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HandScanner Issues

KB0010132



57 views

Application/Hardware	Hand Scanners
Issue Description	Scanners issue
Ticket Categorization	Request Type : Incident Category: Hardware/Till Sub Category: HandScanner Item: Datalogic QD2430/ Welch Allyn IT3800
Next level escalation	Next Line Resolver Group: DCG - KNOWHOW Eclipse

Issue Description:

Scanner not detected

Procedure:

- Ensure the scanner is plugged into the correct port on the USB hub or into the back of the base unit in profile F/G tills
- Attempt to wake up the scanner by continuously pressing the scanner trigger. If after 1 minute this is not successful remove and reconnect the scanner's USB connection
- Restart the till, before logging into windows keep pressing the scanner trigger until it beeps (this should take no more than 1 minute)

Be aware that there may be a scanner message under the eclipse box that needs closing before logging into Eclipse if the scanner has previously not been detected after logging into Eclipse

Issue Description:

Scanner lights up but will not scan barcodes.

Procedure:

- Reset the scanner using the appropriate universal HID code for the model of scanner you have
- Replace the scanner

Issue Description:

Scanner curly USB lead becomes dislodged at the scanner end and will not stay plugged in when attempting to reseal the cable

Procedure:

- Locking tab on the Hand Scanner lead has become worn, replace Hand Scanner as the lead is not available as a spare part in the field

Service Now Template:

DX - Hand scanner

[All](#)[Favorites](#)[History](#)[Workspaces](#) **Cash Drawer Issues**

Cash Drawer Issues

KB0010131



85 views

Application/Hardware	Cash Drawer/Receipt Printer
Issue Description	Cash Drawer not available
Ticket Categorization	Request Type : Incident Category: Hardware/Till Sub Category: Cash Drawer Item: Digipos/Flip/Euro/Maxi
Next level escalation	Next Line Resolver Group: DCG - KNOWHOW Eclipse/ Acc-Dixons-Retail

Issue Description:

"Please close Cash Drawer" or "Could not open Cash Drawer" error message within Eclipse

Procedure:

- Use the Cash Drawer key to manually open the drawer again, check for any obstructions and then close it again
The message should clear; however, it may take a few attempts

If this issue persists, try:

- Confirm the 24V cable is not damaged and is seated correctly in the USB hub.
- Rebooting the till and retest
- Reprofile the till as a Profile A till as retest
- Replace the Cash Drawer or USB Hub

Issue Description:

Cannot connect to Cash Drawer.

Procedure:

- Check the cable linking the Cash Drawer to the receipt printer is plugged into the correct RJ11 socket (not the RJ45 type) on the back of the TMH6000 Receipt Printer etched with DK
- Confirm the locking tab on this cable from the Cash Drawer is not damaged. It is quite common for this tab to get snapped off with rough handling causing the plug to dislodge easily from the back of the receipt printer
- Confirm the 24V cable from the Receipt Printer is not damaged and is seated correctly in the USB hub socket
- Check the Receipt Printer is receiving power and depress the feed button to confirm this and eject a small amount of receipt roll
- Ensure there is a new roll of receipt paper inserted into the Receipt Printer
- Reboot the Base Unit
- Reprofile the till as a profile A
- Replace USB hub and 24V lead
- Replace Cash Drawer

Issue Description:

Receipt printer not detected

Procedure:

Dixons AD – Password Reset

KB0010093



2073 views

Application/Hardware	Dixons Active Directory
Issue Description	Dixons AD – Password Reset
Ticket Categorization	Request Type : Incident Category: Identity/Access Management Sub Category: Active Directory Item: Password Reset
Next level escalation	Next Line Resolver Group: Mndt - JML

Description of the Issue:

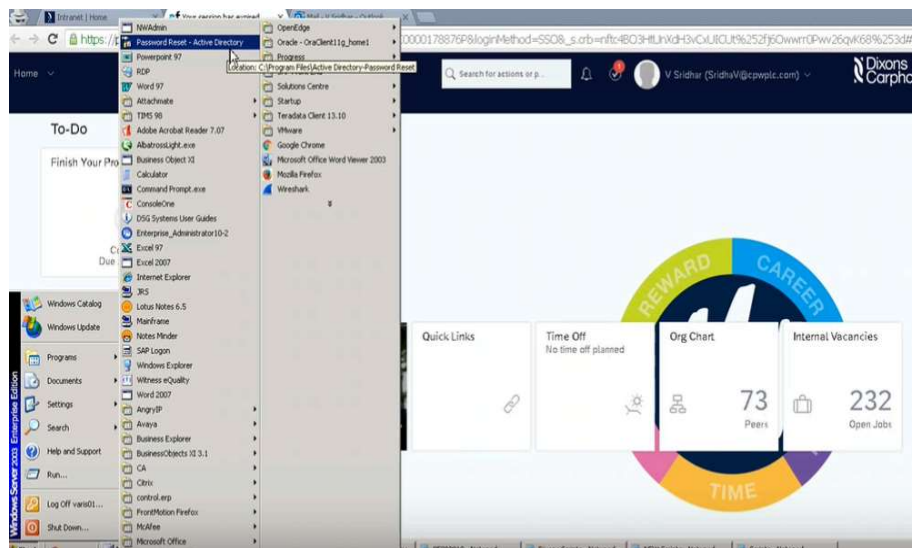
- Steps to Reset Password for Dixons AD
- This KB can be used for resetting password for applications associated with AD

Pre-requisites:

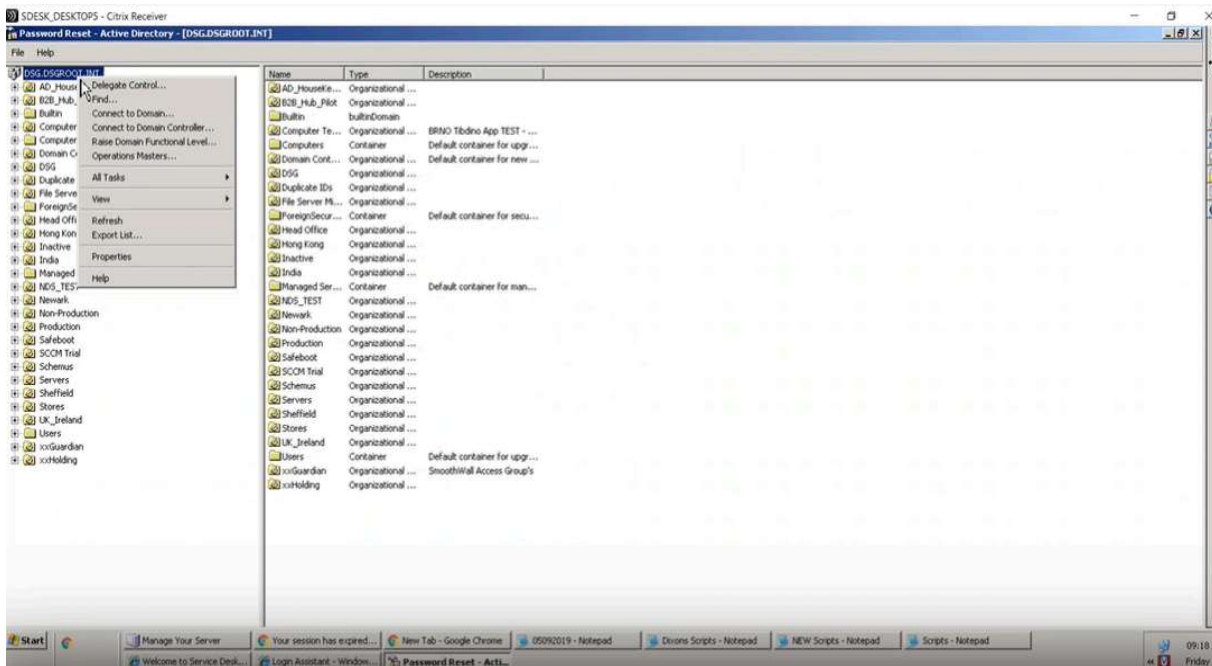
- SD should have access to Dixons Active Directory
- SD should verify user details and DOB on Success factor

Procedure:

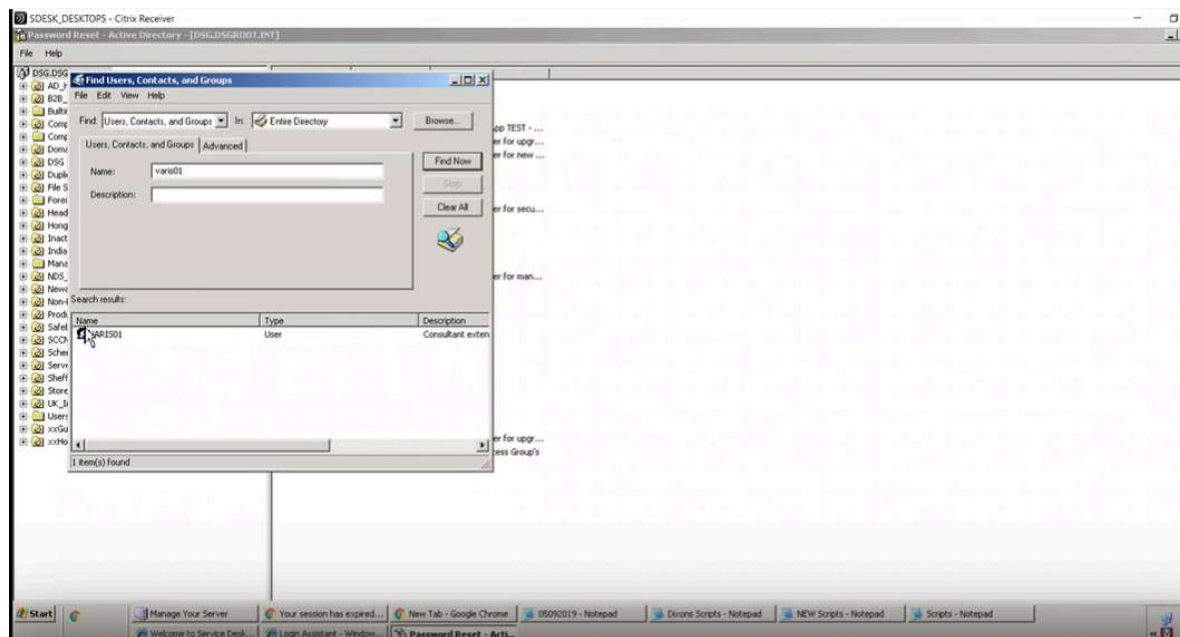
- Open the AD – password reset by clicking on **start > programs > Password Reset > Active Directory**



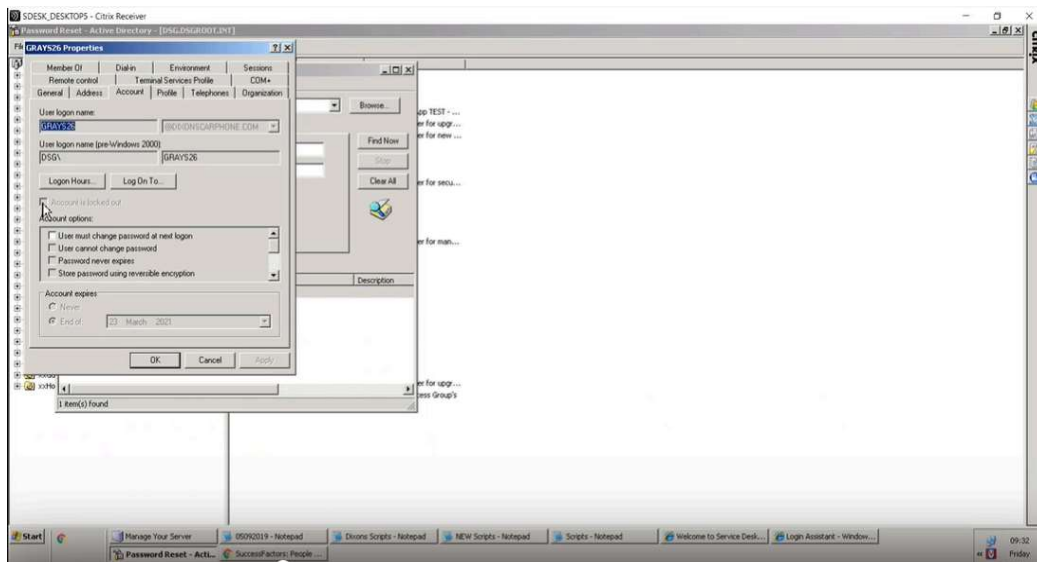
- After the AD console is launched right click on DSG.DSGROOT.INT and click on find



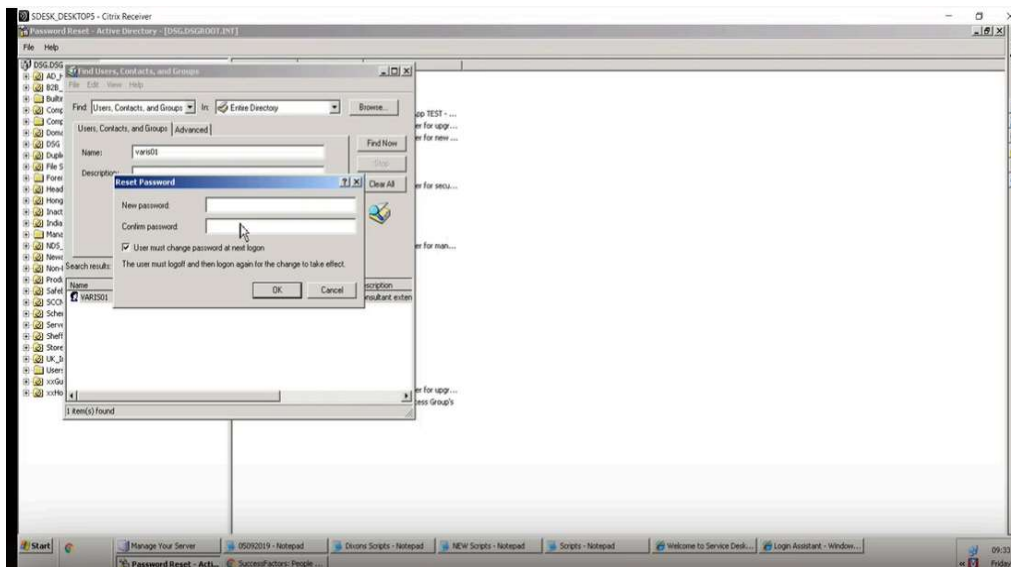
- Enter the user id of the user by choosing from Entire Directory and click on find now



- Right click on the user and go to password reset, after checking the validity of the account and if the account is locked



- Give a password for the user and check the **user must change password at next login** option and click on OK



- Check if the user has been able to login. Confirm and close the ticket

Service Now Template:

- Citrix Password Reset – Forgot (This can vary with the application the user has reported)

Resolution Comments:

- Reset the password from Dixons AD

Most recent tasks [INC2424149 - MFA RESET REQUEST \(task.do?](#)

[sys_id=4b650b06fb2c62104cd4f46daeefdc1&sysparm_referring_url=kb_view.do\)](#) [INC2424126 - DSG Password Reset \(task.do?sys_id=27c0c342fbe862104cd4f46daeefdc8c&sysparm_referring_url=kb_view.do\)](#)


[INC2423868 - DSG Password Reset-Expired \(task.do?](#)


[sys_id=81940686fb2062104cd4f46daeefdc9c&sysparm_referring_url=kb_view.do\)](#) [INC2425412 - Citrix Password Reset-Forgot \(task.do?](#)


[sys_id=22c540fafbe8a6104cd4f46daeefdc8b&sysparm_referring_url=kb_view.do\)](#) [INC2419876 - Citrix Password Reset-Forgot \(task.do?](#)

[sys_id=8c777645fb68ee104cd4f46daeefdc2&sysparm_referring_url=kb_view.do\)](#) [INC2425506 - Citrix Password Reset-Forgot \(task.do?sys_id=f4cd10fefba0e6104cd4f46daeefdcc8&sysparm_referring_url=kb_view.do\)](#)

[INC2424874 - DX - ECLIPSE PASSWORD 9.2 \(task.do?](#)

[sys_id=11b6c0e6fb6826104cd4f46daeefdc7&sysparm_referring_url=kb_view.do\). Password Reset-Forgot \(task.do?](#)  [INC2425467 - Citrix](#)

[sys_id=f057d8b6fb20e6104cd4f46daeefdc28&sysparm_referring_url=kb_view.do\). Password reset-Forgot \(task.do?](#)  [INC2424787 - Webmail](#)

[sys_id=8b3923d6fb2426104cd4f46daeefdc1a&sysparm_referring_url=kb_view.do\). Password Reset-Forgot \(task.do?](#)  [INC2425464 - Citrix](#)

[sys_id=edc594bafbeca6104cd4f46daeefdc2b&sysparm_referring_url=kb_view.do\).](#)



Authored by Rubina Chandan
Last modified 03/08/2021 17:20:57

Helpful?

100% found this useful

Leave a comment

PIE : Proof By Pass

KB0010054



2468 views

PIE : Proof By Pass

Application/Hardware	PIE
Issue Description	Proof by Pass
Ticket Categorization	Request Type : Incident Category: Application Sub Category: PIE Item: Proofs issue
Next level escalation	Next Line Resolver Group: ACC-CPW-Retail

Description of the Issue:

Proof by Pass

Pre-requisites:

- PIE Front Office
- PIE Back Office
- Transaction number
- Lead Number

Procedure :

- User contacts SD with the error message “Proof by Pass”



- Take the transaction number from user
- Open PIE back Office, click on IT Functions >> Processes >> Run Any Form
- Type **FFTRANS** open the transaction number
- Check if it is **open** or not in trans open flag
- Open another windows and not type command as “**FFCREDITCHECK1**”
- Put the lead number in the Field which says as “**Customer**” and retrieve

- Check the present date and also the **Exp. Flg**
- Change the status from “**F**” to “**T**” and save

Carphone Warehouse - Back Office System

Actions Start of Day End of Day Special Functions Help

FFCREDITCHECK1

Customer: 21740745 Title: MISS Forename: HOLLY Surname: MCFARLANE

Company: Name:

Creditcheck	Credit	Expiry date	Units	No Used	ccstatus	CurrDecision	paybydd	Exp. flg	Created By	Creation Date
382588489	VFRES	13-AUG-2021	0		COMPL	224518743		F	TAYLOG30	14-JUL-2021 17:54
382588086	VFRES	13-AUG-2021			COMPL	224517725		T	TAYLOG30	14-JUL-2021 17:04
382588465	VFRES	13-AUG-2021			COMPL	224518416	F	T	TAYLOG30	14-JUL-2021 17:51

Service Now Template:

Pie Proofs issue

Resolution Comments:

Proofs have been bypassed

Most recent tasks [INC2424165 - Pie Proofs issue \(task.do?](#)

[sys_id=9ceb07c6fb6c62104cd4f46daeefdc9&sysparm_referring_url=kb_view.do\)](#) [INC2424168 - Pie Proofs issue \(task.do?sys_id=c99d43cafb6c62104cd4f46daeefdcc&sysparm_referring_url=kb_view.do\)](#) [INC2415513 - Pie Proofs issue \(task.do?sys_id=cb567ffbf946210e020feceaeefdc73&sysparm_referring_url=kb_view.do\)](#) [INC2424308 - Pie Proofs issue \(task.do?sys_id=02daf3c2fba4a2104cd4f46daeefdc38&sysparm_referring_url=kb_view.do\)](#) [INC2416042 - Pie Proofs issue \(task.do?sys_id=140a58d8fbe4e210e020feceaeefdc91&sysparm_referring_url=kb_view.do\)](#) [INC2416077 - Pie Proofs issue \(task.do?sys_id=e55ba81cfb68e210e020feceaeefdc2&sysparm_referring_url=kb_view.do\)](#) [INC2407669 - Pie Proofs issue \(task.do?sys_id=055e940efb9caad04cd4f46daeefdc67&sysparm_referring_url=kb_view.do\)](#) [INC2407695 - Pie Proofs issue \(task.do?sys_id=9699e442fb10ead04cd4f46daeefdc94&sysparm_referring_url=kb_view.do\)](#) [INC2416917 - Pie Proofs issue \(task.do?sys_id=75cdf828fbe8a610e020feceaeefdc5&sysparm_referring_url=kb_view.do\)](#) [INC2416096 - Pie Proofs issue \(task.do?sys_id=9c33f4d8fba8e210e020feceaeefdc&sysparm_referring_url=kb_view.do\)](#)



Authored by Rubina Chandan
Last modified 15/07/2021 09:51:24

Helpful?

100% found this useful

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PIE: Password Reset

KB0010062



2633 views

Application/Hardware	Pie Password Reset
Issue Description	Pie password reset for different instances
Ticket Categorization	Request Type : Incident Category: Application Sub Category: PIE Item: Password Reset for PIE
Next level escalation	Next Line Resolver Group: IBM - VMS India

Description of the Issue: Password reset for 3 types of accounts:

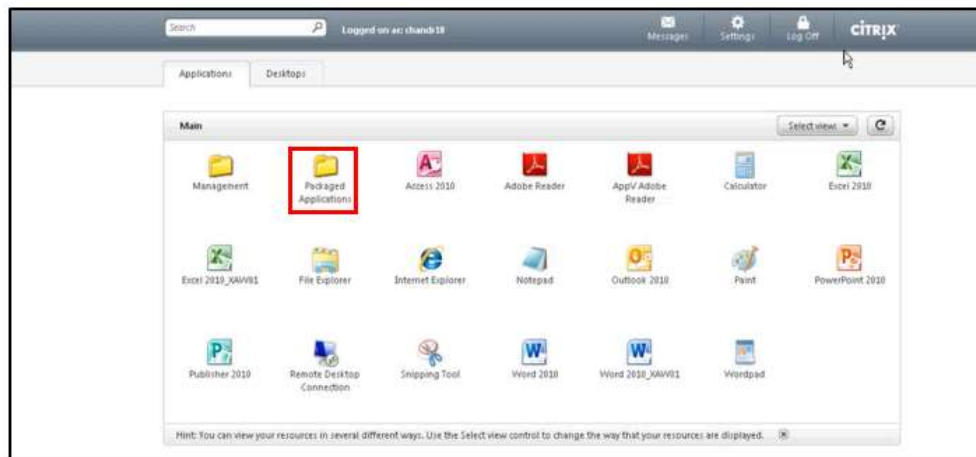
- DCL
- DIS user
- SOX

Pre-requisites:

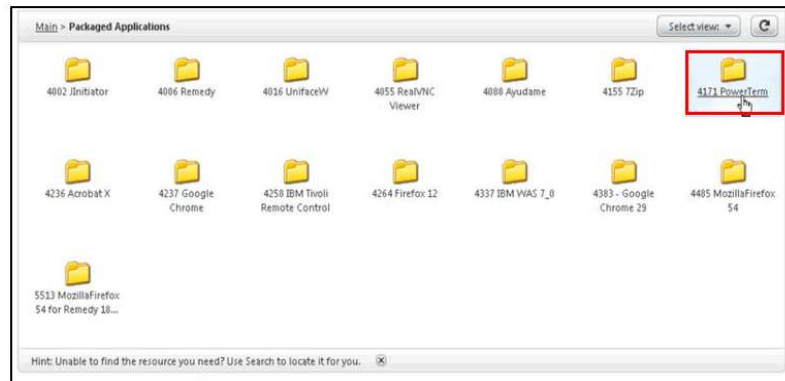
- Service desk should have access to Front office
- User ID should be taken from the user

Procedure:

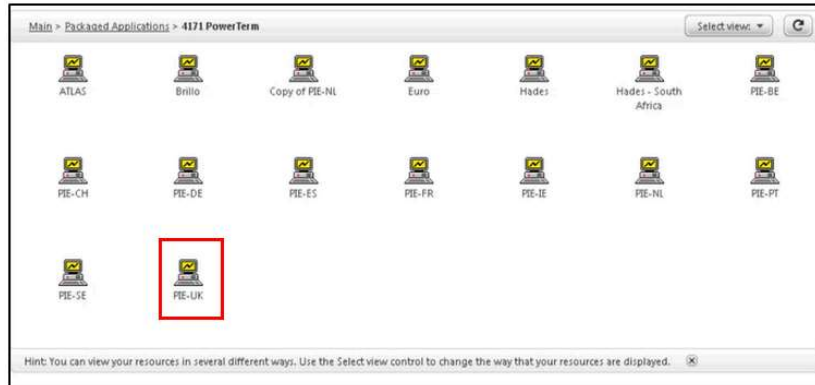
- Launch **CPW Citrix** from <http://10.80.43.17/Citrix/XenApp/auth/login.aspx> (<http://10.80.43.17/Citrix/XenApp/auth/login.aspx>) and login with the CPW credentials.
- Click on **Packaged Applications**



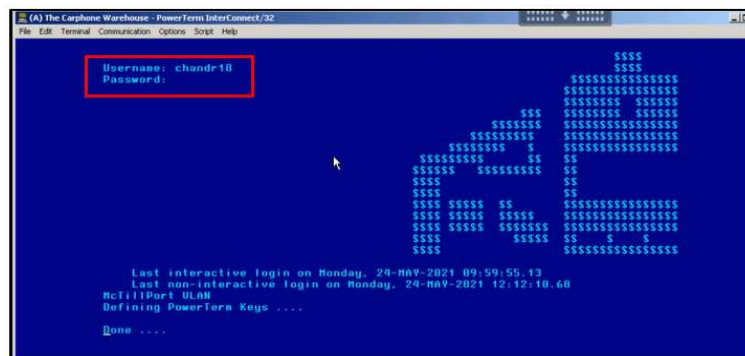
- Click on **Power term**



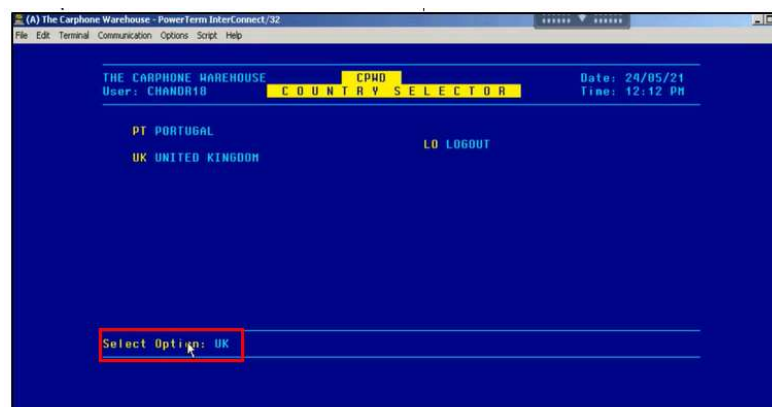
- Click on **Pie UK**



- Login with the credentials and hit enter
- **Note:** To paste anything inside pie use **Shift Insert** and to copy from pie you need to use **control insert**



- Select Option should be **UK** and hit on enter



- To check the user ID status, we need to type **qf showua** and hit on enter

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

CPMG AlphaServer ES45 Model 2 07.3 1. 8 12-OCT-2020 00:40
CPMH AlphaServer ES45 Model 20 07.3 1. 65 12-OCT-2020 01:36
CPMK AlphaServer ES45 Model 20 07.3 1. 13 12-OCT-2020 01:59
CPML AlphaServer ES45 Model 20 07.3 1. 64 12-OCT-2020 02:24
CPMJ AlphaServer ES45 Model 20 07.3 1. 12 12-OCT-2020 02:47
CPMC AlphaServer ES45 Model 20 07.3 1. 10 19-OCT-2020 23:55
CPME AlphaServer ES45 Model 20 07.3 1. 6 20-OCT-2020 00:19
CPMF AlphaServer ES45 Model 20 07.3 1. 7 20-OCT-2020 00:36
CPMG AlphaServer ES45 Model 20 07.3 1. 5 20-OCT-2020 00:54
CPMH AlphaServer ES45 Model 20 07.3 1. 66 26-OCT-2020 23:48
CPMD AlphaServer ES45 Model 2 07.3 1. 68 27-OCT-2020 00:32
CPME AlphaServer ES45 Model 2 07.3 1. 67 27-OCT-2020 03:20
CPMA AlphaServer ES45 Model 20 07.3 1. 2 10-NOV-2020 00:43
CPMI AlphaServer ES45 Model 20 07.3 1. 11 15-FEB-2021 18:55
CPMB AlphaServer ES45 Model 20 07.3 1. 30 18-FEB-2021 23:46
CPMR AlphaServer ES45 Model 2 07.3 1. 81 22-FEB-2021 10:32
CPMS AlphaServer ES45 Model 2 07.3 1. 82 20-FEB-2021 10:06

Setting Oracle up as 817
App: IT User: CHANDR18

# $
# $ qf showua
24-MAY-2021 12:12:45.03 - CPMD:CHANDR18 - 2FB9936D - TNA3579:

```

- You will be able to see the status of the Account

DCL Account

- If the Account shows **DCL** then the Status of the account is Active

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

Username: SHETTA04 Owner: Abhishek Shetty
Account: SALES-UK UIC: [377,50110] (ISALESREP,SHETTA
CLI: DCL Tables: DCLTABLES
Default: USER_OISK2:[SHETTA04]
LOGON:
Flags: DisCtly Restricted
Primary days: Mon Tue Wed Thu Fri Sat Sun
Secondary days:
Primary 00000000001111111112222 Secondary 00000000001111111112222
Day Hours 012345678901234567890123 Day Hours 012345678901234567890123
Network: ----- No access ----- Day Hours ----- No access -----
Batch: ##### Full access ##### ##### Full access #####
Local: ##### Full access ##### ##### Full access #####
Dialup: ----- No access ----- ##### Full access #####
Remote: ##### Full access #####
Expiration: (none) Pwdmininum: 0 Login Failur: 0
Pedit: 30 00:00 Pwdchange: (pre-expired)
Last Login: 11-MAY-2021 12:04 (interactive), 11-MAY-2021 16:11 (non-interactive)
Maxjobs: 0 Fillm: 512 Bytlim: 64000
Maxacctjobs: 0 Shrfillm: 0 Pbytlim: 0
Maxdetach: 0 BDI0m: 512 JIquota: 8192
Prclm: 0 DI0m: 512 USdefr: 20400
Prcls: 0 AS0m: 250 USQuo: 20400

RETURN/SPACE=More, PREU/NEXT=Scroll, INS/REN=Pan, SELECT=BB/132, CTRL/Z=Quit
24-MAY-2021 12:12:45.03 - CPMD:CHANDR18 - 2FB9936D - TNA3579:

```

- If the user requests for password reset then we need to hit on enter twice until we get the option return to continue
- Now use the command **qf pass** and hit on enter

```

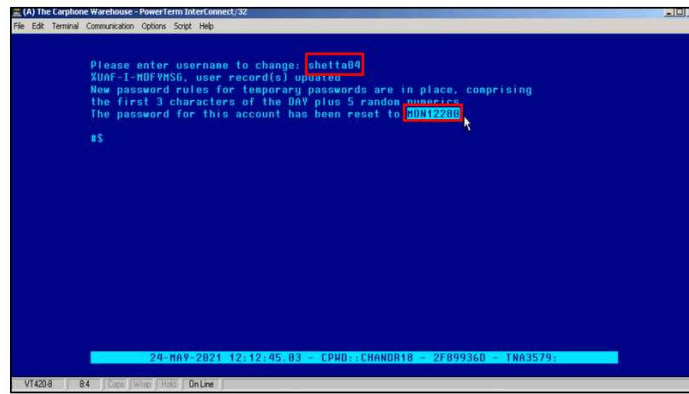
(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

CPU: (none) Enqlm: 3500 Pgflquo: 350000
Authorized Privileges:
ACNT ALLSPDL ALTPRI AUDIT BUCCHK BYPASS
CHEXEC CMKRLN DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPNAM GRPPRU IMPERSONATE IMPORT LOG_ID MOUNT
NETMIX OPER PFNNAP PHV_IO PRNCEB PRMGBL
PRMMIX PSWAPM READALL SECURITY SETPRU SHARE
SHMEM SVSGBL SVSLCK SYSNAM SVSPRU TRMPSX
UPGRADE UOLPRO WORLD
Default Privileges:
ACNT ALLSPDL ALTPRI AUDIT BUCCHK BYPASS
CHEXEC CMKRLN DIAGNOSE DOWNGRADE EXQUOTA GROUP
GRPNAM GRPPRU IMPERSONATE IMPORT LOG_ID MOUNT
NETMIX OPER PFNNAP PHV_IO PRNCEB PRMGBL
PRMMIX PSWAPM READALL SECURITY SETPRU SHARE
SHMEM SVSGBL SVSLCK SYSNAM SVSPRU TRMPSX
UPGRADE UOLPRO WORLD
Identifier Value Attributes
WATCHSGROUP XX0001001F
WATCHSUPERVISOR XX00010005

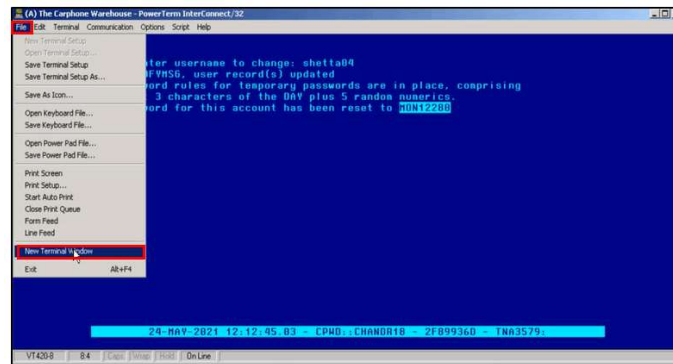
[press return to continue] ***
# $ qf pass
24-MAY-2021 12:12:45.03 - CPMD:CHANDR18 - 2FB9936D - TNA3579:

```

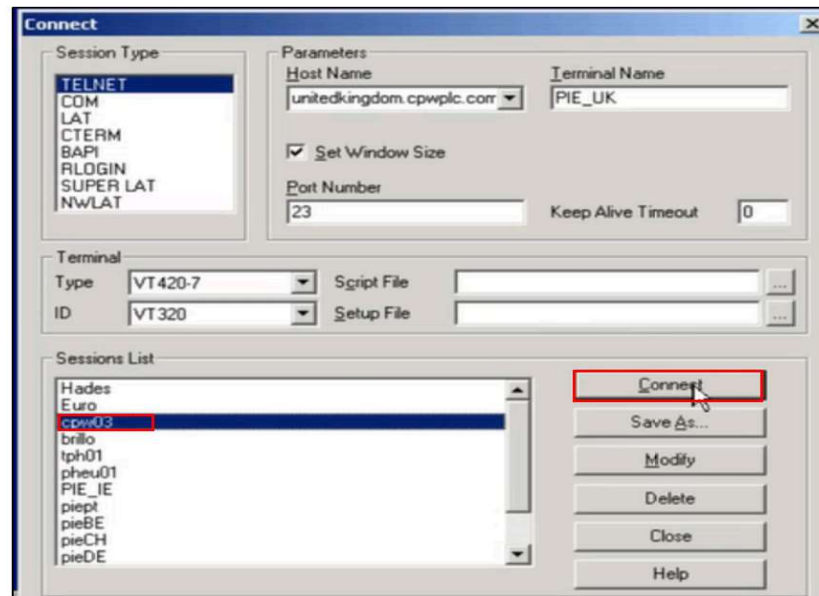
- Enter the User ID of the user and hit on enter
- You will be able to see the password on the screen and provide the password to the user
- Temporary password is valid only for 24 hours



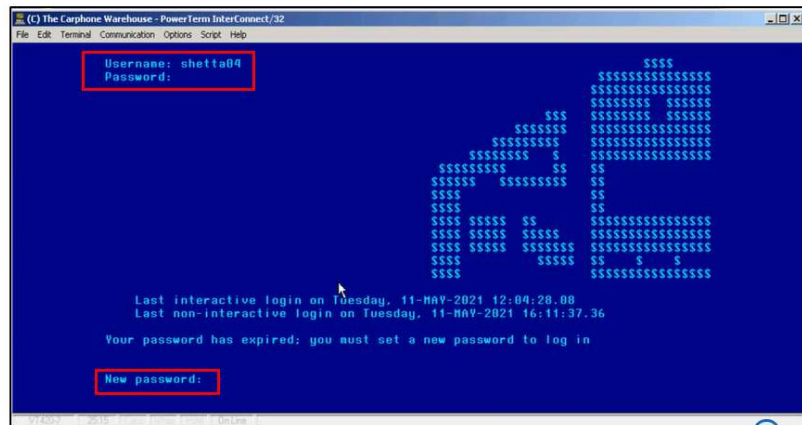
- If the user requests for the Permanent password click on **File** – click on **new terminal window** – Hit on Enter



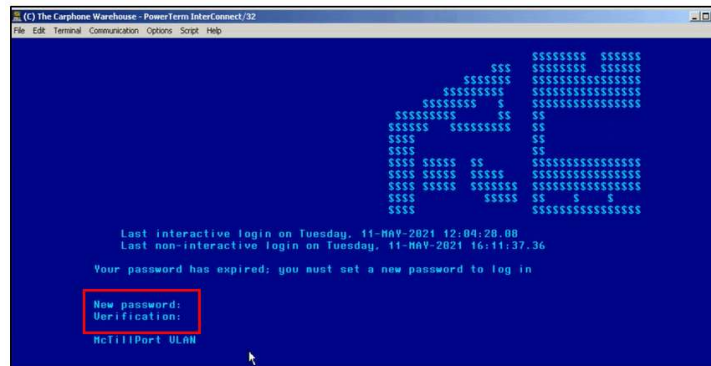
- Select **CPW** and click on **connect**



- Login with the user's credentials and hit on enter.
- It will prompt for a new password and now enter the new password, hit on enter

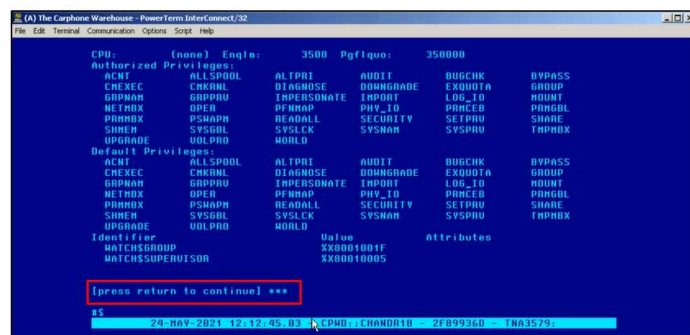


It will prompt for Verification, Reenter the new password and hit on enter



DIS User Account

- If the Account shows **DIS user** then the status of the account is temporarily disabled.
- If the user has got the approval from the manager and if the user contacts service desk for this query
- Check the users account with the command **qf showua** and enter the users ID
- Hit on enter until we get the page **press return to continue**



- Run the Ora script by entering the command **@ora_tools:create_new_user username** and hit on enter


```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

CHEXEC  CKRNL  DIAGNOSE  DOWNGRADE  EXQUOTA  GROUP
GRPNAM  GRPPRV  IMPERSONATE  IMPORT  LOG_IO  MOUNT
NETMBX  OPER  PFNMAP  PHY_IO  PRNCEB  PRMGBL
PRMNBX  PSWAPM  READALL  SECURITY  SETPRV  SHARE
SHMEM  SVSGBL  SVSLCK  SYSNAM  SVSPRV  THPMBX
UPGRADE  VOLPRO  WORLD

Default Privileges:
ACNT  ALLSPool  ALTPRI  AUDIT  BUGCHK  BYPASS
CHEXEC  CKRNL  DIAGNOSE  DOWNGRADE  EXQUOTA  GROUP
GRPNAM  GRPPRV  IMPERSONATE  IMPORT  LOG_IO  MOUNT
NETMBX  OPER  PFNMAP  PHY_IO  PRNCEB  PRMGBL
PRMNBX  PSWAPM  READALL  SECURITY  SETPRV  SHARE
SHMEM  SVSGBL  SVSLCK  SYSNAM  SVSPRV  THPMBX
UPGRADE  VOLPRO  WORLD

Identifier  Value  Attributes
WATCHGROUP  XX0001001F
WATCH$SUPERVISOR  XX00010005

[press return to continue] ***

# $ [press return to continue] ***
XDCL-W-NOCMD, no command on line - reenter with alphabetic first character
# $ #ora_tools:create_new_user shetta04
Please enter country code (UK/PT/UK_RBS/UK_D2C):
24-MAY-2021 12:12:45.03 - CPWD:;CHANDR18 - 2FB9936D - 1NA3579;

```

- Enter the country code as **UK** and hit on enter

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

CHEXEC  CKRNL  DIAGNOSE  DOWNGRADE  EXQUOTA  GROUP
GRPNAM  GRPPRV  IMPERSONATE  IMPORT  LOG_IO  MOUNT
NETMBX  OPER  PFNMAP  PHY_IO  PRNCEB  PRMGBL
PRMNBX  PSWAPM  READALL  SECURITY  SETPRV  SHARE
SHMEM  SVSGBL  SVSLCK  SYSNAM  SVSPRV  THPMBX
UPGRADE  VOLPRO  WORLD

Default Privileges:
ACNT  ALLSPool  ALTPRI  AUDIT  BUGCHK  BYPASS
CHEXEC  CKRNL  DIAGNOSE  DOWNGRADE  EXQUOTA  GROUP
GRPNAM  GRPPRV  IMPERSONATE  IMPORT  LOG_IO  MOUNT
NETMBX  OPER  PFNMAP  PHY_IO  PRNCEB  PRMGBL
PRMNBX  PSWAPM  READALL  SECURITY  SETPRV  SHARE
SHMEM  SVSGBL  SVSLCK  SYSNAM  SVSPRV  THPMBX
UPGRADE  VOLPRO  WORLD

Identifier  Value  Attributes
WATCHGROUP  XX0001001F
WATCH$SUPERVISOR  XX00010005

[press return to continue] ***

# $ [press return to continue] ***
XDCL-W-NOCMD, no command on line - reenter with alphabetic first character
# $ #ora_tools:create_new_user shetta04
Please enter country code (UK/PT/UK_RBS/UK_D2C): UK
24-MAY-2021 12:12:45.03 - CPWD:;CHANDR18 - 2FB9936D - 1NA3579;

```

- Now enter the command **qf reuser** and hit on enter

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

SQL>
SQL> --inspie_access remove inspie_user later.
SQL> grant inspie_user to ops$881;
SQL> grant inspie_access to ops$881;
SQL> --Begin Mod: BugzillaBug:75490: JethwaI: 06-May-2011
SQL> BEGIN
2 IF UPPER('&2')='UK' THEN
3 --Begin Mod: BugzillaBug:77171: DesaiU03: 06-Jul-2011
4 EXECUTE IMMEDIATE 'alter user ops$881 default role connect,inspie_user';
5 --End Mod: BugzillaBug:77171: DesaiU03: 06-Jul-2011
6 ELSIF UPPER('&2')='PT' THEN
7 EXECUTE IMMEDIATE 'alter user ops$881 default role connect,inspie_user';
8 END IF;
9 END;
10 /
SQL> --End Mod: BugzillaBug:75490: JethwaI: 06-May-2011
SQL> exit;
Disconnected from Oracle Database 10g Enterprise Edition Release 10.2.0.5.0 - 64
bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options
# $
# $
# $
# $ qf reuser
24-MAY-2021 12:12:45.03 - CPWD:;CHANDR18 - 2FB9936D - 1NA3579;

```

- It will give the new password and it should be provided to the password

SOX Account

- If the Account shows **SOX** then the status of the account is permanently disabled

```

(A) The Carphone Warehouse - PowerTerm InterConnect/32
File Edit Terminal Communication Options Script Help

Username: JAYACN01
Account: SOX001
Owner: Nithya Jayachander
UIC: [377,50227] ([SALESREP,JAYACN
Tables: DCLTABLES
CLI: DCL
Default: USER_DISK1:[JAYACN01]
LGICHO:
Flags: DisCtly Restricted DisUser
Primary days: Mon Tue Wed Thu Fri
Secondary days: Sat Sun
Primary 00000000001111111112222 Secondary 00000000001111111112222
Day Hours 012345678901234567890123 Day Hours 012345678901234567890123
Network: ----- No access -----
Batch: ##### Full access #####
Local: ##### Full access #####
Dialup: ----- No access -----
Remote: ##### Full access #####
Expiration: (none) Pwdminimum: 8 Login Fails: 0
Pwdlifetime: 30 00:00 Pwdchange: 19-FEB-2021 17:56
Last Login: 19-FEB-2021 17:56 (interactive), (none) (non-interactive)
Maxjobs: 0 Fillm: 512 Bytim: 64000
Maxacctjobs: 0 Shrfillm: 0 Pbytlim: 0
Maxdetach: 0 B10lm: 512 JIquota: 8192
Prio: 0 D10lm: 512 MSdef: 20480
Prio: 4 ASTim: 250 MSquo: 20480
RETURN/SPACE=More, PREU/NEXT=Scroll, INS/REM=Pan, SELECT=00/132, CTRL/Z=Quit
24-MAY-2021 12:12:45.83 - CPWD::CHANDR18 - 2FB9936D - TNA3579:

```

- We need to inform the user to contact the manager and get the written approval
- If the user has got the approval then we need to assign the ticket to **IBM VMS India**

Service Now Template:

- Password Reset for PIE-Expired
- Password Reset for PIE-Forgot

Resolution Comments:

Perform the steps with the required commands to perform the password reset and reactivate the account

Most recent tasks [INC2424882 - Password Reset for PIE-Expired \(task.do?](#)

[sys_id=028944eefb6826104cd4f46daeefdcf5&sysparm_referring_url=kb_view.do\)](#) [INC2423935 - Password Reset for PIE-Expired \(task.do?sys_id=7b3d52cefb82210e020feceaeefdc8&sysparm_referring_url=kb_view.do\)](#)

[INC2417114 - Password Reset for PIE-Expired \(task.do?](#)

[sys_id=1e0619a8fba4e610e020feceaeefdc9b&sysparm_referring_url=kb_view.do\)](#) [INC2424788 - Password Reset for PIE-Expired \(task.do?sys_id=7c2aab5afb2426104cd4f46daeefdc7f&sysparm_referring_url=kb_view.do\)](#)

[INC2418282 - Password Reset for PIE-Expired \(task.do?](#)

[sys_id=2ee77df4fbe4aa104cd4f46daeefdc62&sysparm_referring_url=kb_view.do\)](#) [INC2424989 - Password Reset for PIE-Expired \(task.do?sys_id=e4d13466fb2066104cd4f46daeefdc55&sysparm_referring_url=kb_view.do\)](#)

[INC2424968 - Password Reset for PIE-Expired \(task.do?](#)

[sys_id=d91ce4e6fbec26104cd4f46daeefdcac&sysparm_referring_url=kb_view.do\)](#) [INC2423927 - Password Reset for PIE-Expired \(task.do?sys_id=f0cb92cafbe062104cd4f46daeefdc5d&sysparm_referring_url=kb_view.do\)](#)

[INC2417007 - Password Reset for PIE-Expired \(task.do?](#)

[sys_id=137545e4fb20e610e020feceaeefdc7c&sysparm_referring_url=kb_view.do\)](#) [INC2424861 - Password Reset for PIE-Expired \(task.do?sys_id=01e284aefb2826104cd4f46daeefdc8a&sysparm_referring_url=kb_view.do\)](#)



Authored by Rubina Chandan
Last modified 27/07/2021 10:00:02

Helpful?

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KB0010059

2816 views

Application/Hardware	PIE APPLICATION
Issue Description	LUCOM SCRIPT
Ticket Categorization	Request Type : Incident Category: Application Sub Category: PIE Item: Pie - Other issues
Next level escalation	Next Line Resolver Group: ACC- CPW-Retail

Description of the Issue:

User contacts SD asking to check for the contracts that are printed but still shows as Not signed

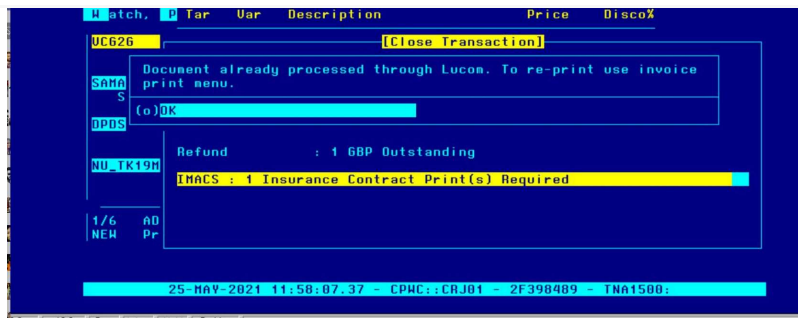
Pre-requisites:

- PIE Front Office
- PIE Back Office
- Transaction Number

Procedure :

- Open PIE application (Front office) and Run below commands:
(Note : to paste the command user Shift+Insert in PIE. Press Enter after putting the commands one by one)





@ USER_DISK2:[ISESUPPORT]LUCOM_PRINTING.COM

It will ask for the transaction type, you will need to enter the appropriate option based on which document the issue is with. Following are the options.

- a. P – If the transaction has “Contract (s) Not Printed” as the outstanding action
 - b. I – If the transaction has “IMACS: 1 Geek Squad Contract Print(s) required” as the outstanding action
 - c. T – If the transaction has “Trade up Links Missing” as the outstanding action
- This will ask the “value for transaction :” – put the P or I or T as per the error we get and click Enter
 - Now this will ask “value for transaction :” – put the transaction number and click Enter

```
# $ @ USER_DISK2:[ISESUPPORT]LUCOM_PRINTING.COM
When prompted for Transaction type, kindly enter P, I or T for outstanding action
P - Contract (s) Not Printed
I - IMACS: 1 Geek Squad Contract Print(s) required
T - Trade up Links Missing

SQL*Plus: Release 8.1.7.0.0 - Production on Mon Jul 19 19:03:37 2021
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Connected to:
Oracle Database 10g Enterprise Edition Release 10.2.0.5.0 - 64bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options

Enter value for transactiontype: P
Enter value for transaction: 431288688
Contract record updated for
transaction

PL/SQL procedure successfully completed.

SQL>
Disconnected from Oracle Database 10g Enterprise Edition Release 10.2.0.5.0 - 64
bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options
# $
```

Service Now Template :

Paperless Lucom error: Imacs return/Exchange

Resolution Comments:

After running the scripts, check with user

Most recent tasks INC2344137 - Paperless Lucom error: Document already processed INC2305726 - Paperless Lucom error: Document already processed INC2317039 - Paperless Lucom error: Imacs return/Exchange INC2279907 - Paperless Lucom error: Imacs return/Exchange INC2311271 - Paperless Lucom error: Document already processed INC2369724 - Paperless Lucom error: Imacs return/Exchange INC2287439 - Paperless Lucom error: Document already processed INC2346666 - Pie

Authored by Rubina Chandan
Last modified 27/07/2021 09:59:40

Helpful?

☒ Yes

☐ No

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Label Printer issues

KB0010130



125 views

Label Printer Issues

Application/Hardware	Label Printer
Issue Description	Label Printer issues
Ticket Categorization	Request Type : Incident Category: Hardware/Till Sub Category: Printer Item: Epson TML90/M165B label printer
Next level escalation	Next Line Resolver Group: DCG - KNOWHOW Eclipse

Issue Description:

Epson TML90 Label printers not printing labels.

Procedure:

- Check that the printer is powered on and that network cables are properly connected. Sometimes a Label Printer may be plugged into a NON-maintained mains supply, which means the device will switch off overnight and not turn back on automatically every morning when the power comes back on, without someone manually pressing the power button on the printer itself
- If the network cable is connected to a mini network hub, ensure that the hub has power and the connection lights are also lit (the use of hubs is now quite rare in most stores, and should only be in use in legacy stores that do not have sufficient networking ports installed)
- Check to ensure that the label printer has the correct subnet mask and gateway using the Epson Configuration utility and by carrying out a test print
- Check that the Label Printer is not defaulting to another Label Printer

Issue Description:

Prints to the correct printer except when printing from eclipse.

Procedure:

- At the Eclipse home page select administration, laser printers and select cform01 from the drop-down list. This should be set to Cform01 on ALL TILLS

Issue Description:

Scanner curly USB lead becomes dislodged at the scanner end and will not stay plugged in when attempting to reseal the cable.

Procedure: