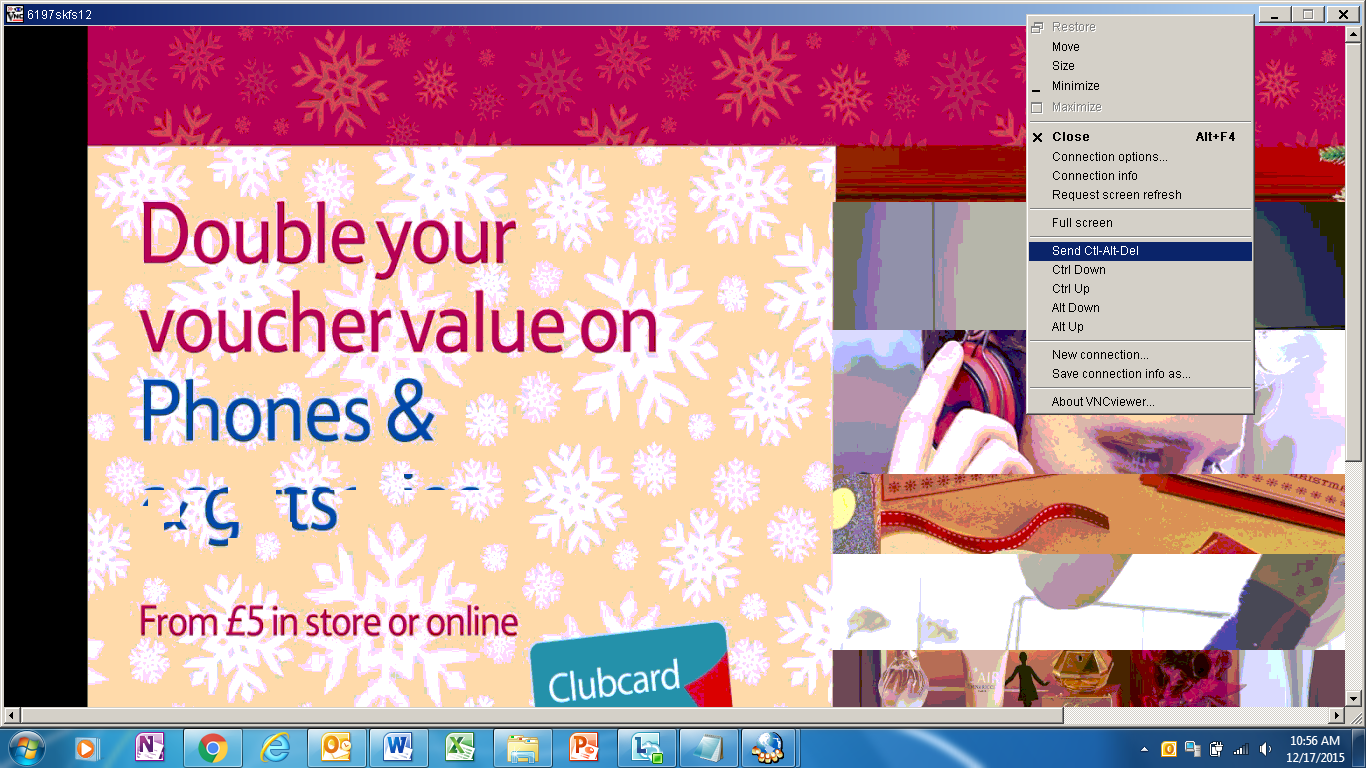
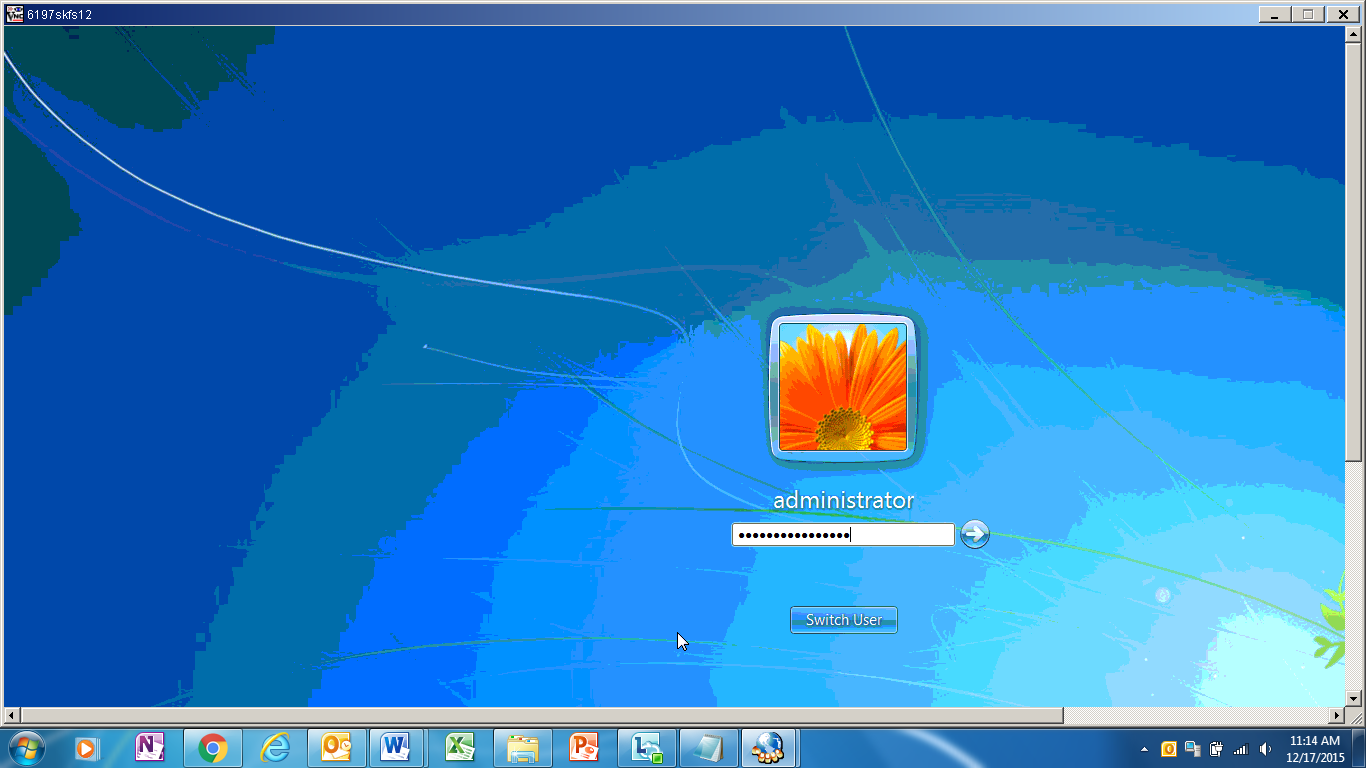
Printer not working

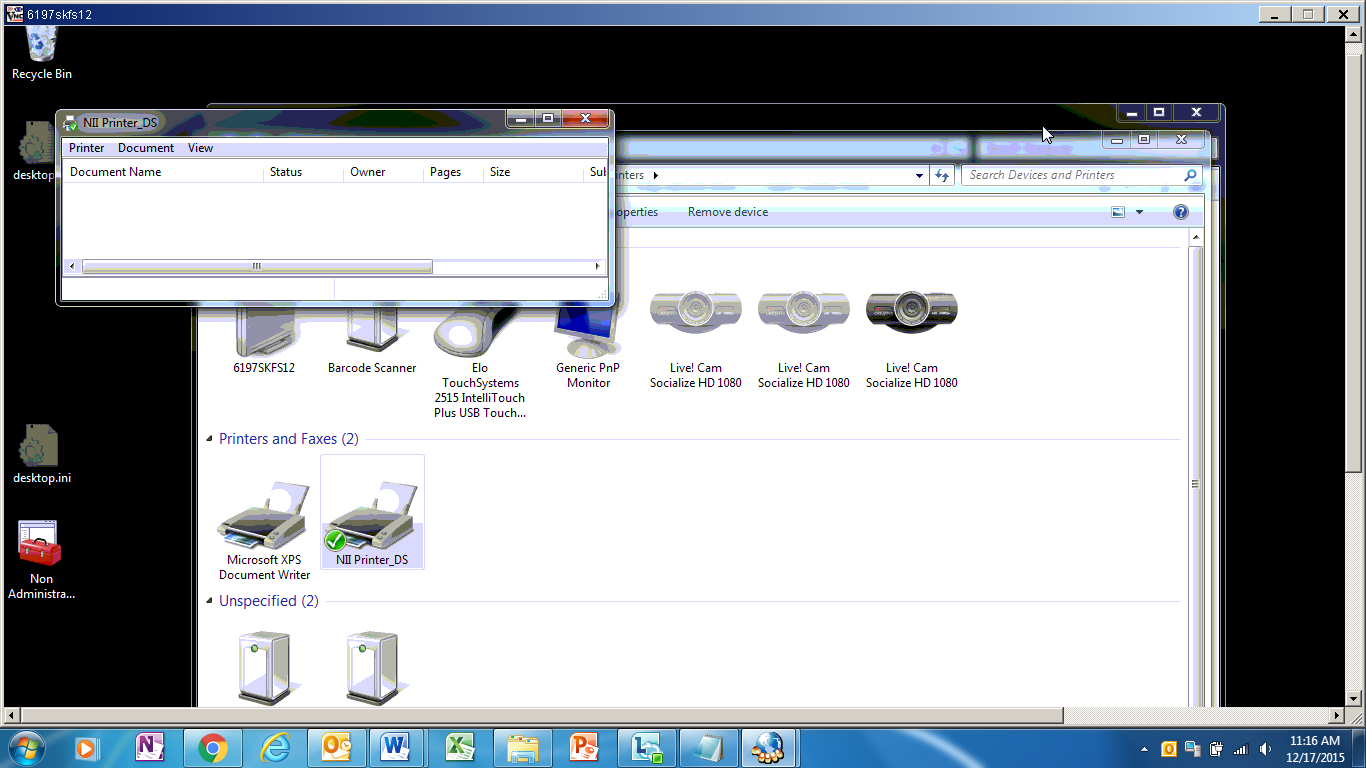
Generally this issue is related to hardware only.

To confirm it from our end, login to the kiosk as administrator.





Go to Device and printer and Double click on the printer. Queue should be empty . It means we are able to give successful prints from our end.

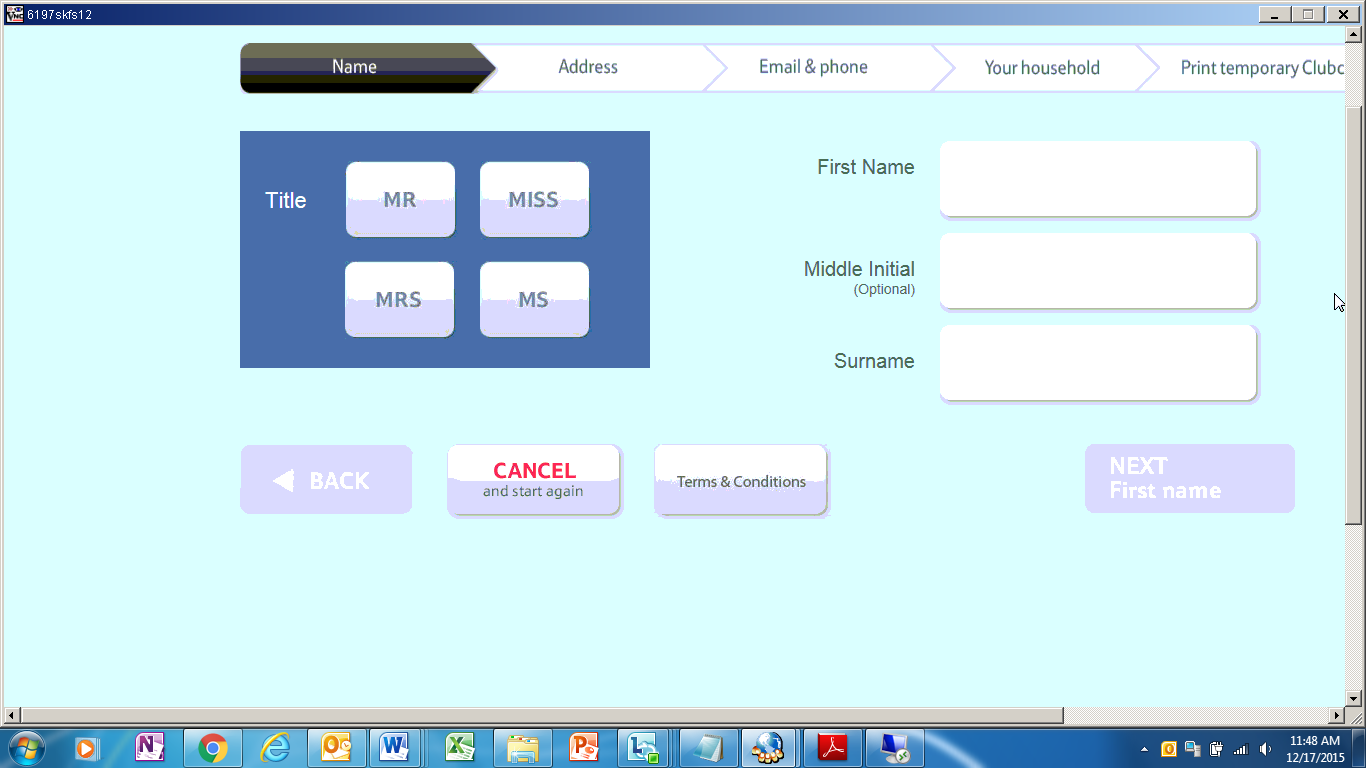


As a next step reassign the IM back and ask the store

* To check Whether printer is ON .
* To check if paper roll is present.
* Paper thickness should be proper(75 ± 5 um).

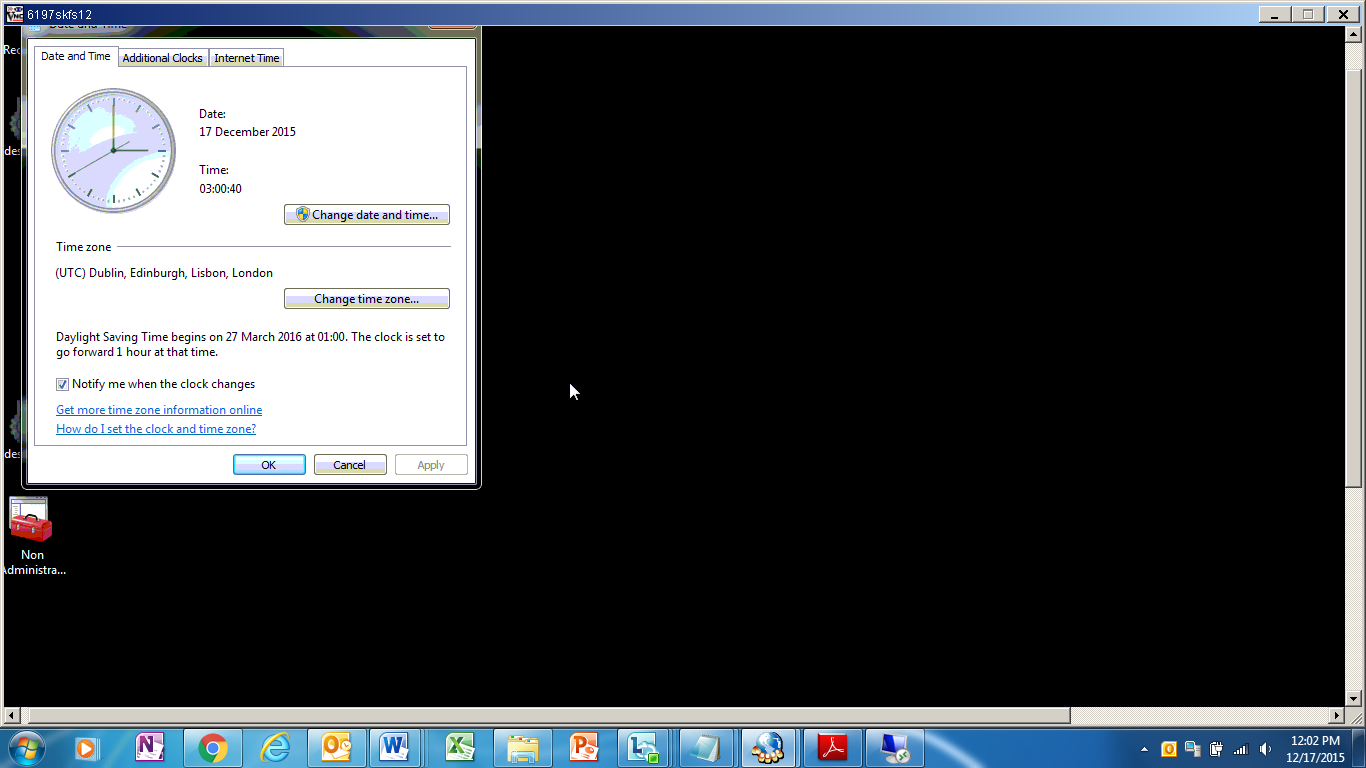
Selection of title issue

Issue: After selection of title on JOIN page it doesn’t allow to go to FirstName Tab



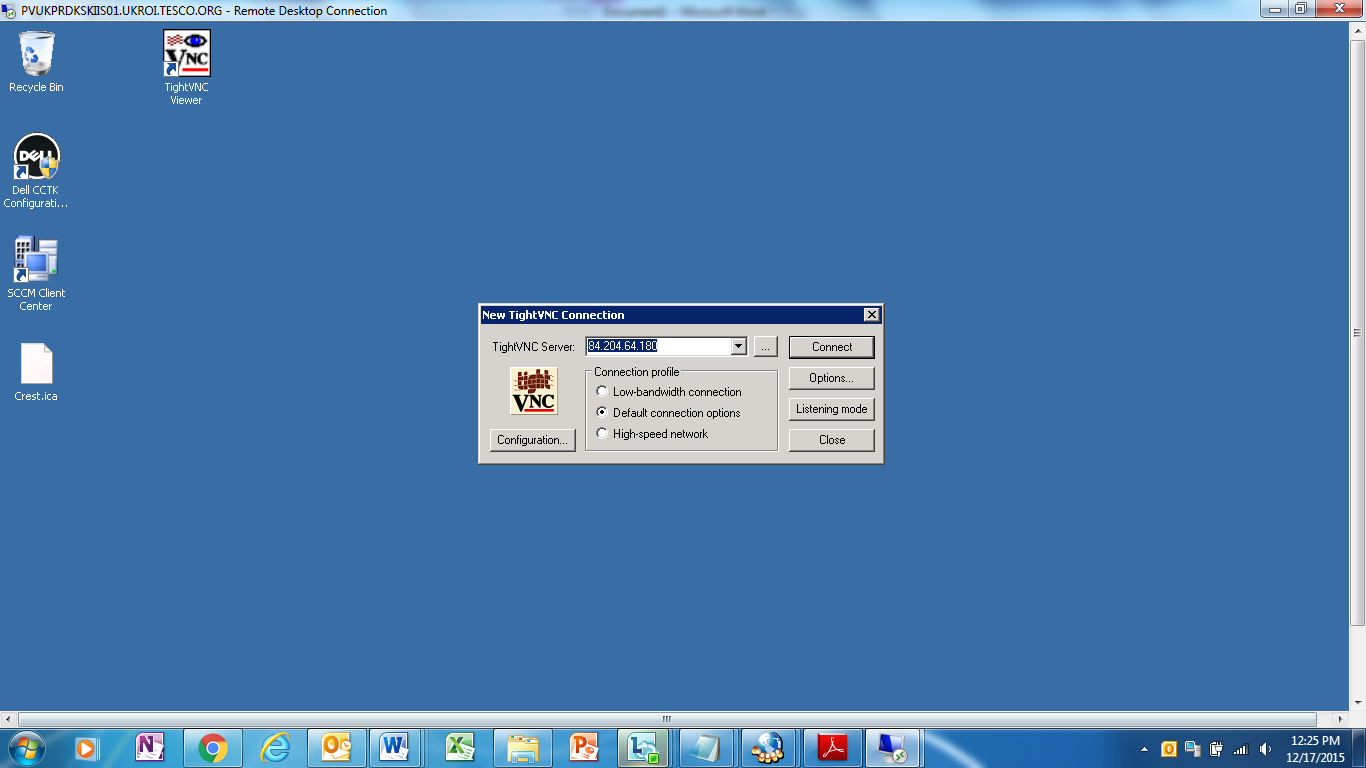
Solution:

* login to the Kiosk as admin.
* Check the date and time .It should match with UK time. if its not then change it and restart the kiosk.



No Media issue

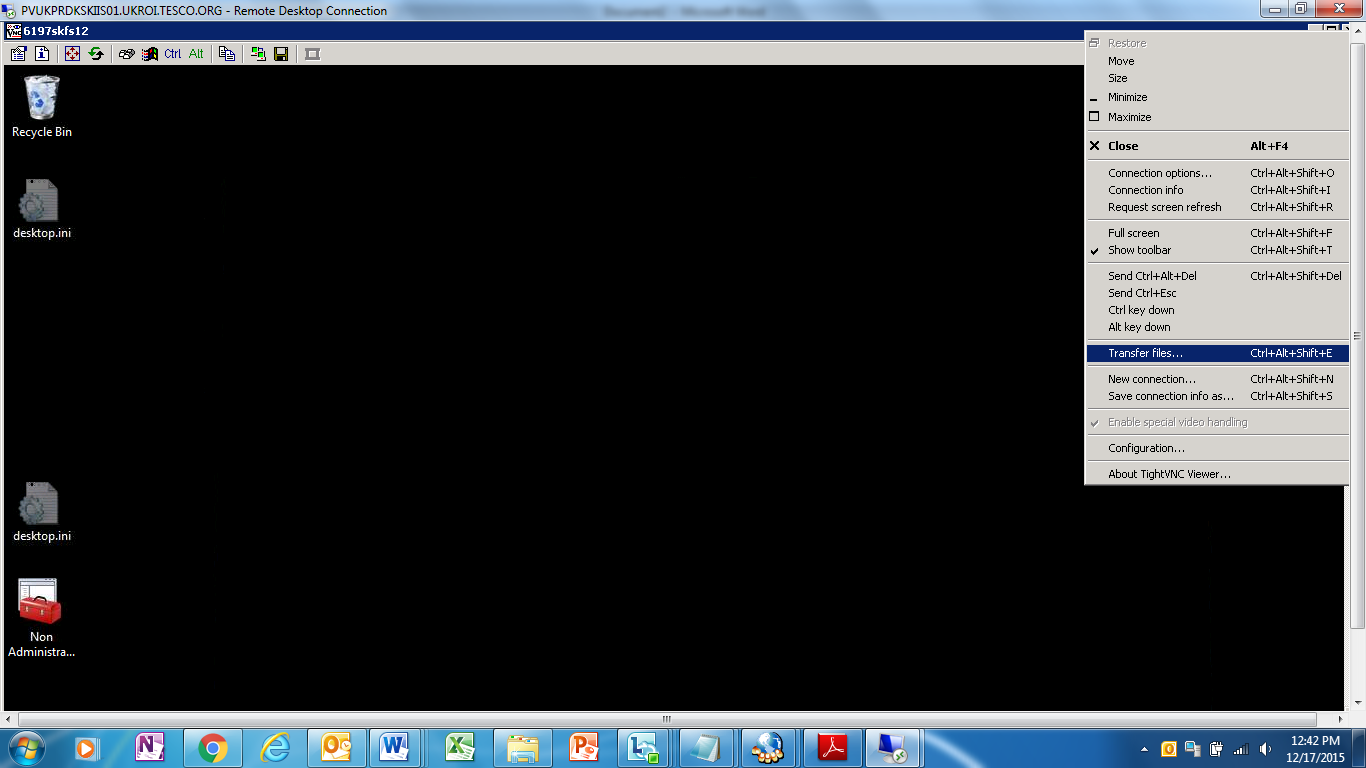
* Connect to kiosk through server(PVUKPRDKSKIIS01.UKROI.TESCO.ORG)
* Go to TightVNCViewer and enter the kiosk IP facing issue.pwd-purley



Now, login to kiosk as admin.

* Check attractloopcontent under C:\Program Files\Retec\Kiosk\Config\KioskConfig.xml.
* Now go to C:\Program Files\Retec\Kiosk\CompiledModules\Media .
* Same file as mentioned in attractloop content should be present here.
* If its not there then No media issue comes.
* Place back the media file .Below are the steps:

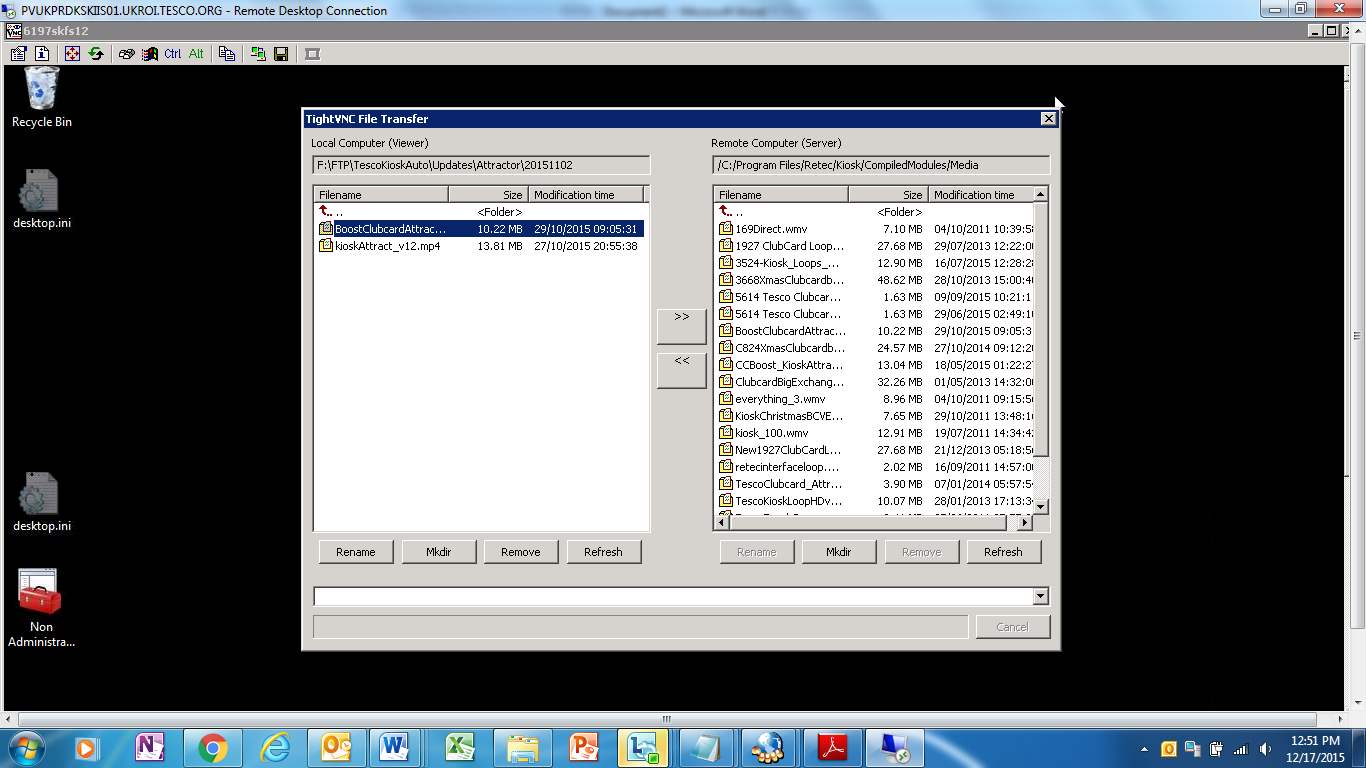
1. Right click on the blue bar at the top and click on transfer files



2.select the source path and destination path.

Source: F:\FTP\TescoKioskAuto\Updates\Attractor\Folder where file is present\select the media file

Destination: C:/Program Files/Retec/Kiosk/CompiledModules/Media



Click the right arrow.File will start uploading.

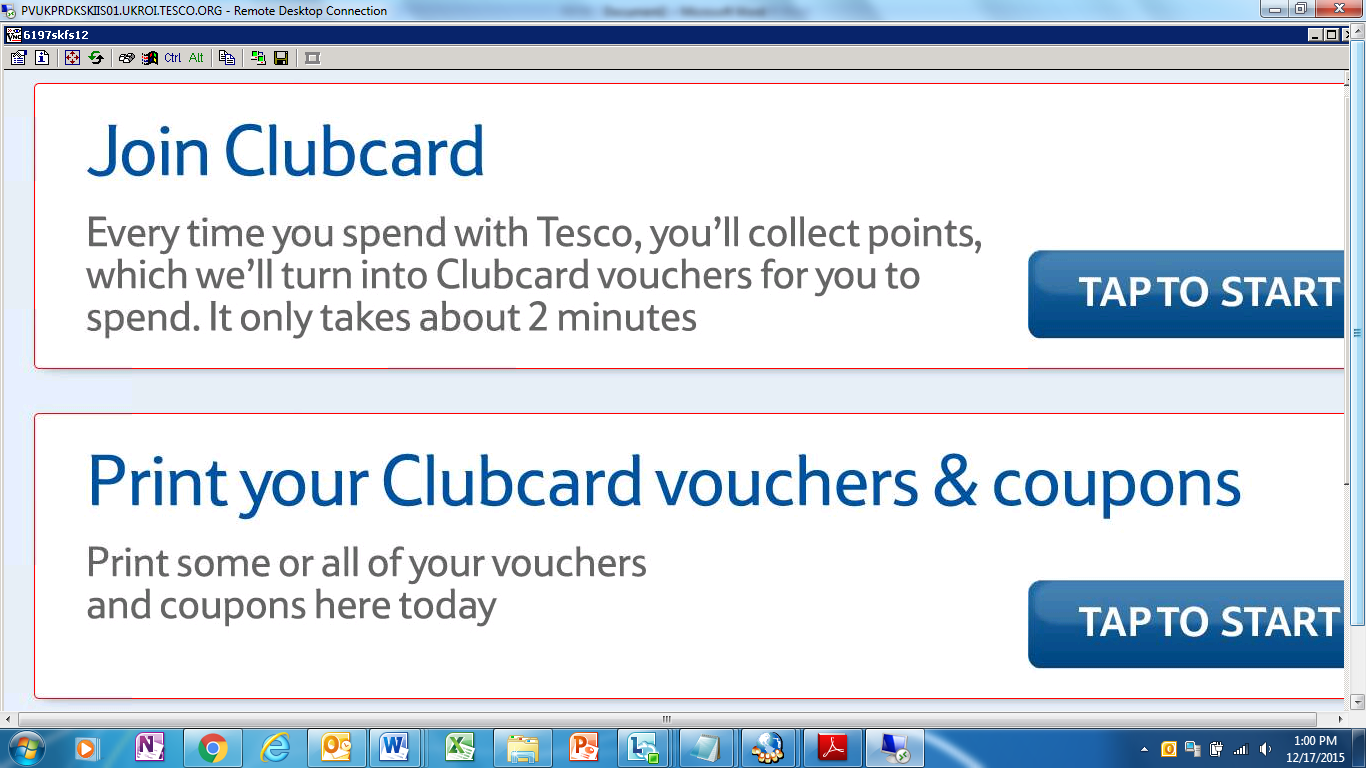
Once uploaded log off from Admin .

Login as kiosk user and

Restart the kiosk and login as a user in Kiosk and check if File is coming .

Menu Screen not coming

Customers being directly taken to Join Page instead of below Menu page



Solution:

* login to kiosk as admin.
* Open KioskConfig.xml under C:\Program Files\Retec\Kiosk\Config
* Check the url under Launch page.It should be LaunchPage=<http://iccrprd.ukroi.tesco.org/kioskmenu/default.html>.
* Log off from admin mode.
* Login as Kiosk user and check if resolved otherwise restart the Kiosk once.

Note

* Admin password: adm$Edge25$K0001
* Kioskuser pwd: frm$97K0001
* Don’t forget to restart the kiosk if you are logging off as Kiosk user otherwise customers won’t be able to use kiosk at store and IM will be raised.
* Retail Vendor HWD: Team name in ZenDesk