**KIOSK**

**What is Kiosk?**

Kiosk is just an interface installed at stores using which customers can perform various actions like Join Clubcard, Print vouchers etc.

Types of kiosk:

1. Clubcard kiosk (in scope with us)

2. Direct kiosk (out of scope)

3. F&F kiosk (out of scope)

**Kiosk Architecture:**

Web server

O KMF

Clubcard kiosk

App server

Coupon services

Voucher services

Customer services

DB server

Config File:

Attract loop

Launch page url/load balancer

Each kiosk will have its own config file.

**Different environments of Kiosk:**

-Test

-UAT

-Pilot

-Production

Each of the above environment will have 1 DB ,1 IIS and 1 App server.

--beetel(CPU)

Pinpad(not in Clubcard)

05\_NSGSupport(network team)

Housekeeping job details

|  |  |  |
| --- | --- | --- |
| **PILOT Environment** | | |
| DB | PVUKSTGKSKDB01.UKROI.TESCO.ORG | 172.21.117.245/28 |
| App | PVUKSTGKSKAPP01.UKROI.TESCO.ORG | 172.21.117.229/28 |
| WEB | PVUKSTGKSKIIS01.UKROI.TESCO.ORG | 172.21.117.217/27 |
| **PRODUCTION Environment** | | |
| DB | PVUKPRDKSKDB01.UKROI.TESCO.ORG | 172.21.177.180/28 |
| APP | PVUKPRDKSKAPP01.UKROI.TESCO.ORG | 172.21.177.164/28 |
| WEB | PVUKPRDKSKIIS01.UKROI.TESCO.ORG | 172.21.176.137/27 |

DB: Tesco kiosk

Table: Players(each kiosk is called as a player)

Name: ##########(first 4 digits give store no. and next 3 digits tells about build on kiosk).

IP: ##.##.64.###

System\_option: NULL(existing kiosk) ,\*(closed kiosk)

**Current support scope from existing Team:**

* Current team(cell 51) supports only NON GDP kiosk.(starts with store no)
* For GDP kiosk(starts with UK) need to contact DSS team
* Attract loop deployment:

Business will give the file to deploy.

File should be uploaded in DB (both staging and production)

It will be for some particular period and again should be rolled back to standard screen.

The complete process is done using SQL queries.

After receiving the attract loop file ,please check the below points:

1. It should in landscape mode.
2. File should be .wnb file.
3. Should be less than 30Mb.
4. Pixels:1920\*1080

* Any issues on kiosk first need to check hardware, hardware issues goes with Wincor team.(RetailSTWincor in ICCM)
* Any service related issues goes to Clubcard team.

**Stakeholders**:

Retec: Solution provider for kiosk.

Wincor: Hardware vendor for kiosk.

**General Technical / Procedural Issues:**

* All kiosks gets rebooted automatically at 2:01 AM(BST).
* Information about store attract loop etc will be present in config file.

C:\ProgramFiles\Retec\Kiosk\config\kioskconfig.xml

* For troubleshooting we can connect to kiosk either through Crest or through server(pvukprdkskiis01)
* If any issues comes login to kiosk through CREST. Go to desktop mode by right clicking on blue bar and click send ctrl+Alt+dlt.
* First check the link present in config file and browse. we should able to browse it.
* Make sure the kiosk is ON by connecting to it. If its not then pass the IM back and ask them to switch it ON first.(kiosk on can also be checked from No. of offline =0)

1. Printer /Scanner not working

* If printer not working for all stores then its Clubcard team issues.
* If issue with 1 kiosk(IP should be present in IM) then our issue:

-Check for build version if not then ask for rebuilding.

-Paper roll should be present and placed properly.

* To check hardware issue on Printer: Double click on the printer-queue should be empty.

If not then some issue with printer. Pass back the IM.

To confirm no hardware issue: right click-properties-test print-queue will get one request.

1. Selection of title issue:

Customer faces problem while selecting title on kiosk.

This issue usually comes after rebuild, if build not done properly

Root cause: Incorrect time stamp on kiosk.

Resolution: Match the timings of kiosk and that of server. If both are not matching set the time of kiosk same as that of server. Restart kiosk.

1. No Media issue:

Connect to kiosk either through Crest or server.

Connecting through server : start-tight VNC server-give IP address(mentioned in IM )-enter pwd(purley)

It will be directed to same kiosk screen.

Now, login to kiosk as admin(adm$Edge25$K0001)

Check under: C:\program files\retec\kiosk\compiled module\media

When media is missing this issue comes .

Cause: check the config file :C:\program files\retec\kiosk\config\kioskconfig.xml

File name- attract loop content=” ----“ should be present in media.

Resolution: if the file is missing we need to add the same.

To add it logoff from admin and login to kiosk as normal user(frm$97K0001)

Transfer the missing media from server to kiosk( Go to kiosk- right click-transfer files)

Once transferred reboot the kiosk.

**Process of rolling out new Kiosk**

* If new kiosk has to be rolled out FFS team will take care of it.
* Even while rolling of new Clubcard kiosk we won’t be involved.

**Asset List of Kiosk ( build / store / Location / IP / Domain / Name / Etc)**

This can be checked in Database.