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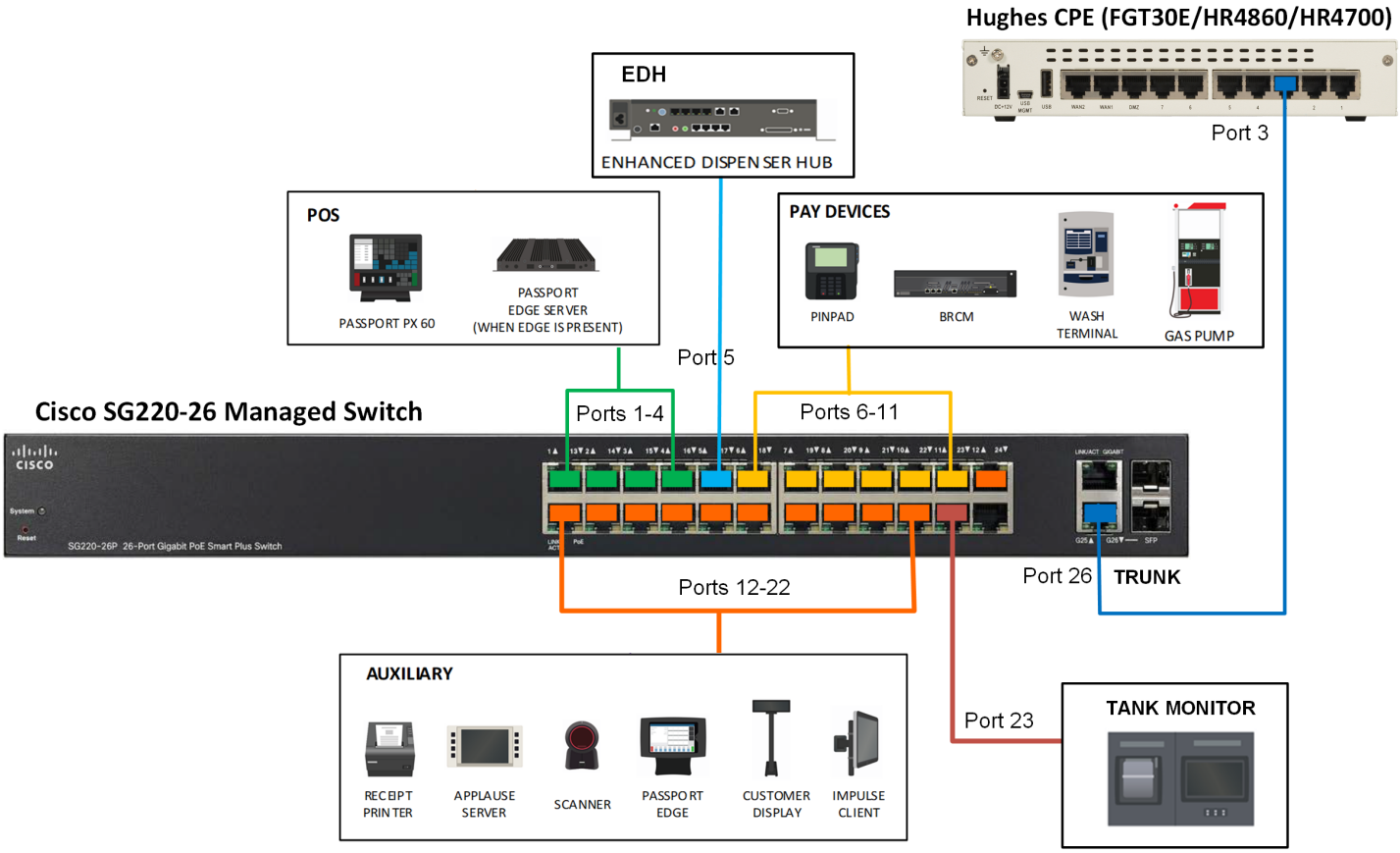
ExxonMobil Gilbarco MNSP Setup Guide



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HughesON is a suite of innovative, Cloud-ready network and digital media solutions designed for the unique needs of distributed enterprises in industries such as retail, hospitality, and retail petroleum.

Port Assignment on the Cisco SG220 Switch:

Ports/VLAN	Device	Description
Ports 1-4 (VLAN 30)	Passport Server and Passport Client	Subnet: 10.5.48.0/26 Passport Server (MWS) Static IP Range: 10.5.48.2 Passport Client (CWS) DHCP IP range:10.5.48.8.-10.5.48.19 Subnet Mask: 255.255.255.192 Default Gateway: 10.5.48.1 DNS IP: 10.5.48.1
Port 5 (VLAN 50)	Passport EDH (Enhanced Dispenser Hub)	Subnet: 10.5.50.0/30 Passport EDH device should be configured with static IP Passport EDH Static IP Range: 10.5.50.2 Subnet Mask for Passport EDH: 255.255.255.252 Default Gateway: 10.5.50.1
Port 6-11 (VLAN 60)	Payment Devices (Pin Pads, Unitec Wash Terminal, Dispensers, BRCM)	Subnet: 10.5.55.0/24 All the devices should be configured statically Pin Pad Static IP Range: 10.5.55.11-10.5.55.22 Wash Terminal Static IP Range: 10.5.55.2-10.5.55.3 Dispensers Static IP Range: 10.5.55.71-10.55.55.231 BRCM Static IP: 10.5.55.254 – 10.5.55.251 Subnet Mask: 255.255.255.0 Default Gateway: 10.5.55.1 DNS IP: 10.5.55.1
Port 12-22 (VLAN 70)	Gilbarco Auxiliary Devices (Impulse Client, Applause server, Passport Edge, Receipt Printer, scanner, Customer Display)	Subnet: 10.5.60.0/23 All the devices should be configured statically Impulse Client Static IP Range: 10.5.60.3-10.5.60.52 Passport Edge Static IP Range: 10.5.61.2-10.5.61.51 Receipt Printer Static IP Range: 10.5.61.52-10.5.61.101 Customer Display Static IP Range: 10.5.61.102-10.5.61.151 Scanner Static IP Range: 10.5.61.152-10.5.61.201 Applause Server Static IP: 10.5.60.66 Subnet Mask: 255.255.254.0 Default Gateway: 10.5.60.1 DNS IP: 10.5.60.1
Port 23 (VLAN 80)	INSITE360 CONNECT TANK GAUGE	Subnet: 10.5.62.0/29 All the devices should be configured statically Tank Gauge Static IP: 10.5.62.2 Subnet Mask: 255.255.255.248 Default Gateway: 10.5.62.1 DNS IP: 10.5.62.1
Port 26 (Trunk Port)	Switch Trunk Port	Connects to Port 3 on the Hughes FortiGate (FGT30E/HR4860/HR4700) on site

Backoffice PC to Passport Device communication issues:

- If customer Backoffice PS is not able to map/communicate with Passport Server 10.5.48.2.
- Pings might not be successful as ICMP is not enabled. Gilbarco specified ports would be accessible.
- Verify if the valid static route is added on the Backoffice PC to reach Passport Server. route -p 10.5.48.0 mask 255.255.255.192 10.5.48.1
- Check firewall policies from VLAN 2 > VLAN 3 and VLAN 3 > VLAN 2 to see the allowed ports.

Switch Basic Troubleshooting: Cisco SG220

Cisco SG220 System Troubleshooting			
LED	**BEHAVIOR**	**DESCRIPTION**	**ACTION**
SYSTEM	Solid green	Switch is on	No action
	Flashing green	■ Switch booting ■ Performing self-tests ■ Acquiring IP address ■ Switch using factory default IP address	1. If the light flashes for longer than 5 minutes, the device may not be operating properly. 2. Create a dispatch if there are functionality issues.
	Solid amber	■ Hardware failure detected	1. If the light is solid amber for longer than 5 minutes, the device may not be operating properly. 2. Create a dispatch if there are functionality issues.
	Off	■ No power	1. Confirm that A/C power is connected to an operational power source. 2. If the light remains off, create a dispatch.

Cisco SG220 Link/Activity Troubleshooting			
LED	**BEHAVIOR**	**DESCRIPTION**	**ACTION**
LINK/ACT	Solid green	■ Link between corresponding port and another device detected	No action.
	Flashing green	■ Port is passing traffic	No action.
	Off	■ No link	1. Confirm that Ethernet is connected to the destination device. 2. If there are unused ports, try plugging the connector into another port.

Have a question regarding this installation guide? Call the numbers below:
Hughes Unified Broadband Customer Service 1-866-350-8786.
For POS Tech Installation Help, call 855-506-5268, Option 9.

For additional information, please call 1-888-440-7126 or visit business.hughes.com.

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