


The Email

You will receive 2 emails each day from noreply@ibm.com. One is for Eastern/ Central, and one is for Mountain/ Pacific.

- You always start with the earliest time zone. Eastern => Central => Mountain => Pacific

POS Systems - Xstore Closing Errors (Eastern/Central Time Zones) - (After Automatic Cleanup)

 noreply@ibm.com
To: Store Systems Team; POSHelpDesk
Retention Policy: NewHibbettDefault (6 months) Expires: 2/15/2023

Please investigate the following registers with closing errors. Error files will be found in "c:\environment\marker" or archived in "c:\dvinst\closing_errors".

Xstore Closing Errors - Eastern/Central Time Zones DST

OS - Time Zone - Universal	Computer Name	Xstore Closing Error Files	Computer Model - Windows	IP Address	Last Report Time
-0400	HIBXST0279R02	startup.err	HP ElitePad 1000 G2	10.200.25.182 10.200.25.183	Fri, 19 Aug 2022 10:19:37 +0000
-0400	HIBXST0705R02	get-remote-sql-server-backup.err	HP ElitePad 1000 G2	10.200.44.194	Fri, 19 Aug 2022 08:32:28 +0000
-0400	HIBXST0755R02	get-remote-sql-server-backup.err	HP ElitePad 1000 G2	10.200.20.58	Fri, 19 Aug 2022 10:10:37 +0000
-0500	HIBXST0623R02	restore-training-db.err	HP ElitePad 1000 G2	10.200.34.130	Fri, 19 Aug 2022 10:28:58 +0000
-0500	HIBXST1311R02	unzipdbbackup.err	HP ElitePad 1000 G2	10.200.74.197	Fri, 19 Aug 2022 09:49:12 +0000

Column 1- Time Zone:

Column 2: Computer name: Informs of store and register number

Column 3: Error: Tells you what error that kept from closing properly

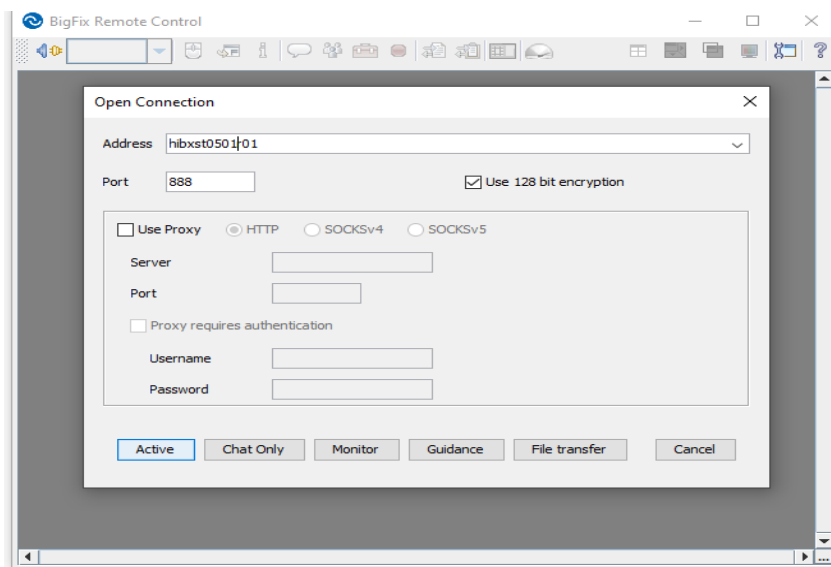
Column 4: Comp type: Desktop, Tab, as well as model

Column 5: Address: In the event you need to RDP into the machine

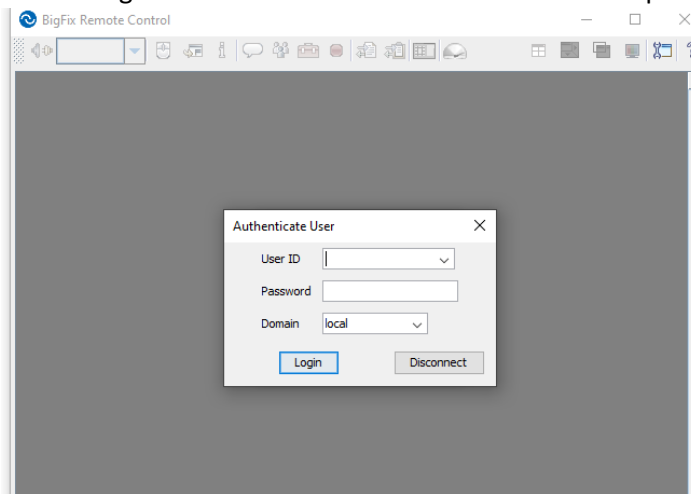
Column 6: Last check in: Confirm today's date and not an outstanding issue.

Connecting to the Device

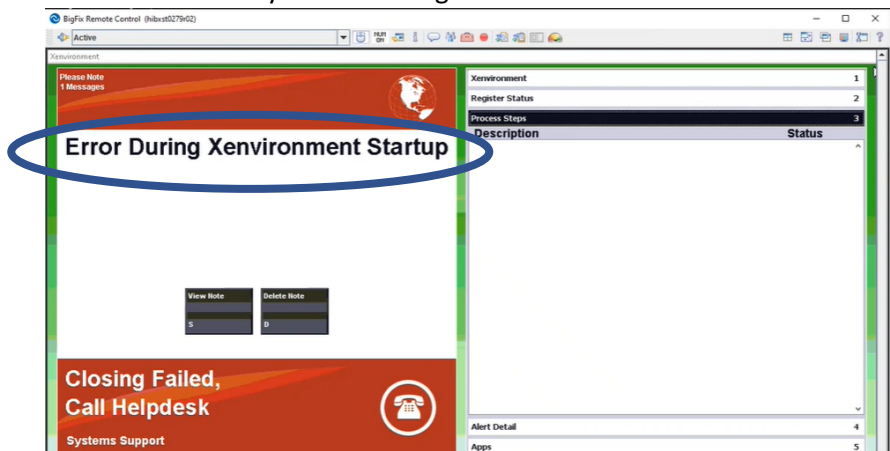
- You will connect to the register with IBM big fix.



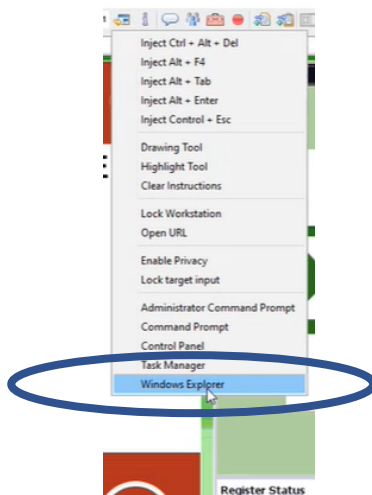
- You will sign in with the administrative username and password.



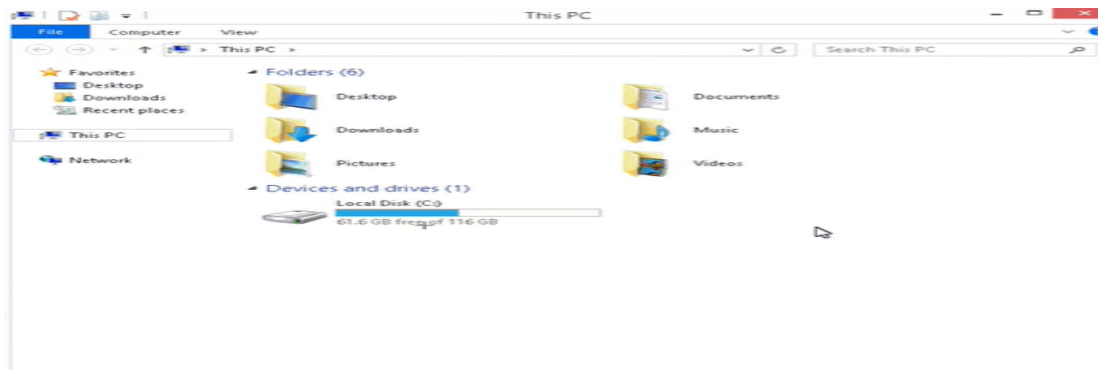
- This screen shows you the Closing error.



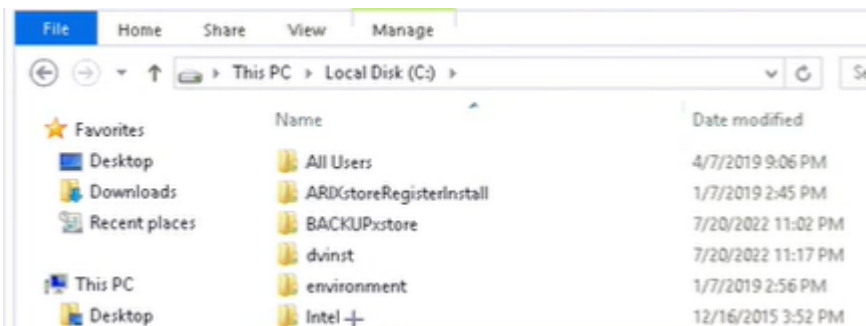
- Click on the small box with the arrow at the top of screen, and when window opens, select windows explorer.



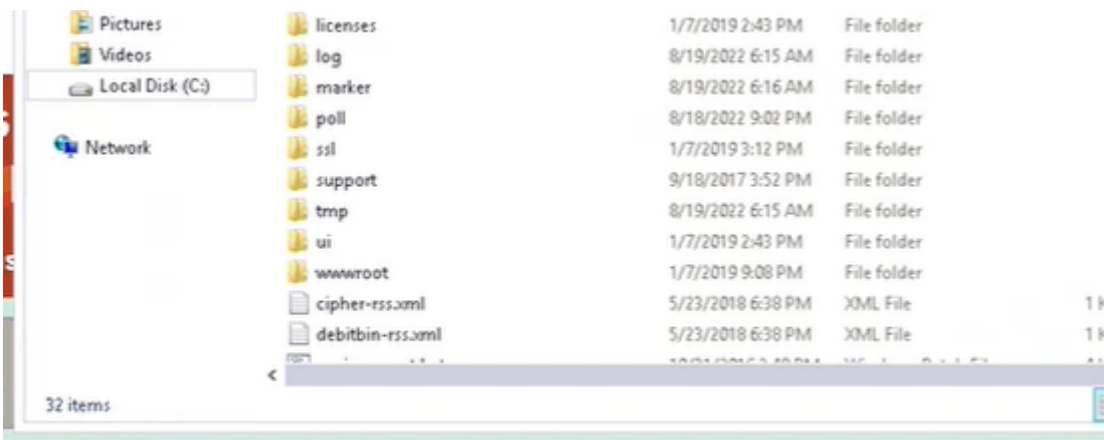
- Select Local Disk (C).



- Select environment



- Select marker.



- Delete all markers in this folder.
- Close out the window.
- **DO NOT** restart or log off the register for this error.
- If you do, it will come back up.
- Lastly press F8 to open for the day.