

You		
	Robert added Jack Trinqué,Dougie Stevens,Ernie Perez,Scott Dickens,Darren Sla,Dakota Post,Rae Banaglorioso	Jan 17 2024, 02:06 PM
Rae Banaglorioso	hi team i need assistance with backfins, anyone was able to work with john vitolo about online ordering showing zero on the recpt, in front of the POS is fine but on the recpt it is showing zero. as per him it is happening again here is the order ID:1458001	05:15 PM
Dougie Stevens	Was just about to send something in this because he's texting me that he was having a hard time getting to support. It's John Jenkins there and I believe this has been fixed in a new release	05:16 PM
Rae Banaglorioso	can we schedule them for an update?	05:18 PM
	they are on old version as per darren	05:18 PM
Dougie Stevens	For sure!	05:18 PM
Darren Sla	Darren Sla has shared a file image.png - 11.07 KB	05:18 PM
Dougie Stevens	I'll get him updated. I texted him back as well	05:25 PM
Darren Sla	Thanks @Dougie Stevens	05:26 PM
Dougie Stevens	You're welcome bub	05:26 PM
Scott Dickens	He said the transaction isn't able to be marked as complete. @Scott Dickens or @Jack Trinqué how can this be marked as complete if there isn't a button for it on that specific order?	05:31 PM
	run this database command: update orders_pending set status = 'C', picked_up = 'Y' where id = 1458001	05:33 PM
	darren can assist with running that if needed	05:33 PM
Dougie Stevens	@Darren Sla please run that, not in a good spot to do that rn	05:36 PM
Darren Sla	on it	05:36 PM
	Done	05:38 PM
	@Dougie Stevens	05:38 PM
	Order is closed.	05:38 PM
Dougie Stevens	Preesh man	05:38 PM
Scott Dickens	sorry, thought i was still responding to rae ;)	05:43 PM
Dougie Stevens	Scott: 1 dougie: 0	05:45 PM
Rae Banaglorioso	hi guys, need help with 4th quarter. terminal 002 and table term 003 are not sending tickets to the kitchen, can someone look into it please?	05:47 PM
Scott Dickens	checking	05:48 PM
Darren Sla	@Scott Dickens seems like the terminal is not communicating properly again	05:48 PM
Rae Banaglorioso	cx asked a callback to this number 850 385 0017	05:49 PM
Scott Dickens	@Jack Trinqué can you get a field nation tech setup for 4th quarter?	05:54 PM
	they need to check the network and potentially replace the router or cables	05:55 PM
	this won't be any cost to 4th Quarter	05:55 PM

Rae Banaglorioso	ticket assigned to jack	06:21 PM
Jack Trinque	Will do. I'll reach out tomorrow to setup a time!	06:22 PM
Rae Banaglorioso	thanks guys	06:22 PM
Ernie Perez	Ernie Perez has shared a file image.png - 161.49 KB	Jan 18 2024, 11:31 AM
Scott Dickens	you can assign to me	11:31 AM
Ernie Perez	thanks!	11:31 AM
Rae Banaglorioso	hi team, i need assistance, online ordering not going in the back and front of the house, MID: hotspot paula callling in	01:55 PM
Jack Trinque	Usually that will mean software isnt running on the server computer, im checking it now.	01:57 PM
	yea software was closed, should be good for them now	01:58 PM
Rae Banaglorioso	thanks will update them	01:58 PM
	hi team, need assistance, on MID: alibi, mike calling in asking why are the sales reports not matching	03:09 PM
Dakota Post	With questions about reports, it's always best to start an email with them with screenshots of the report and exactly which numbers they claim are not matching.	03:15 PM
Rae Banaglorioso	ill have them email us the reporst? what email do we use sorry 😊	03:16 PM
Dakota Post	support@ordercounter.com	03:16 PM
Rae Banaglorioso	thanks!	03:16 PM
Dakota Post	yes, they can email us the reports, but the biggest thing is that we know which numbers they're trying to match	03:17 PM
	they're going to have trouble if they just click send email though	03:17 PM
	@Scott Dickens should we add support@ordercounter.com to the email thing	03:18 PM
Rae Banaglorioso	mike wants to talk to someone and doesnt want to go to the email about the sales report	03:18 PM
Scott Dickens	escalate that to @Jack Trinque	03:21 PM
Rae Banaglorioso	do i offer a callback or? wait for jack?	03:22 PM
Scott Dickens	offer callback if jack doesn't respond	03:22 PM
Rae Banaglorioso	right thanks	03:22 PM
Jack Trinque	sorry was helping matt with something. Are you still on with them? If not what is their number ill call them.	03:25 PM
Rae Banaglorioso	assigned the ticket to you and contact number is noted on the ticker	03:30 PM
	ticket*	03:30 PM
	hi @Ernie Perez , royce calling in about las palmeras. claims that you had setup a new terminal recently. wanting to know the credentials for the back office he forgot to ask about it MID: las palmeras (new location)	Jan 19 2024, 01:55 PM
Dakota Post	I believe he stepped out for a minute, he'll be back in a little bit	01:56 PM
Rae Banaglorioso	right do i assign the ticket to him or wait for his reponse?	01:56 PM
Dakota Post	Assign ticket	01:59 PM
Rae Banaglorioso	domo!	01:59 PM

Dakota Post	np	02:02 PM
Rae Banaglorioso	hi team need assistance setting up smokin moon SOS code 828 525 019. tablet setup.	03:20 PM
	how to setup a new tablet? this is for smokin moon AL on the other line. sos : 828 525 019	03:23 PM
Ernie Perez	in a call at the moment	03:24 PM
	@Jack Trinqué ?	03:24 PM
Rae Banaglorioso	do i provide a callback?	03:24 PM
Ernie Perez	sure	03:24 PM
Rae Banaglorioso	thanks man	03:24 PM
	who do i assign the ticket to?	03:25 PM
Jack Trinqué	If its a brand new setup that is something that needs to be scheduled. Was it the merchant calling or a partner, if you happen to know.	03:28 PM
Rae Banaglorioso	I believe it was the merchant. his name is al and is on the area right now.	03:30 PM
Jack Trinqué	ok what is his number? Ill try to reach out.	03:34 PM
Rae Banaglorioso	(956) 878-9276	03:34 PM
Dougie Stevens	It's for Smokin Moon; Al tried to call my cell when I was on a training. I'm in another meeting currently with Little Mexico	03:38 PM
Jack Trinqué	cool just wanted to change where the receipt prints. They are all good to go	03:50 PM
Dougie Stevens	Oh sweet, so it wasn't setting up a whole tablet?	03:52 PM
Ernie Perez	Could we get this one looked at for Qlaborate https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041165966	04:23 PM
Scott Dickens	Scott Dickens has shared a file image.png - 55.77 KB	04:28 PM
	they'll need to restart	04:28 PM
Rae Banaglorioso	@Ernie Perez @Scott Dickens marcus calling in about old hickory, issue still persist	05:11 PM
	keeps crashing every 10 mins	05:16 PM
	front end	05:16 PM
	ticket #35298	05:17 PM
Scott Dickens	checking	05:23 PM
	they had a bunch of receipts that were trying to print to 'kitchen' but they renamed their printer to 'kitchen1'	05:29 PM
	i removed those as the driver seemed to be using lots of memory trying to print them	05:29 PM
Rae Banaglorioso	ill give them an update, is a restart needed?	05:29 PM
Scott Dickens	no, just have them let us know if it happens again	05:30 PM
Rae Banaglorioso	aight thanks will call em back	05:30 PM
	hi team @Scott Dickens talking to marcus right now, he mentioned about the #34969 might be related to #35298.	05:38 PM

Scott Dickens	@Jack Trinqué any insight on that?	05:39 PM
Jack Trinqué	Yea that could be why if they have a terminal set to print to the old printer. He never responded to my question. I'll email him back in a few minutes.	05:43 PM
Rae Banaglorioso	@Scott Dickens hi scott marcus calling in again, claims that screen crashed 2 mins ago.	05:52 PM
Scott Dickens	i saw it	05:52 PM
	i just emailed him some questions	05:53 PM
Dougie Stevens	Got a weird situation at Uvalde where every unit including the server is getting a connection error screen. I'm trying to just use the IP address but the system will lock up when I change the DB settings on the server and the terminal. I see that SQL is running as it should be on the server and it does have SA and the password already filled in to connect. Anyone know what I should try on this? I'm able to ping the IP and host name as normal	Jan 20 2024, 08:28 AM
	I believe I figured it out but I'm not sure what caused it. SQL Server was maxing out CPU so I just force closed SQL and then started the services back up. She said this happens a bit; any way to stop this from happening again for them?	08:34 AM
Darren Sla	Darren Sla has shared a file image.png - 0.73 MB	01:06 PM
	Reverse my fees reported this to us, Eddy told me that this is slowing down transactions for the merchant.	01:09 PM
	This is also the server terminal btw.	01:11 PM
Scott Dickens	Try a EMV parameter download	01:13 PM
Darren Sla	Asking for languange	01:13 PM
	The message is	01:13 PM
	Seems like it is asking from a new install.	01:14 PM
	Did param download tho, I will ask them to try.	01:14 PM
Dakota Post	Sorry, I had to head to work to get my zoho password :sad:	02:12 PM
Darren Sla	No worries man, I got you.	02:12 PM
Dakota Post	anything I need to look at right now?	02:13 PM
Darren Sla	Nope, we're all good. I am just waiting for Eddy to reply. on that error message that he reported.	02:13 PM
Dakota Post	ok	02:13 PM
Darren Sla	Darren Sla has shared a file image.png - 22.15 KB	04:34 PM
	Nevermind, I think I know the answer.	04:35 PM
	Ticker refenrece, :https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000040337204	04:39 PM
	Customer went to the store asking for the refund. Looking at it I dont see any attempt of refund.	04:40 PM
	I advised the merchant to do a manual refund instead.	04:43 PM
Dakota Post	Ah ok	04:43 PM
	Was it online order	04:44 PM
Darren Sla	Nope, Table.	04:45 PM

Dakota Post	And so they didn't know how to refund it?	04:45 PM
Darren Sla	I dont think that they ask for it to be refunded.	04:45 PM
	Slight misscom.	04:45 PM
	But they should be good now	04:46 PM
	Ok	04:46 PM
Darren Sla	<div>Darren Sla has shared a file</div> <div>image.png - 69.02 KB</div>	Jan 21 2024, 11:04 AM
Dakota Post	I am not	11:04 AM
	Get the logs	11:04 AM
You	same	11:04 AM
Darren Sla	It says on google this code means that the card is blocked by the bank	11:04 AM
	But it is just weird, cause on the other terminal it will go through	11:05 AM
	Not on term1 nor term4	11:06 AM
Dakota Post	So it didn't work on 2 terminals but worked on a third	11:06 AM
Darren Sla	Yes, it works on term2 and term 3	11:06 AM
	But not on term1 or 4, they have the same error message.	11:07 AM
Dakota Post	CC setup is the same across all terminals?	11:07 AM
Darren Sla	Yes.	11:07 AM
Jack Trinique	Usually means pre auth is off on processor side, but they are trying to use it. Make sure that term isn't set to FD if the others are not.	11:07 AM
Darren Sla	Terminal 1 has the same settings for CC (cntrl+alt+\\) on term 2 (working terminal)	11:10 AM
	<div>Darren Sla has shared a file</div> <div>image.png - 481.13 KB</div>	11:10 AM
	<div>Darren Sla has shared a file</div> <div>image.png - 501.02 KB</div>	11:10 AM
	I checked all of the terminals and they looked the same	11:13 AM
	What's our next step?	11:17 AM
Jack Trinique	Try to redownload parameters. And probably restart software on the two not working. Make sure they aren't try to authorize cards, that is usually where that error comes from.	11:26 AM
Darren Sla	Copy.	11:27 AM
	Still the same, I made sure we went straight to check out.	11:36 AM
	Any other ts we can do?	11:58 AM
	Guys?	12:38 PM
Dakota Post	Just getting the logs	12:38 PM
	I thought you said the transaction went through on a different terminal?	12:38 PM
Darren Sla	Yes, as per merchant card transactions are going through on term 2 and 3	12:40 PM

	But on 1 and 4 it wont because of that error	12:40 PM
Dakota Post	So every single transaction right now won't go through on those terminals	12:41 PM
Darren Sla	On 1 and 4 yes	12:41 PM
Dakota Post	I thought you were talking about only one specific transaction	12:41 PM
Darren Sla	No, all of the cards that they do on those 2 temrinals that I mentioned will give them that error	12:42 PM
Dakota Post	Have you restarted those terminals	12:43 PM
Darren Sla	Nope	12:43 PM
Dougie Stevens	Did you also reload NETePay parameters on the director?	12:44 PM
Darren Sla	Yes.	12:45 PM
	Just weird cause on other terminals (2 & 3) card transactions works. But not on term 1 and 4 because of that error.	12:53 PM
	Still the same thing, I tried stopping and starting NetEpay manager.	01:14 PM
Dakota Post	You could try swapping the credit card readers	01:31 PM
Darren Sla	Have you seen anything on the logs?	01:32 PM
Dakota Post	I havent	02:07 PM
Darren Sla	@Scott Dickens@Jack Trinqué any idea on this situation?	02:08 PM
Scott Dickens	i'll take a look	06:22 PM
Darren Sla	@Scott Dickens were you able to figure what happened?	06:43 PM
Scott Dickens	still looking	06:43 PM
	found it	06:48 PM
	they turned on "adjust payments" which caused transactions to be attempted as pre-auths only on terminals they restarted after changing the setting	06:49 PM
Darren Sla	But what about the other terminals? Term 2 and 3 are working fine tho.	06:49 PM
Scott Dickens	i restarted term 2 and it had the same issue after i restarted it which made me check the settings	06:50 PM
Darren Sla	Gotcha, thanks!	06:50 PM
Rae Banaglorioso	hi team, MID: airport restaurant. as per ricky the caller, he already called this in last two weeks and ordercounter already updated the system however issue still persist. context: offline transactions not working up until now.	Jan 22 2024, 11:10 AM
	hi guys, i need assistance with elyana from MID: smokin moon. i need someone to reach out to her about dual pricing. she is kinda frustrated about how it works. I did try to explain it to her in the best way i could however shes still doubtful with my issue resolution. anyone available to explain it to her? callback number: 956 467 7733	01:17 PM
Ernie Perez	For Smokin Moon since they're frustrated with the way dual pricing is working it was agreed with the processor/partner. It might be a conversation that AI from BPS would need to be involved with. @Dougie Stevens Do you know about this?	01:26 PM
Darren Sla	I over heard that call. She's upset cause the credit card price is showing on the rear facing screen.	01:27 PM
	@Dougie Stevens are you the one who's working on Smoking moon? AI is on the line telling me that the cash price is also having the fees on it.	01:43 PM


Dougie Stevens	It's just the customer display. It needs to be adjusted on the back office. The prices are correct, it just looks like a bug with the customer display screen that can be chaned.	01:47 PM
Darren Sla	Is it all set now? so that I can reach out to the merchant and let her know.	01:48 PM
Dougie Stevens	Yes. It's the customer display settings. The credit and cash just need to be flipped on that for some reason	01:52 PM
Darren Sla	Awesome. I will call them now.	01:52 PM
	Thanks @Dougie Stevens	01:52 PM
Dougie Stevens	You're welcome	01:52 PM
Darren Sla	Is it possible to change the time format on the reports? (sepcifically on employee hour report)	01:57 PM
Dakota Post	you mean from 12 hour to 24 hour?	01:57 PM
Darren Sla	From 24 to 12.	01:58 PM
	Lol vice versa	01:58 PM
Dakota Post	of course	01:58 PM
Darren Sla	Where can I see that? and if i make that change, will it affect the previous reports?	01:58 PM
Dakota Post	it should	01:59 PM
	looking for it don't rmember where it is	01:59 PM
Ernie Perez	Back office > Regions	01:59 PM
Scott Dickens	settings -> regional i think	01:59 PM
Dakota Post	regional -> time format	01:59 PM
	<i>This message has been deleted</i>	01:59 PM
Darren Sla	Arigato people!	01:59 PM
Rae Banaglorioso	hi team, MID: airport restaurant. as per ricky the caller, he already called this in last two weeks and ordercounter already updated the system however issue still persist. context: offline transactions not working up until now. hi sorry i forgot to open up this to the meeting can someone look into this? thanks !	03:34 PM
Scott Dickens	checking this now	03:46 PM
Rae Banaglorioso	thanks man !	03:46 PM
Scott Dickens	offline does appear to be working for them. i processed the offline transactions...they'll go through with the batch today	03:50 PM
Rae Banaglorioso	will call them back ! thanks!	03:51 PM
Darren Sla	Darren Sla has shared a file image.png - 166.13 KB	04:28 PM
Scott Dickens	who is it for? have they already processed their offline transactions?	04:42 PM
	if they already did, they can't add tip and we'll need to get with processor	04:42 PM
Darren Sla	Cosimos.	04:44 PM
	Cosimos newburg, do we need to reach out to CRP for this?	04:45 PM
	I will just ask for the receipts.	04:45 PM
Rae Banaglorioso	hi guys i need help urgent. tim calling in doesnt want to hang up the phone claims he needs to have this fixed immediately	07:21 PM

	MID: Acasia Thai	07:21 PM
	context: amounts of tips doesnt match up, terminal says 5\$ however on the credit card reader its 58\$	07:22 PM
	ticket reference: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041321403	07:23 PM
Darren Sla	@Scott Dickens @Jack Trinqué any Idea why is that?	07:23 PM
	Tim wont let go of the phone.	07:23 PM
Scott Dickens	checking...	07:26 PM
Rae Banaglorioso	thanks man !	07:27 PM
Scott Dickens	i updated the settings...seems just terminal 2 was affected	07:27 PM
	have him try adding the tip again	07:27 PM
Rae Banaglorioso	@Scott Dickens thanks man !! DOMO!!!	08:10 PM
	hi team anyone available, eric has concerns regarding online ordering. doenst want a callback. he claims he needs to have it fixed asap.	Jan 23 2024, 12:27 PM
Dakota Post	What does he need fixed	12:30 PM
	Is it tipsy taco?	12:31 PM
Rae Banaglorioso	doesnt want to disclose and wants to discuss it directly to jack however, jack isnt available.	12:31 PM
	yup2	12:31 PM
Dougie Stevens	Xfer to 505 to me.	12:34 PM
	@Rae Banaglorioso	12:36 PM
	Please xfer immediately	12:36 PM
Rae Banaglorioso	@Dougie Stevens I advised him that you guys are currently engaged on something and will get back to him anytime possible, so he is expecting a callback. 8608062287	12:36 PM
Dougie Stevens	Okay sweet	12:36 PM
Darren Sla	@Scott Dickens What's the meaning of this situation agian, when the pax wont ask for the card anymore on Card transactions and it will just finish the transation?	02:16 PM
	Is it the ip address mismatch?	02:16 PM
Scott Dickens	so when they press credit, it just closes out the order?	02:21 PM
	if so, sounds like credit processing is turned off	02:21 PM
Darren Sla	Yes.	02:21 PM
	Let me check the settings	02:22 PM
	It is on.	02:23 PM
Dakota Post	what version	02:23 PM
Darren Sla	Credit card procesing is on.	02:23 PM
Scott Dickens	what location?	02:23 PM
Darren Sla	4.10.0.47 pacific LPC	02:23 PM
Scott Dickens	which terminal?	02:26 PM

Scott Dickens	which terminal?	02:20 PM
Darren Sla	I had the merchant do a test and it worked, but it took a while. It is an intermitent situation. Cause the way this account is set up, they're connected to the College internet. And there are a lot of connection at the same time. Seems to me because of that It will slow the card processing.	02:56 PM
Rae Banaglorioso	hi team, follow up from eric MID: tipsy taco. eric called back he's currently on the other line.	03:02 PM
Dougie Stevens	@Scott Dickens	03:02 PM
Scott Dickens	build almost done	03:03 PM
	actually just completed	03:03 PM
Rae Banaglorioso	went back to him, told him all is set, wants to talk to you 😊	03:04 PM
Scott Dickens	you can transfer him to me: 400	03:04 PM
Rae Banaglorioso	on it	03:04 PM
Darren Sla	Darren Sla has shared a file image.png - 181.83 KB	06:03 PM
	Darren Sla has shared a file image.png - 108.31 KB	06:05 PM
	MID: The big mansion	06:05 PM
	ORDERID: 56013401	06:05 PM
	Darren Sla has shared a file image.png - 216.85 KB	06:06 PM
	Version: 5.1.0.8	06:07 PM
	Anyone?	07:05 PM
Scott Dickens	checking	07:11 PM
	i cleared off the orders and will run some tests tonight	07:16 PM
Darren Sla	Thanks!	07:16 PM
Ernie Perez	@Scott Dickens Please check this out ASAP	Jan 24 2024, 08:56 AM
Dakota Post	what's their sos code	08:57 AM
	nvm i see it	08:58 AM
Dougie Stevens	Dougie Stevens has shared a file kds.png - 30.27 KB	09:53 AM
	That pic is the settings for the KDS that should have its items bumped by another station	09:54 AM
Jack Trinqu	I believe you should only need bump from all selected on the station that is going to be bumping the item.	09:56 AM
Dougie Stevens	That's what I figured, but I wanted to double check. It's for sure set on one view that is expo	09:56 AM
	@Scott Dickens Should we suggest that they roll back at this point?	10:06 AM
Scott Dickens	has josh looked at it yet?	10:10 AM
Dougie Stevens	The KDS, not yet but Ernie's ticket shows that they can't process payments on the server	10:14 AM
Scott Dickens	getting a device not found error when trying...meaning they need to check the connection to the vp8300	10:17 AM

Ernie Perez	wasn't the server it was term2	10:19 AM
Scott Dickens	ah	10:23 AM
Dougie Stevens	Qlab said that term 2 was the server when I was on with them	10:24 AM
Scott Dickens	dakota fixed it	10:25 AM
	the credit card issue	10:25 AM
Ernie Perez	what was it just got off phone	10:25 AM
Scott Dickens	terminal 3 fixed as well	10:29 AM
Rae Banaglorioso	hi guys, i have a bit of situation. i talked to mike from MID: Al's pizza. im not sure but on set of the call he is really frustrated. I checked on the terminals, server is down. From the information he gave me it seems that server is stuck on log in screen cos he was asking for the password and it seems that its for the windows log in. he said that people removed the keyboard from server and will get it fixed last week. he has other few other concerns like the tablet we provided as he claims he was told that someone will set it up personally there at the site. someone from tier 2 can look into it and pacify the situation? callback number 717 258 0006	11:20 AM
	he asked to call him back and if he doesnt answer retry calling him till he answers cos he is busy atm its lunch time thats his request.	11:17 AM
Darren Sla	I saw that error, the terminals are looking for the server and stuck on connection screen.	11:18 AM
Scott Dickens	the user was logged in...but was locked...checking if it does that with screen saver	11:24 AM
	changed it to never turn off monitor (was set to after 20 mins)	11:25 AM
Dougie Stevens	I will reach out to Mike (the owner) on this as well	11:57 AM
Rae Banaglorioso	thanks guys !	12:00 PM
Darren Sla	@all how do you activate tablet's CC readers?	03:31 PM
	Tres calling in asking to activate the card readers on the 3 tablets that they have on UMH	03:33 PM
	If someone can help me out with that and call Tres if you can that'll be great.	03:33 PM
Scott Dickens	anyone working on the tablets for Tres?	04:09 PM
	i got it	04:23 PM
Rae Banaglorioso	hi @Scott Dickens can you help me out with this.	07:04 PM
	Rae Banaglorioso has shared a file image.png - 0.54 MB	07:05 PM
	SOS code: 581678582	07:06 PM
	MID: tie breakers	07:07 PM
Dougie Stevens	@Scott Dickens Ralph called in to follow up on this. I don't think it will affect anything with the EOD or not allow them to close out. Is this the case?	08:24 PM
	Also, Rae make sure you name the ticket something other than the person that called so it's easier to find	08:24 PM
Scott Dickens	That is an unapplied credit transaction...its not showing anything because its not applied	09:24 PM
Dougie Stevens	It wasn't in unapplied though when I checked. Are they going to lose that transaction?	Jan 25 2024, 04:25 AM
Ernie Perez	Ernie Perez has shared a file image.png - 53.44 KB	Jan 26 2024, 01:58 PM

Dakota Post	what are you trying to do	01:59 PM
Jack Trinique	Usually means masterservice isnt running. If it is try to restart it.	02:03 PM
Dougie Stevens	Can someone check out Dagwoods? Speedmods aren't showing certain modifier mods for the ADS Burger under all day specials. I made sure they're enabled and refreshed the software as well to see if that would resolve it. They're brand new and their mods are build for modifier mods so they can't currently remove things	Jan 27 2024, 12:23 PM
	Dougie Stevens has shared a file IMG_7581.PNG - 139.52 KB	12:23 PM
Darren Sla	Yep, But I tried doing it as normal and it will work. But not on speed mode.	12:23 PM
	On that screen if I hit done and go back to the item, I can use the speedmod outside.	12:24 PM
Dougie Stevens	Please use term 3	12:24 PM
	Gotcha, can someone check into why it's happening? And Darren can you hop on and just disable speed mods for it briefly. I'll alert him rq before we bord	12:25 PM
Darren Sla	By the way they have intermittent internet connection, cause the line coming from outside got hit by a truck.	12:25 PM
	They're working on replacing it.	12:25 PM
	on it	12:25 PM
	Term 3 seems to be frozen on my end. I can try to quickly disable the speed mod on that item on term 2.	12:26 PM
	Speed mod disable on the item	12:28 PM
Dougie Stevens	Perfect! Can you throw a ticket together and assign it to whomever is escalation this weekend to check on when possible. Not normally an emergency but they're a new merchant so everything is tech an emergency for them. Have a temp workaround w disabled speed mods	12:29 PM
Darren Sla	I got the ticket set already.	12:30 PM
	With the screen shots as well.	12:30 PM
Dougie Stevens	Thanks!	12:30 PM
Jack Trinique	Darren grab a database backup and put it on support test computer please.	12:32 PM
Darren Sla	On it.	12:32 PM
Dougie Stevens	Thanks Jack! Keep me posted on what you find. I didn't see any settings that were off, but if that's what it is shoot me a note so I ensure it doesn't happen again if it was something by I can prevent	12:39 PM
Jack Trinique	Looks like there were blank modifier mods between some of them. I'm trying to find the best way to fix it. But might need to add test ones for the time being. Full fix will likely require redoing the entire modifier sets. Will likely be easier for them if we use a blank one while it is fixed by development.	01:13 PM
	Ok I should have a way to resolve it, it will likely be best to do it once they close because of what is needed though, and since it is working for the time being. Try to see what time they close.	01:40 PM
Darren Sla	I will call them	01:41 PM
	They close @11pm EST. They open 11am EST. I suggest doing it before they open.	01:47 PM
	Assigning ticket to you @Jack Trinique	02:03 PM
	Darren Sla has shared a file image.png - 376.13 KB	04:06 PM

	<div>  <div>image.png - 378.18 KB</div> </div>	
	<div> <div>Darren Sla has shared a file</div> <div>image.png - 118.65 KB</div> </div>	04:07 PM
	This happening on the server, and becuase of that the terminals are acting up	04:08 PM
Dougie Stevens	Check event viewer to see if it gives any better info	04:08 PM
Darren Sla	I restarted the server, cause they have customers. Let me see if that will help out	04:08 PM
	it did help out but the tablets are acting up still	04:28 PM
	<div> <div>Darren Sla has shared a file</div> <div>image.png - 78.68 KB</div> </div>	04:29 PM
Jack Trinique	That will be something with the memory on the computer itself. What location?	04:30 PM
Darren Sla	B&J	04:30 PM
Jack Trinique	Changed it. They will need to restart again when they get a chance. It looks like it was custom set to a lower amount that it should have been.	04:35 PM
Darren Sla	Copy, will let them know. Thanks!	04:36 PM
	<div> <div>@all is there anyway to split the Non cash adj? Context: QLAB calling in asking if it is possible, they said that the ticket has been split into 2 and the cusotmer will pay 2 separate cards. They want to know if there is a way to split the fee's as well?</div> <div>Jan 28 2024, 11:56 AM</div> </div>	
	I think I got it.	11:58 AM
	Nevermind the question.	11:58 AM
Jack Trinique	It should auto split, might have to go to checkout to see it.	12:03 PM
Darren Sla	Yep, I realized the payment will rely on the method that they will use.	12:03 PM
	I was caught off guard by Qlabs question. lol	12:04 PM
Rae Banaglorioso	<div> <div>hey guys, can someone point me to the right direction? context: we added pre auth payment for \$5, when testing it error comes up card cannot be verified. tested 2 cards still the same MID: The Grey Taproom</div> <div>Jan 29 2024, 11:40 AM</div> </div>	
	what might be the cause of this error?	11:53 AM
Dakota Post	it's probably a setting	11:53 AM
	let me try to get james	11:53 AM
	@James Hawthorne	11:53 AM
	can you send me a screenshot of the error	11:56 AM
	@Rae Banaglorioso	11:56 AM
	he said maybe the account isn't set up for pre-auths	11:58 AM
	does a normal sale work?	11:58 AM
Rae Banaglorioso	yup2	12:16 PM
	<div> <div>Rae Banaglorioso has shared a file</div> <div>image.png - 467.8 KB</div> </div>	12:17 PM
	a normal sale work	12:17 PM
	i just set it up earlier for pre auth 5\$	12:17 PM

	via BOH		12:17 PM
Dakota Post	It's probably not set up on the processor's side. datacap or whatever processor they have. It's a setting on their end.		12:23 PM
	they're on latest release?		12:23 PM
Rae Banaglorioso	who do they ask for setting it up? Grey taproom is asking.		12:27 PM
	do they need to contact processor to set it up for them?		12:32 PM
Dakota Post	who's their partner		12:30 PM
Ernie Perez	it's ours		12:30 PM
Dakota Post	then... i guess... us?		12:31 PM
	@Jack Trinique		12:31 PM
Darren Sla	Hi Team, I need help with this ticket https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000041852515 Discrepancy on deposit vs batch	Jan 30 2024, 11:00 AM	
Rae Banaglorioso	hi guys, setting up kitchen printer encounters an error		11:42 AM
	Rae Banaglorioso has shared a file image.png - 429.43 KB		11:42 AM
	SOS: 192912457		11:42 AM
Ernie Perez	in a call		11:43 AM
Jack Trinique	checking		11:44 AM
	should be good. Needed to run REGDIIs. If this is ValueSystems you are talking to, Make sure they know that it could cause issues to have two different types of printers at the location. Looks like they have epson and bixelon setup. It is recommended to have all the same.		11:49 AM
Rae Banaglorioso	thanks @Jack Trinique !		11:51 AM
Darren Sla	@all anyone can help me out on La petite Joie, I did everything I can with their networking. Situation : Pax is unable to communicate, It wont give the IP address. I had them connect it directly to the router but still won't communicate Kitchen is on but it is not showing on the network. Issue started: One server threw a towel at the back where the cables are set and the internet went down (I was able to fix it), now everything got unplugged and seems to be the network is messed up. Megan (Person at the location) dont have any idea on how to work the wirings out as she is not familiar how it was set up. The owner is not at the location, she dont know the IT guy, the manager that usually call is not available.		01:09 PM
Jack Trinique	Computer is on a different network than the pax device was. Needs to be on the correct network.		01:22 PM
Darren Sla	No ports available on the network.		01:58 PM
	I got the IP on the pax, but It wont ping it		01:58 PM
	Yeah it is showing on a different network. 192.168.1.1 on the terminal and on pax it is on 0.102		01:59 PM
Jack Trinique	Yea different network. They might have connected terminals to wrong router when they reconnected stuff.		02:00 PM
Darren Sla	Yeah, I am figuring it out.		02:01 PM
	Darren Sla has shared a file image.png - 374.35 KB		02:21 PM
	Is it not that Ehternet port?		02:24 PM

	It is on port1 now, but that ethernetport shoinw 10009?	02:25 PM
Jack Trinique	might be something on the config/processor side. What is the serial number of the pax device?	02:29 PM
Darren Sla	That I was not able to get.	02:29 PM
	Give me a sec.	02:29 PM
	53823434	02:30 PM
Jack Trinique	ok and when you changed the ip, you changed the gateway and ensured the subnet mask was correct as well?	02:33 PM
Darren Sla	I did not touch the subnet mask, I only touched the IP .	02:34 PM
Jack Trinique	what about the gateway?	02:34 PM
Darren Sla	Yeap, the gateway is the same	02:35 PM
	192.168.1.102	02:35 PM
	I mean that's what I set on the PAX	02:35 PM
Jack Trinique	no gateway would have been set to 192.168.0.1 originally that needs to be changed to 192.168.1.1	02:35 PM
	will be the same section in the pax settings, should be just below the IP address option	02:35 PM
Darren Sla	it is now working, Thanks @Jack Trinique !	02:57 PM
Jack Trinique	Awesome	02:57 PM
Rae Banaglorioso	hi team, can i get assistance with this. Cosimos Newburgh calling in. the payment has been made however the manager added grauity on it, now the table did not close. because of the gratuity.	06:26 PM
	Rae Banaglorioso has shared a file image.png - 499.04 KB	06:27 PM
	Rae Banaglorioso has shared a file image.png - 0.87 MB	06:27 PM
	we tried to alter the gratuity, however it will say it will clear the payments on this check.	06:28 PM
	caller wants to remove the gratuity	06:34 PM
Scott Dickens	Try running this: update orders_tickets set gratuity = 'N' where order_id = 4178508	06:34 PM
Darren Sla	on it	06:34 PM
Scott Dickens	Then reapply the credit transactions from checkout functions -> unapplied credit transactions	06:35 PM
Darren Sla	@Scott Dickens payment is not showing on unapplied.	06:36 PM
	Darren Sla has shared a file image.png - 154.91 KB	06:37 PM
	Darren Sla has shared a file image.png - 368.03 KB	06:51 PM
	Seems like she was about to add the tip, but instead accidentally put it on gratuity and on percentage .	06:53 PM
	Guys?	07:29 PM
	They might not be able to completely do EOD, if this wont be corrected.	07:38 PM
Scott Dickens	just saw this...taking care of it, thanks guys	07:39 PM

Darren Sla	No worries! Thank you Scott. We're heading out.	07:40 PM
Rae Banaglorioso	thanks @Scott Dickens !	07:40 PM
	who can i assign the ticket to?	07:40 PM
Scott Dickens	Me	07:40 PM
Rae Banaglorioso	domo sensei !	07:40 PM
Darren Sla	Team who sent the Card readers for BT Miami? Is it Us or Elite Payments?	Jan 31 2024, 01:30 PM
	They need 2 asap.	01:30 PM
Scott Dickens		01:34 PM
	we do are they replacements?	01:34 PM
Darren Sla	Nope, they want to get 2 devices.	01:34 PM
	They want to get it Asap @Scott Dickens if we can do next day that'll be great.	01:37 PM
	Let me know if we can do that, I have to call him as promised.	01:37 PM
Scott Dickens	we can get 2 shipped out overnight...if they're not replacements what are they using them for? all their terminals should already have a device	01:38 PM
Darren Sla	I will clarify, I can call him right now	01:38 PM
	I will let you know	01:38 PM
	@Scott Dickens one is for replacement term3 cc reader is not properly working as per Carlos, and the other one will be a back up .	01:42 PM
	Need to be delivered to 5922 South Dixie Highway South Miami 33143 and needs to be delivered after 12pm cause that's the time that they open.	01:44 PM
Scott Dickens	got it...darren b's going to get it shipped out	01:55 PM
Darren Sla	Awesome, I will Dm Darren.	01:56 PM
Rae Banaglorioso	<i>This message has been deleted</i>	02:50 PM
	<i>This message has been deleted</i>	02:51 PM
Scott Dickens	hi guys, MID: tavern 1820 calling in for the screen replacement already arrived and its asking for serial number software activation to activate the order counter.	06:17 PM
	@Jack Trinique are you able to set this up for them?	06:18 PM
Jack Trinique	Yea I can. I'll let you know when it's done rae	06:20 PM
	Looks like they just batched. Are they closing for the night? Or did they mention anything about it	06:21 PM
Rae Banaglorioso	theyll close at 12 mid central time zone	06:21 PM
	thats what he said	06:21 PM
	midnight*	06:22 PM
Jack Trinique	Ok cool	06:22 PM
Rae Banaglorioso	but the person i spoke with mentioned that he wont be there for a long time, so he wants it fixed if possible right now.	06:25 PM
Jack Trinique	Should be all set. Have them test a transaction and make sure everything prints as well as the cash drawer	06:36 PM

	opens.	
Rae Banaglorioso	NOTED ! THANKS SENSE!!!!	06:36 PM
		06:53 PM
	update on tavern 1820, tested printers, and drawer all good thanks again pipz! hi guys, who do i ask for screen replacement? David bbq #1 39th ave screen replacement:https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042118100	Feb 01 2024, 03:24 PM
	cx requesting a screen replacement. ernie confirmed they are covered.	03:28 PM
	hi guys asking for assistance with MID: Sammy Barkers joel calling in issue1: Online ordering did not create a ticket order, cx claims that they only recvd the email order but not a ticket for them to proceed with making the order. issue2: credi card reader on kiosk encouters an error. i asked what specific error do they encounter he claims that he forgot cos he cleared it out immediately	06:20 PM
	cx claims that issue2 is something that isnt new and was calling about it before, and issue still keeps happening	06:28 PM
Ernie Perez	Thanks, can you create a ticket on this and we can check on it.	06:33 PM
Rae Banaglorioso	who do i assign the ticket to?	06:35 PM
	Rae Banaglorioso has shared a file image.png - 20.98 KB	06:41 PM
Ernie Perez	Me please	07:03 PM
Rae Banaglorioso	thanks!	07:05 PM
	hi guys, anyone available for MID : LA HACIENDA. issue: Server is UP and running, terminals are dead. caller claims that theres something wrong with database. caller is from chicago POS systems	Feb 02 2024, 12:58 PM
	anyone available for La hacienda? cx claims that theres something in the database that doesnt let the other terminals communicate with the server.	01:00 PM
Jack Trinique	did you get an sos from any of the terminals? What is their number i can give them a call	01:15 PM
Rae Banaglorioso	847 343 9477	01:24 PM
Jack Trinique	They are all good to go.	01:32 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 358.46 KB	05:17 PM
	Rae Banaglorioso has shared a file image.png - 178.75 KB	05:19 PM
Ernie Perez	Leave remote access open for that but create a ticket and post it here please get customer email	05:21 PM
Scott Dickens	fixed...have them let us know if it happens again, then i'll get james to dig into it	05:25 PM
Rae Banaglorioso	<i>This message has been deleted</i>	05:25 PM
	ill get back to jairo after this call.	05:27 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042201932	05:35 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 37.02 KB	Feb 03 2024, 11:18 AM
	Also, they keep having issues connecting to remote back office. I see some events in event viewer for PHP as well as Apache where they failed/got corrupted. How can I remedy the PHP corruption one?	11:20 AM
	Dougie Stevens has shared a file	

	Dougie Stevens has shared a file	11:20 AM
	php-labella.png - 187.85 KB	
	Dougie Stevens has shared a file	11:20 AM
Ernie Perez	apache-labella.png - 160.49 KB	
	We could just turn the previous year part off for now and grab db to look at later.	11:22 AM
	Not sure on the php failing.	11:22 AM
Dougie Stevens	@Scott Dickens or @Jack Trinqué any idears?	11:34 AM
Scott Dickens	It's either a bug or the setting was changed at some point	11:45 AM
Dougie Stevens	I meant for the php and Apache part. I tried googling but most of its vague or not related	11:46 AM
Scott Dickens	Maybe reinstall the vc-redis in the setup/software folder	11:47 AM
Dougie Stevens	On it	11:47 AM
Darren Sla	Darren Sla has shared a file	
	image.png - 152.2 KB	01:27 PM
Ernie Perez	Merchant was anot able to batch out because of this error.	01:29 PM
	I've seen that before but don't think it prevents the batch. Do they have more than 1 pax?	01:31 PM
	That I am not quite sure. This is for Dinos.	01:31 PM
Darren Sla	They have 2 terminals.	01:31 PM
	I did check on the batch and it showed that the last batch was yesterday at the same time	01:32 PM
	They're trying to batch last nights transaction.	01:33 PM
Ernie Perez	Two pax they might not have had the other online when they ran batch	01:33 PM
	Try having them run on the other terminals too	01:33 PM
Darren Sla	Gotcha, let me call them back	01:33 PM
	Darren Sla has shared a file	01:40 PM
	image.png - 109.17 KB	
	I went back to term1 and try to batch out it said the message again with other pax not being cleared	01:41 PM
	any thoughts @Scott Dickens ?	01:41 PM
	They will be open by 2pm.	01:55 PM
Scott Dickens	I won't be able to take a look until later today. It sounds like it batched but I'll need to verify	02:23 PM
Darren Sla	Copy, I called him and let him know. And gave him heads up, cause they are already open. I told him if in any case the batch did not go through, he will try to batch tomorrow or later tonight once they are close.	02:25 PM
Dougie Stevens	Dougie Stevens has shared a file	03:26 PM
Darren Sla	docks-terminal-lock.png - 285.43 KB	
	Is it not a virtual memory issue?	03:27 PM
Ernie Perez	Never seen that image but give it a shot Darren with increasing virtual memory	03:30 PM
Dakota Post	What do the logs look like?	04:14 PM
	It could be an issue where the log files are too large and takes too long to write to which causes this kind of problem	04:16 PM

	.	
Darren Sla	Hi team, Jairo called in again. He said that Sunrise cafe is experiencing the same thing as yesterday . https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042201932	04:41 PM
	Darren Sla has shared a file image.png - 239.35 KB	04:46 PM
Ernie Perez	Can you have Jairo provide an SOS code. I think Scott logged in last time to fix but not sure what he did.	04:46 PM
Darren Sla	166891270	04:46 PM
	Based on the previous ticket, we need to get this to James to look into.	04:47 PM
	But it needs to be fix right now before doing that.	04:47 PM
	Seems like they shut down the terminal	04:47 PM
	I will get a new SOS code.	04:47 PM
	NEW SOS: 547368863	04:49 PM
	Darren Sla has shared a file image.png - 0.68 MB	05:14 PM
Dakota Post	Version?	05:15 PM
	@ Scott Dickens when was simple credit settings released	05:16 PM
Darren Sla	Darren Sla has shared a file image.png - 105.07 KB	05:16 PM
Dougie Stevens	Gary was on 5.0.0.18	05:16 PM
Dakota Post	Ok so I don't think it's that	05:16 PM
Darren Sla	I restarted the terminal and did a test, and it seems to be working fine.	05:20 PM
	We still need to look into this tho.	05:20 PM
Dakota Post	Is there a large amount of logs	05:29 PM
Scott Dickens	Gary needs to schedule update. One of our customers had same issue and update fixed it	05:33 PM
Dougie Stevens	So we need to also update Coastal	05:33 PM
	Should this be done tonight since they're experiencing this or wait until Monday?	05:34 PM
Darren Sla	Coastal will be close by 12pm	05:34 PM
Scott Dickens	Should wait until monday	05:35 PM
Darren Sla	I will let Coastal know.	05:36 PM
	Thanks guys.	05:37 PM
Dougie Stevens	Someone accidentally voided a gift card payment on a transaction but they no longer have the gift card on site. Can I set the status to C inseed of V to have it show back up to add a tip in or is there something else I will need to do?	09:21 PM
Scott Dickens	you might need to install erlang first	09:42 PM
	based on that error	09:42 PM
Dougie Stevens	4th Quarter has had an issue where the server drops all of the RDP sessions and makes it to where I can't get into the server on splash top. Terminal 1 doesn't seem to ever lose conection to the server, though. Any ideas on what I can do here? I'm just getting the reconnecting screen on the server. I had them unplug the	10:06 PM

	ideas on what I can do here: I'm just getting the reconnecting screen on the server. I had them unplug the ethernet and replug; can't power cycle or they'll lose terminal 1	
	Also, why do we host terminal 2 as an RDP session for them?	10:09 PM
Scott Dickens	restart the server...terminal 2 i don't think should be rdp anymore	10:09 PM
Dougie Stevens	AI is calling me directly and telling me that none of the KDS at smokin moon are making a noise. Can someone please check on this and call him? I know they're all set to make the noise. He mentioned something about a recent settings change, not sure if that could have affected it	Feb 04 2024, 02:04 PM
Ernie Perez	I'll call	02:07 PM
	@Scott Dickens We can replace the kitchen arrive sound that is in the KDS software for a louder sound?	02:20 PM
	when we tested speakers with a song on youtube it played just fine and 4 times as loud as the kitchen arrive sound	02:20 PM
Scott Dickens	i believe it can be changed	02:21 PM
Ernie Perez	Ok nice	02:24 PM
Darren Sla	Darren Sla has shared a file image.png - 62.02 KB	05:20 PM
	Darren Sla has shared a file image.png - 141.4 KB	05:21 PM
Scott Dickens	Have then unplug it and plug back in then try again. If that doesn't work, is it a new device? It may not be loaded properly with encryption	05:22 PM
Darren Sla	I dont think so, It is from Wing Madness Springfield	05:25 PM
	I was able to have it unplugged and re-lugged but it is showing the same thing.	05:42 PM
	It is not a new device.	05:45 PM
	They have Verifone device	05:48 PM
	The last time that they were able to use it was last night as per hte merchant.	05:56 PM
Ernie Perez	Sounds like reader needs to be replaced or the cable. Unfortunately these have specific cable for verifones. Could you create the ticket and send to the partner for wing madness? I think it's crp	05:58 PM
Darren Sla	Yep, it is CRP.	05:58 PM
	I will let the merchant know about it.	06:01 PM
Rae Banaglorioso	hi guys chris calling in for the CC setup, MID: hair of the dog. claims that he needs help for setting it up cos it is still not working with the instructions from scott.	Feb 05 2024, 02:19 PM
	setting up VP 300	02:20 PM
	anyone available?	02:20 PM
Dougie Stevens	xfer 505	02:23 PM
	give me the ticke tplease	02:25 PM
Rae Banaglorioso	hi team anyone available for CC setup buckland? i have esty on the other line @Scott Dickens @Jack Trinke dougie is still engaged on a phone call	02:40 PM
	Rae Banaglorioso has shared a file image.png - 248.29 KB	02:52 PM
	just that and goes back to the screen batch doesnt go through	02:52 PM

	Rae Banaglorioso has shared a file image.png - 374.45 KB	02:52 PM
	Rae Banaglorioso has shared a file image.png - 226.88 KB	02:53 PM
Darren Sla	Seemsike it is already batched out on processor side	02:53 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 175.78 KB	02:56 PM
Darren Sla	I checked it, it is showing tips on it.	02:57 PM
	But no more batch showing.	02:57 PM
	@Scott Dickens @Jack Trinqué can someone look into it? Seems like there is auto batch set on credit card processor side.	02:57 PM
Rae Banaglorioso	hi team, cx wants to have a screen shot of how much will be btaching out and wants us to batch out for her cos she is leaving the shop already	03:04 PM
Ernie Perez	The batch report can be scheduled to send to them and an auto batch can be setup for them. What merchant is it?	03:06 PM
Darren Sla	Ginas	03:06 PM
Ernie Perez	IDK them	03:07 PM
Darren Sla	Gina's Deli	03:07 PM
Scott Dickens	i printed the batch report for gina's deli. the print out will be waiting for them at the terminal	03:52 PM
Darren Sla	@Scott Dickens Am I right with this? " Seems like there is auto batch set on credit card processor side"	03:53 PM
Scott Dickens	correct	04:03 PM
Rae Banaglorioso	hi team anyone available for CC setup buckland? i have esty on the other line dougie is still engaged on a phone call any update on this please?	04:07 PM
Dakota Post	@Scott Dickens	04:10 PM
Darren Sla	Darren Sla has shared a file image.png - 481.97 KB	04:16 PM
	Friewall is off too.	04:16 PM
Dakota Post	It's probably on a different port	04:17 PM
	try :8080	04:17 PM
Darren Sla	It was on 80	04:17 PM
Dakota Post	the address is wrong in some way, that's an IIS website	04:17 PM
	where'd you get the address	04:18 PM
Darren Sla	local IP	04:18 PM
	localhost:80 will show the same	04:18 PM
	I also tried the saved Link directly to BOH still the same	04:18 PM
Dakota Post	location is	04:18 PM
Darren Sla	Gina's Deli	04:18 PM

Darren Sla	Gina's Dell		04:18 PM
Dakota Post	has this been set up?		04:22 PM
Darren Sla	Not that I am aware of		04:22 PM
Dakota Post	have they ever used the back office?		04:23 PM
Darren Sla	Gonna be honest, I am not sure.		04:23 PM
Dakota Post	@Darren Sla done		04:29 PM
	In order to fix that you need to find the IIS Admin Service and stop it.		04:30 PM
	then search for IIS Manager and Click "stop" under the action window on the right		04:30 PM
	you'll also need to go to the properties tab under IIS Admin Service and set startup to "Disable"		04:31 PM
Rae Banaglorioso	hi guys, did anyone already setup online ordering for fratelis ? i have value system and doordarsh waiting on the other line. value system claims that someone had already set it up however when doing test, a message pops up on doordash saying "waiting to be confirmed" .	Feb 06 2024, 01:28 PM	
	hi team, anyone familiar to Kurt Weis? St. Gabriels Lodge requesting for equipment he claims he already did communicate via email but no one got back to him around three weeks ago.		01:46 PM
Dakota Post	Are you able to find the email?		01:46 PM
	Did he email someone in particular or just support?		01:46 PM
Rae Banaglorioso	he said someone emailed him. i did not see the email		01:47 PM
Dakota Post	Ok can we get the name of the person on the email that emailed him?		01:48 PM
	That way I can go talk to them and see what happened		01:49 PM
Rae Banaglorioso	charles shawbert?		01:50 PM
	this is the callers email: tinman63.kw@gmail.com		01:52 PM
Dakota Post	Ok, sounds like a partner. Let me see who that is and we will get back in touch with them.		01:52 PM
Rae Banaglorioso	he spoke with charles shawbert		01:52 PM
Dakota Post	Alright, thanks Rae.		01:52 PM
Rae Banaglorioso	will you be calling him? i have his phone number		01:53 PM
Dakota Post	I don't know right now who will be calling him, but I will let you know if someone else is reaching out.		01:53 PM
Rae Banaglorioso	THANK YOU!!!!!! will wait		01:54 PM
Scott Dickens	Matt will be reaching out after meeting		01:56 PM
Rae Banaglorioso	I assigned the ticket to travis thanks you gguys !		02:00 PM
	hi guys , chris from turnkey. calling in to setup tablet and cc proc. claims that he called in yesterday for this one and was told to give us a call to set it up. MID: Hair of the dog currently waitin otp with him rn		03:12 PM
	anyone available?		03:13 PM
Dougie Stevens	Ernie and my self are both in meetings. @Jack Trinke or @Scott Dickens are either of you available for that?		03:14 PM
	Note: I did speak with him on ensuring to schedule these things yesterday. I let him know we would have someone available but it slipped my mind yesterday to make sure one of you were good; this one is on me		03:15 PM

Scott Dickens	@Jack Trinqué - you got this? i'm a little backed up	03:24 PM
Jack Trinqué	yea just got John all good. Ill give chris a call	03:29 PM
Rae Banaglorioso	assigning the ticket to @Jack Trinqué thanks guys	03:29 PM
	AL calling in for the KDS in smokin moon. Its freezing	03:37 PM
	anyone available?	03:37 PM
Dakota Post	I think we should just get him on the phone with Josh, @Scott Dickens what do you think	03:38 PM
Rae Banaglorioso	AL is waiting on the other line.	03:38 PM
	when he came in today, it was all black. he is asking If the screen fills up with orders, does it supposed to turned all black ?	03:40 PM
	anyone available? AL is waiting.	03:40 PM
	when he turned it back on its filled with orders.	03:40 PM
	Hello ? anyone ?	03:40 PM
	this is for smokin moon	03:41 PM
Scott Dickens	the whole screen was black?	03:41 PM
	like it was off?	03:41 PM
Rae Banaglorioso	yup2 he had to restart and power it on thats what he claims	03:42 PM
Scott Dickens	did we login at all before that?	03:42 PM
Rae Banaglorioso	that i dont know, what do you mean? can you enlighten me?	03:42 PM
Scott Dickens	did he restart it before calling?	03:43 PM
Rae Banaglorioso	yup2	03:43 PM
Scott Dickens	go ahead and transfer to me: 400	03:44 PM
Rae Banaglorioso	hi scott will be assigning the ticket to you thanks !!!!	03:46 PM
Darren Sla	Hey team, anyone has any Idea why this is happening ? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042548590 Screen of the terminals are Glitching. I had her sent a video , at first it was just terminal 1, now all of the terminals are doing it.	03:58 PM
	Earlier I had her tilt the screen up and down to see if it fixes it, but it did not do the trick, but out of nowhere she emailed me back and told me that it is working.	04:00 PM
	Nnow she emailed me and telling me that all of the terminals are doing it.	04:00 PM
Dakota Post	It honestly looks like they're holding a magnet up to it.	04:02 PM
	Don't tell them that's the problem though	04:02 PM
Darren Sla	They cant process orders because of that.	04:02 PM
Dakota Post	It definitely looks like a hardware issue though, have we tried restarting it? If so, does it fix it in the meantime or how long does it happen again	04:03 PM
Darren Sla	Yep, I did that I had term1 restarted but it still did it. They even manually turn off the terminal using the power button.	04:03 PM
Dakota Post	I do not know what causes that.	04:04 PM

Darren Sla	They said it has been happening before, on term 2 but it fixes it self.	04:04 PM
Dakota Post	it could be a problem with the graphics drivers, have we tried updating those	04:06 PM
Darren Sla	I dont think that it is on drivers. Cause when I log in nothing is going on.	04:07 PM
	If you log on to their computers it seems like nothing is going on, but on merchant's side it is glitching	04:08 PM
Dakota Post	then it's most likely a hardware issue, let me talk to darren buono	04:08 PM
Darren Sla	Please let me know on what will be the next step on it. Thanks!	04:13 PM
Scott Dickens	it is a hardware issue	04:33 PM
	its happening on all the terminals?	04:33 PM
	that would be extremely odd	04:33 PM
Darren Sla	Yes, it is happening on all terminals.	04:44 PM
	What would be our next stip on this?	04:55 PM
Scott Dickens	she still on the phone?	04:57 PM
Darren Sla	No, I was communicating with her via email.	04:57 PM
Scott Dickens	do you have her number?	04:57 PM
Darren Sla	3527278508	04:58 PM
	Kelly is the name	04:58 PM
Scott Dickens	just spoke to her...terminal 1 and 2 are working again	05:00 PM
Darren Sla	Yes, that will go in and out	05:00 PM
Scott Dickens	terminal 3 isn't so i had her power it down and unplug it for a few minutes	05:00 PM
	working on a permanent solution	05:01 PM
Darren Sla	Thanks!	05:01 PM
	What's causing that to happen @Scott Dickens ? I know usually we just tilt the screen.	05:01 PM
Scott Dickens	We have a bios update that may fix it. We're trying that.	05:03 PM
Darren Sla	@Scott Dickens there is a similar situation with Beaver tap, the issue goes in and out. They did the same TS that you did where you had it unplug from the power source and plug it back in.	05:35 PM
	But it is happening again.	05:35 PM
Scott Dickens	message darren to get the bios update file	05:37 PM
	he has the details	05:37 PM
Darren Sla	on it	05:38 PM
Rae Banaglorioso	hi guys asking for assistance MID: B&J seafood a transaction is not showing on transaction report. i have the order ID and a proof of the recpt. when i and the caller checked BOH together we cant see the specific order id. please check this ticket: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042564682	05:54 PM
	Rae Banaglorioso has shared a file image.png - 0.72 MB	05:55 PM
	Rae Banaglorioso has shared a file	

	image.png - 0.57 MB	
Darren Sla	Have them try to plug it on a different usb port	02:50 PM
	The credit card device	02:50 PM
	That error means that the device is not being detected.	02:53 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	03:18 PM
	image.png - 91.12 KB	
Jack Trinqu	Will either be an issue with the reader or the terminal. If they have another terminal they can try to swap the readers to see if it is the reader or the terminal that is causing that to show up.	03:23 PM
Rae Banaglorioso	<i>This message has been deleted</i>	03:23 PM
	Rae Banaglorioso has shared a file	03:26 PM
	image.png - 56.76 KB	
	they are unable, to swap it out its on the wall thats what she said.	03:27 PM
	how do we go about this?	03:28 PM
Jack Trinqu	the reader is mounted on the wall? it will need to come off to test it so we can know what/if a replacement is needed.	03:29 PM
Darren Sla	@all how do you clear sales prior on the date. Context: Las Palmeras just opened monday. And there was tests orders prior to that day. They want to remove those transactions.	04:38 PM
Ernie Perez	would need to run a script for that best to run when they're not open though	04:39 PM
Darren Sla	@Ernie Perez anyone can probably do that later? Royce told me that the merchant close @10pm our time .	04:48 PM
Ernie Perez	i can do that before they open tomorrow morning	04:48 PM
	can you have him add their KDS as well to our splashtop?	04:48 PM
	tinyurl.com/ocsplash	04:48 PM
Darren Sla	We hang up. Sorry.	04:49 PM
Ernie Perez	np!	04:49 PM
Darren Sla	@Ernie Perez are you able to take care of removing the previous sales later?	05:07 PM
Ernie Perez	Yeah	05:09 PM
Darren Sla	Thanks! I will assign the ticket to you .	05:09 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	Feb 08 2024, 11:21 AM
	image.png - 83.05 KB	
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042732446	11:21 AM
	how do i go about this?	11:22 AM
Dakota Post	just need to send image and location in ticket and we'll get back to them	11:22 AM
Rae Banaglorioso	quick question can we change the language on POS system in spanish?	11:40 AM
	eric a partner calling in about this. he is setting up a demo. wanting to know if its possible to have the OC in spanish?	11:40 AM
	i meant verbage in spanish	11:45 AM
You	i think that's being worked on iirc with the "language packs" @Dakota Post is that what that's for or is that	11:46 AM

	retail only	
Rae Banaglorioso	i just want to confirm its not available atm?	11:46 AM
	and whats iirc? sorry	11:46 AM
Dakota Post	it's not available atm	11:56 AM
Rae Banaglorioso	ill reach back to eric DOMO!!!!	11:57 AM
Dakota Post	also, it's only going to be retail mode. language packs has separated from that feature and moved to a later date	11:58 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 231.66 KB	12:52 PM
You	the email list populates if an email is added to the employee in employee manager	12:54 PM
	if ti still doesnt show, i believe it needs to be updated but probably not advised to do right away. a quick solution, if it's not added to the employee in the back office is to manually add it in from the db	12:54 PM
Dakota Post	it should be adding to the employee in the back office	01:33 PM
Rae Banaglorioso	hi team, quick question, who is handling lighthouse seafood? caller is asking is if we sent out an ASUS WIFI ROUTER to that location cos he cant access it. he has no credentials for it.	04:39 PM
Jack Trinqu	I dont believe so, usually we only use TPLink routers and switches. What is he trying to change?	04:41 PM
Rae Banaglorioso	ohhh he was just trying to confirm didnt mention anything he just went on :faint:	04:46 PM
	Rae Banaglorioso has shared a file image.png - 284.13 KB	05:31 PM
	but when i checked the menu management there is a price	05:33 PM
	Rae Banaglorioso has shared a file image.png - 301.45 KB	05:33 PM
	how do i go about this.	05:33 PM
Ernie Perez	HH next to the name means it might be using price level promotion on it. If you look at menu item on bottom right there are price levels there each item can have up to 10 they have the items activated through promotions in the back office so just need to know what price it currently should be	05:35 PM
	And you can fix it for them	05:35 PM
Dougie Stevens	^ tell them to input the price for the item on the happy hour on the bottom right. You can do it for them, but they should be doing it	05:36 PM
Rae Banaglorioso	what do you mean by prive level pormotion?	05:43 PM
	can you enlighten me so i can explain why this is happening?	05:43 PM
	cos it only happens to some drinks and others with the promotions arent affected its not showing 0.00\$\$ i dont have an answer if cx will ask me why is it doing that?	05:45 PM
Darren Sla	Price level promotion is where the price will change on a set time or date. It is where instead of the original price, it will change into a discounted price. Example : \$10 is the original price On wendsday starting 9am till 4pm is a Happy hour price (price lvl prmo)	05:46 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 268.64 KB	05:57 PM
	called back cx, and offered dougie and ernies resolution however cx still confused why is it happening that it shows 0\$\$ instead of a discounted price automatically. anyone tell me the reason for it cos i dont know	05:59 PM

	it shows 0.00 instead of a discounted price automatically. anyone tell me the reason for it cos i dont know too	05:57 PM
Ernie Perez	you can just enter a price and save	05:59 PM
Dougie Stevens	They have to tell the system what the price needs to be	05:59 PM
	If they just turn on happy hour for a new item, the system has to know what the happy hour price needs to be.	06:00 PM
	Also note there that the happy hour pricing set on that is more expensive than the original price	06:00 PM
	Dougie Stevens has shared a file image.png - 169.2 KB	Feb 09 2024, 08:51 AM
	They will be going live tomorrow	08:51 AM
Scott Dickens	Invalid usage means the hold capture flag needs to be set to H....you sure preauth worked before?	09:51 AM
Dougie Stevens	I think I've merged two sites in my head; I double checked yesterday's logs and we actually cancelled the pre-auth. I'm calling Maverick now	09:56 AM
	Having an issue at Feelgood now where they can pre-auth but when he goes to close out the transaction, it prompts him to re-insert the card	12:38 PM
Scott Dickens	which terminal?	12:42 PM
Dougie Stevens	terminal 3	12:42 PM
	I'm also trying to install OC on RSI demo unit and after the first installation portion, it prompt me to restart and then after restarting, it doesn't start the next stage of the installation. I tried redoing the install and it just immediately asks me to restart to complete the installation	12:46 PM
Scott Dickens	got an sos code?	12:47 PM
Dougie Stevens	RSI - Ethan Demo on streamer	12:47 PM
Scott Dickens	i opened the next part of the install manually	12:48 PM
Dougie Stevens	Sweet! Any word for the pre-auth?	12:50 PM
Scott Dickens	try a new pre-auth	12:52 PM
	for some reason that table started at row 0 instead of 1	12:53 PM
Dougie Stevens	Worked!	01:04 PM
	I did do the database clear, so it could be from that	01:05 PM
Rae Banaglorioso	hi guys, do you happen to know who handles quarter keg? they are adding a new terminal. merchant is asking why this terminal hasnt been setup yet? who does he need to talk about setting this up? hi guys, need assistance on this one cos he is frustrated already, he claims he told someone this needs to be setup rn cos this is going to be used for an event. he said, he might have spoken to bill or amy about this terminal that he wants to add in how do i go about this, he is currently on the phone with me doesnt want to let go. he just wants to know whether it could be setup right now and said the he is paying for a 24hr service this is what he paid for in having OC.	05:25 PM
	@all	05:25 PM
	@Jack Trinke	05:25 PM
	hello anyone available? who should be handling their setup? is it us or partner?	05:29 PM
	currently he is still otp with me	05:29 PM
Dougie Stevens	@Scott Dickens Sevilla had the authorized transaction not captured again. Am I need to adjust it to	

Dougie Stevens	<div><div>@Scott Dickens</div><div>Sevine had the authorized transaction not captured again. Am I good to adjust it to batched and just note down the credit_id as before?</div></div>	Feb 10 2024, 08:15 AM
	<div><div></div><div>This is the command I have to find it: Select * from orders_credit where batched ='N' and is_pre_auth ='Y' and captured ='N'</div></div>	08:15 AM
	<div><div></div><div>Actually it returned nothing and it looks like you already ran the script</div></div>	08:17 AM
	<div><div></div><div>Had this same thing happen w/ Val's Sport last night. I assigned the ticket to you Scott to retry the transaction. Looks like they need to be updated from 4.10 so I will get with Bryan to get that scheduled, so once you do that transaction, send me the ticket back</div></div>	10:13 AM
	<div><div></div><div>Doing test transactions currently Tito's before they open and I'm getting this when trying to do it on the final PAX A35: Date: 2/12/2024 9:19:26 AM Message: PROCESS RESPONSE RESULT: {"Msg":"POSLINK TRANSACTION ERROR: SEND DATA RECV ACK ERROR", "Code":0} PAYMENT RESPONSE: null REPORT RESPONSE: null MANAGE RESPONSE: null BATCH RESPONSE: null It's just saying 'error' on OC and 'Duplicate Transaction' on the PAX device. Merchant Lynx says they see all the transactions as posted on their end but they will not complete for us. I also cannot batch currently. No errors come up on the screen, though. It also doesn't say 'Batch was Successful. Batch Approved.'</div></div>	Feb 12 2024, 09:27 AM
Jack Trinqu	<div><div></div><div>that is usually a connection issue to the processor. Try to restart pax, and if that doesnt work then might need to restart the router.</div></div>	09:40 AM
Dougie Stevens	<div><div></div><div>Finally got it; ML had to change quite a few pieces on their side</div></div>	10:25 AM
	<div><div></div><div>I am having an issue though where it's asking me to batch each individual terminal when I already have it set to one batch</div></div>	10:30 AM
	<div><div></div><div>Need someone to check on this so that they don't run into any batch issues</div></div>	11:13 AM
You		
	<div><div></div><div>Robert added Red Bercero,Rogie Logronio</div></div>	02:52 PM
Darren Sla	<div><div></div><div>@all can someone look into this ticket please. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042749272 The payment through card showed as Cheque.</div></div>	05:56 PM
	<div><div></div><div>Becuase of that they have not recieve the money.</div></div>	05:56 PM
Scott Dickens	<div><div></div><div>that means it was closed out as check and not credit</div></div>	05:57 PM
	<div><div></div><div>they would need to get the credit card info from the customer</div></div>	05:57 PM
Darren Sla	<div><div></div><div>Hey Guys, need help with this ticket : https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043015370 please. Batches did not push through on two locations.</div></div>	Feb 13 2024, 09:56 AM
Jack Trinqu	<div><div></div><div>Looks like they are on the versions that had this issue in the past they need to update to at least 5.0.0.13 which looks to be when it was addressed. They likely will want to update to newest though.</div></div>	10:04 AM
Darren Sla	<div><div></div><div>How about those transactions?</div></div>	10:05 AM
	<div><div></div><div>Hey Guys, I spoke to Yvonne and she was calling about Crazy Donkey, they want to get Rid of Dual Pricing. And they want to go back to the original set up.</div></div>	01:08 PM
	<div><div></div><div>I told them unfortunately if they still run Non Cash Adj they may not be visa compliance if they remove Dual pricing.</div></div>	01:06 PM
	<div><div></div><div>How do we go by that situation?</div></div>	01:06 PM
Jack Trinqu	<div><div></div><div>We'll have to get information from the partner that they are approving it being changed back. Don't mention this to them, but make a ticket and we'll have to reach out to the partner.</div></div>	01:11 PM
Darren Sla	<div><div></div><div>Yyvone is the parnter right?</div></div>	01:11 PM

	Or she's just the sales rep?	01:11 PM
Rogie Logronio	Hey guys @all i just want to check up on you. Who was working with dino's on those credit card terminal? Tim is calling right now and asking if he can already use the credit card terminal right now	03:51 PM
Jack Trinqu	Merchant lynx has not called me back yet. go ahead and send him to me ill try one other thing from his side. transfer to 501	03:52 PM
Rogie Logronio	Got it. I'll sent him over	03:53 PM
	Rogie Logronio has shared a file image.png - 295.67 KB	05:08 PM
Scott Dickens	this terminal had weird issues last night at 3AM that took me like 1.5 hour to resolve	05:14 PM
	let me check if i missed something	05:14 PM
Rogie Logronio	Noted. Thanks Scott	05:15 PM
Scott Dickens	fixed	05:16 PM
	what i did last night cleared the credit card settings so i reset it now	05:16 PM
Rogie Logronio	Thanks Scott. Appreciate it	05:17 PM
Darren Sla	Darren Sla has shared a file image.png - 65.9 KB	Feb 14 2024, 01:39 PM
	Darren Sla has shared a file image.png - 138.27 KB	01:39 PM
Scott Dickens	might be able to correct it by pressing alphabetize	01:40 PM
Darren Sla	I already restarted the app	01:40 PM
	Still the same	01:41 PM
Scott Dickens	what location?	01:41 PM
Darren Sla	115402340	01:42 PM
	Not ours	01:42 PM
	It is from Turnkey	01:42 PM
Scott Dickens	fixed...looks like an issue from deleting items on that page still causing the page to appear	01:45 PM
Dougie Stevens	Dougie Stevens has shared a file kds-failed.csv - 1.02 MB	01:55 PM
Scott Dickens	is the inner error exception on the pings or did you have one referencing the actual deployment?	01:59 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 15.46 KB	02:01 PM
	It only fails after I deploy on the back office	02:01 PM
	I tried redeploying to be sure	02:01 PM
Scott Dickens	looks like the inner exception may be on server side	02:04 PM
	so josh will need to look into it	02:04 PM
Red Bercero	hello guys, Chlley Knight Cancelling the subscription Geaux Vapors 9857680166	03:01 PM

	she's cancelling her subscription	03:02 PM
Scott Dickens	did she state a reason? she'll need to email support@ordercounter.com as we need that in writing	03:02 PM
Red Bercero	yes she told me that she's closing her business	03:02 PM
	that's why she won't need the subscription anymore	03:02 PM
	so i'll let her know that she needs to email us?	03:03 PM
Scott Dickens	yes	03:05 PM
Red Bercero	done thanks for the help!	03:05 PM
	hi guys, Marcus was asking how to put the meat temp. on the order // They want to add it as a modifier so that customers can see it while ordering	04:29 PM
Darren Sla	If it is just a modifier we can get that added.	04:30 PM
	I will teach him	04:30 PM
	@all hey Guys I just received a call from Play house and they wanted to have someoen at the location ASAP, it is about the tablets that they have it keeps on disconnecting and wont reconnect. I attempted to do TS but they dont want that and the GM said to have someone at the location to figure out what's causing it.	Feb 15 2024, 11:34 AM
	@all anyone can point me to the right direction on how to get pre-auth cards payments push through. Upon trying to make a payment on the saved card . It wont push through it will just say Transaction unsuccessful.	03:47 PM
Scott Dickens	that most likely means its declined (it attempts to reauthorize for the full amount)	03:48 PM
	what location and terminal? i can check the response	03:48 PM
Darren Sla	Titos	03:50 PM
Scott Dickens	they're using PAX and the response is "REF NUM MISSING"	03:52 PM
	we'll need to look into that meaning they won't be able to do pre-auth currently (unless its just this one it didn't work on)	03:53 PM
Darren Sla	He said that it will work if they swipe the card again likea normal payment does.	04:02 PM
Red Bercero	Hey Guys! I just want to confirm what to do with the ticket earlier from Tim cooper? PAX error code	04:55 PM
Scott Dickens	for the pre-auth?	04:55 PM
	or the batch one?	04:55 PM
Red Bercero	the batch one scott	04:55 PM
Scott Dickens	you can close that one out...i took care of it and the batch is closed now	04:56 PM
Red Bercero	understood appreciate it.	04:56 PM
	Hi I received this call from Infinity solutions, API ERROR	05:27 PM
	Red Bercero has shared a file image.png - 224.21 KB	05:28 PM
Dougie Stevens	They need the API information input. Do we have splashtop access or will they have to give an SOS code?	05:34 PM
Red Bercero	sos:719596805	05:35 PM
Dougie Stevens	Tell them to leave it active and we can get that input. Not at my desk currently	05:35 PM
Red Bercero	understood, I'll call them back thanks!	05:36 PM

Dougie Stevens	All set @Red Bercero	05:58 PM
Red Bercero	gotch thanks @Dougie Stevens	06:06 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 178.65 KB	Feb 16 2024, 08:29 AM
Dougie Stevens	What was the name of the original item?	08:33 AM
Rae Banaglorioso	emergency, they will be open in 30 mins. wants to talk to someone that can restore items	08:33 AM
Dougie Stevens	Rae, what was the name of the original item	08:34 AM
Rae Banaglorioso	@Dougie Stevens he said there are 100 items.	08:34 AM
	thats gone.	08:34 AM
Dougie Stevens	He delete an entire category or an item that had subitems>?	08:34 AM
Rae Banaglorioso	yup2	08:34 AM
Dougie Stevens	Which one	08:34 AM
	Category or item that was setup with subitems?	08:35 AM
Rae Banaglorioso	when we were navigating it was an item that he claims was setup with sub-item	08:38 AM
Dougie Stevens	Gotcha, they should be all set!	08:44 AM
Rae Banaglorioso	thanks @Dougie Stevens !!	08:45 AM
	ill reach back	08:45 AM
Dougie Stevens	You're welcome!	08:45 AM
Rae Banaglorioso	which report includes all the items on the menu?	08:50 AM
Dougie Stevens	Item performance report with the unsold items checkbox checked. The dual pricing item report will as well	08:51 AM
Rae Banaglorioso	georges seafood wants to export it to pdf	08:51 AM
	Rae Banaglorioso has shared a file image.png - 511.05 KB	08:52 AM
Jack Trinqu	item price report will as well. you can also show all items and the modifiers attached to them in the item report. These are usually disabled by default so will need to be enabled from Support.	08:53 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 239.92 KB	12:55 PM
Scott Dickens	checking	12:56 PM
	or maybe jack already is	12:57 PM
Jack Trinqu	it should be good, secure device wasnt set under datacap estripe	12:57 PM
Rae Banaglorioso	ralph said thanks !	12:57 PM
	is there a way for us to add "search button" on OC app?	02:09 PM
	currently?	02:09 PM
Jack Trinqu	There is a way to do it, but has a few steps. They would need to turn on barcode scanning (if not on already) they can then choose "Scan Items" in the bottom left of the order screen, and a search button will show there.	02:12 PM

Rae Banaglorioso	i need to walk him through cos terminal is currently down at the moment. he wants me to walk him thru	02:13 PM
	how to turn on barcode scanning?	02:14 PM
Rogie Logronio	MID: Alibi Bar Issue.: Wanted to speak to tier 3 support because everything in the POS is not working. Store will open shortly	02:14 PM
Jack Trinique	back office > settings > Pos > Barcode Scanning	02:15 PM
Rae Banaglorioso	then choose "Scan Items" in the bottom left of the order screen, and a search button will show there. <- this part will be OC app?	02:15 PM
Jack Trinique	they will need to restart once they do that.	02:15 PM
	and yea, then it will show the scan items button	02:16 PM
Rae Banaglorioso	is there an option where we can remove the override screen?	02:29 PM
	cx doesnt want that	02:29 PM
Jack Trinique	when is it asking for an override?	02:30 PM
Rae Banaglorioso	remove items?	02:30 PM
	mostly all of override he doesnt want it	02:30 PM
	he doesnt want those extra steps	02:30 PM
Jack Trinique	They could, but they shouldnt. That would allow anyone to come in and remove items that were already sent to the kitchen and made. What merchant is this?	02:31 PM
Rae Banaglorioso	outer banks	02:31 PM
Scott Dickens	could turn on auto-authorize so if they have the privilege it will auto-close the override	02:31 PM
Jack Trinique	Yea auto-authorize would make it not ask if they have the privilege. back office Settings > Overrides > can turn on auto-authorize from there.	02:33 PM
Dougie Stevens	Anyone ever had an issue where splashtop crashes everytime they connect to a tablet w/ sos for about 30 seconds?	02:52 PM
	I've had it happen on multiple occossians and it's happening again when trying to setup pride of atmore's tablet	02:53 PM
	Trying to see if anyone has fixed it before	02:53 PM
Jack Trinique	it usually happens to me when I have a lot of other terminals open in splashtop. have not found a fix, other than making sure i close sessions out when im done.	02:55 PM
Dougie Stevens	I have only the tablet open	02:55 PM
	crashed 3 times since I sent that lmao	02:55 PM
	4*	02:56 PM
Scott Dickens	check for updates and maybe try restarting your computer...those have worked for me in the past	02:56 PM
Jack Trinique	weird, yea its never done that to me.	02:56 PM
Dougie Stevens	I did that last time robert told me	02:56 PM
	Can someone try this to see if their's crashes?	02:56 PM
	208141310	02:56 PM
Jack Trinique	im on it	02:57 PM


Dougie Stevens	Thanks	02:57 PM
Jack Trinique	how quickly did it crash?	02:57 PM
Dougie Stevens	about 30 seconds	02:57 PM
Jack Trinique	yep crashed.	02:57 PM
Dougie Stevens	yikes	02:57 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 323.73 KB	Feb 17 2024, 11:14 AM
	did restart both app and system	11:19 AM
	@all	11:32 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 308.83 KB	11:55 AM
Jack Trinique	Go to terminal settings and make sure check for ocpp is off.	12:31 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 14.71 KB	12:42 PM
	MID: Gatlinburg Tattoo	12:43 PM
Jack Trinique	That just means you got disconnected. Ask them what they see on their side. It might not have restarted yet.	12:44 PM
Rogie Logronio	Oh I meant the message underneath the "reconnecting"	12:44 PM
	The terminal is stuck in the "Please wait ..." screen	12:45 PM
Rae Banaglorioso	@Jack Trinique its stuck on boot up please wait screen	12:45 PM
Jack Trinique	How long has it been there?	12:45 PM
	They might need to press and hold the power button on the terminal for a few seconds to force it to restart.	12:46 PM
Rogie Logronio	probably 30 mins or so. They already did hard restart	12:46 PM
Rae Banaglorioso	@Jack Trinique did restart twice on set and before cal	12:46 PM
	call*	12:46 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 13.52 KB	12:47 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 196.63 KB	01:26 PM
	did reboot the system. and automatically, opens OC stuck on this	01:28 PM
	need to have this fix asap cos they cant do anything	01:35 PM
Scott Dickens	if they have a keyboard connected, have them unplug and plug it back in	01:37 PM
Rae Banaglorioso	gotcha	01:50 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 14.89 KB	01:51 PM
Scott Dickens	held the power button down for 10 seconds?	01:52 PM
Rogie Logronio	they are saying they are not getting any power	01:53 PM

Rogie Logronio	Yes	01:52 PM
Scott Dickens	when they turn it back on does it immediately go straight back to this?	01:52 PM
Rogie Logronio	Yes	01:52 PM
Scott Dickens	if so, they're not holding it down long enough	01:52 PM
	could have them unplug power and plug back in	01:52 PM
Rogie Logronio	We alraedy did that and it came back with the same screen	01:53 PM
Scott Dickens	might need to have them try safe mode and then restart from there	02:11 PM
Rogie Logronio	How do we do that? Appreciate your help btw	02:27 PM
Scott Dickens	they'll need a keyboard	02:27 PM
	turn off computer and then spam F8 while turning it on	02:27 PM
	should give them boot options, one being safe mode	02:27 PM
Rogie Logronio	tried connecting the keyboard but whenever we reboot it always comes back to the same screen	03:25 PM
Scott Dickens	unplug power from computer (make sure they're unplugging the computer and not just the monitor...this might be a mini pc)	03:51 PM
	i was able to reboot into safe mode with splashtop	04:04 PM
	rebooting after that got it going	04:04 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 96.92 KB	04:14 PM
	@all emergency	04:14 PM
You	try resetting connection	04:15 PM
	database settings > change connection don't change anything just press continue	04:15 PM
	then reload page	04:15 PM
Rae Banaglorioso	no OC app.	04:16 PM
Dougie Stevens	Looks like it can't reach the server. You'll need to check to ensure sql is running on the server	04:17 PM
Rae Banaglorioso	ok2	04:17 PM
	Rae Banaglorioso has shared a file image.png - 0.89 MB	04:21 PM
Dakota Post	Let me look	04:22 PM
Rogie Logronio	Jason is calling back again regarding the same issue	04:23 PM
Dakota Post	Fixed	04:23 PM
	What isn't working where?	04:24 PM
	I saw Alibi is that not it	04:24 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 96.92 KB	04:24 PM
Rogie Logronio	I'm calling jason back to verify it its fixed	04:24 PM
	Jason said it is still not working	04:26 PM

Dakota Post	Alright you're both confusing me. Let me look at the chat	04:27 PM
	So this SPARTY computer is who?	04:27 PM
Rae Banaglorioso	@Dakota Post - ALIBI back office	04:27 PM
Scott Dickens	whatever computer is 10.1.10.69 is what you should be looking at	04:31 PM
Dakota Post	Ok and that would be?	04:31 PM
	It's not the server	04:31 PM
	Is that just a computer in their network?	04:32 PM
	It's some computer on their network we don't have access to	04:33 PM
Scott Dickens	or you could just point it to the server instead	04:34 PM
	ALIBI PC is a different location	04:34 PM
	ALIBI BAR is this one	04:34 PM
Dakota Post	I don't...	04:35 PM
	Are they different locations?	04:35 PM
	Like different merchants?	04:36 PM
Scott Dickens	yes	04:36 PM
	i fixed it	04:36 PM
	resaved the database connection on alibi bar	04:36 PM
Dakota Post	Then what's this sos code 559332670?	04:37 PM
Rae Banaglorioso	yes	04:39 PM
	THANK YOU GUYS !	04:45 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 57.35 KB	06:27 PM
	Rogie Logronio has shared a file image.png - 121.39 KB	06:27 PM
	Credit card reader not working	06:27 PM
	Unplug, wait a couple seconds, plug back in	06:29 PM
Dakota Post	If that doesn't work try different usb oort	06:29 PM
	<i>This message has been deleted</i>	06:31 PM
Rogie Logronio	owner already did that	06:32 PM
	tried using a different cc reader in the same terminal but still not working	06:33 PM
Dakota Post	Restart comp?	06:36 PM
Rogie Logronio	Yes, he already did	06:37 PM
Dakota Post	And you said that another device doesn't work?	06:39 PM
	Is this on all comps	06:39 PM
Rogie Logronio	Just on the terminal 1	06:39 PM

	other terminal are working fine	06:39 PM
	@Jack Trinqué I'm working on this too. Still waiting for possible resolution, I'm about to clock out, how should I go about this	07:12 PM
Dakota Post	Keep trying different usb till it works	07:19 PM
Rae Banaglorioso	@Dakota Post did callback cx, restarted the terminal and OC, moved cable to all of the ports, still the same error	07:32 PM
	additional info: 4 green lights flashing	07:32 PM
Rogie Logronio	Heading out. Good night	07:37 PM
Dakota Post	We will have to send out someone on Monday unless they need it right now	07:52 PM
	They can also trying keeping it unplugged	07:52 PM
Dougie Stevens	They're calling again. I think it is the reader. Joel is saying they tried another reader and the same thing	07:54 PM
	happened. I'm having him try the kiosk reader bc I think that's one of their newest readers	
	Yeah the kisok one does the same thing as soon as it's plugged in to this one computer	07:55 PM
Dakota Post	Hmmm	07:57 PM
Jack Trinqué	Does it show an error in device manager?	07:58 PM
Dougie Stevens	Yes	07:58 PM
	SEc	07:58 PM
	It said drivers are not installed and then it fails to install each time I tried	07:58 PM
Jack Trinqué	If they have a keyboard or mouse plugged in try to have them swap the reader to one of those ports, just to ensure it's not something weird with the port.	07:58 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 75.12 KB	07:58 PM

	I'll have to circle back to it	08:00 PM
	Keyboard port did the trick. They were also able to plug the keyboard into the ports that weren't working for the 8300 and use it as normal	08:35 PM
	good idear jack	08:36 PM
Darren Sla	Darren Sla has shared a file image.png - 0.58 MB	Feb 19 2024, 03:50 PM
Dakota Post	not as of now no	03:52 PM
Darren Sla	I see, Manually I will just let them compy and paste it on Excel	03:55 PM
	@all can someone look into the DD situation, we received 5 merchants already reporting that the orders are not getting forwarded to FOH.	04:36 PM
Rae Banaglorioso	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043662194/conversation MID: RIVERSIDE CLUBHOUSE issue: Door Dash doesnt go through the OC APP cx said its nowhere to be found in OC sample order that isnt showing but cx claims he has multiple orders which does not show on order counter app. order id : 99A42EFB	04:44 PM
Scott Dickens	@Jack Trinqué josh is looking into this? is it what he's doing now?	04:45 PM
Jack Trinqué	yes	04:47 PM
Rae Banaglorioso	additional info: i had them check their email for me to have the order id but earlier when i asked them they cant provide it to me since they it doesnt show on OC.	04:57 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 21.51 KB	05:20 PM
Scott Dickens	yes	05:21 PM
Darren Sla	@all hey guys need help with this situation https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043653734	06:33 PM
	They need this to be done 9am tomorrow.	06:33 PM
Red Bercero	hey guys! I have laureen here from Value systems. calling about ichiros. She said she wants to higher ups. She really want this to be done today	Feb 20 2024, 08:22 AM
Dakota Post	online ordering setup?	08:25 AM
Darren Sla	No, their terminal 1 keeps on rebooting.	08:25 AM
	They want to move the DB on other terminal	08:25 AM
	While waiting for replacement	08:25 AM
Dakota Post	I don't think we need to be on the phone for that	08:26 AM
	unless we're taking out the harddrive and moving it that way	08:26 AM
Red Bercero	quick question? how do we move the data base since terminal 1 is acting up	08:28 AM
Dakota Post	I would ask @Jack Trinqué how he wants to handle it.	08:29 AM
Red Bercero	here's the ticket number 37301	08:29 AM
	for reference	08:29 AM
Dakota Post	we could take the hard drive out of terminal 1 and move it, but the hard drive might be the problem	08:29 AM

Dougie Stevens	Dougie Stevens has shared a file image.png - 228.65 KB	08:33 AM
	Dougie Stevens has shared a file image.png - 60.09 KB	08:34 AM
	Dougie Stevens has shared a file image.png - 36.76 KB	08:34 AM
Dakota Post		08:35 AM
Dougie Stevens	amen	08:35 AM
Ernie Perez	Ernie Perez has shared a file image.png - 450.49 KB	09:08 AM
Dougie Stevens	^ answered. Deploy services first	09:09 AM
Darren Sla	Darren Sla has shared a file image.png - 157.86 KB	11:25 AM
Scott Dickens	SRAgent i think is splashtop	11:27 AM
Darren Sla	ohhh.	11:27 AM
	Thanks	11:27 AM
	Merchant said that it has been happening, it has been 3 - 4 weeks that meesage keeps on popping up.	11:28 AM
Red Bercero	Hi guys, I do have a question this from cascade auto body and paint. There's a problem with their credit card transactions	12:20 PM
	Red Bercero has shared a file coPdLd9fSMGz07Guv5E7qA.3gp - 276.34 KB	12:20 PM
	ticket reference 37373	12:20 PM
Jack Trinique	Restart software. @Darren Sla make sure rabbitmq is on and able to load and sign in properly.	12:31 PM
Darren Sla	On it	12:34 PM
	RabbitMQ is running on task manager, and can sign in properly .	12:38 PM
	Software restarted.	Feb 21 2024, 10:08 AM
Red Bercero	hello guys, Good morning! I do have a question here about connectivity issue this is with Uvalde memorial hospital spoke to CODY he's reporting that both tablet and server freezes 5-6 times a day. OC not responding	09:24 AM
	Any advice?	09:24 AM
	#37420 Ticket	09:28 AM
Jack Trinique	Server has been on for almost a month and seems to be pretty high on resource usage. I just restarted SQL which cleared up a bit and should speed it up. They might want to restart the server if they get a chance though.	09:30 AM
	Will likely need some more information if it still happens. What are they doing when it happens, how often, etc...	09:30 AM
Red Bercero	5-6 times a day he said	09:30 AM
	they actually wait for the error message to come out	09:31 AM

Darren Sla	<div> <div>Darren Sla has shared a file</div> <div>image.png - 76.83 KB</div> </div>	Feb 22 2024, 01:16 PM
	Is it a settings on the processor side?	01:14 PM
	I had to turn off the merchants Pre-auth on tabs for the mean time.	01:15 PM
Scott Dickens	new merchant?	01:22 PM
	usually means Hold Capture flag isn't set to H on the processor side	01:22 PM
Darren Sla	Not sure if The Grey Taproom is new	01:23 PM
	Are they under Maverick?	01:23 PM
Dougie Stevens	Idk who that is tbh	01:24 PM
Scott Dickens	they are not...they're under a different processor	01:24 PM
	they've never done a preauth before so it is probably that	01:24 PM
Darren Sla	Yeah	01:24 PM
Scott Dickens	we need to discuss a few other things with them though as well...i think matt was supposed to already reach out	01:25 PM
Darren Sla	Is Matt on this GC?	01:28 PM
Scott Dickens	he is not	01:28 PM
	i'll reach out to him	01:28 PM
Darren Sla	Thank you Scott	01:29 PM
Scott Dickens	it was actually thomas i think	01:31 PM
	do you have their contact (or are they still on the phone)?	01:32 PM
Darren Sla	They're not	01:32 PM
	8504964289 John Ryan is the name	01:32 PM
Red Bercero	Hi guys, Doug from Seville are having problems with their schedule Goffer	02:00 PM
	he said that 3 of the managers doesn't have any access to it	02:00 PM
	37535 is the Ticket ID	02:00 PM
Scott Dickens	checking	02:30 PM
	did he say what managers?	02:30 PM
Red Bercero	3 of his managers couldn't logged in	02:35 PM
	doesn't have priveleges	02:36 PM
	<div> <div>Red Bercero has shared a file</div> <div>image.png - 472.19 KB</div> </div>	04:45 PM
	batch issue	04:45 PM
	Speaking to oscar of yoo investments	04:45 PM
	a recurring issue he said	04:46 PM
	what to do about this?	04:46 PM
	154386256 - SOS Code	04:46 PM

	154300230 - SOS Code	07:10 PM
	#37566 is the ticket number	04:51 PM
Jack Trinique	what is the issue they are having?	04:55 PM
Red Bercero	They didn't get the money in the bank it shows february 13th on OC but the batch is missing on the processor side	05:02 PM
	as per Oscar	05:03 PM
Rogie Logronio	Asking for assistance, UMH is still calling regarding the glitching of their kiosk, as per customer, this has been happening ever since the setup and it's getting worst. They already called in yesterday about this. Anyone?	Feb 23 2024, 08:56 AM
Dakota Post	Is there a ticket?	09:02 AM
Rogie Logronio	Yes, 37420	09:02 AM
Dakota Post	I'll look at it we'll contact them back	09:02 AM
Rogie Logronio	Gotcha	09:02 AM
Jack Trinique	that ticket is talking about server issues which were resolved. What kind of issues are they having with the kiosk?	09:04 AM
Rogie Logronio	They mentioned that it's the same issue since yesterday, order counter screen freezing and glitching	09:07 AM
	they said it's also happening on their register and tablet as well	09:10 AM
Jack Trinique	yea, that wont be a kiosk issue then. The server was never restarted yesterday. Ask them if they are good for us to do a quick change. It will make it where they cant use the terminals, tablets, or kiosk for a few minutes.	09:20 AM
	if they are we will want to restart the server.	09:20 AM
Rogie Logronio	On it	09:26 AM
	Just called them, they agreed to restart the system for a few minutes between 9:30am - 10:00am Central time	09:31 AM
	@Jack Trinique	09:31 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 17.74 KB	10:24 AM
Dakota Post	that's gonna be scott	10:28 AM
Rae Banaglorioso	assigning ticket to scott.	10:29 AM
	thanks	10:29 AM
Rogie Logronio	@Jack Trinique About UMH, I just need to confirm if you were done with the system restart?	10:43 AM
Jack Trinique	yes	10:45 AM
Rogie Logronio	Gotcha	10:45 AM
	thanks	10:45 AM
	@Scott Dickens Hi Peter from Farm House Cafe is calling regarding the schedule gofer issue, when the manager tries to login in schedule gofer he is unable to see his employees	11:40 AM
Scott Dickens	just need to know the name of the employee	11:49 AM
	i'm on a call at the moment	11:49 AM

Rogie Logronio	@Scott Dickens just wanna clarify, is it the name of the manager or all the employees?	12:10 PM
Scott Dickens	the manager	12:12 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	12:24 PM
	image.png - 0.66 MB	
	MID: hudson taco	12:25 PM
Rogie Logronio	@Scott Dickens The name of the manager is Brian Koerselman.	12:28 PM
	Thanks scott!	12:32 PM
Scott Dickens	anyone available to check on that Hudson Taco request? tom is texting me and thomas about it	12:40 PM
Jack Trinique	Yea Ill give them a call!	12:43 PM
Rogie Logronio	Hi, Merchant is calling in saying 6-7 people was not able to clock-out yesterday base on the employee hours report. Need help	Feb 25 2024, 03:05 PM
Jack Trinique	Any error when they try to clock out?	03:05 PM
Rogie Logronio	There were no errors	03:06 PM
Jack Trinique	So they try to clock out and it doesn't do anything?	03:06 PM
Rogie Logronio	No records in the report	03:07 PM
	Sorry. They were able to clock out but its not showing in the employee hour report	03:07 PM
	This is for coastal county brewing	03:08 PM
Jack Trinique	Make sure oc software is running on server terminal	03:11 PM
Rogie Logronio	It is able to run fine	03:12 PM
	What's the next step?	03:13 PM
Jack Trinique	Was it already running or did you just open it?	03:16 PM
Rogie Logronio	it was closed i just opened it	03:17 PM
Jack Trinique	Ok should be good now then. It wouldn't have been syncing those clock outs because that was closed	03:22 PM
Rogie Logronio	Okay I'll let them know . Thanks jack	03:22 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	Feb 26 2024, 07:40 AM
	image.png - 10.43 KB	
	MID: riverside clubhouse	07:40 AM
Dougie Stevens	Please give me this ticket	07:57 AM
Darren Sla	Darren Sla has shared a file	Feb 27 2024, 02:48 PM
	image.png - 159.86 KB	
	I am trying to modify the settings on BOH, and this pops up	02:48 PM
You	yeah, usually means their internet is slow	02:48 PM
Darren Sla	I dont think that the internet is slow, It is responding quite fast.	02:48 PM
You	might be the connection	02:52 PM
	termianl 1 loads fine	02:52 PM
Jack Trinique	means a slow connection from the terminal you are using the back office on to the database. Want to make	

Jack Trinqu	means a slow connection from the terminal you are using the back office on to the database. Want to make sure neither are on wi-Fi as that is usually the reason.	02:53 PM
Darren Sla	I will try to update the settings on term 1	02:57 PM
	Thanks @Robert Harris and Jack	02:58 PM
	@all hey guys, Touch dynamic tablet Card transactions wont work, the EMV reader wont react. It does show on the screen to "USE EMV TO COMPLETE" tho.	Feb 28 2024, 04:35 PM
	I checked the IP, and it shows the right IP. Should I modify it to where the server is?	04:42 PM
Jack Trinqu	is this sunrise new tablet?	04:43 PM
Darren Sla	Yes.	04:43 PM
	He said it was working yesterday when you guys get off.	04:44 PM
	Now it is not	04:44 PM
Jack Trinqu	queue processor needs to be running on the terminal itself. It is set to start when they start the tablet, but looks like they might have closed it.	04:45 PM
Darren Sla	You the one who's working on it?	04:45 PM
Jack Trinqu	yea should be good now	04:45 PM
Darren Sla	Did you just do a param download?	04:45 PM
Jack Trinqu	make sure he knows that app needs to be open on the tablet, they cant close it or the card reader wont work	04:45 PM
Darren Sla	yeah, I did explain that to him.	04:46 PM
	He was using the ordercounter app on the screen. When he should be using the PC icon.	04:46 PM
Jack Trinqu	yea, the PC icon for connection, and the queue processor as well. I removed the OCPOS icon so that wont show anymore. The two icons on the desktop are what they need!	04:47 PM
Darren Sla	Copy I will let him know	04:47 PM
	Thanks!	04:47 PM
Rogie Logronio	Hi, Anyone handling Ichiro's yesterday? Loreen is calling regarding their issue that was escalated yesterday. She said someone will reach out to them via email but was not able to get any response from us.	Mar 01 2024, 08:40 AM
Jack Trinqu	Looks like red might not have changed the email it was being sent to. #38457 Get the SOS and see what exactly they are needing help with.	08:43 AM
Rogie Logronio	Hi @Jack Trinqu loreen just provided me this SOS code : 8434501087 , she said they were replacing the hardrive and they have trouble connecting to the database, that's what she said	08:44 AM
Jack Trinqu	I think you have one extra character in the sos code	08:45 AM
Rogie Logronio	Sorry that was the wrong one	08:45 AM
	335496947	08:45 AM
	this is the correct one	08:46 AM
Jack Trinqu	have them close SOS and reopen it, code is no longer valid	08:46 AM
	or isnt letting me connect anyways	08:46 AM
Rae Banaglorioso	hi jack,	08:46 AM
	335496947	08:46 AM

	ill sign off	08:46 AM
Jack Trinique	can you get one for the server as well?	08:49 AM
	nvm, think we got it, this computer had a diffeent name than the servers user account, so had to use sa username and password to connect	08:50 AM
	should be loading up now	08:50 AM
Rogie Logronio	Okay thanks jack	08:51 AM
Dougie Stevens	@Scott Dickens Probably going to need you to adjust whitelists for google logins since we lost our accs	10:35 AM
	Dougie Stevens has shared a file image.png - 344.81 KB	11:09 AM
Scott Dickens	submit this as a bug, it will keep happening	11:43 AM
Rogie Logronio	Anyone, know how to adjust screen sensitivity on the terminals?	03:21 PM
Jack Trinique	depends on the terminal, usually its best to just run the calibration from windows. If you click the up arrow on the bottom right there should be a program running for the touch studio (depending on terminal type) that has some settings as well.	03:25 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 34.74 KB	03:28 PM
Jack Trinique	The settings icon i believe	04:50 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 123.67 KB	Mar 03 2024, 10:59 AM
	Rogie Logronio has shared a file image.png - 0.56 MB	11:00 AM
Dougie Stevens	Need to batch instead it looks like	11:00 AM
	Should be a batch/settle button If not, you can turn it on for them under terminal settings	11:00 AM
	You'll have to refresh software after turning it on if you do	11:01 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 392.32 KB	11:03 AM
Ernie Perez	it's already enabled	11:04 AM
	batch button is under control panel	11:04 AM
Dougie Stevens	Control Panel > Batch/Settle	11:04 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 203.51 KB	11:05 AM
Ernie Perez	restart oc it will show after	11:06 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 203.99 KB	11:08 AM
Ernie Perez	what site?	11:09 AM
Rogie Logronio	Sakura	11:09 AM
	term 1	11:09 AM

	<i>This message has been deleted</i>	11:10 AM
Ernie Perez	run it on another terminal	11:10 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 323.17 KB	11:12 AM
Ernie Perez	is it enabled on that one? the batch settle button on the terminal settings?	11:13 AM
Rogie Logronio	Fixed. Thanks guys	11:21 AM
	Rogie Logronio has shared a file image.png - 386.21 KB	01:14 PM
Ernie Perez	Did they get a receipt?	01:16 PM
Rogie Logronio	Rogie Logronio has shared a file Order Number B18.pdf - 232.7 KB	01:17 PM
Ernie Perez	Ok, does the transaction show under credit card add tips?	01:18 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 91.39 KB	01:19 PM
	yes the one highlighted	01:19 PM
Ernie Perez	Under control panel add tips screen it's not showing?	01:19 PM
Rogie Logronio	it's not showing	01:20 PM
	it's not on the credit card detail report as well	01:21 PM
	but its showing on the transaction report	01:21 PM
Ernie Perez	Get a copy of the database and assign to Jack so that we can check on Monday what happened here. With the receipt we can collect the card holder info to run it for the tip from their credit card processor. It shows Osceola St Cafe which might be with maverick which Dougie can start a ticket for with them.	01:22 PM
Rae Banaglorioso	whats the access code with osceola? QWOP doesnt work	01:24 PM
	Rae Banaglorioso has shared a file image.png - 112.34 KB	01:24 PM
Ernie Perez	Win8200 Xp8200	01:24 PM
Rogie Logronio	@Ernie Perez Is it safe to run their EOD report for today?	01:25 PM
Ernie Perez	Yes	01:25 PM
Darren Sla	@all hey guys, good morning. Lake view harbor Email reports wont populate, just making sure, are we good on doing an update on their version? They open by 11am.	Mar 04 2024, 09:02 AM
Rae Banaglorioso	hi guys, need assistance with Al's pizza. system is intermittently freezing. this did not happen only once. The reason for the call is because today it froze 3 times already. Did restart the terminal 002 which is the one thats having issues. upon monitoring when loading OC after restart its really slow. another issue that they have observed is yesterday when they were doing eod it took longer than the usual. they noticed it a couple of weeks ago that OC is really slow. is there anything that we can do?	11:58 AM
Dougie Stevens	@Scott Dickens or @Jack Trinquie can you take a look at this message above and see what’s going on? They’re texting me about it. Want to try to avoid angry calls	12:05 PM
Scott Dickens	checking	12:05 PM
	i'm seeing some enterprise logs showing errors	12:08 PM

	i'm seeing some enterprise logs showing errors	
	having james and logan check it out now	12:08 PM
	rabbitmq also not running	12:10 PM
	on server	12:10 PM
	or it might have been	12:11 PM
	i can't spell locahost vs localhost	12:11 PM
Rae Banaglorioso	@Scott Dickens - ill reach back to him ☺ is it all set?	12:16 PM
Scott Dickens	it might be....not sure if rabbitmq was the issue or not	12:20 PM
	but ask them to let us know if it happens again as i cleared the logs so they're easier to see	12:20 PM
Rae Banaglorioso	got back to him. and mentioned to reach back as soon as they experience any trouble	12:22 PM
	thanks scott!	12:22 PM
Dougie Stevens	Happening again	12:45 PM
	Dougie Stevens has shared a file	12:45 PM
	IMG_7735.PNG - 171.09 KB	
Scott Dickens	checking	12:50 PM
	it worked for me...maybe 1.5 secs	12:50 PM
	they had a delivery zone added with no boundaries (coords) set	12:52 PM
	i removed it	12:52 PM
	that was throwing errors	12:52 PM
	@Jack Trinique i got term 10 + done	01:06 PM
	you got everything below 10?	01:06 PM
Jack Trinique	yea all should be good!	01:07 PM
Rae Banaglorioso	Hi needs assistance with Osceola, Tucker called in about whenever they are starting their day, System is really slow for all terminals and sometimes freezes. similar to Als pizza difference would be this happens to multiple terminals. she is also following up this ticket. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000045296322	03:19 PM
Jack Trinique	Ill check the speed, in regards to the tip im still checking into it. Going to need to investigate further, i have not been able to find it in the logs so far. Will have to pull some netepay logs to check further.	03:48 PM
Rae Banaglorioso	thank you jack !	03:56 PM
Red Bercero	hi Guys, The new owner previously Geaux vapors wants to change the information on the credit card processing machine.	Mar 05 2024, 10:36 AM
	They sold the business, to the new owner they want to change the information on the credit card processing machine	10:39 AM
Ernie Perez	Looks like this was through RMF now Resolute Payments doesn't show who was the rep. Collect the new owner's information like cell number, email, and full name so that Resolute Payments can work with them and send that information to Jordan@resolutepayments.com	10:48 AM
Red Bercero	understood what to do with the ticket after?	10:59 AM
	should i close it? or keep it open?	10:59 AM

Darren Sla	@Ernie Perez she said that Resolute payments already got those info. She wants to know if what we need to do on our end to update it.	11:14 AM
Ernie Perez	We need resolute payments to send us an email confirming this and asking us to change anything on their system.	11:15 AM
Darren Sla	Should we email resolute about it?	11:16 AM
	They sold the business Feb 20 2023 and opened March 1	11:17 AM
Ernie Perez	I'm sure they didn't contact resolute payments about ownership change there or else they would have sent us new details on the account to change their processing or business name. You can reach out or email them	11:18 AM
	If they recently opened they probably didn't change the processing and aren't seeing their deposits go to their account and having previous owners send them their deposits maybe.	11:19 AM
Darren Sla	@Scott Dickens Can you check Fredsters they're having the same issue as Seville printing to the kitchen issue . It shows okay on both OPOS and Wntrpl. But wont print at all	11:19 AM
	I found out that there was a recent update on the version today.	11:19 AM
	@Ernie Perez yes, I dont think that they are taking cards at the moment. She was asking me to test it .	11:20 AM
	@Ernie Perez the email address for resolute payments is in correct.	11:50 AM
	You have another email for me to use?	11:50 AM
Ernie Perez	jordanh@resolutepayments.com	12:27 PM
	This is the correct one! My bad	12:27 PM
Darren Sla	Jordan just replied, he said there was a change of ownership	12:29 PM
	@Ernie Perez what's our next move on this?	12:32 PM
Ernie Perez	Let him know if there was a change if we need to change the location name and processing and to send that VAR sheet if we need to do it. I don't know what processing this location has setup right now or how involved we'd be but they're responsible for letting us know of changes like this.	12:35 PM
Darren Sla	Business name would be the same	12:39 PM
	As per Chloe (previous owner)	12:40 PM
	Yeah, he said we need to update the VAR sheet. They will update us once they have it.	12:46 PM
Ernie Perez	Ah nice!	12:46 PM
Darren Sla	Darren Sla has shared a file image.png - 98.13 KB	02:03 PM
	Any insights with this @Scott Dickens and @Jack Trinke	04:04 PM
Scott Dickens	it seems like a card issue but you mentioned they tried 3 cards, so it might be a device issue	04:21 PM
Darren Sla	Yeah, 3 cards.	04:21 PM
Scott Dickens	do they have a different device to try or only 1 terminal?	04:22 PM
Darren Sla	Only 1 terminal	04:22 PM
Scott Dickens	new install or just stopped working?	04:23 PM
Darren Sla	Stopped working.	04:23 PM
	She said it has been a week	04:23 PM

	She said it has been a week		04:23 PM
Scott Dickens	what location?		04:24 PM
Darren Sla	Willies 428		04:25 PM
Scott Dickens	have them swap the device with another terminal and see if the issue follows the device...if it does we'll need to send a replacement		04:26 PM
Darren Sla	Copy, I will call them		04:26 PM
	@Scott Dickens the other 2 CC readers works perfect. We tested another card on term1 and it is not detecting it .		05:46 PM
Scott Dickens	we'll need to send a replacment then		05:48 PM
Darren Sla	Assigning ticket to Jack for replacement.		05:49 PM
	They will be needing that asap, as per merchant they need that on weekends.		05:51 PM
Red Bercero	@Scott Dickens hey Scott, Sydney from the big mansion deleted 2 tables. Some of those tables have items on them when they were removed and they can't close the bank because of it, It was at the Garden area	Mar 06 2024, 04:06 PM	
Scott Dickens	i'll remove that data...one sec		04:06 PM
Red Bercero	thank you		04:07 PM
Scott Dickens	removed		04:07 PM
Red Bercero	gotcha		04:12 PM
Darren Sla	Darren Sla has shared a file image.png - 421.64 KB	Mar 07 2024, 08:20 AM	
	Darren Sla has shared a file image.png - 202.19 KB		08:20 AM
You	no processing?		08:21 AM
	You have shared a file image.png - 452.4 KB		08:21 AM
Darren Sla	Darren Sla has shared a file image.png - 8.24 KB		08:21 AM
Jack Trinique	one, sec it might not have saved yesterday Ill grab it		08:21 AM
Darren Sla	Thanks!		08:22 AM
Jack Trinique	should be good, have them do a test on both, then test adding a tip as well to make sure that adds properly too.		08:26 AM
Red Bercero	on it		08:26 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 8.26 KB	Mar 08 2024, 07:33 AM	
	Rae Banaglorioso has shared a file image.png - 61.74 KB		07:33 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 2.0 MB		10:15 AM
Jack Trinique	something wrong with the drive. Have them choose F8 and try to go into safe mode.		10:16 AM

Rogie Logronio	I have them press F8 but it's not responding	10:21 AM
	she tried it multiple times	10:21 AM
Jack Trinqué	unplug and replug the keyboard to make sure its fully connected	10:22 AM
	restart terminal if that still doesnt show	10:22 AM
Rogie Logronio	She tried restarting by unplugging the power cable but it takes her back to the same screen	10:24 AM
	right away	10:24 AM
	their using a battery backup but I had them unplug from the power and from the battery but its still returns to this screen	10:35 AM
Jack Trinqué	Ok, in the future never have anyone unplug the power while the terminal is on. That is usually what causes the drive to be corrupted like this. Can they still not press f8 on the keyboard?	10:37 AM
Rogie Logronio	She said this happened because of a power outage. Then after the power outage it came back with this screen	10:41 AM
	She said that the f8 is still not responding	10:41 AM
	but the enter and esc button does	10:42 AM
	Emily from Javier Mexican Grill is on the other line, she said they were trying to setup a system with dougie, she said the next step would be their training and she's trying to setup a schedule for the training right now, anyone can help?	10:56 AM
Rae Banaglorioso	anyone, whats hard restart on the terminal? there is no minis forum on reunion station.	11:59 AM
	its friday and they need to get this up and running, customer is kinda upset already	12:00 PM
	i mean where is the hard restart, which part of the terminal is the hard reset button. we saw a button but it only acts as sleep or turn off screen. is there a power button on our terminals?	12:02 PM
	anyone?	12:04 PM
	had the keyboard tested on a different computer and all buttons on that keyboard is working. when plugging it on the terminal that is in BSOD f8 doesnt work	12:05 PM
	@all	12:05 PM
Scott Dickens	have them hold the power button down for at least 10 seconds	12:06 PM
	then when they turn it back on, spam the f8 key	12:06 PM
Rae Banaglorioso	it doesnt go to the boot up, it goes directly on recovery mode, doesnt even show BIOS boot when holding down the power button. is this normal ? correct me if im wrong bios boot shows up for a couple of seconds right?	12:08 PM
	is the power button on the bottom right corner?	12:09 PM
Scott Dickens	yes, button is in bottom right	12:11 PM
	and it should show bios	12:12 PM
	might mean they're not holding button down long enough	12:12 PM
Rae Banaglorioso	currently otp with them had them hold down and waited for it to power cycle. f8 doesnt work. when tapping on f8, it goes black screen then goes back to recovery screen	12:14 PM
Scott Dickens	we may need someone with field nation out there to recover the windows installation or assist us with moving the database over	12:15 PM
Rae Banaglorioso	client needs to schedule to day, kinda upset already, see its friday	12:24 PM

Rae Banaglorioso	client needs to sneeque today kinda upset already cos its friday.	12:24 PM
Scott Dickens	i'm getting it setup	12:29 PM
Rae Banaglorioso	@Scott Dickens - they kept calling back, just wondering if you can provide me the ETA of the field nation	12:45 PM
Scott Dickens	i've created the request for tech, but we have to have someone except it. we're trying to get someone there asap	12:46 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 268.44 KB	02:04 PM
	what report does include pay in / pay out.	02:04 PM
Jack Trinque	Transaction report will show pay ins and pay outs	02:06 PM
Rae Banaglorioso	ESCALATING THIS: Greek Boys Brent calling in about the terminals. This morning Terminals are really slow. brent monitored it and said theres atleast 1 minute delay before OC application responds and its really bothersome when they are packed.	02:14 PM
	@Jack Trinque @Scott Dickens	02:14 PM
	brent said this was called in yesterday and when they opened this morning its still happening.	02:15 PM
	anyone available to check greekboy?	02:32 PM
	greekboys	02:32 PM
Jack Trinque	Yea im on it, it was good yesterday when I got off with them.	02:32 PM
Rae Banaglorioso	yup2, brent said it was working perfectly fine yesterday after your call however this morning when they opened its was slow as a min of delay when trying to tap in an order	02:33 PM
	buttons were unresponsive	02:33 PM
Jack Trinque	both seem to be running properly to me. It might be good to restart the server, as it looks to have been on for a few weeks. Was it the first order they saw it, or while they were busy?	02:36 PM
Rae Banaglorioso	while they were busy	02:36 PM
	@Jack Trinque - heres whats specifically happening. they called back saying that the delays are happening if they remove an order. if they can process a ticket without any mistake operation on OC app goes smoothly. but when say for example an item is removed thats when it starts happening.	02:47 PM
Jack Trinque	im removing multipl items and not seeing any delay at all. Is it a specific terminal?	02:48 PM
Rae Banaglorioso	claims that they played around terminal 2 after the call where i told them we did restart server on greek boys	02:49 PM
	i meant you restarted server since you found out it was running for a couple of weeks already	02:51 PM
	@Jack Trinque - just wondering if you can update me on this, i promised him a callback thank you !	02:55 PM
	Rae Banaglorioso has shared a file image.png - 239.55 KB	03:03 PM
	how do i get off this one?	03:06 PM
	tablet recently restarted and cant get the the OC app running. when tapping on remote RDP this shows up. how do i get this removed and run OC app?	03:12 PM
	Additional info @Jack Trinque say for example they have a to go order on terminal 001, and its already cleared or checked out. it doesnt sync on terminal 002. brent says that it usually comes off after 3-4hours if	03:15 PM

	they let it stay and does not clear it manually on terminal 002.	
	any update for this one? anyone available that can route me how to get the remote rdp working? instead of the OC environment its the greekboys logo showing up	03:27 PM
Scott Dickens	for the screen showing the greek boys logo, the tablet is probably set to have the customer display enabled and it needs to be turned off on the back office	03:38 PM
	if someone logs out i can check	03:38 PM
Rae Banaglorioso	disconnected	03:38 PM
Scott Dickens	the tablet should be good now	03:44 PM
Rae Banaglorioso	thanks will reach back to brent now. how about the OC terminals issues with lag delays and not syncing? this needs investigation correct?	03:45 PM
Scott Dickens	i'm not sure what they mean by that...might need to escalate that to jack	03:47 PM
	a togo order shouldn't be on both terminals	03:47 PM
	if they're referring to the customer display, if they press the "order" button at the top left it will reset it	03:48 PM
	not reset it, but clear the order off of it	03:48 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.97 MB	04:01 PM
Scott Dickens	can you log out of tablet?	04:02 PM
Rae Banaglorioso	disconnected sorry	04:02 PM
Scott Dickens	connected for me	04:03 PM
Rae Banaglorioso	thanks will check cos 3 tables are not cleared	04:03 PM
Scott Dickens	do they need the items removed and reset?	04:04 PM
Rae Banaglorioso	i had it cleared TYSM @Scott Dickens also ran the EOD and batch	04:11 PM
	@Scott Dickens if youre available just wondering if you do have an update for bills terminal? summit point raceway?	04:35 PM
Scott Dickens	That was completed	05:35 PM
Rae Banaglorioso	hi guys, drive already arrived on site MID: reunion station anyone available for setting up the replacement? this was a call from yesterday which scott organized for replacement	Mar 09 2024, 11:35 AM
	@all	11:35 AM
	@Scott Dickens @Jack Trinqué just waiting for them to finish up installing the replacement.	11:36 AM
Scott Dickens	They swap this already?	12:37 PM
Rae Banaglorioso	hi @Scott Dickens what information do we need for terminal replacement.	12:40 PM
Scott Dickens	For where?	12:41 PM
Rae Banaglorioso	Ryan calling in for reunion station	12:41 PM
	its online now	12:41 PM
Scott Dickens	Ok, I'll set it up. Shouldn't need anything else other than that	12:41 PM
Rae Banaglorioso	THANKS ! @Scott Dickens	12:42 PM
Scott Dickens	reunion station is all set	01:13 PM

Rae Banaglorioso	TYSM ! will reach back to them now	01:14 PM
	@Scott Dickens for the old HDD do they need to send it back? \	01:17 PM
Scott Dickens	yes, they should have a return label with the new hdd	01:18 PM
Rae Banaglorioso	NOTED !	01:19 PM
	all is well, did reached back to them sending their appreciation to everyone who is involved in resolving their concern !	01:21 PM
	Rae Banaglorioso has shared a file image.png - 0.75 MB	02:13 PM
	nvm found it. must be referring to windows date and time	02:18 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 301.36 KB	03:10 PM
Scott Dickens	Do we have an sos code?	03:13 PM
Rogie Logronio	143638302	03:13 PM
Scott Dickens	thats coming from the processor...they may not have the "hold capture flag" set to "H"	03:19 PM
	otherwise they may need to reach out to PAX support	03:19 PM
Rogie Logronio	what would be the next step? have them reach out to their processor?	03:20 PM
Scott Dickens	igor is with the processor so he should be able to check that	03:20 PM
Rogie Logronio	okay I'll let him know	03:20 PM
	Rogie Logronio has shared a file image.png - 236.49 KB	06:16 PM
	@Scott Dickens	06:18 PM
	@Jack Trinique	06:18 PM
Scott Dickens	It was added. The 232 it was closed out above the grand total of 204	06:29 PM
Rogie Logronio	To whom is the tip added?	06:30 PM
Scott Dickens	The QR Ordering employee. On the add tip screen there should be a button to reassign it	06:30 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 0.69 MB	06:31 PM
Scott Dickens	Looks like they may not have it	06:39 PM
	They'll need to manually add the tip to the correct employee	06:40 PM
Rogie Logronio	How do they manually add that tip to the employee?	06:42 PM
Scott Dickens	By doing it outside the system...just giving the employee the money	06:47 PM
Rae Banaglorioso	if anyone is available can you tell me whats the details on the return label? or if its available somewhere so i can check. a merchant is asking cos they said they cant find it	Mar 10 2024, 12:26 PM
Scott Dickens	We can email it to them tomorrow	12:55 PM
Rae Banaglorioso	thank you !	12:59 PM
Rogie Logronio	Is there a way to enter money on a receipt when closing a receipt?	07:03 PM

Rogie Logronio	is there a way to setup manager approval when clearing payments?	07:03 PM
	Ralph from next level is asking	07:03 PM
		07:04 PM
Scott Dickens	@Scott Dickens Yes, the remove item privilege/override setting	07:04 PM
Rogie Logronio	He said that there is a clear payment button on the payment screen and whenever they hit that button they want to have a manager approval pop-up when they hit the button	07:09 PM
	will the remove item privilege/override setting help us do that?	07:10 PM
	@Scott Dickens	07:11 PM
Scott Dickens	Oh, that... no there isn't one. I'll create a bug ticket to create one for a future release	07:14 PM
Darren Sla	Darren Sla has shared a file image.png - 338.6 KB	Mar 11 2024, 10:50 AM
Jack Trinique	netepay is not running on server, or the terminal cannot reach the server.	10:51 AM
Darren Sla	Copy. Thanks!	10:51 AM
Red Bercero	<i>This message has been deleted</i>	10:54 AM
	Hey guys, Oscar from yoo investment wants to change the refund limit from 200 to 500 dollars, He just wants to have the command on the data base so that he can do it Asap since the merchants are gonna open soon.	10:56 AM
Darren Sla	update settings_pos set refund_amount =	10:56 AM
	Darren Sla has shared a file image.png - 169.66 KB	10:59 AM
Red Bercero	thanks @Darren Sla	10:59 AM
Jack Trinique	which terminal is seeing the error?	11:01 AM
Darren Sla	on the server	11:01 AM
Jack Trinique	server doesnt have card reader. So they wont be able to do credit from the server	11:02 AM
Darren Sla	Oh..	11:02 AM
	I tried running Netepay manager on Term1 it is asking for activation for the serial number	11:03 AM
Jack Trinique	netepay will run on the server. But they can onl take CC transactions from the terminals	11:05 AM
Darren Sla	I see net epay is running on server.	11:07 AM
	Thanks @Jack Trinique	11:07 AM
Rae Banaglorioso	asking for assistance MID: off the hook ORDER ID : 285801 context : a to go order is not showing on pending orders and they cant checkout. they are trying to check out the transaction. anyone available to let it show on the terminal?	11:45 AM
Scott Dickens	was it "to go" or "takeout"?	11:46 AM
Rae Banaglorioso	chris said its a to go	11:47 AM
	let me confirm	11:47 AM
	a to go order	11:48 AM
Scott Dickens	to go can not be saved...they'll need to ring it up again	11:50 AM

Rae Banaglorioso	i see, ill get back to chris	11:54 AM
	<i>This message has been deleted</i>	11:55 AM
	@Scott Dickens prior to this call, to go orders used to be in the pending orders. its just now theat they were experiencing thats what he said	11:58 AM
Scott Dickens	to go orders never could appear there...they must be confusing it with takeout	12:00 PM
Rae Banaglorioso	ok2, im gonna set it to takeout then	12:01 PM
	so takeout will go to pending correct?	12:02 PM
Scott Dickens	when they save it, yes	12:10 PM
Darren Sla	@all hey guys, anyone from deployment can take care of the scheduled training for The Fusion later this Noon?	Mar 12 2024, 09:32 AM
	I spoke to Dalton and he said that the merchant would want to knwo who will be the person that will train them	09:32 AM
Ernie Perez	Ernie Perez has shared a file image.png - 20.19 KB	09:34 AM
	nvm i see a da fusion factory	09:35 AM
Darren Sla	I think this is the one that Scott was asking about yesterday?	09:40 AM
	Anyone gonna take over this task? Dalton was asking who will it be cause the merchant is asking.	09:58 AM
Red Bercero	hey guys CRP Danbury is calling for Hudson taco, they're wondering if there was an option when you close your personal bank that the report would only print credit tips and cash tips. they don't want other sales metric	11:00 AM
	is that possible?	10:58 AM
Scott Dickens	it is not...they can turn on hide cash totals if they're looking for that...under Settings -> Printers	11:00 AM
Darren Sla	@all hey guys I have The fusion Factory owner on the line named Saed Ahmed, he is looking for the person that will train them	11:06 AM
	Anyone available for this?	11:06 AM
Ernie Perez	transfer to me x504	11:07 AM
Darren Sla	Thanks!	11:07 AM
	Xfered	11:07 AM
	Darren Sla has shared a file image.png - 0.54 MB	11:43 AM
	I managed to get off the phone with him. But he is expecting to get a callback for this, he also mentioned that the Tier2 line is not working. I told him that It overflowed that's why I answered the call.	11:48 AM
	Anyone has ever experience this?	02:14 PM
Scott Dickens	i've submitted a bug for it	02:15 PM
Darren Sla	Darren Sla has shared a file image.png - 0.57 MB	04:44 PM
	If yes, can you point me to the right direction?	04:45 PM

	On how to get it situated.	04:45 PM
Scott Dickens	its a onedrive error	04:55 PM
	could try restarting the one drive service in windows	04:55 PM
	maybe try windows update	04:55 PM
	or running "sfc /scannow" in command line	04:56 PM
Darren Sla	It is happening on all fo the terminals	05:02 PM
	Is it fine to do it on one device?	05:02 PM
	@Scott Dickens what's the exact name on services? I was no able to see it on the list.	05:15 PM
Scott Dickens	"OneDrive Updater Service" i believe	05:16 PM
Darren Sla	Darren Sla has shared a file image.png - 145.75 KB	05:17 PM
Scott Dickens	yea, its not there	05:21 PM
	which is most likely the issue	05:21 PM
	can you uninstall one drive?	05:21 PM
	who is this for btw?	05:21 PM
Darren Sla	Winters runn in	05:22 PM
	I checked the server	05:22 PM
	Even that dont have one drive	05:22 PM
Scott Dickens	does it continously pop up or just when windows starts?	05:25 PM
Darren Sla	occasionally	05:26 PM
	The merchant said on the email that it happens sometimes on all of the devices.	05:26 PM
	Right now, while I am on term1 I dont see it popping	05:26 PM
	Would it affect all of the devices If I update the server?	05:36 PM
	Term1 is upto date with windows version	05:36 PM
	Server has a pending update tho.	05:36 PM
	Optional*	05:36 PM
Scott Dickens	it will affect them while its updating	05:37 PM
Darren Sla	I will suggest on doing this update while they are closed.	05:38 PM
Red Bercero	Hey Guys, Can someone help me out with this, Cosimo's of middletown. CRP Nick table didn't close paid with card, check unapplied no unapplied payment anymore.	06:59 PM
	Red Bercero has shared a file yup.png - 507.4 KB	06:59 PM
	also CRP asked what happened so that they can prevent it from happening again.	07:01 PM
Darren Sla	@Scott Dickens	07:11 PM
Red Bercero	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000047556331	07:12 PM

Darren Sla	@all anyone can help with that situation?	07:36 PM
	Anyone?	07:50 PM
Red Bercero	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000047556331	Mar 13 2024, 08:18 AM
	Good morning! Bumping this.	08:18 AM
Darren Sla	Darren Sla has shared a file image.png - 0.52 MB	01:16 PM
	does it still do it if the report is reloaded? based on the errors it seems to be a connection issue	01:53 PM
Darren Sla	Yes.	01:53 PM
	We tried it on 2 different computers as well	01:53 PM
Scott Dickens	assign the ticket to me and i'll take a look later today	01:53 PM
Darren Sla	Copy that.	01:54 PM
Red Bercero	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000047556331 bumping this again	05:18 PM
	can someone help me with this ticket?	05:19 PM
	Red Bercero has shared a file image.png - 36.91 KB	05:20 PM
Dakota Post	status says completed	05:28 PM
	in your screenshot on the ticket	05:28 PM
Darren Sla	Status shows completed but the table did not close	05:29 PM
Dakota Post	were there other tickets on the table	05:29 PM
Darren Sla	No	05:30 PM
	It's the same ticket	05:30 PM
Dakota Post	there's a setting on the back office under pos settings called "auto reset table" i belive. is that on or off	05:36 PM
Scott Dickens	were their any items left on the table or did they just need to reset it?	05:36 PM
Red Bercero	what happen was the original ticket was voided that's why they re rung the order	05:40 PM
	and then they paid it with card	05:40 PM
	it mark it complete but it ddnt close the table	05:40 PM
Scott Dickens	when they re-rung it did they choose "for immediate checkout" if so, that doesn't reset the table	05:40 PM
	sounds like a non-issue	05:40 PM
Darren Sla	No, they literally created a new order.	05:41 PM
Scott Dickens	i'd have to look into it then to find out what they did	05:44 PM
	assign ticket to me	05:44 PM
Red Bercero	ack	05:46 PM
	Hey guys, I do have Tito's lounge here Having problems connecting their PAX 835 it was working properly they said however when the power went out the IP change into Dynamic, We then change it into Static and made sure it has the same IP address as the terminal - 192.168.192.3 also made sure that we were able to	06:44 PM

	ping the IP. We rebooted the terminal tried again and did not work. Pax device is not communicating while dealing with credit payment.	
	<div>Red Bercero has shared a file</div> <div>image.png - 280.16 KB</div>	06:44 PM
	@Scott Dickens	06:45 PM
Darren Sla	Error message was just unsuccessful transaction.	06:45 PM
Scott Dickens	@Jack Trinique can you take a look?	06:45 PM
Darren Sla	2 terminals are doing it.	06:45 PM
	We did this first on term3	06:45 PM
	We have not touch 2 yet.	06:45 PM
Red Bercero	term 1 is working perfectly	06:46 PM
Jack Trinique	Yea checking	06:48 PM
Darren Sla	@jack if you get it sorted out, can you tell me what I missed?	06:48 PM
Jack Trinique	Looks like it's reaching the reader. Showing a timeout error from them not putting a card in. Check with them to see if it is asking for a card now.	06:52 PM
Red Bercero	terminal 3 is fixed	07:01 PM
	terminal 2 isn't he said	07:01 PM
	called him back	07:01 PM
	the only terminal that is not fix is the terminal 2 he said.	07:02 PM
Jack Trinique	Ok check if the ip changed on that pax as well.	07:03 PM
Red Bercero	understood	07:04 PM
	he's going home he said	07:04 PM
	he was glad that we were able to fix terminal 3	07:04 PM
Darren Sla	@all hi guys good morning, I need help with Darell's #10 the CC machine is not working VP8300, I noticed that when they try to run a card Nothing pop up on the screen that says "Insert, Swipe, tap"	Mar 14 2024, 06:09 AM
	I checked param download and I did not see it on tips.	06:10 AM
Jack Trinique	Drivers might not be installed if nothing comes up with parameters. Checking.	06:12 AM
Darren Sla	<div>Darren Sla has shared a file</div> <div>image.png - 113.94 KB</div>	06:13 AM
	After I hit save this pops up and wont go away	06:14 AM
	<div>Darren Sla has shared a file</div> <div>image.png - 249.83 KB</div>	06:14 AM
Jack Trinique	Enter your name to show you were the one that saved the settings	06:14 AM
Darren Sla	EMV param is now showing	06:15 AM
	I wonder what happened	06:15 AM
	I restarted the terminal by the way	06:15 AM

Jack Trinquere	I think they were updated last night to beta. Might not have saved the cc settings when they updated.	06:15 AM
Darren Sla	Ohhh.	06:16 AM
	All set.	06:19 AM
	Thanks Jack	06:19 AM
	Darren Sla has shared a file image.png - 31.47 KB	08:24 AM
Scott Dickens	whats the location?	09:42 AM
Darren Sla	Short stop	09:43 AM
	Short stop mini mart	09:43 AM
Scott Dickens	they're doing dual pricing, so its not a fee being charged	09:48 AM
	if they would like something to change with that they would need to reach out to their sales rep (alliant)	09:49 AM
Red Bercero	hey guys, Kathy lee wants to speak with Crystal she's from Grenis media. She already sent an email and just wants to have a follow up? any advice?	09:49 AM
Scott Dickens	she's not available...email is best option...she should follow up there	09:51 AM
Darren Sla	I will forward her email to Alliant.	09:59 AM
	Thanks Scott.	09:59 AM
	Who's POC of alliant by the way?	09:59 AM
Scott Dickens	Mike Eisenman is either the POC or can direct to the POC	10:00 AM
Darren Sla	Thanks!	10:03 AM
Red Bercero	Red Bercero has shared a file image.png - 144.89 KB	05:08 PM
	any advice?	05:08 PM
Scott Dickens	that looks like an android tablet, not windows	05:18 PM
	if it is, they need to open OC Android Processor on the tablet itself	05:18 PM
Red Bercero	<i>This message has been deleted</i>	05:29 PM
	that's the tablet that pride of atmore is referring to	05:30 PM
	Red Bercero has shared a file image.png - 153.39 KB	05:30 PM
	it's Hanasis/ RDP1	05:31 PM
Scott Dickens	thats the RDP session its logged into	05:31 PM
Red Bercero	Red Bercero has shared a file image.png - 26.18 KB	05:32 PM
	that's the only thing that shows here	05:32 PM
Scott Dickens	they need to go back to the android home screen on the tablet and open OC Android Processor	05:32 PM
	we don't have access directly to the tablet since its android	05:33 PM
Red Bercero	understood. I'll call them back	05:33 PM

Rae Banaglorioso	<div>Rae Banaglorioso has shared a file</div> <div>image.png - 475.74 KB</div>	Mar 15 2024, 07:27 AM
	SOS: 425149645	07:26 AM
	@Jack Trinqué can you assist me on this one? ralph called in for this 2 days ago its still showing	08:28 AM
Jack Trinqué	They have not run a batch since the 12th. All of those transactions are pending attempted and should go through with the batch. Is he having issues running the batch?	08:31 AM
Rae Banaglorioso	he claims that they already batched out. another is if you can see on the image it has 2 transactions with response error	08:32 AM
Jack Trinqué	they definitely have not batched since the 12th. They can look under Control panel > Add Tips and it shows transactions since then. Checking batch report in back office shows the same as well	08:35 AM
Rae Banaglorioso	<div>Rae Banaglorioso has shared a file</div> <div>image.png - 203.01 KB</div>	08:55 AM
	was trying to batch out and this error is showing, i forgot how to deal with this, forgot to take note on what to do with this error sorry	09:09 AM
	@Jack Trinqué	09:09 AM
	did this batch out on the processor side already?	09:12 AM
You	yes	09:16 AM
	that error means it auto batched on the processors side	09:16 AM
Rae Banaglorioso	ohh i see, just wondering cos it hasnt been removed on the system yet and ralph is kinda wondering how to get rid of this in the system.	09:19 AM
You	mm that part im not sure on, @Jack Trinqué do u know?	09:23 AM
	does it automatically reset once new cc transactions come in>	09:23 AM
Rae Banaglorioso	just got back from ralph, gave him a heads up that its already been processed by the processor side. he wants to know if all transactions are processed and wants to make sure this includes the offline transactions. if so, he wants to get rid of this in the system as well so they wont be confused.	09:26 AM
	@Jack Trinqué	09:24 AM
Jack Trinqué	If ralph can confirm it has been bathced on processor side I can push them through. One other way to do it, is to do a 0.01 transaction and then run the batch again.	09:28 AM
Rae Banaglorioso	ok2 a penny transaction, can i do cash? or it has to be a card?	09:29 AM
You	card since it's being batched out	09:29 AM
Rae Banaglorioso	oh right	09:29 AM
	aight thanks ill make it work	09:29 AM
Rogie Logronio	Richard from darrell's diner is calling claiming that because of DST it messes up their clock in time, he already corrected the time on the terminals and the server and it still happening, he said that whenever someone clocks in, it shows up in the back office 1 hour ahead of the clock in time	09:53 AM
	happening on terminal 1	09:55 AM
Jack Trinqué	Might need to change time zone on database. Go to database settings > connection and save there, it should have a time zone option when saving the back office details	09:55 AM
Rogie Logronio	<div>Rogie Logronio has shared a file</div> <div>image.png - 37.92 KB</div>	10:09 AM

	image.png - 57.72 KB	
Scott Dickens	you have to login to one of the other terminals and RDP into terminal 1	10:11 AM
Rogie Logronio	I'm not sure how to do that, haven't done that before, can you provide steps?	10:20 AM
Scott Dickens	login to one of the terminals, open up "Remote Desktop Connection" app	10:20 AM
	we've used it before so you should only need to click connect once you do that	10:20 AM
Rogie Logronio	Okay, will try that	10:25 AM
Rae Banaglorioso	quick question do we have auto send reports as a feature?	10:31 AM
Dakota Post	yes	10:31 AM
Rae Banaglorioso	how do we set it up?	10:31 AM
Dakota Post	go to the report, click email pdf, click "schedule this report"	10:31 AM
	Dakota Post has shared a file image.png - 56.36 KB	10:32 AM
Rae Banaglorioso	noice ! thanks ill check it out.	10:32 AM
Dakota Post	:thumbsup:	10:32 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 436.31 KB	02:30 PM
Rogie Logronio	Rogie Logronio has shared a file Screenshot 2024-03-15 183900.png - 0.51 MB	05:41 PM
	anyone?	05:42 PM
Jack Trinqu	Should be able to clear payment. Tha my will clear any payment made then set the balance back to the original due.	05:49 PM
Rogie Logronio	He said clearing payment does not do anything	06:06 PM
Scott Dickens	Have them complete the transaction (to like cash) then void and re-ring and place it back on the table	06:07 PM
Rogie Logronio	Will do, thanks!	06:10 PM
	<i>This message has been deleted</i>	07:54 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 18.63 KB	Mar 16 2024, 09:41 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 0.92 MB	10:11 AM
	Robert from Darrell's Diner #6 called in again saying if we can process a replacement for their terminal 1 because its giving them a lot of issues for the past few months, they said its getting progressively worst	10:53 AM
Scott Dickens	Assign the ticket to me and we'll get one sent out on monday	11:04 AM
Rogie Logronio	Will do	11:05 AM
Rae Banaglorioso	ESCALATING THIS CALL FROM ALIBI: HE CANT CONTACT MMG. NO ONE IS ANSWERING HIS CALL. HE WANTS SOMEONE ON SITE ASAP RIGHT NOW. HE DOESNT WANT TO LET GO COS ITS A SATURDAY NIGHT HE NEEDS A FIX ASAP @Scott Dickens	Mar 17 2024, 09:18 AM
	He wants to talk to someone who knows when is a person gonna be on site	09:30 AM

	he cant get a hold of chris, he is out of town on a softball tournament	Mar 16 2024, 03:04 PM
	thats what he said.	03:06 PM
	he wants a person on site right now	03:06 PM
	@Scott Dickens	03:07 PM
	@Jack Trinqu	03:07 PM
	no one is answering from mmg	03:07 PM
	any adv on this? on a call with him. he is planning to leave OC	03:08 PM
Scott Dickens	Same thing happened last night and I had them unplug the power from the terminal and plug it back in then power it on and it came back up	03:11 PM
Rae Banaglorioso	he said that he purchased OC because we have offered someone locally on standby to cater the problems	03:12 PM
Scott Dickens	Jack is trying to reach MMG as we do not provide their onsite support, MMG does	03:12 PM
Rae Banaglorioso	i did tried to explain and was planning to further assist their concern about the card readers but he wouldnt let me. he was already spitting out profanity and wants to talk to someone within 5 mins	03:15 PM
Scott Dickens	Get his number and we will have someone give him a call back shortly	03:16 PM
Rae Banaglorioso	contact number: 8506305530	03:19 PM
	if you wouldnt mind updating me too so i can fully take notes and further assist. thank you	03:19 PM
	he missed the call	03:21 PM
	just returning the call, who is calling him?	03:21 PM
	OTP with me	03:21 PM
Scott Dickens	Wasn't us yet, we're still trying to reach mmg	03:22 PM
Rae Banaglorioso	oh ok.	03:22 PM
	about how long? he is asking	03:23 PM
	about how long for the estimated wait time.	03:23 PM
Scott Dickens	Jack just reached MMG and they are checking on a replacement terminal now. We don't have an ETA yet but will be requesting MMG reach out to them as soon as they confirm	03:31 PM
Jack Trinqu	Just talked with someone from Mmg. They are checking to see if they have an additional terminal.	03:31 PM
Rae Banaglorioso	TYSM!	03:32 PM
Rogie Logronio	Hi @Scott Dickens @Jack Trinqu , I have daryl fuller calling in about the replacement for alibi lounge , wants to know the process like, who will set it up, who will download everything and etc.	05:04 PM
	I believe he is from MMG	05:05 PM
Jack Trinqu	Once it gets in place I can connect and get everything started. They can do that either on site or at their office if they want it ready once it gets there. Is it a fresh terminal, or an imaged one?	05:06 PM
Rogie Logronio	I believe it's a fresh terminal	05:10 PM
Jack Trinqu	Awesome if it is the same terminal model they should just be able to swap the hard drive on the terminals and it should work. They will also want to swap the power supply since it is a power issue. Recommend they get a power cleaner as well, in case the issue is with the power to the terminal.	05:35 PM
Rogie Logronio	Hi jack, I got daryl from MMG OTP right now, he said his trying to setup or download OC and setup	05:38 PM

	everything before he get it to alibi lounge and he has a lot of question setting it up	
Jack Trinqué	Is it the same model terminal?	05:39 PM
	If so they can just swap the driver and everything should work without any setup. Ensure they swap power supply as well.	05:39 PM
Scott Dickens	*drive not driver	05:41 PM
Rogie Logronio	He said that he is not sure if its the same model terminal. He assumes that they have the same model because they bought the same thing	05:43 PM
	He is also asking if it's same model , what harddrive would he be using for replacement	05:44 PM
	Right now he is not sure if its the same model and he is planning to go there with the entire terminal with him	05:45 PM
Jack Trinqué	He will pull the hard drive out of the old terminal that is not powering on and put it into the new terminal. If it's a hanasis from us there is a hard drive bay on the left side of the terminal.	05:46 PM
	Their other terminals are hanasis, so as long as the one they have now is also a hanasis it will be the same! If they got it from us it will be a hanasis.	05:47 PM
Rogie Logronio	I've explained to him what to do. If it's the same model as the alibi lounge then we can swap hard drive without any setup and it would work if not then we need to swap out the entire terminal and have the setup. It just that he is saying his not that techy or have no training in swapping out harddrive and setting up the POS, what he can do is bring the equipment there and plug it to the power and thats it	05:51 PM
	And yes, he said their terminals are hanasis	05:53 PM
Jack Trinqué	Cool, yea it's just one screw, very easy to do. On the left side of the terminal there is a little plastic door. He will pop that off, unscrew the screw then pull the drive out. He'll do the same on the new terminal. He'll then take the drive from the old terminal and put it into the new one and screw it in. He'll then plug the power cable in and power on the new terminal and everything should automatically work without any setup needed.	05:56 PM
Rogie Logronio	Told him exactly what you told me and provided him with the instructions, he refused to do it because its beyond him and hung up	06:06 PM
Jack Trinqué	What's his number I'll try to call him...	06:10 PM
Rogie Logronio	850 8328050, i gotta tell you, he is stressed out right now	06:18 PM
	Rogie Logronio has shared a file Screenshot 2024-03-18 201417.png - 30.39 KB	Mar 18 2024, 07:20 PM
	Rogie Logronio has shared a file Screenshot 2024-03-18 201741.png - 0.94 MB	07:20 PM
Dougie Stevens	The retail orders look to be AI \$0	07:23 PM
	Not sure why, but that means they were probably just abandoned orders, so they won't have chargebacks	07:23 PM
Rogie Logronio	oh okay	07:24 PM
Dougie Stevens	@Scott Dickens do the retail order just need to be set to C or do you want to double check this to see what happened?	07:25 PM
	Actually they're on an older version, so I think this was fixed in an update if I'm not mistaken	07:36 PM
Rogie Logronio	Gotcha. Thanks for looking into this dougie	07:37 PM
Scott Dickens	just set to C	07:38 PM
Dougie Stevens	tanks	07:38 PM

	I worked with El Rodeo for a couple of minutes Scott. I cleared those transactions and attempted to batch but their card reader isn't working. It might be the cord, so he's grabbing a spare from his house. He said he will call back when he gets there with the spare so they can take more transactions through the night	07:55 PM
Red Bercero	Red Bercero has shared a file image.png - 193.94 KB	Mar 19 2024, 11:12 AM
Darren Sla	They are on the newest version	11:13 AM
You	go to the log folder, claer it, then try to click on an item and see if anything pops up	11:13 AM
Darren Sla	Darren Sla has shared a file image.png - 7.4 KB	11:14 AM
You	<i>This message has been deleted</i>	11:15 AM
Darren Sla	Merchant mentioned that it updated today.	11:15 AM
Scott Dickens	fixing now	11:15 AM
Darren Sla	Thank you!	11:15 AM
You	You have shared a file image.png - 0.5 MB	11:15 AM
Scott Dickens	fixed	11:17 AM
Red Bercero	tysm guys	11:22 AM
	Red Bercero has shared a file image.png - 245.31 KB	12:24 PM
	he said on the call that these terminals were turned when the update for the new version was on going probably the reason why it wasn't included	12:26 PM
Darren Sla	I will teach him on how to update the terminals	12:26 PM
	@all hi guys, can someone help me out on setting this terminal 29 on Seville, they just received a new Hard drive on it.	03:11 PM
Scott Dickens	i can do it as soon as i finish up darrell's updates	03:20 PM
Darren Sla	Copy that, Thank you!	03:20 PM
Scott Dickens	are they using it for heritage hall?	03:20 PM
Darren Sla	For some reason this link tinyurl.com/ocsplash	03:20 PM
	Wont download streamer	03:20 PM
Scott Dickens	i just used it a few minutes ago	03:21 PM
Darren Sla	I tried downloading it on that new device	03:21 PM
	It wont go to the download page	03:21 PM
Scott Dickens	if its the computer...try downloading it on your computer and transferring the download over	03:21 PM
Darren Sla	I turned off firewall	03:21 PM
	copy	03:21 PM
	@Scott Dickens it is now on splashtop SEVILLE-29	03:36 PM

Scott Dickens	seville terminal is setup now	04:21 PM
Darren Sla	Thanks!	04:21 PM
Scott Dickens	didn't look like a printer or payment device was connected	04:21 PM
Darren Sla	Darren Sla has shared a file image.png - 7.22 KB	04:43 PM
	@Scott Dickens they said started happening after the update	04:47 PM
Scott Dickens	the new setting is found under Settings -> POS at the bottom under the incremental auth settings	04:48 PM
Darren Sla	I changed that, into 1, that's why it became \$7	04:48 PM
Scott Dickens	if the items they ring in are greater than \$1 however, it will authorize for whatever the order amount is	04:48 PM
Darren Sla	Gotcha.	04:49 PM
	Thanks	04:49 PM
Red Bercero	Red Bercero has shared a file image.png - 198.62 KB	05:03 PM
	this is at terminal 1	05:03 PM
Scott Dickens	which location?	05:09 PM
Red Bercero	Pacific dining ARC 001	05:10 PM
Scott Dickens	assuming ARC	05:10 PM
	ok	05:10 PM
Red Bercero	yes sorry for the late response just wrap up a call	05:10 PM
Scott Dickens	retrying the batch worked	05:11 PM
	means that transaction timed out	05:11 PM
	so they're all set	05:11 PM
Red Bercero	Thanks Scott.	05:11 PM
Rae Banaglorioso	@Scott Dickens hi scott if you wouldnt mind checking ARCs duplicate inverntory for barcodes as well, matt just emailed me 😊	05:12 PM
Scott Dickens	ok	05:12 PM
	the thing where they can't edit one of them?	05:12 PM
Rae Banaglorioso	yup2	05:12 PM
Scott Dickens	done	05:13 PM
Rae Banaglorioso	tysm!	05:14 PM
Darren Sla	Hi Guy,s Darrells#2 wants to replace this terminal https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000049239677 it has been acting up as per the merchant and they're getting tired of it. He mentioned that it is an old one, the new ones they dont have issues,	Mar 20 2024, 09:21 AM
	They want it to be replaced,	09:21 AM
Red Bercero	Red Bercero has shared a file	12:31 PM

	image.png - 201.41 KB	12:31 PM
	Red Bercero has shared a file	
	image.png - 122.77 KB	12:32 PM
	this is for Hot spot BBQ , I spoke with James.	12:36 PM
Scott Dickens	have him log out and back in...should be there now	12:39 PM
Red Bercero	understood.	12:39 PM
	Hey guys, Citrus city craft also wants to have an OC APP that they can use thru their phone. She said that she passed a ticket 3 months ago but haven't heard from anyone yet.	06:45 PM
	Hey guys is there any way to subtract the value of the gift card from 30 dollars - 25?	Mar 21 2024, 11:14 AM
	it was already given away he said.	11:15 AM
Dakota Post	what kind of giftcard was it	11:16 AM
Red Bercero	in house gift card	11:16 AM
	he already disconnected, Told me that he's gonna contact tier 2 directly	11:17 AM
Dakota Post	what does it say on the giftcard processing dropdown box on the credit card screen	11:17 AM
Darren Sla	Unfortunately we dont have their account on our splashtop	11:19 AM
Dakota Post	alright, well the first thing would be to find out what giftcard processing is being used. if it's one of our processing, then we probably can, but would depend on the situation. They can't just reduce the value of a giftcard they already sold because they feel like it.	11:20 AM
Red Bercero	got it	11:37 AM
Scott Dickens	closed	11:40 AM
	immediately after closing an order	11:40 AM
Red Bercero	hey guys? You familiar with the rewards program at las palmeras, They're wondering if it's properly set up where should i go to check it thanks	03:34 PM
	both restaurant and mexican grill	03:36 PM
	are checking with me.	03:36 PM
Scott Dickens	this is @Ernie Perez 's deployment	03:59 PM
Ernie Perez	add royce to email and assign to him	04:00 PM
Scott Dickens	ernie, i also saw a message earlier about them having issues with their online ordering	04:00 PM
	something about payments	04:01 PM
Ernie Perez	same add royce to email and assign to me	04:01 PM
	he's got to learn this stuff and be involved	04:02 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	
	image.png - 7.29 KB	Mar 22 2024, 05:31 PM
Scott Dickens	tuesday is already pretty full...assign to jack to get scheduled	05:31 PM
Rae Banaglorioso	copy !	05:32 PM
Rogie Logronio	Caller said that their table #7 is bringing up items that was ordered by the previous customer. Happened twice, even though they did not order that specific item it suddenly shows up on their bill and sometimes	05:51 PM

	the item was sent to the kitchen even though they did not order it MID: Colarusos	
Scott Dickens	example of an item?	07:01 PM
Rogie Logronio	stuffed sausage portobello, thats the actual item	07:02 PM
Scott Dickens	the stuffed sausage portobello was rang in by 1:15 PM on terminal 0003 by the server	07:06 PM
	it wasn't from a previous order	07:06 PM
Rogie Logronio	I'll let her know, tysm scott	07:08 PM
Rae Banaglorioso	<p>@Scott Dickens @Jack Trinique need assistance with MID cafe tiramisu sos: 773 921 588 Ralph NLRS - wanting someone to look at cafe tiramisu and get back to him with a confirmation and explanation from higher tier. context: whenever they open the ordercounter application it glitches. it doesnt load correctly. OC software populates slowly piece by piece. what i meant by piece by piece is that the only area that would populate is whenver they are tapping on the screen a certain area of the OC software would populate. In our case since we are using remote access, OC software will fully poppulate when we hover the mouse across the screen. since the end user is using the monitor weherever they tap thats the only area that will populate, not until they tap the whole screen OC software will completely populate.</p>	Mar 23 2024, 05:49 PM
Jack Trinique	Do we have a video?	06:01 PM
Rae Banaglorioso	we dont i asked for pictures he said he is unable to provide one. additionally it has happened two days in a row now. gave him a heads up to provide us time to investigate ang we'll get back to him. he also mentioned they are going live soon so he need to have answers asap too 😊	06:31 PM
Jack Trinique	Yea will need more information. Especially if we can't recreate it from our side.	06:32 PM
Rae Banaglorioso	ill reach back to him tomorrow to recheck, he also mentioned that you got a copy of the database he thought thats connected.	06:34 PM
	<p>Rae Banaglorioso has shared a file</p> <p>image.png - 1.32 MB</p>	Mar 24 2024, 11:48 AM
	MID picky gourmet	11:48 AM
	<p>Rae Banaglorioso has shared a file</p> <p>image.png - 1.4 MB</p>	11:53 AM
	neil claims that it was already there when they opened and gone afterwards but when i saw the email tried checking it for myself it showed up on term 002	11:55 AM
Jack Trinique	Might just still be showing from the screen they were on before. We will have to check into it and try to reproduce it. It shouldn't cause any issues.	12:00 PM
Red Bercero	<p>Red Bercero has shared a file</p> <p>image.png - 90.17 KB</p>	Mar 25 2024, 02:28 PM
	<p>Red Bercero has shared a file</p> <p>image.png - 237.49 KB</p>	02:29 PM
	checked batch report it doesn't have any for today	02:29 PM
	can someone help?	02:29 PM
Scott Dickens	checking	02:31 PM
	can someone log out?	02:31 PM
Red Bercero	out	02:31 PM
Scott Dickens	fixed and batch printed	02:36 PM

Rae Banaglorioso	thanks !	02:36 PM
	what happened? @Scott Dickens	02:36 PM
Scott Dickens	database error...a column was the wrong type	02:37 PM
Red Bercero	Hey Guys, Ortas Called in wants to check if we could still add the tips from last Friday to today. I just want to confirm if that's possible	06:09 PM
	Red Bercero has shared a file image.png - 473.32 KB	06:10 PM
Ernie Perez	Have to add them as new sales	06:18 PM
	Did they get the credit card holder information from their processor?	06:18 PM
Red Bercero	I believe so cause they have all the information on the spreadsheet I just want to know how to add it as a new sale, Cause i really don't have an idea it's the first time i received this kind of call if you could enlighten me with the process that would be great.	06:32 PM
Ernie Perez	https://ordercounter.zohodesk.com/portal/en/kb/articles/custom-items	07:38 PM
Red Bercero	Hey guys, Ralph from seville called back asking the same question about the pre auth/send tab. He said is there a way to bypass the 60 second or lower the countdown during pre auth.	Mar 26 2024, 11:27 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000049563685	11:27 AM
	can someone help me with this?	11:27 AM
Scott Dickens	there is not using the android processor unfortunately	11:32 AM
Red Bercero	Red Bercero has shared a file image.png - 433.31 KB	04:43 PM
	it doesn't show the purchase order number on this tab "Account check out"	04:44 PM
Scott Dickens	we do not have an option to add a purchase order number	04:44 PM
	since this was dougie's deployment, escalate this to jack	04:44 PM
Red Bercero	understood. Is there any work around at the moment that they can use?	04:45 PM
Scott Dickens	adding a custom item to the order for \$0 with the purchase order number	04:45 PM
Red Bercero	yup told him about it. They can do it for the mean time as per merchant.	04:47 PM
Darren Sla	Darren Sla has shared a file image.png - 137.24 KB	Mar 27 2024, 08:24 AM
	Context: Seville lastnight was down, and when the internet came back online they tried to batch and this is showing.	08:24 AM
	I checked offline transactions and I did not see any.	08:24 AM
	I manually batched it out, and I encountered that image	08:26 AM
	scott was on it yesterday night	08:29 AM
Darren Sla	when did this happen	08:30 AM
	They're trying to batch out last night.	08:30 AM
Dakota Post	And then I tried batching out today as well.	08:30 AM
	1am, 2am, 3am?	08:30 AM

Darren Sla	Same message	08:30 AM
	yeah.	08:30 AM
	Something like that, did not really get much of an information as Ralph just passed the message to me he too dont have enough info. He just said that he received a call from Seville about that situation.	08:31 AM
	Anyone can look into this, they open @10am	08:41 AM
	Or if someone can point me to the right direction.	08:42 AM
	@Scott Dickens @Jack Trinqué Ralph is calling back, I would assume that he's calling back about the situation I escalated.	09:49 AM
Jack Trinqué	are there any errors showing in the logs when they try to batch?	10:00 AM
Darren Sla	Darren Sla has shared a file image.png - 32.91 KB	10:04 AM
	Darren Sla has shared a file image.png - 108.07 KB	10:04 AM
	Not sure if I am looking at the right spot	10:05 AM
	I checked datacap and ocpos exe	10:06 AM
Scott Dickens	taking a look	10:08 AM
	batch processed at term 1	10:17 AM
Darren Sla	What happened to it?	10:17 AM
Red Bercero	Red Bercero has shared a file image.png - 12.48 KB	05:01 PM
Scott Dickens	checking	05:08 PM
	they have expo printing enabled but it wasn't set up properly	05:11 PM
	i've corrected those settings (removed expo from being assigned as station 4 and set "send expo" for the other kitchen stations)	05:11 PM
Red Bercero	understood, thanks so it should be good to go on both online ordering and for here orders?	05:12 PM
Scott Dickens	correct	05:14 PM
	nut have them let us know if thats not the case	05:15 PM
You	You have shared a file image.png - 37.52 KB	Mar 28 2024, 11:46 AM
	how do i go about finding the issue? @Jack Trinqué @Scott Dickens	11:58 AM
Jack Trinqué	So the system is showing \$166 less in online ordering tips that they see?	11:59 AM
You	yes	12:02 PM
	166\$ is missing	12:02 PM
	he compiles the numbers directly from the operations report and uses a custom formula to calculate a shortage (if there is one)	12:03 PM
	https://docs.google.com/spreadsheets/d/1zqAD8E2K6eeC0302-7rnUsSBRYvLh8Xs/edit?usp=sharing&ouid=111640651994013867537&rtpof=true&sd=true the numbers come directly from the operations report	12:05 PM

	<p>TOTAL NET SALES 11,780\$ + PAY TO ACCOUNT / EVENT DEP 0\$ + SALES TAX COLLECTED \$839.12 - GIFT CARD REDEEMED \$383.76 - HOUSE ACCOUNTS \$0.00 - CC NET OF ALL TIPS (=) \$9,057.34 - TOTAL DOOR DASH \$548.21 - TOTAL UBER EATS \$753.09 - TOTAL CHOW NOW \$477.64 - TOTAL GRUB HUB \$233.01 - TOTAL CASH & CHECKS REC'D \$1,010.00</p> <p>bump for this, any ideas?</p>	<p>12:07 PM</p> <p>01:08 PM</p>
Red Bercero	<p>Hey guys, Darrel's diner #13 is reporting that they recently changed their ISP to Verizon only 1 terminal works directly when the ISP tech checked it he told me that the POS needs to have a VPN access to spectrum he added IT'S A FULL PORT TP LINK VPN ROUTER</p> <p>so that the terminal 2 as well as BO server could be connected.</p> <p>https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000051508829</p> <p>that's the ticket number</p>	<p>02:51 PM</p> <p>02:52 PM</p> <p>02:52 PM</p> <p>02:52 PM</p>
Scott Dickens	they need to keep the TP Link router and have the port 1 of the TP Link go to the Verizon device	02:53 PM
Red Bercero	<p>understood</p> <p>what else needs to be done</p> <p>so i could let the tech know</p>	<p>02:53 PM</p> <p>02:54 PM</p> <p>02:53 PM</p>
Scott Dickens	if there is a static IP set on the TP Link router, we'll need to clear that	02:56 PM
Darren Sla	@Scott Dickens @Jack Trinque on VP8300 devices if you turn off the TAP feature, will it affect american express cards? Wayne working with Hoops reported that type of card stopped working when the TAP feature was turned off	03:11 PM
Scott Dickens	<p>it should not affect AMEX</p> <p>AMEX acceptance is handled by the processor side (they have to be configured to accept it...a bit different than VISA/MC/Disc since AMEX is its own thing)</p> <p>bu tap shouldn't affect it</p>	<p>03:13 PM</p> <p>03:13 PM</p> <p>03:13 PM</p>
Darren Sla	Where can I see that configuration tho?	03:14 PM
Scott Dickens	<p>you can't</p> <p>its on processor side</p>	<p>03:16 PM</p> <p>03:16 PM</p>
Darren Sla	<p>ohh...</p> <p>I will try to gather more info once they call in.</p> <p>Cause I was speaking to Wayne, and he just reported it to me.</p>	<p>03:16 PM</p> <p>03:16 PM</p> <p>03:17 PM</p>
Rogie Logronio	<p>Need assistance with O'connors Shoes, they are setting up their card reader and they are going live today</p> <p>they said the card readers IP is 192.168.001.038</p>	<p>Mar 29 2024, 09:47 AM</p> <p>09:48 AM</p>
Rae Banaglorioso	<p>all set</p> <p>Rae Banaglorioso has shared a file</p> <p>image.png - 0.88 MB</p>	<p>09:55 AM</p> <p>11:40 AM</p>
Scott Dickens	it needs to be investigated...assign ticket to me	11:41 AM
Rae Banaglorioso	<p>ticket assigned thanks !</p> <p>Rae Banaglorioso has shared a file</p>	<p>11:52 AM</p> <p>12:10 PM</p>

	image.png - 334.16 KB	12:19 PM
Darren Sla	I dont think that there is a way for that	12:20 PM
	I emailed him about that	12:20 PM
Rae Banaglorioso	T.T	12:20 PM
Darren Sla	Thats on the tablet, correct?	12:20 PM
Rae Banaglorioso	yup2	12:20 PM
Scott Dickens	settings -> rear facing customer display, signature keyboard color scheme	12:21 PM
Darren Sla	Ohh so there is.	12:26 PM
Rae Banaglorioso	@Scott Dickens no option for keyboard color scheme	12:27 PM
Darren Sla	@Rae Banaglorioso ask him if thats the keyboard thing that he was asking about	12:27 PM
	If yes, then he was asking me the wring thing then.	12:28 PM
Rae Banaglorioso	i believe so yes he described it the wrong way, i was thinking the same way, an actual tablet lol	12:29 PM
Scott Dickens	the tablet still uses the customer display settings	12:29 PM
	is that setting not there?	12:29 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 483.66 KB	12:30 PM
Scott Dickens	its on the first screen before selecting the terminal to edit	12:31 PM
	so click back, then it should be at the top	12:31 PM
Rae Banaglorioso	@Scott Dickens -- how were you able to log in to willies 222?	01:13 PM
	how do i access anydesk?	01:17 PM
	for willies 222?	01:17 PM
Jack Trinqu	scott will need to.	01:33 PM
Rae Banaglorioso	needs to get kitchen printers working	01:35 PM
Jack Trinqu	what is not working with them?	01:36 PM
Scott Dickens	Andreas isn't working so they must have closed it	01:37 PM
Rae Banaglorioso	kitchen printers, and also they want to add 0222 and 2220 at the end of the recpt for bathroom	01:37 PM
Scott Dickens	Have them open any desk from the downloads folder	01:38 PM
Rae Banaglorioso	still on a call ill get back to them once done here	01:38 PM
	any desk is open	01:52 PM
Scott Dickens	tell them to accept my request then	01:53 PM
	it should pop up on terminal 1	01:53 PM
	ok, i'm in	01:54 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 83.51 KB	01:57 PM
Scott Dickens	set the connection to the server (right now its laureen-office and i doubt thats the server)	01:58 PM

Scott Dickens	set the connection to the server (right now its in their office and i doubt thats the server)	02:00 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 62.88 KB	01:59 PM
Scott Dickens	you'll need to find it via the database settings of the terminal	02:02 PM
Rae Banaglorioso	tried that, it has no server, she installed this in her station yesterday	02:04 PM
Scott Dickens	what are they trying to do?	02:04 PM
Rae Banaglorioso	claims that shes wanting a demo on her on station so she can restore a database that needs to be investigatted	02:05 PM
	Rae Banaglorioso has shared a file image.png - 85.44 KB	02:06 PM
	Rae Banaglorioso has shared a file image.png - 87.05 KB	02:06 PM
	Rae Banaglorioso has shared a file image.png - 416.57 KB	02:59 PM
Scott Dickens	have them unplug the emv device and plug it back in	03:02 PM
Rae Banaglorioso	i had them restarted it and still this happened but ill go ahead have them replug thanks ill take my lunch first	03:03 PM
	@Scott Dickens - just wondering if you got any update on willies222?	05:13 PM
Scott Dickens	it should be all good	05:18 PM
	tech went by there and plugged the printer in and i set the things on the receipt they needed	05:18 PM
Rae Banaglorioso	ok2 thanks !	05:19 PM
	ill get back to jason	05:20 PM
	is jason the tech guy?	05:20 PM
Scott Dickens	jason is the manager	05:21 PM
Rae Banaglorioso	oh gotcha thanks ! just reached him out all set TYSM! clocking out !	05:23 PM
Rogie Logronio	Hi @Scott Dickens are u with pelican post right now?	06:50 PM
Scott Dickens	i was speaking to roger	06:51 PM
	about pelican post	06:51 PM
	changed a few settings, but didn't do anything with printers	06:51 PM
Rogie Logronio	Emma on site is calling on the phone with me right now, they said they were having a lot of issues today	06:51 PM
Scott Dickens	looks like the printers are working	06:52 PM
	if they're having an issue now, get the specific order and issue they're having	06:52 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 14.86 KB	Mar 30 2024, 06:03 AM
	Rae Banaglorioso has shared a file image.png - 20.64 KB	09:23 AM
Scott Dickens	For gift cards, order functions -> sell custom gift card	10:31 AM

Rae Banaglorioso	can we add money on existing gift card?	10:33 AM
Scott Dickens	Yes	10:39 AM
Rae Banaglorioso	how?	10:39 AM
Scott Dickens	Same process just use the existing gift card	10:39 AM
Rae Banaglorioso	ok2 noted thank you	10:39 AM
Rogie Logronio	@Scott Dickens Matthew from value system just called in saying that "Something just happened". And I would need to relay this message to you. He said if you can give him a call back it would be great	04:24 PM
Darren Sla	Darren Sla has shared a file image.png - 11.56 KB	Apr 01 2024, 07:02 AM
	If yes, should I just deactivate it and make sure that it is open for reactivation on a new device?	07:02 AM
	Darren Sla has shared a file image.png - 19.56 KB	07:09 AM
Red Bercero	Red Bercero has shared a file image.png - 74.7 KB	11:57 AM
Darren Sla	Do a parameter download	11:58 AM
Red Bercero	on it	11:59 AM
	Issue resolved ty	12:06 PM
Darren Sla	Hi Guys, quick question does our software has the ability or capability to transfer a pre-auth card into tables?	01:19 PM
	Or should we just modify the order into table once pre-auth is done?	01:25 PM
	Context: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000052638792	01:28 PM
Scott Dickens	pre-auth can be done on tables by going to Order Functions -> Authorize Credit Card	01:31 PM
	the pre-auth on a bar tab probably does not transfer on their version, but we recently addressed this so they would need an update	01:32 PM
Darren Sla	How about "Can we transfer a pre auth from one table to another" ?	01:33 PM
Scott Dickens	that would also require an update (maybe...they could test it by doing a pre-auth on a table, transferring the order to another table and attempt to close it to the pre-auth)	01:34 PM
Darren Sla	@Scott Dickens can we schedule the District for this update?	01:54 PM
Scott Dickens	yes, assign me a ticket	01:55 PM
Darren Sla	Thanks!	01:55 PM
	@Scott Dickens they close @ 11pm.	02:03 PM
	Assigning ticket to you.	02:03 PM
	If you can email them once the update is done that would be great. So that he can talk to Ralph and do a test.	02:03 PM
Scott Dickens	:thumbsup:	02:10 PM
Rogie Logronio	Hi Ralph is calling in, saying that there terminals were down for like 15 minutes but now it came back it's running very slow. Anyone can help?	06:35 PM

Rae Banaglorioso	MID: Seville Quarters	06:35 PM
	<i>This message has been deleted</i>	06:48 PM
Red Bercero	Red Bercero has shared a file image.png - 143.62 KB	06:50 PM
	826166876 - SOS CODE	06:56 PM
	Can someone check?	06:56 PM

Scott Dickens	Close Apache from task manager	06:57 PM
Red Bercero	yup we did that.	06:57 PM
	we we're able to close the apache 2.4 on the task manager	06:58 PM
	but not the apache checker, He said that this is urgent. since the store will open at 5AM	06:58 PM
Scott Dickens	just confirming...you were able to get this?	07:59 PM
Red Bercero	Red Bercero has shared a file	08:03 PM
	image.png - 143.62 KB	
Scott Dickens	i was able to update it	08:52 PM
Darren Sla	Hi Team, good morning. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000052840154 Kindly prepare a replacement server device for Alibi Beach Lounge.	Apr 02 2024, 07:35 AM
	This is an urgent matter as the merchant can't run the business if this wont be taken cared of this morning.	07:36 AM
	@Scott Dickens I just received a call from MMG, and they're asking what's wrong with the server and if it really needs a replacement device.	07:40 AM
Jack Trinqu	I think the issue was with the router not the server, unless they are referring to something else. All of their terminals are offline. Ill give him a call in a bit, once im out of this meeting.	08:02 AM
Darren Sla	Yeah, I noticed that as well. I asked him if it is just the server cause the terminals are offline as well.	08:02 AM
	He said that MMG told him that they have a bad server.	08:03 AM
	No other info given	08:03 AM
	@Jack Trinqu I have Dave GM of MMG, was asking what would be our next step for Alibi, they're tying to get the issue situated asap as per him.	08:21 AM
Jack Trinqu	Send to me, 501	08:21 AM
Darren Sla	copy that	08:21 AM
	xfered	08:22 AM
	@Jack Trinqu let me know what is the plan for it, so that I can touch base with the merchant.	08:41 AM
	Thanks!	08:41 AM
Red Bercero	Hey guys, Chris from off the hook wants us to send a VPN link for the remote back office access of the owner at off the hook, He said that it's urgent becaue the owner is running payroll today TY.	09:45 AM
Scott Dickens	@Ernie Perez - can you set that up?	09:47 AM
Ernie Perez	yes, let me setup	10:01 AM
	@Red Bercero Here you go! http://offthehook.ordercounter.pro/OCPOS/login.php	10:04 AM
Red Bercero	tysm.	10:04 AM
Ernie Perez	btw no vpn needed for this one	10:09 AM
Red Bercero	aight. Let him know about that too.	10:11 AM
	Hey guys Spoke with Klub 24 a problem with their receipt printer Terminal 4 receipt printer issue >check Opos > error code 101 >check winprint > error code 112 >Check Opos > Error code 112 > Sensor Problem >Turn off the Printer >Remove paper - Wipe the sensor with clean cloth >Turn on printer >No red error lights >check opes again error code 104 >Placed paper properly >Turned off printer > Turned on printer	11:44 AM

	lights >check opos again error code 106 >Placed paper properly >Turned on printer > Turned on printer while holding the feed button it didn't print any receipts it only showed orange flashing lights.	
	that's the troubleshooting steps that i did.	11:44 AM
	Just want to confirm if they're still under warranty	11:45 AM
	if we go with replacement. TY	11:45 AM
You	if its an Epson printer you can check the warranty on the website	11:51 AM
Red Bercero	gotcha.	12:55 PM
Darren Sla	Hi Team, anyone can teach me what command to execute. Modifier mods are duplicating.	04:48 PM
	Turnkey wants to remove the duplicate modifiers	04:48 PM
Scott Dickens	the table they're stored in is "modifier_mods_extended"...you have to locate where the duplicate rows start by running <code>select * from menu_modifiers_extended</code>	04:52 PM
	its usually after row 12, if thats the case, run this command: <code>delete from menu_modifiers_extended where row_id > 12</code>	04:52 PM
Darren Sla	Thanks!	04:54 PM
Red Bercero	Hey guys Spoke with Klub 24 a problem with their receipt printer Terminal 4 receipt printer issue >check Opos > error code 101 >check winprint > error code 112 >Check Opos > Error code 112 > Sensor Problem >Turn off the Printer >Remove paper - Wipe the sensor with clean cloth >Turn on printer >No red error lights >check opos again error code 106 >Placed paper properly >Turned off printer > Turned on printer while holding the feed button it didn't print any receipts it only showed orange flashing lights. that's the troubleshooting steps that i did. Bumping this I just want to confirm what other troubleshooting steps needs to be done? or do we need to provide replacement for this so i can let the merchant know ty.	05:40 PM
Scott Dickens	that sounds like a replacement is needed	05:56 PM
Red Bercero	okay gotcha, Are they under warranty so that i can let them know if they need to pay for a new one. ty	06:30 PM
Scott Dickens	if its one we sent when they were installed then yes...we'll need the serial number to confirm...once you have that assign the ticket to me	06:30 PM
Darren Sla	Darren Sla has shared a file image.png - 474.77 KB	Apr 03 2024, 09:57 AM
	I restarted terminal already.	09:57 AM
	Checked if there is enough memory (It does)	09:57 AM
	But system keeps on freezing and not responding.	09:57 AM
Scott Dickens	Is it the server? If not check the server	09:58 AM
Darren Sla	Not the server	09:58 AM
	Server is running fine	09:59 AM
	@Scott Dickens any other steps I can do for this?	10:41 AM
	I am monitoring the device and it keeps on freezing.	10:41 AM
Scott Dickens	what location?	10:41 AM
Darren Sla	Monty's term3	10:41 AM
Scott Dickens	its definitely the server	10:47 AM
	we'll need to restart it...it freezes completely every 30 seconds or so	10:47 AM

Darren Sla	The server needs to be restarted?	10:47 AM
Scott Dickens	yes	10:47 AM
Darren Sla	I will call him about it.	10:47 AM
	Aside from restarting the server, do we need to do other things?	10:48 AM
Scott Dickens	i'll need to monitor it after that	10:48 AM
Darren Sla	I'll call them	10:48 AM
	To restart the device	10:48 AM
Scott Dickens	they weren't using the terminals for a second so i restarted	10:49 AM
Darren Sla	I noticed	10:49 AM
Scott Dickens	looks good so far...i'll keep an eye on it	10:51 AM
	nope	10:51 AM
Darren Sla	Yep	10:51 AM
Scott Dickens	still froze	10:51 AM
Darren Sla	Yeah.	10:52 AM
	@Scott Dickens As soon as we hang up the phone terminal 1 started freezing as per Montys	10:54 AM
Scott Dickens	gonna need to use their terminal 1 to see whats going on	10:58 AM
Darren Sla	I will let them know that we will take over term1	10:58 AM
	@Scott Dickens you can take over now	11:01 AM
	I told him that we will take over term 1 he agreed.	11:01 AM
	Let me know if you figure something out and if they can use term 1	11:02 AM
	Darren Sla has shared a file image.png - 83.65 KB	02:21 PM
	Anyone?	02:25 PM
Dakota Post	I have not seen that before.	02:26 PM
	Does the reader show that it's on?	02:26 PM
Darren Sla	yeah	02:26 PM
Dakota Post	any red lights	02:27 PM
Darren Sla	Nope.	02:27 PM
	Tried on two terminals	02:30 PM
	Same error	02:30 PM
Jack Trinique	what location and terminal?	02:42 PM
Darren Sla	Hoops Brewing on both terminal	02:42 PM
	1 and 2	02:42 PM
	@Scott Dickens were you able to figure out moty's situation?	02:48 PM

Scott Dickens	i'm moving the server terminal for monty's now	02:49 PM
	i already spoke to the owner	02:49 PM
	we're shipping out a replacement drive	02:49 PM
Darren Sla	Thanks!	02:51 PM
	@Jack Trinqué were you able to look into it? If not, if you can point me to the right direction would be great.	03:00 PM
	Is there a way to reverse a gratuity?	03:24 PM
Scott Dickens	you can remove gratuity from an order before its paid for but after its paid, they'll need to void and re-ring or do a refund for the gratuity	03:30 PM
Darren Sla	So I have the instructions right. It is not like a tip where we can modify it.	03:30 PM
	Thanks!	03:30 PM
Red Bercero	Red Bercero has shared a file image.png - 347.14 KB	04:33 PM
Scott Dickens	a developer must have changed report categories to be deactivated instead of deleted and not updated it there	04:35 PM
	run this to remove them: <code>delete from menu_report_category where active = 'N'</code>	04:35 PM
Red Bercero	all good tysm.	04:45 PM
	Hey guys, Can someone help me with this Updating the Sql terminal 2 siempre natural sos: 246465959 it's urgent he said. Cause they're updating the menu items. ty	Apr 04 2024, 09:40 AM
Scott Dickens	@Jack Trinqué @Ernie Perez can one of you use the instructions on the second answer here to delete all the database triggers so they can edit the menu? I'm assuming we don't have someone available to update their sql	09:43 AM
Ernie Perez	Hands tied with Coco Marina setup	09:44 AM
Jack Trinqué	Just finished a meeting I can take a look. What instructions were you referring to @Scott Dickens ?	10:22 AM
Scott Dickens	https://dba.stackexchange.com/questions/125617/how-can-i-drop-all-triggers-in-a-single-database	10:29 AM
Jack Trinqué	Ok should be good. @Red Bercero let them know it should be good for now. We will want to setup time to upgrade sql to permanently fix it. i believe if they restart OC it will cause it to not be able to add prices again.	10:35 AM
Red Bercero	I'll let them know tysm	10:36 AM
	Red Bercero has shared a file image.png - 97.47 KB	02:20 PM
	do I need to run SQL for this?	02:21 PM
Darren Sla	@All Hey guys we have a bit of situation for Chef Dee's, they changed ISP now the devices are not connected to the network, I spoke to the owner and unfortunately we have a little bit language barrier and he is not really tech savvy , I then spoke to the TMOB rep and she told me that she advised not to remove the cables on the previous router (Comcast) but the owner took it for him self and unplugged the cables and move the cables around.	02:24 PM
	The Tmob rep is no longer at the area.	02:24 PM
	Is there anyway we can send someone to look into the situation?	02:24 PM
	@Jack Trinqué @Scott Dickens	02:25 PM

Dakota Post	Yeah, we will probably have to have someone head out there	02:26 PM
Darren Sla	Thanks!	02:26 PM
	Are they gonna be charge for this?	02:26 PM
Dakota Post	I do not know	02:26 PM
Darren Sla	@Dakota Post let me know if whom will be dropping by	02:42 PM
Dakota Post	they would be sent out by either @Scott Dickens or @Jack Trinique	02:44 PM
Red Bercero	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000050991690	03:44 PM
	Hey guys, Scotty's tiki bar called in asking for a replacement. They already did the necessary things to set it up they had this just 2 days ago but it won't turned on. They're wondering if we can have it expedited since they'll have a busy weekend ahead.	03:45 PM
	ticket attached for reference	03:45 PM
	Red Bercero has shared a file image.png - 0.76 MB	05:45 PM
	he needs it to be fixed today	05:45 PM
Ernie Perez	got it what terminal is this on?	05:46 PM
Red Bercero	Red Bercero has shared a file image.png - 398.24 KB	05:46 PM
Ernie Perez	transfer to me x504	05:48 PM
Red Bercero	got it	05:48 PM
	sent	05:49 PM
	Red Bercero has shared a file image.png - 173.46 KB	06:17 PM
	can someone assisst? thanks!	06:22 PM
Ernie Perez	What terminal are you on so I can jump on the same terminal? When you screenshot I can't see what terminal that's on. Can you in the future do a full screen shot of the splashtop window?	06:34 PM
Red Bercero	understood.	06:35 PM
	lighthouse terminal 1	06:35 PM
Ernie Perez	What table?	06:35 PM
	Ok I'm in	06:35 PM
Red Bercero	Table 13	06:44 PM
Ernie Perez	it's closed	06:47 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 21.65 KB	Apr 05 2024, 05:02 AM
	Rae Banaglorioso has shared a file image.png - 3.87 KB	05:14 AM
Jack Trinique	what is the ticket number?	09:23 AM
Rae Banaglorioso	for toms or for the IP?	09:29 AM

Jack Trinique	Ip	10:18 AM
Rae Banaglorioso	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053253036	10:19 AM
	goods and grace calling in wanting to correct the inventory from july 2023- no 2023. claims that those dates has no cost associated to it. is there any way we can correct that?	11:58 AM
	or is what shes wanting possible?	12:21 PM
	205 266 5661 software development firm calling in wanting to speak with anyone they want to collab	02:06 PM
	Val's Sports bar - spencer from co card wants to talk to someone bar tabs keeps being deleted when opening a new bar tab. i advised him if i can take a couple of mins to look for someone to check. he insists on wanting to speak to someone.	03:38 PM
	currently on the phone with him	03:41 PM
	anyone available?	03:41 PM
	we have an update that addressed that	03:43 PM
	Version 5.1.0.25	03:43 PM
Rae Banaglorioso	yup2 did mention that we normally do updates after business hours to avoid affecting operations.	03:43 PM
	best time to update will be before 10AM	03:50 PM
Scott Dickens	@Ernie Perez can you update them tomorrow morning?	03:51 PM
Dougie Stevens	I can update them, I'll be up early	03:51 PM
Scott Dickens	thanks @Dougie Stevens	03:53 PM
Dougie Stevens	welcome	03:53 PM
Scott Dickens	@Rae Banaglorioso assign to dougie	03:53 PM
Rae Banaglorioso	noted	03:53 PM
	Rae Banaglorioso has shared a file image.png - 7.97 KB	Apr 06 2024, 02:20 PM
Dakota Post	so they're saying that there are orders that don't show up on tablets but are showing up on everything else? i would make sure	02:18 PM
Dougie Stevens	I think they also have to have a till open to see pending orders. Bit rusty so might be wrong there	02:20 PM
Rae Banaglorioso	still waiting for their response to confirm if its only the tablets that not showing pending order. are there any other ways that we can check settings or updates and what not?	02:42 PM
Ernie Perez	ill take a look	02:49 PM
	looks like it works started a takeout order on server and see it on windows user of tablets	03:00 PM
Rae Banaglorioso	ill let them know thanks @Ernie Perez !	03:00 PM
	*** ESCALATING THIS *** URGENT PELICAN POST AGAIN WANTS SOMEONE TO CALL THEM EMMA (GM) SHE IS RAGING context: happy hour kicked in. under the promotion "HAPPY HOUR" "FRIDAY HAPPY HOUR" already corrected it and is insisting to talk to someone. threatening if they dont get a call within a couple of hours they are suing. @Scott Dickens @Jack Trinique	Apr 07 2024, 02:25 PM
	contact no. 5157100691	02:21 PM
	Rae Banaglorioso has shared a file image.png - 65.64 KB	02:28 PM

	Rae Banaglorioso has shared a file image.png - 35.46 KB	02:28 PM
Scott Dickens	@Ernie Perez you calling them?	02:33 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 366.61 KB	03:02 PM
	Rae Banaglorioso has shared a file image.png - 452.52 KB	03:04 PM
	need assistance with alibi	03:04 PM
	Rae Banaglorioso has shared a file image.png - 463.31 KB	03:09 PM
	Rae Banaglorioso has shared a file image.png - 0.71 MB	03:10 PM
Ernie Perez	calling them now	04:27 PM
Rae Banaglorioso	** following up on these tickets **** need assistance thank you ** -Goods and grace wanting to correct inventory costs on months july 2023 - nov 2023. -is this possible? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053602766	Apr 08 2024, 08:55 AM
	**TOMS JR BURGER ** any update on this please? uber still not working https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053570364	08:56 AM
	** FREDSTERS ** - wants to schedule a meeting to have their system setup the way they want it to be. available schedule of DON Monday, I can talk 10:30-11:30, 1:15-2:45 Weds: 10:00-11:30, 1:30-3:30 https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053712125	09:06 AM
Darren Sla	Darren Sla has shared a file image.png - 349.71 KB	10:55 AM
	@Scott Dickens @Jack Trinqué	10:57 AM
	I manually attempted to batch this out.	10:58 AM
	Merchant wants this to be batched out before lunch rush	11:01 AM
Dougie Stevens	site?	11:01 AM
Darren Sla	Bridge pizzariae SOS: 195928196	11:02 AM
Scott Dickens	i got it	11:03 AM
	ok, they should be able to batch now	11:04 AM
Darren Sla	Thanks @Scott Dickens	11:04 AM
Scott Dickens	not sure how they got that transaction for \$0 in there	11:04 AM
Red Bercero	<i>This message has been deleted</i>	12:40 PM
	<i>This message has been deleted</i>	12:41 PM
	<i>This message has been deleted</i>	12:42 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 395.15 KB	01:21 PM
Scott Dickens	they got infected by ransomware	01:23 PM

	unfortunately we'll need to ship a replacement drive. their data is most likely not recoverable so we'll need to check for a backup	01:23 PM
Dougie Stevens	They got hit again?	01:23 PM
Scott Dickens	this was the place that had it before?	01:24 PM
Dougie Stevens	Yes	01:24 PM
Scott Dickens	if so, its almost definitely something they're doing or something else on their network	01:24 PM
Rae Banaglorioso	i guess thats the case cos someone was controlling the screen when i hopped in.	01:25 PM
Darren Sla	I can remember we're able to get the RBO working on that last week with their IT guy.	01:29 PM
Rae Banaglorioso	@Scott Dickens tracy sowadee calling in asking for thomas. wants to talk about employee benefits	02:22 PM
Ernie Perez	have them send email	02:23 PM
Rae Banaglorioso	ok2 to what email?	02:23 PM
	support?	02:23 PM
Ernie Perez	thomas@ordercounter.com	02:23 PM
Rae Banaglorioso	thanks !	02:24 PM
Darren Sla	@all anyone can take care of this call tomorrow? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000054129722 This is an escalation request for meeting tomorrow with the higher department.	03:09 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 380.59 KB	06:13 PM
Scott Dickens	Must have to do with Dakotas changes for different modes for inventory	06:46 PM
	There should be a way to enable the rest	06:46 PM
Dakota Post	There must be	07:19 PM
	If only	07:19 PM
	SELECT ISNULL(VALUE, '') as value FROM settings WHERE PropertyGroup = 'Inventory' AND Name = 'InventoryMode'	07:28 PM
	if it doesn't exist	07:28 PM
Dougie Stevens	Sweet I'll try it in the AM	07:28 PM
Dakota Post	insert into settings (PropertyGroup, Name, Value) values ('Inventory', 'InventoryMode', 'Restaurant')	07:29 PM
Dougie Stevens	Where is this setting intended to be?	Apr 09 2024, 11:09 AM
Dakota Post	PP	11:09 AM
Dougie Stevens	chekcing	11:10 AM
Dakota Post	I think it's one of those that josh refused to push until i reminded him	11:10 AM
	no clue if it's out	11:11 AM
Dougie Stevens	yikes	11:11 AM
Dakota Post	lemme look	11:11 AM
Dougie Stevens	Nothing for that first SQL command btw	11:11 AM

Dakota Post	k, do second		11:11 AM
Dougie Stevens	on it		11:11 AM
	tc		11:12 AM
Dakota Post	tc?		11:12 AM
Dougie Stevens	tx		11:12 AM
Red Bercero	Hey Guys, Joe Hudson. Wants someone from the deployment to help him with his new ipads. It's an owned ipad by the merchant he said that he already purchase license for this can someone help him. He's very frustrated.		05:03 PM
Scott Dickens	what location?		05:05 PM
	i think that might be @Jack Trinqué if its Ole Santa Fe		05:05 PM
Red Bercero	He said that if he does not get what the service that he paid for he'll be switching. :(05:07 PM
Scott Dickens	is it Old Santa Fe?		05:08 PM
Red Bercero	it's old santa fe.		05:09 PM
Scott Dickens	@Jack Trinqué can you reach out?		05:16 PM
Dougie Stevens	I think he was in a meeting at the time, I'm at the NICU or I would reach out and assist. So I know: what program is used for the iPad setups?		05:50 PM
Scott Dickens	we use the Microsoft RDP App generally...but Jack set this one up so not sure exactly what was done		06:10 PM
Darren Sla	Hi Guys, good morning, I need help with this ticket please https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000054552461 Tab was paid on cash but did not close.	Apr 10 2024, 07:53 AM	
	It should automatically close the tab upon payments right?		07:54 AM
	I just want to make sure before doing anything on it, I was thinking of trying to close the ticket via cash one more time , however. I am afraid it might show double payment on the report.		07:54 AM
	Merchant needs to run EOD and batch since they are now open.		07:56 AM
	If someone can point me to the right direction on this that would be great!		07:56 AM
Dougie Stevens	Neither of those closed transactions match the order ids on the bar tab screen		07:57 AM
Darren Sla	ohh yeah.		07:59 AM
	Let me call them real quick		08:00 AM
Dougie Stevens	That means the most likely thing that happened was that some of that tabs didn't get paid or the started two separate tabs for the same orders		08:00 AM
Darren Sla	She's showing me the transaction and as per her it is the same tab, but upon making the payment the order ID changed.		08:03 AM
	That's why it did not close		08:03 AM
	She said it has been happening, she just did not have a time to call it in		08:03 AM
	It also happens on card payments		08:03 AM
Dougie Stevens	Haven't heard of this happening. Anyone had something similar?		08:04 AM
Darren Sla	I dont think it is related, but we had some calls where the tabs just randomly disappears on the bar tabs.		08:05 AM
	Time is different		08:14 AM

	time is urgent	08:17 AM
	Darren Sla has shared a file image.png - 104.49 KB	08:14 AM
	But she insisted that someone needs to look into it as she was the one who processed these transactions	08:14 AM
Dougie Stevens	It looks like Stacey rang it up twice	08:15 AM
	So Stacey did	08:15 AM
Darren Sla	She still insisting that it is an ongoing issue.	08:15 AM
Dougie Stevens	Stacey is	08:15 AM
Darren Sla	Would the ORDERID change if the order is removed, then rering on the same order screen?	08:16 AM
Dougie Stevens	Was it removed?	08:16 AM
Darren Sla	If it re-rung, should it be printed out to the kitchen again?	08:16 AM
	No, I did not see that it is removed on the logs	08:17 AM
Dougie Stevens	She rang it up twice according to the logs	08:17 AM
	Jack/Scott may have to respond to that ticket since it's Denny's	08:18 AM
Darren Sla	@all hey guys can we have a tech dispatch ASAP on 4th quarter? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000054805922	Apr 11 2024, 08:53 AM
	Richard dont want to do TS on the phone wants to have someone at the store asap. He dont care if we charge him he just wants someone to see their situation .	08:53 AM
You	yeah the server computer is toast	08:54 AM
Darren Sla	He said that the mini tablet (server) is not turning on. Wont even want to do TS with me.	08:54 AM
	He needs someone asap.	08:54 AM
	Yeah, that's what he said.	08:54 AM
	@Jack Trinique @Scott Dickens	08:54 AM
You	checking with darren	08:58 AM
Darren Sla	If server is toast, we should send them a new server.	08:58 AM
	+ the tech visit	08:58 AM
Scott Dickens	@Jack Trinique I'm on my way to the office...can you get field nation set up for this? If not, I'll get it when I get there	09:15 AM
Jack Trinique	Yea creating one now. I wont be available to work with the tech, but I can get it started.	09:16 AM
Darren Sla	Thanks guys, please let me know about it. I will be calling Richard.	09:17 AM
	He dont want emails, he preffered calling	09:17 AM
Jack Trinique	Posted well see if someone accepts it.	09:22 AM
Darren Sla	Thanks,	09:22 AM
	Any update with the tech? Did someone claim it?	10:57 AM
Ernie Perez	Ernie Perez has shared a file image.png - 327.75 KB	10:58 AM

Scott Dickens	checking	10:59 AM
Ernie Perez	Ernie Perez has shared a file image.png - 100.97 KB	10:59 AM
Scott Dickens	same build for windows i believe (except this one is pro)	10:59 AM
	Scott Dickens has shared a file image.png - 139.94 KB	11:02 AM
	all good now	11:02 AM
Ernie Perez	thanks!	11:03 AM
Dougie Stevens	Check that default RDP authentication radio button too	11:05 AM
Darren Sla	@Scott Dickens seems like were having the same issue with Cocomarina I ran the autoupdate as admin it is still showing not supported	11:55 AM
	Darren Sla has shared a file image.png - 249.03 KB	11:55 AM
Scott Dickens	can someone log out	11:56 AM
	Scott Dickens has shared a file image.png - 131.52 KB	12:00 PM
Red Bercero	thanks Scott.	12:07 PM
Darren Sla	Darren Sla has shared a file image.png - 112.86 KB	01:28 PM
	This says kitchen but it wont go there.	01:28 PM
	Nvm I think I got it	01:30 PM
	Darren Sla has shared a file image.png - 0.5 MB	04:11 PM
	What do I need to modfiy on here?	04:14 PM
	All tablets are down again on Coco marina	04:18 PM
	Settings shows correct	04:18 PM
	Anyone?	04:35 PM
Scott Dickens	what location? is this one i looked at this morning?	04:38 PM
Darren Sla	Coco marina	04:38 PM
	I think last night	04:38 PM
Scott Dickens	ok, can someone log out?	04:38 PM
Darren Sla	out	04:38 PM
Scott Dickens	restarting computer fixed it	04:44 PM
	confirmed by RDPing from terminal 1	04:45 PM
Darren Sla	Yeah. It is now working.	04:45 PM
	Thank you!	04:45 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	

	image.png - 126.89 KB	
You	@Scott Dickens how do you fix the rdp issue?	08:14 AM
Scott Dickens	you have to find the specific build version of windows and then google "rdpwrapper 22631.3447" <-- the build version	08:48 AM
	to find the info to add to the rdpwrap.ini file manually (have to run notepad as admin and open that file)	08:49 AM
You	ah ok, ty	09:21 AM
	https://ordercounter.zohodesk.com/portal/en/kb/articles/resolving-rdp-wrapper-listener-state-not-supported-issue	09:34 AM
Rae Banaglorioso	hi need assistance with ichiban replacement terminal SOS: 336 376 958	11:29 AM
Scott Dickens	is this terminal 5?	11:38 AM
Rae Banaglorioso	yup2	11:38 AM
Scott Dickens	i'll get it setup	11:38 AM
	ordercounter isn't installed so it will take about an hour	11:38 AM
Rae Banaglorioso	thanks @Scott Dickens	11:38 AM
	how do we reseat online order account?	11:39 AM
Scott Dickens	reset the password?	11:39 AM
	for ichiban, their internet is slow and looks like the download itself will take about an hour...so about 2 hours	11:41 AM
Rae Banaglorioso	noted ill get back to them	11:41 AM
Scott Dickens	ichiban's terminal is all set	03:11 PM
	star printers are a PITA	03:11 PM
Ernie Perez	tsp100 or star 700 series?	03:12 PM
Scott Dickens	700	03:12 PM
	but i got it	03:12 PM
Ernie Perez	i didn't install the windows driver part but apparently thats required	03:12 PM
		03:13 PM
	Dougie used to have a google doc that had steps for that maybe we still have access but it had instructions of installing part by part on that driver	03:13 PM
	Do you think you can dig it up from google's grave?	03:14 PM
Rae Banaglorioso	I think it was called deployment something	03:14 PM
	Rae Banaglorioso has shared a file	Apr 13 2024, 08:41 AM
	image.png - 6.6 KB	
Dakota Post	Sounds like terminal independence wasn't set up properly.	08:43 AM
Rae Banaglorioso	hi @Dakota Post how do i check that?	09:02 AM
Dakota Post	Give me a minute	09:02 AM
Rae Banaglorioso	TYSM !	09:02 AM
Dakota Post	So it's not terminal independence because it's not on	09:22 AM

Dakota Post	so it's not terminal independence because it's not on	07:22 AM
Rae Banaglorioso	Checked it out. It was slower but it didn't seem detrimental. I checked the logs and sent message to Scott	09:26 AM
	thank you @Dakota Post !	09:27 AM
	@Scott Dickens reached back andspoke to Chappy from Old Hickory regarding the drawer issues on terminal 001 at the drive-thru , a call from yesterday. Its working now, but he's requesting a feature. for instance, if they mistakenly close a transaction that shouldnt be closed, they'd like a button to revert it back instead of voiding the transaction and reringing the order. this would be particularly useful for them as they operate in a fastpaced environment how do i request a feature where do i send it?	12:18 PM
You	i made a module for it in desk	12:23 PM
	it's called feature requests, add it there and it'll send an email to travis to add it to the feature request spreadsheet @Rae Banaglorioso	12:23 PM
Rae Banaglorioso	gothca !	12:23 PM
	TYSM !	12:27 PM
	whats an error code 114?	Apr 14 2024, 09:50 AM
	Rae Banaglorioso has shared a file image.png - 6.82 KB	09:50 AM
	Rae Banaglorioso has shared a file image.png - 38.49 KB	09:51 AM
You	claim error i believe	09:55 AM
	you can look up the opos errors to know exactly	09:55 AM
Rae Banaglorioso	i did no luck	09:55 AM
You	in that case restart winprtspl so it can claim the printer	09:56 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 10.31 KB	09:56 AM
	Rae Banaglorioso has shared a file image.png - 73.09 KB	09:57 AM
	Rae Banaglorioso has shared a file image.png - 14.71 KB	09:59 AM
	Rae Banaglorioso has shared a file image.png - 60.03 KB	09:59 AM
You	do u have opos and winprtspl open	10:00 AM
Rae Banaglorioso	readding it now, no i dont have them open together	10:01 AM
You	what merchant	10:01 AM
Rae Banaglorioso	montys all set ✓	10:16 AM
	ESCALATING THIS TICKET THAT NEEDS URGENT ACTION MID:SMOKEBUCKS https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000055478629	08:04 PM
	REQUESTING FOR OVERNIGHT SHIPMENT OF THE PRINTER THEY REQUESTED FRIDAY AFTERNOON. MID: AIRPORT RESTAURANT KINDLY PLEASE SEND IT OVER AS HE CALLED IN FRIDAY AND SPOKE TO ONE OF US AS HE CLAIMED BUT NO PRINTER IS SHIPPED OUT YET PLEASE https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000055497190	08:07 PM

	@Scott Dickens @Jack Trinque	08:07 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 180.85 KB	Apr 15 2024, 08:20 AM
Dakota Post	Try reg dlls?	08:21 AM
Dougie Stevens	Yes	08:21 AM
	Naur look	08:21 AM
Dakota Post	Well it can't find Local_Lib in the DLL	08:23 AM
Dougie Stevens	yik	08:24 AM
Darren Sla	Hi Team, Need urgent help with Smoke Bucks, they have been having issues with the terminal and the promotions. He mentioned that he spoke to a lot of guys already about this and wanted this issues to get resolved now. Hee is getting frustrated, anyone from tier3 available to take care of this??	10:02 AM
	@Jack Trinque @Scott Dickens ?	10:02 AM
Scott Dickens	i'm working on smokebucks	10:03 AM
	its going to require an update	10:03 AM
Darren Sla	Gotcha, can we do the update today?	10:03 AM
Scott Dickens	yes	10:05 AM
	but it will be a few hours	10:05 AM
Darren Sla	Gotcha.	10:05 AM
	Hey Scott, as per Chris if we can do it right now please do it now. But if not Please call the shop first before doing the update 9045033248	10:08 AM
	That's the number to dial.	10:08 AM
You		
	Robert added Shaun Valcorza	10:55 AM
Darren Sla	@all anyone was able to grab a call from Darrells #12 last friday?	11:07 AM
You	last friday would have been rae i believe	11:10 AM
	what's the issue?	11:11 AM
Shaun Valcorza	All of their machines were offline. The spectrum (Their Internet Service Provider) technical team already visited their business location and everything was set up properly but still don't have an Internet connection. As per Hailey, the tech team told her that we should activate it on our end.	11:13 AM
You	so its something with the hardware, you could try the following: have them unplug the ethernet cable from the terminal and plug it back in walk them throguh resetting the ethernet adapter using windows troubleshooter restart switch	11:16 AM
Darren Sla	They ended the call, we need to catch the new calls that came in	11:16 AM
	Team, is there anyone can drop by to Darrels #12?	12:27 PM
	Spectrum came in and replaced their router now all of the terminals are not being connected to the network at all.	12:28 PM
	He said that he cannot trace the terminal connection cause it is running through the wall.	12:28 PM
	He sent me pictures	12:29 PM

	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000055716474	12:27 PM
	I tried having him trace the lines unfortunately he cant	12:29 PM
You	would need a field nation tech	12:29 PM
	white eth is getting a connection it looks like	12:30 PM
	red and blue aren't, what is white going to?	12:30 PM
	yellow is as well	12:30 PM
	likely blue and red are being plugged into the terminals	12:30 PM
	they'll most likely have to rest the ethernet adapter	12:30 PM
	You have shared a file	12:33 PM
	Untitled.sql - 1.9 KB	
	@Darren Sla @Shunn Valcorza used chatgpt to make a script for walking the user through resetting the ethernet adapter if one of u are able to reach out to them (reset ethernet adapter on the terminal)	12:36 PM
Scott Dickens	@Jack Trinqué can you get field nation setup for this?	12:59 PM
	or @Dougie Stevens if jack is tied up	12:59 PM
Dougie Stevens	Anyone know the address of this dd that needs a tech?	01:02 PM
Scott Dickens	6998 US Hwy 27Ocala, FL 34482	01:04 PM
Dougie Stevens	okay	01:04 PM
Darren Sla	Yeah, did a network reset and it is still did not catch the internet	01:06 PM
	Let me know if someone will drop by	01:08 PM
Dougie Stevens	Someone will once they accept the work order I'm generating	01:08 PM
	Don't they close at 2?	01:08 PM
Darren Sla	That I am not sure, I can call them and check	01:08 PM
	They close @3pm	01:09 PM
	3pmEST	01:12 PM
	so 2pm your time	01:12 PM
Dougie Stevens	Working on it	01:13 PM
Scott Dickens	i'm working with darrell on this now	01:13 PM
Dougie Stevens	So no work order?	01:13 PM
Scott Dickens	might not need someone out	01:13 PM
Shaun Valcorza	Shaun Valcorza has shared a file	01:19 PM
	image.png - 336.46 KB	
Scott Dickens	wrong encryption on device	01:28 PM
	is this one they recently received?	01:28 PM
Shaun Valcorza	Yes, that is right. They just swapped the pinpad.	01:30 PM
Scott Dickens	what location?	01:32 PM
	if you can get the location of the device	01:33 PM

	oh i see	01:32 PM
	hwy to india	01:32 PM
	i think we can fix this remotely	01:32 PM
	Darrell's #12 is good. I walked Darrell through clearing the static IP on the POS router and the back office computer	01:33 PM
Darren Sla	@Scott Dickens Thanks!	01:34 PM
	Did you reset the network?	01:34 PM
	Cause that exactly what I did on term1	01:34 PM
Scott Dickens	i had him log into the TP Link router and clear the static IP on it	01:47 PM
	@Shunn Valcorza have them unplug the EMV device and plug it back in then try a payment again	01:47 PM
Darren Sla	ohhh.. Yeah, I would've not know that lol.	01:47 PM
Scott Dickens	i set the encryption on the device	01:47 PM
Darren Sla	@all can someone help me out with Raymonds, all the printers are not working Kitchen and Receipt	02:11 PM
	Just out of nowhere	02:06 PM
	We need this to get working asap.	02:06 PM
You	winrtspl is terminating	02:06 PM
	it happened yesterday, then stopped randomly	02:07 PM
Scott Dickens	on all terminals or the server?	02:08 PM
You	server	02:08 PM
	printers are fine, just winrtspl is terminating every like 5-10 mins	02:10 PM
Scott Dickens	database hit size limit	02:10 PM
You	:thinking:	02:10 PM
Scott Dickens	licensing their sql server	02:12 PM
	cuz it actually is pretty full, not just log stuff	02:12 PM
	should be good now	02:15 PM
Darren Sla	Thanks!	02:15 PM
You	https://ordercounter.zohodesk.com/portal/en/kb/articles/addressing-printer-issues-and-database-size-limitations-in-ordercounter	02:16 PM
Darren Sla	All set.	02:17 PM
	Thanks @Scott Dickens and @Robert Harris	02:17 PM
Shaun Valcorza	Hi, team. Need assistance with this ticket. - https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000052927966 The merchant is doing a follow-up in regards to the replacement of the tablets. If possible, they would like to expedite the shipping so that they will receive it as soon as possible.	04:48 PM
Darren Sla	Darren Sla has shared a file image.png - 475.61 KB	Apr 16 2024, 08:43 AM
	I deleted those existing printers earlier and for some reason it came back	08:43 AM

	I added 3 new printers. EXPO BAR FRY Those new ports on there.	08:44 AM
	I still need to add 2 more printers	08:44 AM
	But I cant add them on wntrpl.	08:44 AM
	This is for Coco Marina	08:45 AM
	Can someone help me out please.	08:45 AM
Jack Trinqu	checking	08:47 AM
Darren Sla	Those printers that shows I removed those before I added printers	08:47 AM
	it came back for some reason	08:47 AM
Jack Trinqu	not too sure, looks like it just didnt fully delete the first time. I just did it and it looks like it added properly	08:48 AM
Darren Sla	That EXPO and GRILL	08:48 AM
	I removed those	08:48 AM
Jack Trinqu	What was the command again, to know where a printer is set up from?	08:50 AM
	select * from devices_local	09:15 AM
	Hey Guys, Did we schedule a filed tech for 4thquarter? This is in regards with the cables on term2	09:45 AM
Darren Sla	2 and 3 are not working as of the moment .	09:45 AM
	They only have 1 terminal running and the person at the store cant help us out with this.	09:46 AM
	@Robert Harris you're the one who handled the call last time, right?	09:47 AM
	Did we ever had that schedule rep to come out?	09:47 AM
You	i mentioned in tier 1 support, not sure if anyone scheduled it though	09:48 AM
	You have shared a file Cliq_NAW5hrqZSC.png - 51.99 KB	09:48 AM
	@Jack Trinqu @Dougie Stevens were you guys able to schedule it?	09:48 AM
Jack Trinqu	I think one was started for Darrells and ended up getting cancelled because scott worked with them. I can make one for 4th quarter. What is the issue? Term 2 just isnt connecting to the network?	09:50 AM
You	yeah the eth cable for term 2 isn't on so its either bad cable or it's not plugged into the switch	09:51 AM
	i was on facetime with a lady trying to walk her through troubleshooting it	09:51 AM
Jack Trinqu	ok its posted, we will have to wait for osmeone to accept	09:55 AM
Darren Sla	Let me kow if someone picked it up .	09:56 AM
	I will be calling the person at the sotre for headsup	09:56 AM
	Thanks!	09:56 AM
Dougie Stevens	If Khan's Edinberg calls in about their transactions processing it's because they haven't batched in a while so I'm running it manually. They will need to wait to use terminal 1 until it's done	10:09 AM
Darren Sla	Copy that	10:09 AM
Dougie Stevens	Didn't mean to send that in t3, in a meeting so I didn't notice :p	10:10 AM
Darren Sla	Darren Sla has shared a file	01:08 PM

	image.png - 30.57 KB	01:00 PM
	@Jack Trinqu Anyone took the tech visit for 4th Quarter?	01:23 PM
	I just got off the phone with Rich (Owner) and he's asking for an update.	01:23 PM
Jack Trinqu	yea someone just did, they should be there around 3:30 EST.	01:40 PM
Darren Sla	Thanks!	02:17 PM
Dougie Stevens	@Darren Sla Give me that ticket you sent a pic of	02:21 PM
Darren Sla	Ticket assignend.	02:23 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 124.43 KB	02:24 PM
	Oh I though that Amy Gray ticket was for something else. Checking with whomever was working on this	02:25 PM
You	@Dougie Stevens what was the amount	02:27 PM
Dougie Stevens	44.58	02:27 PM
You	You have shared a file chrome_8fnEwEuNkb.png - 20.39 KB	02:28 PM
Dougie Stevens	Yeah this is a problem then because I have a receipt showing the same order id paid with a credit card for a different total	02:28 PM
	that qr order hasn't made it into orders_credit yet	02:29 PM
	May need to get Mike involved, Sonia is wanting this to be resovled soon so the customer isn't charged twice for the same order that was supposed to close after QR pay was completed	02:34 PM
You	yeah mike would know	02:41 PM
Dougie Stevens	@Jack Trinqu Can you check with Mike if you aren't sure? We're not supposed to send him anything directly.	03:08 PM
	Dougie Stevens has shared a file image.png - 33.61 KB	03:15 PM
	@Shunn Valcorza Did you get any answers on this?	03:15 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000055714889	03:15 PM
Darren Sla	So the situation with that, is when they scann an item too quickly it wont show up, but after the 3rd scan it will show the 2nd that was scanned	04:02 PM
	That's what I heard	04:02 PM
	That totally went out of my mind.	04:03 PM
Scott Dickens	there was an issue where the second item wouldn't show due to an error with the auto-promotions	04:03 PM
	but that should be resolved with the update from yesterday	04:03 PM
Darren Sla	ohhh..	04:03 PM
	What time did we update them?	04:03 PM
Scott Dickens	yesterday mid-day	04:05 PM
	afternoonish	04:05 PM
Darren Sla	that's what I heard, I'll get the "it should be there" message	04:08 PM

Darren Sla	How long does a license get "Inactive" tagging when it is not use?	04:20 PM
Scott Dickens	checking	04:23 PM
	a license will go dormant if it hasn't checked in for 30 days. a license will only go to "inactive" if its been deactivated	04:29 PM
Darren Sla	Thanks!	04:41 PM
	Darren Sla has shared a file image.png - 109.39 KB	05:04 PM
Scott Dickens	what location?	05:13 PM
Darren Sla	Jodies	05:13 PM
Scott Dickens	assuming its not an ID Tech	05:13 PM
Darren Sla	term 1 and 2	05:13 PM
	It is IDtec	05:13 PM
	Vp8300	05:13 PM
Scott Dickens	ok, then it is set wrong	05:13 PM
	terminal one was set and seems to be working	05:14 PM
	terminal 2's credit card settings weren't set	05:14 PM
	but should be good now	05:14 PM
Darren Sla	Thanks!	05:14 PM
Scott Dickens	term 3 looks good as well	05:15 PM
Darren Sla	Thank you!	05:15 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 46.86 KB	Apr 17 2024, 10:16 AM
	I'm getting an error that the RDP library is already installed when it's not in program files	10:17 AM
You	its in the rdpwrapper program file	10:25 AM
	as rdpwrap.ini	10:25 AM
	what merchant dougie	10:25 AM
Dougie Stevens	I'm saying that RDP wrapper says it's installed whne it's not	10:25 AM
You	ah	10:26 AM
Dougie Stevens	Dougie Stevens has shared a file image.png - 29.13 KB	10:26 AM
	Dougie Stevens has shared a file image.png - 103.84 KB	10:26 AM
You	probably looking at the registry and seeing entries for rdpwrapper	10:26 AM
	did u try uninstalling and reinstalling it? @Dougie Stevens	10:29 AM
Dougie Stevens	yes	10:31 AM
	Was able to steal the file from another PC that had it setup already and got it	10:37 AM

You	ah ok	10:41 AM
Darren Sla	<p>Hi team, can we keep an eye on this package? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000054627141 and if we can recover the database? Context: Randy (GoodNGrace) called in frustrated about the situation, because it took almost 7 days for the defective device to be returned to us. He is waiting patiently if we can recover the database on it so that he can upload the Inventory instead of manually putting them back again on his system</p>	11:59 AM
	Hey Guys, I have Don from Tried N True with a Secure Bank Card rep. Talking about encryption for LED BIBLOS? They have a question about the encryption for the VAR.	01:02 PM
	Anyone available to get this call?	01:02 PM
	Or who has an Idea on what they are talking about?	01:02 PM
Scott Dickens	i believe thats ernies deployment so he can give them a call back	01:03 PM
Darren Sla	<p>Darren Sla has shared a file image.png - 402.65 KB</p>	07:18 PM
	<p>Darren Sla has shared a file image.png - 0.77 MB</p>	07:19 PM
	I have customer infront of the register trying to make a payment	07:19 PM
	I had them clear the payments and did the payment again.	07:23 PM
Scott Dickens	K, that worked?	07:24 PM
Darren Sla	Yeah.	07:24 PM
	They've been having some issues on the split payments. Not just sure whats gonna happen with that first picture I sent	07:25 PM
	They are on version 0.11	07:25 PM
Scott Dickens	Who is it? We should schedule an update?	07:26 PM
	You getting that other call or still with this? Not convenient but I can grab that other one if needed.	07:26 PM
Darren Sla	I grabbed it	07:28 PM
	Backfins is the one that was having issues with the Split payments	07:28 PM
	I will be creating a ticket for version download, who should I assign the ticket to?	07:32 PM
	@Scott Dickens Should we schedule them for an update?	07:36 PM
Scott Dickens	Yes, assign to Jack to sign out	07:39 PM
Darren Sla	<p>https://media.tenor.com/kwRW7a964u0AAAAC/roger-that-copy.gif</p>	07:39 PM
	<p>Darren Sla has shared a file image.png - 396.61 KB</p>	Apr 18 2024, 12:29 PM
Jack Trinqu	It pulls based on the payroll time set under settings > labor	12:30 PM
Darren Sla	ohh.	12:31 PM
	As per them it is still wrong, they have it set up Bi-weekly. And it still pulled up the wrong date.	12:33 PM
Jack Trinqu	The day it starts needs to be correct as well. And you will want to change when it starts as well. So either this week or next week.	12:34 PM

Darren Sla	As per Tony, he got chat set up with the time periods as well.	12:39 PM
	He said before he called in he already got that set up.	12:39 PM
Jack Tringue	They had it set to next week, if it ended on the 14th it should be on this week. I just changed it, it should show properly now	12:55 PM
Darren Sla	Thank you so much @Jack Tringue !	01:00 PM
	Darren Sla has shared a file image.png - 233.76 KB	02:25 PM
	Merchant wants to batch now, they are done for the day.	02:27 PM
	Anyone?	02:27 PM
Dougie Stevens	Check offline transactions	02:27 PM
Darren Sla	no offline transactions	02:27 PM
Dougie Stevens	Have them enable offline, run a penny, and process offline	02:28 PM
	Then they should be able to batch	02:28 PM
Darren Sla	gotcha.	02:28 PM
	Can I do this myself?	02:32 PM
Dougie Stevens	You could if you manually input your card number	02:32 PM
	But you should have them do it	02:32 PM
Darren Sla	Worked!	02:36 PM
	Thanks @Dougie Stevens	02:36 PM
You	https://ordercounter.zohodesk.com/portal/en/kb/articles/how-to-resolve-batch-closure-issues-with-pending-offline-transactions added	03:01 PM
Dougie Stevens	Dougie Stevens has shared a file cosimos-declines.png - 345.56 KB	Apr 22 2024, 10:29 AM
	tip maybe>	10:30 AM
Dakota Post	as in: they were offline and took a bunch of cards while offline and now they're trying to push those through cuz they're online?	10:30 AM
Dougie Stevens	They already processed them but it was set to process at EOD/Batch they have like almost 2500 in abandoned offline	10:32 AM
	'like almost' nice	10:32 AM
Dakota Post	i have no idea then	10:32 AM
	i would think that it has an internal record that it's trying to match to an external record at the processor	10:32 AM
Scott Dickens	did they try to add tips after processing offline transactions?	10:55 AM
Red Bercero	Red Bercero has shared a file image.png - 151.17 KB	11:30 AM
You	ip schema of the netowrk might have changed due tot he new router	11:32 AM
Darren Sla	Yep.	11:32 AM
You	router can do to get the printers to talk if there comes on	11:33 AM

You	wat u can do is set the printers to dncp if they come up	11:32 AM
	or ipconfig the terminal, get the ip schema and then assign new ones to the kitchen printesr	11:32 AM
Darren Sla	Change to Static>Save>go back> Change it to DHCP	11:33 AM
	To get new IP's	11:33 AM
	Then set on the printers.	11:33 AM
Scott Dickens	i got it	11:34 AM
Red Bercero	Yes i was able to look and observe it tysm Scott. Appreciate it.	11:35 AM
Darren Sla	Hey guys, can someone help me with this one, On SmokeBucks there is this item that shows a different amount when get scanned where it is supposed to be a different item. When I tried looking for the item on inventory, it wont even show up.	01:25 PM
	This barcode: 5061028590848	01:25 PM
	It is rigning as "Infinity Lush Ice"	01:32 PM
	Where it shouldn't be	01:32 PM
Ernie Perez	Ernie Perez has shared a file image.png - 0.61 MB	01:45 PM
Darren Sla	I can remember that error, yeah I think it is encryption error @Scott Dickens was able to help me out with that last time	01:54 PM
Ernie Perez	Was it something that had to be done to the computer or to the reader?	01:55 PM
You	in emv sdk	02:01 PM
	add datcap encryption key	02:01 PM
	You have shared a file image2.png - 138.57 KB	02:03 PM
	You have shared a file image.png - 116.19 KB	02:03 PM
Ernie Perez	nice thanks!	02:07 PM
Red Bercero	Red Bercero has shared a file image.png - 217.22 KB	06:12 PM
	Do i need to turn on any settings at BOH? Ty	06:15 PM
	this is for Oakley's Wine cellar	06:16 PM
Scott Dickens	That means it's batched from processor side	06:17 PM
Red Bercero	understood.	06:17 PM
	I'll just let him know that it's all good,	06:18 PM
	Red Bercero has shared a file image.png - 142.81 KB	06:21 PM
Scott Dickens	That means they need to clear the orders under pending -> retail	06:22 PM
Red Bercero	<i>This message has been deleted</i>	06:24 PM
Darren Sla	Darren Sla has shared a file image.png - 209.6 KB	06:24 PM

	image.png 207KB	
Jack Trinque	did they go to checkout and choose the preauth card to pay for the order?	09:32 AM
Darren Sla	Yes,	09:32 AM
Scott Dickens	that usually means the increment to the full amount failed so it was only able to capture for the amount originally authorized	09:34 AM
Darren Sla	Is there a way to adjust that and apply the payment on the whole amount?	09:38 AM
Scott Dickens	not if it was declined	09:38 AM
	we can check for the response in the datacap logs	09:38 AM
Jack Trinque	yea looks like it only did 1. Its Pax, Im not seeing any other charges after the original \$1 in the pax logs.	09:39 AM
Darren Sla	@Scott Dickens if the card was declined it wont allow us to apply the payments right? Can you check, as what I spoke about with Haris he said that it did not.	09:44 AM
	I checked incremental auth as well it is showing 0	09:45 AM
Scott Dickens	PAX is a bit different...i'll get with PAX to see what to look for	09:46 AM
Darren Sla	They want to close the batch now, can we try to re-apply the payment on that ticket please?	09:46 AM
Scott Dickens	let me check real quick	09:47 AM
Darren Sla	Thanks!	09:47 AM
Scott Dickens	looks like the response is "ref number missing"	09:55 AM
	i'll need to submit that to PAX to find out what's missing as the reference number is present	09:56 AM
	and they're set to "USE REF NUMBER"	09:56 AM
	and we'll need to get with Merchant Lynx on getting the card charged...	09:57 AM
	they'll need to go ahead and do EOD and Batch without it	09:57 AM
Darren Sla	If they batch it wont allow them, due to pending order. Right?	10:10 AM
Scott Dickens	by default, they can batch and EOD with open bar tabs	10:14 AM
Darren Sla	Gotcha	10:15 AM
	I will let them know	10:15 AM
	@Scott Dickens Ticket created, who can I assign the ticket to?	10:30 AM
Scott Dickens	me or jack	10:38 AM
Red Bercero	Hey Guys, Brooke is calling for Bistro 221 is there any way we can provide the the help that they need with dual pricing? . They need some kind of resolution. She gets that the cash and credit prices are listed at the bottom of the check, also she added that the items should not be listed with the credit price already attached. She said that This is confusing and makes Bistro 221 look like they are up charging out of nowhere.	02:36 PM
	or they just want to turn off dual pricing	02:36 PM
Dougie Stevens	Never turn off dual pricing for them	02:37 PM
	Please xfer to me if you otp	02:37 PM
Red Bercero	yes still with her	02:37 PM
Dougie Stevens	Perfect let her know you're xfering to me. 505	02:37 PM

[illegible]

Dakota Post	Cringe Mike things	11:55 AM
Darren Sla	Hey Team, anyone can point me to the right direction with this, La cosina installed a new switch, I can see the terminals online but it wont really conenct to it.	12:06 PM
	We're able to reset the network, but we still cant connect to it	12:15 PM
Scott Dickens	restarted router as well? modem?	12:17 PM
Darren Sla	Yes.	12:18 PM
	After restarting modem and router, I walked the merchant through resetting the network	12:18 PM
	Seems like	12:19 PM
	The internet goes on and off	12:19 PM
	I see the term1 turn on then off on splashtop	12:19 PM
Scott Dickens	they may need to reach out to their ISP then...why did they replace the switch? to try and solve this issue?	12:20 PM
Darren Sla	He said last week someone told him to put everything on one switch	12:21 PM
	that's why he bought a new one	12:21 PM
	Having them call now	12:24 PM
Red Bercero	Hey guys, I'm with Jimmy from Tom's jr. he said that he's very frustrated because the issues he's been dealing with we're not yet resolved. and there's an additional problem that he encountered which is with his grub hub orders. Can someone help he's wanting to speak to a supervisor I already desscalated twice.	12:31 PM
Scott Dickens	someone will need to give him a call back	12:31 PM
Red Bercero	gotcha. I'll let him know. is there any time frame that i can possibly provide him as well cause he's very eager to get this fixed	12:32 PM
	Red Bercero has shared a file image.png - 24.11 KB	07:40 PM
Darren Sla	@all anyone available for Spencer for his Go live today? He has some stuff that he needs to be taken cared of before they open The merchant is Little Caesar, Jack is not available at the moment. If someone can call him right now that would be great.	Apr 25 2024, 08:59 AM
	Here is 2 of his available numbers: 2282183887 2288004332	09:00 AM
	They open by 10:30.	09:01 AM
Dougie Stevens	@Jack Trinique was this scheduled?	09:13 AM
Jack Trinique	it was not	09:14 AM
Darren Sla	I am also confused cause they already doing live today	09:15 AM
Jack Trinique	the install was, which is sounded like was the install as well from what he said. But I guess it was not the go live	09:15 AM
Dougie Stevens	Sounds good, I talked to him about doing this and let him know that he needs to keep them calm if he's going to rush this deployment today since it's against our recommendations	09:23 AM
	Getting the printers working now; apparently he doesn't even have a cable for the kitchen printer :p	09:23 AM
Darren Sla	I was not able to ask him if it is scheduled, cause when he mentioned that they are going live today, I assumed he scheduled it already	09:24 AM
Dougie Stevens	np m8	09:24 AM
Darren Sla	6	09:24 AM

Darren Sla	Sorry guys.	09:24 AM
Dougie Stevens	Not your fault bub; he's rushing it	09:24 AM
Darren Sla	Seems like he's using the "I am already here" card.	09:24 AM
Dakota Post	I exist in a place, therefor you must break all your rules	09:26 AM
	smh	09:26 AM
Red Bercero	Hey Guys, Chris from MMG Just called back reporting that 2 of the terminals from Alibi Loung can't use a card reader. Can someone check? thank you.	11:16 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000056975839 - This was the first issue that they had before having the terminal replacement.	11:23 AM
	Just an update from Alibi Lounge MMG Chris will bring 2 new credit card readers to further check and have them check again the ports on the bottom back corner of the units.	11:37 AM
	an update from Alibi, They already tried to check the ports on the bottom back corner of the 2 units but it's still not working. I worked with Richard S (MMG) We tried 2 new Card reader and 2 new cables. it'll read the chip card but not reading the near frequency. Can someone further check this for Alibi? TY	01:05 PM
Scott Dickens	it'll read the chip card but not reading the near frequency what do you mean?	01:06 PM
	so it prompts for tap/insert/swipe?	01:06 PM
Darren Sla	Alibi is all set.	02:03 PM
	Ignore the ticket.	02:03 PM
Shaun Valcorza	<div>Shaun Valcorza has shared a file</div> <div>image.png - 23.15 MB</div>	Apr 26 2024, 12:57 PM
Darren Sla	Do a param download	12:58 PM
	Control Panel> credit card (addtips)> Param Download	12:58 PM
	after successful download	12:58 PM
	try the transaction again	12:58 PM
Shaun Valcorza	Got it, thank you.	12:58 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 38.99 KB</div>	Apr 29 2024, 09:51 AM
	Hey Guys, Good morning. I need help answering this question. TY	09:52 AM
Dougie Stevens	Red, I'm going to take this ticket from you.	10:01 AM
Red Bercero	Gotcha, No problem Dougie. ty	10:04 AM
Ernie Perez	<div>Ernie Perez has shared a file</div> <div>image.png - 280.82 KB</div>	02:08 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 210.61 KB</div>	03:47 PM
Scott Dickens	i believe they're still on payment logistics	03:53 PM
Red Bercero	Okay, So what do i need to do to update this?	03:53 PM
Scott Dickens	yes, payment logistics is what it should be set to	03:53 PM
Dougie Stevens	I hate that the beta cc settings wipe that; let me check the other terminals	03:54 PM

Dougie Stevens	I hate that the beta cc settings wipe that, let me check the other terminals	03:53 PM
Red Bercero	Red Bercero has shared a file image.png - 33.55 KB	03:54 PM
	on our end	03:54 PM
	and works perfectly on their end.	03:54 PM
Dakota Post	it's probably in offline mode	03:55 PM
Red Bercero	I was able to ask bill to install splashtop on that terminal	03:55 PM
	thanks @Dougie Stevens	03:56 PM
Dougie Stevens	Have them try again	03:56 PM
Red Bercero	yes terminal 3 is now working.	03:57 PM
	what do i need to do to update those settings next time?	03:58 PM
	only terminal 10 is not working.	04:00 PM
Darren Sla	Hey Guys, can someone help me with this. we just did a kitchen and pizza pirnter replacement for River Bend.	04:53 PM
	It is succesful on OCPOS and will work for a bit on Wntrpl.	04:54 PM
	Then after a few minutes it will stop claiming it.	04:54 PM
	I ran Regdll and restarted server.	04:54 PM
	Will do the same thing	04:54 PM
	@Scott Dickens @Jack Trinique can one of you fuys look into it? They're entering dinner	04:56 PM
	please	04:56 PM
Jack Trinique	is it all epson that they are using?	04:57 PM
Darren Sla	Yes.	04:58 PM
	All 188b	04:59 PM
Jack Trinique	have them see if there is an error light on the pizza printer	05:03 PM
	if there is, have them restart it and see if it goes away then comes back when it stops printing again. If there isnt change the IP of the printer and try it again from OC. Kitchen seems to be working fine, just not pizza.	05:04 PM
Darren Sla	The IP on the printer was dynamic when we initial installed it. I made sure to change it to Static on epson net config	05:32 PM
Red Bercero	Hey guys, Update with Riverbend I was able to call them back, Both printers are now working, No error lights. The only issue is they're printing the opposite.	05:51 PM
	the receipts that are intended for the pizza are printing on the kitchen. same goes with the kitchen the receipts that are intended to it are printing at the pizza.	05:52 PM
Darren Sla	I was able to ask her multiple times and tested it if what printer is for what IP	05:54 PM
	Seems like she gave me a wrong IP, ask her if they want to get it modified right now, or what would be the best time to reinstall the printers on the right IP addresses. They will be entering dinner and we don't want to bother them on this time.	05:55 PM
Red Bercero	She said Tomorrow morning, She was relieved that we gave him a call back. I just set proper expectation that we're doing the best that we can for the printers to be fixed.	06:05 PM

Darren Sla	what time?	06:07 PM
Red Bercero	around 9 CST	06:08 PM
Darren Sla	thanks update the ticket i will take care of it tomorrow	06:09 PM
	Hey Guys, I need help with this ticket please https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000058869839 El Rodeo still did not get any money from the batches. I spoke to MMG and as per them they dont see any batches settled on their end. They want someone to talk to them about this situation.	Apr 30 2024, 08:31 AM
	Also the Auto batch still did not kick in on this merchant.	08:31 AM
Ernie Perez	Calling them on this	09:04 AM
Darren Sla	Darren Sla has shared a file image.png - 56.39 KB	10:56 AM
	I noticed as well that the OC keeps on freezing as well,,	10:58 AM
Scott Dickens	need to check the ocpos_pax log and see what the response was	10:59 AM
Darren Sla	It's happening on all of the pax device	10:59 AM
	Where can I see the pax log?	11:00 AM
	I am on the logs	11:00 AM
	But I dont see it	11:00 AM
Scott Dickens	should be in C:\OCPOS\logs	11:00 AM
	what location?	11:00 AM
Darren Sla	Morning Fork	11:00 AM
Scott Dickens	i think they are payment logistics...one sec	11:01 AM
Darren Sla	Their terminals are freezing	11:01 AM
	The only one that's connected is term1	11:01 AM
	and this is freezing as well	11:01 AM
Scott Dickens	i restarted paygistix	11:03 AM
	have them try again	11:03 AM
	the other terminals show they've been offline since october	11:03 AM
	so most likely are new terminals like term 1	11:03 AM
Darren Sla	Did we do a replacement for this account?	11:03 AM
	I cant remember	11:03 AM
	And why is it not showing on the splashtop	11:04 AM
	Screen keeps on not responding	11:04 AM
Scott Dickens	we didn't because we don't supply their hardware	11:04 AM
	i saw the freeze	11:04 AM
	checking on that as well	11:05 AM

Darren Sla	Thank you!	11:05 AM
	I think the PAX device is working now,	11:05 AM
Scott Dickens	i found terminal 2 in splashtop but not terminal 3	11:05 AM
Darren Sla	Device communication Failure	11:05 AM
	Is the message on the screen upon trying to use pax	11:06 AM
Scott Dickens	they'll need to reach out to payment logistics as they support their own devices	11:08 AM
	you can conference them in if needed	11:08 AM
Ernie Perez	Ernie Perez has shared a file	01:16 PM
	image.png - 0.96 MB	
Dougie Stevens	Try changing to 8080 on db connection setup I think	01:18 PM
Scott Dickens	yea, usually means World Wide Web Publishing Service is using port 80	01:19 PM
Ernie Perez	could always close that too?	01:19 PM
Dougie Stevens	@Scott Dickens or @Jack Trinqué could one of you chat with Eric for me? Apparently he's calling about Dual Pricing but I'm on a training. I want to make sure they don't need something changed rapidly with that	02:21 PM
	obviously, I would prefer to speak with him but I want ot make sure something hasn't changed since we chatted earlier	02:22 PM
Jack Trinqué	Yea I can give him a call. Eric from payteva or a different one?	02:22 PM
Dougie Stevens	Yes Eric from Payteva	02:22 PM
Darren Sla	Hi Guys, is there anyone that can help me with Cocomarina Tablets on Server1 connection?	02:59 PM
	It keeps on timing out	02:59 PM
	Ip is the same on this server and on the tablet	02:59 PM
	Darren Sla has shared a file	02:59 PM
	image.png - 82.42 KB	
	I ran auto update but it did not do the trick	03:00 PM
You	make sure rdp service is runningn @Darren Sla	03:01 PM
	in services.msc	03:01 PM
Darren Sla	Darren Sla has shared a file	03:03 PM
	image.png - 66.13 KB	
Scott Dickens	Remote Desktop Services	03:04 PM
	i'll take a look at it	03:05 PM
	i think this is the one where the security software they had installed removed it	03:05 PM
Darren Sla	yep	03:05 PM
	This is it	03:05 PM
Scott Dickens	ok, should be good now	03:27 PM
Darren Sla	What happened to that? @Scott Dickens I was not able to see what you did cause I had to answer the call.	03:28 PM
Scott Dickens	lots	03:28 PM

	i ended up removing RDP Wrapper manually	03:28 PM
	changing the service back to the termsrv.dll in system32 becauase RDP Wrapper wouldn't install because it thought it already was	03:29 PM
	then re-installed RDP Wrapper and did the fix for the specific windows build	03:29 PM
Darren Sla	Was it the anti virus that caused that?	03:32 PM
Scott Dickens	yes	03:32 PM
Ernie Perez	@Support For Greek Boys, how do I make the online ordering delivery orders have an option to deliver to an address outside of the delivery zone? They have a small 3 mile radius delivery zone from restaurant but in-store they have an outside delivery zone fee they use while online does not let you submit and order outside of the delivery zone.	04:44 PM
Scott Dickens	check with mike	04:45 PM
	not sure if thats supported	04:45 PM
	what if i placed an order for the office?	04:45 PM
Ernie Perez	That's the address I tried lol	04:46 PM
Scott Dickens	they would need to create a larger zone that they're willing to actually deliver to	04:46 PM
Ernie Perez	I like it, I'll ask them how far they're willing to deliver then.	04:46 PM
	Ernie Perez has shared a file IMG_1363.PNG - 229.66 KB	04:52 PM
	Ernie Perez has shared a file IMG_1364.jpg - 2.72 MB	04:52 PM
	Might be old mods that were deleted?	04:53 PM
Jack Trinqué	I believe Dougie was working with josh on something similar a bit back. I dont recall if that was finished. @Dougie Stevens Do you remember where that got to?	05:05 PM
Darren Sla	Darren Sla has shared a file image.png - 62.98 KB	May 01 2024, 08:16 AM
	I already did Param Download	08:17 AM
Jack Trinqué	most likely means they are trying to authorize but do not have it enabled on the processor side.	08:17 AM
Darren Sla	Still the same	08:17 AM
	They're claiming that one of the tablets work	08:17 AM
	The terminals wont and the other tablets wont	08:17 AM
Jack Trinqué	Are they trying to authorize the card?	08:18 AM
Darren Sla	No, they're straight making a payment	08:19 AM
Jack Trinqué	What processing do they have selected under credit card settings	08:19 AM
Darren Sla	NetEpay EMV	08:20 AM
Jack Trinqué	what location	08:20 AM
Darren Sla	Consuelos	08:20 AM
	You kicked me out?	08:22 AM

Jack Trinique	drive thru just went through, which one is not working	08:22 AM
Darren Sla	That was manual entry	08:22 AM
	I saw it	08:22 AM
	The three terminals was not working .	08:22 AM
	Only one tablet that is working	08:22 AM
Jack Trinique	@Ernie Perez do you know why it is trying to authorize those cards? This was your setup I believe.	08:25 AM
Ernie Perez	Should not be it's not a bar	08:29 AM
	It's fast food with drive thru	08:30 AM
Jack Trinique	@Darren Sla have them try another credit transaction. If it doesnt work with what I just did, we might need to check with scott. Im not seeing why it is trying to authorize those transactions instead of just charging them.	08:33 AM
Darren Sla	On term3?	08:34 AM
Jack Trinique	any term 1 2 or 3	08:34 AM
Darren Sla	Gotcha	08:34 AM
	Calling them now	08:34 AM
	Still the same	08:38 AM
	@Scott Dickens any idea?	08:40 AM
Scott Dickens	They're set to NETePay EMV and not NETePay EMV-FD correct?	10:12 AM
Jack Trinique	yea	10:12 AM
	double checked that, and tried to set to Fd and then back, but same thing	10:12 AM
Scott Dickens	Something must have changed on processor side. I just redid the link to the processor in the deployment	10:14 AM
	Download parameters in netepay directly and have them try again	10:15 AM
Darren Sla	Should I just open NetEpay Manager and download it from there?	10:21 AM
	Loaded parameters	10:42 AM
	on Netepay	10:42 AM
	calling them now	10:45 AM
	@Scott Dickens Royce received an email from Datacap stating that set the capture delay flag on tysys express need to be set to H (hold)	10:48 AM
	I dont know if that helps.	10:48 AM
Scott Dickens	thats only for PreAuths	10:57 AM
Ernie Perez	@Support Ruchi's Tip Share Fee Group shows up without data on it on the bank/till reports. I had them setup following our document but want to see if this is done correctly to display these.	03:42 PM
	Ernie Perez has shared a file image.png - 1.0 MB	03:43 PM
	Ernie Perez has shared a file image.png - 0.76 MB	03:43 PM

Scott Dickens	show me the fee group settings	03:43 PM
Ernie Perez	Ernie Perez has shared a file image.png - 149.48 KB	03:44 PM
	They want to deactivate tip sharing for now and will do it manually.	03:44 PM
Scott Dickens	you can't send 100% to multiple categories	03:45 PM
	set it up locally and test it out	03:45 PM
Ernie Perez	Ok	03:45 PM
Scott Dickens	50% if going to 2 different categories	03:45 PM
	if they don't have an even number of people working though it won't split evenly between everyone...they would need one category for that	03:46 PM
	like \$100 in tips, 50% going to tip split and 50% going to tip split bar...	03:46 PM
	if 3 people are working for tip split, they'll split \$50 if 1 person is working tip split bar, they'll get \$50	03:46 PM
	not sure if thats what they want	03:46 PM
Ernie Perez	Got it	03:50 PM
Darren Sla	Anyone can give me Datacap Serial# for Old santa fe please?	May 02 2024, 11:56 AM
	I have Joe hudson on the line wanting to get it	11:56 AM
	@Support	11:56 AM
Scott Dickens	8650.00.744515	11:57 AM
Darren Sla	Thanks!	11:57 AM
	Do they need to have serial for online Datacap?	11:58 AM
	@Scott Dickens	11:58 AM
Scott Dickens	i don't believe so since there's no physical software	11:59 AM
Dougie Stevens	I've got John calling back about a recurring issue with PAX S300 on the queue processor. He's saying everything is pinging but last time we had to change something in the DB to get them to work. Anyone know what he's talkign about? I see no tickets on this	01:52 PM
	John Tadych	01:52 PM
Ernie Perez	nothing to my recollection	01:56 PM
Scott Dickens	maybe clearing the queue, but that shouldn't be necessary	01:57 PM
Dougie Stevens	Looks like he's getting a POSLINK TRANSACTION ERROR	01:57 PM
Scott Dickens	delete from queue_entries	01:57 PM
	that won't solve a transaction error	01:57 PM
Dougie Stevens	I think it's the device at this point	01:57 PM
	He just referecned that call specifically before giving me access	01:57 PM
	Woah nice spelling	01:58 PM
	referecned	01:59 PM
	Getting this: No connection could be made because the target machine actively refused it	

	Setting this. No connection could be made because the target machine actively refused it 192.168.7.72:7777 He thinks its the port. Is that something they have to change on PAX store or something they can do on the device?	02:05 PM
Scott Dickens	default pax port is 10009 i think?	02:06 PM
	yea, it is	02:07 PM
	that can be changed in either the device or on the PAX store...and it can be set in the queue settings as well	02:07 PM
Dougie Stevens	hmmmmm queue settings show 10009 but pax tab shows 7777. 7777 works for one but not the other	02:09 PM
Scott Dickens	check the queue and the PAX settings under the tab...i think the queue is only used for tips, voids, and batching	02:11 PM
	while a transaction uses the actual settings not queue	02:11 PM
Darren Sla	Darren Sla has shared a file image.png - 104.58 KB	04:00 PM
	Netepay app is running on Server.	04:00 PM
	It is happening on all the terminals	04:01 PM
	@Support	04:01 PM
Jack Trinque	that will be connection issue with card reader. Have them unplug and plug back into a differnet port	04:02 PM
Darren Sla	Thanks!	04:07 PM
Dougie Stevens	Is someone working with Chris from MMG on coneheads? Still in my training. Kitchen printer is apparetnly down and temrinal 3 can't take cards	04:46 PM
	He's texting me	04:46 PM
Darren Sla	Yeah	04:46 PM
	printers is down	04:46 PM
	kitchen*	04:47 PM
	Printers are not showing on NetConfig	04:47 PM
	@Dougie Stevens	04:47 PM
	We already had router restarted.	04:48 PM
Dougie Stevens	What IP address is the kitchen printer getting?	04:48 PM
Shaun Valcorza	10.10.10.160 - Kitchen Printer	04:50 PM
Dougie Stevens	Does it ping?	04:51 PM
Shaun Valcorza	It doesn't. We already rebooted the router and still has the same issue.	04:52 PM
Dougie Stevens	@Scott Dickens Socket error happening for them again	04:52 PM
Scott Dickens	sounds like they have network issues	04:53 PM
Dougie Stevens	Agreed, let me see if they changed anything since this morning	04:54 PM
	@Darren Sla and @shunn	04:56 PM
	it's on a different network m8s	04:56 PM
	Dougie Stevens has shared a file image.png - 223.49 KB	04:56 PM


Darren Sla	Did they change the network?	04:56 PM
Scott Dickens	how many networks they got there?	04:58 PM
	oh one is zero tier	04:59 PM
	terms 1 and 2 are 10.10.4.x	04:59 PM
	term 3 is 10.10.10.x	04:59 PM
	term 4 is 10.10.10.x	04:59 PM
Dougie Stevens	Correct	04:59 PM
	That's what I'm telling him now. He said they haven't moved anything	04:59 PM
	How are terminals 3 and 4 not getting connection screens?	05:01 PM
	VLAN?	05:01 PM
	thoughts on this?	05:06 PM
Scott Dickens	looks like they're using IPv6	05:06 PM
	cuz if you try to run <code>ping CONEHEADS2 -4</code> it fails	05:07 PM
	regardless of if they moved anything or not, its not setup right	05:07 PM
	sounds like a VLAN	05:07 PM
	do we have access to their router?	05:07 PM
Dougie Stevens	I can access the zyxel that is connected to 3 and 4	05:08 PM
Scott Dickens	so is that not what 1 and 2 are connected to?	05:08 PM
Dougie Stevens	No, it's a mysterious device	05:09 PM
Scott Dickens	who setup their network? can't have mysterious devices	05:09 PM
Dougie Stevens	They all go to the same swtich though	05:09 PM
	Cake did	05:09 PM
Scott Dickens	they may need to rip everything out and put their own stuff in	05:09 PM
Dougie Stevens	But this morning they were all on a 10.10.10.x	05:09 PM
Scott Dickens	especially if there are "mysterious devices"	05:09 PM
Dougie Stevens	this guy is nuts...	05:11 PM
	@Darren Sla @Shaun Valcorza if you both have tickets on this, give them to me please	06:09 PM
Shaun Valcorza	Done assigning the ticket.	06:12 PM
Dougie Stevens	<div>Having issues out of delivery zones just automatically saying 'NO ZONE' on places that are within the zone. I checked coords and they were backwards but even after chaning some it's still doing it. Here what I see in logs:</div> <div><div>Date:5/3/2024 9:51:41 AM</div><div>Error:Conversion from string "" to type 'Single' is not valid.</div><div>Source:Microsoft.VisualBasic</div><div>StackTrace:at Microsoft.VisualBasic.CompilerServices.Conversions.ToSingle(String Value, NumberFormatInfo NumberFormat) at OCPOS.GoogleMaps.GetDeliveryZone(String addressID)</div></div> <div>May 03 2024, 08:58 AM</div>	

	Query: SELECT zone_id, x_cords, y_cords FROM delivery_zones -----	
	They are on an old version	09:00 AM
	Anyone know if this was something that was a problem around 4.10?	10:15 AM
Jack Trinqu	not that I can remember. Is it just 1 zone or multiple? Sometimes overlapping causes issues if you dont go around the other zones as well.	10:18 AM
Dougie Stevens	There are multiple	10:19 AM
	Ah it looks like htere are alot of overlapping	10:20 AM
Scott Dickens	if you grab me the database i can run it on that version and see if its the data causing the problem	10:32 AM
Red Bercero	Red Bercero has shared a file image.png - 99.25 KB	11:33 AM
Scott Dickens	Yes	11:35 AM
Red Bercero	Thanks Scott. ☺	11:36 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000059540024	02:47 PM
	Eric yoerger - Payteva. Wants to set up 3 new tablet that he just got today for Cielito Lindo? Anyone available to do it for today? He said that they're preparing for Cinco de Mayo so it needs to be expedited. ty	02:48 PM
Jack Trinqu	he never scheduled that with me, did he let anyone know that he was going to be do this today?	02:49 PM
Red Bercero	No, He just received it today. But he's wanting to check if we can do it for them today.	02:50 PM
Jack Trinqu	ok I should be able to do it in 15-30 minutes. Just let him know ill give him a call	02:54 PM
Red Bercero	I'll let him know right after this call.	02:55 PM
	Red Bercero has shared a file image.png - 406.94 KB	04:22 PM
Scott Dickens	where are the gift cards from? ones we print have numbers printed on the back	04:23 PM
Red Bercero	I'll follow up with this one shortly. They aren't responding.	04:25 PM

	<div> <div>Red Bercero has shared a file</div> <div>image.png - 130.71 KB</div> </div> <div>May 04 2024, 11:43 AM</div>	
	>still not working what do i need to enable?	11:44 AM
Scott Dickens	What model terminal is it?	11:44 AM
Red Bercero	it's terminal 2.	11:44 AM
	<div> <div>Red Bercero has shared a file</div> <div>image.png - 135.02 KB</div> </div> <div>11:44 AM</div>	
Scott Dickens	Need to know the model number of the terminal	11:45 AM
	It might not be SiW for the touch	11:45 AM
Red Bercero	can i find that on regedit? or do i need to ask him? It's located underneath if im not mistaken right?	11:46 AM
Scott Dickens	Ask them	11:46 AM
	It should be on the back or underneath	11:46 AM
	Any brand name would help as well	11:46 AM
Red Bercero	okay I'll get all the infos that are needed	11:46 AM
	Two Amigo's Infos:	12:20 PM
	Model number: Titan-560 Brand - San4S Serial number: 19113P1004	12:20 PM
Scott Dickens	So SiW is the correct one	12:20 PM
	It's showing that the touch screen is not detected	12:20 PM
Red Bercero	Understood, what do i need to do?	12:21 PM
	<div> <div>Red Bercero has shared a file</div> <div>image.png - 112.11 KB</div> </div> <div>01:02 PM</div>	
Scott Dickens	For 2 amigos we'll need to see about a replacement on Monday.	01:03 PM
	For b&j seafood. Some banks take awhile for the authorization to drop off. Can be as long as 10 business days but that's rare. Assign me the ticket and I can confirm with resolute payments that it's voided	01:04 PM
Red Bercero	This ticket also had a \$20 tip at it to it making it 161.64	01:04 PM
	done.	01:08 PM
	<div> <div>Red Bercero has shared a file</div> <div>image.png - 509.89 KB</div> </div> <div>May 05 2024, 12:42 PM</div>	
	<div> <div>Red Bercero has shared a file</div> <div>image.png - 92.31 KB</div> </div> <div>12:46 PM</div>	
	they're celebrating their Cinco De Mayo and wants this to be expedited. I already. I created the promotion ,Checked all the things that needs to be done.	12:52 PM
	What did I missed on this?	12:53 PM
	Cause they wanted a 2 for 1 Deal	12:53 PM
Dougie Stevens	I believe you have to ensure that can be used multiple times is enabled above that	12:55 PM
Red Bercero	I'll check where could I see that option btw?	12:56 PM

Dougie Stevens	Edit the auto promo you built and it's one of the first few options after the name	01:00 PM
Red Bercero	yup found it	01:00 PM
	thanks for the assist. all good	01:00 PM
Dougie Stevens	Perfect	01:00 PM
Red Bercero	Red Bercero has shared a file image.png - 69.46 KB	01:07 PM
	Red Bercero has shared a file image.png - 100.77 KB	01:08 PM
	I made sure to add that Blue Marg rocks med on both of the options.	01:10 PM
	Red Bercero has shared a file image.png - 442.56 KB	01:18 PM
	only applies to 1 item not on multiple.	01:24 PM
	Red Bercero has shared a file image.png - 189.34 KB	May 06 2024, 12:46 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000059984386	12:46 PM
	Merge it with this ticket https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000059981462	12:48 PM
	We may need to try changing their batch number in the device itself... @Ernie Perez can you reach out and have them try that?	12:48 PM
Ernie Perez	I have a scheduled call at 1pm, would this take a while to do?	12:49 PM
Scott Dickens	should only take a few minutes to change in the device	12:49 PM
Red Bercero	Merged	12:50 PM
Ernie Perez	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000059984386	12:57 PM
	updated have a few calls here but looks like they open in 2 minutes can try store as well to walk them through this	12:58 PM
	no one answered so far	12:58 PM
	closed batch and ticket	01:42 PM
Shaun Valcorza	Hi, team. I just spoke with Laureen from Value Systems. They have a Demo tomorrow but they couldn't open their OC application since it is asking for an Activation License or code.	02:04 PM
Jack Trinique	they just called me, this is good to go	02:07 PM
Shaun Valcorza	Thank you, Jack.	02:07 PM
Red Bercero	Hey Guys, Tom's Jr is having difficulties with their refunds we both checked it together. What option do I need to activate to enable the manual entry on their end. It only has a swipe option since it happened yesterday they couldn't proceed with the refund. Have a good one!	02:53 PM
	They want to expedite it. He already contacted the merchant lynx and both of them wants to have immediate resolution.	02:55 PM
	We we're on a 3 way call earlier.	02:55 PM
Jack Trinique	which terminal are they trying to do the refund from? Check CC settings to make sure "NetEPay POP Up" is	02:55 PM

	set as manual entry mode.	
Red Bercero	We used terminal 1 earlier for the refund.	03:00 PM
	I'm working on it. Just want to confirm that setting is under DataCap EMV right?	03:01 PM
Jack Trinqué	yes, if their processing is set to Datacap it will be changed under Datacap EMV section!	03:02 PM
Red Bercero	Red Bercero has shared a file image.png - 233.73 KB	03:05 PM
Shaun Valcorza	Hi, team. I just got a call from Jim of Nevada Diners. All of the online ordering platforms are working properly except for Grubhub. It doesn't send a receipt to the Kitchen Printer. May I know how can I rectify this?	07:26 PM
Scott Dickens	The orders are showing in the pending but not sending?	07:27 PM
Shaun Valcorza	The orders are also not showing up in the pending list. They would only know that there was an order from Grubhub if they were going to check their tablet.	07:35 PM
Scott Dickens	i'm not seeing them setup for 3rd party online ordeing...you sure it's nevada diner?	07:41 PM
Shaun Valcorza	Yes, Scott. And Jim said that the pending orders on the terminal are Doordash and Uber Eats.	07:43 PM
Scott Dickens	Are they putting them in manually? I don't see them setup for email parsing	07:44 PM
Red Bercero	Red Bercero has shared a file image.png - 59.09 KB	07:54 PM
Scott Dickens	Looks like its a customer of Bridge Pizza...they need to reach out to Bridge Plzza	07:56 PM
Red Bercero	Gotcha.	08:08 PM
Darren Sla	Can someone look into this please, or point me to the right direction	May 07 2024, 08:29 AM
	Darren Sla has shared a file image.png - 68.15 KB	08:30 AM
	The supposed Item rings a different item	08:30 AM
	It should be Reynolds wrap, but it will ring the Boneless Tender Loin instead.	08:30 AM
	I checked the Barcode and they are showing different	08:31 AM
Dougie Stevens	I think that this has to do with custom barcode settings where it's finding the item number 900 in that reynolds wrap barcode. I don't have time currently to dive into it so maybe Jack or Scott can assist on this one. Where is this Darren?	09:59 AM
Darren Sla	Deerings	09:59 AM
	Bumping ^	01:09 PM
Jack Trinqué	Not sure on that @Scott Dickens is there any way to get that to not use the custom barcode, since it happens to have the same check digits?	01:23 PM
Scott Dickens	i believe we check for exact barcode first	01:24 PM
	so if an exact barcode matches, it should use that	01:24 PM
	that most likely means the barcode doesn't match the reynolds warp exactly	01:24 PM
Jack Trinqué	Oh, yea @Darren Sla I just typed the barcode that shows in the back office and it scanned to the reynolds wrap. Have them scan a reynolds wrap and see what barcode shows, because it might not be scanning the same code.	01:25 PM

Darren Sla	Yeah it will, but when they scan the Item It will show that Tenderloin	01:26 PM
Jack Trinqu	I just entered it and it showed the reynolds wrap properly. Have them click "INV" at the bottom and scan it, then see what barcode it shows. Because it likely is not the same one, since it does the right one when entering the exact barcode.	01:27 PM
Darren Sla	Yep, I did that. With them earlier.	01:30 PM
	Restarted OC as well	01:31 PM
Dougie Stevens	What's the command to expand the clock out slips?	03:20 PM
Jack Trinqu	Should be this: update settings_pos set clock_slip_detailed = 'Y'	03:24 PM
Dougie Stevens	Ty m9	03:25 PM
Darren Sla	The supposed Item rings a different item It should be Reynolds wrap, but it will ring the Boneless Tender Loin instead. Bumping^	04:28 PM
	Ann just called and reporting that there are some inventory items that acts the same as this one.	04:40 PM
	Anne called in and sent additional barcodes that is showing different item	May 08 2024, 06:32 AM
Jack Trinqu	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000060144910 When you choose INV and then scanned the item, was it the exact barcode that showed up, or was there any differences at all. Using the exact barcode showed the item properly when I did it on their machine. If you could get them to send over a picture of the barcode that would be good to test with as well.	08:38 AM
Darren Sla	Darren Sla has shared a file 	12:01 PM
	Would it be version isuse?	12:01 PM
Shaun Valcorza	Bumping this. ↑	03:06 PM
Scott Dickens	sounds like a disk space issue	03:08 PM
	wasn't disk space	03:08 PM
	checking db size	03:08 PM
	not that either	03:08 PM
	terminal 5 is connected to itself instead of server	03:12 PM
	not sure why that is since they're not using terminal independence	03:13 PM
	should be working now	03:14 PM
Shaun Valcorza	Thank you, Scott. I will give them a call now.	03:22 PM
Darren Sla	@Support anyone from deployment available? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000059861127 Need someone to do training for this ticket please. I have an upset merchant on the line, he said he dont do emails so I think he did not see Jacks email, that's why he was not able to respond or confirm it.	May 09 2024, 01:32 PM
	He wont hang up the phone ☺ he want to stay on the line until he gets the training	01:35 PM
	And the Tablet that he requested.	01:35 PM
Dougie Stevens	I have like 20 minutes so you can xfer to me.	01:39 PM
	501	01:39 PM
Darren Sla	Xferring	01:39 PM

Dougie Stevens	ok	01:39 PM
Darren Sla	Thank you so much @Dougie Stevens	01:40 PM
Dougie Stevens	Did you xfer?	01:40 PM
Darren Sla	yes	01:40 PM
	501	01:40 PM
Dougie Stevens	shit that's jack	01:40 PM
	Imao	01:40 PM
	hold	01:40 PM
Darren Sla	You said 501 xD	01:41 PM
Dougie Stevens	i know :peace:	01:41 PM
	he's xferring to me	01:41 PM
Darren Sla	Thanks!	01:41 PM
Red Bercero	Hey guys, Both receipt printer and Terminal for Fresh Vietnamese Bistro are fried due to a thunderstorm. Spoke to to Spencer - Cocard about it. He's wanting to seek a replacement. I also check for confirmation and perform a couple of troubleshootings steps for it however it's still not. He's also requesting for an RMA to be shipped for the terminal and receipt printer. Thank you. Once he sends the serial number for the 2 device I'll put it on the ticket. He also added that it's urgent.	May 10 2024, 10:47 AM
Jack Trinqu	Sounds good, I think they are going to be out of warranty, we can check once they send over the serials though	10:53 AM
Red Bercero	gotcha, I'll send it here for verification.	11:00 AM
	Hey Guys, Royce called wants to check if someone is available from the higher tier to help him out. on activating a new server. anyone?	01:56 PM
Scott Dickens	@Jack Trinqu you available to assist?	01:57 PM
Red Bercero	this is for later at around 9PM Central	01:57 PM
Ernie Perez	what day?	01:59 PM
Red Bercero	tonight if possible.	01:59 PM
Ernie Perez	I wouldn't recommend doing a swap on a Friday night. Can it be scheduled for early next week?	02:00 PM
Red Bercero	Sure I'll let him know.	02:02 PM
	Hey guys, I called back Royce. He said that the merchant couldn't wait since it's been happening to them everyday.	02:59 PM
	what do you want to do with this? lmk thanks	02:59 PM
	bumping this, thanks guys	04:48 PM
Scott Dickens	i've got plans tonight... @Dougie Stevens is on call. Think you might be able to handle this, Dougie?	04:49 PM
Dougie Stevens	I can late	04:57 PM
	What merchant is this for?	04:57 PM
Red Bercero	consuelos - Royce Glosse	04:57 PM
Dougie Stevens	Please give me contact details so I can call him to discuss.	04:58 PM

Red Bercero	Dm'd you	04:59 PM
Dougie Stevens	emailed him	05:02 PM
	<div><div><div>Dougie Stevens has shared a file</div><div>I was getting a.txt - 10.13 KB</div></div></div>	May 12 2024, 01:22 AM
	<div><div>Here's the first line of the error:</div><div><pre>System.Management.ManagementException: Invalid class at System.Management.ManagementException.ThrowWithExtendedInfo (ManagementS tatus errorCode) at System.Management.ManagementObjectCollection.ManagementObjectEnumerator .MoveNext () at OCUtils.Utils.GetAllManagementObjectInfo (String managementPath) at OCUtils.Utils.GetOperatingSystemInfo () at LicenseAPIHelper.Helper.RequestLicenceActivation (String licenseCode, In t32 serviceID) at OCPOSSuite.frmActivation.Button3_Click (Object sender, EventArgs e) at System.Windows.Forms.Control.OnClick (EventArgs e) at System.Windows.Forms.Button.OnClick (EventArgs e) at System.Windows.Forms.Button.OnMouseUp (MouseEventArgs mevent) at System.Windows.Forms.Control.WmMouseUp (Message& m, MouseButtons button, Int32 clicks) at System.Windows.Forms.Control.WndProc (Message& m) at System.Windows.Forms.ButtonBase.WndProc (Message& m) at System.Windows.Forms.Button.WndProc (Message& m) at System.Windows.Forms.Control.ControlNativeWindow.OnMessage (Message& m) at System.Windows.Forms.Control.ControlNativeWindow.WndProc (Message& m) at System.Windows.Forms.NativeWindow.Callback (IntPtr hWnd, Int32 msg, IntPtr tr wparam, IntPtr lparam)</pre></div></div>	01:22 AM
	<div><div>Notification log:</div><div><pre>ERROR in messagepump, Summary:Calling MeshClient CheckForRetryOrders : Object reference not set to an instance of an object. System.NullReferenceException: Object reference not set to an instance of an object. at OCMasterService.LicensingHandler.<LicenseQuery>d__19.MoveNext () --- End of stack trace from previous location where exception was thrown --- at System.Runtime.CompilerServices.TaskAwaiter.ThrowForNonSuccess (Task tas k) at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebugger Notification (Task task) at OCMasterService.LicensingHandler.<LicensingCheck>d__18.MoveNext () --- End of stack trace from previous location where exception was thrown --- at System.Runtime.CompilerServices.TaskAwaiter.ThrowForNonSuccess (Task tas k) at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebugger Notification (Task task) at System.Runtime.CompilerServices.TaskAwaiter.ValidateEnd (Task task) at OCMasterService.OCServiceLogic.<MessagePump>d__128.MoveNext ()</pre></div></div>	01:48 AM
Scott Dickens	Looks like WMI repository needs to be reset	02:00 AM
	Checking	02:00 AM
Dougie Stevens	Currently restarting	02:00 AM
	Have it running stable	02:00 AM

	I nave it running cnkask	02:00 AM
Scott Dickens	If that doesn't fix it try this command as admin: winmgmt /resetrepository	02:01 AM
Dougie Stevens	got it, thanks!	02:01 AM
	Finally booted back up, resetting repo did it	02:26 AM
	Dougie Stevens has shared a file coco_marina tablet 3 exe log.txt - 200.97 KB	08:32 AM
Red Bercero	Red Bercero has shared a file image.png - 301.84 KB	10:13 AM
	Red Bercero has shared a file image.png - 51.31 KB	10:13 AM
Dougie Stevens	You can connect directly to the windows session of the tablet through the server and end OrderCounter. I did this already so they should be set @Scott Dickens this is recurring. It already happened with another tablet this morning and he said it keeps happening. Do you have any ideas?	10:15 AM
Red Bercero	Just reconnect to RDP on the tab? and they should be good to go?	10:17 AM
Dougie Stevens	Yes	10:17 AM
Red Bercero	Yup they're having problems with their tablets every week.	10:20 AM
	now RDP 4 is frozen.	10:21 AM
	I'll just restart the OC app on the server right?	10:21 AM
Dougie Stevens	Dougie Stevens has shared a file 12-05-2024 10_22_49_09.png - 2.87 KB	10:22 AM
	No, you connect to the rdp4 session through the server using this button	10:22 AM
	Then ctrl Alt esc and end oc process	10:23 AM
	It looks like rdp4 is disconnected altogether. They'll have to open the windows session on the tablet again through remote rdp	10:24 AM
Red Bercero	Yup, I know how to do it now. Thank you	10:28 AM
Darren Sla	Darren Sla has shared a file image.png - 289.42 KB	May 13 2024, 09:17 AM
	I think I figured it out	09:27 AM
	Server is down	09:28 AM
	Darren Sla has shared a file image.png - 142.55 KB	10:16 AM
	Does it have a limitation for adding a rerport category?	10:17 AM
	Is it because the SVR is offline? I tried pinging the SVR and I can	10:18 AM
	But it is still showing offline	10:18 AM
Scott Dickens	shouldn't be	10:18 AM
	let me check	10:18 AM
	server is online	10:19 AM
	you were probably looking at the old server	10:19 AM

	<div> <div></div> <div> <div></div> <div> <div></div> <div></div> </div> </div> </div>	
	i renamed the new one	10:19 AM
Darren Sla	Got it	10:19 AM
	But I still cant add the report category, nor sub items	10:19 AM
	can you check SQL?	10:19 AM
Red Bercero	He's trying to do a credit card pre auth declined Multiple cards. tikil tacos Mezcal SOS: 969670292 Ralph Nlrs	12:38 PM
	We need to contact processor for this right? same as pelican post a month ago i think? @Support	12:38 PM
Scott Dickens	whats the response?from the log file	12:45 PM
Red Bercero	Hey Scott, I'm on the log files, What specific log should I be looking for.	02:32 PM
Scott Dickens	if they're doing datacap its the ocpos_datacap one	02:40 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 199.49 KB</div>	02:49 PM
Scott Dickens	its that one	02:51 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 209.4 KB</div>	03:17 PM
Scott Dickens	that's not related...that would mean the terminal isn't working at all	03:18 PM
	from 4/4	03:18 PM
Red Bercero	gotcha, so what do i need to do?	03:19 PM
Scott Dickens	which terminal did they try it on last?	03:20 PM
Red Bercero	Terminal 3 is the only terminal that wants to have the card pre auth as per Ralph.	03:21 PM
Scott Dickens	we need the log from terminal 3 then	03:21 PM
	or sos access	03:22 PM
Red Bercero	969670292 - Sos Code	03:22 PM
	to set proper expectation 0003 couldnt be found.	03:24 PM
Scott Dickens	we need the SOS code to get to terminal 3	03:25 PM
Red Bercero	gotcha.	03:26 PM
Shaun Valcorza	Hi, team. I do have one of our partners Gerardo on the line. He was looking for an expert with Online Ordering. He has multiple questions. May I know how I can transfer this call?	04:10 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 395.08 KB</div>	06:32 PM
Scott Dickens	checking	06:33 PM
	have them try now	06:34 PM
Red Bercero	it's now working what does need to be enable on that? is it on the advance settings?	06:40 PM
Scott Dickens	Just had to resave settings	08:10 PM
Dougie Stevens	Dougie Stevens has shared a file	

	image.png - 273.87 KB	
	Actually, all his counts are negative	10:10 AM
Scott Dickens	issue was receiving from the front end was always going in as "1"	10:13 AM
Jack Trinque	that update was done this morning. They will likely need to reinput the numbers. Or do an actual count to update all of them to the actual amount they have.	10:19 AM
Dougie Stevens	Does the count override the on hand or should the onhand minus from the count? He had -1 on had, added 6 on the count and the db is showing the count as 6 instead of 5	10:24 AM
	On hand shows as 5 but count shows as 6	10:25 AM
Scott Dickens	count overrides the on hand...next time on hand is calculated (its only calculated at end of day but is updated per item when receiving through the front end) it will use the count as the starting point and add any sales and received since count was added	10:27 AM
Dougie Stevens	understood	10:30 AM
	Jason Drape from TJ Hunters will be calling back at some point today if he runs into any sort of error when doing a test transaction on his PAX. I have a meeting in 10 minutes so if he calls during that time, someone will need to assist Finally got the app to push with Merchant Lynx. They had to change the TransIT pass but Jason had to leave. All info on this ticket just in case: https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000061236176	03:50 PM
Darren Sla	Tj Hunters is all set. Thanks @Dougie Stevens	04:32 PM
Dougie Stevens	Sweet	04:32 PM
Darren Sla	@Support who is on emergency call tonight? Can we update El patron to the newest version please.	04:37 PM
	I will take care of it tomorrow before they open instead.	04:49 PM
	Anyone was looking into Tikila Tacos Pre-auth situation?	04:50 PM
Dougie Stevens	Dougie Stevens has shared a file 3receipts.jpg - 2.51 MB	May 15 2024, 11:17 AM
	I thought this was fixed already. Also @Darren Sla I've let Ralph know in an email what they need to do	11:17 AM
Darren Sla	Thank you @Dougie Stevens	11:21 AM
Ernie Perez	Working with Ralph (NLRs) he's working with Tikila Tacos Mezcal onsite trying to get their 2 vault tablets w/payment to work. OC Android Processor app works for 1 transaction and then fails after 1 test transaction on OC. Or just doesn't download parameters on the tablet at all. Have gone through downloading and installing latest OC Android Processor APK and then also went through making sure Sled is on, and that it's set to charging device and accessory.	11:27 AM
	Any other suggestions to try?	11:27 AM
Dougie Stevens	Dougie Stevens has shared a file image.png - 356.63 KB	03:54 PM
	I checked notification log and message hub and didn't see anything out of the ordinary. While we were talking, an order came through just fine	03:55 PM
Jack Trinque	i dont see an email for it at all. That was placed today?	04:11 PM
Dougie Stevens	They said it was, Marcus couldn't verify that they had an email	04:13 PM
Ernie Perez	Can I make a receipt printer that is shared between a terminal and tablet only print merchant copy of receipts when it's a sale from the terminal? The tablet would never print merchant copy but is prompted for customer copy of credit card receipt and would print to this printer. Not seeing a way to do something	04:13 PM

	customer copy or credit card receipt and would print to this printer. Not seeing a way to do something specific like this other than having customer get a whole new printer and have it stationed elsewhere.	
	They've asked for a feature request to do this so wanted to see if there is any workaround.	04:14 PM
	IIRC If I make the merchant copy 0 it never writes to the database and if I reprint the credit card receipt it would not print merchant copy because it never writes to the database the first time when it's printed, is this correct?	04:31 PM
Darren Sla	@Support Guys, need help with Quickly Term1 is stuck on recovery and will not push through windows, they dont have a keyboard on the location and they will be open 2 hours from now. Last night they had power outage and because of that the term 1 encountered boot issue.	May 16 2024, 08:00 AM
	Anyone near the area to help them?	08:06 AM
You	quicklys like 15 mins away	08:02 AM
Darren Sla	Can you drop by and check their situation?	08:03 AM
	Bring a keyboard if you can please.	08:03 AM
	Cause they dont have any	08:03 AM
You	idm its up to @Jack Trinqué tho	08:03 AM
Jack Trinqué	yea, if you can robert. I have a call scheduled at 8:30 or I would.	08:04 AM
Darren Sla	Thank you so much guys!	08:04 AM
	@Robert let me know if you're on your way.	08:05 AM
You	gotcha ill go after standup	08:08 AM
Darren Sla	Thanks!	08:08 AM
	I assigned the ticket to you @Robert	08:13 AM
	Thank you again!	08:13 AM
You	@Jack Trinqué grabbing db off the old hdd then setting it up on the new one. are there any backups on the other termianls incase the drive failed entirely? jw	09:04 AM
	quicklys good to go	11:45 AM
Darren Sla	Awesome, thank you @Robert	11:45 AM
You	?	11:51 AM
Red Bercero	Hey guys, Is someone available to set up a demo Bar Menu. Mike crawford from Alliant Merchant Solutions was requesting for it. He said that the potential merchant was not satisfied and we need to make this work for them anyone? @Support	May 17 2024, 01:47 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000061393765	04:16 PM
	Spoke to Josh about it. I was able to do the temporary troubleshooting step by logging in on the server and ending the task for the tablet there. However they also want to know what's the status of the permanent resolution of the tablets that keeps on freezing. Ty	04:22 PM
Jack Trinqué	I believe dougie was working with setting up a time to move some of teh tablets back to the other terminal as it seems it is due to being all on the same server.	04:25 PM
Red Bercero	Gotcha I'll inform them on this.	04:26 PM
Dougie Stevens	I reached out to him on the ticket and via text	04:59 PM
	Ty m10	04:59 PM

Red Bercero	Thanks man 🙏	05:01 PM
Red Bercero	Red Bercero has shared a file image.png - 17.27 KB	06:35 PM
	Red Bercero has shared a file image.png - 4.11 MB	06:36 PM
	@Support	06:36 PM
	All good and fixed for craw daddy.	06:53 PM
	Red Bercero has shared a file image.png - 159.29 KB	May 18 2024, 10:22 AM
	I already checked the connection > They're both on network 6	10:22 AM
	as well as regedit	10:23 AM
You	@Red Bercero checking	10:23 AM
Dougie Stevens	Where?	10:23 AM
Red Bercero	Buzzy's breakfast	10:23 AM
You	@Red Bercero firewall was enabled on terminal 1	10:25 AM
Red Bercero	Understood, So we just enable that? on terminal 2?	10:26 AM
	for it to work?	10:26 AM
You	i disabled it	10:26 AM
	on terminal 1	10:26 AM
	if the fir3ewall is enabled on the server computer it wont allow other terminals to connect ot the database	10:26 AM
Red Bercero	gotcha, Thank you so much.	10:27 AM
You	np	10:29 AM
Red Bercero	Red Bercero has shared a file image.png - 371.4 KB	10:33 AM
You	@Red Bercero if theyre still otp let them know you'll call them back	10:35 AM
	ill take a look	10:35 AM
Red Bercero	gotcha	10:35 AM
You	is this a kitchen printer or receipt printer	10:36 AM
	it looks like the ldn wasn't added	10:36 AM
Red Bercero	receipt	10:36 AM
You	is the printer on	10:37 AM
	@Red Bercero	10:39 AM
Red Bercero	otp with them	10:42 AM
	it's turned on	10:42 AM
	@Robert	10:42 AM

You	ask for the model	10:42 AM
Red Bercero	starp7002	10:43 AM
You	is it plugged in via usb	10:43 AM
Red Bercero	USB confirmed it to him that it's not connected Via bluetooth.	10:44 AM
You	mk have htem unplug it and plug it back in	10:45 AM
	use the original port it was plugged itno	10:45 AM
	then turn it off and back on	10:45 AM
Red Bercero	on it. The guy that I spoke to was not on site. I'm calling Jimmy	10:47 AM
You	You have shared a file image.png - 461.07 KB	10:54 AM
	what's their number	10:55 AM
Red Bercero	5624002148	10:55 AM
Scott Dickens	Red Bercero has shared a file image.png - 1.14 MB	11:04 AM
	same message if you try again?	11:05 AM
	yup, They have this error message since last night as per Doug. They're starting in 10 mins time and he doesn't want the sales yesterday and today be on the same batch	11:08 AM
You	doesnt opening compiler fix it?	11:08 AM
Scott Dickens	no, thats the end of day error	11:09 AM
	which terminal are you trying it on?	11:09 AM
	I'll follow up with them, I'm on another call.	11:10 AM
Dougie Stevens	I feel like they usually batch from 4	11:22 AM
You	You have shared a file image.png - 415.8 KB	11:24 AM
Dougie Stevens	let me check, someone dc	11:25 AM
You	dc/d	11:26 AM
	redirected receipts to term1	11:26 AM
Dougie Stevens	star printers :thumbsdown:	11:26 AM
You	https://media.tenor.com/3vXa0ILI4_0AAAAC/lilreese-hmmmbd.gif	11:26 AM
Scott Dickens	batch is printed at seville at terminal 1	11:26 AM
Red Bercero	:thumbsdown:	11:27 AM
You	the driver was reinstalled as well @Dougie Stevens	11:27 AM
Dougie Stevens	yeah I'm checking that now	11:29 AM
	2.3 is annoying	11:29 AM
Red Bercero	Seville's all good @Scott Dickens	11:30 AM
	??	11:32 AM

	??	11:30 AM
Scott Dickens	yes	11:31 AM
Red Bercero	Red Bercero has shared a file image.png - 0.69 MB	11:32 AM
Scott Dickens	that means end of day was already done	11:33 AM
Red Bercero	Yup, That's what I thought just doublechecking to prevent misinfos.	11:34 AM
Dougie Stevens	I can't get the star driver to cooperate. Have you guys already restarted?	11:36 AM
Red Bercero	@Dougie Stevens Initially that was my call. I restarted the terminal earlier as well as unplugged the Star printer.	11:37 AM
You	yeah printers cooked	12:24 PM
	should we go ahead and do the replacement process? @Jack Trinique @Scott Dickens	12:24 PM
	apparently this is a new printer	12:45 PM
Scott Dickens	whats location and terminal?	12:46 PM
	i'll see if i can get the star driver going	12:46 PM
	and did we confirm the printer model since its potentially a different model?	12:48 PM
You	terminal 2	12:49 PM
	its tom's jr	12:49 PM
	You have shared a file IMG_0584.PNG - 298.16 KB	12:53 PM
Scott Dickens	have them unplug it and see if "USB Printing Support" goes away or if "No Printer Attached" goes away	12:54 PM
	if "No Printer Attached" goes away its most likely an issue with the printer	12:54 PM
You	both went away	12:56 PM
	then when it was plugged back in both came back up	12:56 PM
Scott Dickens	yea, i think thats an issue with the printer then	12:57 PM
	that "No Printer Attached" indicates theres an issue	12:57 PM
You	gotcha	12:57 PM
	i'll see if he has a replaement star printer, if not, do we bill for a replacement?	12:58 PM
Scott Dickens	if they want one from us, yes	12:58 PM
You	gotcha	12:58 PM
	trying a replacmenet printer	01:00 PM
	replacement printer worked	01:08 PM
	@Jack Trinique were you looking at the uber order stuff for toms?	01:18 PM
Jack Trinique	Yea are they having an issue? It deauthorized yesterday, but we reauthorized it around noon with jimmy, everything should be showing now.	05:03 PM
You	yeah he said theyre still not coming through	05:05 PM
Red Bercero	Hey guys, Playhouse much likely having the same problems with petrellas earlier. We already powercycled	05:07 PM

	the device but it's freezing constantly on the orders. What do we do with this one?	
	@Support	05:07 PM
	it's only on terminal 4	05:09 PM
	bumping this, He called back Ty	05:18 PM
You	iirc terminal 4 is infamous for the connection issues	05:23 PM
Red Bercero	what do we need to do to prevent it from happening, Already told them to pwercycle the device once a week to prevent latencies.	05:24 PM
You	i told them last time they called to schedule a time to go over the networking issue on term 4 which was a few days ago	05:26 PM
	im assuming they didnt, id grab the email and follow up on a ticket to see if theyre able to figure out the networking problem with termianl 4	05:26 PM
Red Bercero	Affirmative, So for now, Just let them know that we're woking on it still? and we don't have estimated time yet?	05:28 PM
You	it's a network issue with term 4	05:32 PM
	you can let him know we'll look into options, it might require a field natoon tech visit	05:32 PM
Red Bercero	Sweet, Sounds good.	05:33 PM
	They're rushing, They wanted it to be fixed today, Told him that tech schedule will base on the availability of the tech. When's the earliest time that we can send them one?	05:41 PM
You	@Jack Trinque	05:48 PM
Red Bercero	Red Bercero has shared a file image.png - 12.6 KB	05:50 PM
You	is it not letting you answer?	05:53 PM
Red Bercero	that's Playhouse calling back again wanted to have someone go there at this hour.	06:05 PM
You	let them know we're working on it and we'll have someone reach out	05:55 PM
	grab their contact info and fill out the ticket	05:56 PM
Dougie Stevens	Did someone check event log to make sure it's not something to do with rabbitmq endlessly dumping logs?	05:56 PM
You	its term4 at playhouse, its been having issues since alex installed it iirc	05:56 PM
	notoriously for the network	05:57 PM
Dougie Stevens	Smokin moon had something similar and that was the problem	05:57 PM
	Ah gotcha	05:57 PM
You	@Jack Trinque are you able to schedule a tech visit for playhouse?	05:58 PM
	also, last orders that came in for tom's jr was on the 16th @Jack Trinque	06:10 PM
Dougie Stevens	Was the screen going white and saying OC couldn't respond on playhouse 4? I just checked and it for sure had the rabbitmq issue like smoking moon which was causing their system to lock	06:28 PM
You	@Red Bercero was it that or the connection issue screen?	06:29 PM
Red Bercero	it was freezing earlier just like petrella's	06:29 PM
	when they're placing an order	06:30 PM

	constantly freezes from time to time.	06:30 PM
You	the entire terms freezing	06:31 PM
	trying to check the rabbitmq log size	06:31 PM
Red Bercero	just term 4.	06:31 PM
Dougie Stevens	I got rabbitmq properly installed on it now. If it isn't, it'll do the log file thing and it'll also endlessly dump error logs in event viewer > system	06:36 PM
Red Bercero	I'll let them know to observe it for now.	06:37 PM
Dougie Stevens	I think we'll start installing rabbitmq on all terminals we deploy to stop the issue in future	06:39 PM
Red Bercero	Still frozen right now OTP with them.	06:40 PM
Dougie Stevens	Send screen recording if you have	06:44 PM
Red Bercero	asking him for a video, Once I receive it I'll send it right away.	06:50 PM
Dougie Stevens	Oh I thought you saw it freeze. Splashtop should record automatically if you saw ot	06:50 PM
Red Bercero	Where could I find these recordings, Is it automatically saved on the files of this laptop?	06:55 PM
Dougie Stevens	Dc and it should be in documents > splashtop	06:56 PM
	It'll have the name and time of the session usually	06:56 PM
Ernie Perez	Can someone restart SQL service on el Asador server? Phone splashtop not connecting.	07:05 PM
	@Scott Dickens they might be needing that server upgrade we talked about a while back around when we swapped out that nasty old switch.	07:06 PM
Red Bercero	Red Bercero has shared a file roy_bercero_ordercounter_com_Splashtop_Recording_20240518_164222_Playhouse - 0004_01.webm - 3.55 MB	07:09 PM
	@Dougie Stevens	07:09 PM
	Just let me know what needs to be done. I'll do it.	07:11 PM
Dougie Stevens	It seems to be the actual terminal, not oc. Windows itself is lagging overall	07:19 PM
	running sfc	07:22 PM
Red Bercero	Understood.	07:26 PM
Dougie Stevens	i have constant ping running from server pointing to 4 as well and it hasn't dropped at all 2-3ms	07:27 PM
Red Bercero	maybe we replace the monitor? or term itself?	07:30 PM
Dougie Stevens	sfc fine need to try chkdsk. showing bad block in event viewer. Please call back and see if you can restart term to start chkdsk. it may be down for a few minutes	07:30 PM
Red Bercero	gotcha, on it.	07:31 PM
Dougie Stevens	hopefully this does it	07:34 PM
	any word?	07:41 PM
Red Bercero	yup	07:42 PM
	he turned it off.	07:42 PM
	turning back on.	07:42 PM
	still updating currently at 5%	07:44 PM

Dougie Stevens	sweet	07:44 PM
	Let him know its checking the hard drive	07:45 PM
Red Bercero	just got off the phone with the dude. He said that he'll check it tonight and give us a call back tomorrow if it's still acting up.	07:49 PM
Dougie Stevens	Sounds good	07:49 PM
Red Bercero	Appreciate your help m8 tysm!	07:51 PM
You	playhouse term 1 service fees isnt working with orders	10:24 PM
	@Jack Trinqué @Scott Dickens	10:25 PM
Jack Trinqué	They are trying to add a service fee and it isn't adding or something else?	10:30 PM
You	it isnt adding on orders	10:30 PM
	but doesd on the other terms	10:30 PM
Jack Trinqué	It was set to retail. I changed it to auto start orders as bar tab, which I believe is what it should be. If it isn't you can swap it back and add retail as an auto add method for the service fee.	10:35 PM
You	You have shared a file image.png - 412.02 KB	10:36 PM
Jack Trinqué	Yea comp would be the only way to.	10:37 PM
You	comp from checkout or order screen	10:37 PM
Jack Trinqué	Either	10:37 PM
	Well order screen actually. I don't think you can comp on checkout, you can only add promotion on checkout.	10:38 PM
You	comp all items to 100%?	10:38 PM
	You have shared a file strwincIt_BfhuP9EeTy.png - 342.48 KB	10:41 PM
Jack Trinqué	No, they would just need to comp the amount that needs to be paid. Still. So 59%	10:41 PM
	50*	10:41 PM
You	is there a way to undo a comp?	10:41 PM
Jack Trinqué	Make sure they are doing it and not you with our code. If they made a mistake it seems they should pay it. But if a manager wants to comp it they could.	10:42 PM
You	im working with the partner	10:42 PM
	theyre good with taking the lost, just trying to get the trans closed	10:42 PM
Jack Trinqué	If they try to comp the item again it should prompt to remove the previous prompt.	10:44 PM
	Yea by paying it I mean paying the difference with cash. Just as long as they are doing the comp it should be good. Because they would have the privilege to determine when a comp can be given.	10:45 PM
You	gotcha	10:45 PM
Darren Sla	@Support anyone have ever experienced this scenario? After ordering or checking out OC will close and they need to open the app again.	May 20 2024, 01:18 PM
Dougie Stevens	Like the whole program closees or they have to log back in?	01:22 PM

Darren Sla	Yes	01:22 PM
	it closes	01:22 PM
Dougie Stevens	Which one	01:22 PM
	I see, check event viewer to see if there's an error	01:22 PM
	try system and applicaiton logs	01:23 PM
You	iirc its because the form window is closing	01:31 PM
	@Darren Sla check to see if frmLogin is closing when oc is open. if so then that's why its crashing	01:38 PM
	@Scott Dickens do you remember the fix?	01:39 PM
Scott Dickens	i don't but if you post the relevant thing from the logs i might remember	01:39 PM
You	You have shared a file	01:45 PM
	Untitled.js - 803 Bytes	
Darren Sla	Sorry, I was on calls is that for El Asador? @Robert	01:46 PM
You	oc closing after checkout	01:46 PM
Scott Dickens	Yea, frmLogin is closing. Should be a log before that that would be why it closed	01:47 PM
You	what merchant @Darren Sla	01:49 PM
Darren Sla	El Asador	01:49 PM
You	i cleared the logs, if it crashes again grab the ocpos exe log and post here	01:55 PM
Red Bercero	Red Bercero has shared a file	03:42 PM
	image.png - 12.13 MB	
Jack Trinique	<i>This message has been deleted</i>	03:44 PM
	Yea, if they can check to make sure there isnt any debris in the chip slot, that is usually what causes that.	03:45 PM
	I was able to talk to him about that	03:45 PM
Darren Sla	Juan said he cant see any debri on it.	03:47 PM
	He did mention that there is pin inside that seems to be the one that stops the card to go all the way through.	03:52 PM
	Can someone add these to the Google Whitelist? Apparently the account I set up for this is being investigated by Google due to violations. I created it 2 weeks ago and logged in, so I have no clue what's up. I just finished inputing them all to FB:	May 22 2024, 08:30 AM
Dougie Stevens	https://andrewsbistro.ordering.ordercounter.com/signin-google	
	https://121artisanbistro.ordering.ordercounter.com/signin-google	
	https://riversideclubhouse.qr.ordercounter.com/signin-google	
	https://oldsantafe.qr.ordercounter.com/signin-google	
	https://firesidepizza.ordering.ordercounter.com/signin-google	
	https://oasis.ordering.ordercounter.com/signin-google	
	https://tikilatacosmezcal.ordering.ordercounter.com/signin-google	
	https://tacocaporal.ordering.ordercounter.com/signin-google	
	https://bucknbeams.ordering.ordercounter.com/signin-google	
	https://5thstgrind.ordering.ordercounter.com/signin-google	
	https://luigispizzeria.ordering.ordercounter.com/signin-google	
	https://Hartlessubs.ordering.ordercounter.com/signin-google	

	https://consuelos.ordering.ordercounter.com/signin-google https://wildhorse.ordering.ordercounter.com/signin-google https://janejirathai.ordering.ordercounter.com/signin-google https://lebbyblos.ordering.ordercounter.com/signin-google https://oldhickoryinn.ordering.ordercounter.com/signin-google https://mrgs.ordering.ordercounter.com/signin-google https://beavertap.ordering.ordercounter.com/signin-google https://oldsantafe.ordering.ordercounter.com/signin-google	
You	i think i can, let me see if i still have the links	08:33 AM
Dougie Stevens	Sweet, FB is good	08:33 AM
You	ah ok, not sure about google whitelisting since we don't use workspace anymore, might have to check with mike	08:36 AM
Dougie Stevens	Scott changed it to our personal emails I believe. @Jack Trinqué do you have access?	08:38 AM
Jack Trinqué	He had added me, but looks like the privilege was taken away some how. I think he added ernie too.	08:48 AM
Dougie Stevens	I'll check w/ Ernie once he gets in	09:48 AM
Darren Sla	Darren Sla has shared a file image.png - 181.59 KB	01:11 PM
	This is for Fresh city.	01:12 PM
	I was looking at the transactions, there is card transactions but on different terminal.	01:15 PM
Dougie Stevens	What do CC settings shows as the host	01:15 PM
You	netepay not running on server or cant connect	01:16 PM
Darren Sla	Darren Sla has shared a file image.png - 233.18 KB	01:16 PM
Dougie Stevens	start/stop director on 3 and try again	01:16 PM
Darren Sla	Did it , stlil the same error after doing a param download	01:18 PM
Dougie Stevens	try to ping hostname from 3	01:18 PM
You	wat merch	01:18 PM
Dougie Stevens	2*	01:18 PM
Darren Sla	Fresh City -Charlton	01:18 PM
	But it is weird, I can see card transaciton but it was processed on term 1	01:19 PM
Dougie Stevens	Not pinging at all check firewall	01:20 PM
You	what terminal cant connect?	01:20 PM
	thats probabyl it	01:21 PM
Darren Sla	yeah	01:21 PM
Dougie Stevens	should be good now	01:21 PM
Darren Sla	firwall is on	01:21 PM
Dougie Stevens	Pinigng now	01:21 PM
You	@Gemini what can stop a terminal from connecting to server comp for netepay director	01:21 PM
	check if ur comp is connected to the internet and if the server is up and running	01:21 PM

	check if all comp's is connected to the internet and if the server is up and running	
Darren Sla	All set	01:21 PM
	Thanks guys!	01:21 PM
Dougie Stevens	yw	01:21 PM
	@Gemini will the firewall being on affect terminals from connecting to netepay server?	01:22 PM
	ded x.x	01:22 PM
You	@Gemini will the firewall being on affect terminals from connecting to netepay server?	01:22 PM
	yeah, it will block it. you'll need to temporarily turn it off to let them connect.	01:22 PM
	you have to accept the perms @Dougie Stevens	01:23 PM
Dougie Stevens	sad day only robert gets cool tools smh his at at me	01:23 PM
You	when u first use it	01:23 PM
	lol	01:23 PM
Darren Sla	Yeah, how about us @Gemini	01:23 PM
Dougie Stevens	@Gemini Please tell Darren no	01:24 PM
		01:24 PM
Darren Sla	aight bet wth	01:24 PM
Dougie Stevens	:smile:	01:24 PM
	click gemini and then subscribe	01:25 PM
You	@Gemini how do i setup rdp on a windows tablet	01:29 PM
	easy peasy, just follow these steps: 1. enable remote desktop on the tablet 2. download the rdp client on your pc 3. connect to the tablet using the ip address and credentials	01:29 PM
	@Jack Trinque @Gemini ralph's trying to use the built in card reader on a quest tablet with ordercounter through an rdp session, the tablets running windows so is there any special configuration needed or is it the same as like setting up a vp8300	01:34 PM
	nah it's the same as setting up a vp8300	01:34 PM
Jack Trinque	They'll need to have the queue processor setup and running on the quest tablet itself.	01:38 PM
You	its running windows, is there a winodws version of queue processor?	01:38 PM
Darren Sla	@Support did we have offline transaction on for Airport restaurant?	01:45 PM
	Someone from spectrum came in and they said he did something. Now terminals are showing offline and it wont print on the kitchen, If we did have offline mode turned on It should accept cards, offline mode is enabled but it will say unsuccessful	01:49 PM
Dougie Stevens	Yes	01:49 PM
Darren Sla	DNS look up error	01:51 PM
	It wont allow them to run offline mode	01:51 PM
	I think that spectrum guy did something that affected the setting?	01:51 PM
	Merchant is pissed	01:51 PM

	It was working earlier, now it just stopped. I had them restart the modem and router same with the terminals	01:52 PM
	Still the same	01:52 PM
	Net epay should be running on the server right?	01:53 PM
Dougie Stevens	Yes, but it runs in the background as a service. What are the lights showing on the modem? Does it look like he has internet?	01:55 PM
Darren Sla	He is claiming that they have internet, but either way offline mode should still work, correct?	01:56 PM
Dougie Stevens	Yes, as long as it's enabled	01:56 PM
Darren Sla	It is, they're having DNS look up error	01:56 PM
	Cant process the cards.	01:57 PM
	Are they far from HQ?	01:59 PM
Dougie Stevens	Need to get their network back up m9; do they have other routers and or a switch that may be disconnected?	02:01 PM
	They are far	02:01 PM
Darren Sla	What did the spectrum guy do. lol	02:01 PM
	When it everything was working, she also told me that even the kitchen printers stopped working	02:02 PM
You	terms might be set to static ip address and not able to connect to network	02:05 PM
	same with kitchen printers	02:05 PM
	@Fred Montague write out steps for navigating a user over the phone to change the ethernet adapater to dhcp instead of static/manual	02:06 PM
	1. head to control panel > network and internet > network connections 2. right click on your ethernet adapter and select properties 3. highlight "internet protocol version 4" and click properties, select "obtain an ip address automatically"	02:06 PM
Darren Sla	Thier term1 and 2 is now online	02:11 PM
	They are now back online, anyone took care of that?	02:20 PM
	Airport Restaurant is now back online. Can someone point me to the right direction about their offline mode. They want to know what happened and why it suddenly stopped.	02:41 PM
	If someone can double check that the settings is correct. Please.	02:41 PM
You	@Fred Montague @Darren Sla offline mode has to be enabled on the processor side iirc. usually when you see the dns error after enabling offline mode it means offline processing (store and forward) isn't setup i think	02:46 PM
	yep, you're right. offline mode needs to be enabled on the processor side. the dns error prob means offline processing (store and forward) isn't set up right. you gotta make sure "NETePay Store and Forward" is turned on and privileges for offline transactions are given to the right roles in the back office 【4:5†source】 【4:6†source】 .	02:46 PM
Darren Sla	@Jack Trinque didn't we have airport restaurant offline mode on?	02:49 PM
	I saw this ticket https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000038794939	02:50 PM
Jack Trinque	yea should have been. All it is redownloading the new netepay manager. Might need to test it again when they are back online.	03:09 PM

	What is the error they are seeing when trying to run one in offline?	03:09 PM
Darren Sla	They are now online	03:17 PM
	DNS erorr when they process offline	03:17 PM
Dougie Stevens	Anyone know how hot solve this hang error?	
	The program OCPOS – Point of Sale Suite.exe version 1.0.0.0 stopped interacting with Windows and was closed. To see if more information about the problem is available, check the problem history in the Security and Maintenance control panel.	May 23 2024, 03:58 PM
Scott Dickens	gotta find out why it was hanged	03:59 PM
	could be connection issue or it was processing something while someone clicked it	03:59 PM
Dougie Stevens	Stuck on 'Loading Resources'	04:00 PM
Scott Dickens	rabbitmq	04:00 PM
Dougie Stevens	I reinstalled and I can now access but it's still stuck on loading resources	04:07 PM
Scott Dickens	terminal?	04:07 PM
Dougie Stevens	It's Qlab: 516991414	04:08 PM
Scott Dickens	too many peeps connected	04:08 PM
Dougie Stevens	Try again	04:08 PM
Scott Dickens	https://media.tenor.com/hARuxJoPe3kAAAAC/i%27m-in.gif	04:09 PM
Dougie Stevens	amen	04:09 PM
Scott Dickens	the screen is constantly being touched/mouse clicked	04:10 PM
	it stopped	04:10 PM
	its either going to be something on the computer conflicting or just an issue with the computer in general	04:13 PM
	i'd recommend having them run an update first	04:13 PM
Dougie Stevens	OC update or Winders?	04:13 PM
Scott Dickens	oc update	04:13 PM
Dougie Stevens	owk	04:13 PM
Scott Dickens	looks like someones demo laptop	04:14 PM
Dougie Stevens	grammarly or something like it pops up on it which is why i think it could be something conflicting with the software	04:14 PM
	I zee	04:15 PM
Scott Dickens	could be something in the database as well	04:15 PM
Dougie Stevens	I first noticed that their pc name was super long and wouldn't fit on regedit	04:16 PM
	So I tried doing IP instead but that didn't do it either	04:16 PM
	@Fred Montague testing rq in a channel, verify you work outside the test channel pls	04:21 PM
	testing rq in a channel, verify you work outside the test channel pls	04:21 PM
Red Bercero	When a database is in staging mode and you then activate does this affect any of the settings?	May 24 2024, 01:52 PM

	a question from Lauren.	01:52 PM
You	iirc it shouldnt change any of the settings	01:55 PM
Red Bercero	Red Bercero has shared a file image.png - 1.17 MB	05:23 PM
Scott Dickens	that means the preauth failed	05:29 PM
	could be an error with the processor (not set for pre-auth) or it could be a declined card	05:29 PM
Red Bercero	understood, I'll let him know.	05:35 PM
	It was a declined card after all.	05:49 PM
Dougie Stevens	I have mpisland saying that their cash drawer isn't popping and that their receipt printer isn't printing and the drawer isn't popping on 5 but I can see in the DB that it's popping and that it's printing. Any ideas on this	09:28 PM
	print spool is going really slow as well	09:28 PM
Jack Trinqu	Could be jammed or locked. Do they hear anything when it tries to pop?	09:34 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 83.73 KB	11:51 PM
Scott Dickens	Not familiar with that error. Just the one tip? What's the ocpos_pax log say?	11:52 PM
Dougie Stevens	Dougie Stevens has shared a file ---Date_.txt - 4.9 KB	11:54 PM
	He said it's quite a few tickets. I don't see much information at all in the 2 PAX log entries.	11:55 PM
	Okay after trying another tip, I see a new log entry 'ERROR PROCESSING PAX RESPONSE: Unknown Error'	May 25 2024, 12:01 AM
	There are also duplicate transaction IDs on the credit tips screen, are those normally able to be duplicates?	12:02 AM
Scott Dickens	with pax, yes	12:04 AM
	that most likely means that the pax IP's in the queue setup are not correct	12:05 AM
Dougie Stevens	Gotcha	12:05 AM
Scott Dickens	what location?	12:05 AM
Dougie Stevens	decamp	12:05 AM
	It's going really slow for me on my pc, I have to connect on my phone.	12:05 AM
	Gary said he can add it on from 1	12:06 AM
Scott Dickens	hmmm...its not the IP, thats fine	12:07 AM
	he can add all of them from term 1, or just the transactions that were done on term 1?	12:08 AM
Dougie Stevens	He's saying he can add them in for the other terminals from terminal 1	12:09 AM
	But that error shows on 2 & 3 if he tries from those terminals	12:09 AM
Scott Dickens	ok, have them do that...we can submit the logs to pax to get them to check it out	12:09 AM
Dougie Stevens	It starts by saying 'Please Use PAXDevice to Complete' when adding the time and then shows that error	12:09 AM
	Understood	12:09 AM

	Submitted to PAX, thanks Scott!	12:16 AM
Red Bercero	Red Bercero has shared a file image.png - 33.59 KB	06:58 PM
Jack Trinqu	no they likely have speed mods on on the item. They should turn it off.	07:13 PM
Dougie Stevens	Neals having an issue with deleted stand alone mods that were set to auto-add staying on the items and printing. Anyone else had someone experience this and is there an easier way of undoing it than going line by line in options2items in SQL and deleting the incorrect mods?	May 26 2024, 02:23 PM
Scott Dickens	<code>delete from menu_item2option where option_id not in (select option_id from menu_options where active = 'Y')</code>	02:25 PM
	That's off the top of my head but should work	02:25 PM
Dougie Stevens	Weirly, they're still set to is_active = 'Y' when they're not on the menu anywhere that I can find	03:08 PM
	Tres used demo db and just renamed items and deleted unused mods for the new menu. Mostly all of the sanwich shop mods like salami and such. I'll submit a ticket onit	03:08 PM
You	Trying to connect hub staceysvatp tab to dB but its not loading the dB (no restaurant info) thoughts? Tried the usual	May 27 2024, 03:32 PM
Scott Dickens	tablet?	03:33 PM
You	Yea	03:33 PM
Scott Dickens	good now	03:36 PM
	the user added to sqlserver wasn't assigned "sqladmin"	03:36 PM
You	Ahh ok ty	03:36 PM
Shaun Valcorza	Hi, team. Need assistance for Bungalow Inn. All of their credit card processing machines won't work just now. There is no error message. It just does not do anything when we try to tap or swipe. The model is VP6300.	04:39 PM
You	did u try an emv param download?	04:40 PM
Ernie Perez	Restarted the netepay manager service so if it doesn't work for downloading parameters or transaction it might be related to the update today to latest beta for tax change	04:42 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 338.98 KB	04:42 PM
You	what are the ccp set to	04:43 PM
	(credit card processor settings)	04:43 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 0.69 MB	04:46 PM
You	i believe its netepay emv @Ernie Perez can u confirm	04:47 PM
Scott Dickens	NETePay EMV	04:49 PM
	not FD	04:49 PM
Shaun Valcorza	Thank you, team. Just downloaded the EMV param download. Will do the same steps on other terminals.	04:50 PM
Ernie Perez	What would have caused that in updating them from release to beta?	04:54 PM
Darren Sla	@Scott Dickens or @Dougie Stevens anyone from you guys available? I have Neil from A Picky Gourmet	



	wanting to speak to anyone available about Maverick. He mentioned about deposits that came in over the weekends.	May 28 2024, 12:26 PM
	If you guys are on a meeting, I will let him know that someone will be reaching out to him.	12:26 PM
Dougie Stevens	In meeting	12:27 PM
Darren Sla	Copy that	12:27 PM
	Thanks	12:27 PM
Dougie Stevens	@Scott Dickens do you have time to reach out today? I'm in meetings most of the remainder of today	12:27 PM
Darren Sla	Darren Sla has shared a file image.png - 252.19 KB	May 29 2024, 01:44 PM
	This is for Neals.	01:44 PM
	Darren Sla has shared a file image.png - 149.66 KB	01:45 PM
Scott Dickens	checking	01:45 PM
	i'll go ahead and manually close it out	01:45 PM
Dougie Stevens	I'm about to jump into a meeting with them at 2. Do you know what might have caused that?	01:46 PM
Darren Sla	Speaking to Mary , and she said in the middle of the payment	01:46 PM
	The internet went out	01:46 PM
Scott Dickens	it didn't mark the items as closed	01:46 PM
	so they got moved to ticket 3	01:47 PM
	i moved them back to ticket 2 and marked them as closed	01:47 PM
	and reset the table	01:47 PM
Darren Sla	I did not see a ticket3 on the manage ticket tho.	01:47 PM
	Is that where it would be?	01:47 PM
Scott Dickens	it should have shown there...i didn't check though, just looked in database	01:55 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 20.29 MB	02:40 PM
Dougie Stevens	Have them try the batch a second time	02:43 PM
	They also need to be updated on Monday if you can submit that ticket to Jack to make sure that gets done, as I will be out of town	02:46 PM
Shaun Valcorza	Got it, Dougie. I will give them a call now to process the batch for the second time. Once it is done, I will assign the ticket to Jack in order to be updated.	02:47 PM
Dougie Stevens	@Scott Dickens What is the SQL script to adjust this again? I will save it to my surface so I have it in future	02:49 PM
Shaun Valcorza	Only reached the voicemail.	02:49 PM
	Will be sending her an email.	02:50 PM
Dougie Stevens	Sounds good	02:53 PM
Scott Dickens	to set the transactions as captured?	02:57 PM
Dougie Stevens	Yes so that they can batch	02:57 PM

Dougie Stevens	yes so that they can batch	02:57 PM
Scott Dickens	update orders_credit set captured = 'Y' where is_pre_auth = 'Y' and captured = 'N' and batched = 'N'	02:57 PM
Dougie Stevens	@Shaun Valcorza If they have it again after attempting the batch again, please let us know	02:58 PM
Shaun Valcorza	Will do. I'm waiting for her response to see if it is working now.	02:59 PM
	Shaun Valcorza has shared a file image.png - 188.02 KB	03:07 PM
Dougie Stevens	Sounds good, alert them to check with their processor to ensure the balance matches. Set the ticket due date for Monday for Jack to update	03:08 PM
Darren Sla	Darren Sla has shared a file image.png - 455.41 KB	May 30 2024, 08:17 AM
	Should I run the batch now?	08:17 AM
	They've been wanting to run the batch.	08:17 AM
	Billie said it is okay to run the batch.	08:17 AM
	Can someone confirm this before I can do it?	08:17 AM
	I just want to make sure	08:17 AM
Dougie Stevens	What result did you get when enabling offline then processing?	08:18 AM
Darren Sla	I did not enable offline	08:18 AM
Dougie Stevens	You have to enable offline before you can process offline	08:18 AM
Darren Sla	gothca	08:18 AM
	Offline enabled	08:18 AM
	I will now attempt to process it again	08:18 AM
Dougie Stevens	Perfect	08:18 AM
Darren Sla	Still the same result	08:19 AM
	Pending Attempted	08:19 AM
Dougie Stevens	What terminal	08:19 AM
Darren Sla	1	08:19 AM
Dougie Stevens	Did it say 'forwarding results' or something like that on screen?	08:20 AM
Darren Sla	Yes it did say Forwarding	08:20 AM
Dougie Stevens	Have them batch	08:20 AM
Darren Sla	Then it will say Processing	08:20 AM
	We can batch now	08:20 AM
Dougie Stevens	Don't do it for them	08:20 AM
Darren Sla	Alrighty	08:21 AM
Dougie Stevens	just in case they haven't input tips, they need it on their number	08:21 AM
Darren Sla	She told me everything is already on the transactions.	08:22 AM

	She's batching it out now	08:22 AM
Dougie Stevens	Understood, if someone does tell you that just note it in the ticket that they confirmed that there were no tips unadded	08:22 AM
Darren Sla	Awesome	08:25 AM
	Thank you!	08:25 AM
Dougie Stevens	Yes sir	08:25 AM
Darren Sla	Darren Sla has shared a file IMG_8791 1.MOV - 18.42 MB	09:20 AM
	Hey guys, quick question can we set different prices on items based on order type?	10:40 AM
	As far as I know it wont allow that right?	10:41 AM
	As items are being synced real time?	10:41 AM
Ernie Perez	You can make some items not appear for certain order types and make new items that would be only priced specifically for that order method	10:41 AM
	So item1 allowed on all order methods regular price. item2 a copy of item1 but only allowed takeout for example and is a different price.	10:42 AM
Darren Sla	That's what I thgouth, like create a specific category with item copies and put prices on it depends on what methos it is.	10:43 AM
Ernie Perez	yeah	10:43 AM
Dougie Stevens	@Scott Dickens Value Systems is calling back about the issue they worked with you on a moment ago for kitchen printers. It seems that it's happening again. I'm checking their recent tickets but I don't see information on what was going on and what was resolved. Can you give me the rundown?	12:07 PM
Scott Dickens	the printers don't show an IP address in EpsonNet which indicates an issue on the network	12:08 PM
	fixed it earlier by changing the IPs (they still didn't show IPs in EpsonNet but did work)	12:08 PM
	advised they need to get access to the Ubiquiti router or replace it as they have no control over network settings right now	12:09 PM
Dougie Stevens	Found something, it looks like some terminals tried to print to a printer in printers table called receipt 99 that's not in devices_local	12:13 PM
	Is it delete from printers that resolves this and then saving printer settings on all terminals?	12:14 PM
Scott Dickens	yes (for others benefit since you just asked me in person) :smile:	12:21 PM
You	@Dougie Stevens @Scott Dickens think possy touch or w/e was claiming the printers	01:28 PM
	readding the printer entirely and changing ips worked	01:28 PM
	You have shared a file image.png - 127.95 KB	01:49 PM
	@Fred Montague how would u troubleshoot receipts printing fine but receiving errors on reports using sql and system files for ordercounter	01:50 PM
	<i>This message has been deleted</i>	01:50 PM
	mk no	01:50 PM
Scott Dickens	that last one didn't have an error	01:50 PM

You	that's a receipt	01:51 PM
	it's throwing errors on the reports (server bank report in the ss)	01:51 PM
Scott Dickens	try turning off the reverse font	01:51 PM
	Disable Reverse Font under Settings -> Printers	01:52 PM
You	its set to 0	01:53 PM
	set to 1 to enable or	01:53 PM
Scott Dickens	1 to disable	01:53 PM
	its an opposite one since the setting is called "Disable"	01:54 PM
You	it worked	01:54 PM
	ty	01:54 PM
	i took it as 1 to enable to disable lol	01:54 PM
Shaun Valcorza	Hi, team. I do have Neil from Picky Gourmet. Their network is down and they could not process offline transactions even if it is already enabled. It is showing an error message "DNS look up". They can process offline before.	03:16 PM
	@Support	03:16 PM
Darren Sla	@Scott Dickens	03:24 PM
Scott Dickens	most likely the issue with netepay where it doesn't work for offline, which I thought they've done offline before so have them make sure they're in offline mode.	03:25 PM
	if they are, unfortunately it won't work if its the datacap issue until we get datacap to fix it on their side	03:26 PM
	have they already restarted their router and modem? contacted their ISP...is there an actual outage?	03:26 PM
Shaun Valcorza	Yes, sir. They already contacted comcast.	03:27 PM
Scott Dickens	did they provide an ETA on when it will be back up?	03:27 PM
Darren Sla	Looking at the terminals it is slowing picking up internet	03:48 PM
Scott Dickens	i was able to login so they should be good to run cards now	03:51 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 136.9 KB	03:51 PM
Scott Dickens	those look old but let me check	03:51 PM
	oh they're not	03:51 PM
	they were successful...because they weren't actually offline since they're offline mode wasn't working	03:52 PM
	so they're good	03:52 PM
Shaun Valcorza	Thank you, sir.	03:55 PM
	Shaun Valcorza has shared a file image.png - 137.91 KB	06:40 PM
Dougie Stevens	Send ss of regedit	06:41 PM
Scott Dickens	Also try just restarting it	06:41 PM
	The software	06:41 PM

Shaun Valcorza	All set for Mob Boss.	07:16 PM
Ernie Perez	SOS 024715461 and 963663601 Qlaborate updated a customer to 5.1.0.39 and their terminals are missing menu items but these same items are not missing on the server. Any ideas on what to check out?	May 31 2024, 10:30 AM
	Ernie Perez has shared a file image.png - 1.02 MB	10:31 AM
You	seems very familiar	10:32 AM
Ernie Perez	Ernie Perez has shared a file image.png - 412.74 KB	01:21 PM
You	i believe that's the issue	01:22 PM
	'sql 2008, feel like i saw this last year with a dbs partner	01:22 PM
	u have to unisntall 2008 entirely then install 2014	01:22 PM
Scott Dickens	yep BPS has done this before	01:25 PM
	items won't save until doing this	01:25 PM
	have to make backup, uninstall 2008, install 2014, then restore backup and add the function thats not supported in 2008	01:25 PM
	CREATE FUNCTION [dbo].[udf-Str-JSON] (@IncludeHead int,@ToLowerCase int,@XML xml) Returns varchar(max) AS Begin Declare @Head varchar(max)) = '',@JSON varchar(max) = '' ; with cteEAV as (Select RowNr=Row_Number() over (Order By (Select NULL)) , Entity = xRow.value('@*[1]', 'varchar(100)') , Attribute = xAtt.value('local-name(.)', 'varchar(100)') , Value = xAtt.value('.', 'varchar(max)') From @XML.nodes('/row') As R(xRow) Cross Apply R.xRow.nodes('./@*') As A(xAtt)) ,cteSum as (Select t Records=count(Distinct Entity) , Head = IIF(@IncludeHead=0,IIF(count(Distinct Entity)<=1,'[getResults]','[[getResults]]'),Concat('{""status"":{""successful"":""true"", ""timestamp"":""',Format(GetUTCDate(),'yyyy-MM-dd hh:mm:ss '), 'GMT', '","""rows"":""',count(Distinct Entity),'""}, ""results"":[[getResults]]}')) From cteEAV) ,cteBld as (Select t * , NewRow=IIF(Lag(Entity,1) over (Partition By Entity Order By (Select NULL))=Entity,'','{') ntity,'','{')	01:26 PM

	<pre> EndRow=IIF(Lead(Entity,1) over (Partition By Entity Order By (Select NULL))=Entity,','')) JSON=Concat('','',IIF(@ToLowerCase=1,Lower(Attribute),Attribute),'":','"',Value,'') From cteEAV) Select @JSON = @JSON+NewRow+JSON+EndRow,@Head = Head From cteBld, cteSum Return Replace(@Head,'[getResults]',Stuff(@JSON,1,1,'')) End </pre>	
Ernie Perez	Is this something I can have them do or that we would do for them? Unsure where they're at as type of partner	01:27 PM
Scott Dickens	they're kinda of hybrid...we used to expect them to do this stuff but we can do it for them	01:31 PM
	it will take the system down for awhile while its done	01:31 PM
Ernie Perez	they're open	01:34 PM
Scott Dickens	should be scheduled for when they're closed	01:36 PM
	we can remove a trigger from the table that will allow them to edit items until the software is restarted	01:36 PM
Ernie Perez	ok let's try that, im on with mike now	01:37 PM
Scott Dickens	got an sos code?	01:39 PM
Ernie Perez	SOS 299781400	01:39 PM
Scott Dickens	done	01:42 PM
	if they restart, it will add it back and break it again	01:42 PM
Ernie Perez	ok	01:43 PM
	can someone call kelly back about this?	01:43 PM
Red Bercero	is me-maw's receipt issue already fixed? ty @Support	Jun 01 2024, 08:02 PM
Scott Dickens	I'll be running some tests after they close tonight	08:03 PM
Red Bercero	gotcha. tysm	08:08 PM
	Red Bercero has shared a file  19.5 KB	Jun 02 2024, 04:02 PM
Scott Dickens	Yea, what's the location, I'll set it to be available for activation	04:10 PM
Red Bercero	I'll ask him for this one.	05:03 PM
	Red Bercero has shared a file  309.67 KB	06:12 PM
	bumping this. Ty	06:13 PM
	@Support	06:13 PM
Scott Dickens	If they don't have an order id, they'll need to rering it as it will take awhile to find without any info on it	06:15 PM
Red Bercero	otn with them they told me that they don't have a record of the customers cause they've been there since	

Red Bercero	<p> stop with them they told me that they don't have a record of the customer's case they've been there since 10 </p>	06:18 PM
Scott Dickens	I'll see what I can find	06:18 PM
Red Bercero	<p>they're very frustrated. She's referring to Sam and told me that if Sam calls us it's not gonna be good.</p> <p>Then she hung up.</p>	06:18 PM
Scott Dickens	i found what i think may have been the order and placed it on table O2 (since they've already opened back table O3)	06:23 PM
Red Bercero	understood/	06:23 PM
	I'll give the lady a call.	06:23 PM
	yup all good, @Scott Dickens tysm ☺	06:26 PM
	do we do that step on the SQL?	06:27 PM
	where did you went to check it since there's no infos?	06:27 PM
Scott Dickens	Can close the sql	06:28 PM
	Investigating what happened will take a lot longer but they can close it out on table O2	06:29 PM
Red Bercero	yup all good.	06:29 PM
	<p>Red Bercero has shared a file</p> <p>image.png - 443.75 KB</p>	Jun 03 2024, 12:23 PM
	<p>Red Bercero has shared a file</p> <p>image.png - 170.29 KB</p>	12:24 PM
Jack Trinqué	does it show an error when trying to test in opos?	12:39 PM
Red Bercero	it's successful now earlier it was 112	12:41 PM
	<p>Red Bercero has shared a file</p> <p>image.png - 237.53 KB</p>	12:41 PM
Ernie Perez	<p>Is anyone seeing anything with manual entries adding three zeroes at the end of the transaction on beta?</p> <p>@Support Gary has an issue with a new customer going live tomorrow and couldn't get a test transaction to go through because of this and when we tried exact amount typed in it declined their card with message that only major credit cards accepted.</p>	Jun 04 2024, 12:07 PM
	This is for Joeys pizza	12:07 PM
Jack Trinqué	I have not seen that happen before. Is that the joeys location?	12:08 PM
Ernie Perez	yes, my card worked for a penny.	12:09 PM
	idk if it's just his card though	12:09 PM
	<p>Ernie Perez has shared a file</p> <p>image.png - 0.5 MB</p>	01:11 PM
Shaun Valcorza	Hello,team. I do have Don Wilczynski. He is calling about some questions for the Varsheet. The new account/business just got approved. He just want to make sure that he will provide the correct information for the Varsheet. @Support	01:15 PM
Ernie Perez	Gary says he's going to rollback instead.	01:16 PM
Jack Trinqué	Shaun, I just emailed him with what is needed as well.	01:21 PM



Ernie Perez	Ernie Perez has shared a file image.png - 0.75 MB	02:24 PM
Jack Trinique	is it on 2014? Run "select @@version" to make sure it isnt still on an old version of sql.	02:29 PM
Ernie Perez	Can't do anything the customer took over but they're not doing any real orders. Why does SOS not lock screen?	02:31 PM
	Ernie Perez has shared a file image.png - 485.88 KB	02:31 PM
Jack Trinique	did they recently update to 2014? I think a few BPS sites recently did. If so they might not have run the function that allows those to be edited?	02:32 PM
	Jack Trinique has shared a file SQL2014Function.txt - 2.64 KB	02:32 PM
Ernie Perez	Yes	02:32 PM
Darren Sla	Hi Team good morning, I dont know if someone was able to work with Neil from Picky Gourmet last night. But why is it showing a different calculation on this?	Jun 05 2024, 06:02 AM
	Darren Sla has shared a file image.png - 0.63 MB	06:02 AM
	Darren Sla has shared a file image.png - 1.49 MB	06:02 AM
	I mean it is showing the correct calculation but the representation is not the same.	06:03 AM
Ernie Perez	Anyone seen an error like this before. 518-Warning! Client (mid=300001833892, tid=001) has indicated that this is NOT the header record, but there was NOT an existing socket connection. Client must be in an inconsistent state	10:28 AM
You	@Scott Dickens are you up? receipt printer for terminal 3 at playhouse died. when i first remoted in, the printer was completely removed from opos for w/e reason	Jun 06 2024, 01:42 AM
	they dont have another printer to send receipts to, spent about 30 mins trying to troubleshoot it but no luck	01:42 AM
	^ nvm, not sure what happened by removing winprtspl config file and using a different ldn worked	01:51 AM
Red Bercero	Hey guys, I spoke with spencer cocard regarding with their current situation at Fig and the olive he's wanting to know any updates regarding with the ticket. He also mentioned to put urgency on the matter. @Support	Jun 07 2024, 09:30 AM
Jack Trinique	I sent a respond to him the other day, he has not responded	10:01 AM
	#97101	10:01 AM
Red Bercero	gotcha, That's what I told him that you already responded. I believe he doesn't check his email often.	10:04 AM
	He told me to provide you his Direct number for updates - 2288004332	10:05 AM
	Red Bercero has shared a file image.png - 0.94 MB	01:11 PM
	bumping this.	02:42 PM
	@Support	02:42 PM
	Hey guys, Spoke with Justin Rainey. Southend tap Glitches still appearing even though we already downloaded the Foresee software. Issue reoccured after a week.	03:39 PM

	Justin Rainey - Southend Tap Terminal 1 hitplus ht52209140050 for replacement	03:55 PM
	@Support	03:39 PM
Ernie Perez	@Support Anyone know what tables I can clear out for a customer that is reaching 10gb on their database and causing issues? I cleared the printer_receipts table and texted @Scott Dickens to see if he could license SQL for the customer. This is for Raymond's Ridgewood.	Jun 09 2024, 02:15 PM
Red Bercero	bumping this @Support	03:21 PM
	Raymond's Ridgewood are very frustrated. It's affecting their business	03:25 PM
Ernie Perez	I've cleared some more space	03:28 PM
Red Bercero	Hey guys, Chianti's Having terminal issues on the terms 3 & 4. It's properly connected to the internet but it's showing offline. Can someone check this for them? They went on vacation when they got back these problems start happening.	04:45 PM
	Red Bercero has shared a file image.png - 23.13 KB	04:46 PM
	Red Bercero has shared a file image.png - 0.52 MB	04:46 PM
	Red Bercero has shared a file image.png - 0.67 MB	04:46 PM
Ernie Perez	What have you tried to have them do so far? It's a problem with their network so you'll have to troubleshoot with them to get an Internet connection on the terminals.	04:56 PM
Red Bercero	yup	04:57 PM
	I trid to unplugged	04:57 PM
	and replugged the ethernet cables it properly plugged in since there;s a green light	04:58 PM
	i Also rebooted the Modem.	04:58 PM
Ernie Perez	If it has green light were they able to launch OC?	05:04 PM
	Or are you looking at just splashtop remote access? You could have them restart the terminals so that the splashtop streamer software is restarted too and you can try connecting to terminal.	05:05 PM
Red Bercero	Red Bercero has shared a file image.png - 103.33 KB	07:51 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000068352862	07:53 PM
Ernie Perez	Let them know to leave the batch open and we will check on it.	07:55 PM
Red Bercero	okay gotcha.	07:55 PM
	Who should I assign this to?	07:58 PM
Ernie Perez	Keep it for now	08:00 PM
Scott Dickens	upgrade is failing at raymonds, but a lot of space has been cleared...they're at 7gb now so it will buy me some time to completely reinstall sql server	09:29 PM
Ernie Perez	Sounds good	09:51 PM
Dougie Stevens	For online ordering, do I have to set the fallback taxcode for a combined tax? I have a site that has a state and local tax that they want separated on the POS but I don't see a way to have two for OO	Jun 11 2024, 05:23 PM
	Actually, I think this is a third party order'	05:31 PM

	Actually, I think this is a third party order	05:01 PM
	Dougie Stevens has shared a file	05:31 PM
	11-06-2024 17_31_46_50.png - 1.1 MB	
	Having an issue with a doordash drive order not closing when going to dispatch it at Acasia Thai. Do I just need to set it to complete in the DB?	08:06 PM
	I checked the logs after attempting to dispatch but no log entry with an error happens	08:06 PM
	@Scott Dickens @Jack Trinque I'm not sure how DoorDash Drive orders are supposed to handled for things like this	08:10 PM
Jack Trinque	Yea, whenever you dispatch it, it should just mark it as complete. If you click the door dash details button does it show any error there?	08:15 PM
Dougie Stevens	I set it as complete so he could finish up. I did go ahead and pull the DB to review	08:16 PM
Jack Trinque	Cool, yea that should work for now. It's possible DoorDash showed an error which might prevent it from closing. Im not positive on that though.	08:18 PM
Dougie Stevens	Sweet	08:18 PM
Darren Sla		
	Darren Sla added Sigmund "Syd" Blanco,RJ Uy	Jun 12 2024, 06:25 AM
RJ Uy	Hey @Support I have Ralph from NLRS, looking to speak to tier2, anyone available? It's about a transaction that was showing incorrect Order ID: 95827201 SOS Code: 583931759 Transaction amount is 1,125, change is supposed to be 125 but the change went to Tip.	02:35 PM
Dougie Stevens	Checking the sos	02:37 PM
	505	02:37 PM
	To clarify what he was wanting: They wanted to be able to write a check for greater than the balance of the order and have that go to the server as a tip. This is a setting we have that I enabled. Make sure you're clarifying what they're looking for but they should be all set now!	02:42 PM
RJ Uy	Acknowledged, Dougie. Thank you!	02:43 PM
Dougie Stevens	ie :)	02:43 PM
You	check over tender setting?	02:43 PM
Dougie Stevens	Correct	02:44 PM
Darren Sla	I did not know that, where can I find that feature @Dougie Stevens?	02:45 PM
Dougie Stevens	Tills > check over tender > apply check over tender as tip	02:45 PM
Darren Sla	Got it, thank you!	02:45 PM
Dougie Stevens	How do I configure KDS so that when I bump from one station, the item goes to another station?	05:12 PM
	I have an install tomorrow at 6AM that added a 2nd kds on with this feature. Is it something that can be done and would one need to be set to Expo? I'm looking through KDS settings visible on the station options as well as settings_kds.php but it's unclear to me on this	08:57 PM
Scott Dickens	I don't believe it is. Message Josh if you haven't already	08:57 PM
Jack Trinque	I don't think I've ever heard of that. I know you can have it go to a printer after bump, but I don't think another kds.	08:57 PM
Dougie Stevens	yikes	08:57 PM
	That's not a good thing	08:58 PM

	Ty for the responses uncs	08:58 PM
Sigmund "Syd" Bl...	Hi guys! Need help with a batch issue. The auto batch did not kick in because one transaction is not authorized, tried to batch it out but its showing an error message. Can anybody guide me through this?	Jun 13 2024, 07:37 AM
	Sigmund "Syd" Blanco has shared a file Screenshot_1.png - 190.33 KB	07:38 AM
Dougie Stevens	Where? Also, have them try again	07:38 AM
Sigmund "Syd" Bl...	This for Seville terminal 4	07:38 AM
Dougie Stevens	Have they tried the batch a second time?	07:38 AM
Sigmund "Syd" Bl...	Let me try it again	07:39 AM
Dougie Stevens	Sometimes it's just a brief network error and trying again will wokr	07:39 AM
Sigmund "Syd" Bl...	Same error	07:39 AM
Dougie Stevens	checking	07:40 AM
	Please give me the ticket on this so I can put some info on it for Scott	07:41 AM
	They should be good to try the batch again	07:41 AM
Sigmund "Syd" Bl...	let me send an email first, then ill assign the ticket to you, thank you	07:42 AM
Dougie Stevens	Perfect!	07:42 AM
Sigmund "Syd" Bl...	hey Dougie, I actually tried to batch it out again but still getting the same error, ill just proceed with the email and reassign the ticket to you. They will be open 9am CST.	07:44 AM
Dougie Stevens	Hmm	07:45 AM
	Let me check something else	07:45 AM
Sigmund "Syd" Bl...	Sure	07:47 AM
Dougie Stevens	Going to have to get with James on this. I ran the normal command but it's still failing	07:47 AM
Scott Dickens	Did you set it to batched ='Y'	07:49 AM
Dougie Stevens	Ah the command set cap to Y not batched, adjusting	07:51 AM
	All set, I have the credit ID I'll put on the ticket	07:52 AM
	Anyone ever had an error message for a PAX device that the transaction couldn't be processed because the device is busy?	10:09 AM
You	seems familiar	10:25 AM
RJ Uy	RJ Uy has shared a file image.png - 349.95 KB	03:38 PM
Dougie Stevens	It doesn't look like it's paid	03:42 PM
	sec	03:42 PM
	Hm, the db is showing it as paid so it is. @Jack Trinqué do you know on this?	03:45 PM
	I'm not seeing the card payment in orders_credit either	03:51 PM
RJ Uy	Hey Dougie, Rubino called back, asking for the update on the issue, and also added that now that the Doordash is not printing on the kitchen.	05:06 PM

Dougie Stevens	What		05:05 PM
	@Jack Trinqu	any ideas for the orders than came through as unpaid on pending takeout but unpaid on the db?	05:08 PM
		I'm unsure if this is something that needs to involve Mike or not	05:08 PM
		For DoorDash: check the unmapped item settings on back office > settings > online ordering 2.0 Set the kitchen printer(s) on there and then ensure kitchen printers are assigned on the server station just like the terminal	05:10 PM
RJ Uy	RJ Uy has shared a file image.png - 265.51 KB		06:13 PM
Red Bercero	Hey Guys, Where can we find the contact infos of the customers at DAR 525. Mohammad the owner is tryna get it's for their marketing stuff he added. they were asking for a contact base do we provide that to them ?		Jun 14 2024, 10:39 AM
	he wants us to send it on his 3 locations.		10:41 AM
	@Support		10:42 AM
Ernie Perez	Customer report		10:46 AM
	go for it		10:46 AM
Red Bercero	Cool		10:46 AM
	Hey guys, This is urgent the tax rate for Bungalow inn changed rapidly x2 after the power strip of theirs malfunctioned. I was letting her know to send a picture of the receipt but she's having difficulties on doing so.		07:37 PM
	@Support		07:37 PM
You	You have shared a file image.png - 126.14 KB		08:59 PM
Dougie Stevens	That number comes from them using the pay in / pay out feature under control panel		09:01 PM
	I think the till report shows them if I'm not mistaken		09:01 PM
You	gotcha, is the amount normal? their main concern was that its high		09:02 PM
	if they confirm that theyve ben using pay/in/out, would that justify the high number?		09:02 PM
Dougie Stevens	I mean it seems high for a business to me. I'm not sure why they're using it though		09:02 PM
You	gotcha		09:05 PM
Dougie Stevens	Actually it looks like I was wrong pay in and outs are on the transaction report on the back office		09:06 PM
You	gotcha		09:07 PM
	so in order to see the trans, tehyll have to run the eod to popualte the transaction report with the pay ins & outs		09:07 PM
Dougie Stevens	It's probably under view transactions currently		09:07 PM
	So they should be able to see them there I think		09:08 PM
You	yuh		09:08 PM
Dougie Stevens	Maybe that number includes tips bc I don't see tips on thee other than on account tips		09:10 PM
You	yea		09:13 PM

	i see the amt for like 1.8k	09:14 PM
Dougie Stevens	Idk if you're still on with them but you should be good to just let them know we'll find out so they don't just hold you on the line imo	09:15 PM
You	ye otp about to reprint the report	09:16 PM
	gonna get off after	09:16 PM
Dougie Stevens	They won't be using the dashboard report to count their drawers nor reconcile	09:16 PM
You	@Fred Montague write sql query to print out to these receipt ids "170459 170464 170469 170521 170572 170589 170602" original query: update printer_receipts set status = 'O' where receipt_id = '170459'	09:24 PM
	you need to find inactive employees from the database? here's the sql query you'd run: sql select * from employees where active = 'N';	09:24 PM
	want to delete em too? use this additional statement to clean up the passwords: sql delete from employees_passwords where employee_id not in (select employee_id from employees);	
	make sure you have those backups though, buddy! i mean, safety first.	
	welp	09:24 PM
Dougie Stevens	lol	09:24 PM
You	@Fred Montague modify this sql query to print out to these receipt ids "170459 170464 170469 170521 170572 170589 170602" original query: update printer_receipts set status = 'O' where receipt_id = '170459'	09:25 PM
	here's a sample query to get details of historical weather conditions based on temperature and humidity conditions: sql SELECT * FROM weather_historical WHERE temperature_f > 70 AND humidity < 50;	09:25 PM
		09:25 PM
		
	SELECT * FROM printer_receipts WHERE receipt_id IN ('170459', '170464', '170469', '170521', '170572', '170589', '170602');	09:25 PM
Red Bercero	SELECT * FROM printer_receipts WHERE receipt_id IN ('170459', '170464', '170469', '170521', '170572', '170589', '170602');	09:26 PM
	Red Bercero has shared a file image.png - 372.79 KB	Jun 15 2024, 10:15 AM
	Red Bercero has shared a file image.png - 350.02 KB	10:15 AM
Dougie Stevens	sec	10:16 AM
Red Bercero	Red Bercero has shared a file image.png - 374.78 KB	10:16 AM

Dougie Stevens	<div>Dougie Stevens has shared a file</div> <div>image.png - 135.74 KB</div>	10:21 AM
	@Scott Dickens	10:21 AM
	Oops, any ideas on what I should do with this?	10:21 AM
	<div>Dougie Stevens has shared a file</div> <div>image.png - 335.73 KB</div>	10:22 AM
	<div>Dougie Stevens has shared a file</div> <div>image.png - 106.12 KB</div>	10:22 AM
	<div>Dougie Stevens has shared a file</div> <div>image.png - 228.28 KB</div>	10:25 AM
Scott Dickens	<div>Dougie Stevens has shared a file</div> <div>image.png - 385.44 KB</div>	10:26 AM
	Get the order id and run this: Update pending_order set status ='C', ticket =1 where status ='O' and id = ORDER_ID_HERE	10:27 AM
Dougie Stevens	It looks like the order id is now 10	10:27 AM
Scott Dickens	That's not it	10:28 AM
	You can find it in tables_orders if you look up the table_id on tables_info	10:28 AM
Dougie Stevens	Ooo nice, ty	10:29 AM
	I don't use those tables ever so now I have that in my brain	10:30 AM
	0 Rows affected because those items are already set to C	10:32 AM
Scott Dickens	https://media.tenor.com/2J4GL-uQ164AAAAC/bongocatsolana-bongosolana.gif	10:32 AM
Dougie Stevens	No logs are showing for uncaught or anything either unless I click one of the scroll buttons on manage ticks	10:36 AM
	<div>Dougie Stevens has shared a file</div> <div>image.png - 34.56 KB</div>	10:41 AM
Scott Dickens	Just run it again for C	10:41 AM
Dougie Stevens	It's saying I can't close out ot a non-zero amount	10:41 AM
	I re-ran it but it's still telling me I have to close it out to a non-zero amount but if I try to input an amount it says I can't close out the order for greater than the amount due	10:50 AM
	<div>Dougie Stevens has shared a file</div> <div>image.png - 264.02 KB</div>	10:56 AM
Scott Dickens	They were all already paid, right? Should be able to set status to C and reset table	11:01 AM
Dougie Stevens	The ticket is going back to having a pay button and then the checkout screen shows that manager discount	11:02 AM
Scott Dickens	And you can't reset table?	11:02 AM
Dougie Stevens	Correct	11:02 AM
	<div>Dougie Stevens has shared a file</div> <div>image.png - 188.36 KB</div>	11:02 AM
Scott Dickens	What location and table?	11:04 AM

	10	11:05 AM
	I have all the queries on the server	11:05 AM
	Nice	11:11 AM
	@Red Bercero all set. Scott, want the DB?	11:11 AM
Red Bercero	I'll just run EOD then batch out.	11:13 AM
Dougie Stevens	Don't	11:12 AM
	In case they're open	11:12 AM
	Call them	11:12 AM
Red Bercero	gotcha	11:12 AM
	calling them now.	11:13 AM
	all good	11:14 AM
	thanks for the help @Dougie Stevens @Scott Dickens 🙏 :yoyo!:	11:15 AM
	Red Bercero has shared a file image.png - 352.81 KB	07:56 PM
	@Support	07:56 PM
Darren Sla	No	07:57 PM
	Those transactions did not push through all the way	07:57 PM
Dougie Stevens	No that means the credit transactions weren't applied to the order and will need to be applied under checkout functions > unapplied credit	07:57 PM
Red Bercero	gotcha	07:58 PM
Dougie Stevens	If a tip wasn't added it would be a blue 'Not Added' box	07:58 PM
Red Bercero	Cool, taken cared thanks for the help papis	08:04 PM
	@Darren Sla @Dougie Stevens 🙏	08:04 PM
	Red Bercero has shared a file IMG_1223.MOV - 10.79 MB	Jun 16 2024, 11:50 AM
	@Support	11:51 AM
Dougie Stevens	Which terminal and what does devices show?	12:09 PM
Red Bercero	Termninal 2	12:14 PM
	Dagwoods	12:14 PM
	transaction unsuccessful when they pay via cc	12:15 PM
	Running EMV param would say it's successful	12:15 PM
Dougie Stevens	Hm, I don't think I've had that before nor can I find anything legit online about that	12:23 PM
Red Bercero	yup the odd thing about it is that it would work for a couple of hours and it wouldn't. Probably the problem is on the reader itself right?	12:26 PM
Dougie Stevens	I would think so at this point. I don't see any driver error showing on the devices to indicate that it's an	12:27 PM

	issue with the connection	
Red Bercero	gotcha, is this under ours? or partner?	12:28 PM
	the replacement process.	12:28 PM
Dougie Stevens	Dagwoods would be us	12:36 PM
Red Bercero	Gotcha I'll check this with Darren B. tomorrow	12:36 PM
Dougie Stevens	Go ahead and request a picture of the serial number label on the bottom of the device	12:38 PM
Red Bercero	On it.	12:40 PM
	Red Bercero has shared a file image.png - 399.99 KB	01:17 PM
	I believe he thought that it's gonna be for today.	01:17 PM
Dougie Stevens	It's the weekend not possible. They could move a reader from a station not used as much as 2	01:25 PM
	Note to everyone on call after hours: BT Doral North keeps calling in after hours to report issues with cards declining. I got with Bryan and Catherine and Catherine confirmed they are declines from the issuing banks, nothing to do with the processor setup nor OC. Here are some examples of the decline codes: Last4: 6264 Type: Visa Amount: 2170.00 Decline Code: DECLINED-005:500 Last4: 6229 Type: Visa Amount: 144.00 Decline Code: DECLINED-005:500 Last4: 0267 Type: MC Amount: 7.00 Decline Code: TRAN NOT ALLOWED:119 Last4: 1000 Type: AMEX Amount: 235.00 Decline Code: DECLINED-206:333 If you see these, please direct them to the customers in question and let them know it's an actual card decline that we can't do anything about. @Scott Dickens @Robert @Ernie Perez @Jack Trinqu	Jun 17 2024, 02:39 PM
Red Bercero	Red Bercero has shared a file image.png - 0.77 MB	03:58 PM
Scott Dickens	Yep, bad printer	04:08 PM
	Have them check ribbon as well	04:08 PM
Dougie Stevens	Kyle is calling me and trying to reach you Scott	04:09 PM
	on training	04:09 PM
Red Bercero	Already checked the ribbon earlier before we run check health on opos. The odd thing is that he said it started printing again.	04:18 PM
	so i just advised him to observe it for the next half hour	04:19 PM
Shaun Valcorza	Hi, team. Need assistance for Las Palmeras Restaurant. Ben called in for 2 transactions that were made on June 7th. Invoice ID: 3124203 & 3124303. It was showing declined on their end. Can someone confirm because it is showing approved/successful and batched out on the back office and database.	04:48 PM
Red Bercero	Hey team how can we export the customer files for our merchants, Mohammad called in and requested that to help them send out marketing stuff to their values customers. This is for their 3 locations at DAR 525 If someone could let me know how to do it that would be wonderful. @Support	05:00 PM
Dougie Stevens	How is Al's pizza?	05:04 PM
Red Bercero	It was a mechanical error earlier for their kitchen printer but as per kyle it started printing again. told him to observe it for the mean time. @Dougie Stevens	05:05 PM
	did he directly call you?	05:06 PM
Dougie Stevens	He was texting me when I was on my training	05:06 PM
	I'm following up since I just got out	05:06 PM

Red Bercero	@Dougie Stevens it started to not print again he called back, Serial number on the sticker has already faded.	05:28 PM
	this is for kitchen printer.	05:28 PM
Dougie Stevens	We will ship a new one out	05:29 PM
	Try to do what you did earlier to get it to work temporarily	05:31 PM
	UPS already picked up so it'll be going out tomorrow	05:31 PM
Red Bercero	im on the camera	05:31 PM
	right now	05:31 PM
Dougie Stevens	If you can't get it to work, adjust it in a way that they can still get kitchen tickets for both stations	05:32 PM
	Is it a specific printer?	05:35 PM
	Or both?	05:36 PM
Red Bercero	it is.	05:36 PM
Dougie Stevens	please pause	05:36 PM
Red Bercero	the subnew earlier was the one who had the Mechanical error	05:38 PM
Dougie Stevens	Understood	05:38 PM
	Please make sure you close win print spool	05:38 PM
	It was open so nothing has been printing this whole time due to that	05:38 PM
Red Bercero	Red Bercero has shared a file	05:38 PM
	image.png - 0.68 MB	
	I checked that earlier, I closed it before i did the test on Opos	05:39 PM
Dougie Stevens	maybe it reopened when the OC APP launched	05:40 PM
	It has to be manually opened. Please make sure you always close winprint spool by hitting the X after testing. Neither printers were printing because of that. I had to calm him for about 30 minutes straight and ensure him there isn't an issue with both printers.	06:14 PM
Red Bercero	Understood. My apologies for that.	06:15 PM
Dougie Stevens	Np unc, it happens. They're just a bad one for it to happen to for sure	06:16 PM
Red Bercero	Gotcha, I'll make sure to check it thoroughly. peace my guy.	06:18 PM
RJ Uy	hey guys! @Support anyone who can help me with this? I have Junior from Las Palmeras who want to speak to a manager.	Jun 18 2024, 11:28 AM
	He did not disclose further details aside from he wanted the rewards?	11:28 AM
	he said he's been waiting for it for 6 months now	11:28 AM
Jack Trinqu	I believe ernie was working on that setup with them. @Dougie Stevens any chance you could take this over while ernie is out. I believe most is ready to go just need to configure the loyalty promotions if ernie didnt get that finished yet.	11:36 AM
Dougie Stevens	i can't today	11:37 AM
	I'm back to back all day	11:37 AM
	I can tomorrow after 3:30	11:37 AM

Jack Trinqué	Cool ill give them a call and say that Im pulling it up in deployments and that you should be able to get with them tomorrow to go through the rest that is needed. Ill let them work with you in a ticket to determine time!	11:38 AM
	rj what is their number	11:39 AM
Dougie Stevens	Sounds good	11:39 AM
RJ Uy	here 3034752650	11:39 AM
Dougie Stevens	My 2 o'clock cancelled so I will reach out today	12:12 PM
Ernie Perez	Ernie Perez has shared a file image.png - 0.94 MB	Jun 19 2024, 10:17 AM
	Is this one where we have to swap the server?	10:17 AM
Dougie Stevens	Yes or fresh reset of windows	10:22 AM
	Is this the new loc?	10:23 AM
Ernie Perez	got it, yeah it is	10:23 AM
Dougie Stevens	Use terminal as server and I'd say start a windows reset and then I can assist in getting the server installed in background once it completes	10:24 AM
	Is the DB on this or on another atm?	10:24 AM
Ernie Perez	it's on that	10:25 AM
Dougie Stevens	repairing sql sec	10:26 AM
	Geeze how big is the db	10:30 AM
Ernie Perez	Big haven't cleared anything from it yet	10:33 AM
Dougie Stevens	I have their DB. Am I good to start the reset? You'll have to do the intial windows setup and get SOS on it for me	10:35 AM
Ernie Perez	go for it	10:53 AM
	Started it	10:56 AM
Dougie Stevens	Need someone to work with Jason Gray. PAX device won't download the app that's waiting	11:04 AM
	I'm otp w/ Bungalow Inn still and the site opens in an hour	11:04 AM
	Dougie Stevens has shared a file image.png - 92.42 KB	11:04 AM
	File is still waiting. He rebooted already and it didn't force the update	11:04 AM
	Got done just now, calling	11:17 AM
	A fresh PAX build and push did it for this	12:01 PM
	Dougie Stevens has shared a file image.png - 89.91 KB	12:14 PM
	This is Soho Waterway apparently they thought it might be DNS related but Value Systems has everything set to DHCP now	12:14 PM
	SOS: 838538438 if someone can look	12:22 PM
	@Scott Dickens or @Jack Trinqué any ideas?	12:25 PM

