



DX Fleet™
Automation Server V3

FREQUENTLY ASKED QUESTIONS

Introducing DX Fleet

Remotely monitor entire organizations with DX Fleet, a fuel management solution that delivers real-time monitoring of your fleet, proprietary cards, transactions, alerts, notifications and reports. Leverage the newly available mobile solution for fueling authorizations which provides an innovative alternative to standard fleet cards.

GENERAL OPERATIONS

Are there any specific PC requirements?

No, there are ports required for the DFS Edge Intelligent IoT Platform communication, but no PC requirements.

What types of ports are required?

The OPW Fuel Management Systems FSC3000 fuel site controller requires the first serial port opened and available for connectivity to the DFS Edge Intelligent IoT Platform. Additionally, there are a few ports that need to be opened from a networking perspective to ensure the the DFS Edge Intelligent IoT Platform can communicate with the DFS Cloud infrastructure.

What are the supported internet browsers/browser versions?

DFS has validated Google Chrome as its preferred solution. However, we have not had any reported issues using other popular internet browsers.

Which OPW Fuel Management (OPW FMS) Systems are compatible with DX Fleet? Will DX Fleet work with internal and external fuel site controllers (FSCs)?

DX Fleet is compatible with any external FSC configuration, including the OPW FMS PV200 and C/OPT-integrated products.

Is there a maximum number of users or sites for DX Fleet?

No

Will DX Fleet work with my smart phone? Are there plans to realise an app?

Yes, and yes. The DX Fleet phone application is currently in development. We will be looking for pilot users and market validation during [June 2021 - should we date this?](#)

What type of connections are compatible with DX Fleet (Cell, Wireless, Ethernet, etc.)?

Ethernet is preferred, but cellular and wireless connectivity are also sufficient.

Am I going to lose any functionality using DX Fleet compared with Phoenix SQL applications?

DX Fleet can currently generate a selection of prioritized reports that are currently available in the Phoenix SQL product. DX Fleet will be implementing more flexibility for customized reports in Q1, 2021 - this is now. Also this q is repeated under reports. Do i need both?

What information is available on the dashboard?

On the multi-site dashboard, you can view sales by product, sales by network/card type, and a list of recent alarm events. On the single-site dashboard, you can view sales by product, sales by network/card type, sales by pump position, FIT status, and pump status.

Does DX Fleet support multiple users simultaneously?

Yes.

How frequent are DX Fleet updates?

Apprximately 1-2 times per month.

Can you store duplicate driver/card numbers in the DX Fleet database (used at separate sites/FSCs)?

The DX Fleet system will not accommodate duplicate driver/driver card numbers, such as drivers at different sites, **or drivers and vehicles**. Each card number must be unique, as the functionality of DX Fleet is still facilitated through the FSC3000 fuel site controller.

Can DX Fleet validate alpha-numeric driver/vehicle numbers?

Only numeric card numbers can be processed. The 'Short Name' field is available for use as an alias and can support alphanumeric up to 9 digits. The 'Short Name' field is included in Excel/CSV file exports.

Are there any interface requirements for 3rd party software?

This will be a central part of our offering as we go forward. However, DX Fleet currently can export in the usual Phoenix Excel/CSV formats. Custom export (which fields, order of fields) will be coming throughout the development cycle. [Dont understand this.](#)

Are there any restrictions on multiple product allocations per user/card?

There are currently no restrictions. (Not yet. That will need work within the controller to facilitate this functionality. It will be included in the new controller scope)

How do I schedule DX Fleet upgrade?

Upon placing your DX Fleet order with your local distributor, the designated organizational administrator will receive a welcome email from the DFS Service Organization (note: please ensure to check junk mail folders). The welcome email will contain a link for scheduling the final steps of the onboarding process. When asked to provide a date, please use your intended 'live' date.

How do I place an order to subscribe to the DX Fleet service?

Send your orders, through your local distributor, to the FMS Internal Sales Team at FMSOrders (fmsorders@doverfs.com), are they sending to the distributor to send to FMS?

ALERTS & NOTIFICATIONS

What type of site alerts can DX Fleet push via email?

Push notifications include FSC offline, DFS Edge Intelligent IoT platofrm offline, FIT down, dispenser down, receipt printer down, and receipt paper low or out.

SUPPORT

Which days/time is support available?

DX Fleet comes with 24/7 support via the support portal (<https://dfsdx.zendesk.com/hc/en-us>).

Does the data for each customer have a **redundant backup?**

DX Fleet has data recovery functionalty in place and will automatically retain the last of 3 years' of data. However, customers have the option of downloading data at their convenience for long-term retention. **THIS IS REPEATED IN STORAGE - REMOVE THIS ONE?**

Are there any plans for scheduled maintenance/downtime?

As with all software applications, large scale updates or platform upgrades may require system downtime. Instances of these will be effectively planned and communicated prior to implementation - TAKE THIS OUT?

REPORTS

What type of reports are available?

There are currently about 10 of the existing Phoenix report formats available, and we will be adding more of the Phoenix reports as customers request them.REMOVE?

Are there any plans to release customizable reports?

Customizable exports and reports should be available by June 2021

SECURITY

How long is data held within the solution and what is the data purge process?

The DX Fleet system maintains a rolling, 3 years' worth of transactional data storage. Customers are welcome to export and archive beyond that, but the system automatically removes the oldest data as new data is generated.

Are events logged in the DX Fleet system for change tracking purposes?

The system captures event logs with each application. Logging is incrementally created with every change in each of the major applications within the DFS DX connected solutions platform. Items logged include user details, date/time, and database reflected change, which can be used for auditing in case of any problems.

Does the DX Fleet solution enable encryption of data in transit?

All data transmitted/received is protected with secure socket layer protocol TLS1.2. Every API consumed to log data is authenticated with private/public key pairs to ensure origination from trusted partner/devices.

AUTHENTICATION

Does the DX Fleet solution integrate with third-party, approved, centralized authentication solutions?

Yes, DX Fleet supports both SAML and OpenID, with preference to OpenID based identity providers.

Does the DX Fleet solution enforce lack of session termination?

The solution enables a standard session termination after a five-minute period of inactivity. This is configurable based on need from the customers.

Does the DX Fleet solution enforce password requirements and refreshes?

The solution enforces password requirements natively. However, for more robust requirements, it's recommended to integrate customers' IDP and requirements to ensure uniform credential requirements.