user, between ADMINISTRATOR and VIEWER (see chapter 8.4.1).

The username (minimum length 6 characters) and password (minimum length 8 characters) must be no longer than 15 characters.

- B. USER LIST – list of users with access to the site. Each user is described by a summary panel showing the username and privilege level.

When the user has been added, their characteristics can be modified by accessing their panel. See image below:



A screenshot of a user modification panel. The header shows a user icon, the username 'admin.piusi', and the role 'Administrator'. There are icons for a lock and a trash can. Below the header, there are four input fields: 'Username' (containing 'admin.piusi'), 'Password' (masked with dots), 'Confirm Password' (masked with dots), and 'ACL' (a dropdown menu showing 'Administrator'). At the bottom, there are two icons: a circular arrow (refresh) and a checkmark (confirm).

The following actions can be performed in the panel:

- Editing user data, username, password and privileges.
- Removing the selected user, who won't be able to access the software any longer.
- Disabling authentication for the user, who won't be able to access the software until and administrator re-enables him/her.
- Forcing a connected user logout, immediately closing the session.

### **WARNING:**

*It is not possible to delete all users of the site. At least one administrator must always be present in the site. Only users with an ADMINISTRATOR privilege level can delete other users.*

## 8.4.1 USER PRIVILEGE LEVELS

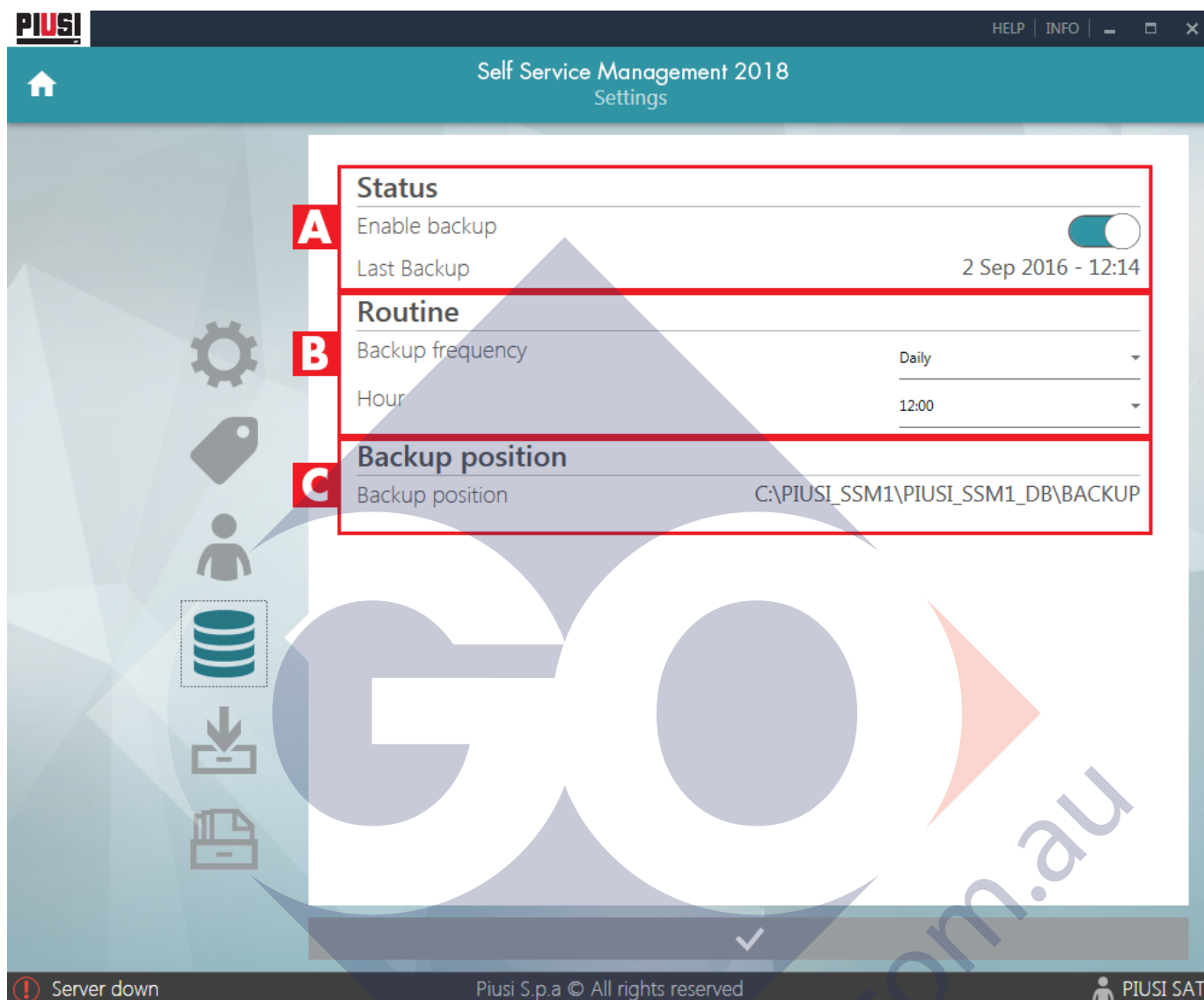
Software functions can be limited according to the privilege level of the users. The type of users are as follows:

- Administrator
- Viewer

ACTION	ADMINISTRATOR	VIEWER
Add new fuel dispensers	YES	NO
Modify/delete fuel dispensers	YES	NO
Download data from MANAGER KEY	YES	NO
See/export dispensing reports	YES	YES
Modify settings	YES	YES <sup>1</sup>
Modify backup configuration	YES	NO
Update software	YES	NO

<sup>1</sup> Only preferences differentiated according to the user can be edited. E.g. System languages  
Self Service Management 2018 - Version 1.1.9  
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## 8.5 DATABASE BACKUP CONFIGURATION



In details:

- A. **ENABLE/DISABLE BACKUP** - you can enable and disable the backup automatic procedure for the database. The procedure is always enabled by default. The date of the last backup made is always displayed. It is recommended to keep this function always active.
- B. **BACKUP ROUTINE** - indicate the frequency for the database backup:  
either Daily - one backup a day at the indicated time  
or Weekly - one backup a week on the indicated day
- C. **BACKUP POSITION** - shows the path where the performed backups are saved. The path cannot be edited. The backup folder is created during the installation. The preset path is:  
C:\PIUSI\_SSM1\PIUSI\_SSM1\_DB\BACKUP

The latest backup performed is always available, including the latest 5. The format of the “.bck” files is as follows: `ssm_bck_yyyymmdd_hhmmss.bck` where ‘yyyy’ indicates the year, ‘mm’ the month, ‘dd’ the day, ‘hh’ the hour, ‘mm’ the minutes and ‘ss’ the seconds when the backup was saved.

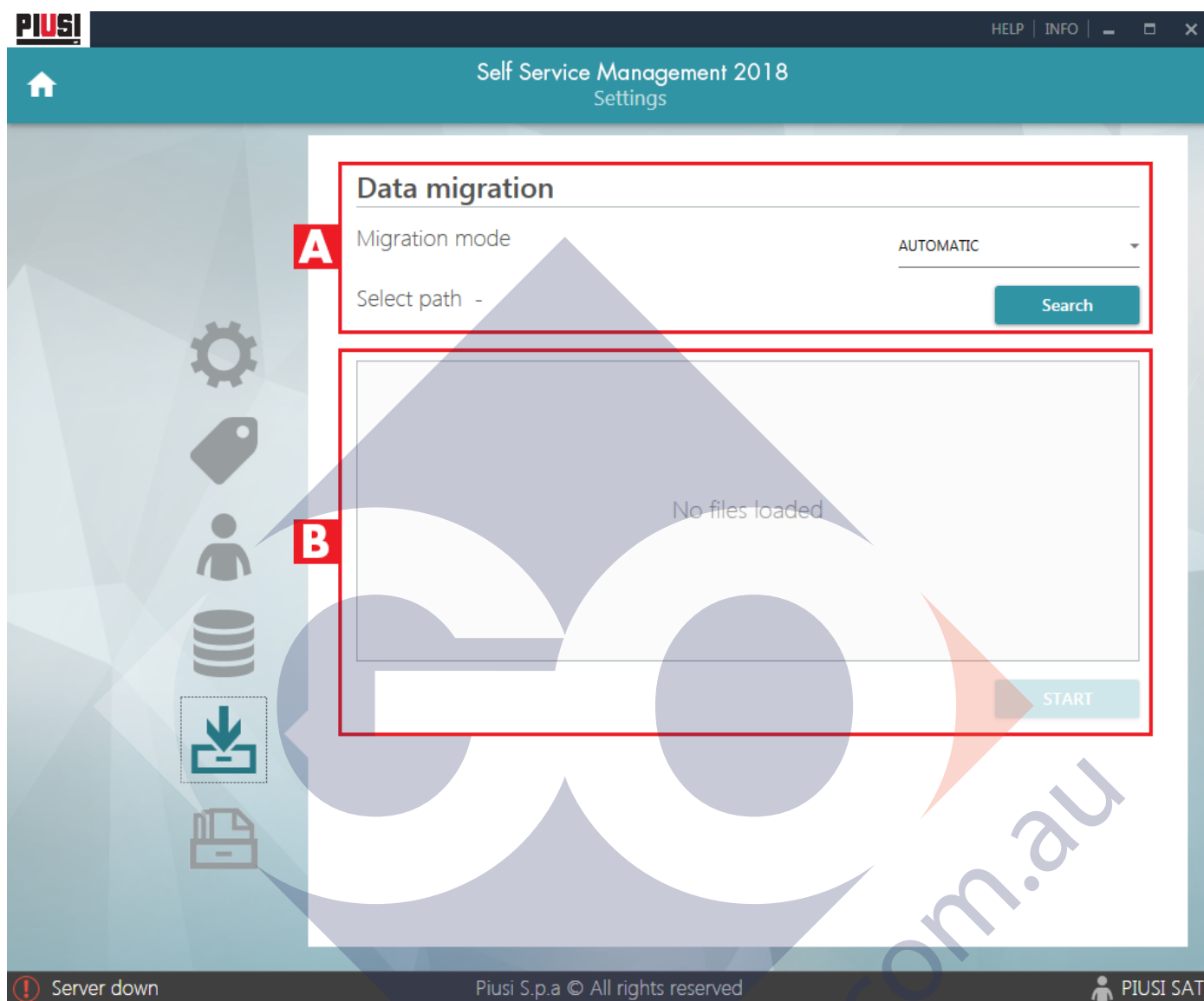
**WARNING:**

*If the SSMSERVICE is off or disconnected, the automatic backup service is not guaranteed.*





## 8.6 DATA MIGRATION



In detail:

- A. DATA MIGRATION MODE - method for selecting and loading the Self.mdb database files for migration. Modes available:
  - AUTOMATIC - the Self.mdb files are searched for automatically with a specified path.
  - MANUAL - the Self.mdb files must be selected manually.
- B. DATABASE FILES SELECTED for MIGRATION - list of the files selected for processing by the migration procedure. Press the START button to migrate the data contained in the selected databases.

### **WARNING:**

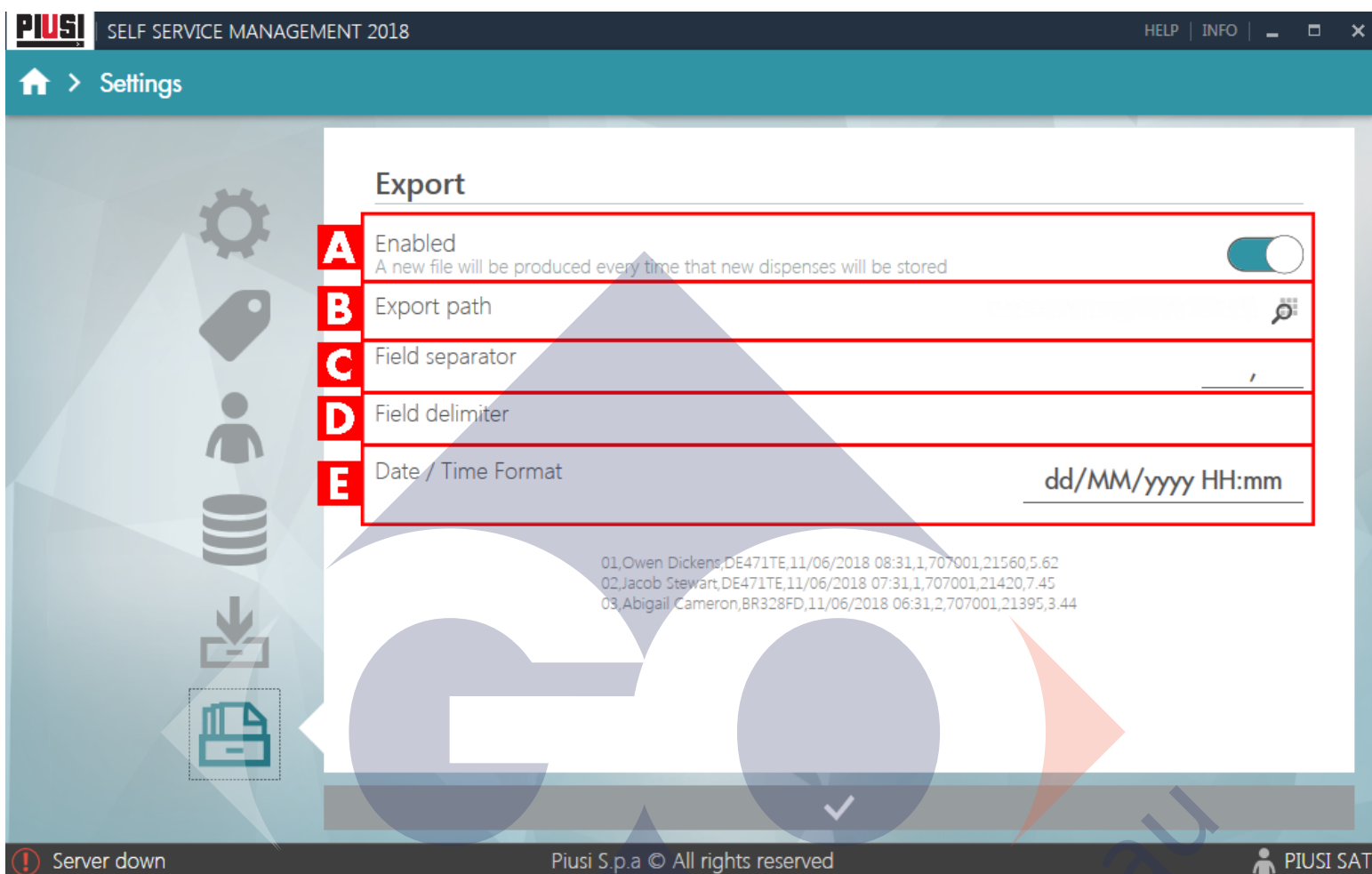
*It is only possible to select and migrate databases (named Self.mdb) generated by the old version of the 'Self Service' software.*

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## 8.7 EXPORTING DISPENSING OPERATIONS



In detail:

- A. ENABLING/DISABLING the EXPORTING of DISPENSING OPERATIONS - It is possible to enable or disable the procedure of automatically exporting dispensing operations to .csv files. The procedure is disabled by default.  
The procedure saves all dispensing operations downloaded from the fuel dispensers (using any method of communication) to a .csv file. The format for saving the files is as follows: 'yyyyMMddhhmm.csv', where 'yyyy' indicates the year, 'MM' the month, 'dd' the day, 'hh' the hour and 'mm' the minutes, corresponding to the date and time when the file was exported.  
The dispensing fields exported are (in order):

*Progressive ID,Operator,Registration number,Date and time,Fuel dispenser number,Fuel dispenser serial number,Odometer,Litres dispensed.*

If multiple dispensing operations are downloaded together, a single .csv file is generated.

- B. EXPORT PATH - The path for saving the exported files must be indicated. Ensure that the path is always accessible and that read/write permissions are present.


- C. SEPARATOR – A custom separator can be indicated for the exported dispensing fields.
- D. DELIMITER – A custom delimiter can be indicated for delimiting the exported fields.
- E. DATE/TIME FORMAT - It is possible to indicate a customized format in which to represent the date and time in the exported file.

**WARNING:**

- *Exported dispensing operations cannot be re-exported.*
- *Modifications to field separator and delimiter are not retroactive (the modification will be applied only to new files exported from that point on).*
- *Until a valid save path is provided (accessible and with the correct permission), dispensing operations will not be exported.*
- *It is not possible to modify the order of the fields exported, add others or delete those present.*



## 9. SOFTWARE INFORMATION, PRODUCT REGISTRATION AND UPDATES

The INFO button  in the software's upper bar can be used to access the section for displaying the information about the product used and activate the product to receive the software updates.

This section is divided into three submenus, software INFORMATION, product ACTIVATION and software UPDATE.

### 9.1 SOFTWARE INFORMATION



In this section, the information about the purchased licence is shown along with the software version currently used.

## 9.2 PRODUCT ACTIVATION



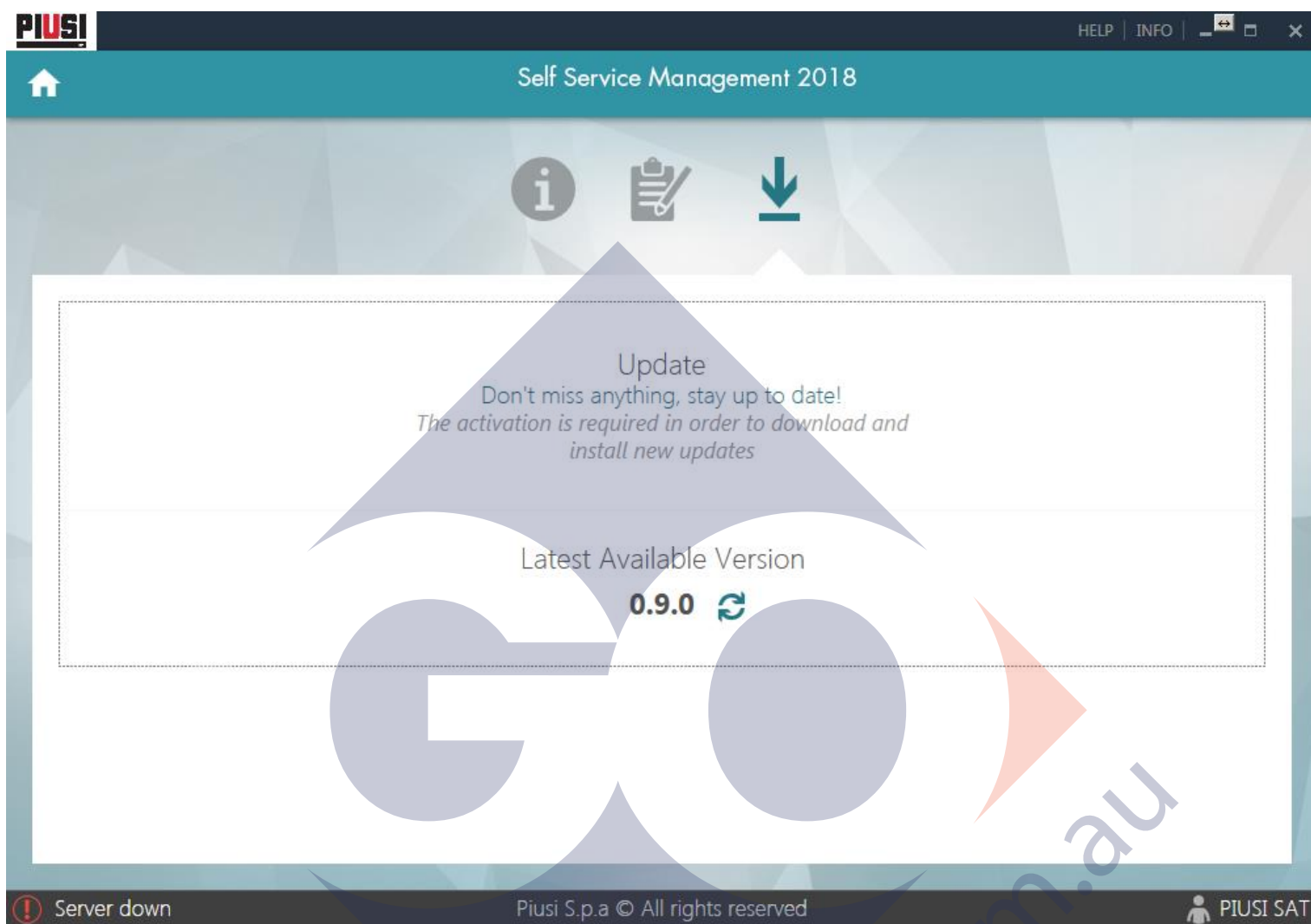
The screenshot shows the 'Self Service Management 2018' web application. At the top, there is a dark blue header with the PIUSI logo on the left and 'HELP | INFO' on the right. Below this is a teal navigation bar with a home icon and the title 'Self Service Management 2018'. The main content area has a light blue background with three icons: an information icon, a clipboard with a checkmark, and a download arrow. A large white box in the center contains the text 'Activate software' and 'The activation is required in order to download and install new updates'. Below this, there is an 'Email' label and a text input field. A green 'ACTIVATE' button is positioned below the input field. The bottom of the page features a dark blue footer with a 'Server down' status indicator, the text 'Piusi S.p.a © All rights reserved', and a user profile icon labeled 'PIUSI SAT'.


Activation of the product purchased is managed in this section in order to guarantee support for the software updates. Insert the E-mail address used to register on the Piusi portal([www.piusi.com](http://www.piusi.com) -> PIUSI PORTAL) . If you are not registered on the portal yet we recommend to do it as soon as possible.


Every time there is a new update a comprehensive notice

**UPDATE AVAILABLE** will be displayed, by pressing on it the user will be redirected to the UPDATES section (see chapter 9.3) to download the new software release.

## 9.3 SOFTWARE UPDATES



This section shows the latest available update. To download it press the “download” button . You will be automatically redirected to the link for online download.

The search for updates is an automatic process that looks for a new software release in the Piusi servers at regular intervals. If the version currently used is the most recent you can try and look for a new update by pressing the  button.

To download new updates make sure the product has been previously activated (see chapter 9.2).

### **WARNING:**

*An internet connection is necessary to download the update.*