



## Introduction

### Purpose

This manual provides instructions on Fleet Head Office (FHO) Server migration process to upgrade from physical server to virtual machine, while converting existing Hardware Against Software Piracy (HASP) key (hardware) to a software license.

### Intended Users

This manual is intended for Gasboy®-trained and certified Authorized Service Contractors (ASCs).

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### Related Documents

Document Number	Title	GOLD <sup>SM</sup> Library
MDE-4821	Fleet Head Office System and Fuel Management Software Installation and User's Manual	Gasboy Fleet PLUS System

## Abbreviations and Acronyms

<b>Term</b>	<b>Description</b>
ASC	Authorized Service Contractors
FHO	Fleet Head Office
FTP	File Transfer Protocol
GOLD	Gilbarco® Online Documentation
HASP	Hardware Against Software Piracy
OS	Operating System
TAC	Technical Assistance Center
USB	Universal Serial Bus
VM	Virtual Machine

# Important Safety Information

**Notes:** 1) Save this Important Safety Information section in a readily accessible location.

2) Although DEF is non-flammable, Diesel is flammable. Therefore, for DEF cabinets that are attached to Diesel dispensers, follow all the notes in this section that pertain to flammable fuels.

This section introduces the hazards and safety precautions associated with installing, inspecting, maintaining or servicing this product. Before performing any task on this product, read this safety information and the applicable sections in this manual, where additional hazards and safety precautions for your task will be found. Fire, explosion, electrical shock or pressure release could occur and cause death or serious injury, if these safe service procedures are not followed.

## Preliminary Precautions

You are working in a potentially dangerous environment of flammable fuels, vapors, and high voltage or pressures. Only trained or authorized individuals knowledgeable in the related procedures should install, inspect, maintain or service this equipment.

## Emergency Total Electrical Shut-Off

The first and most important information you must know is how to stop all fuel flow to the pump/dispenser and island. Locate the switch or circuit breakers that shut off all power to all fueling equipment, dispensing devices, and Submerged Turbine Pumps (STPs).

 <b>WARNING</b>	
	The EMERGENCY STOP, ALL STOP, and PUMP STOP buttons at the cashier's station WILL NOT shut off electrical power to the pump/dispenser. This means that even if you activate these stops, fuel may continue to flow uncontrolled.
	You must use the TOTAL ELECTRICAL SHUT-OFF in the case of an emergency and not the console's ALL STOP and PUMP STOP or similar keys.

## Total Electrical Shut-Off Before Access

Any procedure that requires access to electrical components or the electronics of the dispenser requires total electrical shut off of that unit. Understand the function and location of this switch or circuit breaker before inspecting, installing, maintaining, or servicing Gasboy equipment.

## Evacuating, Barricading and Shutting Off

Any procedure that requires access to the pump/dispenser or STPs requires the following actions:



- An evacuation of all unauthorized persons and vehicles from the work area
- Use of safety tape, cones or barricades at the affected unit(s)
- A total electrical shut-off of the affected unit(s)

## Read the Manual

Read, understand and follow this manual and any other labels or related materials supplied with this equipment. If you do not understand a procedure, call the Gasboy Service Center at 1-800-444-5529. It is imperative to your safety and the safety of others to understand the procedures before beginning work.

## Follow the Regulations

Applicable information is available in National Fire Protection Association (NFPA) 30A; Code for Motor Fuel Dispensing Facilities and Repair Garages, NFPA 70; National Electrical Code (NEC), Occupational Safety and Health Administration (OSHA) regulations and federal, state, and local codes. All these regulations must be followed. Failure to install, inspect, maintain or service this equipment in accordance with these codes, regulations and standards may lead to legal citations with penalties or affect the safe use and operation of the equipment.

## Replacement Parts

Use only genuine Gasboy replacement parts and retrofit kits on your pump/dispenser. Using parts other than genuine Gasboy replacement parts could create a safety hazard and violate local regulations.

## Safety Symbols and Warning Words

This section provides important information about warning symbols and boxes.

### Alert Symbol



This safety alert symbol is used in this manual and on warning labels to alert you to a precaution which must be followed to prevent potential personal safety hazards. Obey safety directives that follow this symbol to avoid possible injury or death.

### Signal Words

These signal words used in this manual and on warning labels tell you the seriousness of particular safety hazards. The precautions below must be followed to prevent death, injury or damage to the equipment:



**DANGER:** Alerts you to a hazard or unsafe practice which will result in death or serious injury.



**WARNING:** Alerts you to a hazard or unsafe practice that could result in death or serious injury.



**CAUTION with Alert symbol:** Designates a hazard or unsafe practice which may result in minor injury.

**CAUTION without Alert symbol:** Designates a hazard or unsafe practice which may result in property or equipment damage.

## Working With Fuels and Electrical Energy

### Prevent Explosions and Fires

Fuels and their vapors will explode or burn, if ignited. Spilled or leaking fuels cause vapors. Even filling customer tanks will cause potentially dangerous vapors in the vicinity of the dispenser or island.

DEF is non-flammable. Therefore, explosion and fire safety warnings do not apply to DEF lines.

## Important Safety Information

### No Open Fire



Open flames from matches, lighters, welding torches or other sources can ignite fuels and their vapors.

### No Sparks - No Smoking



Sparks from starting vehicles, starting or using power tools, burning cigarettes, cigars or pipes can also ignite fuels and their vapors. Static electricity, including an electrostatic charge on your body, can cause a spark sufficient to ignite fuel vapors. Every time you get out of a vehicle, touch the metal of your vehicle, to discharge any electrostatic charge before you approach the dispenser island.

### Working Alone

It is highly recommended that someone who is capable of rendering first aid be present during servicing. Familiarize yourself with Cardiopulmonary Resuscitation (CPR) methods, if you work with or around high voltages. This information is available from the American Red Cross. Always advise the station personnel about where you will be working, and caution them not to activate power while you are working on the equipment. Use the OSHA Lockout/Tagout procedures. If you are not familiar with this requirement, refer to this information in the service manual and OSHA documentation.

### Working With Electricity Safely

Ensure that you use safe and established practices in working with electrical devices. Poorly wired devices may cause a fire, explosion or electrical shock. Ensure that grounding connections are properly made. Take care that sealing devices and compounds are in place. Ensure that you do not pinch wires when replacing covers. Follow OSHA Lockout/Tagout requirements. Station employees and service contractors need to understand and comply with this program completely to ensure safety while the equipment is down.

### Hazardous Materials

Some materials present inside electronic enclosures may present a health hazard if not handled correctly. Ensure that you clean hands after handling equipment. Do not place any equipment in the mouth.

#### WARNING

The pump/dispenser contains a chemical known to the State of California to cause cancer.

#### WARNING

The pump/dispenser contains a chemical known to the State of California to cause birth defects or other reproductive harm.

## In an Emergency

### Inform Emergency Personnel

Compile the following information and inform emergency personnel:

- Location of accident (for example, address, front/back of building, and so on)
- Nature of accident (for example, possible heart attack, run over by car, burns, and so on)
- Age of victim (for example, baby, teenager, middle-age, elderly)
- Whether or not victim has received first aid (for example, stopped bleeding by pressure, and so on)
- Whether or not a victim has vomited (for example, if swallowed or inhaled something, and so on)

#### WARNING



Gasoline/DEF ingested may cause unconsciousness and burns to internal organs. Do not induce vomiting. Keep airway open. Oxygen may be needed at scene. Seek medical advice immediately.

#### WARNING

DEF generates ammonia gas at higher temperatures. When opening enclosed panels, allow the unit to air out to avoid breathing vapors. If respiratory difficulties develop, move victim away from source of exposure and into fresh air. If symptoms persist, seek medical attention.

#### WARNING



Gasoline inhaled may cause unconsciousness and burns to lips, mouth and lungs. Keep airway open. Seek medical advice immediately.

#### WARNING



Gasoline/DEF spilled in eyes may cause burns to eye tissue. Irrigate eyes with water for approximately 15 minutes. Seek medical advice immediately.

#### WARNING



Gasoline spilled on skin may cause burns. Wash area thoroughly with clear water. Seek medical advice immediately.

#### WARNING

DEF is mildly corrosive. Avoid contact with eyes, skin, and clothing. Ensure that eyewash stations and safety showers are close to the work location. Seek medical advice recommended treatment if DEF spills into eyes.

**IMPORTANT:** Oxygen may be needed at scene if gasoline has been ingested or inhaled. Seek medical advice immediately.

### Lockout/Tagout

Lockout/Tagout covers servicing and maintenance of machines and equipment in which the unexpected energization or start-up of the machine(s) or equipment or release of stored energy could cause injury to employees or personnel. Lockout/Tagout applies to all mechanical, hydraulic, chemical or other energy, but does not cover electrical hazards. Subpart S of 29 CFR Part 1910 - Electrical Hazards, 29 CFR Part 1910.333 contains specific Lockout/Tagout provision for electrical hazards.

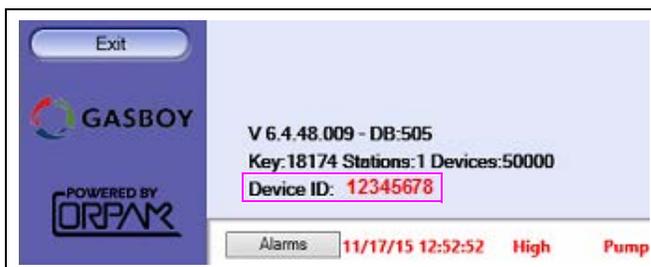
## Prerequisites

This manual describes a specific situation where an existing FHO Server with an existing hardware Universal Serial Bus (USB) HASP key is scheduled for upgrade or conversion to Virtual Machine (VM) environment that does not support USB ports.

Ensure that the “.Net Framework 3.5” is installed on the server where the migration takes place. Some older Windows® Operating System (OS), such as Windows Server 2003, do not support .Net Framework 3.5 or later. In that case, the HASP Replacement tool needs to be run on any other available machine with Windows 7 or later. Use the default machine ID “12345678” and at the end of the conversion, proceed with the migration process.

For more information, refer to “[New FHO Server](#)” on [page 10](#). Version 6.4.48.X or later displays the machine ID as device ID on the opening screen of the FHO application.

**Figure 1: FHO Opening Screen Displaying Device ID**



# Migrating FHO Server

This section provides instructions on installing FHO application on the existing server and the new server.

## Existing FHO Server

To install FHO application on the existing server, proceed as follows:

Prior to migration process, ensure to upgrade the existing FHO Server with the latest release version of the software that supports either Hasp V 6.4.48.X or later.

- 1 After upgrading the software, run the Hasp Replacement Setup Wizard. The setup wizard can be found at the following locations:
  - For technicians: Hasp Replacement Wizard is available on the Gasboy File Transfer Protocol (FTP) in the /Classroom Files/Service programs/Hasp Replacement Wizard folder.
  - For end user: Hasp Replacement Wizard folder.

To install the Hasp Replacement tool, proceed as follows:

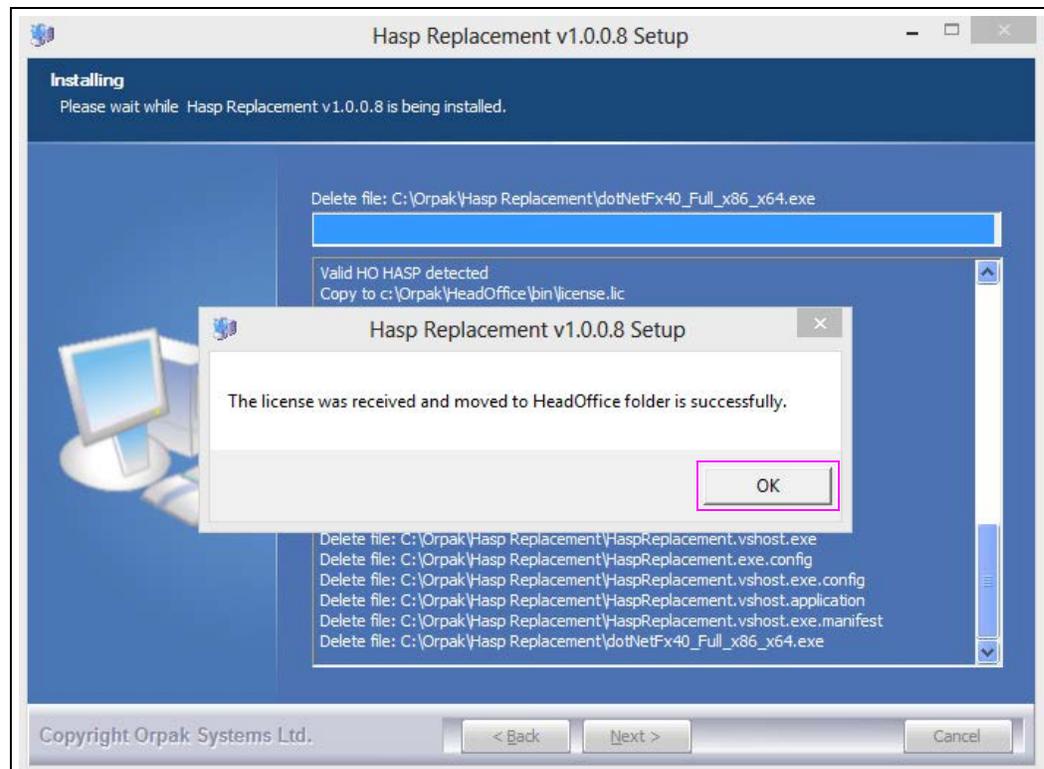
- a Run the HaspReplacement\_wizard\_v1.0.0.8\_0.1.exe file. The Hasp Replacement v1.0.0.8 Setup Wizard screen appears.

**Figure 2: Hasp Replacement v1.0.0.8 Setup Wizard Screen**



**b** Click **Next**.

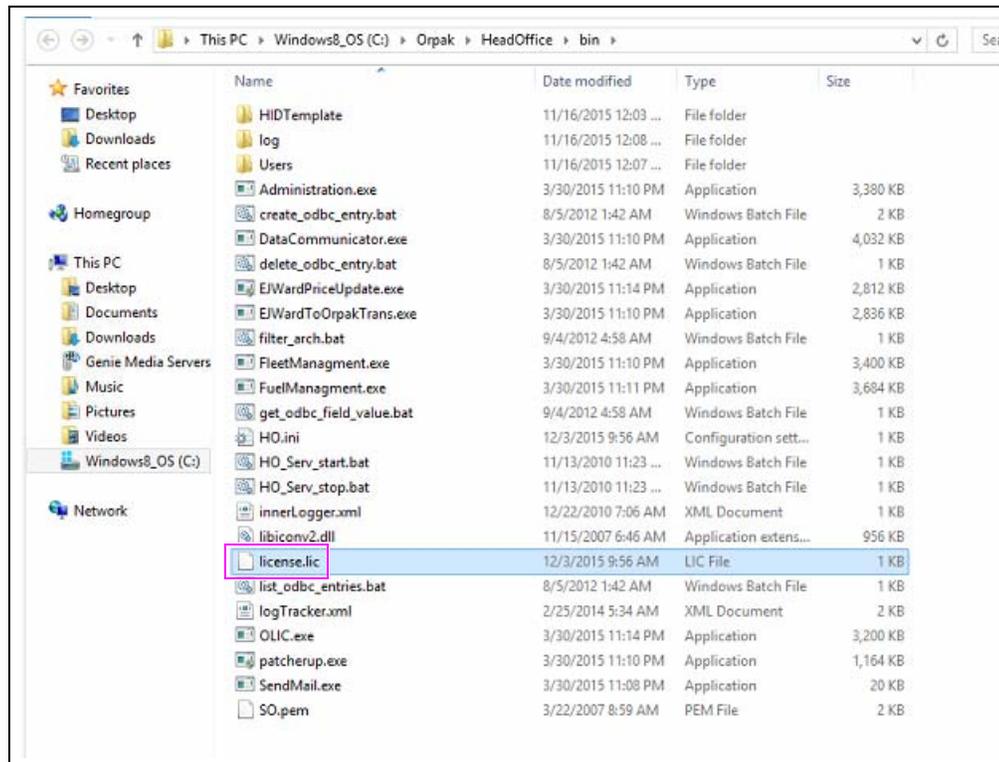
**Figure 3: Hasp Replacement v1.0.0.8 Setup Wizard Screen**



**c** Click **OK** to close the Hasp Replacement v1.0.0.8 Setup dialog box.

Installing the Hasp Replacement tool is now complete and the license.lic file gets created in the “\Orpak\HeadOffice\bin\” directory.

Figure 4: Selecting license.lic File



The typical contents of the license.lic file appear as shown in Figure 5.

*Note: Ensure that the license.lic file is saved for future reference.*

Figure 5: License.lic File Information

```

<LicenseFile>
  <LicenseID>56</LicenseID>
  <CustomerName>ORPAKUSA</CustomerName>
  <LicenseData>
    <DeviceID>93925788</DeviceID>
    <ProductKey>XXXXX-XXXXX-XXXXX-XXXXX</ProductKey>
    <Limitations>
      <FHOServiceEnabled>>true</FHOServiceEnabled>
      <FMSServiceEnabled>>true</FMSServiceEnabled>
      <OLICServiceEnabled>>false</OLICServiceEnabled>
      <NumberOfMeans>50000</NumberOfMeans>
      <NumberOfStations>5</NumberOfStations>
    </Limitations>
  </LicenseData>
  <Signature>x4PmmHpNioxIcUiuH2gUs0kisQ2SIKpJy3scevCm4iWr
1af9iSiFuWPrfK+dozNfopx8Oyn55PkCTryn8IoTFI5KlAh4beapum1s5l/o
T2YNMKwrf4JT0sg0k63DmiBS223yugQO+DtHWXrAOKMsTXbJNO
UEfU37WkWRmqIs6M=</Signature>
</LicenseFile>

```

- 2 Stop and start the Orpak™ services.
- 3 Remove the hardware Hasp from the USB port.
- 4 Sign in to the FHO Server.

The FHO Server will now be on a software Hasp activated license. Number of stations will match the number that was programmed on the hardware Hasp key.

*Note: Ensure that you take a backup of the HO\_DATA database from the existing server for future use.*

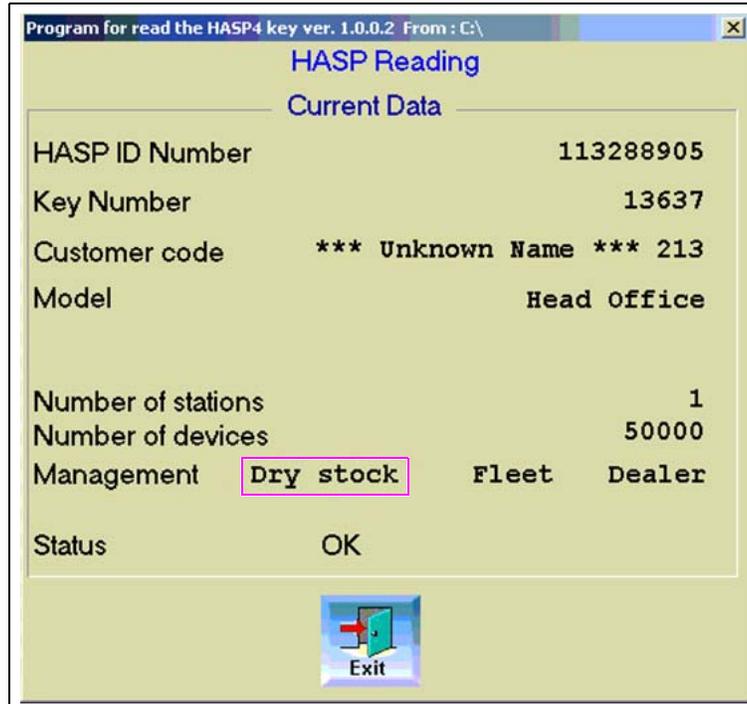
**Figure 6: Displaying Software Hasp Activated License Information**



*Notes: 1) There is a possibility of failure of the upgrade process while upgrading from an older FHO version (6.3.3.X or earlier) on a 64-bit machine due to registry key incompatibility. For more information, refer to [“Appendix A: Updating Incompatible Registry Entry Key”](#) on page 12.*

*2) For some customers that have an older system, there is a possibility that the original HASP key is old (includes Dry stock license). Before using the Hasp Replacement tool, determine the Hasp key version using the Hasp Viewer tool. If the screen as shown in [Figure 7](#) on [page 10](#) is displayed, contact Gasboy Technical Assistance Center (TAC) at 1-800-444-5529, since the Hasp needs to be reprogrammed or replaced.*

Figure 7: HASP Reading Screen



## New FHO Server

On the new FHO Server perform a fresh install of the FHO application with the same version that the old server was upgraded to, as described in “Existing FHO Server” on page 6.

*Note: Ensure that the same version of the software is installed on both existing and the new server for proper restoration of the database.*

To install FHO application on the new server, proceed as follows:

- 1 Enter the license key for the application. Use the product key shown in the license.lic file (key marked in red - XXXXX-XXXXX-XXXXX-XXXXX) (see Figure 5 on page 8).

The new application gets activated successfully with this key and you can proceed with the installation.

If the new server is not connected to Internet during product key activation, proceed with the installation as described in *MDE-4821 Fleet Head Office System and Fuel Management Software Installation and User’s Manual* and activate the license upon completion through the website link: <https://getlicensefile.com>, using the product key from the license.lic file (key marked in red - XXXXX-XXXXX-XXXXX-XXXXX), and the Device ID from the old server.

**Figure 8: License Activation Server Screen**

**License Activation Server**

Get License File

Enter product code and machine id and press "Get License File".  
Machine ID can be found on the main product screen or in the about dialog.

**Product Key**

**Machine ID**

 Get License File

- 2 After installing FHO application successfully, stop all the services and restore the previously stored HO\_DATA database backup onto the new server.
- 3 Restart the service.

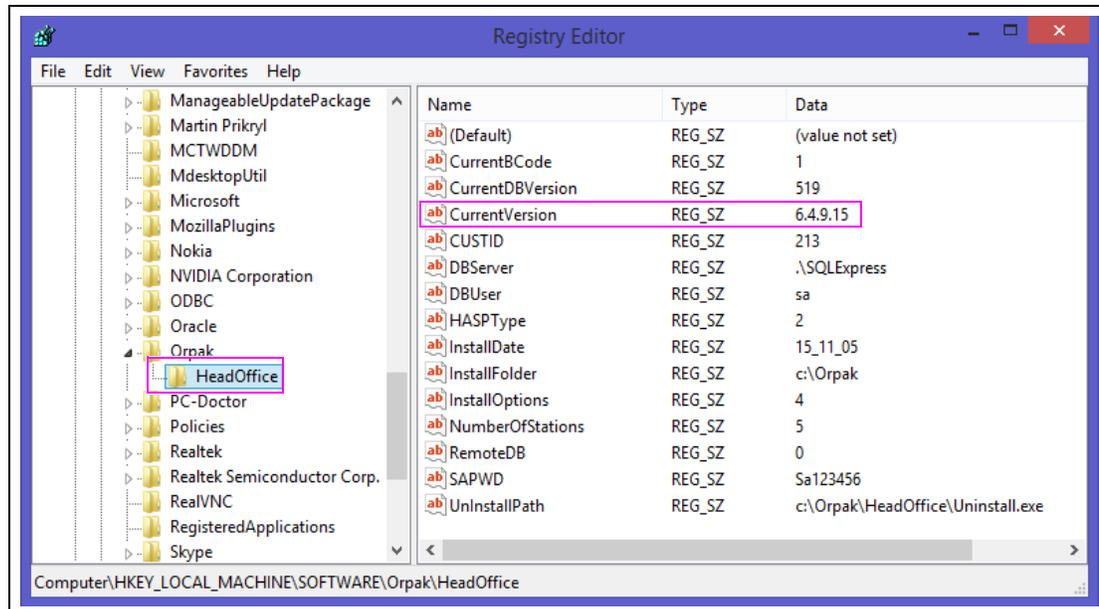
The new server is ready to use and the old server can be decommissioned.

## Appendix A: Updating Incompatible Registry Entry Key

During the upgrade process, if the upgrade message in the FHO application does not show correct version information, proceed as follows:

- 1 Go to **Start > Run > regedt32**. The Registry Editor screen appears.

**Figure 9: Registry Editor Screen**



- 2 On the left navigation pane, double-click **HKEY\_LOCAL\_MACHINE > SOFTWARE > Orpak > HeadOffice**.
- 3 Verify that the “CurrentVersion” key displays the old (wrong) version number.
- 4 On the left navigation pane, double-click **HKEY\_LOCAL\_MACHINE > SOFTWARE > Wow6432Node > Orpak > HeadOffice**.
- 5 Verify that the “CurrentVersion” key displays the new (correct) version number.
- 6 Right-click the **HeadOffice** folder and then click **Export**.
- 7 Save the file with “.reg” extension and view the file in any default editor, for example, Notepad.

- 8 Update the path to reflect the one that needs to be corrected.

**Figure 10: Windows Registry Editor Version 5.00**

```
Windows Registry Editor Version 5.00
[HKEY_LOCAL_MACHINE\SOFTWARE\Orpak\HeadOffice]
"HASPTYPE"="2"
"NumberOfStations"="5"
"CUSTID"="108"
"RemoteDB"="0"
"CurrentVersion"="6.4.6.6"
"InstallFolder"="c:\\Orpak"
"InstallDate"="14_03_11"
"UnInstallPath"="c:\\Orpak\\HeadOffice\\Uninstall.exe"
"CurrentDBVersion"="457"
"CurrentBCode"="1"
"DBServer"="ARIE-LAPTOPWORK"
"DBUser"="sa"
"SAPWD"="Sa123456!"
"InstallOptions"="4"
```

- 9 Save the file and then double-click it to incorporate it into the registry. At this point, the installation should reflect the correct version information.

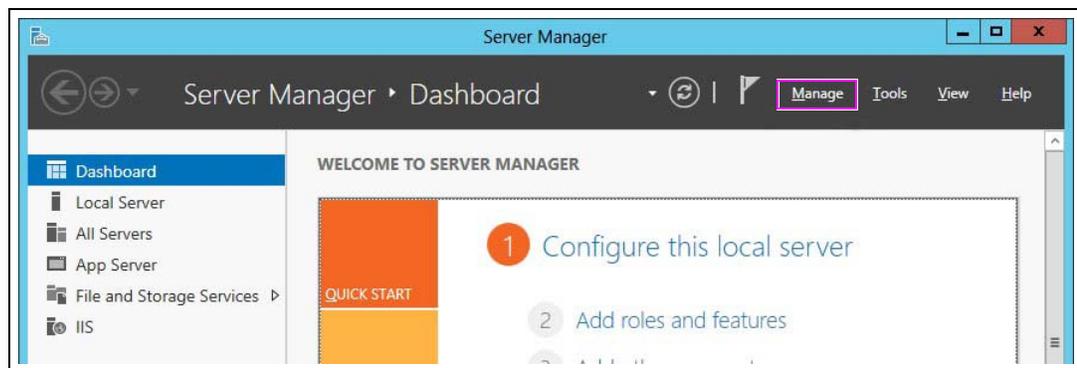
## Appendix B: Installing .Net Framework 3.5 on Windows Server 2008/2012/2014

Since the installation of the .NET component cannot be automated on the latest Windows-based Servers, the installation should be performed manually.

To install the .NET Framework 3.5 on Windows Server, proceed as follows:

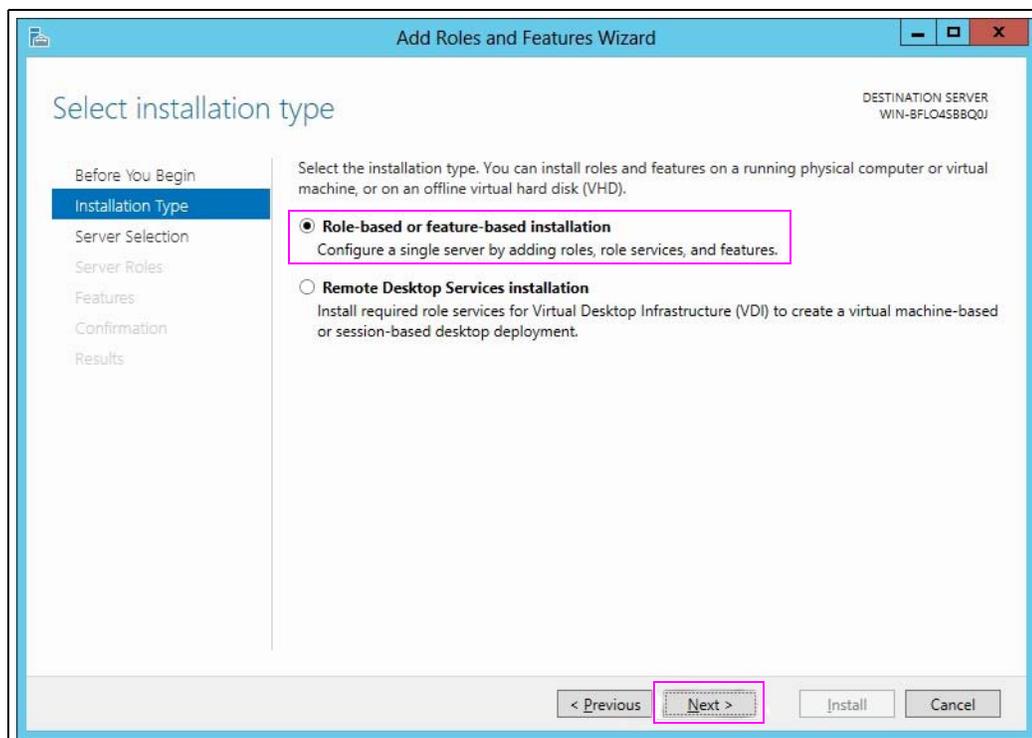
- 1 On the Server Manager application screen, click **Manage**.  
*Note: By default, Server Manager is located on the task bar.*

**Figure 11: Server Manager Screen**



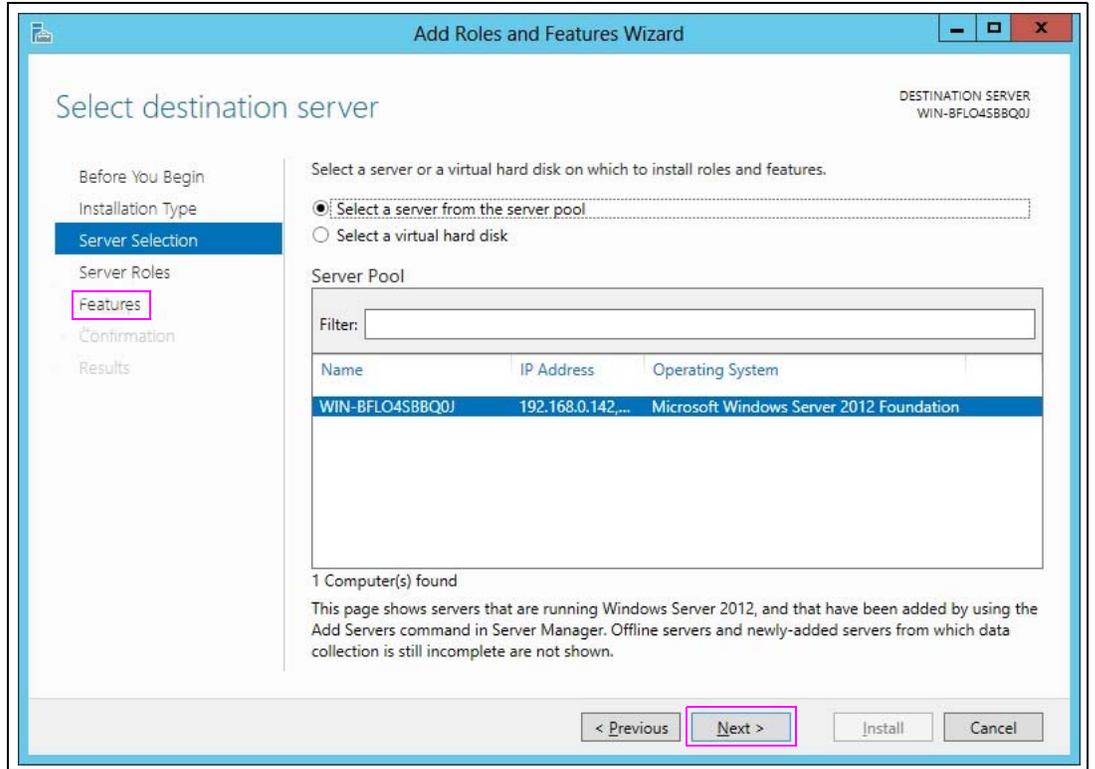
- 2 Click **Add roles and features** option. The Add Roles and Features Wizard screen appears.

**Figure 12: Select Installation Type Screen**



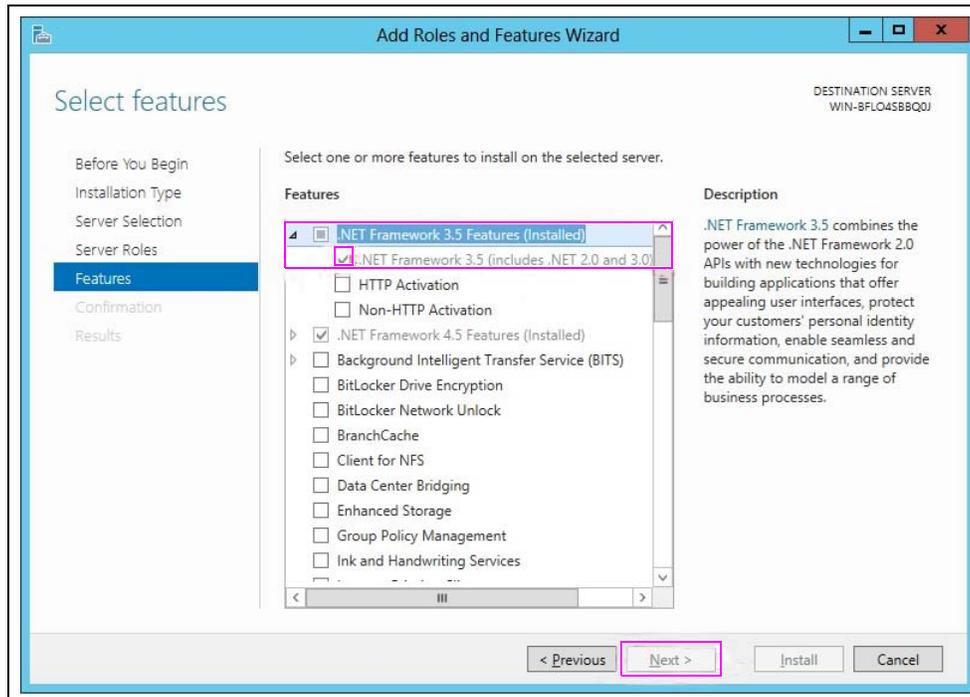
- 3 Select **Role-based or feature-based installation** option and then click **Next**. The Select destination server screen appears.

**Figure 13: Select Destination Server Screen**



- 4 On the left navigation pane, click **Features**. The Select features screen appears.

Figure 14: Select Features Screen



- 5 Select the **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** checkbox.
- 6 Click **Next** and then click **Install**.

Installing .NET Framework 3.5 on Windows Server is now complete.

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