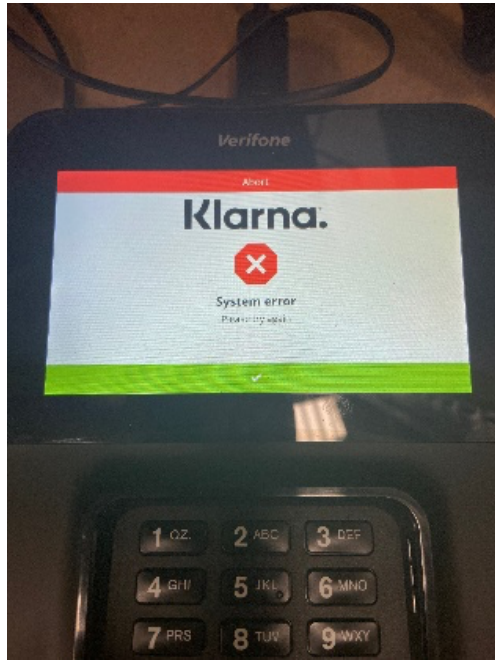


KB0013721

## Klarna system error on pin pads

KB0013721

### ***Klarna System Error on Pin Pads***



Some stores will encounter an issue in which they will see a **Klarna System Error**

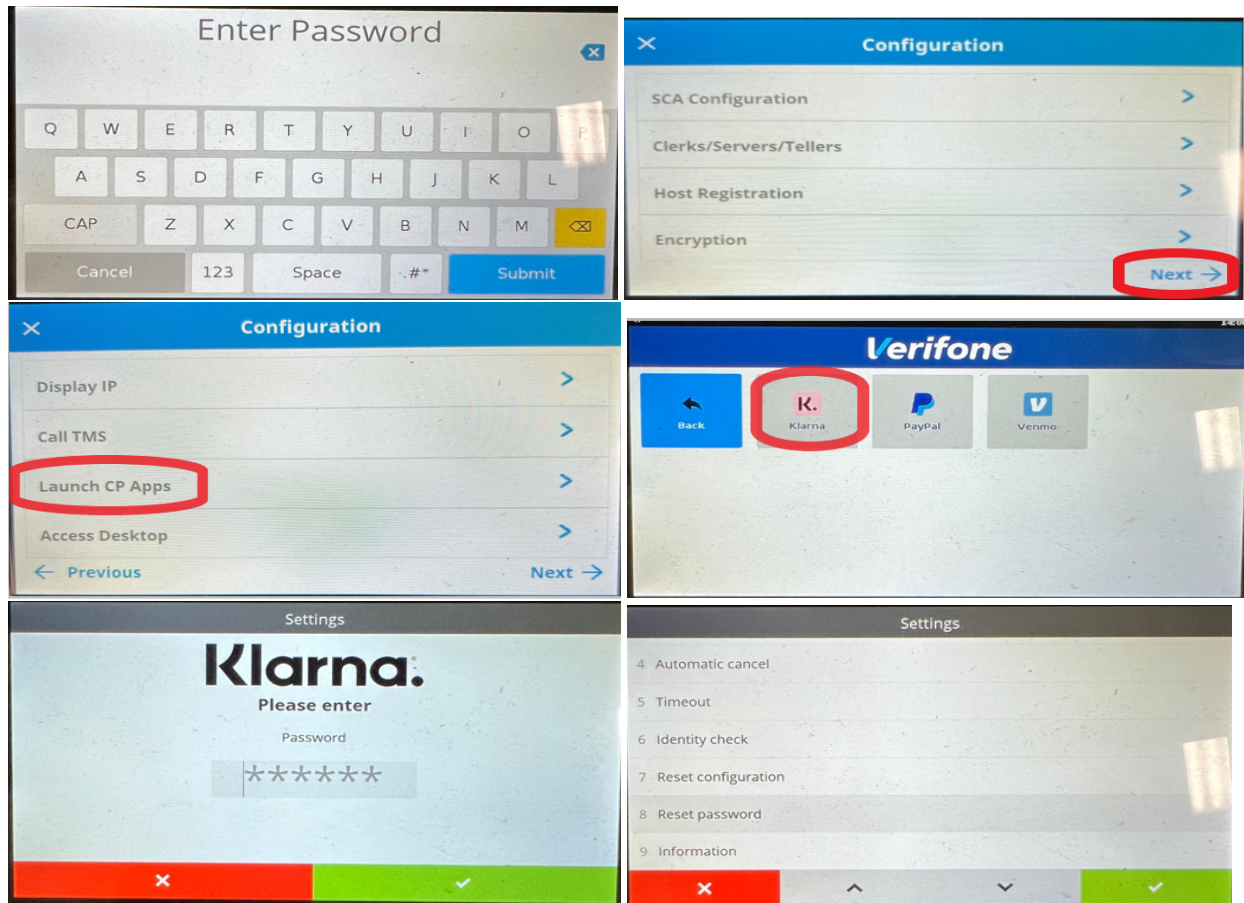
First try clearing any “Stuck” transactions on the pinpad that is getting the error message.

This can be done by having the SM hold 6 + the enter key on the pinpad then entering the PW (166831) to open the configuration menu. Then scroll down and press “Next” then press the “Launch CP App” button. Then select “Klarna” this will prompt them to enter the system PW again (166831) after this scroll down until you see option 10. “Clear Transaction” select this and clear sales.

Then have them back out of the menu and re-attempt the sale.

If the customer has already left a test can be performed by Scanning an item, selecting add tenders, digital payments, Klarna, pressing enter, and waiting for the QR code to appear on the pinpad. As long as the QR code appears then everything is working. The sale can then be canceled.

KB0013721



Also, Check and see if the whole software stack has be pushed down in **VHQ**.

Login VHQ with Company ID **POINTNA-HIBBETT**

go to device search

under brand click either **HB** or **CG** depending on the store followed by clicking the correct stores number (make sure you click the "+" by the store number).

apply filter

Device Search

Search

Reset

Search Criteria

Hierarchy: 

POINTNA-HIBBETT>... X

<input type="checkbox"/> Serial #	<input type="checkbox"/> Device ID	<input type="checkbox"/> Model	<input type="checkbox"/> Device Status	<input type="checkbox"/> Hierarchy Path	<input type="checkbox"/> Last Heartbeat*
<input type="checkbox"/> 803-896-936	HIBXST0011R02	M400 WIFVBT	✓ Active	POINTNA-HIBBETT >> HB >> 0011	14/Dec/2021 10:06:03 AM
<input type="checkbox"/> 803-898-171	HIBXST0011R01	M400 WIFVBT	✓ Active	POINTNA-HIBBETT >> HB >> 0011	14/Dec/2021 10:06:05 AM


after the filter is applied, it will show you the store's pin pads.

KB0013721

**Device Profile**

Model: M400 WiFi/BT | Serial Number: 803-896-936 | Device ID: HIBXST0011R02 | Active | Schedule | Software & Keys | Device Swap

Dashboard | Details | History | Jobs



Device Model: M400 WiFi/BT  
VeriShield Encryption: On

Model Status	N/A	Device Version	Baseline Version
Device Health	N/A		
Software Status	N/A		

Payment Device:

Flash Available: 50%

Ram Available: 25%

**Hierarchy**

Timezone: POINTNA-HIBBETT >> HB >> 0011 (UTC-06:00) Central Time (US & Canada)

Reference Set Name: HB\_Engage\_Config\_Bundle\_20211129

Automation Enabled: Y

Device ID: HIBXST0011R02

Serial Number: 803-896-936

Device Profile Updated: 14/Dec/2021 07:07:12 AM

Diagnostic Profile Updated: 11/Dec/2021 06:10:01 PM

Heartbeat Received\*: 14/Dec/2021 10:16:03 AM

Device Status: Active

Click on **schedule**, then click on **downloads**.

Go to Folder and filter by **Current\_Engage\_2021Q4**

Push the last 3 packages listed below starting with 4-cp-

### Select Package(s)

#### Available Package(s)

<input checked="" type="checkbox"/>	Package Name	Folder	File
<input checked="" type="checkbox"/>	0-dl.adk-4.7.13.5-1205-vos2-engage-prod	Current_Engage_2021Q4	0-dl.adk-4.7.13.5-1205-vos2-engage-prod
<input checked="" type="checkbox"/>	1-dl.apm_cfg_svc-1.2.0-prod-s200937-48665	Current_Engage_2021Q4	1-dl.apm_cfg_svc-1.2.0-prod-s200937-48665
<input checked="" type="checkbox"/>	2-dl.SCA_0_UGP_4.0.28-2-19_VOS2_Upgrade_PROD-48983	Current_Engage_2021Q4	2-dl.SCA_0_UGP_4.0.28-2-19_VOS2_Upgrade_PROD-48983
<input checked="" type="checkbox"/>	3-dl.SCA-UGP-CityGear-Config-2.5-SI-PROD-48743	Current_Engage_2021Q4	3-dl.SCA-UGP-CityGear-Config-2.5-SI-PROD-48743
<input checked="" type="checkbox"/>	3-dl.SCA-UGP-Hibbett-Config-2.4-SI-PROD-48743	Current_Engage_2021Q4	3-dl.SCA-UGP-Hibbett-Config-2.4-SI-PROD-48743
<input checked="" type="checkbox"/>	4-cp-klarnaapp-887623211-1.7.0-prod	Current_Engage_2021Q4	4-cp-klarnaapp-887623211-1.7.0-prod
<input checked="" type="checkbox"/>	4-cp-paypalapp-887623211-1.5.0-prod	Current_Engage_2021Q4	4-cp-paypalapp-887623211-1.5.0-prod
<input checked="" type="checkbox"/>	4-cp-venmo_app-887623211-1.5.0-prod	Current_Engage_2021Q4	4-cp-venmo_app-887623211-1.5.0-prod