

# FasCard Admin Site - System Maintenance

## Overview

The System Maintenance page is only accessible by users with **Admin** privileges or with **System Maintenance** privileges. This page is used to monitor the status of the [Satellite Access Point](#) and FasCard readers at a specific location.

## On this Page

- [Managing the System](#)
- [Managing Location Status](#)
- [Managing Satellite Status](#)
- [Satellite History](#)
- [Managing Machine Status](#)
- [Machine Status History](#)

## Managing the System

### SYSTEM MAINTENANCE PAGE

Navigating to the System Maintenance page under the System tab will display an alphabetical list of the locations that have been configured for the system. The default view will list up to 6 locations. Once there are more than 6 location types, page numbers will appear, allowing the user to scroll through the machine list. A search box is provided to allow users to easily search for a specific location and clicking **Reset** will clear any search data. Clicking anywhere on a location will display the list of satellites and card readers for that location.



When the filter box is checked, the 'Show Only Offline Devices Across ALL Locations' option will filter satellite and card reader status displays and show only devices that are offline.

## Managing Location Status

### LOCATION STATUS SECTION

The Location Status Section displays the active status of a particular location. Several items in the Location Listing also function as links to other pages. Below are the columns of the page and their descriptions.

Column Headers	Description
<b>Location</b>	Clicking the location name will load the selected location setup page.
<b>Address</b>	Address of the location
<b>Phone</b>	Phone number of the location
<b>Time Zone</b>	Time zone of the location
<b>Location Group</b>	Clicking the group name will load the location group setup page (if enabled).
<b>Status</b>	Indicates the status of the location.
<b>Machines</b>	Clicking the number in the Machines column will load the machine setup page for the selected location

Account: F0002 ([QA] Equipment Testing) Welcome Lara Daniels [My Settings](#) [Account Setup](#) [Sign Out](#)

[Settings](#) [Setup](#) [Users](#) [System](#) [Reports](#) [Loyalty](#) [Operations](#)

[System Maintenance](#) Alerts

### System Maintenance - Location Status

Search for location

Filters:  Show Only Offline Devices Across All Locations Time Zone: (UTC-06:00) Central Time (US & Canada)

Location	Address	Phone	Time Zone	Location Group	Status	Machines
Addison Office	302 S Stewart Ave	630-930-5115	Central Standard Time	Addison Office	Active	45

## Managing Satellite Status

### SATELLITE STATUS SECTION

The satellite status section contains a list of configured satellites for the selected location. Clicking in the empty space between the satellite name and its status will open the below section, Satellite History page.



- Operators utilizing [CCI Cellular Service](#) may note an icon adjacent to the satellite name on the System Maintenance page. Clicking this icon will reveal the uplink name and status.

Column Headers	Description
<b>Satellite</b>	The given name for the satellite as configured in the <a href="#">Location Setup</a> page. This also serves as a link to the location setup page and selects the appropriate satellite.
<b>Status</b>	Current status of the satellite, generated by the server.
<b>MAC Address</b>	The MAC address for the satellite access point.
<b>VPN Address</b>	The VPN IP address for the satellite access point.
<b>Public Address</b>	The public IP address for the satellite access point.
<b>Satware Ver</b>	The satellite software version currently running.
<b>OS/Machine</b>	Hardware and software version of the satellite access point.
<b>Wifi Index</b>	The current assigned Index previously selected for a Satellite. <i>If neither a Wifi Index nor a Wifi Affinity is assigned, this column is hidden.</i> <b>(Wifi Index setting found in the <a href="#">Location Setup</a> page.)</b> <ul style="list-style-type: none"> <li><b>NOTE: Wifi Index will only apply to satellites with the latest Satware update and assigned FasCard readers with the latest compatible Reader Firmware update.</b></li> </ul>
<b>Readers</b>	This column displays the number of readers connected to the satellite as well as the total number of readers (e.g. 10/50).
<b>CPU Mem</b>	Current CPU and memory usage of the satellite access point.

Satellite Status for SmartWash

Satellite	Status	MAC Address	VPN Address	Public Address	Satware Ver	OS/Machine	Wifi Index	Readers	CPU Mem
> LAB1	Online (3/16/2021 4:33:56 PM)	4C:5E:0C:B2:EF:CE	10.218.16.161	173.165.43.1	1.25.02	SAP V3.06.24.U019 RouterOS 6.47.1 (stable) on RB951G-2HnD	-	5 / 30	30% 7.6MB
> LAB2	Online (3/16/2021 4:30:51 PM)	64:D1:54:48:F5:02	10.218.16.119	173.165.43.1	1.25.02	SAP V3.06.24.U019 RouterOS 6.47.1 (stable) on RB951G-2HnD	2	2 / 30 (1)	33% 7.6MB
> V1.02.00.#61 Test SAP	Online (3/16/2021 4:27:55 PM)	C4:AD:34:DB:46:28	10.218.16.120	173.165.43.1	1.25.02	SAP V3.06.24.U019 RouterOS 6.47.1 (stable) on RB951G-2HnD	-	2 / 30	29% 7.6MB
> V1.02.00.#62 Test SAP	Online (3/16/2021 4:04:28 PM)	C4:AD:34:E1:D5:86	10.218.16.168	173.165.43.1	1.25.02	SAP V3.06.24.U019 RouterOS 6.47.1 (stable) on RB951G-2HnD	-	0 / 30	30% 7.6MB

## Satellite History

Satellite history page logs the following information when a change is detected.



- Satellite history can be displayed by clicking on the row of any listed satellite.
- Satellites can be rebooted by viewing their history and clicking **Reboot FasSat**.

Column Headers	Description
<b>Time</b>	A standard date/time stamp of the record entry
<b>Status</b>	Online/Offline. Offline status indicates that the satellite has lost connection to the server.
<b>VPN Address</b>	This is the assigned internal VPN address and is used by CCI Support staff.
<b>Public Address</b>	This is the external IP address assigned to the satellite and is used by CCI Support staff
<b>Ether # Status</b>	Indicates last known status of Ethernet/LAN connection based on the connection type per column (e.g. Ether 1, Ether 2, Ether 3).
<b>Satware Version</b>	This indicates the satellite access point firmware version
<b>Hardware Reset</b>	Indicates the last time the hardware was reset
<b>VPN Reconnect</b>	Indicates the last time the VPN connection was established

Satellite Status History Details for satellite LAB2 Time Zone: (UTC-06:00) Central Time (US & Canada)

Location: SmartWash (Central Standard Time)  
Report display time: 3/16/2021 4:35:34 PM (CDT)

- Online for 04:29:44
- VPN connected for N/A
- Hardware uptime: 04:32:15

Time (CDT)	Status	VPN Address	Public Address	Ether 1	Satware Ver	Hardware Reset	VPN Reconnect
3/16/2021 12:05:59 PM	Online 04:29:44	10.218.16.119	173.165.43.1	Online	1.25.02		
3/16/2021 12:05:08 PM	Offline 00:00:41						
3/16/2021 12:04:43 PM	Online 00:00:25	10.218.16.160	173.165.43.1	Not Defined 00:01:06	1.25.02		

## Managing Machine Status

### MACHINE STATUS SECTION

The machine status section displays a list of all the machines that were configured for the selected location as well as details regarding the current status of the FasCard reader.



- Machine history can be displayed by clicking on the row of any listed machine.
- Card readers can be rebooted by viewing the Machine history and clicking **Reboot Reader**.

Column Headers	Description
<b>Machine #</b>	The machine number that was assigned during <a href="#">machine setup</a> . These numbers also serve as links to the Machines page and will automatically select the relevant machine.
<b>Equipment Type</b>	The equipment type for the configured machine. These also serve as links to the Equipment Setup page and will automatically select the relevant equipment type.
<b>Status</b>	<p>The current status as reported by the satellite access point. If the machine status is currently unknown due to satellite outage, status will be displayed as "Last Known: 'Status' (Date/Time).</p> <ul style="list-style-type: none"> <li>• <b>Idle</b> - Machine not running.</li> <li>• <b>Running</b> - Machine started/running.</li> <li>• <b>Offline</b> - Machine status unknown- FasCard reader not communicating with system.</li> <li>• <b>No Pricing</b> - Indicates that vend prices have yet to be configured for this machine. This can be changed in the <a href="#">Pricing Features page</a>.</li> <li>• <b>Not Allowed</b> - Indicates that the machine is not configured to start. This status can be changed in the <a href="#">Pricing Features page</a>.</li> <li>• <b>No Firmware</b> - Indicates that the configured firmware version is unavailable.</li> <li>• <b>Downloading Firmware to Satellite</b> - Indicates that the download process has started and the satellite is downloading firmware from the server.</li> <li>• <b>Downloading Firmware</b> - Indicates that the satellite has successfully obtained firmware from server and card reader has begun downloading from satellite.</li> <li>• <b>Machine Error Message</b>- Serially connected machines utilizing the latest firmware may display any error that is reported by the machine firmware.</li> </ul>
<b>Last Start</b>	The time this machine was last started.
<b>Estimated Finish</b>	This is the estimated end time of a current cycle.
<b>Wifi Strength</b>	<p>Two numeric values, first value represents the signal strength from the Satellite to the FasCard reader, second value represents the signal strength from the FasCard reader to the Satellite.</p> <ul style="list-style-type: none"> <li>• Values closer to zero represents a 'Stronger' signal. Optimal signal strength should be between -10 &amp; -70.</li> </ul>
<b>Wifi Index</b>	<p>The satellite assigned for a FasCard reader uses for prioritized WiFi Affinity. <i>If neither a Wifi Index nor a Wifi Affinity is assigned, this column is hidden.</i> (<i>Wifi Affinity setting found in the <a href="#">Machine Setup page</a>.</i>)</p> <ul style="list-style-type: none"> <li>• <b>NOTE: WiFi Affinity will only properly work with assigned FasCard readers with the latest compatible Reader Firmware update.</b></li> </ul>
	<p>The satellite for which the card reader is connected to.</p> <ul style="list-style-type: none"> <li>• Locations with multiple satellites may see readers connected to any currently configured satellite.</li> </ul>
<b>Connect Time</b>	<p>The date and time the FasCard reader last made an initial connection to the Satellite.</p> <ul style="list-style-type: none"> <li>• The number in parenthesis is the number of time the FasCard reader has disconnected and reconnected since the satellite was restarted.</li> </ul>
<b>MAC Address</b>	The MAC Address of the FasCard reader.
<b>Firmware Ver</b>	The current firmware version installed on the FasCard reader.
<b>Hardware Ver</b>	<p>This indicates the current CCI hardware type being utilized.</p> <ul style="list-style-type: none"> <li>• <b>F1</b>- indicates a <a href="#">F1: FasCard Wireless Reader</a>.</li> <li>• <b>F2</b> - indicates a <a href="#">F2: FasCard Touchscreen Reader</a>.</li> <li>• <b>TK1</b> - indicates Version 1 of <a href="#">Fascard Touch Kiosk</a>.</li> <li>• <b>TK2</b> - indicates Version 2 of <a href="#">Fascard Touch Kiosk</a>.</li> </ul>

### Machine Status for SmartWash

Mach #	Equipment Type	Status	Last Start	Estimated Finish	Wifi Strength	Wifi Index	Sat Name	Connect Time	MAC Address	Firmware Ver	Hardware Ver
m test (#7)	[QA] Add Value Kiosk	Offline	N/A	N/A	N/A	-	N/A	N/A	N/A	N/A	N/A
64	F3 SingleVend	Offline (3/15/2021 11:35:55 AM)	2/9/2021 10:51:11 AM	2/9/2021 10:51:11 AM	-79 / -63 dBm	-	V1.02.00 #91 Test SAP	3/11/2021 1:22:30 AM (3)	E4:15:F6:65:12:62	1.25.07	F2
65	F3 SingleVend	Offline	N/A	N/A	N/A	-	N/A	N/A	N/A	N/A	N/A
111	DEMO - SingleVend	Running (3/16/2021 4:31:48 PM)	3/16/2021 4:25:14 PM	3/16/2021 4:50:13 PM	-79 / -63 dBm	-	LAB2	3/16/2021 4:31:48 PM (3)	34:15:13:FE:5B:5A	1.23.45	F2
testtt (#499)	DEMO - SingleVend	Disabled	N/A	N/A	N/A	-	N/A	N/A	N/A	N/A	N/A
Lab Test (#500)	RMA - SelfTest II	Offline	N/A	N/A	N/A	-	N/A	N/A	N/A	N/A	N/A
Add Value (#504)	DEMO - Add Value Kiosk	Offline	N/A	N/A	N/A	-	N/A	N/A	N/A	N/A	N/A
Conference Room - Meter Case (#505)	Conference Room - Metercase SingleVend	Idle (3/16/2021 3:20:50 PM)	9/24/2020 6:39:01 AM	9/24/2020 6:49:16 AM	-75 / -48 dBm	-	LAB1	3/16/2021 3:20:48 PM (1)	00:23:A7:1E:41:66	1.24.04	F1
Lab - TK1 Demo (#554)	DEMO - Touch Kiosk v1	Diagnostic Mode Dispenser low (3/16/2021 4:27:01 PM)	N/A	N/A	-58 / -50 dBm	-	V1.02.00 #91 Test SAP	3/16/2021 3:27:11 PM (3)	A8:54:B2:19:C5:93	3.07.40	TK1
Lab - AVK Demo (#555)	DEMO - Add Value Kiosk	Offline	N/A	N/A	N/A	-	N/A	N/A	N/A	N/A	N/A
Conf Room - TK2 Demo (#556)	DEMO - Touch Kiosk v2	Offline	N/A	N/A	N/A	-	N/A	N/A	N/A	N/A	N/A
[QA] F2 Reader - Chris's Desk (#798)	Alliance Quantum Gold Tumbler Dryer	Offline (3/16/2021 11:26:03 AM)	3/11/2021 9:58:57 AM	3/11/2021 10:06:57 AM	-56 / 0 dBm	-	LAB1	3/16/2021 11:25:32 AM (1)	64:CF:D9:02:C2:4D	1.17.14	F2
↑ SUP-8031 Bottom Pocket (#799)	Alliance Quantum Gold Tumbler Dryer	Offline (3/16/2021 11:26:03 AM)	N/A	N/A	0 / 0 dBm	-	LAB1	3/16/2021 11:25:32 AM (1)	64:CF:D9:02:C2:4D	1.17.14	F2
[QA] F1 Reader - Chris's Desk (#898)	[QA] SingleVend	Offline (3/16/2021 4:41:55 PM)	N/A	N/A	-64 / 0 dBm	-	LAB1	3/11/2021 10:03:40 AM (1)	00:23:A7:E3:EA:87	1.17.13	F1
[QA] F2 Reader - Chris's Desk (#899)	[QA] SingleVend	Idle (3/16/2021 4:31:48 PM)	N/A	N/A	-59 / 0 dBm	2	LAB2	3/16/2021 4:31:48 PM (6)	64:CF:D9:02:C2:4D	1.25.11	F2
TK2 Touch Kiosk (#964)	[QA] Touch Kiosk	Offline	N/A	N/A	N/A	-	N/A	N/A	N/A	N/A	N/A
QA Add Value Station - 985 (#985)	[QA] Add Value Kiosk	Idle (3/16/2021 2:25:42 PM)	2/9/2021 11:22:54 AM	2/9/2021 11:23:03 AM	-67 / -56 dBm	-	V1.02.00 #91 Test SAP	3/16/2021 2:25:40 PM (1)	34:15:13:FF:52:BE	1.03.10	F2
QA Touch Kiosk - 986 (#986)	[QA] Touch Kiosk	Offline (3/15/2021 4:48:07 PM)	N/A	N/A	-65 / -59 dBm	-	LAB1	3/14/2021 11:00:08 AM (6)	D8:61:92:45:6A:32	3.07.42	TK2
QA POS - 987 (#987)	[QA] Point-of-Sale										
QA Dual Pocket - 988 (#988)	Alliance Quantum Gold Tumbler Dryer	Idle (3/16/2021 12:26:35 PM)	3/16/2021 10:52:39 AM	3/16/2021 10:52:39 AM	-53 / -45 dBm	-	LAB1	3/16/2021 12:26:33 PM (2)	68:47:49:11:EE:90	1.17.14	F2

## Machine Status History

Machine history logs the following information when a change is detected.



- Machine Status History may be accessed by clicking on any machine row on the main System Maintenance page.

Column Headers	Description
<b>No</b>	This indicates the record number of occurrence, with #1 being the most recent.
<b>Status</b>	This indicates the current or last known machine status.
<b>Start Time</b>	This indicates the time at which the current machine status began.
<b>Elapsed Time</b>	This indicates the amount of time the machine has been in the current state.
<b>Sat Name</b>	This indicates the satellite access point to which the card reader is connected.
<b>Firmware Ver</b>	This indicates the current firmware version on the card reader at the time the record was created.

[Settings](#)[Setup](#)[Users](#)[System](#)[Reports](#)[Loyalty](#)[Operations](#)

### Machine Status History Details for machine 980

Time Zone: (UTC-06:00) Central Time (US &amp; Canada) ▼

[Refresh](#)[Back](#)

Location: Addison Office (Central Standard Time)

Report display time: 2/28/2018 2:15:42 PM (CST)

Current online time period: 11:44:44

[Reboot Reader](#)[Show Debug Message](#)

No	Status	Start Time (CST)	Elapsed Time	Sat Name	Firmware Ver
1	Idle	2/28/2018 2:00:21 PM	00:15:20	Warehouse	1.19.16
2	Running	2/28/2018 1:53:19 PM	00:07:01	Warehouse	1.19.16
3	Idle	2/28/2018 2:30:58 AM	11:22:21	Warehouse	1.19.16
4	Offline	2/28/2018 2:30:58 AM	00:00:00		
5	Idle	2/28/2018 2:01:47 AM	00:29:10	Warehouse	1.19.16
6	Offline	2/28/2018 2:01:47 AM	00:00:00		
7	Idle	2/27/2018 4:49:52 PM	09:11:55	Warehouse	1.19.16
8	Offline	2/27/2018 4:44:26 PM	00:05:26		
9	Idle	2/27/2018 2:34:44 PM	02:09:42	Warehouse	1.19.16
10	Offline	2/27/2018 2:34:44 PM	00:00:00		
11	Idle	2/27/2018 11:36:50 AM	02:57:54	Warehouse	1.19.16
12	Running	2/27/2018 11:17:55 AM	00:18:54	Warehouse	1.19.16
13	Idle	2/27/2018 11:17:05 AM	00:00:50	Warehouse	1.19.16

## Additional Information

[FasCard Admin Site - Configure Alerts](#)[FasCard Admin Site - Active Alerts](#)[FasCard Admin Site - Location Setup](#)[FasCard Loyalty Site - Machines](#)