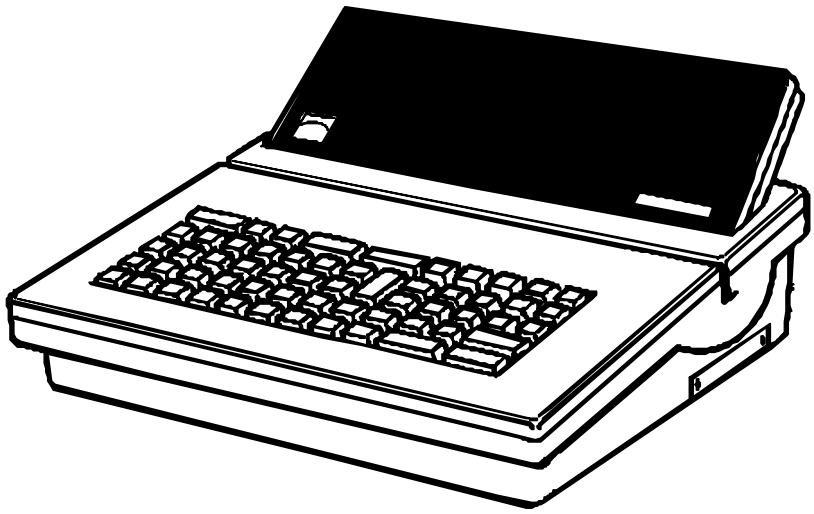
GEMSTONE

Ruby

SuperSystem

GemStall

Petroleum/C-Store Division



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Ruby SuperSystem™
GemStall

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Objectives For This Module

After completing this module, the student will be able to:

- Access the GemStall software application.
- Navigate within the GemStall application.
- Discuss and perform the functionality (file, edit, install, etc.) within GemStall, which includes:
  - Open an application within GemStall.
  - Perform edits within GemStall as required based on the Site Survey.
  - Complete a successful software application install.
  - Perform file upgrades within GemStall.
  - Perform backups and restores within GemStall.
  - Perform setup reprints, change comport settings and baud rates within GemStall.

Overview

General Information

GemStall is an MS-Dos software utility program. GemStall allows you to do the following:

- Download or install an application into a Ruby terminal.
- Edit and upgrade the parameters for site-specific requirements (i.e. dispenser type, DCR keypad, etc.).
- Backup and restore specific data from a Ruby terminal.
- Reprint the installation and upgrade information from a Ruby terminal.

Requirements

System Requirements

When using GemStall you will be connecting your PC (or laptop) to the Ruby terminal. The following are the PC (or laptop) requirements needed in order for the GemStall utility to work properly. These requirements are also needed in order for you to obtain a connection from your PC (or laptop) to the Ruby terminal.

Pentium I, 166 mHz processor or better
32 MB of RAM or more
1 gigabyte hard drive or larger
Diskette drive
CD-ROM drive
9-Pin male serial port connection
NOTE: Some computer manufacturers are building laptops **without** the standard 9-pin male serial port. As a VeriFone Authorized Service Contractor you must have a 9-pin male serial port connection. This is necessary in order to download software applications, perform backups and restores, and perform service work on the Ruby SuperSystem.
Modem, 28.8 kbps or higher
Mouse (external-optional, but much easier to move around)
At least 500 MB of free hard disk space

Hardware Requirements

You will need the following equipment or hardware in order for you to obtain a connection from your PC (or laptop) to the Ruby terminal.

- DB9, Null Modem Adapter (Female), VeriFone P/N 13638-01
- RS232 Cable, VeriFone P/N 13836-01
- Ruby SuperSystem Terminal

Software Requirements

You will need the following software in order to obtain a connection from your PC (or laptop) to the Ruby terminal, in addition to downloading and installing applications to the Ruby terminal.

- DOS v6.0 or higher
- GemStall software, v2.11
- VeriFone Ruby SuperSystem Network/Major Oil Application

Network Applications

Application Name

Each network (credit card processing center) or major oil has specific software that is downloaded into the Ruby SuperSystem terminal. This software is also called an application. Each application includes several files, which have been developed by VeriFone's engineering group. These files are specific to each network or major oil and define how the Ruby will process information, what features are available, as well as specific functionality.

Each application has a name. All application names end with "Pak". For example, if the major oil is Citgo, the name of the VeriFone application is "CitPak". If the major oil is Shell, the name of the VeriFone application is "ShlPak".

Version Number

Each application in development is labeled with a version number. Each version number has three parts. A typical version number will look like this: 4.00.01.

All application versions in development are put through an extensive testing process before publishing. The basic cycle of developing software includes:
Lab Testing – After the actual coding and development a team of Engineers test the software application in their engineering lab.
Beta Testing – After the software application has been fully tested in the VeriFone Engineering lab, changes are made until it is ready for "beta". The software at this time is installed at an approved beta site. The software is then put through the test of actually being in the field. The software must run error-free in the field for a specific period of time before it is released into production.
Production – After the application has run error-free for a specific period of time the software is then released into production. At this time the software is available to all VeriFone Authorized Service Contractors (VASCs).

NOTE: It is crucial to always install the latest version of production software into every Ruby terminal.

Registering a Site

All Ruby SuperSystem sites must be registered with our Technical Support Team. When registering a site, the Technical Support Team-Member will ask for the name and version number of application that was installed. If a version is installed that is not the latest version in production, the site will not be registered and you will have to reload the terminal with the most current version.

Accessing GemStall

Before accessing GemStall, be sure you have completed the following:

- Installed GemStall software on your laptop.
- Installed the application software on your laptop.
- Placed the Ruby terminal into SysMgr mode (see note below).
- Connected the 9-pin null modem to your laptop.
- Connected an RS232 cable from the null modem (on your laptop) to comport 1 on the Ruby terminal.

NOTE: GemStall only works when the Ruby terminal is in SysMgr mode. To access SysMgr, take a small-tipped pen or paperclip, press and hold the button closest to you on the right-hand side of the terminal until you hear the Ruby beep. At this time the Ruby will power down and come back up. You know you are in SysMgr when, "Select a YES key NO double-wide keys" is displayed on the terminal. You don't need to press any keys on the Ruby at this time.

To Access GemStall:

STEP	ACTION
1	Open your MS-Dos Prompt. *
2	At the C prompt type the following: cd\gemstall then press the <ENTER> key.
3	You should now see the following: c:\gemstall If you receive a message indicating no directory found you have not installed GemStall or have installed the program incorrectly.
4	At the c:\gemstall prompt, type the following: Gemstall Then press the <ENTER> key. If you receive an error message indicating no file found you have not installed GemStall or have installed the program incorrectly.

* If you are using Windows 2000 or ME, your MS-Dos prompt can be found by clicking on Start, Programs, and then Accessories.

Navigating In GemStall

Because GemStall is a Dos-based utility your mouse will not work. Instead of using the mouse you will be using the Up, Down, Left, and Right Arrow Keys, as well as the Space Bar and the Enter/Return Key.

NOTE: On some computers if you click the right or left side of the mouse in GemStall the utility will lock up.

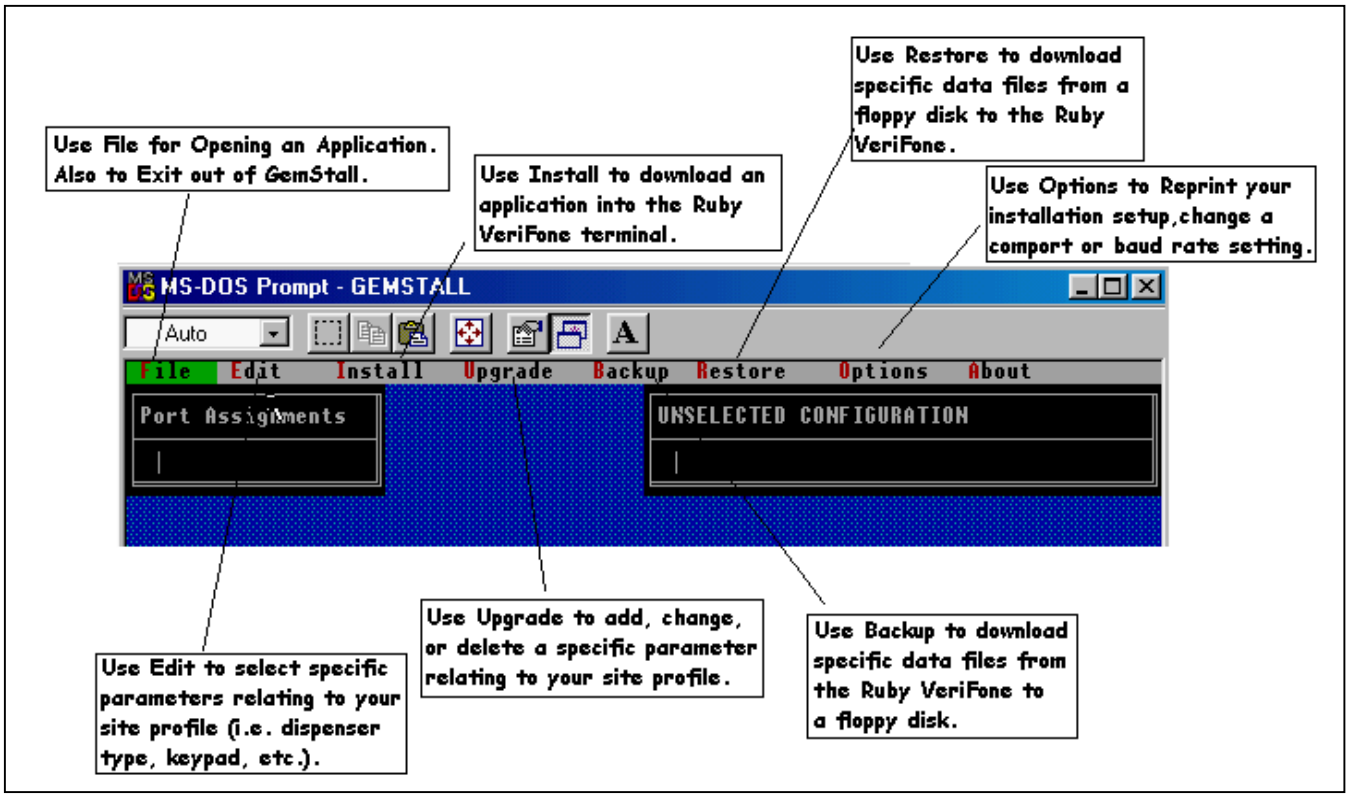
Here is a quick reference chart for navigating in GemStall.

Key Type	Use To:
Up Arrow	Move the cursor up on the screen.
Down Arrow	Move the cursor down on the screen.
Right Arrow	Move the cursor to the right.
Left Arrow	Move the cursor to the left.
Space Bar	Select an option.
Enter/Return	Enter the information into the system and continue to the next selection.

GemStall Functionality

Basic Information

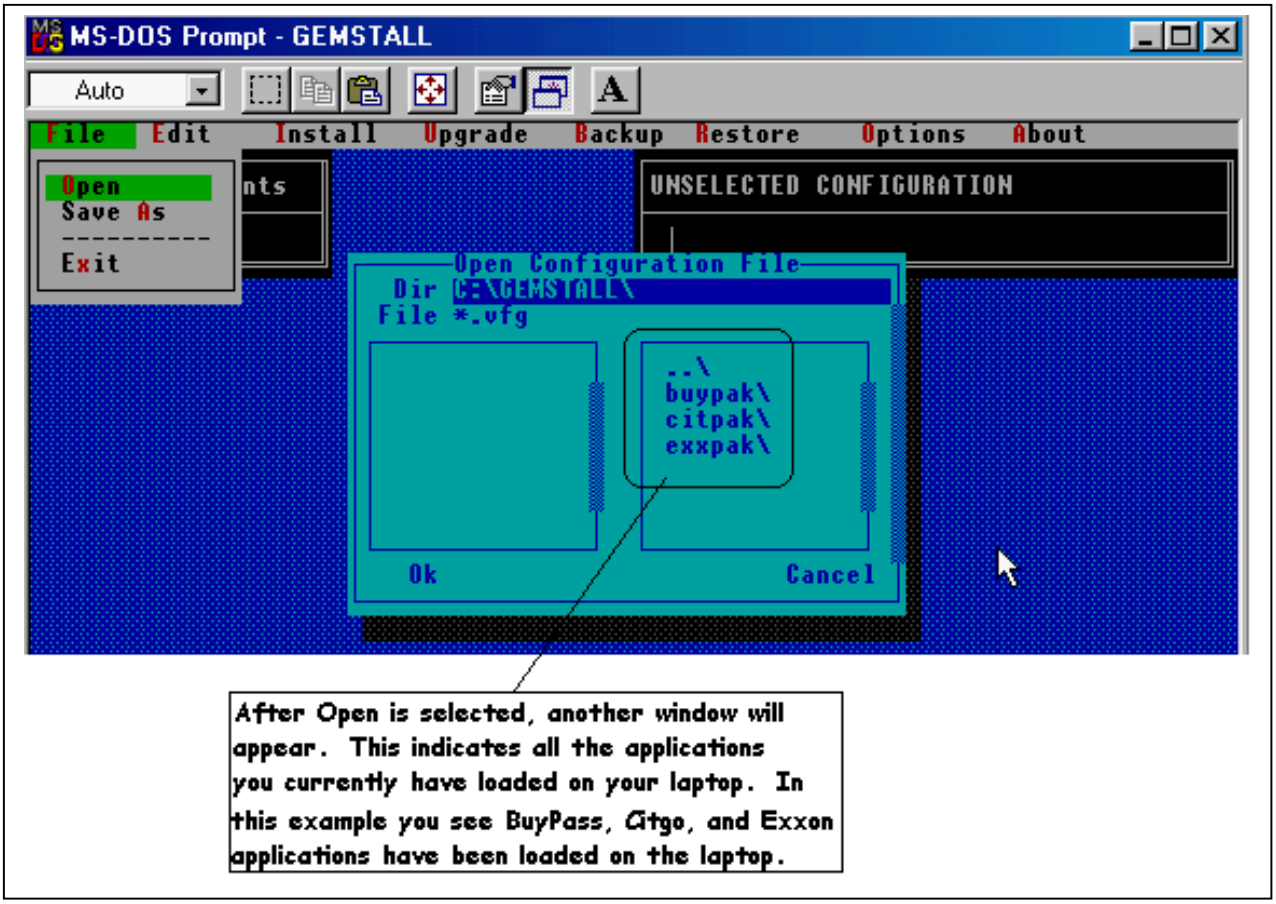
Below is the main GemStall screen with a short description of each Gemstall option.



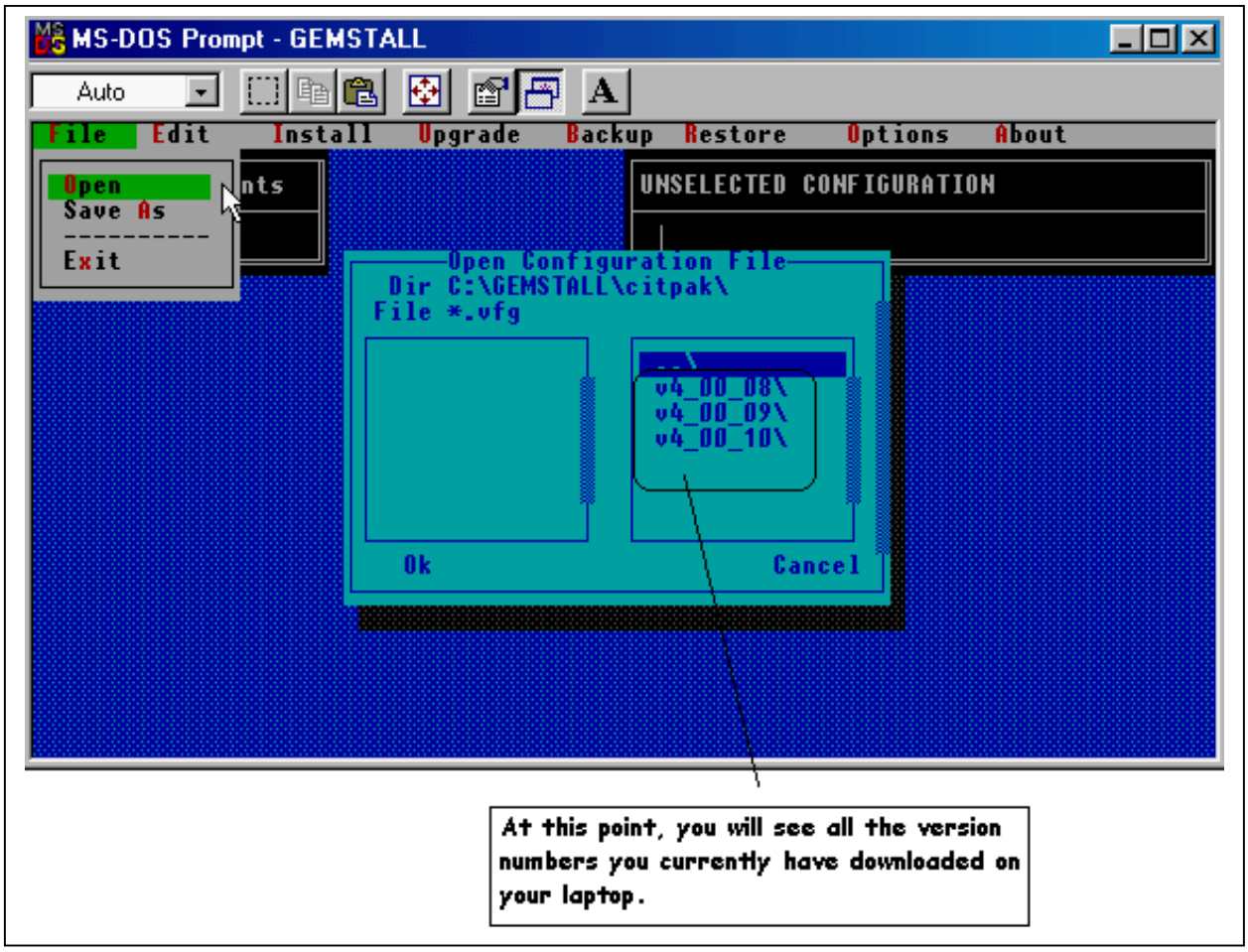
How To Open an Application

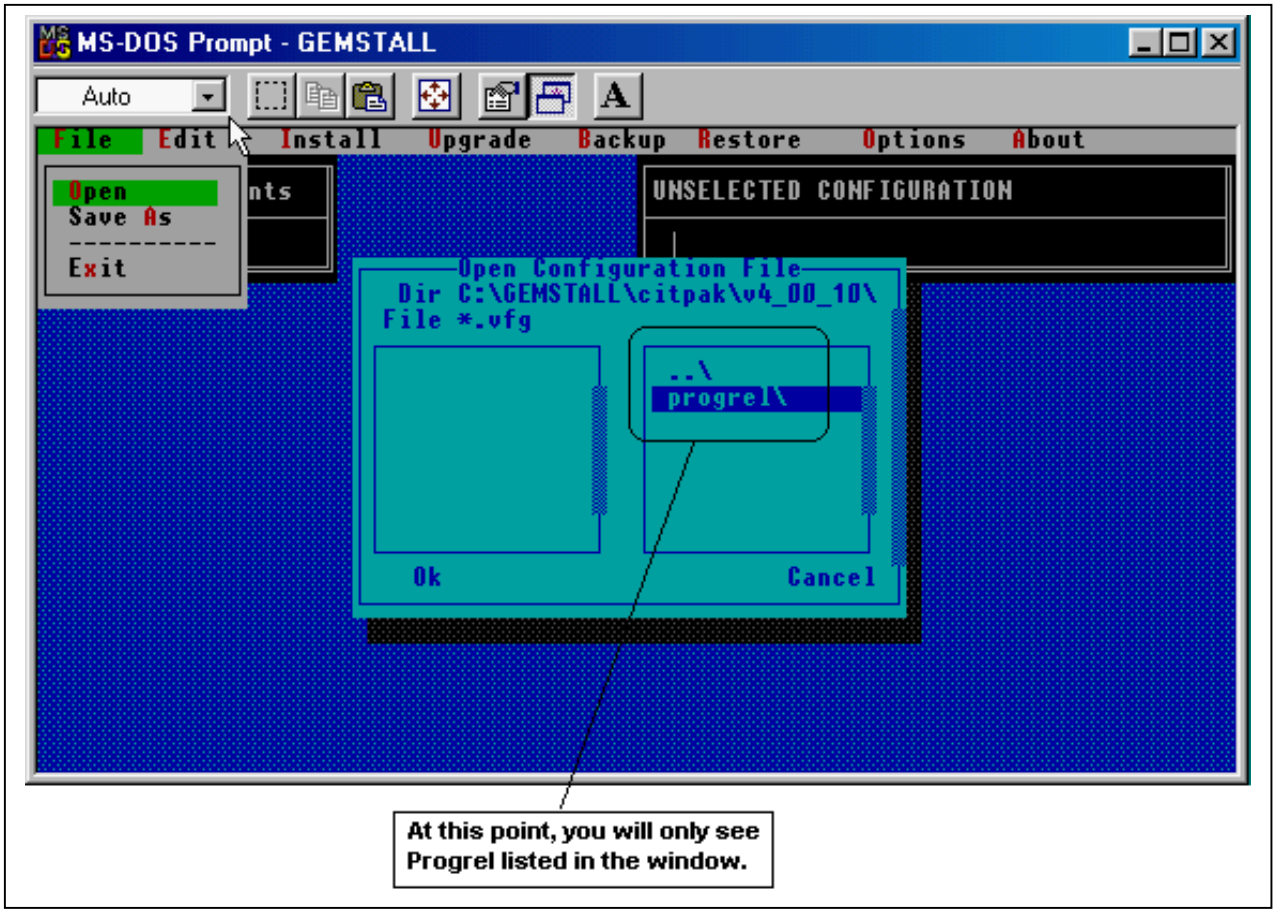
The following gives you a step-by-step process for opening an application.

STEP	ACTION
1	Highlight File and press the <ENTER> key.
2	Use your <DOWN ARROW> key and highlight Open and press the <ENTER> key.
3	Use your <DOWN ARROW> key, highlight the application you wish to download and press the <ENTER> key.



4	Use your <DOWN ARROW> key, highlight the version number you wish to download and press the <ENTER> key.





5	Use your <DOWN ARROW> key, highlight Progrel and press the <ENTER> key. Progrel defines the program release. **Progrel** will be the only file you will see in this window.
6	Use your <DOWN ARROW> key, highlight "Shift" and press the <ENTER> key. Shift defines the reporting functions in the application. **Shift** will be the only file you will see in this window.
7	You will see a file on the left-hand side of the window. The file name will be rel.vfg. Use your <DOWN ARROW> key, highlight OK and press the <ENTER> key.

After opening an application, GemStall will display two additional windows. In the upper left-hand corner will be the application's default comport settings. On the right-hand side of the screen will be the application's default options.

Editing An Application

When installing an application (or "GemStalling"), you will sometimes need to change the default comport settings. You may make changes to these defaults using the Edit feature in GemStall.

The edit options in GemStall are all the features of the software application version you have opened. The edits are simply yes and no questions for each of these features. No two software application versions are alike. Edits change based on the software version, as well as the network or major oil requirements.

To Edit An Application:

STEP	ACTION
1	Ensure you have opened your software application.
2	Highlight Edit and press the <ENTER> key.
3	A small window will be displayed with the first option available.

To Change An Option:

STEP	ACTION
1	To change an option use your <DOWN ARROW> key and highlight the option you need and press the <SPACE> bar.
2	The option will be checked, then press the <ENTER> key.

To Select a Comport Setting and Baud Rate:

STEP	ACTION
1	For options that include a comport setting and baud rate, another screen will be displayed.
2	If the comport setting is fine, highlight OK and press the <ENTER> key.

NOTE: Only comport settings/assignments should be changed. Do not change baud rate settings.

To Change a Comport Setting:

STEP	ACTION
1	To change a comport setting use your <DOWN or UP ARROW> key and highlight the option you need and press the <SPACE> bar.
2	Once the comport setting and/or baud rate have been changed, highlight OK and press the <ENTER> key.

After all the edits have been selected, two windows will be displayed on the GemStall screen.

In the upper left-hand corner will be the comport settings you selected using the edit option.

On the right-hand side of the screen will be all the application options you selected using the edit menu.

NOTE: Only comport settings/assignments should be changed. Do not change baud rate settings.

Installing An Application

When selecting the install option in GemStall the entire software application will be downloaded into the Ruby terminal.

NOTE: If the Ruby already has a software application downloaded please keep in mind the Install feature will erase everything in the Ruby terminal and rewrite all the files.

The average installation will take approximately 30 minutes.

To Install An Application:

STEP	ACTION
1	Ensure you have opened your software application.
2	Ensure you have selected the options needed (using the edit menu) based on the Site Survey.
3	Highlight Install and press the <ENTER> key.
4	A window will appear. Use your <DOWN ARROW> key and highlight New and press the <ENTER> key.

Before the software application can be downloaded GemStall will ask you the following questions:

Installed By
Type in your name or the service contractor you work for and press the <ENTER> key.

Ruby SuperSystem S/N (Serial Number)
Enter the number located on the left-hand side of the Ruby terminal and press the <ENTER> key.

Ruby SuperSystem P/N (Part Number)
Enter the number located on the label on the bottom of the Ruby terminal. This number will start with P/N 040. After entering the number press the <ENTER> key.

Site Telephone Number
This is the telephone number VeriFone or a VASC would use when contacting the site. Enter this number, including the area code, and press the <ENTER> key.

Site Postal Code
This is the zipcode of the site. Enter this number and press the <ENTER> key.

After you answer the questions above and press the <ENTER> key you will see a message indicating all the information on both the SIMM and Secure SIMM will be erased. You will be asked if you wish to continue. Select OK and press the <ENTER> key.

GemStall will reboot your Ruby terminal.

When the Ruby terminal reboots it will make a two-tone sound and the Ruby operator display will say, “Press any key”. At this time press a singlewide key. The software application will download into the Ruby VeriFone. After the installation is complete the Ruby will print out an installation report.

Upgrade Option

This option is used to download a specific file or configuration to the Ruby terminal. The Upgrade option can also be used to download a change to a specific file or configuration to the Ruby terminal.

NOTE: This option is NOT used to upgrade the entire software application. If you need to upgrade the software version please refer to the VASC Installation and Service Manual, Software Upgrade chapter.

To upgrade a specific file or to change a specific file in the Ruby terminal, use the following step-by-step process.

STEP	ACTION
1	Open the software application. **NOTE:** The software application you open MUST be the same version software application that is currently in the Ruby terminal.
2	Use your <RIGHT ARROW> key, highlight Upgrade and press the <ENTER> key.
3	GemStall will display a window with several options, select the file or configuration you need to download by using your <DOWN ARROW> key, and press the <ENTER> key.
4	If necessary select the type of configuration, assign a comport, and baud rate using your <SPACE> bar and the <ENTER> key.

Backup Option

This option is used to download specific data files onto a diskette from the Ruby terminal.

If you will be completing an upgrade to the current software application in the Ruby, please refer to the VASC Installation and Service Manual, Software Upgrade chapter.

Critical information when using GemStall's backup option:

- This option is not an entire backup – there will be data files that cannot be backed up on the diskette. The data files that are backed up are specific to the software application version.
- When using the backup option, whatever software application version you opened in GemStall will be the software application version the data files will be saved as. For this reason it is strongly recommended to label the diskette with the software application version.
- The backup option works in conjunction with the restore option in GemStall. If you are going to use the restore option you MUST have opened the same software application version as the backup data files.
- Before going into GemStall on your computer format the diskette.

To Backup Data Files:

STEP	ACTION
1	Format the diskette(s) you will be using for the backup(s).
2	Open the software application version.
3	Use the <RIGHT ARROW> key, highlight Backup, and press the <ENTER> key. Then follow the GemStall prompts to backup the data files.
4	Label the diskette(s) with the software application version.

Restore Option

The restore option in GemStall is used to download specific data files on the Ruby terminal. The restore function is used in conjunction with the backup function in GemStall.

If you will be completing an upgrade to the current software application in the Ruby, please refer to the VASC Installation and Service Manual, Software Upgrade chapter.

Critical information when using GemStall's restore option:

- This option is not an entire restore – there will be data files that will need to be manually programmed on the Ruby terminal. The data files that are restored are specific to the software application version.
- The restore option works in conjunction with the backup option in GemStall. If you are going to restore data files the backup diskette, as well as the Ruby terminal, MUST be the same software application version.

To Restore Data Files:

STEP	ACTION
1	Open the SAME software application version as on the Ruby VeriFone terminal. **NOTE:** The backup diskette MUST be the same software application version as the software application version you are opening.
2	Use the <RIGHT ARROW> key, highlight Restore, and press the <ENTER> key. Then follow the GemStall prompts to restore the data files.

GemStall Options

Use the Options menu in Gemstall to do the following:

- Reprint the installation setup information (comport settings and other configuration edits).
- Change the comport setting and baud rate.
- Clear the information or special message on the screen.

To Reprint the Installation Setup Information:

STEP	ACTION
1	Open your software application.
2	Use your <RIGHT ARROW> key and highlight Options, press the <ENTER> key.
3	Highlight Reprint Setup and press the <ENTER> key.

To Change the Comport and/or Baud Rate:

This feature represents the connection between the Ruby terminal and your computer.

If your installations are taking more than 30 minutes go into the Options in GemStall. The baud rate for most computers can be set in GemStall to 57600.

STEP	ACTION
1	Open your software application.
2	Use your <RIGHT ARROW> key and highlight Options, press the <ENTER> key.
3	Highlight Comport Change and press the <ENTER> key.
4	GemStall will display a window with the comports listed on the left side and the baud rates listed on the right side.
5	Use your <DOWN ARROW> key and highlight the appropriate comport and/or baud rate and press the <SPACE> bar.
6	Use your <DOWN ARROW> key and highlight OK and press the <ENTER> key.

To clear special message(s) displayed in GemStall:

STEP	ACTION
1	Use your <RIGHT ARROW> key and highlight Options, press the <ENTER> key.
2	Highlight Clear Error and press the <ENTER> key.

Exiting Gemstall

When exiting out of GemStall use the following step-by-step process.

STEP	ACTION
1	Highlight File, press the <ENTER> key.
2	Use your <DOWN ARROW> key, highlight Exit and press the <ENTER> key.

You may be asked specific questions by the system based on the options you have performed in GemStall. The following lists the questions and an explanation of each.

Configuration has Changed, Save?
Refers to any edit you have completed in GemStall. GemStall is asking you if you wish to save these edits.

> **NOTE: ALWAYS choose Cancel for this question**. If you save the edits, it may be difficult to change the configuration the next time you access the software application, and the "clean" copy of your software application will eventually become corrupted from writing over the original information.

Reboot GemStone?
GemStall is asking you if you wish to reboot the Ruby terminal into the sales mode. If you answer OK, the Ruby will reboot and take you into Sales. If you choose Cancel, the Ruby will not reboot and you will stay in SysMgr mode.

Setting Up A Workstation

When setting up a workstation the following points should be taken into consideration.

LAN/Workstation Edit

When selecting the LAN edit, GemStall will then prompt you to define the terminal as the Controller or Workstation. When selecting Controller, GemStall automatically assigns the terminal as “0”.

When selecting Workstation, GemStall will ask you to number the workstation. The first Workstation in a LAN system should always be assigned the number “1”. The second Workstation in a LAN system should always be assigned the number “2”, etc. Each workstation within a LAN system must have a different number.

Other Workstation Edits

It is recommended you set up at least one of the workstation’s edits like the Controller. If there is an emergency situation and a workstation needs to be changed to a Controller, then the only edit needing an upgrade would be the LAN edit. This will save the site from being down for long periods of time.

Typically all peripherals are cabled from the Controller, however, if the site has more peripherals than open comports there are some devices that can be cabled to a Workstation. This may save the site from having to purchase a multi-plexer (MUX) for the site. Peripherals that can be cabled from the Workstation include:

- Backoffice
- HPV-20

Dip Switch Settings

When a LAN system is set up it is imperative the dipswitches for each terminal are set correctly. Use the following rules to determine your dipswitch settings.

CPU 3

- In a one (1) terminal system, switch 5 is UP.
- In a system of two (2) terminals, both terminals will have switch 5 DOWN.
- In a system of three (3) or more terminals, switch 5 should be DOWN on the two terminals separated by the longest cable.
- There should never be more that two terminals with switch 5 DOWN.

CPU 4 & 5

- In a one (1) terminal system, switch 1 is UP.
- In a system of two (2) terminals, both terminals will have switch 1 DOWN.
- In a system of three (3) or more terminals, switch 1 should be DOWN on the two terminals separated by the longest cable.
- There should never be more that two terminals with switch 1 DOWN.