



Capturing Data in Omega JR Troubleshooting Guide

Progressive International Electronics, Inc.

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Often it is necessary to capture communications between the Omega JR and the POS, or between the Omega JR and the dispensers. This can be done through the built-in Diagnostics of the Omega JR.

Omega JR Diagnostics

- Refer to [Troubleshooting Guide - Accessing Diagnostics - Micros](#) to make the connection to DIAG and be sure to enable logging as described in the documentation.
- Once connected, press Esc to display the menu
- Capture POS communication
 - To view communications between the Omega JR and the POS, from the top level menu, select D for Diagnostics Section, P for POS Section, M for Monitor Port, then 1 or 2 to select the POS port to monitor.
- Capture Dispenser communication
 - To view communications between the Omega JR and the dispenser(s), from the top level menu, select D for Diagnostics Section, 1 or 2 for the Dispenser Interface section needed, P for Pump Diagnostics, then M to monitor the communications.

Once testing is complete, locate the file that was defined in the PuTTY configuration for the logging and email to corp1@pie-corp.com with context of what is contained in the file. This may include sale information, sequence of testing events, or other relevant information that is helpful in deciphering the log. Also include the name of the site where the log was captured.