

FuelForce. Data Communication Update: FuelNet™

Multiforce now offers FuelNet™ an interactive networked automatic fuel management system for customers that wish to utilize a wide area network or free themselves from the reliance on dialup phone lines. This powerful system provides near real-time fuel transaction processing while preserving the ability to store data at a fuel site if communication with the host is interrupted. The system includes proven FuelForce software, an optional application server, and with three support options, you can select the level of support that matches your operating environment.

FuelNet™ Software – Providing Three Levels of Security

- At the fueling site – the fuel controller and software control the authorization and capture of transactions at the fuel site.
- Between the site and the host – secure communication software moves data reliably between the site controller and your central database.
- At the host – host software on a PC or server contains the vehicle and driver database. You access the database with the FuelNet report writer or you can use your existing report writer. At the host, FuelNet software can exchange data with your other existing software program on your network.

Hardware – FuelForce 826 Application Server

The FuelNet software can be installed on your server or it can reside on a Multiforce provided Application Server (826) that is preconfigured to maximize the performance of your fuel management software. The FuelForce 826 uses familiar Microsoft Windows based administration tools, so it is easy to configure and operate. Configuring either server consists of two steps, Network configuration and Site Controller configuration.

- Network configuration covers how you want the Application Server to integrate with your network. In an NT/2000 networking environment the server is considered a Windows 2000 server. Windows User Security controls what users and groups are allowed access to the shared directory. The benefit of the 826 server is that it is fully compatible with the FuelNet software and can be supported by the manufacturer. Since the 826 Application Server and the FuelNet software were designed together, you obtain efficient, synchronized operation and extremely high system up time.
- Additional configuration controls which users can access the FuelForce database and set user specific capabilities.

The 826 Application Server Specifications are:

- RJ45 Auto sensing full duplex Fast Ethernet (10/100mbps) connection
- High capacity hard drive
- Preloaded software
- IU rack mount case
- Remote administration capability
- One serial port
- Fault tolerant RAID 0 Array (Mirroring)
- LCD status display
- Hosts up to 50 client connections (can be upgraded in blocks of 25)
- Optional rack mount UPS
- Optional backup system

Hardware – FuelForce 814 Site Controller

The FuelForce 814 site controller now has (and earlier models can be upgraded for) LAN connectivity with a 10mbps RJ45 Ethernet Connector and includes TCP/IP based communications. The site controller transfers information to and from the server over your network either as a DHCP client or through a static IP address.

The site controller transfers data in near real-time. After a transaction is completed, the result is transferred into the FuelForce database on the 826 Application Server or your existing network server. Since the network polls your sites continuously, each transaction file is seldom larger than 1KB; hence, network resources are not taxed even with a large number of networked site controllers.

If the network connection is broken for any reason, the site controller automatically stores transactions locally for transmission when network connection is reestablished.

Installation and Support

Multiforce's Certified Installers will install the FuelNet software and a 826 Application Server on your network and then upgrade or train your staff on how to upgrade your existing FuelForce 814 site controllers for LAN connectivity. Sites may be moved from the dial-up system to the FuelNet one at a time without interfering with fueling operations.

Following installation and training, you have a 90 day warranty period for the FuelNet software and your 826 Application Server. During the warranty period, Multiforce maintains close communications with your IT department to ensure that your fuel management solution is meeting your expectations.

When you select the FuelNet software bundled with the 826 Application Server, Multiforce can effectively support your end-to-end fuel management system hardware and software.

Following the warranty period, Multiforce offers a software and hardware support program that meets the needs of your FuelNet LAN based system.

Software Support

- **Pay-as-you-go** - Each call to the customer service department will require a credit card payment for telephone support of a fixed fee plus time and expense basis.
- **Ten-pack of service calls** - This entitles the customer to call Multiforce for ten different service issues at a fixed price paid in advance.
- **Annual software support service fee** - For an annual fixed fee based on the number of sites supported, the customer has unlimited access to the Multiforce customer support for software issues and remote assistance on hardware issues.

Hardware Maintenance

- **Pay-as-you-go** - Spare parts will be sold to the customer on an as need basis. All spare parts carry a 30 day warranty period. Parts warranty does not cover items that fail because of damage, abuse or acts of God.
- **Annual hardware maintenance contract** - FuelForce 826 and 814 hardware can be covered under a guaranteed parts repair/replacement contract for a fixed annual fee per site controller.
- **On site hardware and software support** - Multiforce and our Certified Support Associates will provide on-site support on a time and expense basis to help diagnose problems, design and program desired modifications, and train customer employees.

Contact your FuelForce Representative for more details on how your fuel management system can utilize today's communications technology.