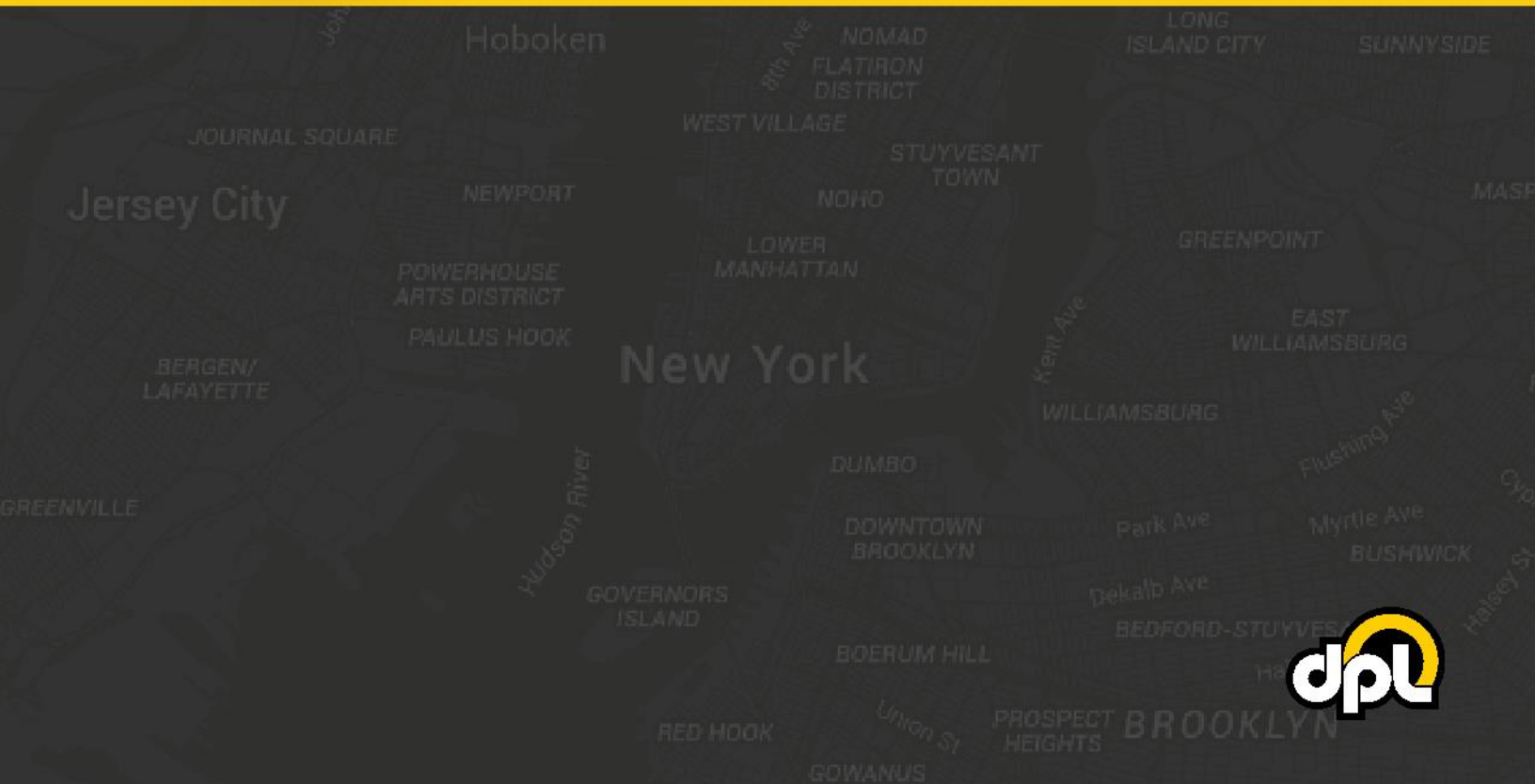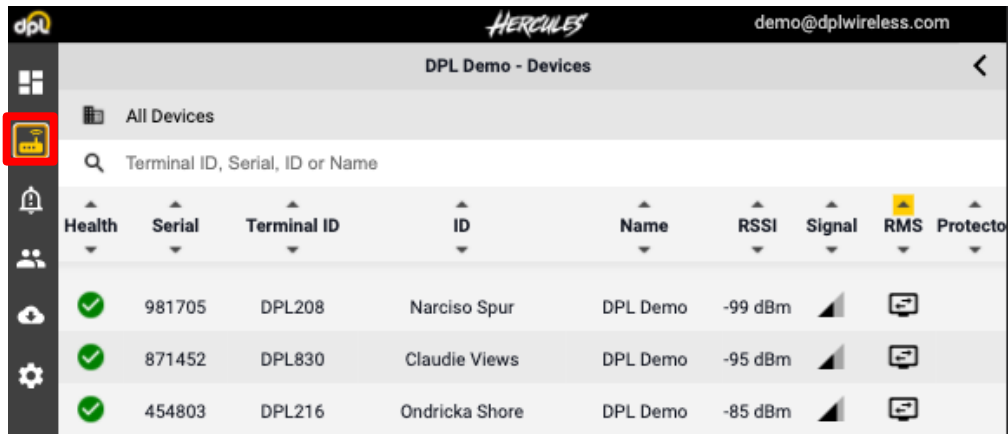# HERCULES RMS

## Genmega Configuration Guide

Setting up Hercules RMS is a three step process. The first step is done in the Hercules portal, the second step requires programming at the ATM, and the third step is verification of the setup. The following sections detail the process for Genmega ATMs.
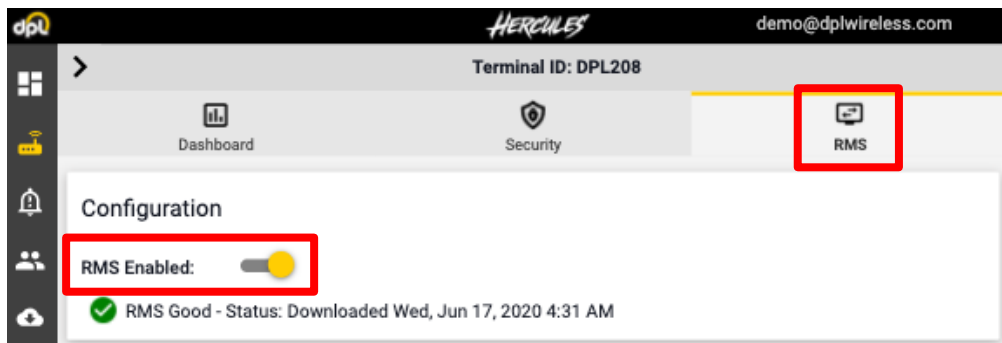
**Hercules Portal Configuration**

1. Sign in to the Hercules Portal (https://hercules.dplwireless.com/)

2. Select the Devices icon from the left hand navigation and select the ATM you want to enable RMS on from the device list.
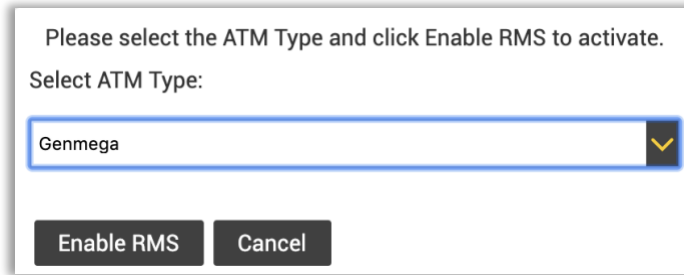


**Note:** Hercules RMS setup is associated to the ATM's Terminal ID. If no Terminal ID is present in the Hercules Portal, we suggest doing a balance inquiry to initialize the Terminal ID before enabling Hercules RMS in the Hercules Portal.

4. Select the RMS tab from the top menu navigation then select the "RMS Enabled" toggle.

5.  Select Genmega from the ATM Type dropdown menu that appears in the subsequent dialogue box then select "Enable RMS".

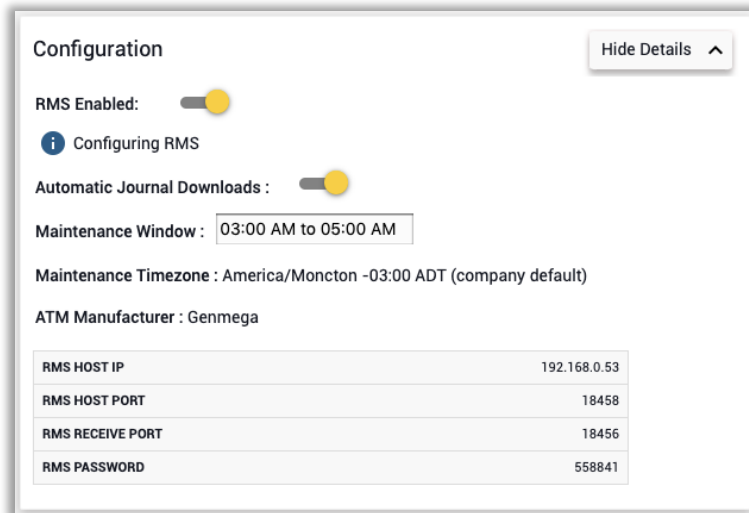Please select the ATM Type and click Enable RMS to activate.
Select ATM Type:

> Genmega

> Enable RMS    Cancel

*Older CDMA/2G Devices that use RMS may incur additional fees based on their billing plan. Contact your sales rep for more information.*

6.  After enabling Hercules RMS in the Hercules Portal, you'll see configuration information for programming the ATM. You will need this information when you program the ATM for Hercules RMS.

Configuration                                    Hide Details ∧

RMS Enabled:

ⓘ Configuring RMS

Automatic Journal Downloads :

Maintenance Window :  03:00 AM to 05:00 AM

Maintenance Timezone : America/Moncton -03:00 ADT (company default)

ATM Manufacturer : Genmega

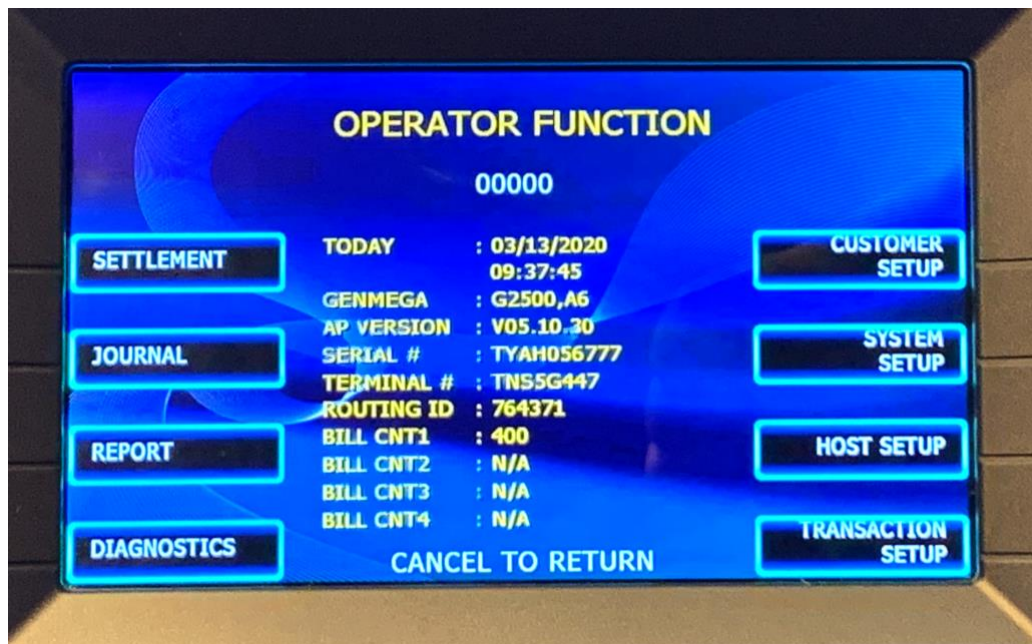| RMS HOST IP | 192.168.0.53 |
|---|---|
| RMS HOST PORT | 18458 |
| RMS RECEIVE PORT | 18456 |
| RMS PASSWORD | 558841 |

**Note:** By default Automatic Journal Downloads is enabled and is configured to pull journal data between 3AM and 5AM based on the ATM's local time. This can be adjusted by selecting and scheduling the Maintenance Window timeframe.

**Genmega ATM Setup**

*Hercules RMS supports the following models: E4000, 1700, 1700W, 1900, G2500, GT3000, C4000, 4000T. RMS is NOT supported with models MB1000/MB2000, MB2100, or MB1500.*

**Note:** Machines must be upgraded to software version V02.00.29 or later for 1700 and E4000. All other machine types must be upgraded to V03.00.07 or later. We recommend that all machines be on V05 or later for optimal performance.
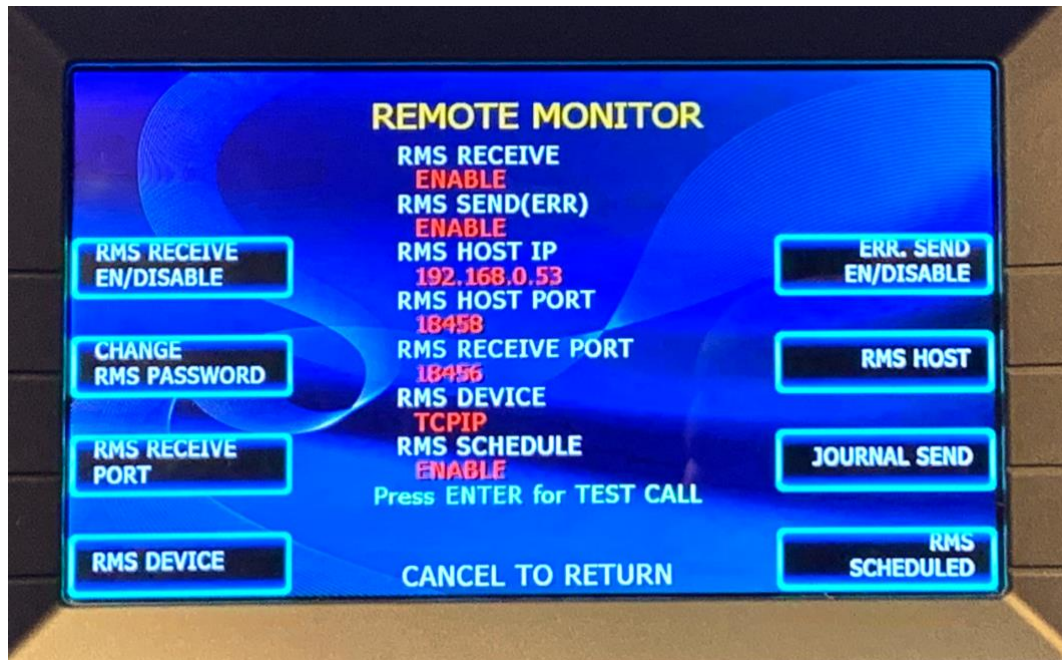
1. Perform a test transaction (bad pin, balance inquiry, other) to associate an ATM Terminal ID to the Hercules modem.

2. Enter the OPERATOR FUNCTION section on the Genmega Terminal.

3. Select **HOST SETUP** to navigate to the RMS Section.

4. Select **REMOTE MONITOR**.



5. Select **RMS RECEIVE EN/DISABLE** to enable RMS RECEIVE.

6. Select **RMS HOST** then set the IP and Port by selecting **RMS SEND HOST IP** and **RMS RECEIVE PORT**. Use the RMS Host IP and RMS Host Port displayed in the Hercules portal as described in Step 6 within the Hercules Portal Configuration section above. Press **ENTER** to confirm settings.

7. Select **CANCEL** to return to the REMOTE MONITOR menu. Select **CHANGE RMS PASSWORD** and enter the RMS Password provided in the Hercules Portal as described in Step 6 of the Hercules Portal Configuration section above.
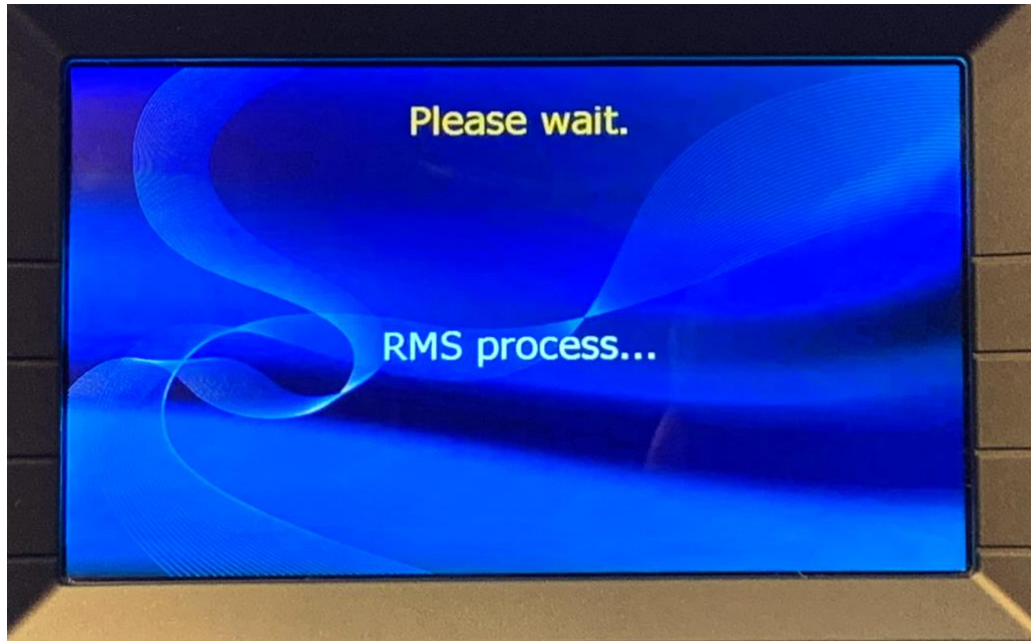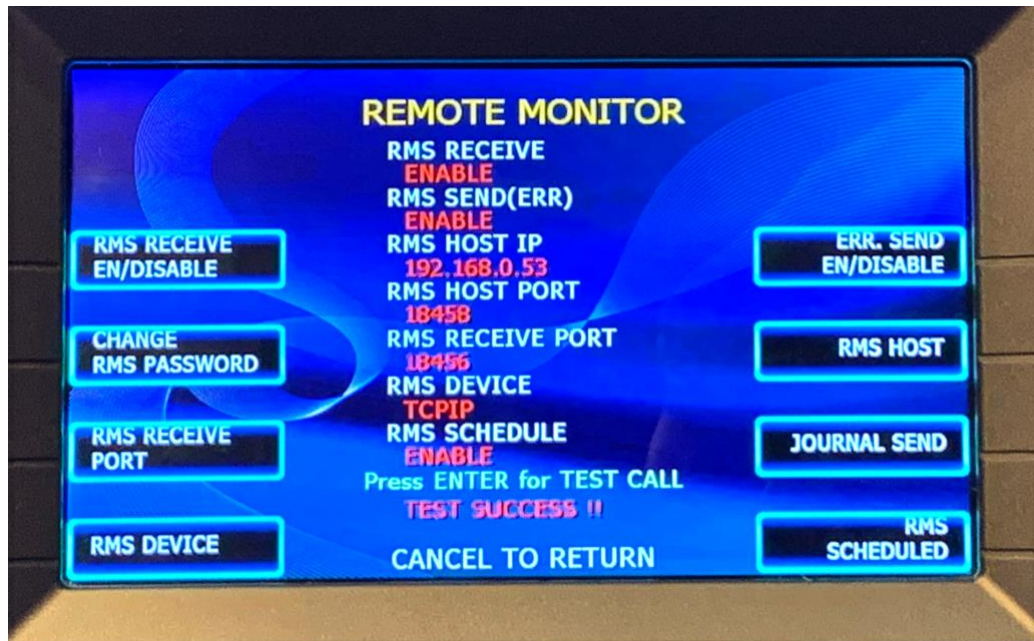


**Note:** Every terminal will have a unique password.

8. Return to the REMOTE MONITOR menu and select **RMS RECEIVE PORT**. It should be set to the default of 18456. If it is not, set it to 18456.

1-800-561-8880        sales@dplwireless.com        dplwireless.com

9.  Return to the Remote monitor screen and select **ENTER** to perform a test call.

10. When the test succeeds you will see a "TEST SUCCESS!! " message on the bottom of the screen. The ATM is now registered with Hercules RMS and you can return to the Hercules Portal.
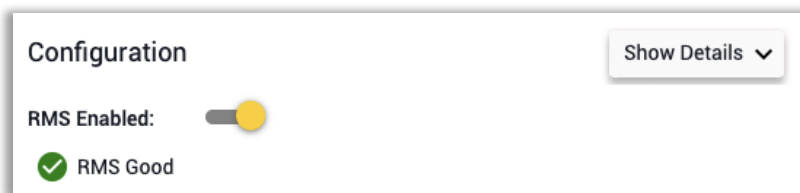


11. Back out of the Operator menu so that the RMS system can connect.

**Hercules RMS Configuration Status Check in the Hercules Portal**

1. Return to the RMS Configuration section of the Hercules Portal and confirm that the Hercules RMS status is stating RMS Good, indicating a successful configuration.

**Tip:** It may take up to 10 minutes for the RMS Status to change after completing the ATM Configuration.

| Configuration Statuses | | | |
|---|---|---|---|
| **Icon** | **Status** | **Action Required** | **Notes** |
| ✅ | RMS Good | None | Hercules RMS connected |
| ℹ️ | Configuring RMS | None | Enabling Hercules RMS (Approx. 30 seconds) |
| ℹ️ | Waiting for ATM | None | Hercules RMS receiving ATM RMS test message |
| ℹ️ | Confirming Password | None | Attempting to connect using password entered |
| ℹ️ | Retry Pending | None | Initial attempt to connect failed. Will retry every minute up to 5 times. |
| ❗ | RMS Password Verification Failed | 1. Verify/Re-enter Password<br>2. Ensure Hercules is Connected<br>3. Select Retry Connection in RMS Configuration section of Hercules Portal | Password may have been entered incorrectly or Hercules disconnected |
| ❗ | Status Timeout | 1. Configure ATM<br>2. Select Retry Connection in RMS Configuration section of Hercules Portal | RMS test message not received within 24hrs of enabling Hercules RMS |
| ❗ | Failed State | 1. Perform Test Transaction on ATM<br>2. Confirm ATM RMS Settings<br>3. Resend RMS Test Message<br>4. Select Retry Connection in RMS Configuration section of Hercules Portal | No ATM Terminal ID or ATM misconfiguration |