



Matrix 3 Troubleshooting & How-To Guide

Identifying Matrix 3 Software

Overview

Matrix 3 is a software-based Fluid Management System that runs on one or more of your facilities computers (PC's). This guide only applies to the Graco Matrix 3 Fluid Management System and walks you through issues and the solutions to remedy them.

Throughout this guide, there will be colored text entries, they are:

Links – These are links to other support resources that may be needed to accomplish the task you are working on.

Green Text – These are navigational commands directing you to skip to or reference another section in the guide. If the command is underlined, clicking it will direct you to the location it describes.

Red Text – These are STOP points where you will need assistance from IT, Graco or your Graco distributor.

Specific troubleshooting topics can be found in the instruction manuals below. This guide will provide more theory of operation and detail on addressing specific issues. Click the links or type the numbers into the [Graco.com](https://www.graco.com) search box.

[313046](#) - Meters

[313008](#) - Transceivers

[312964](#) - Tank Level Monitors

[312417](#) - Pump Air Controls

[313013](#) - Matrix 3 Oil Bars

[313104](#) - Basic Software

[313106](#) - Professional Software (includes 3rd Party Interface capability)

[313108](#) - Premier Software (includes 3rd Party Interface capability)

[313112](#) - Premier Software with CDK Interface

[313114](#) - Premier Software with Reynolds & Reynolds Interface

[334786](#) - Premier Software with Procede/Excede Interface

[3A4999](#) - Premier Software with DealerTrack Interface (As an addendum to the Premier Software Manual)

Notes:

- All PC related references used in this guide are based on the Microsoft Windows 10 Operating System conventions, other versions of Windows operating systems may vary.
- Troubleshooting efforts may require help from your IT/IS staff or vendor. Having them available is highly recommended.
- If you need Matrix software, contact Graco and they will get you a direct download link. All PC's must be running the same version of Matrix software, delete or discard any different versions you have.
- Check for new and updated content by visiting [graco.com/matrixsupport](https://www.graco.com/matrixsupport), scroll down to the "Guides" section.
- If you find you still need help, contact a Graco Tech Assistance Agent by using the information found at the bottom of each page of this guide.

Contact Graco LED Tech Assistance at 800-533-9655, option 2 or LEDtech@graco.com



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Matrix Software has different “Levels” and multiple “Versions” of each. This guide will help you find what you are currently running.

Levels:

Matrix “Levels” determine the features included in each software package ([reference manual links above](#) for details on features).

1. Basic
2. Professional (Includes “Third Party Interface” feature)
3. Premier (Includes “Third Party Interface” feature)
4. Premier with additional specific Dealer Management System (DMS) interface/integration.
 - CDK Global
 - Reynolds
 - Procede
 - Dealertrack

Versions:

Matrix 3 is the major “Version” designation from the day it was released. As with any software, there have also been revisions over its life. The first released version was 3.0.30 and there have been many revisions since then. New versions were created to add features such as different languages or to address software bugs, etc. Matrix is now obsolete and the last release was version 3.9.40.

Notes:

- If your current Matrix system is working fine, there is no need to upgrade unless you are experiencing a specific issue related to a bug fix or need specific features that were added after your version was released.
- Do NOT try to upgrade software just for the sake of getting the newest version, this may cause system downtime. Visit graco.com/matrixsupport and find the “Installing Matrix Software” guide or “Windows Upgrade Guide for Matrix”.
- DMS specific software versions are where Graco partnered with the DMS to develop the communication links with Matrix.
- “Third Party Interface” software versions require the end user to develop their own interface with their DMS systems.
- [Reference manuals \(above\)](#) for help and examples of communications passed between Matrix and the DMS.

Discovery

1. Find a running Matrix computer and open Matrix.
2. In the upper left corner of the screen, click “Go To>About Matrix”.
3. Observe the Matrix Client Version/Build and the Level (line below Version/Build). Example:
3.4 Build 1
Matrix Premier.
4. If Matrix automatically bills dispense charges to your DMS.
 - a. In the upper left corner of the screen, click “Go To>Setup & Reports” and log in.
 - i. If there is no “Setup & Reports”, you need to find the Matrix Server and repeat these steps. You can visit graco.com/matrixsupport and find the “Identifying Matrix 3 Computers” guide for help.
 - b. Down the left side of the screen, click “Interface”.
 - c. In the upper right corner of the next screen, click “Modify Interface”.
 - d. Click the drop down to see if there is one of the DMS versions mentioned above.
 - i. If it only has “Third Party Interface”, then it is a Professional or Premier version since that is built in.
 - ii. If there is a DMS entry, note if it is turned on or not. Contact Graco with questions if needed.

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