Product: PDQPOS Version (if applicable): All Versions

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Fill out this document to the best of your knowledge, emphasizing what is known and unknown.

Remove red text as appropriate.

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| **ISSUE DESCRIPTION** |
| * Server Off or Offline |

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| **ISSUE VERIFICATION** |
| * Ping requests from stations fail, Bomgar shows as offline. * Stations display error loading PDQPOS. Unable to ring up items or process Cash Sales. * Internet is working, can connect to stations. |

| **SOLUTION DETAILS** | |
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| **BACKGROUND INFORMATION** | **PREREQUISITES** |
| * What premempted issue. E.g. Power Outage, Work done in cabinet etc. * Check Power Apps\CRM. Look for any recent conversions (might be running on Backup Server) and any server down issues that can point to reoccurring issues. | * Need an employee onsite. * Need internet access. If there are any network issues, that should be addressed first. |

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| **SOLUTION /WORKAROUND/TROUBLESHOOTING PROCEDURE** |
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| Steps to test: **Monitor Server:**  1. Bomgar into station and keep constant ping on server (“ping 192.168.1.50 -t”): ☐ 2. Monitor routinely, server can take up to 10 minutes to come online   **Locate Server:**   1. If they know which machine is the server, confirm it is correct: ☐ 2. Look for sticker labeled ‘PDQ Signature Systems. Not all servers have the sticker: ☐ 3. Confirm they are not looking at Alienvault (Is the LED an oval around the button). See below: ☐ 4. If they can’t locate, have them email pictures of cabinet to support: ☐ 5. Check Power Apps \ CRM to see if they are running on Backup Server: ☐   **Servers**:     **Alienvault (NOT SERVER):****If Server is Powered On:**  1. Ask if it was recently turned on or rebooted. Can take 10 minutes to come up: ☐ 2. Reboot Server: ☐ 3. CMOS Reset. Hold power button for 30 Seconds: ☐ 4. Connect Keyboard to server (front or back USB ports) and hit ‘F1.” Wait 10 minutes: ☐ 5. While waiting, check Network Connection: ☐    1. Check for activity lights on network port: ☐    2. Hard to see, need good angle. If they cant, have them follow cable and see if theres activity lights on switch: ☐    3. Reseat cable both ends.    4. Green and yellow lights should be blinking. If off or solid, replace cable and change port on switch. 6. Check for KVM Switch: ☐    1. Small black device behind monitor labeled “IO Gear”    2. VGA cable connected to monitor should be connected to it.    3. Some stores do not have one.    4. Click button, shoul change screen to be viewing monitor. If not, then it is not set up.    5. If it does come up but keyboard\mouse doesn’t work, make sure they are connected to KVM. 7. If no KVM or not set up, have them connect monitor to server directly if possible. Older servers will need to have VGA monitor, new servers need HDMI monitor or adapters: ☐ 8. If on POST screen (black backround with white letters) check for error message. Send pictures to support if needed: ☐ 9. If in Windows, check network settings. You will be walking them through it blind, so helpful to be in another machine with same OS. 10. If unable to connect monitor, request conversion (see below)  **If Server is Powered Off:**  1. Confirm them are hitting correct power button. 2. CMOS Reset (Hold power button down for 30 seconds) 3. Check if server has power. Look for activity lights on network port or light close to power cable. 4. If no power, check power cable connection and move to known good outlet or power strip. 5. Leave power cable disconnected for 2 minutes. 6. While waiting, check for damage to cable on both ends. Replace if possible. 7. If power source is confirmed, request conversion (see below).   If issue remains unresolved: **Request Conversion:**  1. Remove power and network cable from server: ☐ 2. Notify store, the data for today’s sales will not be available. We can recover and merge the data after the server is sent in: ☐ 3. Message Supervisors in teams with store, ticket number, and any relevant information: ☐ 4. Attach checklist to Power Apps ticket: ☐ 5. Gather serial number: ☐ 6. Gather email address of client: ☐ |
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