





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	@Dougie Stevens hi dougie, i have wayne abraham on the other line wanting to speak to you, he said he is in the on boarding process right now	04:59 PM
You	assign the ticket to dougie and let him know he'll call him when hes available	04:59 PM
Rae Banaglorioso	alright thanks!	05:00 PM
	quick question how to do the EOD	Jan 18 2024, 12:51 PM
Jack Trinqué	Control Panel > End Of Day. They will only want to do this at the end of the day once all transactions are finished and all tips are added though.	12:52 PM
Rae Banaglorioso	thanks	12:53 PM
	where can they see the reports? cos they want to balance everything out they do have two shifts.	12:56 PM
	and does the reports include taxes or it doesnt?	12:57 PM
Ernie Perez	What merchant is that?	12:57 PM
Rae Banaglorioso	little mexico	12:57 PM
Ernie Perez	restaurant or steakhouse?	12:58 PM
Rae Banaglorioso	you might be seeing mexican	12:59 PM
	little mexico restaurant	12:59 PM
Ernie Perez	What terminal are y'all logged in?	01:00 PM
Rae Banaglorioso	she was just asking she isnt in any terminl	01:00 PM
	told her already bout the EOD	01:00 PM
	but she wants to know if it is possible for her to see the report and do balance between two shifts	01:01 PM
	reports**, moreover does the reports include taxes or not	01:01 PM
	she asked	01:01 PM
Ernie Perez	yeah looks like their reports weren't enabled on the back office	01:01 PM
	some would	01:01 PM
Rae Banaglorioso	how do you mean by some?	01:02 PM
Ernie Perez	Please document her request in a ticket and assign to Dougie, I don't believe they've covered back office and report questions but this site went live recently. He's in a call right now though so can't confirm	01:03 PM
Rae Banaglorioso	alright thanks @Ernie Perez !	01:03 PM
Dougie Stevens	This is correct, they will be calling me back shortly to go through reports!	01:17 PM
Rae Banaglorioso	are we the one working on setting up a credit card printer?	01:18 PM
	valentine calling in for wanting to have netepay setup on the mazatlan	01:20 PM
	he wants to have it setup up for "swipe"	01:20 PM
	Rae Banaglorioso has shared a file image.png - 319.4 KB	01:21 PM

Ernie Perez	Swipe is an option depending on the card reader they're using. Looks like they're using Netepay so they can get the secure device and manual entry secure device from the datacap website.	01:23 PM
Rae Banaglorioso	valentine, wants it on SWIPE not on EMV it doesn't have an option for netepay swipe	01:24 PM
Ernie Perez	Swipe is old and not supported... @Scott Dickens @Jack Trinquen Can y'all advise here?	01:27 PM
Scott Dickens	swipe is no longer supported	01:31 PM
	we can not set it up	01:31 PM
Rae Banaglorioso	aight thanks !	01:32 PM
	@Scott Dickens ashley is looking for you wanting to update one of the terminals, MID: the mansion	03:03 PM
Scott Dickens	on a call currently...can you send me her number and i'll call her back shortly?	03:03 PM
Rae Banaglorioso	aight !	03:04 PM
You	<div>You have shared a file</div> <div>image.png - 94.8 KB</div>	03:59 PM
	and removing and readding the host	03:59 PM
Scott Dickens	try going to the settings and make sure it's pointing to the right network adapter	04:00 PM
You	<div>You have shared a file</div> <div>image.png - 259.05 KB</div>	04:02 PM
Rae Banaglorioso	@Ernie Perez hi ernie, royce calling in MID: las palmeras, mentioned about you setting up the terminal. wants to talk to you	04:11 PM
Ernie Perez	ok ill call him back shortly	04:12 PM
Rae Banaglorioso	ill leave the contact number on the ticket, and assign it to you, is that fine?	04:12 PM
Ernie Perez	yeah no problem	04:12 PM
Rae Banaglorioso	quick question, server closed the till accidentally, if she's going to open the till back will it mess up anything ?	04:19 PM
Ernie Perez	if they closed it you can't re-open it. You can open a new one and enter a new starting amount if they want to continue working the same shift. the report that printed when they closed it would show the amounts on it	04:20 PM
Rae Banaglorioso	domo !	04:21 PM
	hi what is KDS for?	04:59 PM
You	kitchen display system	04:59 PM
	<div>You have shared a file</div> <div>image.png - 322.1 KB</div>	05:00 PM
Rae Banaglorioso	Thanks man !	05:00 PM
	hi team, how do you do a test payment, alibi calling in saying they're having issue with making a payment it doesn't come thru	05:53 PM
	currently on term 1 i don't know how to make test payment don't wanna mess up anything ☹️	05:53 PM
Jack Trinquen	Choose order functions > custom item . Make an item for 0.01 and try to pay for it from there.	05:56 PM
Rae Banaglorioso	aight	05:57 PM
	thanks !	05:57 PM

	need assistance with alibi. term 1 CC processing. whenever they are checking out the order, its asking for a card, they havent swipe the card in yet but all lights are blinking and says please remove card immediately. already done with unplug and plug back in still not working	06:09 PM
Jack Trinqué	It might think a card is inserted. Have them try to clean the chip port. Usually they can wrap a napkin around a card and try to clean it that way.	06:11 PM
Rae Banaglorioso	right so the cc processor has the problem thanks !	06:11 PM
	are the units for CC processing interchangeable?	06:13 PM
	theyre planning to interchange a different CC processor is it possible? will it encouter any issue? do we have to set it up again?	06:14 PM
Jack Trinqué	The card reader itself yea. They should be able to just plug in a different reader and it will work.	06:14 PM
Rae Banaglorioso	DOMO!	06:14 PM
	hi team, asking for assistance. MID: the district term 007 issue. send order button not working	06:25 PM
Jack Trinqué	What happens when they click send?	06:25 PM
Darren Sla	Send order wont react?	06:25 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 120.46 KB	06:26 PM
	doesnt do anything	06:26 PM
	it wont react	06:27 PM
Jack Trinqué	Have you tried to restart the software?	06:27 PM
Rae Banaglorioso	server still busy they will try to do a restart again see if it works.	06:32 PM
Ernie Perez	Ok	06:33 PM
Rae Banaglorioso	all good thank you !	06:35 PM
	hi guys, cant rest the table. fridas term 002	07:33 PM
	table a10	07:33 PM
	Rae Banaglorioso has shared a file image.png - 222.43 KB	07:33 PM
Jack Trinqué	If you go to manage tickets what does it show?	07:34 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.61 MB	07:34 PM
	cx said that it has already been paid	07:34 PM
	customer on the table already went out	07:35 PM
Jack Trinqué	Choose pay, does it show a payment there?	07:35 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 431.65 KB	07:35 PM
	just need to click the server right?	07:36 PM
	and this is good to go	07:36 PM
	is this right?	07:36 PM

	is this right?	07:37 PM
Jack Trinquè	Yea, Should the money go to Sammy or Maria? If Maria choose my funds otherwise choose sammy	07:37 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file 	07:38 PM
	they split the bill in 3, table paid 18.27 each. server claims that they have the recpt and it has already been paid but still shows up	07:39 PM
	still cant close the table	07:42 PM
Dougie Stevens	Probably set to unapplied because there's a remainder penny if you multiply 18.27 x 3. They need to make sure that they hit exact on the last card payment in future. Do checkout functions > unapplied and then reapply	07:45 PM
	They need to apply each of those and cash out the remaining penny since they didn't grab the final penny	07:48 PM
	Dougie Stevens has shared a file 	07:48 PM
Rae Banaglorioso	still waiting for a free terminal	07:50 PM
	where do i go to see check out function	07:50 PM
Dougie Stevens	You'll want them to do it with their number due to having to cash out the remainder penny. Have them go to the payment screen and click the yellow checkout functions button > unapplied credit transactions	07:52 PM
	After applying all 3, they'll need to click exact cash	07:53 PM
Rae Banaglorioso	just apply selected?	07:53 PM
Dougie Stevens	Yes, do that for each of the 18.27	07:54 PM
	Then they'll owe .01	07:54 PM
Rae Banaglorioso	done	07:54 PM
	and then?	07:54 PM
	how do i go about that 0.01?	07:54 PM
Dougie Stevens	Then will click exact > cash	07:54 PM
	They will click*	07:55 PM
Rae Banaglorioso	THANKS man learned another thing !	07:55 PM
	will call them back	07:55 PM
Dougie Stevens	They would be responsible for the penny, as they have to click exact on the last transaction when splitting	07:55 PM
	You're welcome unc!	07:56 PM
	Dougie Stevens has shared a file 	Jan 19 2024, 09:11 AM
	Dougie Stevens has shared a file 	09:11 AM
Dakota Post	yes	09:12 AM
Dougie Stevens	Interesting	09:13 AM
Dakota Post	pretty neat	09:13 AM
	i believe there's a setting that can prevent that	09:13 AM

	I believe there's a setting that can prevent that	09:13 AM
Dougie Stevens	Do you happen to know that setting? Credit over tender is currently set to off	09:16 AM
Dakota Post	probably that	09:18 AM
Dougie Stevens	So it shouldn't be working if it's off	09:21 AM
	Submitted bug fo rit	09:51 AM
Rae Banaglorioso	hi team need assistance on MID:Newsylum, employee punched in messed up the AM and PM. where do i correct that?, cant access to the back of the house using localhost in the google chrome.	11:39 AM
	cx is currently clocked in the app but when doing punch adjustments it doesnt show and he said that its showing as -11hours	11:40 AM
Jack Trinqu	The probably have a different port for back office. Go to the desktop and there should be a link for OC Back Office.	11:40 AM
	On the back office they should be able to see the Employee Hours Report or Employee Punch report	11:41 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 176.76 KB	11:41 AM
Jack Trinqu	should be good now, apache wasnt running. Had to install the VC Redist from OCPOS files.	11:43 AM
	Try the hours report	11:45 AM
Rae Banaglorioso	THANKS !	11:53 AM
	need assistance on MID:crazy donkey already removed PL1 promotion as 0.00\$ but when they create a ticket it still is discounting as a promotion. ho do i go bout this one ?	11:54 AM
Jack Trinqu	might need to be removed from database ill take a look.	11:57 AM
Rae Banaglorioso	quick question where do i see the batches that didnt process?	12:01 PM
Jack Trinqu	Batch report will show what has batched. Anything that hasnt should show under the Control Panel > Credit Add Tips	12:02 PM
	Crazy Donkey should be good	12:02 PM
Rae Banaglorioso	where do i see the batch reports? wants to know if it skipped on a certain day	12:04 PM
	where do i look for batches that isnt successful?	12:13 PM
	arent*	12:13 PM
Jack Trinqu	Batch reports will show under data mining > sales report. If a day is skipped it will batch everything at the next batch.	12:15 PM
Rae Banaglorioso	date 01/172024 missing. 01/17/2024 wasnt sent until today. what might be the probable causes why this happens?	12:18 PM
Dougie Stevens	If there isn't a batch report showing on there then they didn't batch.	12:27 PM
Rae Banaglorioso	what might be the probable causes why this happens?	12:27 PM
Dougie Stevens	They didn't type in their number to batch when they're prompted after running the EOD	12:28 PM
Rae Banaglorioso	sorry, what number are we talking about. i am not familiar with the way it works my apologies	12:31 PM
Dougie Stevens	It will be the number tied to their account	12:31 PM
	Their employee number* what they use to log in and click in/out	12:32 PM
Rae Banaglorioso	noted ! thanks	12:32 PM

	<p>@Jack Trinqu hi jack, issue still exist this is for MID: crazy donkey. context: a promotion that has been modified should not exist right now made changes under control panel. for the promotions. showing 0.00\$ but when cx is trying to make an order it is still giving the discount</p>	12:46 PM
	<p><i>This message has been deleted</i></p>	12:46 PM
	<p>Rae Banaglorioso has shared a file</p> <p>image.png - 260.81 KB</p>	12:46 PM
	<p>that should be 15\$</p>	12:47 PM
	<p>since its still giving the discount it shows 13\$</p>	12:47 PM
	<p>did a restart on the application since you made changes, issue still persists.</p>	12:48 PM
Jack Trinqu	<p>They just edited the price or they fully removed the promotion from the back office?</p>	12:48 PM
Rae Banaglorioso	<p>did edit the price here</p>	12:49 PM
	<p>Rae Banaglorioso has shared a file</p> <p>image.png - 125.13 KB</p>	12:49 PM
Jack Trinqu	<p>Ok yea if they don't want the item to be apart of that price level anymore they will need to remove the item from the promotion. Go to back office menu > promotions edit the price level promotion and they will need to uncheck the items they don't want to use the price level.</p>	12:50 PM
Rae Banaglorioso	<p>aight will work on it</p>	12:51 PM
	<p>Rae Banaglorioso has shared a file</p> <p>image.png - 161.7 KB</p>	12:53 PM
	<p>its still giving 15% discount</p>	12:54 PM
Jack Trinqu	<p>They had it added for that item still. I have it pulled up on the back office now. Choose Edit on the 15% Off Pizza promotion and they will need to uncheck any items that they dont want to be a part of that promotion.</p>	01:05 PM
	<p>Its under Menu > Promotions</p>	01:05 PM
Rae Banaglorioso	<p>thanks will call em back</p>	01:06 PM
	<p>@Jack Trinqu we had unchecked the menu items still issue persist</p>	01:11 PM
	<p>made sure it was saved prior to closing the back of the house</p>	01:11 PM
	<p>we restarted the app too</p>	01:12 PM
Jack Trinqu	<p>didnt show it on my test order. It will only apply to new orders. So they will need to remove and readd the item if it was already added before that change was made</p>	01:13 PM
Rae Banaglorioso	<p>@Jack Trinqu went back to the back of the house. it doesnt save the changes we made tried it thrice.</p>	01:18 PM
Jack Trinqu	<p>did you choose submit at the bottom after doing it?</p>	01:18 PM
Rae Banaglorioso	<p>yes</p>	01:18 PM
	<p>made sure to hit submit</p>	01:19 PM
	<p>trying it for the 4th time</p>	01:20 PM
Jack Trinqu	<p>so they dont want it to apply to anyone?</p>	01:22 PM
Rae Banaglorioso	<p>yes</p>	01:22 PM

	its back again	01:22 PM
Jack Trinqu	ok should be good now, looks like something weird with the dessert pizza section. I just made the promotion expired since they dont want to use it at all anymore.	01:24 PM
Rae Banaglorioso	how do i edit this so it wont start @240.00\$	01:26 PM
	Rae Banaglorioso has shared a file image.png - 157.65 KB	01:26 PM
Jack Trinqu	Should be able to enter whatever amount they want there. To change the default starting amount you can go to Back Office > Settings > Tills > and change the default starting amount under "Personal Bank settings"	01:28 PM
Rae Banaglorioso	quick question, is it possible to change the printer settings? its about MID: VANDALS. monica calling in about wanting her recpt to print the exact amount on the menu however theres a difference since it will show increase form the creadit card processing. is it possible for us to change its settings?	01:42 PM
Jack Trinqu	Try to get information on the exact numbers she wants changed. In most cases the fees like that have to be shown a very specific way on the receipt and not much can be changed due to compliance.	01:42 PM
Rae Banaglorioso	i told her to email us the recpts to show us the numbers that she want to modify to have a clear understanding of what she wants to change.	01:48 PM
	hi guys, any idea why this is happening?	04:10 PM
	Rae Banaglorioso has shared a file image.png - 179.42 KB	04:10 PM
	tried it three times with the server, payment unsuccessful everytime	04:10 PM
Scott Dickens	they need to check the usb cable to the device	04:10 PM
Rae Banaglorioso	aight thanks will double check	04:11 PM
Scott Dickens	it connects to the terminal via USB-A and connected to the bottom of the device with USB micro	04:11 PM
Rae Banaglorioso	do i need to download the the EMV param?	04:11 PM
Scott Dickens	no, just testing a new transaction	04:12 PM
Rae Banaglorioso	thanks man ! all good !	04:19 PM
	quick question, how do i add an email address to send out reports? currently im at the back of the house	04:39 PM
Ernie Perez	share screenshot of what you're looking at to enter the email address	04:40 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.54 MB	04:40 PM
	cx claims that employees doesnt recv email reports	04:41 PM
	we are planning to add someone as part of a test and send out these reports. how do i add someone elses email?	04:43 PM
Ernie Perez	these were scheduled reports?	04:43 PM
Rae Banaglorioso	yes	04:43 PM
Ernie Perez	have to select the date range and then refresh	04:44 PM
	then select email report	04:44 PM
	you have option to send it just once, or schedule, and another option to edit a scheduled report	04:45 PM
Rae Banaglorioso	cx claims they still are not recving the emails	04:46 PM

Rae Banaglorioso	cx claims they still are not recving the emails.	04:47 PM
Ernie Perez	try sending one to yourself	04:47 PM
Rae Banaglorioso	we are trying to send out, just right now	04:47 PM
	how do i add myself it doesnt give me an option to modify	04:48 PM
	Rae Banaglorioso has shared a file image.png - 30.44 KB	04:48 PM
	which part	04:48 PM
Ernie Perez	oh @Scott Dickens do they need settings update?	04:49 PM
Dougie Stevens	What customer?	04:50 PM
Rae Banaglorioso	alibi	04:50 PM
Dougie Stevens	Which alibi	04:50 PM
	Jason Gray?	04:50 PM
Rae Banaglorioso	yup2	04:50 PM
	we tried sending out to test, the email that is in there did not recv anything	04:51 PM
	hi team quick question what are the probable causes why tickets arent being sent out to the kitchen. MID: fredsters term 001 and 005	05:58 PM
	this happens intermittently, what might be the cause?	05:59 PM
Scott Dickens	we need the Order ID for orders that didn't make it to check into it	06:02 PM
Rae Banaglorioso	its specific to both terminals, other terminals make it thru	06:02 PM
	554001	06:02 PM
	cx claims to have the same issue last week	06:04 PM
Scott Dickens	i'm showing order ID 554001 did print at 6PM	06:05 PM
	at expo, fry, cold, and pizza	06:05 PM
Rae Banaglorioso	how to troubleshoot drawer not opening?	06:12 PM
	they need to use the key to open the drawer every transaction.	06:13 PM
	MID: little mexico	06:13 PM
	term 003	06:13 PM
	little mexican steakhouse. cx claims drawer might have not been setup.	06:17 PM
	how to setup the drawer? where do i check?	06:18 PM
	Rae Banaglorioso has shared a file image.png - 0.5 MB	06:20 PM
	i did test device its working	06:21 PM
	Rae Banaglorioso has shared a file image.png - 473.39 KB	06:21 PM
	it opens however when we test it on the front end it doesnt	06:21 PM
Dougie Stevens	When you no sale?	06:21 PM

Rae Banaglorioso	yes	06:22 PM
	yup2 when we choose no sale option	06:23 PM
Dougie Stevens	Make sure you're testing it with print spool closed	06:23 PM
Rae Banaglorioso	it prints out, print spool is closed still doesnt work	06:25 PM
	we tried to pay an actual item still doesnt work	06:25 PM
Jack Trinqu	Make sure the person that is signed in has the privilege to open the cash drawer and that they are assigned to the till.	06:27 PM
Rae Banaglorioso	thanks man ! all good, additional question fron cust	06:28 PM
Dougie Stevens	It was due to those checkboxes on print spool being checked	06:29 PM
	Not sure when that happened.	06:29 PM
Rae Banaglorioso	he is saying that, some customers doesnt want to print out rcpt, when choose "NO" it will still print.	06:29 PM
	addditional question : he is saying that, some customers doesnt want to print out rcpt, when choose "NO" it will still print.	06:30 PM
	do we have an option for it whether or not to print out when closing the table?	06:32 PM
Dougie Stevens	So it's printing two copies when the customer hits no on the display?	06:35 PM
Rae Banaglorioso	yup2	06:35 PM
Dougie Stevens	It should only print one if they hit no	06:35 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 4.67 KB	06:35 PM
	cx claims that even when hitting no it still prints	06:36 PM
	It prints how many when they hit no	06:36 PM
Dougie Stevens	That's the important part	06:36 PM
	1	06:36 PM
Dougie Stevens	That will be the copy for the merchant	06:36 PM
Rae Banaglorioso	oooooh gotcha.	06:36 PM
Dougie Stevens	That can be turned off, but we typically recommend that theh keep their merchant copies	06:36 PM
Rae Banaglorioso	how do we turn it off?	06:37 PM
Dougie Stevens	Back office > settings > printers set simple merchant copy to 0. Make sure to email them and notate this change though, as this will mean they no longer get a merchant copy moving forward for any credit order	06:38 PM
Rae Banaglorioso	still printing the recpt	06:48 PM
	we good figured out something on settings. thanks man	06:59 PM
	hi team, does these boxes need to be checked?	07:22 PM
Jack Trinqu	Rae Banaglorioso has shared a file image.png - 0.51 MB	07:22 PM
	The modifier price will need to be checked. If they want to use the modifiers they will put a check next to them. So if they want to choose double shot they should put a check there and then add whatever price double is.	07:23 PM

Rae Banaglorioso	how bout the mulitples?	07:24 PM
Jack Trinqué	Oh sorry didn't see highlight.At least 1 should be selected. If they want to press it multiple times they can choose more.	07:24 PM
	So if you enable 2 they can press it twice and it will add 2 shots	07:25 PM
Rae Banaglorioso	domo !!!	07:27 PM
Darren Sla	Quick question, does table order can have that feature where it will ask you the order number manually?	Jan 20 2024, 01:00 PM
	I checked BOH it only does it on retail, takeout , delivery and bar	01:01 PM
	But no tables	01:01 PM
	Ooopp nevermind. I got it	01:03 PM
	Can someone asnwer that new phone call please	Jan 21 2024, 12:46 PM
Dougie Stevens	I am still with Cosimos	12:46 PM
	Are they having other issues than just needing a transaction rekeyed?	12:47 PM
Darren Sla	I can't grab at the moment	12:47 PM
	Anyone can take care of that new call?	12:47 PM
	@Dougie Stevens they accidentally voided the transaction, and the card holder is no longer at the store.	12:48 PM
	@Dakota Post can you take the other call that is coming in?	12:48 PM
	please?	12:48 PM
Dougie Stevens	Then they need to send a pic of the credit receipt and start an email chain w CRP. There isn't anything that you can do directly while on the phone with them	12:48 PM
Darren Sla	As per merchant they'll just call the merchant instead. They cant wait for CRP.	12:50 PM
	Gary called, when he heard me he hanged up .	03:02 PM
Scott Dickens	He just texted me	03:05 PM
Darren Sla	@all anyone knows what Uvaldes memorial hospital name on our splashtop?	06:17 PM
	@Scott Dickens ?	06:21 PM
Jack Trinqué	Umh	06:22 PM
Scott Dickens	umh	06:22 PM
Darren Sla	Thanks	06:22 PM
	lol I thought you guys are thinking	06:23 PM
	Darren Sla has shared a file image.png - 44.68 KB	06:23 PM
	pos with no password	06:24 PM
Darren Sla	Thanks	06:24 PM
	Darren Sla has shared a file image.png - 208.89 KB	06:29 PM
Dougie Stevens	Is that Uvalde?	06:30 PM

Dakota Post	Make sure the database connection is right by connecting to it through ssms	06:31 PM
Darren Sla	Yes.	06:32 PM
	What happened to the server @Scott Dickens ?	06:32 PM
	Why did it do that?	06:32 PM
Scott Dickens	sql server wasn't running	06:32 PM
Darren Sla	Copy, I will look into services next time	06:32 PM
Dougie Stevens	Same thing happened yesterday morning at Uvalde	06:33 PM
Darren Sla	Yep	06:33 PM
	That's exactly what she said	06:33 PM
Scott Dickens	tres needs to take a look then...he installed the sql server there	06:33 PM
Dougie Stevens	I had to force close SQL and reopen though because I couldn't get it to restart	06:33 PM
Darren Sla	I will email Tres about it.	06:37 PM
	@Scott Dickens Sql suddenly stops right? Same thing happened yesterday.	06:38 PM
Scott Dickens	yes	06:38 PM
Darren Sla	Copy, I will email tres now.	06:38 PM
	Thank you!	06:38 PM
Scott Dickens	i didn't have to forece close it though, it just wasn't running	06:38 PM
You	<div>You have shared a file</div> <div>image.png - 142.31 KB</div>	Jan 22 2024, 09:08 AM
Jack Trinique	Looks like the new crdit settings. Can they not change the processing in the drop down?	09:11 AM
You	i tried changing it to netepay datacap hosted but it doesnt seem to be saving the changes	09:12 AM
Jack Trinique	click on advanced and it should show the normal CC settings screen. see if you can add it there. Might need to make a ticket for the other one for Dakota to check on if we can recreate it here.	09:13 AM
You	yeah i can see netepay emv selected under advance settings	09:14 AM
	<div>You have shared a file</div> <div>image.png - 277.12 KB</div>	09:14 AM
Jack Trinique	what location is that at?	09:31 AM
You	224910660	09:31 AM
Jack Trinique	@Dakota Post Any idea on that? Here is error showing in logs. Looks like its trying to choose between MPS and datacap?	09:39 AM
	<div>Date: 1/22/2024 10:34:02 AM Error: Unable to cast object of type 'System.String' to type 'System.IFormatProvider'. Line: Source: OCPOS - Point of Sale Suite StackTrace: at OCPOSSuite.frmCheckout.CC_PerformMPSoRNETePayOnline(Boolean useTransactionIdBarcode, String transactionIdBarcode, Boolean useOffline, Dictionary`2 creditSettings) at OCPOSSuite.frmCheckout.ClickCredit() at OCPOSSuite.frmCheckout.btnCredit_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</div>	09:40 AM

	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 wparam, IntPtr lparam)	
Scott Dickens	Advise rolling them back	09:41 AM
You	any specific version? or just the beta version right before the new ccp settings	09:45 AM
Scott Dickens	Could do that or previous version they were on.	09:45 AM
Jack Trinique	@Robert Harris Yea just got mine updated and same thing on mine. Have them roll back, then make a ticket so it can be looked into. Usually its best to go back to the version they were on before since they know that one worked.	09:45 AM
Scott Dickens	Also, I updated Acasia Thai if someone can test that and roll them back if needed	09:46 AM
Dakota Post	It's not trying to choose between MPS and datacap, that's what someone called the function when they wrote it. Also, I thought we were going to do more testing before rolling it out to everyone? I only had it tested with PAX and Not first data because that's all we had	09:51 AM
	Saving should be 100%, saved it like 20 thousand times	09:51 AM
You	@Jack Trinique gotcha	09:51 AM
Jack Trinique	@Scott Dickens Acasia looks to be Pax which seems to be working properly.	09:52 AM
Rae Banaglorioso	<i>This message has been deleted</i>	10:41 AM
	hi team, is there a way for us to remove the unattached orders? cx calling in wanting it removed, he wants to automatically clear out orders once he pressed the new order option.	10:50 AM
Jack Trinique	No it will do that based on order type. It shouldn't stop them from doing anything though. They can still do order, close tills, close eod, etc... with unattached.	11:10 AM
Darren Sla	Hi Team, Can someone help me out with this cash drawer situation with Citrus City Craft Term3. I already had it named on the right printer, It will show that it is working on wntrpl. But the drawer wont open. I ran Regdll already as well, restarted terminal.	11:38 AM
Scott Dickens	checking	11:38 AM
	looks setup properly	11:40 AM
	does it open when testing checkhealth in opos?	11:40 AM
Darren Sla	Yep, I even uninstall and reinstall as well.	11:40 AM
	No it wont.	11:40 AM
Scott Dickens	if it doesn't open with checkhealth in opos, then its either a connection issue with the cable or the drawer needs replaced	11:40 AM
Darren Sla	Gotcha.	11:41 AM
	That 111 error code on testing the Cash drawer, that is not connecting error, right?	11:42 AM
Scott Dickens	111 is generic hardware failure	11:43 AM
Darren Sla	Copy.	11:43 AM
	Is it possible that the drawer is not compatible with the printer?	12:11 PM
	Cause the merchant said the original printer got replaced it was TM T20III and that is broken. The new one	

	Cause the merchant said the original printer got replaced it was TM T20II and that is broken . The new one that they ordered on Ebay is Tm T20II	12:12 PM
Scott Dickens	it should be compatible...since they didn't order it from us though we can only troubleshoot	12:19 PM
You	You have shared a file image.png - 27.73 KB	02:10 PM
Scott Dickens	they can retrieve it from the processor, but yea...an account is what this is make for (they'll still need to get the card number when making payments to the account)	02:12 PM
You	gotcha ty	02:13 PM
Rae Banaglorioso	where to check if autobactch?	02:14 PM
You	back office > settings > pos > scroll down to auto batch	02:14 PM
Darren Sla	Settings>pos>auto batch	02:14 PM
Rae Banaglorioso	is activated	02:14 PM
	thanks !	02:14 PM
	hi team, issue: printer keeps printing the same exact order multiple times (twice or thrice in a row) when offline. asked customer if it is happening when terminal is connected to the internet cx claims no it doesnt happen. what might be the problem?	02:47 PM
	MID: cosimos newburgh	02:47 PM
	what type settings do i look for.	02:48 PM
	hello?	02:59 PM
	any answers for this?	03:00 PM
You	maybe clear the pritner queue	03:00 PM
	database settings > database commands > delete all receipts not printed	03:00 PM
	on the login screen ^	03:00 PM
Dougie Stevens	Maybe also redirecting. Do they have an example where it printed 3 times while offline?	03:01 PM
Darren Sla	Darren Sla has shared a file image.png - 267.4 KB	03:44 PM
	Receipt will print but not quick report	03:44 PM
	This is Gary's account	03:44 PM
	Smokehouse 0001	03:45 PM
	Opos test will work fine and wntrspl. But quick report wont run .	03:51 PM
	It will not claim the printer	03:51 PM
Scott Dickens	checking	03:53 PM
	taking forever....super slow internet there	04:09 PM
Darren Sla	Yep .	04:10 PM
Scott Dickens	i reset it up as a TM-T20IIIL (It was missing the L) and it seems to be working now	04:21 PM
Darren Sla	Can anyone tell me if Southend Tap set for offline transactions? I had them enabled it and it wont run.	04:46 PM
	It is the first time that they will be running offline transactions	04:47 PM

Scott Dickens	what response do they get?	04:50 PM
Darren Sla	Cant connect to any OCPP SERVER	04:50 PM
Scott Dickens	its not enabled in the credit settings then	04:50 PM
	i think that might be a merchant lynx account	04:51 PM
Darren Sla	Yes they are	04:51 PM
Scott Dickens	they used to not include offline processing for their customers	04:51 PM
	we'd have to check with them	04:51 PM
	@Ernie Perez - can you reach out to igor regarding this	04:51 PM
Dougie Stevens	All of their customers should now have access to offline mode with few exceptions; those exceptions being certain sites that use PAX	04:56 PM
Darren Sla	I am not quite sure what was their CC terminal tho.	04:59 PM
	@Scott Dickens I have Weston again, and he called merchant lyx, they said that the Store and Forward is on when they board this account.	05:06 PM
Dougie Stevens	Can Weston check to see if store and forward is on for the CC settings?	05:08 PM
Darren Sla	Unfortautenly he is not in the store right now	05:09 PM
	We're just doing 3 way call	05:09 PM
Dougie Stevens	That will be what we need to know. They're one time license so they're not on our splashtop. He'll need to check the credit settings	05:10 PM
Darren Sla	Where can I specifically see that option on CC settings?	05:11 PM
	Darren Sla has shared a file image.png - 228.28 KB	05:11 PM
Dougie Stevens	Yes	05:11 PM
Darren Sla	Great, thanks!	05:11 PM
Dougie Stevens	Have him check for that once he can. If they don't have internet currently and he can't connect, he'll need to go there to check I believe.	05:12 PM
Rae Banaglorioso	hi team, asking for assistance how to troubleshoot, tablet. the app on the tablet doesnt load. its stuck on the screen.	Jan 23 2024, 11:18 AM
	MID UMH uvalde hospital	11:18 AM
Ernie Perez	Can't login to look, says you and Jack both on it	11:20 AM
Jack Trinqu	what screen is it stuck on? It doesnt show connected to the server at all.	11:20 AM
Rae Banaglorioso	sorry im off the splashtop	11:20 AM
	loading screen	11:21 AM
Jack Trinqu	its not showing as connected at all, so might be a loading screen on the tablet. Send to me 501.	11:21 AM
	Didnt come up for me. what was the number ill call them back?	11:23 AM
Rae Banaglorioso	hi @Jack Trinqu cx claims its already up and running mentioned that its nowhere to be found on the system, says that its all good.	11:24 AM

	(830) 275-3504	11:24 AM
Jack Trinqué	ok yea just saw them pull up now. They must have just gotten them connected.	11:25 AM
	looks like they are all good now	11:25 AM
Rae Banaglorioso	thanks @Jack Trinqué !	11:26 AM
	ticket reference: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041429181 hi team asking for assistance. MID: Dagwoods recently went live, printed two different recpts. please see taxes. same exact order but different sum.	03:09 PM
	ray called in and sent out an email for us to have reference on the issue.	03:20 PM
	hi guys any update on Dagwoods?	03:55 PM
Scott Dickens	dougie is working with them on it	04:02 PM
Rae Banaglorioso	thanks !	04:05 PM
Dougie Stevens	All set	04:07 PM
	If you have a ticket on it, please assign to me	04:07 PM
Rae Banaglorioso	thanks dougie !	04:07 PM
Dougie Stevens	You're welcome!	04:07 PM
Darren Sla	@all I have Tres, on the line calling for UMH, he is working with the Kiosk as it will take more than 30 seconds to respond upon doing an order.	Jan 24 2024, 11:33 AM
	Anyone can work with him on this?	11:33 AM
	He mentioned that this has been on going since November 2023, he wants someone to look into the situation.	11:37 AM
Scott Dickens	he texted me, i'm looking at it now	11:42 AM
Darren Sla	Thank you so much!	11:43 AM
	Hey Guys, where can I see the gratuity modification again?	12:29 PM
	I checked general it only show one option	12:30 PM
Scott Dickens	checkout functions -> alter grauity (on checkout screen) if gratuity edit is turned on	12:30 PM
Darren Sla	Where can I modfiy the percentage, they want to change it into a different set.	12:37 PM
Scott Dickens	settings -> pos under the table service section	12:39 PM
Darren Sla	I saw a space there but it only show one, should I just make it with comas just like the gift card lenght?	12:40 PM
Scott Dickens	no	12:41 PM
	they can turn on open grauity and it will prompt for gratuity...are you referring to it asking for a tip when doing credit cards?	12:41 PM
Darren Sla	Yes, where they can choose 10% 12% 15%	12:42 PM
Scott Dickens	is it on customer display or on the (payment) device itself?	12:43 PM
Darren Sla	I am not sure if they have a customer display, but they mentioned on the ticket.	12:43 PM
	It is for ARC	12:43 PM
Scott Dickens	i think they have customer diplay	12:45 PM

	so it will be under settings -> rear facing customer display on back office	12:45 PM
Darren Sla	Copy	12:47 PM
	Thanks!	12:47 PM
	Why is it showing this message every time take outs are being accessed by a cashier assigned to the till?	01:08 PM
	Darren Sla has shared a file image.png - 221.33 KB	01:08 PM
Scott Dickens	are you sure they're assigned? check name at top of screen and check till/bank manager	01:13 PM
Darren Sla	https://screenpal.com/watch/cZVZDPVJg8n	01:13 PM
Scott Dickens	sos code?	01:16 PM
Darren Sla	635807812	01:16 PM
Scott Dickens	it only seems to be doing it with their user	01:22 PM
	can you get either an sos code for the server or a database backup so i can see why?	01:22 PM
Darren Sla	Give me a sec.	01:24 PM
	630-990-670 @Scott Dickens	01:36 PM
Scott Dickens	they have two users called Value Systems Admin and Value Systems Administrator...one of them is set to a support user and both have the same password	02:15 PM
Darren Sla	Should we suggest on deleting both and let them create a new user?	03:06 PM
Scott Dickens	i'd suggest deleting the non-support user one	03:34 PM
Darren Sla	Copy	03:34 PM
Rae Banaglorioso	hi guys, i have a situation with pacific dining chabot. whats the reason why CC recpt doesnt print? all other types of payments does print recpt. did a test on the printer and it prints but when doing credit payments its doesnt. checked BOH regarding copies its set to 1 but still doesnt reprint. rebooted the system still doesnt work	03:46 PM
Scott Dickens	which copy is set to 1?	03:51 PM
Darren Sla	Darren Sla has shared a file image.png - 73.92 KB	04:04 PM
Scott Dickens	if they have customer display turned on, it might be prompting the customer and customer saying no	04:09 PM
	if they turn on merchant copy it will always print	04:09 PM
Rae Banaglorioso	we did try to test and selected print recpt still doesnt print.	04:10 PM
Darren Sla	This is all set. @Scott Dickens thanks	04:44 PM
Rae Banaglorioso	hi guys how do i add comp?	Jan 25 2024, 10:47 AM
	Rae Banaglorioso has shared a file image.png - 0.65 MB	10:48 AM
Ernie Perez	That's a promotion they're added on the back office under menu > promotions	10:49 AM
Rae Banaglorioso	thanks @Ernie Perez will work on it	10:49 AM
Ernie Perez	ok check out our knowledge base too if you can sometimes these have article for it	10:50 AM

Rae Banaglorioso	@Ernie Perez quick question, i have a certain promotion that doesnt show on the eod. what might be the probable cause? which settings do i have to change ?	10:52 AM
Ernie Perez	Not sure, might need to make a ticket to investigate further of what they're seeing. Like if it's showing on back office reports but just not on the EOD receipt print out?	10:57 AM
Scott Dickens	the promotion may be expired	10:59 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 51.53 KB	11:03 AM
	set to doesnt expire.	11:03 AM
	@Ernie Perez - yes just the EOD, cx claims when they print it out DOM comp doesnt show for some reason.	11:04 AM
	Rae Banaglorioso has shared a file image.png - 95.52 KB	11:17 AM
	it is showing on our back end, however when printing it doesnt show	11:17 AM
Scott Dickens	update the ticket with that info and we'll investigate	11:18 AM
Rae Banaglorioso	noted	11:19 AM
	ticket#: #35606 ticket name : westend Promotion Changes DOM comp does not show up when printing EOD report	11:20 AM
	hi, where do i check the ip add so they can remotely access the back office. this is for klub24	11:30 AM
	hello anyone can direct me how to check?	11:39 AM
	50.172.0.102.90:80 did try this and not working	11:39 AM
You	check the wan ip with this site http://wanip.info/	11:41 AM
	what terminal	11:41 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 39.79 KB	11:41 AM
You	are you still otp with them	11:42 AM
Rae Banaglorioso	yes	11:42 AM
You	let them know you'll call back and that we'relooking into it	11:42 AM
	ill take a look	11:42 AM
		11:43 AM
	http://50.172.102.90:8080/OCPOS/login.php it works but they can't access the back office using that url if theyre on the same network	11:43 AM
Rae Banaglorioso	thanks !	11:47 AM
	will give them a call	11:47 AM
	"your search doesnt match any document". he is currently at home and gave him http://50.172.102.90:8080/OCPOS/login.php	11:54 AM
	@Robert Harris	11:54 AM
	@Robert Harris i had him try on a different browser. we good all thanks man!	11:55 AM
	hi guys, quick question. what type of report does include the HOURLY SALES report and also the number of customers per hour?	01:56 PM
Jack Tabor	Hi Jack Tabor, the Promotion Report is located in the Ticket Holders Group Management	01:57 PM

Jack Trinqu	Hourly Transaction Report should show the Total sold and Guest Amount.	01:57 PM
Rae Banaglorioso	DOMO! all good.	02:01 PM
	hi guys are we able to re-modify how our reports show?	03:12 PM
	customer wants to consolidate every curry. not a separate one	03:13 PM
	Rae Banaglorioso has shared a file	03:13 PM
	image.png - 451.5 KB	
Ernie Perez	Lacks report category/groups they have to make those	03:14 PM
Rae Banaglorioso	@Ernie Perez how do you mean? can you elaborate?	03:14 PM
Ernie Perez	They can add report categories from back office > menu > report categories and then must assign the items to that report category. Then they can use the category performance report instead of this report since this one shows the items individually	03:18 PM
Rae Banaglorioso	how do i add the specific items on the report category we made?	03:29 PM
Jack Trinqu	Under Menu Management, they can choose the item then select the category under report category. They can also use the multi-item edit to do multiple at once.	03:30 PM
Rae Banaglorioso	thank you guys !	03:40 PM
	hi i just want to confirm if this is a type of report where it shows how many times an item is removed?	03:42 PM
	Rae Banaglorioso has shared a file	03:42 PM
	image.png - 5.82 KB	
	hi guys, how do i go about willies chicken 542 wanting to replace the entire system term 001 cos its freezing. caller claims she has her new screen already and wants us to deploy someone and change it for them..	06:24 PM
	can someone direct me on this one? what are the steps or processes we do for these types of concerns? or do we cater these types of request?	06:26 PM
	hi guys what type of error is this?	06:37 PM
	Rae Banaglorioso has shared a file	06:37 PM
Jack Trinqu	image.png - 55.62 KB	
	Rae Banaglorioso has shared a file	06:44 PM
Rae Banaglorioso	image.png - 30.65 KB	
	Checking	06:45 PM
Rae Banaglorioso	Kitchen or receipt printer?	06:46 PM
	kitchen	06:47 PM
Jack Trinqu	Don't see it on the network. They'll want to make sure it's powered on and that the Ethernet is plugged in and showing lights.	06:48 PM
Rae Banaglorioso	we just rebooted and unplug re - plug the kitchen printer again	06:50 PM
Jack Trinqu	Should be good now have them test an order.	06:52 PM
	Make sure you don't leave winprtspl open on screen or it won't be able to print.	06:54 PM
Rae Banaglorioso	thanks @Jack Trinqu !	06:55 PM
Dougie Stevens	Must have been a temp outage w/ Datacap. Me and robert both got a call at the same time about a socket error	Jan 26 2024, 10:51 AM

	<p>Need to pass off some tasks for while I'm away. If you're available to take one, can you note it in a response? Terminal Updates: - Henry's Dairy Barn on Monday before 6AM (bug adjustment so that they can't do credit over tender unless it's turned on) - Bella Sicily on Tuesday before 10AM (adjusting old OO bug for auto-add hide mods) - Someone on standby Tuesday around 10AM for a network swap at Dagwoods (kitchen printer IP will need to be released and set to a new static IP) I'm going to try to get the 2 field nation pieces scheduled for when I'm back, but one may have to be rushed due to the owner. I will let you know once I chat with him.</p>	11:42 AM
Ernie Perez	<i>This message has been deleted</i>	11:55 AM
Rae Banaglorioso	<p>Rae Banaglorioso has shared a file</p> <p>image.png - 225.15 KB</p>	12:55 PM
	is it already resovled? they kept sending it to multiple emails. still doesnt go through. whats the alternative? cos customer needs to send it to multiple emails.	12:57 PM
Jack Trinqu	came through to me	12:58 PM
	who are they trying to send it to?	12:58 PM
Rae Banaglorioso	alcommercialservicesllc@gmail.com	12:59 PM
Jack Trinqu	yea shows as successful, have them check again. Make sure they look in spam too. It should come from "no-reply@inboxreports.com"	01:00 PM
Rae Banaglorioso	he did not recv it.	01:00 PM
	also had him check spa,	01:00 PM
	spam	01:00 PM
Jack Trinqu	he checked for the one I just sent as well?	01:01 PM
Rae Banaglorioso	yes	01:01 PM
	hes on the screen looking at it	01:01 PM
Jack Trinqu	Might be something with his email. We have had some people say this in the past and it ended up being how their email sorted things. They are defintiely sending though as I just got one.	01:01 PM
Rae Banaglorioso	while you sent it	01:01 PM
Jack Trinqu	does he have a different email we can try to send it to so he can see if it shows there.	01:01 PM
Rae Banaglorioso	workin on it	01:02 PM
	<p>Rae Banaglorioso has shared a file</p> <p>image.png - 130.79 KB</p>	01:05 PM
	this the error he encounter when he is the one sending it	01:05 PM
	we sent it out to a different email and still he didnt recv it.	01:06 PM
Jack Trinqu	that likely means he didnt enter the email or didnt press enter after entering it.	01:06 PM
Rae Banaglorioso	i saw it he did though ☺	01:06 PM
Jack Trinqu	what did it say the error was when you wnet back?	01:07 PM
	yea the first one he just did there did not have the email fully added. You have to press enter after typing it so it knows the email address is finished typing	01:07 PM
Rae Banaglorioso	right	01:08 PM
	workin on it	01:08 PM

	working on it	01:11 PM
	hey @Jack Trinqué we figured things out 😊 it went through thanks man !	01:12 PM
Jack Trinqué	:thumbsup:	01:12 PM
Rae Banaglorioso	hi guys can someone tell me the directions i have a person with two different job roles: server and cashier with different pay grade. i tried changing it but it only takes 1 pay grade.	01:21 PM
	Rae Banaglorioso has shared a file image.png - 79.72 KB	01:22 PM
Jack Trinqué	Looks like they have it set to Per Employee pay rates. What location is this?	01:22 PM
Rae Banaglorioso	partner calling in	01:22 PM
	sos: 740864074	01:22 PM
Jack Trinqué	Value Systems?	01:23 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.5 MB	01:23 PM
	yup2	01:23 PM
Jack Trinqué	That can be changed under Settings > Labor. Swap to Per Job Pay Rate to be able to choose a rate based on job	01:23 PM
Rae Banaglorioso	every employee is paid differently regardless of their job role. so what they want is per employee with different job role	01:26 PM
Jack Trinqué	Yea they will want Per Job, it allows them to set an amount for each different job that a specific employee has. Other employees can still have same job but different payrate with that.	01:27 PM
	Per Employee Means the employee has the same payrate no matter what job they clock into. Per Job means the employee can have differnet payrates for different job roles.	01:28 PM
Rae Banaglorioso	ohhh thanks for clarifying. thought of it the other way around	01:28 PM
	thanks @Jack Trinqué !!!	01:31 PM
	hi guys quick question, how do we activate a new physical card for an employee?	02:08 PM
Dougie Stevens	An Access card?	02:08 PM
Rae Banaglorioso	yup2	02:08 PM
Dougie Stevens	Control Panel > Finger Prints > add card	02:09 PM
Fred	Thanks for adding me @Robert Harris. Hi everyone! :bye-bye: I will actively participate in this channel from now on.	02:09 PM
Rae Banaglorioso	thanks!! got it	02:09 PM
	hi quick question, for the HOURLY TRANSACTION report, is it before or after taxes?	06:01 PM
Scott Dickens	i believe its gross, so after tax	06:04 PM
Rae Banaglorioso	thanks scott!	06:05 PM
	another concern is the BOH	06:05 PM
	Rae Banaglorioso has shared a file image.png - 184.95 KB	06:05 PM
	cant add email	06:05 PM

	they cant send the email	06:06 PM
Scott Dickens	they will need an update	06:06 PM
	print the report to pdf in the browser and email to them if they need it now	06:06 PM
Rae Banaglorioso	how do i go about it	06:06 PM
	about the update how do i offer them the update?	06:07 PM
Scott Dickens	just assign the ticket to jack and he'll assign it out for the update	06:09 PM
	i'm leaving the office now, i grabbed a few of those calls while you were on that one.	06:12 PM
Rae Banaglorioso	thanks man !	06:12 PM
	have a safe one ! DOMO@ Scott Dickens !	06:18 PM
	hi how do i temporarily remove an item on the menu for now cos its out of stock?	07:23 PM
Scott Dickens	Eid the item on menu management and check “unavailable” checkbox	07:25 PM
Rae Banaglorioso	DOMO!!!!!!!!!!!!!!!	07:27 PM
Darren Sla	Hi team, good morning. quick question. What if the account is set to do auto EOD and auto Batch, and there is still pending orders would it still run the auto services? Or would it not force it?	Jan 27 2024, 10:38 AM
	Quick bathroom	01:34 PM
	Quick bathroom	Jan 28 2024, 03:29 PM
	bak	03:40 PM
	Good morning team, Who can I assign this ticket to? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041639124 Or can I close it?	Jan 29 2024, 10:30 AM
Ernie Perez	not a merchant i was working with @Jack Trinqu e	10:31 AM
Jack Trinqu	yea was on dougie and I were working on, Should be good to close.	10:36 AM
Darren Sla	Copy.	10:36 AM
	I received and automated call saying that an inmate wants to call us named "Kelly" I did not accept it .	12:42 PM
Rae Banaglorioso	hey guys need help with setting VP8300 for this SOS: 822842482	01:00 PM
	they hooked up the device already	01:00 PM
	and it is scheduled to be deployed tomorrow morning	01:01 PM
Jack Trinqu	who is it for?	01:01 PM
Rae Banaglorioso	value systems	01:01 PM
Darren Sla	Value	01:01 PM
	Anyone working with Stuart Scoop? They sent an email : https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041720195	01:02 PM
Jack Trinqu	that will be something that needs to be scheduled, let them know I should be able to call them in a bit to go through it with them.	01:02 PM
Darren Sla	Yep, I know for a fact they know that already. But they still call to have it set up right away.	01:03 PM
	And they use "We will deploy this tomorrow" card.	01:03 PM

Jack Trinqu	Stuart Scoop is Ernie	01:03 PM
Darren Sla	Are we the one who sent the hardware for Denny's? Or is it Payteva?	01:17 PM
Ernie Perez	Payteva	01:24 PM
Darren Sla	Gotcha. I will reach out to them about it.	01:25 PM
	@all quick question who is scheduled to have a call tomorrow with Calrsen (Little mexican Steakhouse) ? He just want to knwo what time would that be.	01:44 PM
	@all Citrus City new server just arrived today, they're looking to get it installed as soon as we're available, is there anyone can help them out about this?	02:01 PM
Jack Trinqu	ernie is going to be reaching out shortly	02:01 PM
Darren Sla	Thanks!	02:02 PM
	@Ernie Perez If you can reach out this number 4079273906 and Jeff is the name. Thanks!	02:03 PM
Rae Banaglorioso	hi team, asking for assistance with coco sawtelle. issue: KDS, instead of having a plain order there are excessive words and letters as per the customer.	02:19 PM
Jack Trinqu	Can you get pictures of an example order that they see?	02:13 PM
Rae Banaglorioso	sure let me reach back to them	02:14 PM
	@Jack Trinqu - here are the pictures	02:32 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041783638	02:32 PM
	Rae Banaglorioso has shared a file image.png - 108.18 KB	02:38 PM
You	what type of card reader	02:39 PM
Rae Banaglorioso	i did restart the app, updated the windows and resarted as well, issue still persist	02:39 PM
	PAX	02:39 PM
You	probably wrong/new ip	02:39 PM
Rae Banaglorioso	how do i go about it?	02:39 PM
You	you have to walk the person throuhg getting the ip	02:40 PM
	see if ti works now	02:41 PM
	nope nvm	02:41 PM
	the ip address resolves when u ping it	02:41 PM
Rae Banaglorioso	sorry dont have any idea with the thing youre doing for CC machines	02:43 PM
	☺	02:43 PM
	@Robert Harris what information do i need to extract? sorry was on another call	02:44 PM
You	hm not sure, might be com port	02:46 PM
	@Jack Trinqu have u seen that error before	02:47 PM
Jack Trinqu	Looks like its good now. They are payment logistics so had to restart the paygistix software. Have them test again, if it still has issues they will need to reach out to payment logistic. @Rae Banaglorioso	03:42 PM
Rae Banaglorioso	will reach back to them now thanks guys !	03:42 PM

Darren Sla	Guys, just letting you know that we have received 2 collect calls today.	04:45 PM
Scott Dickens	who from?	04:48 PM
Darren Sla	Last call was from this [V]GLOBAL TEL L (800) 483-8314	04:49 PM
	The first one, I forgot the number but it was saying it is coming from "Kelly"	04:49 PM
Scott Dickens	omg...is alex trying to call us?	04:55 PM
	its a call from a correctional facility	04:56 PM
Darren Sla	Yeah.	04:56 PM
	I think so too	04:56 PM
You	lol	04:56 PM
Scott Dickens	maybe not...not sure why he would be in jail right now...both escambia and okaloosa counties show he's out on bond...maybe he got into trouble somewhere else	05:02 PM
Darren Sla	Alex is out?	05:04 PM
Scott Dickens	yea, he's out on bond awaiting trial	05:04 PM
Darren Sla	Whatt?! waaaa.	05:06 PM
	Hi Team good morning, I have Value system on the line asking what is the email for Fratelli's Pizza for their online ordering? I am at OOA where can I see that email?	Jan 30 2024, 10:39 AM
Jack Trinqu	are they referring to the email to send receipts for third party online ordering?	10:47 AM
Darren Sla	Yes, I got it.	10:47 AM
	They dont have receipt mailing list yet.	10:47 AM
Jack Trinqu	ok yea it wont be through the OO control panel, it will be in partner portal. I believe the emails were sent to them the other day as well	10:49 AM
Rae Banaglorioso	hi guys, juliet from shipping freight, wants to talk to shipping and recving, claims that they ship out cash drawers for us. she wants to know who to talk to.	11:03 AM
Scott Dickens	@Darren Buono	11:04 AM
Darren Sla	Here is the phone number to call back @Darren Buono	11:16 AM
	904-337-6736	11:16 AM
Rae Banaglorioso	hi guys, i need assistance with MID: Dagwoods. context: gift card was paid however when they print the recpt it doesnt deduct it still shows the original amount	11:28 AM
You	(darren isnt in this chat)	11:28 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 429.15 KB	11:28 AM
Darren Sla	oop	11:28 AM
Jack Trinqu	It should have printed a receipt when they first paid with the GC. It will show the remaining total on the checkout screen though. It will only show both paymetns on the final receipt showing it was fully paid for.	11:30 AM
Rae Banaglorioso	ohh, i had him send a copy of the receipt	11:38 AM
Darren Sla	DM'd Darren.	11:45 AM
Rae Banaglorioso	quick question customer forgot the credentials for the back office how do they go about it? MID: Rooby	

Rae Banaglorioso	quick question, customer forgot the credentials for the back office how do they go about it. MIND. Dooby trap in a river	01:35 PM
	cx claims this is an emergency cos he needs to print EOD report.	01:38 PM
Jack Trinqu	If they have someone else that can login they can change it for them. If not get information about who it is, and we need to confirm they should have access then we can help them change the password.	01:43 PM
Rae Banaglorioso	he is the manager. upon checking the back office he did not create creds for the back office	01:50 PM
Jack Trinqu	Get his name. If it's not someone I recognize we will have to reach out to partner to get permission.	01:51 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 4.4 KB	01:52 PM
Jack Trinqu	I recognize the names, but don't think I've seen if he should. We will likely need to reach out to Greg facterman (the partner) to make sure we can add him. I'll try to grab his number for you	01:57 PM
	Sorry Bryan- 7543672117	01:59 PM
Rae Banaglorioso	routes me to the VM	02:00 PM
Jack Trinqu	Cool you can email him to. bryan@elitepaymentprocessing.com	02:01 PM
Rae Banaglorioso	oh he answered but busy hell reach back	02:01 PM
	he'll **	02:02 PM
Jack Trinqu	:thumbsup:	02:02 PM
Rae Banaglorioso	@Jack Trinqu - update on BT in a river. Bryan handed me a number who controls the BOH for BT in a river named Eric. Eric confirmed he's one of the managers and is eligible for BOH access. thanks all good	02:11 PM
Jack Trinqu	Perfect!	02:12 PM
Rae Banaglorioso	hi guys quick question, who do we ask for KDS modifications? i have Qlab on the other line	03:36 PM
Jack Trinqu	what are they wanting to change?	03:37 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 79.9 KB	03:40 PM
	futhermore they want the orders to be consolidated per "seat#"	03:41 PM
Jack Trinqu	there is not a way to change that. They can remove the seat number from showing, but cant have it add S# in front. They would just know that is the Seat Number	03:42 PM
	Its going to show there, pretty much the same way they have it set to print.	03:43 PM
Rae Banaglorioso	hi guys need assistance with La petite joie, kitchen printer. cant ping it IP: 192.168.0.40. its connected directly to the router. still unable to detect	04:01 PM
Jack Trinqu	that is wrong network.	04:03 PM
	ill check to see if it sees it at all so we can change it.	04:04 PM
	not seeing it yet, likely will need to reset the printer. On the back right near where the ethernet cable plugs in there will be a pinhole reset button. They will need to turn off the printer, hold that button and while holding it turn the printer back on. It should then reset itself and allow us to see it so we can get it connected (as long as it is the same router as the other terminals)	04:10 PM
Darren Sla	I did tried that @Jack Trinqu multiple times.	04:10 PM
	But it is still not showing anything.	04:10 PM
	Resetting the printer I mean.	04:11 PM

Jack Trinqué	have them print a self test, if it shows the same IP and doesnt show DHCP then the reset wasnt fully done.	04:36 PM
	Make sure they are holding the reset button while the power on the printer and continuing to hold it until something starts to print. That will ensure it fully resets	04:36 PM
Rae Banaglorioso	hi guys, need assistance with sunrise cafe SOS: 338010636 cant add tip submit doesnt react.	04:48 PM
	Rae Banaglorioso has shared a file image.png - 486.9 KB	04:48 PM
	restarted the app still not working	04:48 PM
Jack Trinqué	anything showing in the logs? C:/OCPOS/logs	04:49 PM
	easiest way to do it is usually to remove the logs and then try to add it again and see if anything shows up	04:49 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 127.96 KB	04:49 PM
Jack Trinqué	yea remove those then try to add the tip again and see if anything is added back there.	04:50 PM
Rae Banaglorioso	delete these logs?	04:50 PM
	ok	04:50 PM
	noted !	04:50 PM
	will try	04:50 PM
	still no reaction from submit button	04:52 PM
	after i deleted the logs i restarted the app	04:52 PM
	cant hit submit	04:52 PM
You	should create a log when you press the submit button	04:52 PM
Jack Trinqué	CC settings arent setup. Is this the site calling in or the partner?	04:56 PM
Rae Banaglorioso	jairo is a partner	04:57 PM
Darren Sla	That's Jairo	04:57 PM
Jack Trinqué	yea he needs to setup CC settings on the terminal. They arent setup	04:57 PM
Rae Banaglorioso	THANKS!	05:19 PM
	Rae Banaglorioso has shared a file image.png - 0.79 MB	05:24 PM
	ip and DHCP is nowhere to be found	05:24 PM
Jack Trinqué	Looks like they switched everything to a new router when they messed it all up yesterday. From what I see it is on the Spectrum, but needs to be on the TPLink. They likely just plugged the cable going to a switch into the spectrum instead of the tp link. If they switch it back to the TP link that should solve most of their issues. Will likely need to change the pax back as well though.	Jan 31 2024, 09:17 AM
	@Darren Sla can you try to reach back out to them to see if that is the case. Looking at the picture they sent in, it looks like the spectrum router is right next to the tplink so they probably plugged the switch or terminals into the wrong one.	10:55 AM
Darren Sla	I can look inot that.	10:56 AM
	After Hotspot	10:56 AM

Scott Dickens	Calling LA petite now	11:00 AM
	No one is answering.	11:03 AM
	I will try again later.	11:03 AM
	Darren Sla has shared a file	12:23 PM
	image.png - 335.81 KB	
Scott Dickens	i'm checking	12:27 PM
	do you know the IP of the pax?	12:27 PM
Darren Sla	192.168.1.102	12:29 PM
Scott Dickens	the terminals are not connected to tplink still	12:29 PM
	they're still connected to spectrum router	12:29 PM
Darren Sla	She told me that there are now connected to the TP link	12:29 PM
	I am so confused.	12:30 PM
Scott Dickens	its possible they just haven't grabbed a new ip yet...have them power cycle all the network equipment including any network switches	12:31 PM
Darren Sla	On it.	12:33 PM
	Calling them back now	12:33 PM
	@Scott Dickens can you restart the term1 please	12:35 PM
	I cant access it, you and Jack is on it.	12:35 PM
	Maximum people on board	12:35 PM
Jack Trinqu	I should be off everything now	12:38 PM
Darren Sla	Yes.	12:38 PM
	Thanks	12:38 PM
	Server had a pending windows update.	12:39 PM
Scott Dickens	@Scott Dickens yeah it is seems like it is still connected to spectrum	12:45 PM
	yea, it is	12:46 PM
	I am asking for her to send a picture	12:48 PM
Scott Dickens	Scott Dickens has shared a file	12:50 PM
	image.png - 0.61 MB	
Darren Sla	that appears to be an issue	12:50 PM
	Darren Sla has shared a file	12:50 PM
	image.png - 194.79 KB	
Scott Dickens	ok, so that picture i sent seems to be resolved	12:51 PM
	i think that TPLink is just a switch	12:52 PM
	Scott Dickens has shared a file	12:53 PM
Darren Sla	image.png - 0.78 MB	
	That's the Tenda router	12:54 PM

	I will try to get a better picture	12:55 PM
	Give me a sec.	12:55 PM
	Darren Sla has shared a file	12:59 PM
	image.png - 1.1 MB	
Scott Dickens	ok, so this has changed too	01:00 PM
	Scott Dickens has shared a file	01:01 PM
	image.png - 2.06 MB	
	Scott Dickens has shared a file	01:01 PM
	image.png - 0.77 MB	
	so much has changed, i'm not sure which way its supposed to be connected	01:03 PM
Darren Sla	Yeah, yesterday our goal was just have to get the PAX running and we did. Out of nowhere it just stopped.	01:04 PM
Scott Dickens	probably because of that loopback connection causing issues	01:04 PM
Darren Sla	What's our next step for it?	01:10 PM
	Right now they cant run card trnasactions .	01:20 PM
Scott Dickens	@Jack Trinque we'll need to setup field nation. there will be a cost for this...probably around \$200-250 to the restaurant	01:22 PM
Jack Trinque	@Darren Sla make sure they are okay with that. I can get the order setup. We can try to get someone there today, but it will depend on if anyone accepts it so it might not be until tomorrow, so figure out what time they will have people there tomorrow just in case.	02:04 PM
Darren Sla	I can call them now.	02:05 PM
	I will let you know	02:05 PM
	They will give us a callback once they confirm.	02:09 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	02:31 PM
	image.png - 40.27 KB	
Jack Trinque	correct, MGR will just allow them to access it as a manager. So should allow them to see other tills they arent a part of and close those as well.	02:33 PM
	ltd should just be their own till	02:35 PM
Rae Banaglorioso	having this LTD bank close option to YES will allow them to close without the manager override?	02:36 PM
Jack Trinque	that will allow them to close their own till. They would enter their own code when the manager override code is asked for.	02:37 PM
Rae Banaglorioso	ohh gotcha !	02:37 PM
	hi guys, la petite joie asking if do they need to pay upfront today? or after the work is done?	02:52 PM
	this is for the field nation	02:52 PM
Scott Dickens	depends on if we already have their billing info	02:53 PM
	i'll check with darren	02:53 PM
Jack Trinque	Just asked Darren, Yea we charge them directly, so should be able to add it to that bill.	02:55 PM
Rae Banaglorioso	this is the error	02:57 PM
	Rae Banaglorioso has shared a file	

	Rae Banaglorioso has snared a file image.png - 409.04 KB	02:57 PM
	claims that he was able to access it before.	02:57 PM
	MID : Cash register products	02:57 PM
Jack Trinqu	something else is likely using that port. What is SOS code?	02:57 PM
Rae Banaglorioso	890109120	02:58 PM
Jack Trinqu	should be good now, looks like they installed something that took over port 80. They will need to use the new link on the desktop or localhost:8080 as the new link	03:01 PM
Rae Banaglorioso	thanks !	03:02 PM
	is there a way for a merchant to setup the discount in a certain way? like a loyalty discount? e.g : a customer builds points as they order multiple times and automatically gets the discount?	03:07 PM
Darren Sla	@Jack Trinqu Assignign ticket to you https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041929193 Merchant agreed with the potential charge and the tech visit.	03:14 PM
Jack Trinqu	did they mention what time they will have people there tomorrow. With the time it likely wont get anyone until then.	03:15 PM
Darren Sla	Before 11am.	03:16 PM
	Someone will be at the store by 10am	03:16 PM
Scott Dickens	they do not have to pay upfront since we bill them monthly	03:27 PM
Jack Trinqu	Got someone that looks to be pretty close. Trying to see if they can get there now.	03:38 PM
Darren Sla	That would be great. I can let them know if you can confirm.	03:39 PM
Jack Trinqu	He just confirmed, should be there around 5:30-6 their time.	04:00 PM
Darren Sla	Copy, I will let them know	04:01 PM
Rae Banaglorioso	hi guys, quick question, if the server is down are they able to remotely access the BOH on their phone? (they are not on site)	Feb 01 2024, 10:57 AM
Scott Dickens	not if the server is down	10:58 AM
Rae Banaglorioso	thanks !	10:58 AM
	hi guys, CITRUS CITY cant access BOH remotely. what and where do i check to make sure settings are correct for him to access BOH? i cant acces the database settings wrong code QWOP8200	11:25 AM
	Rae Banaglorioso has shared a file image.png - 201.86 KB	11:26 AM
	i thought server was down but Citrus City Craft is the new one? am i wrong?	11:27 AM
Jack Trinqu	They have an IT guy that controls the router. I talked with him yesterday and he said he should be getting it done today. I'll try to reach out for an update from him.	11:27 AM
Rae Banaglorioso	thanks jack	11:28 AM
Jack Trinqu	They can access it from the terminals for the time being. If there are any reports they need, we can email them to them as well.	11:28 AM
Rae Banaglorioso	he mentioned he is currently not on site and just wants to access BOH. ill reach back to him rn.	11:30 AM
	thanks jack ! reached back to him and will just call if the IT guy will show up later	11:32 AM

	so he can access it remotely	11:32 AM
	hi guys, Don calling in about Fredsters the printers wanting to know for any progress. he forgot the name of the rep he spoke with and wants to connect again so he wont have to repeat the issue again	12:02 PM
	he said that 4 printers are down	12:04 PM
Scott Dickens	@Jack Trinqué and @Ernie Perez i think were working on this if this is that location	12:05 PM
Jack Trinqué	yea I had found the issue and ernie was adding the rest. One sec ill jump on to see if he had finished.	12:07 PM
	Yea looks like all are setup except one that wasnt on the network. @Ernie Perez did you figure out anything with the expo?	12:08 PM
Rae Banaglorioso	as promised will be reaching back to him as soon as i gain any information about the issue.	12:13 PM
Ernie Perez	the expo was not on network, i left don a vm about this	12:27 PM
Rae Banaglorioso	hi, @Ernie Perez he said he has not recv any VM	01:23 PM
	just spoke with him rn to give update. said that he's monitoring all calls and VM, told him to check see if theres a message. no message was left from ordercounter	01:24 PM
Ernie Perez	ok, needs to get expo printer on the network	01:27 PM
Rae Banaglorioso	on it. will reach back to him about it.	01:28 PM
Ernie Perez	talking with Don btw	01:51 PM
Rae Banaglorioso	hi guys whatelse do i have to do for this kitchen priinter?	03:59 PM
	we did re install the paper already	03:59 PM
	Rae Banaglorioso has shared a file image.png - 30.76 KB	04:00 PM
Jack Trinqué	is OC/Winprtspl open?	04:00 PM
Rae Banaglorioso	closed	04:01 PM
Jack Trinqué	what site?	04:01 PM
Rae Banaglorioso	i exited it when testing	04:01 PM
	dagwoods	04:01 PM
Ernie Perez	you have winprtspl open?	04:03 PM
Jack Trinqué	have them turn the printer off then back on.	04:03 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 141.58 KB	04:03 PM
Jack Trinqué	and ensure there are no red lights on the printer	04:04 PM
Rae Banaglorioso	we tried sending a test order	04:13 PM
	its still not printing	04:13 PM
	winprtspl printed when testing	04:13 PM
	its blinking red light again.	04:16 PM
Jack Trinqué	its likely a hardware issue then. have them turn off the printer and turn it back on. Then test again in winprtspl. If the red lights comes back on again something could be wrong with the cutter	04:17 PM

	have them check to ensure nothing is jamming or blocking the cutter.	04:18 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 35.47 KB	04:26 PM
	it will print when testing however after few seconds	04:26 PM
	it will go back to cannot claim	04:26 PM
	i had him clean and reinstall a brand new paper	04:27 PM
	clean the cutter and ensured nothing is jammed.	04:28 PM
Dougie Stevens	Is that you @Jack Trinqu e	04:34 PM
Jack Trinqu	ok, yea will likely be hardware then if the error light came back after printing again. Will have to look through replacement options.	04:38 PM
Rae Banaglorioso	will they incurr any charges for the replacement?	04:40 PM
	how to they ask for a replacement?	04:40 PM
Ernie Perez	did you make a ticket for it already? you could assign to jack or me and we can talk with them for options	04:42 PM
Rae Banaglorioso	cx cant wait for a hardware replacement.	04:43 PM
Ernie Perez	please transfer the call to me or jack	04:43 PM
Rae Banaglorioso	he is already frustrated about it, adv him that since its a hardware issue we need to replace device	04:43 PM
	ext?	04:43 PM
Ernie Perez	504	04:43 PM
Rae Banaglorioso	whats the option for cash drawer?	04:49 PM
	Rae Banaglorioso has shared a file image.png - 42.43 KB	04:49 PM
Jack Trinqu	If its connected to a USB printer, Standard, then choose StandardU in the detailed box.	04:50 PM
Rae Banaglorioso	do i need to add in in winprtspl? the drawer?	04:55 PM
	Rae Banaglorioso has shared a file image.png - 273.84 KB	04:56 PM
	i did test it on OPOS its opening however when i added it on winprtspl its showing an error	04:57 PM
Jack Trinqu	Yea, its added as a printer there. delete it then up at the top from the drop down choose Cash Drawer and add it again.	05:00 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 392.79 KB	05:03 PM
Jack Trinqu	what location?	05:03 PM
Rae Banaglorioso	sunrise	05:04 PM
Jack Trinqu	sos?	05:04 PM
Rae Banaglorioso	sos: 166891270	05:04 PM
Jack Trinqu	see if that opened	05:06 PM
Rae Banaglorioso	how do you manually open the drawer? like from the system? is there a button on OC for that?	05:08 PM

	a question from the caller. is that possible?	05:08 PM
Jack Trinqué	Control Panel > No Sale	05:08 PM
Rae Banaglorioso	it did open	05:08 PM
	THANK YOU!!!!	05:09 PM
	hi guys do we have splashtop for molto?	06:23 PM
Jack Trinqué	I don't see anyone with that name. Make sure they have ordercounter and not a different POs.	06:30 PM
Rae Banaglorioso	they are with CRP	06:32 PM
Jack Trinqué	If they don't have OC They might have clicked the wrong number. The crp answering machine will list a few and what number to press.	06:33 PM
Rae Banaglorioso	i was still probing to help them out however they immediately realized they were calling a wrong number :joy:	06:38 PM
	hi guys, Greek boys calling in is there an option for us to let the kitchen printer print a ticket which determines whether order is paid or not?	Feb 02 2024, 10:53 AM
Jack Trinqué	Should be able to add a "paid line" to the kitchen tickets. That is added from back office Settings > Receipt templates.	10:56 AM
Rae Banaglorioso	ill reach back thanks !	10:56 AM
	hi do we have an option for printers to print darker?	03:52 PM
	cx calling in claims its printing but unreadable.	03:52 PM
	its gray, what might be the issue?	03:53 PM
Ernie Perez	maybe the printout is fading due to ink or printer	03:53 PM
	what kind of printer is it?	03:53 PM
Rae Banaglorioso	hardware, not software.	03:53 PM
	bixolon	03:53 PM
	for bixolon do they need to replace the ribbon?	03:55 PM
Scott Dickens	thermal or impact printer?	03:55 PM
Rae Banaglorioso	how do check?	03:56 PM
	how do they check? they dont know what type	03:57 PM
Scott Dickens	what model is it?	03:57 PM
Rae Banaglorioso	checking	04:01 PM
	its a thermal printer	04:04 PM
	how do they calibrate a thermal printer?	04:05 PM
	do we handle that or no?	04:05 PM
Scott Dickens	they need to make sure that their is nothing blocking the thermal head (the metal piece that moves up and down when you press on it)...sometimes scraps of paper can get stuck there	04:06 PM
	the thermal print heads do wear out over time...if its an older printer, they may need to replace it	04:06 PM
Dougie Stevens	How to get a gift card back to a \$0 balance?	04:23 PM

Scott Dickens	what's the history on it?	04:26 PM
Dougie Stevens	I'll have to get the card number from them. Cottage Cafe said that they tried to sell a gift card that's at \$0 but it tells them there is already a balance. Let me gather some more info	04:29 PM
Scott Dickens	it may have just told them it already exists (some people mistake that message to mean it already has a balance)	04:30 PM
Dougie Stevens	Ah I see	04:33 PM
	That's actually exactly what she said	04:33 PM
Rae Banaglorioso	context: cx doesnt want to have other roles to remove items, i did made sure that remove items option on BOH is set to NO. caller wants to make sure the she is the only one who can override the removal of items. we did change her code and removed the old one however when we tested it out the old code still works. again i did remove the old code. what settings do i have to check?	04:40 PM
	and i did restart the app checked on the new code if its saved. changes were saved.	04:42 PM
Jack Trinqu	So when they go to remove it, it asks for an override code, and the old one still work, or does it just remove it immediately without asking for a code?	04:43 PM
Rae Banaglorioso	heres the thing. we are currently on the phone. now its taking the NEW code earlier it didnt, BUT its still taking the old code. Now i just found out that some other tables doesnt require CODE it delete itself.	04:47 PM
Jack Trinqu	There are 3 different ways item removal overrides work. It can either require an override for removal after items are sent to the kitchen, after items are submitted, or anytime someone tries to remove an item. Which way they want that to work can be set under Settings > Overrides > Remove items.	04:47 PM
	by default it will usually only require it after it is sent to the kitchen. So that is likely why it isnt asking on the others.	04:47 PM
Rae Banaglorioso	how do we set it up that all removal will require code?	04:48 PM
Jack Trinqu	Settings > Overrides > remove Items set to All items	04:49 PM
Rae Banaglorioso	how about the code? its still taking the old one even after i deleted it	04:49 PM
	Rae Banaglorioso has shared a file image.png - 49.87 KB	04:50 PM
Jack Trinqu	if it is accepting the password, it will either mean it was not deleted or it is assigned to someone else as well. What location is this?	04:51 PM
Rae Banaglorioso	chef dees	04:51 PM
Jack Trinqu	send to me please 501	04:51 PM
Rae Banaglorioso	hi guys, is there an option for us to include sales made by the servers when printing their EOD?	06:19 PM
	cos what he mentioned is that they only see tips and gratuity. no sales included when printing the recpt.	06:20 PM
	where do i go to have sales included when printing ?	
Scott Dickens	not on end of day, but have them send a picture of what they're referring to	06:30 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 393.3 KB	06:33 PM
	where do i go for it to include the complete sales?	06:38 PM
	sale 0\$	06:38 PM
	it only includes tips and gratuity as per jairo	06:38 PM
	@Scott Dickens how about this?	06:53 PM

[@Scott Dickens](#) how about this.

Scott Dickens	Are they using tills? If so then the sale was assigned to a tool	06:55 PM
	*till	06:55 PM
Rae Banaglorioso	can we set it so servers will also have a record when printing or no?	06:57 PM
Scott Dickens	Would require some configuration	06:59 PM
	They'll need to get with deployment team on that	07:00 PM
Rae Banaglorioso	hi @Scott Dickens jairo here is claiming that he has other clients that can print the sales report even though a till is assigned to it. i advd him that he need to get deployment involved however he is insisting that its possible he just dont know how to have sales included when the servers/waiters close there own bank	07:31 PM
Scott Dickens	regardless its configuration and he needs to go through deployments on it	07:32 PM
Darren Sla	Anyone famillar with this ticket? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042230327	Feb 03 2024, 01:02 PM
	Anyone was able to speak to Kelly about tips need to be added? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042215508	01:04 PM
Dougie Stevens	@Scott Dickens you and Thomas are CC'd on that. Do we still do stuff for foosackly's?	01:04 PM
Scott Dickens	Eric reported it last night. I'm ahead working on it.	02:23 PM
Darren Sla	Thanks!	02:23 PM
	Anyone was able to speak to Kelly about this ticket that she has sent last night? https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000042215508	04:04 PM
	Anyone was able to speak to Kelly with this email that she has sent last night? https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000042215508	04:04 PM
	I just want to make sure before I respond to it.	04:04 PM
	Maybe Scott did but go ahead and respond on it.	04:05 PM
Darren Sla	Copy	04:05 PM
Dougie Stevens	@all anyone avialbe to set up Term 25 for Seville? They called in and they wanted to get it set up. They installed the hard drive that Ralph sent to us.	06:32 PM
	Do we setup their terminals for them or is that something Ralph does @Scott Dickens ?	06:59 PM
	Merchant that I spoke to told me that Ralph gave them the hard drives to them. Did not install it.	07:02 PM
Scott Dickens	it is something that ralph should be doing	07:10 PM
	but i'm not confident he even knows how	07:10 PM
Darren Sla	Darren Sla has shared a file image.png - 13.54 KB	Feb 04 2024, 11:22 AM
	Should I suggest to contact their Card processor ?	11:22 AM
Scott Dickens	The error they're getting indicates that the encryption on the device doesn't match the netepay they're using. Advise that they call in tomorrow	01:16 PM
Darren Sla	Copy that.	01:20 PM

[@Scott Dickens](#) what Darren Sla will do is that i will be on site on Feb 16. Device #12 will be

	@Scott Dickens I got Darrell calling he said that you sent him a new terminal for Darrels #18 and he wanted it to be set up now.	06:01 PM
	Are able to help him out about that?	06:01 PM
	Or anyone?	06:01 PM
Scott Dickens	i'll take care of it	06:02 PM
Darren Sla	You want me to transfer the call?	06:02 PM
Scott Dickens	no, just let him know i'll text him when done	06:02 PM
Darren Sla	Copy that.	06:02 PM
	Thanks!	06:02 PM
You	You have shared a file image.png - 127.84 KB	Feb 05 2024, 09:51 AM
Jack Trinique	Yea usually switching ports will resolve that.	09:53 AM
You	we tried all the ports and a differnet card reader, no luckl	09:53 AM
Scott Dickens	Restart computer	09:57 AM
You	You have shared a file image.png - 36.37 KB	10:05 AM
Jack Trinique	make sure it shows under devices and printers too. To ensure the computer still sees it.	10:19 AM
You	got it	10:23 AM
	but hes trying to have everything set up for the site before 4 our time if anyones available to help him	10:24 AM
	merchant is las palmeras tacoria	10:24 AM
Darren Sla	<i>This message has been deleted</i>	10:33 AM
	<i>This message has been deleted</i>	10:34 AM
	<i>This message has been deleted</i>	10:34 AM
	<i>This message has been deleted</i>	10:34 AM
	<i>This message has been deleted</i>	10:34 AM
You	https://mail.zoho.com/zm/#mail/tab/1707152611126100001 following up on royce's request, he also sent a ticket in	11:08 AM
Rae Banaglorioso	hi team, order counter not pulling up on a terminal, we did check task manager. and restarted the whole terminal, still not working what else can we do?	11:49 AM
	currently im walking thru the caller, there is an internet outage in the area	11:49 AM
	caller claims this happened to a different merchant and a rep walked thru the caller something about the profile or logs of some sort.	11:54 AM
Dougie Stevens	What merchant?	11:54 AM
	May be user.config file	11:54 AM
Rae Banaglorioso	can you enlighten me on that user. config?	11:55 AM
Dougie Stevens	C:\Users\ocpos\AppData\Local\OCPOSSuite	11:55 AM
	What is the merchant so I can verify?	11:55 AM

Rae Banaglorioso	morning fork	11:58 AM
	hi team, what do i do when i reach this part? C:\Users\ocpos\AppData\Local\OCPOSSuite i have the client on the other line	12:14 PM
	ordercounter wont run	12:14 PM
You	@Fred AI write instructions on removing the current user.config in this file path C:\Users\OCPOS\AppData\Local\OCPOSSuite\OCPOS_-_Point_of_Sale_Sui_Url_pvvvib4uqwccvdzo03t5arvovzmeuseo\1.0.0.0 and replacing it with another one in the folder	12:15 PM
	I'm sorry, but I'm unable to continue the conversation as the message history provided is incomplete. Could you please provide the complete message history or rephrase your prompt?	12:15 PM
	nvm	12:15 PM
	but uh go here C:\Users\OCPOS\AppData\Local\OCPOSSuite\OCPOS_-_Point_of_Sale_Sui_Url_pvvvib4uqwccvdzo03t5arvovzmeuseo\1.0.0.0 and delete the current user.config file and rename an older but recent one to user.config	12:15 PM
	@Fred AI write a quick guide on renaming the user config file	12:16 PM
	<i>This message has been deleted</i>	12:16 PM
Rae Banaglorioso	Gary Hadad calling for CC processing wanting to speak to tier 2 support.	02:26 PM
	anyone available?	02:27 PM
	CC setup	02:27 PM
	he is requesting a callback ASAP	02:33 PM
	nash - 337 401 9999 this is the number he provided me for a callback gary is on a plane and wants us to call this back ASAP	02:33 PM
	did restart terminals, 2 pax unit, and as well as the router	02:33 PM

Darren Sla	@all did we setup online ordering for Pratellis?	04:35 PM
Ernie Perez	don't recognize that one is it Petrella's Italian Cafe asking?	04:37 PM
Darren Sla	Yes.	04:37 PM
Ernie Perez	They do not have it included but I can drop by and speak with Tony about it today	04:37 PM
Darren Sla	As per merchant you created, the online order link?	04:40 PM
Ernie Perez	remote back office is different	04:41 PM
	maybe he's looking for that?	04:41 PM
Darren Sla	Ohh so it was the remote back office you have created and forwarded to Alessandra?	04:41 PM
	No, she is talking about the Door dash.	04:41 PM
Ernie Perez	Can you transfer that call? I'm not sure who this is but would like to speak with them	04:42 PM
	x504	04:42 PM
Rae Banaglorioso	hi guys, any update on this one? Gary Hadad calling for CC processing wanting to speak to tier 2 support. anyone available? CC setup he is requesting a callback ASAP nash - 337 401 9999 this is the number he provided me for a callback gary is on a plane and wants us to call this back ASAP did restart terminals, 2 pax unit, and as well as the router	04:59 PM
Scott Dickens	@Jack Trinqué - did you get this?	05:03 PM
Darren Sla	@all edge 1 demo device is asking for License, Should I just add a license on their partner portal account?	05:47 PM
	Darren Sla has shared a file image.png - 0.64 MB	05:47 PM
Scott Dickens	if they already have a demo merchant, then yes	05:47 PM
Darren Sla	Copy.	05:48 PM
Rae Banaglorioso	hi team, asking for assistance. is there any known issue for the version 13? updating the payrate turns back to \$0.00	06:19 PM
	Rae Banaglorioso has shared a file image.png - 6.99 KB	06:19 PM
	nvm	06:25 PM
	got it	06:25 PM
Darren Sla	@all do we sell kitchen printers?	06:40 PM
Dakota Post	To who?	06:42 PM
Darren Sla	To a merchant. Context: Nevada Diner called in they had a kithcne printer issue. It is now reoslved but they want to get a back up printer.	06:43 PM
Dakota Post	I will get back to you in a minute.	06:43 PM
Darren Sla	Thanks!	06:43 PM
Dakota Post	Yeah we can sell. Assign ticket to Jack to reach out to them tomorrow.	06:45 PM
Darren Sla	Copy that	06:45 PM
	Is it okay to give out instructions to Data compile?	07:32 PM

	@all may I know what feature on OOA to modify to make sure that there wont be instore payment?	Feb 06 2024, 10:38 AM
	Darren Sla has shared a file image.png - 34.84 KB	10:38 AM
	Context: Stuart Scoop want to make sure that the only payment available online are credit cards.	10:43 AM
	And no in store payments	10:43 AM
Jack Trinique	yea OC Cash is paying in store.	10:44 AM
Darren Sla	Thanks	10:44 AM
	Darren Sla has shared a file image.png - 256.1 KB	11:02 AM
Ernie Perez	Maybe @Scott Dickens or @Dakota Post might know	11:04 AM
Darren Sla	I think Clearing cache did the trick	11:10 AM
	@all can someone send Egift Liability form for Village Pizzeria, to Andrew Von Haugg? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042542090	11:27 AM
Scott Dickens	assign to me	11:28 AM
	actually	11:28 AM
	already had it up	11:28 AM
	Scott Dickens has shared a file village_egift_20240206.csv - 89.0 KB	11:28 AM
Darren Sla	Thanks!	11:28 AM
	I will send it to him.	11:28 AM
	Taking ticket back.	11:29 AM
	Darren Sla has shared a file image.png - 150.76 KB	11:36 AM
	I see, it is. I will ask them to update the version.	11:36 AM
	They are on 5.1.0.6	11:36 AM
Ernie Perez	yeah schedule update if it's ours or let partner know they have to schedule an update	11:43 AM
Darren Sla	They will update the merchant tomorrow.	11:44 AM
	I was communicating with the partner.	11:44 AM
Dougie Stevens	@Darren Sla or @Rae Banaglorioso Marion Cooper is going to be calling while we're in our meeting to test a card at Beatrice Station/Deese Station. I have everything ready for it, they just need to plug in the reader and have someone do a parameter download.	11:52 AM
Darren Sla	Darren Sla has shared a file image.png - 267.74 KB	12:09 PM
	Darren Sla has shared a file image.png - 152.99 KB	12:09 PM
Scott Dickens	have him check the connection on the other side that plugs into the device	12:09 PM
Darren Sla	It should have a green light on the VP8300 right?	12:10 PM

Ernie Perez	yeah one	12:16 PM
Darren Sla	Yep, it is ligthing up. But it is not being detected	12:16 PM
Ernie Perez	You unplug from the bottom of the reader and plug back in?	12:17 PM
Darren Sla	Not yet, Calling him back now.	12:17 PM
	No luck, still not showing. I even tried to disable USB ports on device manager just to see then enable it. It still see the 2 devices Bar Code scanner and Printer, but not the VP8300	12:23 PM
Ernie Perez	Swap it with another reader to see if issue follow device or the cable.	12:31 PM
Darren Sla	There is only one card reader I think, this is for Beatrice Station. Marion was asking if there is extra card reader available at HQ, just in case he needs to drive today to get it replaced.	12:36 PM
Ernie Perez	Oh make sure he brings cable and reader but yeah we can swap one I think	12:38 PM
Darren Sla	Should we proceed with replacing it?	12:40 PM
Ernie Perez	Yeah	12:51 PM
Darren Sla	Copy, I will let him know.	12:52 PM
	he'll be there after 2 hours	12:54 PM
Ernie Perez	I'll be in a meeting at that time maybe someone else can help him at that time. Fyi	01:04 PM
Rae Banaglorioso	Hi team asking for assistance. bixon kitchen printer. MID: wing madness term 004 SPRINGFIELD not working caller claims that other terminals are able to send the tickets to the printer however this termo004 doesnt. anyone availalbe to set it up?	01:17 PM
	we did restart and unplug re plug the ethernet. still not working	01:10 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042542493	01:13 PM
Darren Sla	Anyone can point me to the right direction on how to troubleshoot in the back end, This Bixon type of printer?	02:03 PM
Jack Tringue	There is a bixon OPOS driver, should just be called "Opos Setup Utility" That is where you will add and test the printer just like you would with epson opos.	02:10 PM
Darren Sla	When it is showing gray, means it is offline right?	02:11 PM
	Darren Sla has shared a file image.png - 350.52 KB	02:11 PM
Jack Tringue	Possibly, im not positive. Try to choose check health and see if it can. if not try to ping the Ip and that will be best way to know if it is online	02:12 PM
Darren Sla	It is grayed out	02:16 PM
Jack Tringue	you have to choose the device first then it will let you click it. Is this the one Rae was talking about? If other terminals can print to it it wont be a connection issues	02:18 PM
	it will likely be something with the terminal itself, either not set to print to the item, or set incorrectly.	02:19 PM
Darren Sla	Yeah, I did The check helaht is gryed out.	02:19 PM
Jack Tringue	it just let me do a check health on the server	02:19 PM
Darren Sla	I swear to god, I am double clicking that.	02:20 PM
	I've been doing that for the past 30 mins	02:20 PM
Jack Tringue	you wouldnt double click anything. just click printer name, then choose Check health or Modify Device	02:21 PM

Jack Trinique	you wouldnt double click anytning, just click printer name, then chnoose CheckHealth or Modify Device.	02:21 PM
	What is the overall issue though? So we can ensure that is resolved	02:21 PM
Darren Sla	Kitchen not printing	02:33 PM
	But it was just on pos 4 as per merchant	02:34 PM
Rae Banaglorioso	reaching back to wing madness	03:00 PM
Jack Trinique	its resolved, i talked to CRP already.	03:03 PM
Darren Sla	I saw the test print.	03:03 PM
Jack Trinique	Since other terminals were printing to the printer, it would mean it is a terminal issue not a printer issue. Issue was that printers werent setup correctly in printer settings	03:04 PM
You	fishing hole good to go	04:36 PM
Darren Sla	Thanks!	04:52 PM
	@all did we happen to have known issue with the receipt fonts? I received a total of 3 merchants that's having the same issue. As per them it started today, where the Receipt fonts (Credit) is bigger than it usually is.	05:24 PM
	@Jack Trinique I saw you took this ticket https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042550047 what did you do to get it resolved? Seems like similar to the two other tickets that I have.	06:08 PM
Rae Banaglorioso	question: whats the pw for this?	Feb 07 2024, 11:17 AM
	Rae Banaglorioso has shared a file image.png - 0.53 MB	11:17 AM
Darren Sla	This is all set.	11:18 AM
	@all did we send devices to "Colarusso 2.0" ? If yes may I have the tracking number please?	11:22 AM
Scott Dickens	Colarusso's 1 cash drawer drop shipped 1ZF325610396249583 1ZF325610395601596 1ZF325610398169602 1ZF325610399553613	11:24 AM
Darren Sla	Thank you!	11:24 AM
Rae Banaglorioso	Hi @Jack Trinique - jairo wants to speak to you regarding the batch issues for sunrise cafe. he claims that you have been working with him for it.	11:48 AM
Jack Trinique	I'm not able to talk to him at the moment. Let him know I'm in a meeting. Ask him what processor they use, and add it to the ticket. Let him know I'll email him once I'm done.	11:50 AM
Scott Dickens	its first data	11:51 AM
Jack Trinique	Yea James is wondering the actual processor as well. He saw an error in the logs that he needs clarification on.	11:51 AM
Rae Banaglorioso	card connect with first data.	11:52 AM
Darren Sla	Hey Guys, what type of server did we send to Pelicans Post? CONTEXT: I am speaking to Roger Miller they fixing the network of the merchant and they want to know if what is the server serial# or model type.	01:13 PM
Ernie Perez	sec	01:14 PM
	MinisFourm 32gb RAM	01:14 PM
	Ernie Perez has shared a file Invoice_5630_from_OrderCounter_Inc.pdf - 19.6 KB	01:14 PM

Darren Sla	@Ernie Perez so he is asking for dimension or the size of this server cause they're creating space for it. You happen to have any idea about that? He is asking for a call back with Someone that has in dept knowledge of it .	01:19 PM
Ernie Perez	ok, it's small and they shouldn't have to worry about it. It's a mini pc not a full size desktop pc.	01:21 PM
Darren Sla	That's what I said, he was asking for Matthew to call him .	01:22 PM
Ernie Perez	I emailed him about it	01:23 PM
Darren Sla	Thank you!	01:24 PM
Rae Banaglorioso	quick question, what are the factors why a tablet is not sending tickets to the kitchen? no error order has been sent but not printing	01:30 PM
	its not showing on the control panel too	01:30 PM
Dougie Stevens	Check to see if printer settings were set	01:30 PM
Rae Banaglorioso	yup2 i did check printers. i did test out a print however it comes and goes. sometimes it prints out tickets sometimes it dont. but no error.	01:32 PM
	only one tablet is doing it	01:33 PM
Ernie Perez	what merchant is that at?	01:34 PM
Rae Banaglorioso	B&J seafood tablet 2	01:36 PM
Ernie Perez	last one on db shows it printed at 1:12pm, when did they call about this?	01:41 PM
Darren Sla	They called probably an hour ago	01:42 PM
	I did a test myself earlier and it did print, But if its her access it wont.	01:42 PM
Ernie Perez	btw other terminals and tablets shows it's printing orders	01:42 PM
	if they login it doesn't print?	01:42 PM
Darren Sla	I think it was Rita who's trying to do the tests.	01:42 PM
	Yeah, I checked her try to send a ticket to the kitchen using tablet2 but it did not print .	01:43 PM
	When I did it, it printed.	01:43 PM
Ernie Perez	what item did y'all test with maybe it's not configured to print or did a custom item?	01:44 PM
Darren Sla	I tried Mozzarella sticks	01:45 PM
Ernie Perez	ok what did she try	01:45 PM
Darren Sla	And it is set up to that, she tried on her own. And it did not print	01:45 PM
Ernie Perez	same item?	01:45 PM
Darren Sla	Yes	01:45 PM
	It is happening on tablet2	01:45 PM
Ernie Perez	@Jack Trinqué have any idea on that?	01:46 PM
Jack Trinqué	Yea went through for me. I tried to sign into Rita's number to test it, but she wasnt clocked in so couldnt sign in. There arent any privileges that would prevent one person from sending though.	01:50 PM
Rae Banaglorioso	hi guys is there an option for us to remove APPLE PAY for payments?	02:50 PM
	@Jack Trinqué - is there a need for drivers update with seville? the one you setup yesterday? caller claims touch screen is not working	03:14 PM

Darren Sla	I opened up calibration on the screen, Have them do a quick calibration test.	03:50 PM
	Just follow the crosshair	03:50 PM
Jack Trinque	yea nothing additional should be needed. Calibration might help, if that doesnt allow them to touch either try to restart the computer.	03:53 PM
Darren Sla	Yep	03:53 PM
	@Jack Trinque it only detects the upper part of the screen.	03:59 PM
	On both terminal	03:59 PM
	28 and 29	03:59 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 21.73 KB	04:42 PM
Dougie Stevens	Your dm showed up blank for me	04:43 PM
	6505	04:43 PM
Rae Banaglorioso	on it	04:43 PM
	i might have problems with my internet connection.	04:44 PM
Dougie Stevens	I actually think it's me	04:44 PM
	I'm on WiFi	04:45 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 199.35 KB	05:01 PM
Scott Dickens	pending totals don't change when changing the date	05:01 PM
	its just the current pending total	05:01 PM
Rae Banaglorioso	oohh gotcha	05:02 PM
	Rae Banaglorioso has shared a file image.png - 402.25 KB	05:05 PM
Scott Dickens	got an sos code? i'll take a look...they could have a table that was removed from the table diagram with an order on it	05:06 PM
Rae Banaglorioso	466551643	05:06 PM
Scott Dickens	someone needs to log out	05:07 PM
Rae Banaglorioso	im out	05:07 PM
Scott Dickens	ok, that was the case	05:11 PM
	there were 3 tables that had been deleted from the table diagram with orders on them	05:11 PM
	i removed the orders	05:11 PM
	pending now reports \$55.91	05:11 PM
	which is the subtotal with the fee before taxes	05:12 PM
Rae Banaglorioso	DOMOOOOOOOOOOOOO!!!!!!!!!!	05:14 PM
	@Jack Trinque MPISILAND callin in we have kim on the other line, just looking for an update about the tech guys deployment they need to fix the terminal 2 and CC machine working today cos they will have an event	Feb 08 2024, 11:30 AM

	tomorrow.	
	heads up ill reach back to MPISLAND. might not be available for incoming call thanks.	12:36 PM
	Rae Banaglorioso has shared a file image.png - 309.03 KB	01:02 PM
Scott Dickens	in menu management, its the "request quantity" checkbox when editing the item	01:02 PM
Rae Banaglorioso	which part of the settings in back end to turn on email recpts?	01:42 PM
	on the rear display	01:42 PM
	Rae Banaglorioso has shared a file image.png - 38.14 KB	01:43 PM
	client wants to know if its possible in the rear display to have it displayed as an option for printing recpts	01:46 PM
Scott Dickens	it will be under settings -> rear facing customer display	01:47 PM
	edit the settings for the specific terminal and make sure email receipt is an option	01:47 PM
Rae Banaglorioso	hi option is on however, clients are not recving the email recpt. they checked spam	01:49 PM
	is there an option for modifiers to auto select??	01:53 PM
Jack Trinqu	Yea there is an option for auto add modifiers. Is this a new site? Will probably want to get a time setup with the deployment team if there are a lot of items and things they need to change.	01:56 PM
Rae Banaglorioso	how do i rename these pages?	02:06 PM
	Rae Banaglorioso has shared a file image.png - 86.17 KB	02:06 PM
	Page 1 page2 ...	02:07 PM
Dougie Stevens	Click on Page two again after activating it	02:08 PM
Rae Banaglorioso	was clicking on tapping on page 1 it doesnt let me rename Page !	02:10 PM
	Page 1	02:10 PM
	we good thanks guys !	02:20 PM
Dougie Stevens	Ah looks like it actually doesn't work on the back office as it does in the front end for some reason	02:21 PM
Rae Banaglorioso	thanks @Dougie Stevens ! @Jack Trinqu helped me with it . thank you guys	02:23 PM
	Rae Banaglorioso has shared a file image.png - 341.34 KB	04:46 PM
	caller wants to have it shown on the actual app.	04:46 PM
Scott Dickens	have to restart if it was just added	04:46 PM
Rae Banaglorioso	reaching back to cx	04:47 PM
	Rae Banaglorioso has shared a file image.png - 458.61 KB	04:59 PM
Jack Trinqu	Looked to show for me, make sure the person is assigned to the till.	05:01 PM
Rae Banaglorioso	all good !	05:01 PM
	i did re save it on the back office again then restarted the system unit.	05:03 PM

	thank you!!!!	05:03 PM
Ernie Perez	Anyone available to check on Darrells diner 11 terminal 2	Feb 09 2024, 07:54 AM
	Driving to the office	07:55 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 269.79 KB	10:33 AM
	anyone available to walk me through this error? merchant is currently doing an EOD.	10:41 AM
Ernie Perez	looks like a test order can't go to checkout if nothing is on it	10:43 AM
Rae Banaglorioso	how to delete it?	10:43 AM
Ernie Perez	with the cancel button but i checked what items were on it first with the edit button	10:44 AM
Rae Banaglorioso	thanks!!	10:45 AM
Ernie Perez	ran eod too. np	10:45 AM
Rae Banaglorioso	thanks @Ernie Perez	10:46 AM
	hi do we have OC app for phones?	12:56 PM
	caller claims she download an app on her phone.	12:56 PM
Ernie Perez	it only works if it's setup through us, you can make a ticket with their contact information and we can get it going for them	12:57 PM
Rae Banaglorioso	NOTED !	12:57 PM
	i just wanna confirm, it isnt possible to automatically close the tab (paying full amount) when past the pre auth amount right? context: pre auth is set to \$100 caller asking why they have to swipe the card again. total bill amount is \$175.	01:13 PM
	caller is asking if its possible to take that \$75 left from the total bill without swiping it again	01:14 PM
Ernie Perez	what merchant is this? the pre auth would update to new amount as long as card has the funds for it	01:15 PM
Rae Banaglorioso	playhouse	01:16 PM
Ernie Perez	let me take a look at their settings	01:17 PM
	looks like it's off for bar tabs but they have incremental on so we could enable it for bar tabs	01:19 PM
Rae Banaglorioso	great! caller was requesting for it. so they dont have to swipe again right? it will just automatically take out once client is checking out?	01:20 PM
Ernie Perez	i'll enable it for bar tabs to pre-auth they can run a test with you	01:22 PM
Rae Banaglorioso	hi guys, just want to know if theres a scheduled setup POS for quickstop? caller looking for @Ernie Perez wanting to setup a POS.	01:28 PM
Ernie Perez	i don't have anything scheduled	01:31 PM
	who is it?	01:31 PM
Rae Banaglorioso	i have marion cooper on the line.	01:31 PM
Ernie Perez	oh its the scanner	01:31 PM
	did he swap it out	01:31 PM
Rae Banaglorioso	yup2 he did	01:32 PM
Ernie Perez	ok, it was setup and working with Jack earlier today	01:33 PM

	is it not scanning?	01:33 PM
Rae Banaglorioso	its not working. thats what he said	01:33 PM
Ernie Perez	@Jack Trinqué any ideas?	01:34 PM
Rae Banaglorioso	when scanning, "There is a problem getting the gift card details".	01:36 PM
	this is the error	01:36 PM
Dougie Stevens	What's the barcode length	01:36 PM
Ernie Perez	go to sign off screen and go to credit card settings Ctrl alt \	01:36 PM
	and go enable the scanning	01:37 PM
	have them try again	01:37 PM
Rae Banaglorioso	Thanks @Ernie Perez	01:42 PM
	all good, i cant seem to find quickstop on splashtop, whats the name of it?	01:42 PM
Jack Trinqué	Smith's Grocery	01:43 PM
Rae Banaglorioso	THANK YOU ALL!	01:51 PM
	how do i check who is signed in in this till?	07:00 PM
	Rae Banaglorioso has shared a file image.png - 0.5 MB	07:00 PM
	can someone walk me thru?	07:01 PM
Dougie Stevens	Have them log in > control panel > till and bank manager > open till	07:01 PM
Rae Banaglorioso	doesnt do anything	07:01 PM
	Rae Banaglorioso has shared a file image.png - 477.27 KB	07:02 PM
Dougie Stevens	What doesn't do anything	07:03 PM
Rae Banaglorioso	when tapping the till	07:03 PM
	its a different access	07:03 PM
	i meant unresponsive	07:05 PM
Jack Trinqué	Have you restarted the software?	07:05 PM
Rae Banaglorioso	yup2	07:05 PM
Jack Trinqué	Check to see if anything shows up in the logs when you click the till button.	07:06 PM
	Usually easiest to delete the logs, try to click till again and see if any logs show up.	07:06 PM
Rae Banaglorioso	where do i check logs?	07:07 PM
Jack Trinqué	C:\ocpos\logs	07:07 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.76 MB	07:08 PM
Jack Trinqué	Are you still on call with them?	07:09 PM
Rae Banaglorioso	yup2	07:09 PM

Dougie Stevens	I'm checking on the terminal to see	07:09 PM
Jack Trinque	Let them know you'll call back I can take a look	07:09 PM
Dougie Stevens	Not one I've seen before Jack	07:10 PM
	Dougie Stevens has shared a file image.png - 316.41 KB	07:10 PM
Rae Banaglorioso	he wants it fixed with me cos they are packed	07:11 PM
Dougie Stevens	Jacks hopping on	07:11 PM
Scott Dickens	I haven't seen that before either. Maybe try restarting computer	07:16 PM
Jack Trinque	Yea about to do that. It's showing a keyboards log I've never seen before either.	07:17 PM
	Same after restart @Scott Dickens	07:20 PM
Scott Dickens	Just got home..., checking	07:26 PM
Darren Sla	Merchant Lynx just passed a call to me with their own merchant	Feb 10 2024, 04:04 PM
	They want me to set it up.	04:05 PM
	The main line is the MID di merchant lynx contacted us about this ?	04:09 PM
Scott Dickens	What do they want us to setup?	04:10 PM
Darren Sla	The way I am communicating with this merchant, seems like this is a new totally set up	04:11 PM
Scott Dickens	Like they don't have OrderCounter yet and want to get it?	04:11 PM
Darren Sla	There is	04:11 PM
	But they want me to walk them through on how to set up the tables. That's it. And when the call got merged Merchant lynx Bounced.	04:12 PM
	Little to know that this merchant is yet to be set up .	04:17 PM
Scott Dickens	Merchant lynx does that and does their own support	04:13 PM
Darren Sla	I dont know what that guy did, He bounced	04:13 PM
	I thought we will be doing a 3 way call.	04:14 PM
	He just let go of the phone and left the merchant with me	04:14 PM
	We did not even achieve anything lol. Cause the computer is not connected to the internet and I am basically trying to walk the merchant through on how to connect the device.	04:15 PM
Scott Dickens	He needs to reach back out to merchant lynx	04:15 PM
Darren Sla	I heard merchant is upset, she ranted on me instead.	04:15 PM
Scott Dickens	Who was the person on merchant lynx side, do you know?	04:16 PM
Darren Sla	Based on what I heard, they have 3 terminals to be set up.	04:16 PM
	Daniel	04:16 PM
	Who's POC for merchantlynx? I want to email them about the interaction that I had with their merchant.	04:30 PM
Scott Dickens	Igor	04:31 PM
Darren Sla	Copy, emailing Igor now.	04:31 PM

Scott Dickens	igor@merchantlynx.com		04:31 PM
Darren Sla			04:35 PM
	Email sent		04:35 PM
	Thanks!		04:35 PM
	Are we the one who handles Jojo Pizzas tips?		07:26 PM
Scott Dickens	yes		07:28 PM
Dougie Stevens	Assign to me and I'll get them submitted		07:29 PM
Darren Sla	Ticket assigned		07:29 PM
	Thanks!		07:29 PM
Dougie Stevens	Heads up: Darrell's Diner #6 will be calling to troubleshoot terminal 1 today around 12/1. Briana didn't have time this morning and that terminal kept turning off after fully powering on. I mentioned that someone would be walking her through a few things (try new power outlet, etc). If you're able to get it to stay on: I moved the kitchen printer to terminal 2 already, so change the printer settings to print out of 'newkitchen' for station 1.	Feb 11 2024, 07:29 AM	
You	is there a way for end users to reopen a clsoed till?		08:39 AM
Scott Dickens	No, can't reopen		08:40 AM
	Can open a new till with the total of the old one though using custom amount		08:41 AM
You	ty		09:34 AM
	is there a way to print sn old cashier report? the till doesn't show up in till manager		09:34 AM
	i was thinking i may need to reopen it in sql then print it from there but i'm not sure		09:35 AM
Dougie Stevens	They can reprint the till report altogether if they have the privilege on the back office to view closed. Are they group or strict?		09:35 AM
You	it's willie's, not sure		09:36 AM
	i'm logged in with my credentials but i couldn't view closed		09:36 AM
Dougie Stevens	If you go to till and bank manager, does it say group till or have an account name when the till is opened?		09:36 AM
	Managers may not have the setting to view closed		09:36 AM
You	i think i got it in reprinted the report		09:38 AM
Dougie Stevens	If they need to see the sales of individuals, the back office till reports or transaction report (sort by employees) will show them that.		09:38 AM
You	does it display the cashiers assigned to the till?		09:38 AM
	i showed that to her before she said she needed it printed out		09:39 AM
Dougie Stevens	If it's a group till, everyone is assigned. They can't print cashier reports after closing the till		09:39 AM
You	ah ok gotcha i believe it is		09:39 AM
	ty		09:39 AM
Dougie Stevens	You're welcome bub		09:40 AM
Darren Sla	Good mornign guys, how can I reactivatea support user on BOH?	Feb 12 2024, 08:38 AM	
	Cause I know if it is a support user you wont be able to see them on employee list		08:39 AM
You	probably find the support user's employee id then go to it in the back office		08:40 AM

You	probably find the support user's employee id then go to it in the back office	08:40 AM
	there might be a status for it in the db	08:40 AM
Darren Sla	I am at the BOH.	08:40 AM
You	like supportuser = Y or something, what location?	08:40 AM
Darren Sla	843784907 NLRS	08:40 AM
	They want their own support user to be reactivated.	08:41 AM
	It was a demo account for tavern42	08:41 AM
You	ok i found it an activated it	08:47 AM
	You have shared a file	08:47 AM
	Untitled.sql - 154 Bytes	
Darren Sla	Is there a way to know if the version has been recently updated?	09:30 AM
Jack Trinique	select * from log_updates will show the updates and when they were changed to it.	09:30 AM
Darren Sla	Thanks! Context of this is: They have updated the version but the emails are still not being saved.	09:32 AM
	For report purposes.	09:32 AM
Rae Banaglorioso	bumping on these tickets: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042732446 https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042749272	09:53 AM
	anyone who knows the networking in little mexican steakhouse?	10:13 AM
	server is connected to network 7, terminals are connected to network 3, terminals cant connect	10:14 AM
Jack Trinique	check the IPs, network name doesnt always mean its different	10:15 AM
	server doesnt appear to be online at all, that is likely why the terminals arent connecting.	10:15 AM
Rae Banaglorioso	was checking little mexico my bad -,,-	10:16 AM
Jack Trinique	Oh I see, you are looking at Little Mexico Restaurant server. The Restaurant and Steakhouse are two differnet locations.	10:16 AM
Rae Banaglorioso	troubleshooting the server with pat now.	10:16 AM
Jack Trinique	Awesome!	10:16 AM
Rae Banaglorioso	thanks jack !	10:17 AM
	minis forum keeps shutting down black screen @Jack Trinique	10:20 AM
	no HDMI signal	10:31 AM
Jack Trinique	so it starts up and then goes to a blank screen?	10:34 AM
Rae Banaglorioso	yup2	10:34 AM
	no hdmi signal, we tested a different box since she has extra and monitor is working	10:35 AM
Jack Trinique	doesnt show as coming on at all on our side. When they say it comes on does it show windows home screen and sign in properly?	10:35 AM
Rae Banaglorioso	it doesnt now reach to that point	10:36 AM
Jack Trinique	ok need to figure out what it does get to then, to see if it is something with the drive, power, etc...	10:36 AM
		10:37 AM

Rae Banaglorioso	box is on but goes to no hdmi signal immediately	10:37 AM
Jack Trinqué	make sure the power light is blue on the front of the minis forum as well. They might be pressing the power button on the screen not the computer	10:37 AM
	looks like it just came on, that was probably it	10:39 AM
Rae Banaglorioso	it took time to boot up	10:41 AM
Jack Trinqué	awesome!	10:41 AM
Darren Sla	@all is there a way to find to which merchant the license is activated to?	10:52 AM
	Or where I can just type in the license and the result will show?	11:03 AM
Ernie Perez	i think it needs to be searched by dev	11:04 AM
Darren Sla	Darren Sla has shared a file image.png - 35.1 KB	11:05 AM
Scott Dickens	send me the license and i can check	11:05 AM
Darren Sla	GTTMM-BXQZQ-BZZED-MGDCV-VXUUP	11:05 AM
Scott Dickens	that license was added to merchant called "" Potential Partner ""	11:07 AM
Darren Sla	Thanks!	11:07 AM
	@all the new version fixed the Email (Report BOH) not saving right?	11:08 AM
	@ Scott Dickens can we move that license to Softec Services?	11:18 AM
Scott Dickens	no, but they can use this license under SoftTec: KSDJU-XMSEK-WWFNK-HUUNJ-BYWFN	11:21 AM
Darren Sla	Thanks!	11:28 AM
Rae Banaglorioso	how to split the bill?	11:31 AM
	Rae Banaglorioso has shared a file image.png - 491.39 KB	11:31 AM
	how to split	11:31 AM
Darren Sla	Go to manage ticket	11:31 AM
	Then select the items and move it to the 2nd ticket.	11:32 AM
	It will split the bill.	11:32 AM
	Darren Sla has shared a file image.png - 319.05 KB	11:48 AM
Scott Dickens	connection issue	11:49 AM
	or wrong port is assigned...with verifone, its usally com 9...check device manager to see if virtual com port exists under "Ports"	11:50 AM
Darren Sla	They only have 5 ports	11:51 AM
	Darren Sla has shared a file image.png - 145.03 KB	11:51 AM
Scott Dickens	so its either not connected or the driver hasn't been installed	11:52 AM
Darren Sla	As per merchant it has been in and out.	11:52 AM

Dougie Stevens	They need to make sure the connection itself is secure	11:53 AM
Darren Sla	Darren Sla has shared a file image.png - 362.9 KB	11:53 AM
Dougie Stevens	There's a slot for their fingers above the stand	11:54 AM
	They just need to put there fingers in there and pull up	11:54 AM
Darren Sla	Thanks!	11:54 AM
Dougie Stevens	You're welcome	11:54 AM
Darren Sla	@all anyone can help me with this situation please. NLRS wants to update a terminal but it wont update it will say it is upto date.	12:39 PM
	Currently it is on 5.1.0.9 they want it to be on .16	12:40 PM
	Nvm I think I got it.	12:50 PM
	Darren Sla has shared a file image.png - 269.1 KB	01:00 PM
Scott Dickens	open task manager and close apache from there	01:01 PM
Darren Sla	Thanks	01:02 PM
	After update it asked for Serial number for activation.	01:03 PM
	Darren Sla has shared a file image.png - 155.06 KB	01:03 PM
Jack Tringue	that looks like old activation screen, it might not have updated fully. What version were they updating to?	01:05 PM
Darren Sla	To 5.1.0.16	01:05 PM
Jack Tringue	sos?	01:05 PM
Darren Sla	391103418	01:06 PM
Jack Tringue	this is a demo?	01:07 PM
Darren Sla	He did mention that it was a demo earlier	01:07 PM
Jack Tringue	yea they are on 4.3 so they might have done update wrong or didnt fully finish. Im starting it now	01:12 PM
Darren Sla	Cool, thanks!	01:14 PM
Rae Banaglorioso	how do we change the things we see in the dashboard BOH?	01:16 PM
Darren Sla	Example?	01:17 PM
Rae Banaglorioso	preferences. \	01:17 PM
Darren Sla	Store address?	01:17 PM
	That needs to be on partner portal	01:17 PM
	Send me details	01:17 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.68 MB	01:18 PM
	the things included	01:18 PM
Darren Sla	Ohhh.	01:18 PM

	That, I dont know yet.	01:18 PM
Jack Trinque	Settings > Dashboard should allow you to change what sections show and dont show	01:19 PM
Rae Banaglorioso	thanks !	01:20 PM
Darren Sla	Darren Sla has shared a file image.png - 294.35 KB	02:00 PM
	I tried having them move the usb into a different port.	02:00 PM
	Still the same	02:00 PM
	They have VP8300	02:00 PM
Ernie Perez	its not seeing datacap software either update the terminal credit card settings to the correct computer/ip address that is running netepay or make sure netepay is running on that computer	02:01 PM
Darren Sla	i dont see NetEpay on this terminal	02:02 PM
	No app as well .	02:03 PM
Ernie Perez	crtl alt \ settings say it's on the terminal you are on?	02:03 PM
Darren Sla	It is on temrinal 1	02:04 PM
	Ip is showing on terminal 1 I think. Cause this is terminal 2 and they have 192.168.1.5 on Hostname	02:05 PM
	And this is 192.168.1.4	02:05 PM
Ernie Perez	what site	02:08 PM
Darren Sla	775496930	02:08 PM
	BPS account	02:08 PM
Ernie Perez	is it new?	02:09 PM
Darren Sla	I dont think so, He said that the other terminal is working this is the only one that is not . I assume it is not new account.	02:09 PM
Ernie Perez	check firewall and if the ip of term1 is still the same as what you have in the cc settings of term2	02:10 PM
Darren Sla	on it	02:12 PM
	IP on terminal 1 is different	02:14 PM
	and NetEpay was not running	02:14 PM
	It is now working. I updated the IP	02:15 PM
	Thanks @Ernie Perez	02:15 PM
Ernie Perez	make sure that netepay is set to launch on startup	02:20 PM
Darren Sla	Aynone need this ticket? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042969802	03:58 PM
Rae Banaglorioso	how to do a manual credit card payment where you tyoe in the card number?	04:15 PM
	type*	04:15 PM
Darren Sla	Depends on what device do they have.	04:15 PM
	Whos this?	04:16 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	04:17 PM

	image.png - 0.53 MB	04:17 PM
Darren Sla	Darren Sla has shared a file	04:17 PM
Rae Banaglorioso	image.png - 319.69 KB	
	Rae Banaglorioso has shared a file	04:18 PM
	image.png - 43.33 KB	
Darren Sla	Who is this?	04:18 PM
	The manual entry needs to be set up.	04:18 PM
	Nvm I see it	04:18 PM
	@all this should be the manual entry right? IDTVP8300_DATACAP_E2E	04:21 PM
Ernie Perez	yes	04:22 PM
Jack Trinqu	if it shows the same error, the datacap drivers might not fully be installed.	04:24 PM
Rae Banaglorioso	hi partner calling in, claims that she is a reseller, wants to log in dealer portal and currently in zoho. user, or an agent.	04:28 PM
	where can she go to access dealer portal	04:29 PM
	she is working with royce	04:30 PM
Scott Dickens	https://partners.ordercounter.com/	04:30 PM
	do they have a login?	04:30 PM
	if not they need to get with Travis/Matt	04:30 PM
Rae Banaglorioso	how do they request? is it via email or otp?	04:31 PM
	they dont have a log in, how do they request?	04:33 PM
Scott Dickens	they need to reach out to Travis or Matt	04:35 PM
	if they're a partner they should have one of their contact	04:35 PM
	if not, get their details and send it to travis/matt	04:35 PM
Rae Banaglorioso	she'll contact matt.	04:36 PM
Darren Sla	Hey Guys? Is there a report that shows quantity left or current quantity on hand other than showing quantity on the item?	05:33 PM
	Also is there away to have inventory counts on Modifiers?	05:37 PM
Rae Banaglorioso	who should lynx be calling for menus? they want assistance on the whole menu.	06:25 PM
	to set up everything with me to print in the kitchen.	06:26 PM
	currently otp with them	06:27 PM
Dougie Stevens	So they need assistance on a menu build or just to know how to assign the printer?	06:34 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	06:34 PM
	image.png - 337.86 KB	
	hi guys. these are the errors i need assistance with	06:39 PM
	Rae Banaglorioso has shared a file	06:39 PM
	image.png - 328.41 KB	

Scott Dickens	Try EMV parameter download	06:40 PM
Rae Banaglorioso	thanks scott!!	06:43 PM
Ernie Perez	Ernie Perez has shared a file image.png - 22.51 KB	Feb 13 2024, 02:50 PM
	just spins on loading or is blank	02:50 PM
Jack Trinique	make sure the sql server browser service is running	02:51 PM
Ernie Perez	it's running, i restarted the service but it's doing the same. I've restarted pc in the past, would there be another service i could restart?	02:53 PM
	Restarting PC I'll see if that fixes it	02:55 PM
You		
	<i>Robert added Red Bercero,Rogie Logronio</i>	02:55 PM
Ernie Perez	did not fix with reboot. any ideas jack?	02:59 PM
	reinstall?	03:05 PM
Darren Sla	@all good morning, are we the one who handles tip adjustments for Bourbon Blaze? or RMF?	Feb 14 2024, 08:01 AM
Ernie Perez	rmf changed name to resolute payments but you can email jordan for that	08:01 AM
Darren Sla	Jordan Harvey?	08:08 AM
Dougie Stevens	jordanh@resolutepayments.com	08:09 AM
	Correct	08:09 AM
Darren Sla	Thanks!	08:09 AM
Dougie Stevens	You're welcome homie	08:09 AM
Darren Sla	Darren Sla has shared a file image.png - 24.85 KB	08:14 AM
	They declined	08:14 AM
Jack Trinique	Ok, try to see if they have a way we can get it adjusted. or if it is a completely different processor that the merchant will need to reach out to.	08:19 AM
Darren Sla	on it	08:23 AM
	@all hey guys, I have Spencer on the line about to do an install for Hwy to India he said it was already scheduled today. He just dont know who was the one to help him out.	12:18 PM
Scott Dickens	@Ernie Perez i think	12:19 PM
Darren Sla	Copy I will let him know	12:20 PM
Ernie Perez	wasn't scheduled	12:22 PM
Darren Sla	He said it was scheduled.	12:23 PM
Ernie Perez	pass it over ext 504	12:23 PM
Darren Sla	Arigato!	12:24 PM
	Hey Guys, quick question. To make a payment using their In house accounts. On the payment screen, they just need to hit Add to account right?	04:05 PM

	And select the name of the account, correct?	04:06 PM
Scott Dickens	correct	04:09 PM
Darren Sla	Thanks!	04:10 PM
	@all anyone was working with Sevilles terminal setup? I spoke to Doug (Manager) he wants temrinal 25 to be set up.	04:20 PM
	He said the 28 and 29 is not finished because of the touch screen issue,	04:21 PM
	So he just want the 25 to be set up instead.	04:21 PM
Jack Trinqu	28 and 29 have been offline, I think rae was working on trying to uninstall and reinstall the touch drivers. I dont see 25 online either, do they have an SOS code?	04:28 PM
Darren Sla	121622745	04:28 PM
Rae Banaglorioso	was working on one of the terminals (seville 28 and 29), it was in the middle of installation after my shift ended last friday suddenly i think an outage occured all terminals were down. did try to reach back twice from the off, no answer 😊 will reach back as soon as i get back to the office.	04:35 PM
Jack Trinqu	@Darren Sla should be good to go. There isnt a card reader connected, so they will need to connect that, then run emv param download and test from there.	04:46 PM
Darren Sla	Awesome! I will let them know.	04:46 PM
	Thank you!	04:46 PM
	Any other reason why a printer wont reset?	05:24 PM
	Kitchen to be exact.	05:24 PM
	Hi team good morning, we received this email from The Village Corner "Hello guys, we have a terminal that was in the dinning room which had severe smoke damage. Would you like it sent back ? " Should we advised them to send it back?	Feb 15 2024, 08:08 AM
Jack Trinqu	@all is there a report that we can use that shows a specific tax code and the items attached to it?	10:57 AM
	The item performance report, you can sort by taxcode up at the top to see by item.	11:02 AM
Darren Sla	Nice, thanks!	11:02 AM
	@all I have NLRS on the line asking for the API for Tavern42	01:19 PM
	I told him that I will email it to him, he said that he wants to get it done now.	01:19 PM
	I can email him the API, if someone can give it to me that would be great.	01:22 PM
	Thank you, he said that it is not showing on their partner portal	01:22 PM
Scott Dickens	let me pull it up real quick	01:23 PM
	Location ID: 3123 API ID: c1a47d9a2ee0e376 API Key: ad2fe5f5d96b4ea60149979c4750e792	01:25 PM
Darren Sla	Thank you!	01:29 PM
	@all hey guys is it possible to have the online orders to be printing without the Ingredients?	01:58 PM
Scott Dickens	not sure what you mean...is it printing differently than in store?	02:16 PM
Darren Sla	So they want to change the way the online orders print to the kitchen	03:00 PM
	That's not possible right?	03:22 PM
Scott Dickens	no, it uses the same order method template as instore	03:22 PM

Darren Sla	I understand.	03:23 PM
	Thanks!	03:23 PM
	@Scott Dickens the on the API is showing Communication Link " Not Established"	03:33 PM
Scott Dickens	restart the software on the terminal designated as "server terminal"	03:35 PM
Rogie Logronio	@all , customer wants to access back end support but forgot the credentials, his asking how to get the logins for back end support	Feb 16 2024, 09:02 AM
Dougie Stevens	Is he the owner?	09:03 AM
Rogie Logronio	No, he's the sales rep	09:04 AM
Dougie Stevens	What location?	09:04 AM
Rogie Logronio	Greek boys	09:05 AM
Dougie Stevens	And what's the rep's name?	09:05 AM
Rogie Logronio	Brent	09:05 AM
Dougie Stevens	These have to be asked, not trying to make it harder, but have to ensure random people don't get access to the back office	09:06 AM
Rogie Logronio	I understand, he provided me the owner's email address	09:06 AM
Dougie Stevens	Gotcha, you can log in and just erase the password tied to his account and just make it his name 'brent' all lowercase and then save	09:06 AM
Rogie Logronio	Okay got it	09:07 AM
Dougie Stevens	Employees > click his acc in the drop down > click passwords > erase back office password and type in the new pass and save. After that, log out and have him log back in	09:07 AM
Rogie Logronio	Got it, Thanks dougie	09:16 AM
Dougie Stevens	You're welcome!	09:16 AM
	Can I have the ticket for this^	10:24 AM
Rogie Logronio	Yes, Already assigned it to you	10:35 AM
Dougie Stevens	Sweet!	10:35 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 206.95 KB	11:10 AM
Jack Trinqu	that will usually mean it was batched on processor side. @Ernie Perez can you get with their rep to ensure the batch is seen on their side. And have them check to make sure auto batch is off.	11:19 AM
Ernie Perez	yes! assign the ticket to me please	11:27 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 477.24 KB	11:29 AM
	how can i remove this one?	11:30 AM
Ernie Perez	think you have to find the account and remove email for them there	11:31 AM
Rae Banaglorioso	under employess?	11:31 AM
Ernie Perez	yeah	11:31 AM
Rae Banaglorioso	employees?	11:31 AM

Ernie Perez	yeah	11:31 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 453.2 KB	11:32 AM
Ernie Perez	maybe under a different name but go ahead and put these notes in the ticket and assign to jack	11:34 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 141.79 KB	11:44 AM
	cant mark as complete	11:45 AM
Scott Dickens	checking on this one...the address is missing	12:22 PM
	fixed, i was able to manually assign the address to the order	12:26 PM
Rae Banaglorioso	reaching back	12:26 PM
	Rae Banaglorioso has shared a file image.png - 0.74 MB	12:38 PM
	drawer	12:39 PM
Jack Trinique	its unable to check the drawer. Either isnt connected or just cant connect to it. make sure winprtspl isnt open and have them restart printer then try again.	12:40 PM
Rae Banaglorioso	drawer should be connected to the processor right?	12:40 PM
	or to the system?	12:41 PM
Jack Trinique	the printer	12:43 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 164.25 KB	01:00 PM
	when testing the device drawer opens	01:00 PM
Scott Dickens	uncheck the box next to the drawer and then restart	01:00 PM
	*restart winprtspl	01:00 PM
Rae Banaglorioso	do i save?	01:01 PM
Scott Dickens	yes, "save and restart"	01:01 PM
Rae Banaglorioso	on it	01:01 PM
	calling back qlab	01:09 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 193.13 KB	01:39 PM
Jack Trinique	ususally means it already batched on processor side. Is it a transaction from today?	01:45 PM
Rogie Logronio	Yes	01:47 PM
Jack Trinique	looks like the terminal recently went offline. If it was batched on processor side it will have to be added by them.	01:50 PM
Rogie Logronio	Okay. Thanks Jack	01:54 PM
Rae Banaglorioso	hi team, asking assistance with The big mansion they have been experciencing issues with there drawer and printer. we did unplug re plug. nothing works cx is kinda frustrated cos this has been happening 3 days in a row already and she has to call in from time to time.	02:00 PM

	term 007	02:00 PM
Scott Dickens	transfer to me	02:00 PM
	400	02:01 PM
Rae Banaglorioso	on it	02:01 PM
Scott Dickens	i didn't get it...did you transfer?	02:06 PM
Rae Banaglorioso	yup2	02:08 PM
	i did	02:08 PM
	is there a way for us to add "search button" on OC app? currently?	02:11 PM
You	anyone fimilar with a device batch error on dinos? didn't get a picture of it yet but he said its on the device	03:29 PM
	it's one of jakes merchants so i'm assuming he has to clear the db on the device or check the error?	03:29 PM
Jack Trinqu	not one on the device. They have been having connection issues. Last time we restarted their router and it was able to connect again.	03:30 PM
You	ah ok	03:31 PM
	so to get it fixed now would be to restart their router, what would the permanent solution be?	03:33 PM
Jack Trinqu	If that does fix it again, it could be something wrong either with their ISP or their router itself. They might want to look at getting a new router as id say that is most likely the reason if restarting fixes it again.	03:40 PM
You	gotcha ty	03:41 PM
	You have shared a file image.png - 84.34 KB	04:00 PM
	am i good to walk him through it or shoudl jake do it?	04:01 PM
Jack Trinqu	that should just mean it couldnt reach the other terminals device.	04:01 PM
You	mgith be terminal 2's card reader	04:02 PM
Jack Trinqu	yea try to check that one to see if it can access the card reader.	04:03 PM
	If they need to change IP here are steps under the "Setting the IP Address for Ethernet Connections" section. only need to do the first 6 steps.	04:08 PM
	https://heartlandpos.zendesk.com/hc/en-us/articles/5886585547163-PAX-A35-Setup-Guide-for-Heartland-Restaurant	04:08 PM
You	gotcha	04:09 PM
	its a a35 or s300?	04:09 PM
Jack Trinqu	a35	04:09 PM
You	alrighty	04:09 PM
Rae Banaglorioso	how do i assign a till to the employee instead of a group till?	04:24 PM
	just one terminal	04:25 PM
Jack Trinqu	would have to switch to a strict till. This would be for all terminals though, you would not be able to change that for just one terminal	04:25 PM
	if this is a new site, that needs to be done by the deployment team though, as they will need to go through the differences and ensure that is really what works best for their setup.	04:27 PM

Rae Banaglorioso	it riverside, shayne was just wondering if they can do it to just 1 till	04:27 PM
Rogie Logronio	Merchant wants to know where to check the items that do not get paid or removed, where do I check this in the back office	04:55 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.5 MB	04:55 PM
	Rae Banaglorioso has shared a file image.png - 0.58 MB	04:57 PM
Rogie Logronio	Cash Drawer won't open, how should I go about this?	06:47 PM
Rae Banaglorioso	all good ^	06:51 PM
	Rae Banaglorioso has shared a file image.png - 215.61 KB	Feb 17 2024, 12:32 PM
	Rae Banaglorioso has shared a file image.png - 199.53 KB	12:39 PM
	same issue, did restart pax and system and router.	12:39 PM
	@Jack Trinke	12:40 PM
	Rae Banaglorioso has shared a file image.png - 334.25 KB	01:02 PM
	what steps do i do here @Jack Trinke	01:02 PM
Jack Trinke	Make sure pax is connected to eth correctly. Should be the red port I believe	01:10 PM
Rae Banaglorioso	@Jack Trinke ohh my bad term 002 they dont really use. so its only term 001 that theyre using.	01:18 PM
	still same error	01:23 PM
	@Scott Dickens need help with batching this one please? can you route me to the right direction?	02:13 PM
Scott Dickens	batched	02:16 PM
Rae Banaglorioso	what happed? can you walk me through?	02:16 PM
Scott Dickens	the issue is they didnt run any transactions on terminal 2....we'll need to adjust the batching procedure for that	02:16 PM
	this is something we always want escalated	02:16 PM
Rae Banaglorioso	so how can i batch out where do i go? or you did batch it out using sql?	02:22 PM
Scott Dickens	i batched it out manually	02:23 PM
Rae Banaglorioso	TYSM !	02:45 PM
	Rae Banaglorioso has shared a file image.png - 23.44 KB	03:05 PM
Scott Dickens	go to credit settings and uncheck the prompt for tip setting	03:05 PM
Rae Banaglorioso	someone just emailed support thanks !	03:05 PM
	Rae Banaglorioso has shared a file image.png - 322.26 KB	04:18 PM
Scott Dickens	looks like its an offline transaction that has already processed	04:26 PM

	meaning the tip will need to go through the processor at that point	04:26 PM
Rae Banaglorioso	so they need to contact processor?	04:26 PM
Scott Dickens	no, assign ticket to jack, we'll handle it	04:27 PM
Rae Banaglorioso	ok2 thanks !	04:27 PM
	Rae Banaglorioso has shared a file image.png - 61.8 KB	Feb 18 2024, 10:22 AM
Dougie Stevens	Might be that there's no screen attached to it. You may have to do Remote Desktop from one of the temrinals	10:23 AM
Rae Banaglorioso	ohh	10:24 AM
	gotcha thanks @Dougie Stevens !	10:25 AM
	Rae Banaglorioso has shared a file image.png - 205.11 KB	04:02 PM
	Rae Banaglorioso has shared a file image.png - 269.18 KB	04:04 PM
	what does red lights blinking indicate when seen on a kitchen printer?	04:09 PM
Scott Dickens	malfunction with the printer...have them check paper and ribbon	04:11 PM
Rae Banaglorioso	i had them re insert the paper and checked for debris. all is well in terms of the paper. checked again thru opos adk still error	04:12 PM
	it only goes success when we power cycle but afterwhich goes back to error again	04:12 PM
	im able to ping the printer	04:17 PM
	Rae Banaglorioso has shared a file image.png - 256.19 KB	04:17 PM
Scott Dickens	then its a mechanical issue with the printer itself	04:17 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 137.32 KB	04:17 PM
Scott Dickens	yea, its not a network issue, its a problem with the printer itself	04:18 PM
	the flashing error light means something went wrong...it might need to be replace	04:18 PM
Rae Banaglorioso	reaching back	04:21 PM
Dougie Stevens	Dougie Stevens has shared a file VID-20240218-WA0001.mp4 - 5.1 MB	04:26 PM
	@Rogie Logronio this is what they still need. Sent in the wrong chat.	04:30 PM
Rogie Logronio	Ah yeah, I believe he mentioned that. What is the next step for that?	04:33 PM
	How do I set it to charge the tablet?	04:35 PM
Dougie Stevens	It's actually still unclear to me. We have a pdf but it doesn't say which orientation the tablet would be in to follow the lights. @Scott Dickens do you know for sure on this?	04:43 PM
	Is it tablet facing up or down?	04:43 PM
Rogie Logronio	@Dougie Stevens I just spoke with AI, we didn't discussed about the charger issue. I helped him with	

	another issue about setting up or assigning two items on the menu to the bar printer and that's it. I believe he's all good	04:55 PM
Dougie Stevens	Sweet	04:57 PM
Darren Sla	quick question, is there a report for actual gross profit where it removes cost and will only show the actual profi? Example :50.00 and sell it for \$75.. I want to know where i go to show me that i made \$25 in profit	Feb 19 2024, 11:02 AM
	Is it the cost report?	11:06 AM
Rogie Logronio	Hey guys, merchant is calling asking for recommendations regarding what label printer should they get for their business	11:55 AM
	any recommendations?	11:55 AM
	I belive they are also asking what kind of paper should they use	11:59 AM
Dougie Stevens	Who is it?	12:13 PM
Rogie Logronio	Spencer was asking for fresh vietnamese bistro	12:13 PM
Dougie Stevens	We use SNBC BTP L520s w/ 2" label paper	12:14 PM
	We do supply these as well if he would like to order them	12:14 PM
Rogie Logronio	Thanks dougie. I'll relay this message to him	12:30 PM
	@Dougie Stevens Spencer is asking for the price of SNBC BTP L520s and also the name of the sticker paper for the said printer	02:06 PM
Dougie Stevens	<i>This message has been deleted</i>	02:06 PM
	Nvm matts not in here	02:07 PM
	I'll get it to you shortly	02:07 PM
	@Scott Dickens Do you know the paper for this?	02:07 PM
	Let him know they will have to get with Rainie at CoCard for thaty	02:08 PM
Rogie Logronio	Noted	02:09 PM
Scott Dickens	not sure if it has a specific name but here is an example: https://www.amazon.com/ROLLO-Direct-Thermal-Barcode-Labels/dp/B08NDMLGDB/ref=sr_1_5?crid=3FXVLTGUFWRRS&dib=eyJ2ljoMSJ9.ekLTUmccep1ngpR-2PvPRgh1nGfNPllbmS0X9uM8m4Vlv1nSFM_KyaWQDF8xJdeIdAU2bq1rxZtwYX6ovQoHqNuefPXisGTJ4qbKBPGZSyKMvpnn6ln-9AXJinQtka0il1TbqmdsnG-QL0ubiZkM8rQvAG1CEwl8KI0Eb6xt8tVp_C6mBJ2bTMUcke6-FBTEuF_hXpVWwIG3JXqR_BpYtmUhz3ULkao2sniBHJ_3ldyUFRKF_XZERsNhOK3I7Aaw9GcTBLk7iuMY5Yo_71M5bSuHDtGPY2SET8diVYwP2FE0.09WFuKiOahUugG27GHLRtc67komNpFpqmUxIJK5Ehi0&dib_tag=se&keywords=label+roll+2%22&qid=1708373474&sprefix=label+roll+2+%2Caps%2C92&sr=8-5	02:11 PM
	it comes in different size	02:11 PM
Rogie Logronio	Thanks Scott	02:42 PM
Rae Banaglorioso	online ordering door dash not printing MID: Las Cazuelas ticket reference: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043659533	03:45 PM
Jack Trinqu	do we have an Order ID for the one that did not print? Does it show under pending or is it not showing there either?	03:49 PM
Rogie Logronio	@Dougie Stevens the SNBC BTP L520s printer, will this work for printing kitchen tickets? spencer was asking	04:04 PM

Scott Dickens	for printing kitchen labels, not standard kitchen tickets (its a different system/setup)	04:04 PM
Rogie Logronio	Gotcha	04:05 PM
Darren Sla	Darren Sla has shared a file image.png - 399.56 KB	04:32 PM
Jack Trinique	does the red error light come on, on printer after the first successful print?	04:33 PM
	sounds like the cutter isnt working	04:33 PM
Darren Sla	It was working earlier. But when they added the Bar code and restarted it, it stopped printing	04:34 PM
	Darren Sla has shared a file image.png - 288.29 KB	04:35 PM
	Darren Sla has shared a file image.png - 180.7 KB	04:35 PM
Jack Trinique	what location?	04:36 PM
Darren Sla	849927407	04:36 PM
	Sunrise	04:36 PM
Jack Trinique	have them restart printer and terminal.	04:47 PM
Darren Sla	That "receipt004" does not exist anymore, right? That keeps on popping up	04:50 PM
	I think that's the one that's causing it.	04:50 PM
Jack Trinique	no, thats the one I added in.	04:52 PM
Darren Sla	oh.	04:52 PM
	@Jack Trinique the new SOS code is 361155630	05:15 PM
	Still not working. Showing the same error	05:15 PM
	@Jack Trinique?	06:24 PM
	@Jack Trinique all set no need to look into it. Thanks!	06:37 PM
	Darren Sla has shared a file image.png - 25.69 KB	Feb 20 2024, 08:09 AM
Dougie Stevens	Please copy Matt on that email, and let Bryan know Matt will be reaching out. Assign the ticket to Matt as well	09:06 AM
Darren Sla	Copy that	09:09 AM
	Darren Sla has shared a file image.png - 82.51 KB	09:43 AM
Jack Trinique	will want to make sure the cash drawer is connected properly to the printer.	09:54 AM
Darren Sla	Yep, I made them do that.	09:54 AM
	I had Dan called the merchant and as per him they unplug and re-plugged it already.	09:54 AM
Jack Trinique	do you have sos?	09:57 AM
Darren Sla	Burger shake fries.	09:57 AM
	Term1	09:57 AM

	You just changed the printer?	09:58 AM
Jack Trinqué	should be good, had the wrong printer selected as the model	09:58 AM
Darren Sla	I will keep that in mind.	09:59 AM
	Thanks Jack	09:59 AM
	Quick question this might sound silly, But the system should automatically detect if an employee is already clocked in right? and it should not allow them to clock in again, correct?	11:33 AM
You	yea	11:33 AM
Darren Sla	No feature to modify correct?	11:35 AM
You	i dont believe so	11:36 AM
Darren Sla	Hi Guys, Igor is asking deployment status for Maggies Rodeo Saloon https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043783709	02:21 PM
Red Bercero	Hi guys Igor is asking about maggie Rodeo, He was unable to send an email to the employees for Daily reports ETC what to do on this one	03:40 PM
You	was he getting an error trying to send an email?	03:48 PM
Red Bercero	yes there was an error message	03:48 PM
You	sos	03:49 PM
Red Bercero	239280934	03:50 PM
	Red Bercero has shared a file image.png - 188.96 KB	03:50 PM
You	You have shared a file image.png - 113.75 KB	03:52 PM
	is he trying to send it to an email other than support@lynx-pos.com?	03:53 PM
Red Bercero	yes	03:54 PM
	to the employees	03:54 PM
Darren Sla	Hi Guys, We need to ship a tablet with pay payments to Summit point raceway. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043726981	04:17 PM
You	@Red Bercero it should work, have him try again and verify with the merchant	04:21 PM
Red Bercero	understood thanks robert	04:21 PM
	hi guys, Igor still can't see email reports he said on BOH this was fixed yesterday but it happened again	Feb 21 2024, 08:02 AM
	what to with this?	08:02 AM
	#37396	08:06 AM
Darren Sla	I tried it, it worked.	08:17 AM
	I don't know what Igor is trying to do tho.	08:17 AM
	@all do we use other app aside from RDP wrapper for tablet connections?	12:10 PM
Dougie Stevens	Older sites used thinstuff	12:10 PM
Darren Sla	How can I get a tablet connected to the server?	12:10 PM

	Using Thinstuff?	12:11 PM
Scott Dickens	is thinstuff installed?	12:17 PM
	if it is, it may need to be updated	12:17 PM
Darren Sla	Yes it is	12:17 PM
	One tablet is not connecting	12:17 PM
Scott Dickens	just one? others work?	12:17 PM
Darren Sla	Yes	12:17 PM
Scott Dickens	what location?	12:18 PM
Darren Sla	Holliers	12:18 PM
	Tablet6 as per merchant is not connecting	12:18 PM
Scott Dickens	can someone log out?	12:18 PM
Darren Sla	Im out	12:18 PM
Scott Dickens	ok, its licensed for 10 users so thinstuff isn't the issue	12:19 PM
	they may be connected to wrong wifi or the connection info may be incorrect	12:19 PM
Darren Sla	@all what is the feature to turn on for cash receipt to print out merchant copy and customer copy?	01:07 PM
	This is all set.	01:15 PM
	Thanks @Dougie Stevens	01:15 PM
Red Bercero	hello guys, Customer wants to purchase a tablet and is asking for a qoute?	02:12 PM
	who should i assign this to?	02:13 PM
Ernie Perez	depends on the customer sometimes but matthew would be who to assign to	02:13 PM
Red Bercero	understood	02:13 PM
Jack Trinique	Youll want to reach them directly as they wont check tickets assigned to them. Best to usually email Matthew about it.	02:14 PM
Red Bercero	on it thanks jack	02:15 PM
	Hi Guys, I do have a call earlier from Willies chicken shack, I've spoke with stephanie they said that they want to disable the pre submit removal is there any option that we can do that?	02:33 PM
Jack Trinique	They will need to reach out to Steve and get him to get with us to ensure the change is able to be made.	03:44 PM
Darren Sla	Darren Sla has shared a file image.png - 264.0 KB	04:31 PM
Jack Trinique	Highlight the information in white just below it and see what the actual error is.	04:33 PM
Darren Sla	Darren Sla has shared a file image.png - 78.26 KB	04:34 PM
Jack Trinique	how did they get to that page? Looked like it was trying to edit an item but didnt have the item information.	04:35 PM
Darren Sla	I tried tapping random empty box to attempt adding a new item	04:36 PM
	Merchant was trying to add an item	04:36 PM
	on BCU	04:36 PM

	on BOM	04:35 PM
Jack Trinqué	they can still add it by scrolling down.	04:36 PM
Darren Sla	Why does it shows the error?	04:37 PM
Jack Trinqué	Jack Trinqué has shared a file image.png - 129.61 KB	04:38 PM
Scott Dickens	i believe thats been fixed	04:41 PM
Darren Sla	on the new versions?	04:42 PM
	Darren Sla has shared a file image.png - 6.6 KB	04:42 PM
	Should we schedule them on update?	04:46 PM
	Darren Sla has shared a file image.png - 56.71 KB	Feb 22 2024, 11:04 AM
	Darren Sla has shared a file image.png - 73.33 KB	11:07 AM
	It will pop out even tho OC app is closed	11:09 AM
Dougie Stevens	Where?	11:09 AM
Darren Sla	148014020	11:09 AM
Dougie Stevens	dc	11:09 AM
Darren Sla	Dc'd	11:09 AM
Dougie Stevens	Dougie Stevens has shared a file image.png - 83.37 KB	11:10 AM
Darren Sla	ohhh	11:10 AM
	So after editing it, I just uncheck the box?	11:11 AM
Dougie Stevens	You don't have to edit it at all, just uncheck that box	11:11 AM
	If that box is ever checked, it will look for a customer screen	11:11 AM
	To be clear, they don't want customer screen on this?	11:11 AM
Darren Sla	There is a customer screen	11:11 AM
	They have a rear facing display	11:11 AM
Dougie Stevens	I see	11:11 AM
	Dougie Stevens has shared a file image.png - 28.96 KB	11:12 AM
	proc needs to be the same terminal number	11:12 AM
Darren Sla	I did see that	11:12 AM
	But I never thought it gets affected.	11:12 AM
Dougie Stevens	all set	11:13 AM
Darren Sla	Thanks!	11:13 AM

	Darren Sla has shared a file image.png - 166.78 KB	12:28 PM
Dougie Stevens	You sometimes have to change there and in the back office	12:29 PM
	And save both	12:29 PM
Darren Sla	Gotcha .	12:29 PM
Dougie Stevens	settings > restaurant info	12:29 PM
Darren Sla	Still did not update, I updated BOH as well	01:21 PM
Dougie Stevens	sos?	01:22 PM
Darren Sla	348028032	01:22 PM
	Is it because the DBA is showing different?	01:22 PM
Dougie Stevens	What doe sit need to be?	01:22 PM
Darren Sla	Maggie May's Rodeo Saloon	01:23 PM
Dougie Stevens	Scott or Jack any idears here? I see it pulled corrected from PP to BO but on the POS it's the original	01:25 PM
	I tried resetting bridge and master just in case	01:25 PM
Scott Dickens	if someone logs out i can check	01:25 PM
Dougie Stevens	out	01:25 PM
Darren Sla	Out	01:25 PM
Scott Dickens	https://media.tenor.com/MseHdHd4yRMAAAAC/kermit-ahhhhh.gif	01:25 PM
	Scott Dickens has shared a file image.png - 27.07 KB	01:26 PM
	it is the DBA name that shows there	01:27 PM
Jack Trinqu	Looks like merchant name was changed instead of the receipt header. That is locked as its merchant lynx, only scott and Thomas can change theirs.	01:27 PM
Darren Sla	That's what I thought.	01:27 PM
Scott Dickens	oh	01:27 PM
	i didn't know i was special while doing it	01:27 PM
Dougie Stevens	Lmao	01:27 PM
Scott Dickens	its Maggie May's Rodeo Saloon now	01:27 PM
Darren Sla	Thank you!	01:27 PM
Red Bercero	Hi guys, Quick question regarding with the online ordering set up	02:52 PM
	what to do with that	02:52 PM
Jack Trinqu	not sure what you mean. Someone is trying to setup online ordering?	02:53 PM
Red Bercero	yes they want me to help them out	02:54 PM
Jack Trinqu	Would need to be something that is scheduled. Who is it for?	02:54 PM
Red Bercero	Taqueria Zamora #37541	02:54 PM

Jack Trinquere	was it the actual restaurant or the partner?	02:55 PM
	nvm I see another ticket on it. Ill take care of it!	02:58 PM
Red Bercero	right tysm, Currently tied up on another call apologies for the late response	02:59 PM
	Chip reader won't read anymore we had him clean the chip reader and param download . However it didn't fix the issue	03:43 PM
Dougie Stevens	What error are they getting?	03:44 PM
Red Bercero	NO error tap works it's just that the insert is the problem	03:44 PM
Dougie Stevens	Are they attempting to insert a card that can tap?	03:45 PM
Red Bercero	yes multiple cards has been tested for insert but the tap works absolutely fine	03:45 PM
Dougie Stevens	If they are inserting a card that can tap, they will get an error because it will try to grab the card data using tap while attempting to grab it using insert	03:46 PM
	They need to tap if they can tap	03:46 PM
Red Bercero	Okay so what do i need to do next?	03:47 PM
	Cause they're seeking for replacement	03:48 PM
Dougie Stevens	You need to verify if they're attempting to insert a card that can use tap	03:48 PM
	If they are, then they need to only use tap and not insert	03:48 PM
	What type of card reader is it?	03:48 PM
	Also what merchant?	03:50 PM
Red Bercero	Willie chicken shack 37537	03:51 PM
	I asked him to take a picture of the card reader	03:52 PM
Dougie Stevens	It's going to be one that we supply	03:52 PM
Red Bercero	The email you sent is showing that it's that the credit card processor is down	03:52 PM
	Red Bercero has shared a file image.png - 305.74 KB	03:52 PM
	yes	03:53 PM
	here's the card reader	03:53 PM
Dougie Stevens	Please find out if they're attempting to insert a card that has the ability to tap	03:53 PM
	If they are, then they need to only do tap or they will always get an error	03:53 PM
	If it's that the card cannot do tap and they're attempting to insert, then that is another deal	03:54 PM
Red Bercero	Yes they are but he also wants it to be dual purpose he said	03:55 PM
Dougie Stevens	It is	03:55 PM
	The insert should work if the card cannot tap	03:55 PM
	If the card can tap, they will always get an error if they try to insert	03:55 PM
	It goes tap > insert > swipe	03:55 PM
	when the customer doesn't have a tap they insert their card and they wait for a couple of minutes and nothing happens that's what he says	03:58 PM

Rae Banaglorioso	he's emphasizing that the card reader is the problem	03:59 PM
	already explained to him, However what he's saying is that when customer doesn't have a tap they pay via insert and it won't work	04:01 PM
	Rae Banaglorioso has shared a file image.png - 5.57 KB	Feb 23 2024, 10:58 AM
Dougie Stevens	Please don't pickup a call from Steve Voisin	10:58 AM
	It's fo rme	10:58 AM
Red Bercero	Hi guys! I do have a question?	01:25 PM
	I spoke with kathy from walk about cam and RV PARK	01:26 PM
	The icons on the menu, The Icons aren't showing up .	01:26 PM
	Red Bercero has shared a file image.png - 342.41 KB	01:26 PM
	Red Bercero has shared a file image 1.png - 426.09 KB	01:27 PM
	Red Bercero has shared a file image 2.png - 308.81 KB	01:27 PM
	She said she badly needed this fix because there's a wedding at 4 Oclock	01:27 PM
Jack Trinique	Im not sure what you mean by they arent showing. They cant add them to the order? Or its showing the wrong pictures? Or are there more that should be there?	01:28 PM
Red Bercero	wrong pictures	01:29 PM
Jack Trinique	check under menu management and make sure they are the right pcitures there. If they just changed them you might restart teh software as well to ensure they update.	01:30 PM
Red Bercero	so I just sign off?	01:30 PM
	All good	01:37 PM
	thanks jack	01:38 PM
Rae Banaglorioso	Hi guys, I need assistance, I already added the printer receipt 6 wnprts tool successful however on the Order counter it's not showing. This is a demo set up for JAIRO SOS CODE: 202853307	01:58 PM
	Rae Banaglorioso has shared a file image.png - 281.64 KB	02:18 PM
Jack Trinique	You wont use time sets for that. Go to Menu > Promotions and a price level promotion will be made from there.	02:23 PM
Rae Banaglorioso	ooooooooh my bad	02:31 PM
	Rae Banaglorioso has shared a file image.png - 264.23 KB	02:38 PM
	Rae Banaglorioso has shared a file image.png - 115.33 KB	02:40 PM
Jack Trinique	should be good, they didnt have any multiples selected so it wasnt able to be selected at all	02:44 PM
Rae Banaglorioso	oh thanks jack	02:50 PM

	how bout the keyboard not showing up under min	02:50 PM
Dougie Stevens	They need to update most likely for that button to show up	03:52 PM
	It's in a later release	03:52 PM
Red Bercero	I'm not familiar with these one, Customer wants to add a discount key on the POS	04:47 PM
	and they want it to be labeled as voucher he said	04:47 PM
	Matt from Pacific dining (ARC)	04:48 PM
	Can someone help me with this	04:49 PM
	Hi, Can someone help me with this, Customer accidentally placed 200 dollar tip instead of 2 dollars	05:33 PM
	this is on online ordering	05:34 PM
	can someone walk me thru?	05:34 PM
	they should be able to change it on the add tip screen if they're using datacap	05:36 PM
	if not, they'll need to issue a refund to the customers card through control panel -> issue refund	05:36 PM
	Red Bercero has shared a file image.png - 243.15 KB	05:37 PM
Scott Dickens	would need to sign in as a manager instead of bartender, but yes	05:38 PM
Red Bercero	Red Bercero has shared a file image.png - 58.89 KB	05:40 PM
Scott Dickens	yea, just add the correct tip there	05:42 PM
Red Bercero	<i>This message has been deleted</i>	05:44 PM
	Red Bercero has shared a file image.png - 28.95 KB	05:44 PM
	changed it to 2 dollars, Quick question scott after this what else needs to be done? Do I manually need to Issue a refund or it will automatically refund the customer back with \$198	05:45 PM
Scott Dickens	it will make the adjustment before settlement so it will only actually charge the \$2 tip	05:46 PM
Red Bercero	understood tysm for the Help I appreciate it.	05:46 PM
	on the till and bank manager. Client says there is \$198 and she couldn't close it	05:49 PM
	and she contacted us back regarding this issue and had one of our team member run a couple of coding with it she said.	05:51 PM
	cause this has happened to her few days ago too, When a customer accidentally placed 500 dollars instead of 5	05:51 PM
	any advice to do?	05:51 PM
Scott Dickens	whats the location?	06:04 PM
	i see it in the screen shot	06:05 PM
Rogie Logronio	Backfins	06:05 PM
Scott Dickens	fixed	06:06 PM
Red Bercero	tysm Scott I'll let the client know	06:07 PM

Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 243.45 KB	06:16 PM
Dougie Stevens	Make sure RDP wrapper is updated on the server Program files > RDP wrapper > run auto update as admin	06:20 PM
	After it's done, open RDP Conf and ensure authentication is set to default RDP > then save	06:20 PM
Rae Banaglorioso	@Dougie Stevens las palmeras is disconnected to the server	06:27 PM
Dougie Stevens	What do you mean by this?	06:29 PM
	Also is this the restaurant or the grill?	06:29 PM
Rae Banaglorioso	nvm it wont let me enter earlier.	06:32 PM
	Rae Banaglorioso has shared a file image.png - 350.58 KB	06:32 PM
	am i doing it right?	06:33 PM
	whats next? have the tablet restarted?	06:34 PM
Jack Trinique	Should be able to connect it now	06:34 PM
Rae Banaglorioso	waiting for their response, talking to baltazar via email	06:56 PM
	Rae Banaglorioso has shared a file image.png - 49.56 KB	Feb 24 2024, 09:57 AM
Jack Trinique	We can still help them. They likely downloaded the wrong thing. Make sure they go to sos.splashtop.com	09:58 AM
	If it's something you can easily walk them through that works too. But if needed redownloading should work.	09:59 AM
Rae Banaglorioso	cash drawer	09:59 AM
	not opening	09:59 AM
	Rae Banaglorioso has shared a file image.png - 73.26 KB	10:34 AM
	SOS: 020 587 648	10:35 AM
Jack Trinique	Is there an error light on printer?	10:35 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 53.2 KB	10:39 AM
	@Jack Trinique	10:39 AM
Jack Trinique	Ok, disconnect from computer I'll take a look	10:39 AM
Rae Banaglorioso	disconnected	10:40 AM
Jack Trinique	Should be good, loading back up now.	10:43 AM
	It was a star printer so had to check the star driver. Needed to connect it to new instance of printer since it was disconnected	10:43 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 73.21 KB	10:44 AM
Jack Trinique	That was an old one it just printed	10:46 AM

Rae Banaglorioso	ohh my bad. thank you!	10:47 AM
Rogie Logronio	Sweet. Thanks jack	10:48 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 39.03 KB	12:15 PM
	cant seem to find rdp wrapper in the server terminal and the rdp terminal. where to do i go to fix this issue?	12:15 PM
	coastal county, this is for a tablet	12:15 PM
Jack Trinqu	They need to open android processor app on the tablet.	12:16 PM
Rae Banaglorioso	hi just wondering whats the difference between, un-apply and void transaction when trying to void the transaction?	05:18 PM
Jack Trinqu	I apply allows you to reapply it to another order. Void fully voids it and cancels the transaction so the customer gets their money back.	05:19 PM
Rae Banaglorioso	goodmorning how do we add garuity button? is it possible?	Feb 25 2024, 01:23 PM
	Rae Banaglorioso has shared a file image.png - 80.59 KB	01:27 PM
	just wanna make sure	01:27 PM
	anyone?	01:27 PM
Jack Trinqu	Gratuity button will show under the manage tickets screen. They click "Grat" and it adds. Whatever percent you have set under gratuity amount is how much it is set to.	01:28 PM
Rae Banaglorioso	thanks jack !!	01:33 PM
	Rae Banaglorioso has shared a file image.png - 24.28 KB	02:10 PM
Jack Trinqu	You'll have to set the ip, right click and choose to configure. Under ip tab it should show the current ip. Make sure it's in the network then save. Then that will be ip you use in opos	02:11 PM
Rae Banaglorioso	i had them print the ip address by poking a pin at the back of the printer. 192.268.0.40	02:13 PM
	Rae Banaglorioso has shared a file image.png - 195.06 KB	02:13 PM
Jack Trinqu	Yea so that is what it is set to. Is that in the right network?	02:16 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 199.28 KB	02:16 PM
	my bad its 192.168.0.40	02:17 PM
	thats the correct ip	02:17 PM
Jack Trinqu	Make sure winprtspl is closed. Restart the printer if it is.	02:17 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.61 MB	02:17 PM

Jack Trinqué	did restart the printer too multiple times, and i had her switch the ports of the ethernet cable	02:18 PM
	i mean I advised her to plug the ethernet cable from the printer into a different port on the router.	02:20 PM
	she doesnt have an extra ethernet cable so we can rule out that its something with the cable	02:21 PM
	Good now. The network is 10.0.0.1 so the ip has to be in that network. You can see the network using ipconfig in cmd. I set it to 10.0.0.3 printer should be good now.	02:23 PM
You	customer signature not working at david’s bbq 23rd on terminals 2 customer display, is there supposed to be customer display settings on the login screen to reset it? i don’t see it	Feb 26 2024, 06:47 AM
Dougie Stevens	Closing OC will usually close the display screen as well. Best to check task manager though, because it will sometimes leave it open after closing OC. I think issues like this are typically rabbitmq related though	06:55 AM
You	rabbitmq's working fine, they said they usually have to restart the computer then calbrate it	07:09 AM
	appearntly this happens a lot for them	07:09 AM
	yeah restarting then calibrating fixed it, theys aid it happens regualrly tho	07:14 AM
Jack Trinqué	if it randomly loses calibration and stops allowing them to touch, likely need to reinstall the touch driver from hanasis.	08:13 AM
You	gotcha, do u have a dl?	08:31 AM
Red Bercero	hey guys	08:42 AM
	good morning!	08:42 AM
Rogie Logronio	Morning	08:47 AM
You	morning	08:50 AM
Rae Banaglorioso	garry hadad calling in.	03:43 PM
	looking for tier 2	03:43 PM
	MID : ducks bar and grill	03:44 PM
	anyone available?	03:46 PM
	gary is still otp, anyone?	03:49 PM
	im sorry its CHUCKS bar and grill	03:53 PM
Jack Trinqué	did he give any information about what the issue is?	03:55 PM
Rae Banaglorioso	naah he just wants to talk to tier 2	03:55 PM
	was trying to grab more information tho	03:55 PM
	anyone available for gary?	03:57 PM
	anyone available for gary?	04:05 PM
Jack Trinqué	send to me 501	04:16 PM
Darren Sla	Hey Guys,	Feb 27 2024, 09:57 AM
	<div>Darren Sla has shared a file</div> <div>image.png - 1.3 MB</div>	09:58 AM
Jack Trinqué	im not sure i see what they are referring to. could they retake the picture on the desktop to see if it might be more obvious?	10:05 AM

	be more obvious?	
Darren Sla	Seems like the screen is burnt from the inside	10:09 AM
	But only on that part	10:09 AM
	@all who's handling Duke's BBQ - Bamberg? Larry Sams is asking https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000044236704	10:16 AM
Dougie Stevens	Me and he should know it's me because I told him in an email on Friday. Is he calling in?	10:16 AM
Darren Sla	He just emailed.	10:16 AM
Dougie Stevens	Sweet. Give me that ticket	10:16 AM
Darren Sla	Ticket assigned.	10:17 AM
	Arigato!	10:17 AM
Dougie Stevens	Thanks!	10:17 AM
Darren Sla	What is our access code that we use for Toms Extreme?	10:34 AM
	Tried win8200, QWOP8200, POWQ8200 none of them working.	10:34 AM
Dougie Stevens	try qqpp8200	10:34 AM
Jack Trinique	qqpp8200	10:34 AM
Darren Sla	Thanks!	10:34 AM
	Darren Sla has shared a file image.png - 0.6 MB	11:27 AM
Jack Trinique	check rabbit mq is installed and can log in.	11:27 AM
Darren Sla	Yep it is not	11:28 AM
	RabbitMQ is running on services tho	11:30 AM
Jack Trinique	does it load if you go to localhost:15672?	11:29 AM
Darren Sla	nope	11:30 AM
	Darren Sla has shared a file image.png - 105.99 KB	11:30 AM
Jack Trinique	ok need to install rabbitmq then. Go to C:OCPOS\setup and there should be an install_rabbitmq option to open.	11:31 AM
Red Bercero	Hello guys! Eric from payteva is requesting for a call back about Data Base that needs to be downloaded he said.	11:32 AM
Darren Sla	Darren Sla has shared a file image.png - 320.27 KB	11:35 AM
	Oop nvm, it is still going.	11:35 AM
Jack Trinique	it wont work though. SOS code?	11:36 AM
Darren Sla	And it dissapeared, I dont think it installed properly, tried acessing localhost: 15672 again but nothing.	11:36 AM
	It is for Alibibi bar	11:37 AM
	@jack thanks!	11:43 AM

Red Bercero	Hi Guys, Jairo called back and he could no longer wait for the deployment team. He hung up the phone afterwards please refer to this ticket #37738	12:01 PM
	<i>This message has been deleted</i>	12:02 PM
	We're both on call, Can you plesse answer the other call anyone? thanks	01:46 PM
	hello guys,	03:15 PM
	jim pathos is a calling about the uber eats at the Tom's jr burgers, they just want to know if the issue has been resolved	03:19 PM
	Hi guys, There was a recent update at COCO Sawtelle earlier, After that their credit card payments are not working. Not really sure what to do? Can anyone help?	03:25 PM
Jack Trinique	any errors when they try to take payment?	03:26 PM
Red Bercero	I'll ask them	03:27 PM
Jack Trinique	Should be good now	03:29 PM
Red Bercero	thanks!	03:33 PM
	Currently on call can someone answer the other call please?	03:52 PM
	We are Currently on call can someone answer the other call please?	04:06 PM
	Spoke with AL gatlin, He said the QR code that was provided to him was not working and he needs a new one for Ciro's? any advice?	04:31 PM
Dougie Stevens	when did Al call?	04:34 PM
Red Bercero	earlier, around 4	04:36 PM
Dougie Stevens	I already spoke with him after this so give me this ticket	04:39 PM
Red Bercero	understood lemme assign it to you thanks	04:39 PM
Dougie Stevens	Sweet	04:40 PM
Darren Sla	@all anyone working on 4 bulls right now?	Feb 28 2024, 11:38 AM
Ernie Perez	what do they need?	11:44 AM
Darren Sla	Scott took care of it.	11:44 AM
	Thanks Ernie .	11:44 AM
	Darren Sla has shared a file image.png - 82.7 KB	11:57 AM
Scott Dickens	if qlaborate set this up (they used to do deployments for us), it should be !E!@Dd301!494	11:59 AM
Darren Sla	Worked.	12:01 PM
	Thanks Scott	12:01 PM
Scott Dickens	:thumbsup:	12:01 PM
Darren Sla	@all hi guys, can anyone help me on installing this Scale for Henry's?	12:21 PM
	Or if someone can point me to the right direction for this one.	12:22 PM
	Dougie will take care of it, ignore the message. Thanks!	12:37 PM
	Hi Guys, Are we the one who gave the devices for Doral North ?	12:41 PM

Scott Dickens	yes	01:05 PM
Dougie Stevens	Has someone worked with Jason Gray recent on old tavern's kitchen printer? He expressed frustration that it hasn't been resolved yet but I can't find a kitchen printer ticket for him from recent	01:33 PM
Darren Sla	He mentioned that to red yesterday, and he said I was the one who took care of it. I cant rememer handling old taverns kitchen printer tho.	01:34 PM
	I did not receive any calls from old tavern kitchen printer issue.	01:35 PM
	What I worked with him yesterday was the remove button on tavern42.	01:35 PM
	I dont see any tickets that relates to that call.	01:41 PM
	Oh sorry, it was not tavern42 it was alibi	01:42 PM
Dougie Stevens	May need @Jack Trinqué or @Scott Dickens to check into this. It looks like their KP has been failing. All I did was ping the IP of the prniter and then sent a test and my test kitchen ticket went through without an error screen.	01:45 PM
	This is old tavern	01:45 PM
Jack Trinqué	I see some errors from last night, that show this multiple times "Message: Error printing!" which is usually an error on the printer itself. They are using both star and epson on same terminal which is possibly, and most likely, what is causing the issue though.	01:51 PM
Dougie Stevens	Yeah I did let Jason know. He said he plans to get a U220 out there soon	01:51 PM
Jack Trinqué	yea that will be best thing to do next especially if its off and on, which it looks to be according to the logs. Likely epson and star fighting to print.	01:52 PM
Darren Sla	I can remember it now, so he was just asking how can get that issue fixed, it is working but it is in and out. He never asked me to log on to it and fix it for him. Cause he knows that it is in and out. I did ask Scott about that . And the best way possible is to replace the device .	01:56 PM
	Then he asked me to log on alibi .	01:56 PM
	And at that time, the printer was working.	01:56 PM
Dougie Stevens	Not a problem Darren, he does tend to bounce around some. He just called me about something else and then started going on about that printer	01:57 PM
Darren Sla	@all hey guys, what can I modify to turn on manual entry for Gift Cards if swipe fails ?	03:35 PM
Dougie Stevens	Should automatically give this option unless it's using an older version of OC with vp8300 passthrough	04:13 PM
Darren Sla	Darren Sla has shared a file image.png - 234.28 KB	04:18 PM
	They do have VP8300 yes.	04:18 PM
	Darren Sla has shared a file image.png - 266.15 KB	04:19 PM
Dougie Stevens	So what you'll have to do temporarily is go to OC Egift on the far right of the CC settings and uncheck passthrough	04:19 PM
	Then they can manually enter that number and then you can turn it back on	04:19 PM
	They need to be updated though	04:19 PM
Darren Sla	Darren Sla has shared a file image.png - 169.55 KB	04:21 PM

Dougie Stevens	Wrong directions	04:21 PM
	Datacap gift stripe	04:21 PM
Darren Sla	Working, Thanks @Dougie Stevens !	04:22 PM
	Anyone need this ticket? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000044791030	Feb 29 2024, 10:07 AM
Ernie Perez	not me	10:07 AM
Darren Sla	@all do we have a video for training for Bar tender to use? Like a crash course.	10:37 AM
Jack Trinqu	We do not. We do training for managers when they first open, and then that manager would train their staff. We do have a quick reference guide that goes through most things on the knowledge base though.	10:39 AM
	https://ordercounter.zohodesk.com/portal/en/kb/articles/quick	10:39 AM
Darren Sla	Hey Guys, who's handling hwy to india deployment?	11:45 AM
Ernie Perez	it's mine	11:45 AM
Darren Sla	Ticket assigned the they sent the table layout	11:45 AM
	Thanks!	11:45 AM
Ernie Perez	thanks!	11:45 AM
Red Bercero	Hi guys Tina dawn from summt point raceways	12:12 PM
	having issues with the tablets	12:13 PM
	when she logged in to it, it directly leads her to scan items	12:13 PM
	it started happening when they turned on the inventory feature	12:13 PM
	Red Bercero has shared a file image.png - 53.65 KB	12:15 PM
Jack Trinqu	Yea, under terminal settings turn off the auto scan option.	12:16 PM
Red Bercero	THANK YOU!	12:20 PM
Darren Sla	Are we the one who gave Bourbon blaze their hardware's ?	01:04 PM
Jack Trinqu	I believe so, it was a long time ago, but most RMF sites got equipment from us.	01:07 PM
Darren Sla	I think we need to get the other reciept printer replaced.	01:28 PM
Red Bercero	@team Tina dawn wants to make a default to "Default tax rate"	02:07 PM
	Red Bercero has shared a file image.png - 71.25 KB	02:07 PM
	on this section	02:07 PM
	can we do it?	02:07 PM
	Cause whenever they create a custom item they have to keep choosing "Default taxrate" because it has Tax Exempt autofilled	02:09 PM
Dougie Stevens	Back office > settings > POS > Default Custom Item Tax	02:10 PM
Red Bercero	hey guys, Charles wants to set up an appointment on his New POS	03:27 PM
	Red Bercero has shared a file	03:28 PM

	image.png - 83.71 KB	03:20 PM
	who should I assign this to?	03:28 PM
Dougie Stevens	Business name? Name not familiar to me	03:37 PM
	It looks like that was a call that was created into a ticket. Ensure you're always collecting that piece of information so that you don't have to email/call them back to see where they were calling from.	03:41 PM
Darren Sla	I saw a email similar to that, that guy was asking for a a demo sation to be activated. https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000044846340	03:43 PM
	But did not tell us what merchant is this.	03:42 PM
	Is he a new partner?	03:42 PM
	Duane Holt	03:43 PM
Dougie Stevens	I see, if it's a demo, it will go to Jack and Math typically	03:43 PM
Darren Sla	He seems like he is rushing it as well.	03:43 PM
	Not familiar with his name.	03:43 PM
Dougie Stevens	Need someone to call Khan's Edinberg and help them out with their printers. Apparently their kitchen printer isn't printing nor their receipt printers The partner called me and said they haven't been able to get through to anyone. I didn't see where they called recently, though. 956-383-8881	06:29 PM
	Brand new site so shouldn't be space issue	06:29 PM
	@Darren Sla or @Red Bercero you got this?	06:35 PM
Darren Sla	I can look into that.	06:36 PM
Red Bercero	gotcha darren's on it	06:36 PM
Darren Sla	We did not recieve any call tho	06:36 PM
Dougie Stevens	I saw; I did let the partner know that they didn't call	06:37 PM
Darren Sla	Calling them now	06:37 PM
Dougie Stevens	Looks like they called a bit ago about a printer issue that got resolved. What was that?	06:37 PM
Darren Sla	They're all set	06:38 PM
	Ethan fixed it.	06:39 PM
	I dont know who ethan tho	06:39 PM
Dougie Stevens	Ethan's the partner	06:39 PM
Darren Sla	Gotcha, I spoke to Frank and he said they're set already and he is in the middle of a dinner rush and ended the call	06:40 PM
Dougie Stevens	Silly guy; well make a ticket on this that you called them but they said Ethan adjusted the printers. Copy Ethan on it as well	06:40 PM
Darren Sla	Can I get Ethans email?	06:40 PM
Dougie Stevens	Should be on the splashtop but I think it's just ethan@bpsmerchant.com	06:41 PM
Darren Sla	Btw, he wants someone to call him tomorrow. He wants to discuss something about printing BOH reports.	06:41 PM
	@10am.	06:41 PM

Dougie Stevens	Sweet, I have a training already but send that email and note that someone will reach out to schedule tomororw	06:44 PM
	Thanks for calling!	06:44 PM
Darren Sla	No problem!	06:44 PM
Rogie Logronio	Merchant is asking questions on what port to use for port forwarding, he said he cannot use port 80 because his using it for voip, asking what port should he use for remote access	Mar 01 2024, 10:34 AM
	anyone?	10:34 AM
Dougie Stevens	8080 should be fine	10:36 AM
Rogie Logronio	Okay. Thanks dougie	10:37 AM
	Rogie Logronio has shared a file image.png - 186.75 KB	10:41 AM
	Rogie Logronio has shared a file image.png - 102.93 KB	10:42 AM
Jack Trinqu	They should be able to open them and then remove all items and click order again it will then close the tab.	10:42 AM
	That error means they are not on a till, so they need to open a till and ensure they are assigned to it.	10:42 AM
Rogie Logronio	Fixed. Thanks a lot jack	10:47 AM
Rae Banaglorioso	hi is there anyway where we can setup a deposit for an order? client wants to add a deposit every bottle scanned.	11:48 AM
	MID: deering	11:49 AM
Dougie Stevens	Let them know this is something we're looking in to currently	11:49 AM
Rae Banaglorioso	thanks !	11:49 AM
Dougie Stevens	You're welcome!	11:49 AM
Rae Banaglorioso	hi where do we check when el kamino started?	12:18 PM
	client wants the exact date	12:18 PM
Scott Dickens	pull a transaction report with start date as 2015 and then see when the first order was	12:18 PM
Rae Banaglorioso	just wondering if an old POS system is moved or setup for a different location, it wont carry over the previous data correct?	12:19 PM
Scott Dickens	correct, theres a possibility it did if they moved it themselves and we weren't involved, but if we did it then it would be not include the data from the previous location	12:19 PM
Rae Banaglorioso	thanks scott ! he dropped your name tho, you might have had setup up this account.	12:21 PM
Rogie Logronio	Caller is looking for deployment ID, he's asking if its the same as the API? this is for cafe teramisu	12:33 PM
Jack Trinqu	if its deployment id for netepay setup it sounds like they are setting up a new site. If they sent over the VAR and had the deployment made by us we should have emailed it to them.	12:35 PM
Rogie Logronio	He said that this was emailed a while a back, he said that there's no deployment ID on it, he said he has the VAR sheet	12:37 PM
Jack Trinqu	who is this for?	12:37 PM
Rogie Logronio	Ralph from NEXT level	12:37 PM

Jack Trinqu	what site?	12:38 PM
Dougie Stevens	Cafe Tiramisu from the looks lof it	12:38 PM
Rogie Logronio	teramisu cafe	12:38 PM
Dougie Stevens	Looks like he copied you and scott on a ticket for it and Scott copied dcap support	12:38 PM
	Dougie Stevens has shared a file image.png - 80.96 KB	12:38 PM
	@Scott Dickens any word back from them?	12:38 PM
Rogie Logronio	he said his checking the emails but not seeing the deployment ID	12:38 PM
Jack Trinqu	that was our support he copied. Looks like its a ticket under Ernie at the moment.	12:40 PM
	#36083	12:40 PM
Dougie Stevens	Can't read today	12:41 PM
	https://media.tenor.com/AotREhDyHpcAAAAC/mike-smith-trailer-park-boys.gif	12:41 PM
Ernie Perez	I'm going to be at Brooklyn Bar and Grill on Tuesday, who do i assign to?	12:42 PM
Dougie Stevens	Me boyo	12:42 PM
Rogie Logronio	What should I tell ralph about the deployment ID?	12:42 PM
Dougie Stevens	Tell him we will get it to him once we have it	12:42 PM
	Should be EOD	12:42 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 44.33 KB	01:00 PM
Jack Trinqu	how long has it been on that screen? That will usually be normal as it forwards all of the transactions. It will show that while it is processing every transaction.	01:05 PM
Rae Banaglorioso	ohhhhhhhhh took us a while we kept restarting my bad	01:08 PM
	hi quick question, Deleting the promotion, that will delete all data correct? the promotion will no longer be existing and will disconnect from providing discount from whatever item?	01:59 PM
	nvm	02:01 PM
	quick question, where do i remove the promotion that you need put in a promo code? where is it located?	03:39 PM
	i have sadie on the otp with me wants to remove the promo code option she doesnt want to put promocode	03:39 PM
	anyone ?	03:48 PM
	which part of the back office can i access promo codes?	03:51 PM
Jack Trinqu	Menu > Promotions If she is talking about an auto promotion i am going to have to check into it to see the best way to do it. Auto promotions are for percentages rather than dollar amounts, so im going to have to check.	03:52 PM
Rae Banaglorioso	@Jack Trinqu she mentioned that you spoke earlier and you set it up that she needs to type in the promo code?	03:53 PM
	for the 15% she wants to keep it but for the other promotion she does want to disable that she wants it automatic	03:55 PM
	i thought its a different area for the promo code.	03:56 PM
	ok got it my bad	03:57 PM

	OK got it my dau	08:37 AM
	update: got back to sadie. she will wait for you update if auto promotion on online ordering is possible. @Jack Trinqué thanks !	04:05 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 404.52 KB	Mar 02 2024, 07:48 AM
Ernie Perez	I'd compare IP address instead	07:49 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 207.2 KB	07:50 AM
Ernie Perez	Looks good! Is there another problem?	08:25 AM
Rae Banaglorioso	@Ernie Perez term 002 doesnt connect to the server	08:26 AM
	Rae Banaglorioso has shared a file image.png - 91.72 KB	08:26 AM
	Rae Banaglorioso has shared a file image.png - 92.9 KB	08:27 AM
Dougie Stevens	Make sure firewall is off on 1	08:27 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 127.04 KB	08:29 AM
Ernie Perez	Let me check	08:31 AM
Rae Banaglorioso	all set thanks everyone! domo !	08:34 AM
Ernie Perez	Think you had it!	08:34 AM
Dougie Stevens	:fireworks:	08:35 AM
Rae Banaglorioso	all thanks to your guidance ! :biceps!:	08:35 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 51.5 KB	09:33 AM
Dougie Stevens	We never really know, entirely controlled by Microsoft	09:33 AM
Rae Banaglorioso	just to confirm, unplugging it will ruin the HDD correct?	09:33 AM
Dougie Stevens	Chance that it could. It's best to just let it run its course	09:34 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 495.61 KB	01:01 PM
Ernie Perez	That is broken and would need repair. Cause could have been that they dropped it but it has built in self tampering to prevent theft.	01:05 PM
Rae Banaglorioso	so this one needs replacement?	01:05 PM
	just to confirm the only way to resolve this challenge is to have this replaced?	01:06 PM
	for the repair do they have to contact us or a different party for it? if its us whats the necessary information do i have to extract from them to proceed with repair or replacement?	01:10 PM
Dougie Stevens	What's the merchant	01:10 PM
Rae Banaglorioso	cosimos poughkeepsie	01:11 PM
Dougie Stevens	Believe they would need to reach out to CRP	01:11 PM

Rae Banaglorioso	i see, do you know who in CRP should they contact about it?	01:11 PM
Dougie Stevens	Believe their tech support would suffice but I'm not sure if there's a specific contact other than Dan(iel?)/eric? can anyone else confirm on this?	01:13 PM
Rae Banaglorioso	awesome, will reach back to chelsea about this thanks guys!	01:14 PM
Ernie Perez	hi guys, need assistance with the cash drawer willies 409 when tapping on no sale it does open but when doing an actual cash transaction it doesnt open opened wnprtspl there was an error exited wnprtspl open opos adk check health successful reopened wnprtspl tested successful tested order on OC app still not opening for cash transaction but with no sale it opened did this twice restarted the computer system	02:21 PM
	enable disabled the device manager still is not working can someone route me what am i missing?	02:22 PM
	They must not have a till open/assigned	
Rae Banaglorioso	They might have a bank open instead	02:22 PM
	Rae Banaglorioso has shared a file image.png - 218.82 KB	02:28 PM
Ernie Perez	looks like they are assigned, and no personal banks are open.	02:31 PM
Rae Banaglorioso	are you sure it opens with no sale?	02:32 PM
	we re opened the till still not opening	02:32 PM
	yup2, did no sale multiple times	02:32 PM
Ernie Perez	can even hear the cash drawer opening whenever i hit no sale	02:33 PM
	ok	02:33 PM
	you can check till settings in back office, to make sure nothing was changed	02:34 PM
Rae Banaglorioso	they are not clocked in	02:41 PM
	@Ernie Perez got back to lyn, thanks ernie will keep that in mind.	02:45 PM
	she's clocked in now as cashier so cashdrawer will function for them, odd that they were able to use system without having to log in but they may have clocked out access	02:47 PM
Rae Banaglorioso	right, is it something that a backend setting is needed to be changed? if so, which part?	02:54 PM
Ernie Perez	or which part on the backend setting is it under?	02:56 PM
	Is it not opening the drawer on cash sales after clocking in?	02:57 PM
Rae Banaglorioso	its all good @Ernie Perez , the question is related to the clocked out access youve mentioned just wondering if its a backend setting that needs to be adjusted	02:58 PM
Ernie Perez	Oh ok, there is one you can check under the employees privileges.	02:59 PM
	Clocked out access	02:59 PM
Rae Banaglorioso	thanks a lot ernie! still learning most of the processes how oc system works, good to know like these are helpful 😊	03:02 PM
Rae Banaglorioso	hi guys, need assistance dagwoods. Josh claims that system should be batched out automatically, however it didnt 2 days in a row. where do i check this?	Mar 03 2024, 11:02 AM
	Rae Banaglorioso has shared a file image.png - 229.08 KB	11:02 AM
	cant see the batch option business already started	11:03 AM

Dougie Stevens	Credit Trans (Add Tips) If it shows transactions then it didn't batch	11:03 AM
	If they're already open, they'll need to ensure that they run the EOD/batch tonight. I think they're TSYS so there's a chance that TSYS will force a batch today. If they're in a place where they can adjust any tips and batch, they may want to	11:04 AM
	Just make sure it's clear if they do batch now that they have to put any tips in from earlier today	11:05 AM
Rae Banaglorioso	i see, they need to make sure that TSYS transit is open on the reader correct?	11:05 AM
Dougie Stevens	No	11:05 AM
	They're processor is TSYS, which means that after 48 hours of unbatched transactions, TSYS can and usually will force a batch mid-day	11:05 AM
Rae Banaglorioso	oh ok	11:05 AM
Dougie Stevens	If they can go ahead and add their tips in from this morning and batch, they should in my opinion. But it depends on how busy they are	11:06 AM
Rae Banaglorioso	quick question why didnt it batched out when its supposed to?	11:06 AM
	what are the reasons? they had is set on automatic batching	11:07 AM
Dougie Stevens	Not sure without looking into it. It could be an unapplied transaction or an unclosed table/takeout order	11:07 AM
	grab copy of DB and submit a ticket assigned to Jack/Scott to check so that it gets adjusted	11:07 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.66 MB	11:08 AM
	what do i execute on DB?	11:08 AM
Dougie Stevens	Don't execute anything	11:09 AM
	Mention to them that they should add tips in from this morning and have them batch if they would like to. Don't do it for them in this case, as they need to ensure that all their tips are in	11:09 AM
Rae Banaglorioso	about the DB, can you elaborate on that one?	11:10 AM
Jack Trinqu	Yea assign to me and I can take a look. If they do a manual batch it will likely tell you what the issue is as well. Most likely either something still open or an unapplied transaction.	11:10 AM
Rae Banaglorioso	copy!	11:11 AM
Jack Trinqu	Go to database settings > backup database and save the database. You'll need to do that from the server computer.	11:11 AM
Rae Banaglorioso	copy ! reaching back to dagwoods	11:11 AM
	hi josh is asking if theres an option to prevent the force batch out today?	11:13 AM
	they want to batch out tomorrow before the shift starts	11:14 AM
Dougie Stevens	Sadly there isn't as far as we know. That's entirely processor side	11:15 AM
	Not something we have control over	11:15 AM
Rae Banaglorioso	he understood, will do the copy of the DB later theyre currently packed and theyre using the terminal one ill grab it later thanks!	11:21 AM
Jack Trinqu	You'll need to get it before the batch is done.	11:22 AM
Rae Banaglorioso	ooh i see ill borrow it for a while	11:22 AM

	getting back to him	11:22 AM
Dougie Stevens	I'd say just watch the terminal and be quick when it's not busy. Shouldn't take long to click the backup button	11:23 AM
Rae Banaglorioso	Backed up ! saved it on the desktop. currently on full house and the server terminal is where most consumers are ordering 😊	11:29 AM
	all good thanks guys assigning the ticket to jack !	11:29 AM
	hi dagwood called back again. quick question if a the force batch out was done. will it show on todays EOD report together with the transactions that didnt batch out?	01:49 PM
	or the only thing that the EOD will show would be all the transactions that were not included in the force batch out?	02:01 PM
Ernie Perez	Did they run eod before?	02:16 PM
	If the eod was ran before then it would not include it	02:16 PM
Rogie Logronio	Thanks Ernie	02:56 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 201.07 KB	03:41 PM
Dougie Stevens	What's the date on the transaction	03:41 PM
	Do they have any unbatched transactions from on or before 3/1?	03:43 PM
Rae Banaglorioso	yesterday	03:43 PM
	Rae Banaglorioso has shared a file image.png - 381.98 KB	03:44 PM
Dougie Stevens	Log in to ocpos and check	03:44 PM
	She may only be able to see her own	03:44 PM
	Typically means processor side batch already happened but they're on our processing, which doenst have auto close configured except for the TSYS 48hours. Have them send pictures of any of the transactions that gave that error so we can submit them to Maverick	03:45 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 363.12 KB	03:45 PM
	still the same	03:46 PM
	noted! @Dougie Stevens	03:47 PM
Dougie Stevens	Weird, yeah have them send us the reciept	03:47 PM
Rae Banaglorioso	can they batch it out now? @Dougie Stevens	03:48 PM
Dougie Stevens	Should be as long as they want to	03:49 PM
Rae Banaglorioso	aight thanks !	03:49 PM
	Rae Banaglorioso has shared a file image.png - 125.95 KB	03:50 PM
Dougie Stevens	They should be able to clear by running a penny transaction and then batching	03:51 PM
Rae Banaglorioso	whats a penny transaction sorry	03:51 PM
Dougie Stevens	Order functions > custom item > input item name like penny transaction or something > set value to .01	03:52 PM

	and then they can run their card for a penny	
Rae Banaglorioso	ohhh gotcha thanks !	03:55 PM
Dougie Stevens	Essentially, it's not seeing any of those transactions because it's showing that they were already batched on the back end. So we just have to do a small new transaction that can be forwarded	03:56 PM
Rae Banaglorioso	thanks dougie, who do i assign the ticket to for the transactions that gave them error?	03:57 PM
Dougie Stevens	Me please	03:59 PM
Rae Banaglorioso	aight, just waiting for their email. ill have it fully documented later on. will assign this as soon as well documented and i catch the email. thanks !	04:00 PM
Dougie Stevens	@Jack Trinique Owner of Dagwoods has been texting me. Pretty sure we found it when he went to run the batch. There were some offline transactions that stopped it. Should be all set	04:02 PM
You	anyone know how to fix the delivery addresse stopping a delivery order from doing eod?	09:04 PM
	tried updating it through sql, added an address in the order_address field but its not populating on the delivery order	09:04 PM
Dougie Stevens	Who is it	09:12 PM
	Hudson Taco called last night for something like that. I just set the status to C for those delivery orders in orders_pending Use SELECT * FROM orders_pending WHERE method = 'V' To find them	09:13 PM
	May be order_method not method. Can't remember off the dome	09:14 PM
You	i delete d the order	09:18 PM
	i trie dupdatingthe address but i thiinkn it attaches to an addressid in the delivery orders table	09:18 PM
Rae Banaglorioso	quick question: does anyone know who is handling beaver tap? claims she called in last friday spoke with juan. dont remember any conversation that juan called in for beaver tap. Just wondering if anyone is already handling this?	Mar 04 2024, 08:54 AM
	need assistance. spencer from cocard calling in wanting to know the model number for the scale integration	09:10 AM
	who do i talk to about this?	09:11 AM
Jack Trinique	CAS-PDII	09:12 AM
Darren Sla	CAS PD - II	09:12 AM
Rae Banaglorioso	what brand?	09:13 AM
Darren Sla	PD-2Z Series	09:14 AM
	@all team, Can someone update Lakeview Harbors version so that they can add the emails. They will be closing @10pm	10:23 AM
	Can someone make that happen please?	10:23 AM
Jack Trinique	ill add it in for tomorrow morning	10:24 AM
Darren Sla	Awesome, thank you!	10:24 AM
Scott Dickens	@all we do tip adjustments for The big mansion, right?	10:49 AM
	correct	10:50 AM
	Who can I assign the ticket to, for tip adjustments?	10:51 AM
Scott Dickens	jack to assign out	10:59 AM

Rae Banaglorioso	quick question, marion cooper asking who should he contact for his salary, he hasnt recvd any atm.	11:38 AM
Scott Dickens	he needs to reach out to travis or matt	11:39 AM
	he's a sub contractor i think but not too familiar with it	11:39 AM
Rae Banaglorioso	Quick question: what other recommendation can we provide other than be on site and check physical connections, garret claims no power to the terminal? server is down. MID: ALIBI	12:50 PM
Scott Dickens	make sure he's pressing the power button on the minisforum box and not the screen	12:51 PM
Darren Sla	Check minis forum	12:51 PM
Rae Banaglorioso	thanks scott !	01:01 PM
	thanks d!	01:14 PM
Darren Sla	@all anyone can give me the command to see how many times there was an attempt on a card?	01:56 PM
Rae Banaglorioso	Hi, anyone available for terminal setup for seville, 3 terminals. Ralph was looking for dougie, and dougie might be unavailable. anyone that can take a look?	02:35 PM
	@ all	02:35 PM
	terminals 22, 23, 6 terminal update sorry	02:43 PM
Scott Dickens	i'll update	02:44 PM
Rae Banaglorioso	thanks scott !	02:44 PM
Scott Dickens	26 was already updated	02:45 PM
	doing 22 and 23 now	02:45 PM
Rae Banaglorioso	he mentioned terminal 6 😊	02:45 PM
	if you can check terminal 6 please 😊	02:45 PM
Jack Trinqué	yea I think 6 was offline when I grabbede them, ill grab it now.	02:46 PM
Rae Banaglorioso	thanks guys !	02:46 PM
Scott Dickens	22 and 23 are done	02:59 PM
Rae Banaglorioso	thanks scott will get back to him	03:00 PM
Darren Sla	@all anyone can give me the command to see how many times there was an attempt on a card? Bump	03:33 PM
Rae Banaglorioso	Hi tablet error with seville asking for assistance. i already ran rdp wrapper.	04:04 PM
	Rae Banaglorioso has shared a file image.png - 163.68 KB	04:04 PM
Jack Trinqué	What tablet? Connected to which terminal?	04:08 PM
Rae Banaglorioso	he isnt sure, he said prolly 8 or 9	04:13 PM
Jack Trinqué	where you choose what computer to connect to it should show the IP.	04:14 PM
	so we can know for certain	04:14 PM
	if it is 8, have them try now, it wasnt set to the right configuration	04:21 PM
Rae Banaglorioso	all set thanks jack both terminals were on a wrong authentication ! thank you !	04:23 PM
	which part on the back office specific to privileges will enable us to have a job role pop on or off the	05:07 PM

	modifiers when checking the menu?	05:07 PM
Jack Trinqu	not sure what you are referring to. The modifiers coming up after selecting an item? That should show for anyone, there shouldnt be a privilege for that.	05:09 PM
Rae Banaglorioso	this is for seville, ralph mentioned that bartenders isnt able to see modifier whenever a bartender is signed in and they want it that way. he is just wondering if is it possible to set it on a different job role?	05:12 PM
Jack Trinqu	Yea I am unaware of a way to prevent someone from seeing those by job role. Could do it by order type. Have him show you what he is referring to so we can ensure that is what he is referring to.	05:13 PM
Rae Banaglorioso	we are unable to test they are about to open. we'll reconnect tomorrow ☹️	05:17 PM
Darren Sla	Hi Team, good morning. Is there a report that shows hourly quantity sold per item?	Mar 05 2024, 08:35 AM
	I checked BOH, it only shows category.	08:35 AM
Scott Dickens	There is not	08:35 AM
Red Bercero	Red Bercero has shared a file image.png - 391.0 KB	03:48 PM
	hey guys, We ran the item performance report for Light house seafood market and cafe, However turns out "R" Stands for restaurant was included even if we filtered it for market only	03:49 PM
	Red Bercero has shared a file image.png - 334.74 KB	03:49 PM
Jack Trinqu	The profit centers will just show anything that was sold from a terminal under that profit center. Market is term 3, so it will show any items sold on term 3. That second picture looks like it is showing under market since its term 3.	03:57 PM
Red Bercero	understood I'm gonna email her about it	04:01 PM
	Red Bercero has shared a file image.png - 51.43 KB	04:37 PM
Jack Trinqu	what location?	04:39 PM
Darren Sla	Las palmeras	04:39 PM
Jack Trinqu	ill have to check into it, make a ticket and assign to me.	04:56 PM
Red Bercero	Hey guys i have this situation allie from Tavern 1820, In reference to a gift card cause it won't swipe the gift card or take the number she said	05:24 PM
	what to do about this?	05:24 PM
	it doesn't even prompt the card reader	05:27 PM
Darren Sla	Check BOH for GC lenght.	05:28 PM
	Modify from there	05:28 PM
	It should work	05:28 PM
	Darren Sla has shared a file image.png - 19.02 KB	Mar 06 2024, 08:01 AM
	Anyone can point me to the right direction ? They only wanted to have this option on the tablets.	09:01 AM
Jack Trinqu	i dont believe there is a way to do that.	09:08 AM
Darren Sla	@all anyone has can tell me the Tracking number for the package of this merchant please " Mikiski Senior Citizen"	09:48 AM

	Merchant is claiming that they did not receive the devices.	09:48 AM
You	@Darren Buono do u know	10:00 AM
Darren Sla	Aliant want to know where the exact address that the package(s) was sent to.	10:12 AM
Red Bercero	hey guys, Is there an option to remove Custom Item fees here?	10:51 AM
	Red Bercero has shared a file image.png - 40.06 KB	10:51 AM
Darren Sla	I dont think that is possible	10:52 AM
Red Bercero	Hey guys, I do have ralph from nexlevel he wants to stay on the screen after finishing the order he said that it automatically logs out	11:04 AM
	Red Bercero has shared a file image.png - 17.6 KB	11:05 AM
	We already turned it off and restarted it a couple of times.	11:05 AM
	but it's not doing what is supposed to do it still automatically logs out once the order is finished.	11:05 AM
You	what order type?	11:07 AM
Red Bercero	Ralph doesn't want to get off the phone until the issue is Resolved he said	11:07 AM
	Bar tabs he said	11:08 AM
You	might be Bar Close After Save Send setting	11:08 AM
Jack Trinique	Back office settings, should have a spot for what happens after order as well. Make sure that isn't set to sign off.	11:08 AM
Red Bercero	understood	11:08 AM
	unaapplied payment not showing anymore. Table did not closed payment has been made.	12:45 PM
	Red Bercero has shared a file 20240306_134032.jpg - 2.87 MB	12:46 PM
	Smoke public house	12:49 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000046105205/conversation	12:49 PM
	250648005 - SOS CODE	12:57 PM
Jack Trinique	that receipt shows they only paid \$7.96 of the total. there is still 39.82 left to pay. if you go to checkout on the order it will show the balance due in the bottom right	01:00 PM
Darren Sla	lol	01:00 PM
	No money.	01:00 PM
	Darren Sla has shared a file image.png - 311.16 KB	01:25 PM
Scott Dickens	means it added to another terminal	01:26 PM
Darren Sla	I checked other terminals and I dont see it on there.	01:26 PM
	Perhaps it is on a terminal that is not turned on?	01:26 PM
	There is one that I was not able to check which is the one that is not turned on	01:26 PM

	there is one that I was not able to check which is the one that is not turned on	01:26 PM
Scott Dickens	possibly	01:26 PM
	you can run this command so that you can re-add it	01:27 PM
Darren Sla	How can I remove it from that terminal?	01:27 PM
Scott Dickens	better than renaming it	01:27 PM
Darren Sla	Yeah, I dont want to rename it	01:27 PM
Scott Dickens	<code>delete from devices_local where local_device_name = 'expo1'</code>	01:27 PM
Darren Sla	Darren Sla has shared a file image.png - 80.5 KB	01:30 PM
	I was able to run that command	01:32 PM
Scott Dickens	what location and terminal?	01:36 PM
Darren Sla	121 bistro term 1	01:36 PM
	Trying to add expo1	01:36 PM
Scott Dickens	have you had them try and turn terminal 2 back on?	01:36 PM
Darren Sla	Terminal 2 wont turn on	01:36 PM
Scott Dickens	its a minisforum...are they turning the actual minis forum on?	01:37 PM
Darren Sla	It was Red's call I am just helping.	01:37 PM
	Ohhhh.	01:37 PM
	Term2 has the minis forum?	01:37 PM
Scott Dickens	yea...1 and 2 are minis	01:38 PM
Darren Sla	Did not know that	01:38 PM
	The screen on term2 is showing Our of range	01:38 PM
Scott Dickens	i manually added the printer to terminal 1	01:45 PM
	when terminal 2 is back online, we'll need to make sure its removed from tehre	01:46 PM
Darren Sla	Copy	02:01 PM
	@Red Bercero	02:01 PM
Red Bercero	understood	02:03 PM
	Red Bercero has shared a file 1709756436691.png - 334.2 KB	02:28 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000046118167	02:35 PM
	La fiesta Mexican.	02:35 PM
Rae Banaglorioso	control panel> add tips> EMV PARAM DOWNLOAD	02:44 PM
Red Bercero	sweet!	02:45 PM
Darren Sla	@all hey guys, did we do Wise Guys OOA?	03:25 PM
Red Bercero	hey guys, Good morning! I'm having difficulties on Darrel's Diner #8 Screen momentarily freezes, Did test on OC as well as checked how manv days the terminal has been running via task manager. Rebooted OC	Mar 07 2024, 08:39 AM

	on the screen created new menu, says the terminal has been running the cash manager, received a APP and the terminal too still doing the same thing. Terminals 1 & 2 works perfectly.	
	this problem is in terminal 3	08:41 AM
	bumping this need someone help	10:57 AM
Darren Sla	I tried looking into this, and it does have delays on it and the screen freezes.	10:59 AM
	To the point where it wont respond	10:59 AM
	Rabbit MQ is not running	11:00 AM
	installing rabbitmq	11:01 AM
	RabbitMQ installed , should be good now	11:08 AM
Red Bercero	thank you!	11:08 AM
Darren Sla	Hey Guys,	12:01 PM
	Darren Sla has shared a file image.png - 79.82 KB	12:01 PM
	It is not showing on the latest version	12:01 PM
Jack Trinique	Gratuuity edit needs to be on under SETtings > POS	12:14 PM
Darren Sla	https://media.tenor.com/_o8GHyOI5g0AAAAM/bruce-lee-bow.gif	12:26 PM
Red Bercero	Red Bercero has shared a file image.png - 54.61 KB	12:51 PM
	cause it doesn't show any option here.	12:51 PM
Jack Trinique	For the page names, no. For the sub-items themselves, yes, click on the item to edit it and it will have a font option there.	12:52 PM
Red Bercero	Red Bercero has shared a file to go.png - 510.69 KB	12:57 PM
	can anyone help me with this?	12:58 PM
	the owner said before it has an option to send to kitchen even if it's for to go	12:58 PM
	this is for crankshaft	01:01 PM
Jack Trinique	Is that jeff or someone else calling?	01:02 PM
Red Bercero	it is jeff	01:02 PM
Jack Trinique	ok, are you on call still?	01:02 PM
Red Bercero	not at the moment im at lunch but i can call him back	01:02 PM
Jack Trinique	no worries, ill call him back	01:02 PM
Red Bercero	thank you so much	01:03 PM
You	pretty sure tip prompt is a global setting but is there a way to turn it off for tablets	01:17 PM
Jack Trinique	depends which tip prompt. Is it the one on the customer display, the reader itself, or a pop up after using a payment method?	01:21 PM
You	pop up after method	01:24 PM
	tip confirmation would bet he setting to turn it on/off but it would affect therminasl as well	01:24 PM

Jack Trinqué	yea that one would not be able to be set by terminal I dont believe.	01:24 PM
You	gotcha, ty	01:24 PM
	she did mention she needed someone from deployments to setupa tablet tomorrow at 8 our time if possible, ticket's here https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000046354599	01:25 PM
Darren Sla	<i>This message has been deleted</i>	01:39 PM
	Hey Guys, for Rock Islan tap is it Jake from Payteva that handles their CC tips adjustments?	01:39 PM
Jack Trinqué	merchant lynx, but yes. Jake probably wont respond. Would be bet to send to merchantlynx and cc jake	01:46 PM
Darren Sla	Copy.	01:49 PM
Red Bercero	hey guys, How to allow tip on the tablet? they said that there servers couldn't collect tips on the tablet	02:25 PM
	hey guys i have of the hook on the line, They said that only smash burgers are not printing but the other items are? can someone help?	02:52 PM
Jack Trinqué	Check the item under menu management to make sure it's set to print to the kitchen.	02:53 PM
Red Bercero	okay got it	02:53 PM
	it's set to kitchen	02:54 PM
	Red Bercero has shared a file image.png - 452.6 KB	02:55 PM
	is this accurate?	02:55 PM
	do i need to select all printers?	02:58 PM
Scott Dickens	it kitchen is the printer they want it to go to that looks correct	02:59 PM
Red Bercero	yes they want to be printed on the kitchen?	03:00 PM
Scott Dickens	test uit out	03:00 PM
Darren Sla	Who's the person that we can contact on merchantlynx side for the tips?	03:06 PM
	Anyone can tell me what is the new updates for OCAndroitProcessor.Apk?	05:37 PM
	Or what's new?	05:37 PM
Scott Dickens	nothing really...last update came out in january and added preauth	05:49 PM
You	bumping tis https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000046354599 anyone available?	Mar 08 2024, 08:09 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 79.07 KB	08:46 AM
	this is for rogies call	08:47 AM
Jack Trinqué	disconnect from splashtop and send to me please. 501	08:49 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 0.63 MB	08:49 AM
	@Jack Trinqué Just to confirm, do I transfer tina from summit point to you?	08:50 AM
Jack Trinqué	ves!	08:50 AM

Rogie Logronio	Should I assign the ticket to you as well? @Jack Trinqué	08:55 AM
Rae Banaglorioso	hi needs assistance for off the hook, calling in if its possible for a to go button for all the items when service type is table service? is it possible to add a button for to go if they want a certain item as to go?	10:45 AM
	Rae Banaglorioso has shared a file image.png - 35.48 KB	10:49 AM
	is what they are asking possible?	10:49 AM
	anyone available?	10:52 AM
	to clarify, say for example customers are eating and wants certain items for to go. chris wants to add a button so they can automatically just hit on the "to go" button to have the item set for to go and wont need	10:56 AM
	to redo the service type. is it possible?	
	is this possible? or we can go with creating a modifier have the item set as "to go"	11:16 AM
	anyone?	11:17 AM
Scott Dickens	create a "standalone modifier" called "ToGo" that can be used on any item	11:20 AM
Rae Banaglorioso	additional question how do we combine the tickets on the table?	11:20 AM
	is transfer tables the same as combining the tables?	11:22 AM
Scott Dickens	"transfer tables" on the control panel transfer the table from one server to another	11:23 AM
	instead, on the manage ticket screen, select "MOVE" button at the bottom of a ticket	11:23 AM
	that moves the ticket to another table	11:23 AM
	then they can combine the tickets together	11:23 AM
Rae Banaglorioso	TYSM !!! @Scott Dickens	11:29 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 60.09 KB	12:13 PM
Scott Dickens	106 is a generic connection error	12:13 PM
	meaning it can't communicate with printer	12:13 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 120.26 KB	12:29 PM
Scott Dickens	what location and terminal?	12:36 PM
Rogie Logronio	riverside clubhouse term 69	12:36 PM
Scott Dickens	can someone log out?	12:37 PM
Rogie Logronio	done	12:38 PM
Scott Dickens	the printer is not showing as connected via USB	12:39 PM
	Scott Dickens has shared a file image.png - 18.59 KB	12:39 PM
	epson will generally show as "USB Pritning Support" or be listed as the actual model of the printer	12:39 PM
Rogie Logronio	he will try to use a different usb port	12:40 PM
	his also working on swapping the payment devices	12:46 PM

	he said there's also a cash drawer on the receipt printer	12:47 PM
Scott Dickens	ok, the printer should be setup now	12:54 PM
Rogie Logronio	Thanks scott. He said that if there's a chance you can help him on swapping the device payment from terminal 69 to terminal 3	12:56 PM
Scott Dickens	ok, should be set	12:59 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 18.44 KB	01:00 PM
	how do i go about this, he mentioned your name when you set it up 😊 which settings do i have to check for this error	01:02 PM
Scott Dickens	No Service Code Found comes from the processor	01:03 PM
	they may need to open the OC Android Processor on the tablet and do a EMV Parameter Download	01:04 PM
Rae Banaglorioso	whats the passcode for tablets? i cant seem to type QWOP	01:11 PM
Scott Dickens	the emv parameter download has to be done from the OC Android Processor app on the tablet, so he'll need to do it	01:11 PM
Rae Banaglorioso	whats the passcode for tablets im setting the terminal for to go	01:12 PM
Scott Dickens	its qwop8200	01:12 PM
	but you'll need to enter it from the server and switch to that rdp session	01:12 PM
Rae Banaglorioso	ohh gotcha, chris got disconnected cos he'll have to callback whenever theyre free cos theyre packed	01:14 PM
	where to go to have screen saver disabled?	01:51 PM
	Rae Banaglorioso has shared a file image.png - 343.63 KB	01:54 PM
	this terminal keeps going back to the lock screen	01:54 PM
	merchant is annoyed	01:54 PM
	Rae Banaglorioso has shared a file image.png - 287.7 KB	01:58 PM
Jack Trinque	when is it going to the lock screen? It should only do that if they choose to go to the log screen on windows > Lock or if they restart the terminal it could go there as well.	01:58 PM
	and you are sure they are referring to the windows lock screen and not the OC sign in screen?	01:58 PM
Rae Banaglorioso	he mentioned he has to click/Tap on "OCPOS" thats prolly a lock screen correct?	02:04 PM
Jack Trinque	could be, he could be talking about the ocpos icon as well, if the software closes. Would need to get more information and have him show you what he is referring to.	02:05 PM
Rae Banaglorioso	got the response, main issue is OC app keeps on crashing	02:27 PM
	it opens for quite some time. i did monitor it for couple of minutes it shuts donw	02:27 PM
	what do i check for darrells diner?	02:32 PM
Scott Dickens	when does it shut down?	02:34 PM
	while they're using it?	02:35 PM
Rae Banaglorioso	yup2	02:35 PM

	while using and idle too	02:35 PM
	or sometimes when they open the app, after a couple of minutes it crashes	02:36 PM
	any update on darrells diner?	02:48 PM
Scott Dickens	not yet	02:55 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 102.25 KB	03:02 PM
Ernie Perez	bell sicily	03:02 PM
	you can disable uac	03:03 PM
	but looks like winprtspl is set to start as admin	03:03 PM
Rae Banaglorioso	@Ernie Perez i have chris off the hook for a scheduled training	03:03 PM
Ernie Perez	oh im in the zoho meeting, can he join that?	03:04 PM
Rae Banaglorioso	if not you can transfer to me x504	03:04 PM
	let him know zoho meeting records and I can share link with them	03:04 PM
	call doesn't	03:04 PM
	right, he's on it	03:05 PM
Ernie Perez	he is not	03:05 PM
Rae Banaglorioso	he'll reach back if connection is unstable	03:05 PM
Ernie Perez	he's trying to connect	03:05 PM
	☺	03:05 PM
	transfer that call over	03:05 PM
Rae Banaglorioso	let me get you off the phone	03:05 PM
	he's off the phone already	03:06 PM
Ernie Perez	oh	03:06 PM
Rae Banaglorioso	ok	03:06 PM
	he said he'll test out he's connection will try to connect to zoho	03:06 PM
	ok he joined	03:06 PM
Rae Banaglorioso	noice :super:	03:06 PM
Rogie Logronio	thanks !	03:06 PM
	Rich Sinclair from Smoke Public house wants to know his credit card processor, he said that his money is not depositing in the bank	04:04 PM
	Anyone?	04:09 PM
Ernie Perez	Not sure if you have access to the partner portal but it shows that their partner is Turnkey, which means that they can contact them about their deposits.	04:11 PM
Rogie Logronio	He said he contacted turnkey about this but turnkey told him to contact us	04:30 PM
Ernie Perez	We don't have access with the partner portal as of the moment	04:31 PM
	Call turnkey	04:33 PM

Eric Perez	Call turnkey	04:33 PM
	We don't have access to their terminals to check for batches nor are we their processor	04:33 PM
Rogie Logronio	I can reach out to turnkey about this, how do we get their hotline?	04:34 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 288.02 KB	05:04 PM
	Rae Banaglorioso has shared a file image.png - 0.53 MB	05:04 PM
	Rae Banaglorioso has shared a file image.png - 0.68 MB	05:05 PM
	the correct database isnt set up here	05:05 PM
Jack Trinqu	server should be 1 not too, i believe	05:05 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 378.41 KB	05:07 PM
Jack Trinqu	yea the wrong server was selected. Looks like term 2 was selected as the server on 2, needed t o select 1 then it will show. Should be loading now	05:08 PM
Rae Banaglorioso	is it possible for kitchen tickets for the reference number to start with 0 or 1 --	05:17 PM
	ralph calling in next level	05:17 PM
	@Jack Trinqu	05:18 PM
	anyone?	05:21 PM
Jack Trinqu	Reference is automatic. They could use order id instead. Or turn on order number and it would allow them to set the order number on the order.	05:24 PM
Rae Banaglorioso	ralph wants to confirm how is is automatic. when sometimes its showing as T-67	05:26 PM
	for a to go order its showing an order as T-67.	05:28 PM
	this is what ralph is asking	05:28 PM
	@Jack Trinqu	05:28 PM
Rae Banaglorioso	ralph wants to know how is it being produced. ralphs question is really technical.	05:31 PM
	ralph doesnt wanna let go, he's willing to wait on the line	05:31 PM
	That is just an automatic number that is made. It cannot be set unless they turn on order number and manually enter the number.	05:33 PM
	I am not sure of the specifics of what it is determined by it goes up with every order.	05:33 PM
Scott Dickens	It's the second to last 2 digits of the order ID. The last 2 digits is the terminal of the order id is the terminal so it drops those off and then the last 2 digits	05:34 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 151.18 KB	05:37 PM
	Rae Banaglorioso has shared a file image.png - 252.4 KB	05:37 PM
Scott Dickens	That no cashier is currently assigned	05:38 PM
	(Or it was opened while OCPOS Admin was logged in because our user is hidden and won't show on the screen)	05:39 PM

	list)	
Rae Banaglorioso	@Scott Dickens quite confused sorry, i need to add her as cashier correct?	05:43 PM
Scott Dickens	yes	05:43 PM
Rae Banaglorioso	TYSM !	05:46 PM
	@Scott Dickens - its still showing as \$0 on till transactions	05:49 PM
	under active tills	05:50 PM
Scott Dickens	that won't add any funds to the till until they close out transactions to it	05:50 PM
	is there a bank open under active banks for the employee?	05:50 PM
Rae Banaglorioso	no, just till	05:53 PM
Scott Dickens	what location?	05:54 PM
Rae Banaglorioso	playhouse	05:54 PM
	003	05:54 PM
Scott Dickens	oh, you're both working on playhouse	05:54 PM
Rae Banaglorioso	☺	05:54 PM
Scott Dickens	they closed a bank out for that employee	05:57 PM
	Scott Dickens has shared a file image.png - 28.84 KB	05:57 PM
	since she wasn't assigned to the till, the transactions were assigned here, and they closed it out	05:57 PM
Rae Banaglorioso	ohhh my bad	05:57 PM
	i overlooked that !	05:57 PM
Scott Dickens	sorry, they didn't close it out	05:58 PM
	its currently open	05:58 PM
Rae Banaglorioso	so, they'd need to close the bank? correct?	05:58 PM
Scott Dickens	correct	05:58 PM
Rae Banaglorioso	ill reach back to clarify	05:58 PM
	TYSM @Scott Dickens	06:03 PM
	Rae Banaglorioso has shared a file image.png - 385.32 KB	06:21 PM
Scott Dickens	There's 3 out punches that day. Try turning in employee hours report and look at that one	06:22 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 187.08 KB	06:24 PM
Scott Dickens	And you can't delete the shifts? Escalate the ticket to Jack if so	06:25 PM
Rae Banaglorioso	no we cant its only showing on employee punch but not on hours.	06:30 PM
Rogie Logronio	Is it normal that it's printer as server when her job role is a bar tender?	07:13 PM
Rae Banaglorioso	clocking out today was a blast, thanks for the assistance everyone ! @Scott Dickens @Jack Trinquie @Ernie Perez @Dougie Stevens !	07:14 PM

	Rae Banaglorioso has shared a file	Mar 09 2024, 08:25 AM
	image.png - 73.3 KB	
	Rae Banaglorioso has shared a file	08:25 AM
	image.png - 42.83 KB	
	nvm i found it	08:29 AM
Jack Trinqué	Rae Banaglorioso has shared a file	09:36 AM
	image.png - 66.98 KB	
	Go to whatever terminal had that ip. Open database settings and resave the connection. In the back office pop up turn “external access” to yes.	10:11 AM
Rae Banaglorioso	thanks @Jack Trinqué, later 12:30 EST is the scheduled call i have with her. will do this later as she informed me not to access their system while she is away.	10:12 AM
	Rae Banaglorioso has shared a file	01:40 PM
	image.png - 156.7 KB	
	Rae Banaglorioso has shared a file	01:51 PM
Scott Dickens	image.png - 342.18 KB	
	hmm...it shouldn't behave like that	01:53 PM
	could try the old onscreen keyboard	01:53 PM
Rae Banaglorioso	under windows -> ease of access	01:53 PM
	it does work provided that i will tap it using my cursor, but if they tap it using finger on the log in section it doesnt respond. Furthermore, when filling up data since they need to make the keyboard pop up on the bottom right side of the screen always will the calendar pop up too, adv him to make sure he only tap the keyboard icon but when he does really tap the keyboard on screen calendar shows up too which is bothersome to him 😊	01:58 PM
	it was jaime calling	01:57 PM
Rogie Logronio	Rogie Logronio has shared a file	04:52 PM
Scott Dickens	image.png - 22.28 KB	
	that should be it...make sure the person she's referencing is clocked in as a cashier	04:55 PM
Rogie Logronio	and also she may be referring to removing items instead of voiding	04:55 PM
	Gotcha	04:59 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	Mar 10 2024, 08:56 AM
	image.png - 24.23 KB	
	Rae Banaglorioso has shared a file	09:00 AM
	image.png - 211.12 KB	
	terminal 002 is showing this	09:02 AM
	all good with term 2, just term 1	09:03 AM
Jack Trinqué	That will mean it couldn't connect to Main server. Choosing to connect should resolve it. Term 1 still showing that error?	09:04 AM
Rae Banaglorioso	yup2	09:04 AM
	now it doesnt respond	09:04 AM

Jack Trinqué	Rae Banaglorioso has shared a file image.png - 261.64 KB	09:04 AM
	Server is showing offline	09:04 AM
	Went offline around midnight, they need to get that on. It should be a minisforum mini pc. Most likely in an office.	09:05 AM
Rae Banaglorioso	will reach back	09:05 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 218.56 KB	09:14 AM
	nvrmind , got it	09:41 AM
	Rogie Logronio has shared a file image.png - 135.5 KB	10:21 AM
Scott Dickens	Anyone?	10:21 AM
	This is for 4th Quarter Bar	10:21 AM
	Just press cancel	10:21 AM
	Then ship	10:21 AM
	*skip	10:21 AM
Rogie Logronio	Got it, thanks	10:23 AM
	Rogie Logronio has shared a file image.png - 507.66 KB	06:09 PM
	customer said his seeing the \$150 charge on his bank account	06:15 PM
Scott Dickens	Anyone?	06:50 PM
	It's 20% higher because they're a restaurant. To leave room for tip. It will post for the correct amount	06:59 PM
Rogie Logronio	Gotcha	07:03 PM
Darren Sla	Darren Sla has shared a file image.png - 64.66 KB	Mar 11 2024, 09:47 AM
You	its the log files	09:59 AM
	usually means rabbitmq is insalled improperly	09:59 AM
	its from the computer trying to connect to rabbitmq but failing so it loops	09:59 AM
Darren Sla	Yeah, that's what I thought .	09:59 AM
	Should I just run install again?	10:00 AM
You	yeah	10:00 AM
Darren Sla	admin?	10:00 AM
You	yeah	10:01 AM
Darren Sla	Ran install rabbit mq as admin, did not change the storage amount	10:03 AM
You	u have to delete the log files	10:04 AM
	that were created already	10:04 AM

	if it stops making them, then its fixed	10:04 AM
Darren Sla	Logs under OCPOS?	10:05 AM
You	no rabbitmq logs are in a separate foler	10:05 AM
	should be the folder path in the ss you posted	10:05 AM
Darren Sla	Darren Sla has shared a file image.png - 205.54 KB	10:06 AM
You	yeah	10:06 AM
Darren Sla	Delete whatever is inside?	10:06 AM
	Just want to make sure, then run install rabbitmq again?	10:07 AM
	All set @Robert Harris thanks!	10:13 AM
You	np	10:13 AM
Red Bercero	Hi Guys, Good morning! Jairo wants to check if the business that he's working on La norte nita is already on the system.	10:25 AM
	fcsjs-rscjj-bbbnm-pctxu-qcjsx : Here's the license code he said	10:26 AM
Jack Trinique	yea looks to be under the partner portal	10:27 AM
Red Bercero	he said that the license code that he has is invalid	10:29 AM
	he couldn't logged in using this old license code	10:29 AM
Jack Trinique	its been activated already	10:29 AM
Red Bercero	but it won't open the program he said.	10:30 AM
Jack Trinique	SOS?	10:30 AM
	that license is assigned to a differnet terminal already, he likely needs to use a different one or deactivate that one and reactivate it again. ill check though	10:31 AM
Red Bercero	182149717 - SOS	10:31 AM
Jack Trinique	yea, that code is under a different terminal. They need to either deactivate and reactive the license (if it shouldnt be on any other terminals), or use a differnt code.	10:32 AM
Red Bercero	he doesn't have any options to get a new code, He said that he has 10 computers that's sitting on his garage and this is for a new customer.	10:35 AM
	what to do about this? should i end the call?	10:37 AM
Jack Trinique	Are there any other computesr that should be on that merchant? I can reset if needed. These were licesnes created by them, so they should have them though.	10:38 AM
Red Bercero	he has the license, 2 for this merchant	10:39 AM
Jack Trinique	send to me 501	10:40 AM
Red Bercero	ack	10:40 AM
	hey guys, Can I ask assistance for this one it's a new kitchen printer for off the hook. We already tried to power cycle the printer, Unplugged replugged the ethernet cable, Check opos net config, still couldn't claim the new printer, Run commaned host unreachable error code. there's a green light at the back and blinking	12:59 PM
	can someone assist?	12:59 PM

Scott Dickens	can you ping the IP?	12:59 PM
Red Bercero	nope	12:59 PM
Scott Dickens	then its connection issue...just 1 blinking green light usually means theres an issue somewhere	01:00 PM
Red Bercero	Red Bercero has shared a file image.png - 60.54 KB	01:00 PM
	1 static is on the other is blinking	01:01 PM
	hey guys, Someone is looking for Marketing coordinator RSDA Conference in las vegas they said	01:27 PM
	just like to check if this is legit	01:27 PM
Scott Dickens	just give them the info@ordercounter.com email	01:33 PM
Red Bercero	gotcha	01:33 PM
Darren Sla	@all anyone had experience this where I try to hit edit and it wont do anything? I tried clearing out cache still not do anything. I tried different browser and still wont allow me to edit.	02:43 PM
	Darren Sla has shared a file image.png - 137.47 KB	02:43 PM
Red Bercero	hey guys, do you have the ETA of the credit card processor that playhouse ordered from us, Raven was asking about it thank you.	03:22 PM
	hey guys question, when you authorized a charged card how long does it stay there before the authorization dissapears.	04:05 PM
	I'm with picky gourmet	04:06 PM
Scott Dickens	for playhouse: ticket needs to be assigned to jack to get that. i'm having darren get it out today	04:06 PM
Red Bercero	how bout picky gourmet?	04:07 PM
Scott Dickens	at batch it gets removed but that can take a few days depending on the customer's bank or credit card company	04:07 PM
Red Bercero	hi guys, Gary Haddad is looking for a tier 2 support that can assist him. If someone is available that would be great.	04:20 PM
Scott Dickens	we're in a meeting and can call him back in a few minutes	04:23 PM
	i'm texting him as well	04:23 PM
Rae Banaglorioso	Hi need assistance raven calling in wanting to remove the tap feature on all readers, this has to be done before 6:30 current time on their end is 5:30. MID PLAYHOUSE	04:27 PM
	if someone can direct me removing the tap? anyone available?	04:53 PM
Scott Dickens	i'll take care of it	04:55 PM
Rae Banaglorioso	TYSM ! Would you mind letting me know when you're finished with it? That way, I can provide an update to Raven. Thank you!	04:57 PM
Scott Dickens	done	05:01 PM
Rae Banaglorioso	TYSM !!	05:02 PM
	hi @ everyone, marion cooper called in for pride of atmore. terminal 1. he claims that maybe he spoke with dougie or jack or ernie about the bottom corner of the screen that isnt working properly. you can barely see anything on this part is what he said. now he is just following up cos its been a week already he just	05:34 PM

	forgot who he spoke with. MID: pride of atmore	
Darren Sla	@all good morning team, is there a way to have a table not accessable to other employees/Manager if someone is already had it open on a different terminal?	Mar 12 2024, 09:03 AM
Red Bercero	Red Bercero has shared a file image.png - 186.14 KB	10:21 AM
	but when using our mouse there's no problem about it. just the touch	10:22 AM
	i highlight it , Can someone help?	10:22 AM
Darren Sla	Try to calibrate the screen	10:23 AM
	@all anyone can tell me who's handling Wiseguys Online ordering?	11:11 AM
	I dont see them on our portal	11:12 AM
	on OOA	11:12 AM
Scott Dickens	we do	11:16 AM
Darren Sla	What's their name?	11:16 AM
Scott Dickens	Wise Guys (two words)	11:16 AM
	do you login with darren.sla@ordercounter.com?	11:16 AM
Darren Sla	Yes	11:17 AM
		11:17 AM
Scott Dickens	I see some of the merchants but not them i added you	11:17 AM
Darren Sla	Darren Sla has shared a file image.png - 48.24 KB	11:17 AM
Scott Dickens	you'll need to log out and back in	11:18 AM
Darren Sla	All I can see now is AI's	11:18 AM
	Wont allow me to see all of the merchants	11:19 AM
	No more	11:19 AM
	After logging out and logging back in	11:19 AM
	Oop	11:19 AM
	Nvm	11:19 AM
	I got it	11:19 AM
	Thanks!	11:19 AM
Red Bercero	Hey guys, Charlston from CRP wants to check if they ordered a tablet case	12:49 PM
	cause they said if they haven't they would love to order it	12:50 PM
Darren Sla	@all good morning team, is there a way to have a table not accessable to other employees/Manager if someone is already had it open on a different terminal? -Bumping this	01:03 PM
Scott Dickens	there is not	01:58 PM
Darren Sla	Thanks	01:58 PM
	@all hey guys, do we do full menu price change for a merchant? As far as I know it is only for new	02:04 PM

	deployments, am I right? Or even on new deploy we offer to train them as we only do Skeletal, correct?	
	Darren Sla has shared a file image.png - 305.46 KB	02:57 PM
Jack Trinique	are you able to close OC?	02:59 PM
	might need to use task manager	03:00 PM
Darren Sla	I cant close OC.	03:00 PM
	I used task manager to disconnect the user.	03:00 PM
Jack Trinique	what location?	03:00 PM
Darren Sla	Sunrise	03:00 PM
	I got disconnected from the server	03:01 PM
		03:01 PM
	and I cant reconnect SOS of the tablet 459156596	03:01 PM
	What did you do?	03:02 PM
Jack Trinique	oc should have just closed on the tablet, have them reopen it	03:02 PM
	Task Manager > Users > select the user and it will show all open apps. You can then choose OC and end task	03:02 PM
Darren Sla	So I need to open it under the User?	03:03 PM
	Got it	03:03 PM
	I saw it.	03:04 PM
	Thanks @Jack Trinique	03:04 PM
Red Bercero	Hi guys, Ralph is asking for a password to install order counter.	03:14 PM
	cause he's doing an install	03:15 PM
Jack Trinique	shouldnt need a password to install. Do you mean update? Send over a picture of the spot he is looking at if you can.	03:16 PM
Red Bercero	Red Bercero has shared a file image.png - 344.61 KB	03:16 PM
	here jack	03:17 PM
Jack Trinique	that is the windows users username and password. So its whatever he set the username to.	03:17 PM
Red Bercero	yup tysm	03:18 PM
Darren Sla	Is it possible to have the Bar items to go to a receipt printer. Just the bar items. If I set it on the printer settings it will apply to even the food items, correct?	04:20 PM
You	the receipt printer would probably have to be set up as another station. u could use an empty station spot like station 6 and configure it in the bo. from there, go to the item and update the printer settings to print that item at station 6	04:27 PM
Darren Sla	I actually did that, Printers> Stations.	04:28 PM
	Did not work	04:28 PM
	Or I probably missed something	04:28 PM

You	did u add the printer in the termianl settings	04:35 PM
	uh printer settings on the terminal	04:35 PM
Darren Sla	YEah	04:35 PM
You	what merchant	04:35 PM
Darren Sla	Cest bon	04:38 PM
	They want all of the bar items to go to the term 4 receipt printer.	04:38 PM
	I tested it out on their tablet	04:38 PM
You	@Darren Sla the test print i did worked	04:42 PM
	did u change the pritner settings on the tablet	04:42 PM
Darren Sla	Yes, I did.	04:42 PM
You	did it work?	04:42 PM
Darren Sla	Where did you do a test print?	04:42 PM
You	erm4	04:42 PM
Darren Sla	Merchant said no.	04:43 PM
	There is a chance that he'd be lying tho, cause he was doing it on the office.	04:43 PM
	lol	04:43 PM
You	hm, it marked as complete in kitchen tickets	04:43 PM
Darren Sla	It was sent to the receipt4?	04:43 PM
You	yeah	04:43 PM
	termianl 4's receipt printer	04:43 PM
Darren Sla	I will get that checked out, I will call him back	04:44 PM
You	gotcha	04:44 PM
Darren Sla	Hi Team, Can we schedule Las palmeras to be updated on a new version? To fix the Edit option on receipt template (BOH) They close @8pm	06:08 PM
	Anyone can take care of this later tonight?	06:09 PM
Scott Dickens	i can update them...	06:12 PM
Darren Sla	Thank you, can I assign the ticket to you?	06:13 PM
Scott Dickens	restaurant or taqueria?	06:13 PM
	yes	06:13 PM
Darren Sla	Restaurant	06:13 PM
	Thank you	06:15 PM
Red Bercero	hey guys, Good morning Jose leos wants to confrim the difference of Pre send removals and post hand removals this is at the server bank report.	Mar 13 2024, 09:20 AM
	can anyone help?	09:20 AM
Scott Dickens	Pre send did not require a manager code to remove. Post send did	09:21 AM

Red Bercero	gotcha tysm.	09:21 AM
Darren Sla	Is it Items that they removed @Scott Dickens ?	09:24 AM
	Or payments, since they're talking about till/bank?	09:24 AM
Red Bercero	Red Bercero has shared a file image.png - 54.8 KB	09:31 AM
	any advice?	09:31 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000047729733	09:39 AM
	bumping this.	09:51 AM
Scott Dickens	what is the secure device set to for DataCap Gift?	09:59 AM
Red Bercero	where can i find this setting at boh?	10:14 AM
Scott Dickens	its in the credit card settings	10:18 AM
	on the pos	10:18 AM
Red Bercero	Red Bercero has shared a file image.png - 159.17 KB	10:20 AM
	and use port 80 to access boh	10:20 AM
	but this is the error message	10:21 AM
	can someone help?	10:21 AM
	It's Sql I think	10:21 AM
Rae Banaglorioso	database settings > change connections	10:21 AM
Red Bercero	yuo	10:21 AM
	done doing that	10:21 AM
	<i>This message has been deleted</i>	10:29 AM
	<i>This message has been deleted</i>	10:29 AM
	<i>This message has been deleted</i>	10:30 AM
Darren Sla	@all anyone can point me to the right direction on how to TS a scale? Aside from trying to unplug and re-pluggit from the terminal ?	10:38 AM
Scott Dickens	is it a CAS PD-II?	10:38 AM
Darren Sla	Yes, as far as I know.	10:39 AM
	It was from UMH	10:39 AM
Scott Dickens	yea, making sure its connected. there is a test app in the CAS folder in start menu -> applications	10:40 AM
	@Red Bercero what location is that...usually means the ocpos_bo password changed	10:41 AM
Darren Sla	Returning 101	10:42 AM
	Darren Sla has shared a file image.png - 57.96 KB	10:42 AM
Scott Dickens	it returned the weight though, so it seems to be working	10:42 AM
Darren Sla	Even though false on claim?	10:43 AM

	When we tried it on an item, it will not read the weight . Although it will show the price on the scale	10:43 AM
Scott Dickens	working now	10:50 AM
Darren Sla	Thank you!	10:57 AM
	What happened?	10:57 AM
	I was not able to follow what you did, I got a new call.	10:57 AM
Scott Dickens	set the POS to run as admin	11:00 AM
Darren Sla	ohhhh..	11:00 AM
	Darren Sla has shared a file image.png - 281.32 KB	11:07 AM
Scott Dickens	i think its no password	11:11 AM
Darren Sla	I got it	11:12 AM
	Team, do we have "Little Caesars Express" deployment?	11:39 AM
Scott Dickens	we have not been notified as of yet	11:44 AM
Darren Sla	Context: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000045749140	11:44 AM
Scott Dickens	assign it to jack to assign the deployment out	11:44 AM
Darren Sla	I asked Spencer to email deployemt to get it scheduled	11:44 AM
Red Bercero	hey guys, I'm with John Jenkins backfins crabhouse. on online ordering customer don't want to save their credit card info details is there a way to disable that?	11:49 AM
Scott Dickens	yes, in the payment settings	11:51 AM
Red Bercero	understood	11:51 AM
Scott Dickens	changing now	11:51 AM
	done	11:51 AM
Red Bercero	tysm	11:53 AM
Darren Sla	Hi guys, who's handling Ortas deployment?	12:43 PM
	Can anyone teach me on how to set up a Bar code scanner?	02:11 PM
	I had it reset to factory defaults	02:11 PM
	But it still wont scann	02:11 PM
Scott Dickens	what type of scanner? are they trying to set it up to scan with OPOS?	02:12 PM
Red Bercero	hey guys, he needs to need to figure out have to enter 10% cash tips at the of the day. this is jeff from Payteve Crankshaft	02:15 PM
	is this possible?	02:15 PM
	they need to have a button to put 10% of their cash tips at the end of the day	02:15 PM
Darren Sla	Zebra Model DS9308 @Scott Dickens	02:16 PM
Scott Dickens	you have to have them scan a barcode to enable OPOS mode	02:16 PM
	but i feel like i should	02:16 PM

	let me find it real quick	02:16 PM
Darren Sla	Cool	02:17 PM
	Thanks	02:17 PM
Scott Dickens	Scott Dickens has shared a file image.png - 8.35 KB	02:17 PM
	have them scan that (easiest way is to bring it up on the screen and have them scan it off the screen)	02:18 PM
	then under the OC EGift section in the credit settings, check the OPOS Scanner and OPOS Scanner Item Scanning checkboxes	02:19 PM
Darren Sla	@Scott Dickens it wont scan	02:29 PM
Scott Dickens	it won't scan the barcode off the screen?	02:34 PM
	did you try enlarging it a bit?	02:34 PM
Red Bercero	hey Guys Ralph, From Seville quarter just got his new tablet today and wants to set up the tablet. Told him that he needs to set up an appointment for that to be installed but he said he couldn't wait anymore since this is a replacement can someone help? or any advice will do?	02:34 PM
Darren Sla	Yep, i also sent it to her phone to be sure	02:34 PM
Red Bercero	Red Bercero has shared a file image.png - 42.67 KB	02:39 PM
Scott Dickens	if its a replacement tablet, he should be able to just connect to the server with RDP using the same user it replaced	02:42 PM
	if it has payments, we'll need to set that up, otherwise thats all it should need	02:42 PM
Red Bercero	this new tablet that he has have payments he said that he's been waiting for it 6 months	02:43 PM
	cause the one that he initially got didn't have payments.	02:44 PM
	already ended the call with him.	02:44 PM
	just now	02:44 PM
	hey guys, This transaction was completed however the employee didn't close the ticket but the \$5 tip wasn't added to it. is there any way to reopen it? to add the 5 dollar tip they said they already went to add tips and tried adding the tip but nothing happened.	02:53 PM
	Red Bercero has shared a file image.png - 42.27 KB	02:53 PM
	Red Bercero has shared a file image.png - 259.37 KB	02:53 PM
Scott Dickens	Did you try and add it?	02:54 PM
Red Bercero	at terminal 2 i was successful	02:57 PM
	in adding tip	02:57 PM
	Bumping this: hey guys, he needs to need to figure out have to enter 10% cash tips at the of the day. this is jeff from Payteve Crankshaft is this possible? they need to have a button to put 10% of their cash tips at the end of the day	03:19 PM
Scott Dickens	not sure what they're asking for here. who worked on crankshaft, @Ernie Perez or @Jack Trinique ?	03:20 PM
Red Bercero	they need to have a button to put 10% of their cash tips at the end of the day	03:20 PM

	that's what he said he's asking if that's possible	03:21 PM
Jack Trinqué	I did, I can reach out to him. Maybe talking about claiming tips? Are you on the call with him right now?	03:21 PM
Red Bercero	earlier, I was able to add tips cause they mistakenly close the transaction and didn't add the 5 dollar tip	03:22 PM
Darren Sla	@Scott Dickens would it be a scanner issue at this point? But there are 2 scanners we tried to use. However, that's coming from another merchant.	03:29 PM
Scott Dickens	i spoke to them and got it working	03:33 PM
	it wouldn't stay in opos mode until i did it a few times	03:33 PM
Darren Sla	You had them scan a few times?	03:34 PM
Scott Dickens	i changed it in the config software which she had loaded in	03:37 PM

	it just wasn't sticking the first few times	03:37 PM
Darren Sla	Ohhh..	03:37 PM
	Someone needs to teach me that.	03:37 PM
Red Bercero	hey guys, Tito's lounge encountered internet outage and they want to turn on their offline credit transaction. It's not showing on their control panel as per manager. did they set up their offline mode brfore?	03:37 PM
Scott Dickens	sounds like they may not have offline. do they use a PAX device?	03:38 PM
Red Bercero	yes they do	03:38 PM
	use PAX Device	03:38 PM
	what should we do about this?	03:44 PM
Scott Dickens	they don't have offline mode enabled...its something we would need to setup once their internet is available	04:00 PM
	unfortunately nothing we can do about it currently	04:01 PM
Red Bercero	hey guys, Mr Pollo Pace FL tryna get their operations report for both 1st - 31st of January and 1st of February - 29th of February, However i can no longer access BOH. and couldn't connect to database I'm tryna reconnect to the DB but it's not letting me.	04:47 PM
Scott Dickens	they have their terminal offline	04:49 PM
	they switched to a different system	04:49 PM
Darren Sla	They turned on term3	04:50 PM
	@Scott Dickens	04:50 PM
Scott Dickens	@Ernie Perez said they will be dropping the equipment off, we can get it setup for reports	04:50 PM
Darren Sla	Gotcha	04:50 PM
Ernie Perez	Sooner they drop it all off the sooner we can get them their reports	04:51 PM
Red Bercero	who should i assign this to?	04:54 PM
	or should i close it already gave her a call back and let her know what to do	04:54 PM
	She understood the assignment i guess	04:55 PM
Darren Sla	Hey Guys, Is it okay to change the "Credit Card Surcharge" into Non Cash Adj, on the receipt?	05:23 PM
Scott Dickens	just renaming it?	05:36 PM
Darren Sla	Darren Sla has shared a file image.png - 0.57 MB	Mar 14 2024, 06:23 AM
	Is it okay to remove that "Fee" on there? I just want to make sure that it is fine.	07:35 AM
	On second through, I tried checking their receipt template, and I don't see where I can remove the "Fee" on there.	08:00 AM
Scott Dickens	go to service fees and edit the service fee...there should be a "print total line" or something similar	09:23 AM
Darren Sla	Thanks!	09:25 AM
	@Scott Dickens do you happen to know who's the processor for Crankshaft?	09:54 AM

Scott Dickens	Payteva	09:57 AM
Darren Sla	They have unentered tip, should I advise them to call payteva about it?	10:04 AM
	Or can we forward the receipt that they have.	10:05 AM
Scott Dickens	we should email payteva and handle it for them	10:05 AM
Darren Sla	copy.	10:06 AM
Red Bercero	Red Bercero has shared a file image.png - 11.83 KB	10:20 AM
	He directly asked for Robert however i believe he's tied up with something	10:21 AM
Scott Dickens	the server/main terminal will need to be online to access that...do they still have the terminal?	10:29 AM
Red Bercero	we're already on it. Robert sent an email to them about turning on their terminal	10:31 AM
	hey guys, Off the hook called in they want to see suggestions of 18% 20% 22% and 25% for tip at the receipt and also they want to adjust the food tip out of 3% , Bar tip out of 5% and kitchen tip out of 3% of food sales and her her whole name is priniting in the receipt she just wants her initials. Can someone point me to the correct direction please?	10:51 AM
Scott Dickens	for the tip percentages, those can be set under Settings -> Printers and added to the receipt templates (Suggested Tips)	10:53 AM
	the tip outs are adjusted under Settings -> Fee Groups	10:53 AM
	For the employee, make sure that the employee's name is entered into First Name and Last Name field and not just First Name	10:54 AM
Red Bercero	gotcha I'll do it now.	11:09 AM
Darren Sla	Darren Sla has shared a file image.png - 191.35 KB	03:28 PM
	Or probably I am looking at a wrong screen.	03:28 PM
	Still pops up even though I turned off rear facing	03:31 PM
Scott Dickens	check the registry and see if terminal_proc is not set to the same as terminal	03:34 PM
Darren Sla	Yeah it is showing different	03:36 PM
Scott Dickens	set terminal_proc to what terminal is set to then restart the software	03:36 PM
Darren Sla	Thanks!	03:37 PM
	Does the tablet Do Finger print scan?	03:47 PM
	Or if it has the capability on doing that?	03:48 PM
	Like the terminal does.	03:48 PM
You	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000046354599 she still needs this setup if anyones available tomrorrow	03:48 PM
Scott Dickens	tablet does not have a good finger print reader solution	03:49 PM
Darren Sla	So we dont recommend or we don do it at all?	03:49 PM
Scott Dickens	we haven't done it and the finger print readers that we integrate to are bulky	03:50 PM
	so i would say we don't do it	03:50 PM

Darren Sla	Got it,	03:50 PM
	Thanks!	03:50 PM
Scott Dickens	i'll take over the ticket for setting up zerotier	03:50 PM
You	gotcha rt	03:51 PM
Darren Sla	<div> <div>Darren Sla has shared a file</div> <div>image.png - 195.54 KB</div> </div>	04:51 PM
	no	04:51 PM
Scott Dickens	Epson TM-P80 is a portable bluetooth printer that is	04:52 PM
	Epson bluetooth printer will, right?	04:52 PM
Darren Sla	Copy that	04:52 PM
	Thanks!	04:52 PM
Red Bercero	<div> <div>Red Bercero has shared a file</div> <div>image.png - 143.14 KB</div> </div>	06:42 PM
	<div> <div>Red Bercero has shared a file</div> <div>image.png - 139.36 KB</div> </div>	06:37 PM
	they had this terminal 1 since 2018 they said.	06:38 PM
	their about to eod can someone help? they called back	07:18 PM
	this is for soul food kitchen	07:19 PM
Jack Trinique		07:21 PM
Red Bercero	Might be wrong user. I'll check	07:23 PM
	thank you	
Jack Trinique	Should be good	07:27 PM
Rae Banaglorioso	<div> <div>Rae Banaglorioso has shared a file</div> <div>image.png - 18.38 KB</div> </div>	Mar 15 2024, 06:06 AM
	<div> <div>Rae Banaglorioso has shared a file</div> <div>image.png - 178.85 KB</div> </div>	08:13 AM
	whenever we try to allow consent it disconnects the other tablets. what am i doing wrong?	08:19 AM
	its only 1 at a time sign in.	08:20 AM
	running the rdp wrapper.	08:23 AM
	you will need to disconnect the other tablet, then run the auto update file in the rdp wrapper files. Then try to connect the tablet again	08:24 AM
	ok noted.	08:27 AM
Rae Banaglorioso	<i>This message has been deleted</i>	08:53 AM
	<i>This message has been deleted</i>	08:53 AM
	How do we go with issues with scanners? Anne from deerings claimed that their scanner is not scanning their items	09:14 AM
Rogie Logronio	Anyone?	09:18 AM
	Rae Banaglorioso has shared a file	10:16 AM

	image.png - 457.06 KB	10:10 AM
Scott Dickens	is it a new terminal?	10:23 AM
Rae Banaglorioso	yup2	10:23 AM
	K&M coffee NEW	10:23 AM
Rogie Logronio	Mario from colarusso's, calling in saying they went live two days ago and now they are having issues with the caller ID, it's not popping up in the POS	10:24 AM
Scott Dickens	try restarting the POS software and have them test it	10:44 AM
	restart each terminal	10:44 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 441.2 KB	11:05 AM
Ernie Perez	I can do it but in a meeting that just started.	11:05 AM
Scott Dickens	i can take care of it	11:06 AM
Rae Banaglorioso	ok2 @Ernie Perez, what's the timeframe so i can give merchant a heads up so they won't callback oh noice.	11:06 AM
Scott Dickens	is it just a new terminal? doesn't look like any of their existing ones are offline	11:07 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 96.81 KB	11:07 AM
	it's new	11:07 AM
Scott Dickens	K&M's terminal should be all set now	11:39 AM
Rogie Logronio	How do we go with issues with scanners? Anne from Deerings claimed that their scanner is not scanning their items Bump	11:46 AM
Scott Dickens	someone from tier 2 needs to work with them on it	11:48 AM
	it Dougie's deployment that Jack took over	11:48 AM
	i'm assisting Jason Gray right now	11:48 AM
	Ernie's in a meeting and Jack is on lunch, so someone will need to call them back...are they live?	11:49 AM
Rogie Logronio	I believe they are	11:49 AM
Rae Banaglorioso	calling back K&M setting up the printers. heads up thanks	11:54 AM
	sorry took me a while, we walked thru some of the things with terminal settings or bar tabs	12:13 PM
Rogie Logronio	I got a cash drawer not popping up, it pops up when pressing no sale but when doing an actual transaction using cash, it's not working, tried testing it on wind port and it's working	12:15 PM
Jack Trinke	is the person assigned to the cash drawer under Tills / Bank Manager?	12:16 PM
Rogie Logronio	they're not, and that is the reason. Thanks Jack	12:21 PM
Rae Banaglorioso	@Jack Trinke -- Eric calling in about the gift cards, it still doesn't work. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000039026219	12:46 PM
	can you route me to the right direction	12:46 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 299.21 KB	01:18 PM

Rae Banaglorioso	reaching back to quickly	01:25 PM
	222-975-6418 are we able to see the balance on this gift card? ralph calling in for the district	01:54 PM
Scott Dickens	card doesn't exist	01:55 PM
	i checked for 2229756418	01:56 PM
	their gift cards do not have dashes	01:56 PM
Rae Banaglorioso	oh my bad, ill get back after lunch	01:56 PM
	@Scott Dickens what are the things to check when trying to use a gift card? Eric called in saying they could use gift card after the replacement.	01:57 PM
Scott Dickens	i believe that was something that is with the devices not the gift cards...i think jack has that ticket	01:59 PM
Rae Banaglorioso	i see ill follow it up with jack thanks	02:01 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 132.15 KB	03:00 PM
	that one, TM-T20II if its a T20 printer	03:01 PM
Rogie Logronio	Don wilczynski is calling in saying that he just got the demo unit, his asking if there's any counter service or quick service he can use?	03:51 PM
	@Scott Dickens	03:51 PM
Scott Dickens	transfer him to me 400	03:52 PM
Rae Banaglorioso	do we process tip adjustments for big mansion?	04:06 PM
Scott Dickens	yes	04:07 PM
Rae Banaglorioso	theyre wanting to have tips adjusted who do i reach to have this adjusted?	04:08 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 129.32 KB	04:13 PM
	did you try restarting the winprtspl? that sometimes happens with snbc (thats an snbc printer not an epson printer)	04:14 PM
Rae Banaglorioso	<i>This message has been deleted</i>	04:17 PM
Rogie Logronio	All set, thanks	04:22 PM
	Rogie Logronio has shared a file image.png - 223.6 KB	05:59 PM
Scott Dickens	No, not for specific customer	06:00 PM
Rae Banaglorioso	hi need assistance with darrells diner number 2. there isnt opos adk in the system. where do i install that. but there was wnprtspl running already earlier	Mar 16 2024, 07:35 AM
	Rae Banaglorioso has shared a file image.png - 88.76 KB	07:36 AM
	kitchen printer not working	07:36 AM
	Rae Banaglorioso has shared a file image.png - 97.93 KB	07:54 AM
	this was called in multiple times for over a month	07:54 AM

Jack Trinique	richard is already frustrated	07:54 AM
	it keeps kicking me out	07:54 AM
	any advice @Jack Trinique @Scott Dickens	07:57 AM
	Lois like same thing as yesterday need to update the rdp wrapper.	08:00 AM
	Also it will be @Dakota Post on backup this weekend!	08:00 AM
Rae Banaglorioso	i badly need assistance on this one i managed to install opos cos i cant find any installed one \	08:05 AM
	check health is greyed out	08:05 AM
	its a long call cos richard doesnt want to let go its a busy weekend and they cant use the printer	08:05 AM
Jack Trinique	Where did you install opos from?	08:11 AM
Rae Banaglorioso	local disk c	08:11 AM
	opos	08:11 AM
Scott Dickens	Just got a call from Darrell...is this getting taken care of?	08:19 AM
Jack Trinique	Winprt isn't working on term 1 for some reason. I just moved printer to term 2 for time being so they can keep using it.	08:20 AM
Rae Banaglorioso	Ok got it, should be good now. Printer is still on two but alls could be able to print to it now.	08:23 AM
	ill reach back, thanks a lot @Jack Trinique !	08:25 AM
	all set for now. can someone take a look on darrells diner #2? cos he vented out stating that it has always been that terminal that they were having troubles with. It has been a month since he started complaining about it. its giving them a hard time instead of having a smooth transaction they get so disturbed by this terminal. if thats something that could done with a couple of minutes then it wouldnt be a problem however when problems arise most of the time its causing business operations to slow down thats what he claims. I can certainly talk to richard provided if you can direct me on what to check how to check where check so i can have more info.	08:36 AM
	additionally, every time he calls in for help he is being told that there is no problem with the terminal thats what he claims.	08:38 AM
	thank you	08:38 AM
Rogie Logronio	Rae Banaglorioso has shared a file image.png - 30.19 KB	09:27 AM
	Rogie Logronio has shared a file image.png - 92.21 KB	01:47 PM
	Rogie Logronio has shared a file image.png - 248.83 KB	01:48 PM
Dakota Post	Have you checked the logs on terminal 1	01:58 PM
Rae Banaglorioso	So after the screen comes up, nothing happens?	01:59 PM
	Rae Banaglorioso has shared a file image.png - 0.7 MB	02:00 PM
	What's the response on the batch when they do it? Approved?	02:00 PM
Rae Banaglorioso	none	02:00 PM

Dakota Post	no response at all, just goes back to the control panel home screen	02:01 PM
	how do i confirm that batch didnt went thru at the back office? what report do we need to check?	02:02 PM
	There is a credit card batch report	02:02 PM
	Should show every batch that processed	02:02 PM
Rae Banaglorioso	none	02:03 PM
	Rae Banaglorioso has shared a file image.png - 272.1 KB	02:03 PM
	batch wasnt successful.	02:03 PM
Scott Dickens	It most likely went through on processor side. Have them attempt it again tonight and I can double check it in the morning	02:04 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 225.08 KB	02:04 PM
	can we do a penny transaction to clear it out just like the error code COULD NOT FIND 02? or it wont still clear out even though we do a penny transaction for instances like this that has no response?	02:07 PM
	Rae Banaglorioso has shared a file image.png - 278.34 KB	02:16 PM
	Ah yup there's an error there lol	02:17 PM
Scott Dickens	That means one of their pax devices is not connected	02:18 PM
Rae Banaglorioso	they have 2 terminals but we confirmed that they havent used it for a long time already.	02:19 PM
Dakota Post	Have you checked their credit card settings?	02:38 PM
Rogie Logronio	does that mean that in order to batch out there needs to be a pax device connected?	03:38 PM
Dakota Post	Right because the devices actually hold the information. Our system tells them to start batching.	03:42 PM
Rogie Logronio	Gotcha	03:42 PM
	Rogie Logronio has shared a file image.png - 83.68 KB	06:41 PM
Scott Dickens	Set start time and end time to both 12am	06:41 PM
Rogie Logronio	Gotcha	06:49 PM
	Rogie Logronio has shared a file image.png - 146.04 KB	06:51 PM
Rae Banaglorioso	<i>This message has been deleted</i>	06:53 PM
Rogie Logronio	jumby bay	06:53 PM
Rae Banaglorioso	table #?	06:56 PM
Jack Trinqu	They will need to apply it to a transaction. Go to an order > checkout > checkout functions > unapplied transactions. Then choose the transaction to apply.	06:57 PM
Rogie Logronio	We cannot find the transaction, the table number is missing as well	07:16 PM
	any other way to look for the transaction?	07:17 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	

	image.png - 9.17 KB	
	Rae Banaglorioso has shared a file	01:42 PM
	image.png - 313.7 KB	
Scott Dickens	it has to be voided and re-rang...not sure what she's referring to otherwise, but they're new so i think she's just mistaken	01:43 PM
Rae Banaglorioso	need immediate assistance with citrus city, all other terminals are unable to do card payments. no error it just freezes	01:45 PM
	whats the troubleshooting for this?	01:45 PM
	@Scott Dickens	01:45 PM
	my bad i think i got the wrong MID	01:48 PM
Scott Dickens	celery city? which terminal?	01:49 PM
Rae Banaglorioso	all terminals they said we got discon cos they were packed	01:50 PM
Scott Dickens	looks like its working	01:50 PM
Rae Banaglorioso	double checking, they arent picking up	01:51 PM
	what steps can i do in case?	01:51 PM
Scott Dickens	if its freezing whe clicking credit, then try restarting but i haven't seen that before so if they do call back and say its happening, let me know so i can check the terminal	01:52 PM
Rae Banaglorioso	noted, im trying to reach them. yup, thats what they claim it only freezes for a couple of seconds then nothing happens	01:56 PM
Scott Dickens	and its celery city?	02:03 PM
Rae Banaglorioso	i did try to monitor both citrus and celery. all terminals are working with CC transcation cant reach back to confirm	02:03 PM
	no one is answering, he said he was in a hurry cos they got thousands of people 😊	02:06 PM
	my bad	02:06 PM
Scott Dickens	i dont' see an issue at either location, so just let me know if they call back	02:07 PM
Rae Banaglorioso	no problem, ill keep an eye on it too and try to reach back from time to time. thanks !	02:08 PM
	all set was a quick call "everything is good" dropped the call	02:20 PM
	√	02:20 PM
	hi just wondering if you and eddie had a conversation with darrels? the replacement of HDD? is it all set now? i just want to confirm. reply at your convenience thanks !	02:23 PM
Scott Dickens	it was shipped on friday	02:23 PM
Rae Banaglorioso	he hasnt called back tho.	02:24 PM
Scott Dickens	i texted him about it	02:24 PM
Rae Banaglorioso	ohh i see. thanks for the update	02:24 PM
	the big mansion calling in how do i reprint the EOD and batch report?	02:55 PM
Scott Dickens	in the database, i'll do it	02:55 PM
	i printed it at terminal 6	02:58 PM

Rae Banaglorioso	thanks @Scott Dickens !	02:58 PM
Rogie Logronio	Hi need immediate assistance , this is for citrus city they said this is happening on all terminals they are fully packed right now	04:02 PM
Dakota Post	<i>This message has been deleted</i>	05:22 PM
Darren Sla	Hi Guys, good morning. Quick question, who's handling Camino Real 6 deployment?	Mar 18 2024, 06:46 AM
Jack Trinque	Should be me.	07:17 AM
Darren Sla	Thanks	07:17 AM
Rae Banaglorioso	hi @Jack Trinque wayne calling in for HOOPs brewing. he said he is working with you right now..	10:48 AM
	@Jack Trinque said that you are working with him for the installation rn.	10:57 AM
Red Bercero	Red Bercero has shared a file image.png - 0.9 MB	12:14 PM
	any advice?	12:14 PM
Scott Dickens	it doesn't connect with bluetooth	12:16 PM
	it uses ethernet or USB (usually ethernet)	12:16 PM
	they can restart the terminal to undo the lock (unplug the power and plug it back in)	12:16 PM
	the password will be today's date: 03182024	12:16 PM
Red Bercero	understood.	12:16 PM
Rogie Logronio	Lobo from playhouse wants to disable the tap feature for their credit card machines on all the terminal, anyone can help?	12:58 PM
Dougie Stevens	It should already be disabled unless someone has done a parameter download. I'll hop on and do it rq	01:07 PM
Rogie Logronio	Thanks a lot dougie, I appreciate the help	01:08 PM
Dougie Stevens	Done	01:11 PM
Darren Sla	Pax issue is already resolved.	01:28 PM
	We found out that the ip changed,	01:28 PM
	We just updated it	01:28 PM
Red Bercero	hey guys, I spoke with Wes. from diamond data intl.	01:54 PM
	he wants to know where to find these things on the Operations report	01:55 PM
	total taxable in service total purchases subjected to tax sales and use tax credit for prepaid sales tax	01:55 PM
	they haven't undergone training yet.	01:55 PM
	can someone help?	02:00 PM
	tried to check the operations report by filtering ctrl + f but i still couldn't find these datas	02:10 PM
Dougie Stevens	It depends on what they mean by all of this. Who will they be training with?	02:13 PM
Red Bercero	they haven't reached out to ask for training. They want to know where are these things located in the operations report : total taxable in service total purchases subjected to tax sales and use tax credit for prepaid sales tax	02:18 PM
Darren Sla	Hi Guys, good morning. Anyone can tell me if this device can still be RM'ad? IDTech VP8300 s/n 112T823931	Mar 19 2024, 07:42 AM

	1421023731	
Dougie Stevens	It'll take a bit to hear back from IDTech. What's the business name	07:46 AM
Darren Sla	Kelly from BPS was asking about it.	07:46 AM
	I will check with them to whom this device is associated.	07:47 AM
Dougie Stevens	Sent email	07:57 AM
Darren Sla	Thanks!	08:05 AM
	Darren Sla has shared a file image.png - 0.68 MB	09:52 AM
Scott Dickens	checking	10:21 AM
Darren Sla	<i>This message has been deleted</i>	11:52 AM
	back, waiting for meeting to end	01:25 PM
	Continuing lunch	01:26 PM
Scott Dickens	for the minisforum from merchant lynx...yes its under warranty	01:49 PM
	we can send them a replacement with a return label	01:49 PM
Darren Sla	@Scott Dickens can I assign the ticket to you for this minisforum replacement?	04:35 PM
Scott Dickens	yes	04:36 PM
Darren Sla	Copy	04:37 PM
Red Bercero	Hey guys, Marion cooper is calling for Smith's Grocery. Regarding with their terminal cause everytime it becomes idle the merchant types her passcode again. He said that the merchant wants to disable it. Can you point me to the right direction? thanks	04:54 PM
Scott Dickens	can't disable it but can set it to 300 minutes which is 5 hours	04:58 PM
	its the "Terminal Timeout" setting in Terminal Settings	04:58 PM
Red Bercero	thank you!	04:59 PM
Darren Sla	Can someone tell me if this device is still under warranty? HT52306130190	Mar 20 2024, 08:05 AM
	Who's handling Ortas? They will be live today, they want all of transactions to be cleared out	08:19 AM
	They will be live later @9am	08:19 AM
	Ohh I see you @Ernie Perez I was about to clear it.	08:20 AM
	I just want to make sure I dont step on anyone shoes :D	08:20 AM
Ernie Perez	thanks! no worries!	08:21 AM
Darren Sla	@all what can I do to make sure that the Gift Cards can be swiped upon sale? When I try to sell a gift card, it is not asking to swipe the card it just register the gift card amount, let me know please. - Merchantlynx	08:37 AM
	Nvm, I think I got it.	08:47 AM
	Scratch that, it dont work.	09:26 AM
Scott Dickens	so it never prompts for the card?	09:27 AM
	what is gift card processing in credit settings set to?	09:27 AM
Darren Sla	Darren Sla has shared a file	09:27 AM

	image.png - 46.87 KB	
Scott Dickens	are they using DataCap GiftEPay? most likely not	09:27 AM
	they most likely need to change that to None	09:28 AM
Darren Sla	I think he is	09:28 AM
	Let me test that out	09:28 AM
	I think it works	09:28 AM
	Can someone tell me if this device is still under warranty? HT52306130190	09:33 AM
Red Bercero	hey guys, Where do i see the gift cards that are not sold yet, Merchant wants to have a print out of it. it's from Wing Madness New haven.	09:33 AM
Scott Dickens	there is nothing that stores gift cards that haven't been sold	09:36 AM
Red Bercero	understood	09:36 AM
	Red Bercero has shared a file IMG_0416.MOV - 18.72 MB	09:51 AM
	Red Bercero has shared a file image.png - 204.38 KB	09:52 AM
	Jack Trinique has shared a file FORESEE_XS300_Update_20231103.zip - 1.8 MB	10:05 AM
Darren Sla	Yep	10:05 AM
	I got it downloaded already	10:05 AM
	I will let him know what are the nexxt step	10:05 AM
	It is already on their screen,	10:06 AM
Red Bercero	it's working now thanks guys	10:21 AM
	Red Bercero has shared a file image.png - 135.32 KB	10:27 AM
Darren Sla	We can change that	10:31 AM
	I can handle it	10:31 AM
Jack Trinique	Yea they will have to change the refund limit. That can be done with this command.	10:31 AM
	update settings_pos set refund_amount = xxx	10:31 AM
Darren Sla	Can someone tell me if this device is still under warranty? HT52306130190	12:31 PM
Scott Dickens	Yes	12:34 PM
Darren Sla	MMG is requesting to get it replaced.	12:39 PM
	Darren Sla has shared a file image.png - 160.12 KB	02:59 PM
Red Bercero	hey guys, The ID scanner for BT Pompano is not working, They wanted to check if they could have a replacement for it	03:01 PM
Scott Dickens	we did not sell the id scanner	03:06 PM

	not sure if the sales rep did, but we're not involved in that	03:06 PM
Red Bercero	understood. I'll let him know.	03:07 PM
	hey guys, Can someone tell me how to disable the the qr code marion is asking for it from smith's grocery. because when they scan items both bar code and qr code are doing it's thing all at the same time can someone point me to the correct direction pls?	03:19 PM
Scott Dickens	Scott Dickens has shared a file image.png - 4.26 KB	03:21 PM
	by scanning that	03:21 PM
Red Bercero	thanks!	03:23 PM
Darren Sla	Thanks!	03:23 PM
	@Scott Dickens anyone knows who the sales rep for BT Pompano?	04:14 PM
Scott Dickens	Bryan Facterman	04:14 PM
Darren Sla	https://media.tenor.com/9oIB9uL2AuEAAAAM/thank-you.gif	04:15 PM
Red Bercero	Red Bercero has shared a file image.png - 81.65 KB	05:42 PM
	those links on the screenshot are not working on her laptop.	05:46 PM
Scott Dickens	working for me	05:48 PM
	is she at the site?	05:48 PM
Red Bercero	yes she is at the site using her lappy	05:48 PM
Scott Dickens	if so, have her try http://192.168.1.132/OCPOS	05:48 PM
	her modem may not allow "loop-back" connections	05:48 PM
Red Bercero	understood. but when she's at home	05:49 PM
	which url should she use?	05:49 PM
Scott Dickens	http://leauxbar.ordercounter.pro/OCPOS	05:49 PM
Red Bercero	Got it calling her back	05:52 PM
	Red Bercero has shared a file image.png - 187.83 KB	05:56 PM
Scott Dickens	what happens when they click "send report"?	06:06 PM
Red Bercero	doesn't do anything. It's just stuck on the screen.	06:09 PM
Scott Dickens	that looks like the old version	06:12 PM
	Scott Dickens has shared a file image.png - 271.24 KB	06:13 PM
	they need to add their email to their employee info under employee manager	06:13 PM
Red Bercero	Red Bercero has shared a file image.png - 398.3 KB	06:32 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000049148853 it is link to this ticket	06:33 PM

Scott Dickens	i'll change it to \$1, but if the order is more than \$1 it will pre-auth for the amount the order is for	06:33 PM
Red Bercero	about the pre auth amount.	06:33 PM
	sounds good she said.	06:34 PM
Scott Dickens	it is set to \$1. if it's still doing \$20 they need to restart the software	06:34 PM
Red Bercero	terminal's 234 are still doing it she said. I'll go ahead and reboot the OC APP	06:35 PM
	for those terminals	06:36 PM
	Red Bercero has shared a file image.png - 0.65 MB	Mar 21 2024, 09:39 AM
	hey guys, Spoke with Ralph from seville pre auth // send the tab. if they don't want to use a card is the there a way to bypass the 60 second or lower the countdown. Cause it takes 60 seconds for it to do it.	09:45 AM
	Hi guys love my puppy called in wants to export names and numbers of his customer to excel spreadsheet is that possible?	12:11 PM
Scott Dickens	Using the customer report...can copy and paste into excel	12:16 PM
	Might need to turn that report on	12:16 PM
Darren Sla	Hey Guys, quick question. How much would it cost to get a Caller ID feature?	01:45 PM
	Ralph from RLtech is asking	01:45 PM
Jack Trinique	It will depend on what exactly they need. All they would need is a Caller ID box from https://callerid.com/ It will depend if they have Voip or Analog and how many lanes they need.	01:51 PM
Red Bercero	Hey Guys, Las Palmeras is having problems with online ordering they they received the tickets but it's not sending to kitchen, I just want to confirm if the problem is within the printer itself or not cause the orders at the store itself was sent properly to the kitchen.	02:14 PM
Scott Dickens	restaurant or grill?	02:16 PM
	no online orders print to the kitchen or just some?	02:16 PM
Red Bercero	it's restaurant	02:16 PM
Scott Dickens	if none, have they ever printed to the kitchen?	02:16 PM
Red Bercero	none of them online ordering were working confirmed it to the merchant	02:17 PM
	he said the orders are already done but the problem it's not sending to the kitchen.	02:19 PM
	terminal no.3 is the one they're using at the momeny.	02:21 PM
You	i believe most issues with items not printing to the kitchen involved restarting master service on the main terminal	02:22 PM
Red Bercero	even if it's for online ordering?	02:23 PM
	got it so should i just reboot the server?	02:24 PM
Scott Dickens	terminal 1 was set as the "server processes terminal" and the software is not running	02:30 PM
	i changed it to the server	02:30 PM
Red Bercero	right gonna call them back and explain to them what happened tysm	02:31 PM
Darren Sla	How do we rest a Gift card to 0?	03:14 PM
Scott Dickens	it has to be redeemed (or we can manually set it to zero with the card number on our end)	03:14 PM

Darren Sla	Darren Sla has shared a file image.png - 12.99 KB	03:15 PM
	That number Is that his phone number or the Card number	03:18 PM
	I am a bit confuse	03:18 PM
Scott Dickens	thats the card number	03:18 PM
	assign to me	03:18 PM
Darren Sla	How can we have an employee access the terminals without clocking in? what feature should I modify in the BOH?	03:45 PM
Jack Trinqu	That is a privilege. It will be Clocked Out - General Access	03:50 PM
Darren Sla	Thanks!	03:51 PM
Red Bercero	Debbie from hotspot BBQ wants to speak with the billing about the payment she made	04:02 PM
Scott Dickens	get her info and darren buono can reach back out...unless she has a specific question then we can get that answered	04:03 PM
Red Bercero	on september 26 2023, ACH info wrote a check for a bill, OC took the payment to the old bank acct instead	04:06 PM
	of the new one that they recently changed	
Scott Dickens	what's her number?	04:06 PM
Red Bercero	8502610956 , debbiehotspotbbq@gmail.com	04:07 PM
	should i still assign this to Darren?	04:07 PM
Scott Dickens	no, we're going to remove darren and others from being able to be assigned tickets	04:09 PM
	only support agents should be assigned tickets	04:09 PM
Red Bercero	ack	04:10 PM
	Red Bercero has shared a file image.png - 63.24 KB	04:38 PM
Scott Dickens	i enabled the employee hours report for now	04:43 PM
	theres an error happening somewhere between the report and rabbitmq	04:44 PM
Darren Sla	Did you reinstall rabbitmq?	04:44 PM
Scott Dickens	no, rabbitmq is running fine	04:44 PM
Rae Banaglorioso	hi good morning, is it possible for a customer to move from bar to a table service? if so, how?	Mar 22 2024, 05:09 AM
	Rae Banaglorioso has shared a file image.png - 9.64 KB	05:09 AM
	Rae Banaglorioso has shared a file image.png - 433.61 KB	07:49 AM
	Rae Banaglorioso has shared a file image.png - 160.97 KB	08:13 AM
Jack Trinqu	check if the apache service is running	08:14 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 388.64 KB	09:19 AM

	Anyone can help?	09:19 AM
Jack Trinqué	getting a timeout trying to reach printer. Can you ping the ip?	09:20 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 118.23 KB	09:21 AM
Jack Trinqué	winprt was open, need to have winprt closed to test in driver.	09:22 AM
Rogie Logronio	it prints out the test but not the actual order	09:22 AM
	oh okay	09:22 AM
	he said all 3 printers are not working	09:23 AM
	kitchen printers	09:23 AM
Jack Trinqué	shows as printed, did that go through?	09:24 AM
Rogie Logronio	they are saying its working	09:24 AM
	now	09:24 AM
	thanks jack	09:25 AM
Rae Banaglorioso	hi @Jack Trinqué i have eric on the other line claims that he is working with you on vista pub RBO	09:31 AM
	wanting to speak to you	09:31 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 395.35 KB	09:52 AM
You	@Scott Dickens	09:53 AM
Rogie Logronio	nvm, we tried doing rebatch, it is now cleared out	10:02 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.61 MB	10:27 AM
Scott Dickens	i'll set it up	10:28 AM
Rae Banaglorioso	thanks !	10:28 AM
Scott Dickens	its all set now	10:56 AM
Rae Banaglorioso	tysm !	10:56 AM
	whos the processor of DAR 525 ?	11:14 AM
Scott Dickens	not us...checking	11:15 AM
Ernie Perez	Mecca Payments is what it says on Splashtop	11:16 AM
Scott Dickens	yea, mecca	11:16 AM
Rae Banaglorioso	do we have contact info?	11:16 AM
Scott Dickens	Mohammed Alkhatib 646.441.8206 support@meccapayments.com	11:16 AM
Rae Banaglorioso	TYSM	11:18 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 268.91 KB	11:23 AM
	their kitchen printer is not working	11:24 AM

Scott Dickens	can you ping the ip?	11:25 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 142.26 KB	11:27 AM
You	what term	11:31 AM
	server?	11:31 AM
	@Rogie Logronio montclair location?	11:33 AM
Rae Banaglorioso	montclair	11:33 AM
	how can we remove KP21? KP<space>21 is the new install.	11:34 AM
You	KP22 is offline?	11:34 AM
	kp21 looks like it's already removed	11:35 AM
	You have shared a file image.png - 0.54 MB	11:35 AM
	i see the kp 21 one	11:35 AM
	is it still not printing or were you guys able to troubleshoot it?	11:36 AM
Rogie Logronio	sorry, taking in different call, i'll check again	11:39 AM
	Is there a way to multi-copy items from one category to the other using menu/edit either on back office or OC?	12:24 PM
Scott Dickens	no, just one at a time	12:35 PM
Rogie Logronio	Gotcha	12:36 PM
	Hi @Scott Dickens Tina called saying that the issue is happening again where she tried adding multiple items on the menu using back office but it's not showing up in the OC itself, she said she had the same issue a week ago	12:42 PM
Scott Dickens	What location?	12:43 PM
Rogie Logronio	Bills	12:43 PM
	Hi guys, need help with the bixelon printer from Raymond's. Not familiar with the printer. Anyone can help?	12:56 PM
Scott Dickens	checking	12:56 PM
	can someone log out?	12:56 PM
Rae Banaglorioso	out	12:57 PM
Scott Dickens	KP22?	12:57 PM
Rogie Logronio	KP21	12:58 PM
Rae Banaglorioso	KP<space>21 is the one thats newly installed.	12:59 PM
	KP21 should be gone by now but its still showing in kitchen tickets	12:59 PM
Scott Dickens	whenever we replace a printer, we want to keep the name the same	01:01 PM
	the printer setting weren't updated with the new name	01:01 PM
	i just changed that now	01:01 PM
Rae Banaglorioso	which part did i miss sorry	01:02 PM

Scott Dickens	in the printer settings on each terminal it was still set to KP21	01:02 PM
	instead of KP 21	01:02 PM
Rae Banaglorioso	got it	01:02 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 86.86 KB	01:50 PM
Scott Dickens	that means they have multiple enabled on that type set	01:55 PM
Rae Banaglorioso	hi need assistance with raymonds. KP 21 is all set but the KP22 is now not printing. i did a press and hold feed power button to check the IPs of each printer. KP22 doesnt print the IP its just random number how do i assign this printer an IP? it doesnt show on the system but earlier when we were having troubles with KP 21, it was printing on that KP 22 printer. what did i miss?	02:39 PM
	Rae Banaglorioso has shared a file image.png - 0.83 MB	02:39 PM
	Rae Banaglorioso has shared a file image.png - 125.61 KB	02:40 PM
Scott Dickens	that means its a connection issue and they need to check the network cable	02:41 PM
Rae Banaglorioso	it was printing earlier tho, sometime some tickets redirected on that printer.	02:42 PM
Rogie Logronio	Caller said she is scanning an item but it shows up in the system as a different item? How do we troubleshoot this?	03:13 PM
Scott Dickens	check the barcode against the item its coming up as	03:14 PM
Rae Banaglorioso	jake calling in claiming that he was called , anyone reaching to jake? from payteva	03:47 PM
Scott Dickens	not i	03:48 PM
	@Jack Trinqué @Ernie Perez ?	03:48 PM
Rae Banaglorioso	jake is returning the call, he said he'll call back in 5 mins not long ago was the call	03:49 PM
Rogie Logronio	Hi, john ryan is calling in for grey taproom, he said he cannot use the remote back office ever since yesterday	03:54 PM
Scott Dickens	working for me here: http://107.129.145.13/OCPOS/login.php	03:55 PM
Rogie Logronio	can I provide this to him?	03:55 PM
Scott Dickens	yers	03:56 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 50.57 KB	04:28 PM
Scott Dickens	have them send a picture of a receipt that printed recently...they may have them crossed up	04:30 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 360.77 KB	04:35 PM
Scott Dickens	checking	04:35 PM
	credit cards aren't setup....did the user config file get cleared?	04:38 PM
Rogie Logronio	Not sure. This my first time handling it	04:38 PM
Scott Dickens	@Jack Trinqué looks like you had an appt with them this morning	04:38 PM
	did that test return?	04:38 PM

	did that get setup?	04:38 PM
	credit cards should work now	04:42 PM
	EBT won't with the device they currently have connected	04:42 PM
Rogie Logronio	Do they need a new device?	04:43 PM
Scott Dickens	the meeting jack had with them this morning was supposed to be about that	04:43 PM
Rogie Logronio	Oh okay	04:43 PM
	tysm	04:44 PM
Jack Trinqué	We did not have that meeting. I did not see the email of them confirming. I forwarded the email to support at the same time it came in, which I guess marked it as read so I never saw it. Rogie was that Alonso you were talking to or someone else?	04:46 PM
Rogie Logronio	It was alonzo, i tried assisting him as much as possible but turns out the credit card settings needs to be change. He said that he needs the EBT cash button working and also the EBT food stamp	04:55 PM
	He said if he could speak to someone higher about this it would be great	04:57 PM
Rae Banaglorioso	hi goodmorning, who adjust tips for ORTAS RESTAURANT?	Mar 23 2024, 05:32 AM
Ernie Perez	They need tips added? It would go to Verabank but I'm not sure if it goes directly to their rep Tasha Smith tsmith@verabank.com or if they prefer we contact their support.	05:35 AM
Rae Banaglorioso	ill loop tasha in the email instead thank you!	05:36 AM
Ernie Perez	Hold off on that please assign to me	05:37 AM
Rae Banaglorioso	oh ok2, no prob! ticket assigned !	05:38 AM
	how about for las palmeras? who adjust the tips?	05:59 AM
Ernie Perez	Platinum Age would adjust those, sandyw@platinum-age.com, benc@platinum-age.com, royceglosser@netzero.com would help with getting transactions for those.	06:02 AM
Rae Banaglorioso	ok2, is it ok to loop them in the email? or i have to personally email them?	06:03 AM
	@Ernie Perez - how do you set up the schedule reports properly? that it will also send the updated reports? cos i tried setting it up for a client but it only sends the report for the specific date over and over again 😊 what am i missing?	06:06 AM
	<i>This message has been deleted</i>	07:58 AM
	Rae Banaglorioso has shared a file image.png - 5.85 KB	08:02 AM
	or travis?	08:02 AM
Ernie Perez	Travis	08:03 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 200.2 KB	11:06 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 124.39 KB	11:08 AM
Rogie Logronio	Anyone?	11:13 AM
	Also they have their first charge back and they have the receipt, they are asking on what should they do about the charge back?	11:18 AM
Jack Trinqué	They are with merchant lynx they will likely want to check with them or their rep to see the best thing to do	

Jack Trinqu	they are with the merchant, i think they will likely want to check with them or their rep to see the best thing to do for the chargeback.	11:22 AM
Rogie Logronio	Thanks Jack, How about the batching issue? How should we go about this?	11:23 AM
	We tried rebatching but same thing happened	11:23 AM
	Thanks Jack	11:27 AM
Jack Trinqu	It's through now. Make a ticket and assign to Scott to see if he can reprocess it. Order id is 4062203 and invoice id is 2668203	11:27 AM
Rogie Logronio	Will do	11:28 AM
Rae Banaglorioso	hi @Jack Trinqu, need assistance with kitchen printer OFF THE HOOK. error 106 whenever we restart the printer opos and winprtspl tends to be successful and it prints but after few minutes it goes error and doesnt print again.	03:13 PM
Jack Trinqu	If the restart the printer, it prints then stops its likely a hardware issue. Is the error light flashing?	03:17 PM
Rae Banaglorioso	yes there is	03:18 PM
	error shows like the paper roll cover is oopen but its not	03:18 PM
	a blinking red light @Jack Trinqu	03:19 PM
Jack Trinqu	Yea it's hardware then. Have them reseat paper. If it still happens have them change paper fully. If it still	03:19 PM
Rae Banaglorioso	does it will likely need to be replaced.	
	we did reseat the paper. and change the paper roll. even reseat the ribbon.	03:20 PM
	every after restart it prints the test print	03:21 PM
Jack Trinqu	Yea so it goes through a print. And that's when it detects the mechanical error and then stops.	03:24 PM
Rae Banaglorioso	hi @Jack Trinqu kitchen printer again, MID seville , i got it to work back but it doesnt print all the items. items were assigned to the correct printer we are working with the expo printer. 1 out of 4 items that they rang only printed the others are nowhere to be found whats the troubleshooting for this one?	03:56 PM
Jack Trinqu	What items and what terminal.	03:58 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.57 MB	04:07 PM
	prolly happens to all the terminals	04:08 PM
	@Jack Trinqu	04:08 PM
Jack Trinqu	Term 13 did not have a printer setup under the expo station. Try again on 13	04:08 PM
Rae Banaglorioso	i overlooked that again ! dang it thanks @Jack Trinqu !	04:12 PM
Jack Trinqu	No worries!	04:13 PM
Rae Banaglorioso	hi jack, still with seville why are the bardrinks printing on the expo with the menu items? ralph said it started happening yesterday.	04:39 PM
	hi @Jack Trinqu jack, now its printing twice	04:50 PM
	everything was working perfectly till last night this issue started occurring	04:52 PM
	Hi @all need assistance with seville, its printing out twice. what settings do i have to check?	05:03 PM
	@Jack Trinqu ralph said he is running out of time cos GM will come anytime soon	05:03 PM
	need help needs to be fixed asap	05:03 PM

	what settings do i have to check?	05:04 PM
Jack Trinqué	Should everything that goes to the fryer also print at the expo?	05:04 PM
Rae Banaglorioso	yes those are 2 separate printers	05:05 PM
Jack Trinqué	Ok remove expo from station 1 then. And put a check next to send expo for station 3.	05:06 PM
Rae Banaglorioso	Thanks ! all set ✓	05:53 PM
	hi goodmorning, MECHE's Donuts calling in. spoke with someone who is troubleshooting the router. asking about what is the port range settings for the card readers to communicate?	Mar 24 2024, 06:20 AM
	<i>This message has been deleted</i>	06:21 AM
	anyone? they are currently waiting cos day is starting and unable to use readers.	06:36 AM
	@Jack Trinqué	08:14 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 296.66 KB	08:56 AM
Rae Banaglorioso	Hi @Jack Trinqué, needs immediate assistance online orders doesnt go through the OC software more so it doesnt print to the kitchen. MID HUDSON taco. we did a test where i had them to order using online ordering on their end doesnt show up to the tablets they have.	11:36 AM
Jack Trinqué	And online order or a door dash order?	11:48 AM
Rae Banaglorioso	door dash wasnt working earlier now it is grab hub and uber is not working atm	11:52 AM
Jack Trinqué	Hudson taco does not have online ordering through us. If it's an issue with their DoorDash tablet they will have to check with door dash	11:54 AM
Rae Banaglorioso	oh, how about grab hub and uber? theyd need to contact grab and uber too?	11:54 AM
	@Jack Trinqué	11:55 AM
	@Jack Trinqué	12:03 PM
Jack Trinqué	Yea, doesn't look like that is setup from what I'm seeing. They most likely manually add it as an order.	12:09 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 474.49 KB	12:13 PM
	still hudson taco	12:13 PM
	needs immediate assistance theyre already frustrated	12:14 PM
	@Jack Trinqué	12:14 PM
Jack Trinqué	That's on checkout? Are they clicking an amount to pay then clicking the payment option?	12:15 PM
	Usually exact then the payment type	12:15 PM
Rae Banaglorioso	got back to them yes but these buttons arent responding. heads up theyre angry big time	12:17 PM
Jack Trinqué	I just tested it and it worked. Do you have an sos for the terminal it is not working on?	12:17 PM
Rae Banaglorioso	we cant temporarily access the terminals theyre packed	12:18 PM
	let me go ahead try	12:18 PM
Jack Trinqué	They have to choose a payment amount. It will be unresponsive if they just press door dash. They need to choose exact then door dash. My guess is they are not doing that. Even if they say they are. Get them to show you it not working, because that is most likely the issue.	12:19 PM

Rae Banaglorioso	theyre mad and getting back to them each time makes them anxious, we cant takeover terminals ATM, they do it like they normally do, it was working perfectly fine. i had offered to send us a video on how they do it, they got mad saying theyre packed and cant do it atm more than 150 people. he mentioned that terminals are screwed every after update said that we shouldnt be doing an update every weekend do it on mondays.	12:26 PM
	he claims that an update was set up last night.	12:27 PM
	terminals were updated thats what he said	12:28 PM
	how do i go about this?	12:28 PM
Jack Trinique	We did not do an update. Crp might have. Everything is still working as before. I’m not too sure how they expect us to fix it without showing us the issue. I tested it on the terminal we have access to and it worked properly.	12:30 PM
Rae Banaglorioso	working on it	12:38 PM
	jack can you provide me contact details for crp?	12:57 PM
Jack Trinique	I don’t think they work on weekends. Check for an email from crp and it should show number.	12:58 PM
Rae Banaglorioso	thanks !	01:00 PM
	all terminals started working now thank you for the assistance @Jack Trinique !	01:01 PM
Jack Trinique	:thumbsup:	01:16 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 377.77 KB	02:57 PM
Jack Trinique	Means it can’t connect to either the server or us. Most likely can’t connect to the server computer.	02:58 PM
Rae Banaglorioso	all set thanks ! ✓	03:12 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 252.93 KB	05:48 PM
	Rogie Logronio has shared a file image.png - 12.84 KB	07:39 PM
	I believe he is requesting for a link, not sure how to get it	07:41 PM
Jack Trinique	Check the terminal to see if there is an application called “duc” on it.	07:41 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 92.03 KB	07:43 PM
Jack Trinique	Should be set now. Pacificdiningarccoffee.ordercounter.pro	07:46 PM
Rogie Logronio	Thanks jack	07:47 PM
You	i need to check the ccp settings on darrell’s diner term 8, can someone remote in and do ctrl alt / for me? trying to do it from my phone but it doesn’t work	Mar 25 2024, 05:47 AM
Rae Banaglorioso	what number? darrels diner #?	05:49 AM
	#8 term 3?	05:49 AM
You	yeah	05:54 AM
	it’s in the default group	05:55 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file	05:56 AM

	image.png - 185.02 KB	
	@Robert Harris	05:57 AM
You	ty	05:57 AM
	can you pull it up on term2 for me?	05:57 AM
	ty	05:59 AM
Rae Banaglorioso	NP!	05:59 AM
	Rae Banaglorioso has shared a file image.png - 0.51 MB	06:43 AM
You	i believe the kds is usually just a regular terminal, most likely a hit plus	08:34 AM
	it just loads the kds software	08:34 AM
	that one in the photo looks like a hisense though	08:34 AM
Rae Banaglorioso	thanks !	08:35 AM
	whos handling DUKES bamberg? just wanna confirm if this is already live or not yet?	08:36 AM
Red Bercero	Red Bercero has shared a file image.png - 38.23 KB	09:35 AM
Scott Dickens	they have employee pay rates set to "Per Employee" instead of "Per Job"	10:00 AM
	under Settings -> Labor	10:00 AM
Red Bercero	got it. I'll let her know.	10:03 AM
Rae Banaglorioso	hi guys need confirmation if this printer needs to be replaced MID: 121 bistro context: they were having troubles with this specific protein printer(network printer) troubleshoot: -winprtspl unsucessful -closed winprtspl -opos adk error 106 checkhealth3 -can be found on netconfig -can be pinged -tried a reset on the physical printer it doesnt print (poking the small hole at the back) -tried self test, does not print (pressing feed and power button together)	02:14 PM
Scott Dickens	its not under warranty so they will need to purchase one	02:15 PM
Rae Banaglorioso	ohhh i see, but it needs to be replaced with all the troubleshooting i did, just want to make sure	02:15 PM
Scott Dickens	yes, based on not printing with self test, it needs to be replaced	02:16 PM
Rae Banaglorioso	thanks !	02:16 PM
Scott Dickens	cost is \$340	02:17 PM
Rae Banaglorioso	noted thanks !	02:19 PM
	hi @Jack Trinique - thomas calling in for your meeting otp rn.	02:39 PM
	for MID: thompson pizzeria	02:39 PM
Jack Trinique	Send to 6501	02:39 PM
Rae Banaglorioso	call transferred please confirm thanks !	02:40 PM
Rogie Logronio	Hi I need help with Soya & Pomodoro, their bar printer is not printing any tickets just happened today, its says success in the byopos and it says printed when checking kitchen tickets but upon checking the physical printer its showing blinking red and not actually printing	03:08 PM
	Tried changing the paper roll as well but still the same	03:09 PM

Rae Banaglorioso	how do you troubleshoot an epson printer that is setup on a byopos software?	03:20 PM
Scott Dickens	shouldn't be an epson setup on byopos	03:22 PM
	byopos is for SNBC printers	03:22 PM
	for soya, that sounds like a printer malfunction	03:22 PM
Rae Banaglorioso	its setup that way. checked opos adk, settings were incorrect. all printers are set on COM ports. when we tested byopos, it succeed	03:24 PM
	Rae Banaglorioso has shared a file	03:30 PM
	image.png - 0.54 MB	
	Rae Banaglorioso has shared a file	03:31 PM
Scott Dickens	yea, shouldn't be using BYOPOS to test that	03:33 PM
	thats why its succeeding	03:34 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	03:37 PM
Scott Dickens	image.png - 97.0 KB	
	still with soya	03:37 PM
	correct what?	03:38 PM
Rae Banaglorioso	thats just an older version	03:38 PM
	oh i see	03:39 PM
Scott Dickens	if they restart the printer, and you test it through Epson OPOS ADK, does it still fail?	03:40 PM
Rae Banaglorioso	it all did fail on opos nothing works on opos. snbc on the other hand does a fail or success process.	03:41 PM
Rogie Logronio	Hi Scott, does our servers IP set to dhcp or static?	03:41 PM
Scott Dickens	can someone log out so i can take a look	03:41 PM
Rae Banaglorioso	out	03:42 PM
Scott Dickens	and receipt 0001 is the issue? or a different printer?	03:43 PM
Rae Banaglorioso	T88 and the u200	03:43 PM
Scott Dickens	u220 kitchen	03:43 PM
	expo?	03:43 PM
Rae Banaglorioso	yup2	03:43 PM
Scott Dickens	expo tested just fine	03:44 PM
	the t88v beverage is failing test though	03:44 PM
	is that the one blinking error light?	03:44 PM
Rae Banaglorioso	yup2	03:44 PM
Scott Dickens	we did a test it went thru using OC frontend printed on the kitchen tickets	03:45 PM
	when they power cycle it, does it immediately flash the error light?	03:45 PM
Rae Banaglorioso	no it did not. it flashes the red light if we send out the ticket	03:46 PM

Scott Dickens	ok, that indicates a mechanical issue with the printer	03:46 PM
	will most likely need to be replaced	03:46 PM
Rae Banaglorioso	are they on warranty?	03:47 PM
Scott Dickens	they are not...i believe thats older hardware	03:47 PM
Rae Banaglorioso	if not how much does T88 cost?	03:47 PM
Scott Dickens	around \$275 for new, \$150 for used	03:47 PM
	we do have some used in stock	03:47 PM
Rae Banaglorioso	TYSM !	03:48 PM
	hi guys, can someone assist me in looking for transactions cant be found on the back office but transactions were available on the bank. MID:UMH https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000050718411	04:35 PM
Scott Dickens	assign to me	04:36 PM
Rae Banaglorioso	DOMO!	04:37 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 44.05 KB	05:03 PM
Scott Dickens	assign to me and i'll get it setup tomorrow	05:04 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 266.97 KB	05:26 PM
Scott Dickens	Could need to be replaced...every card?	05:55 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 0.54 MB	05:58 PM
	Rogie Logronio has shared a file image.png - 50.01 KB	05:59 PM
	Rogie Logronio has shared a file image.png - 176.57 KB	06:08 PM
Rae Banaglorioso	all set✓	06:20 PM
Rogie Logronio	Thanks @Rae Banaglorioso all set	06:30 PM
Red Bercero	hey team, I just want to check if we're the ones who provided 121 artisan bistro their kitchen printer cause they're planning to purchase a new one from us.	Mar 26 2024, 11:05 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000050721875	11:05 AM
Scott Dickens	i think it may have been an existing one they already had at install	11:06 AM
Red Bercero	okay cause Benny called in and said he wants to purchase a new kitchen printer	11:06 AM
	I already have all the infos	11:07 AM
	where should i give this?	11:07 AM
Scott Dickens	assign ticket to me and i'll get it shipped out	11:07 AM
Red Bercero	gotcha. ty	11:07 AM
	assigned	11:09 AM

Scott Dickens	Red Bercero has shared a file image.png - 0.99 MB	11:23 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000049558991	11:25 AM
	here's the ticket number	11:25 AM
	assign this ticket to me	11:33 AM
Red Bercero	understood.	11:33 AM
	hey Guys, Matt from Arc dining called in about the scale he wants to confirm when could we set it up for him. ty	12:15 PM
	hey guys, Spoke with Scotty's tiki bar terminal 2 pitch black on the screen it started happening 30 mins ago. >Tried to check the terminal that customer having problems with terminal 2 >Couldn't hop on to it because there's an error with the internet >check the ethernet cable if it's properly plugged in >Check HDMI if it's properly plugged in. plugged in still has no power >Tried tilting the screen nothing happened. >unplugged power cord from the power outlet. box has green light but nothing appears on the screen.	01:41 PM
	can you guys tell me what troubleshooting steps I'm missing?	01:42 PM
	Red Bercero has shared a file image.png - 23.02 MB	01:43 PM
Darren Sla	@all I just a received a call fore this Screen situation for Scotty's Tiki Bar they want to get the same model of screen, cause the one that they have as a reserve does not have the same thing as this one.	03:13 PM
Scott Dickens	As per Laura, this screen that she sent is already toasted	03:14 PM
	Is this one of the new terminals we installed? Need model number	03:15 PM
Darren Sla	Getting it,	03:15 PM
	They want it to be overnight	03:15 PM
	Darren Sla has shared a file image.png - 0.51 MB	03:27 PM
	Can we overnight this?	04:04 PM
	yes	04:05 PM
Darren Sla	Great! thank you.	04:05 PM
Red Bercero	Assigning ticket to you @Scott Dickens kindly assign the ticket back to Red once you have the tracking number.	04:06 PM
	Red Bercero has shared a file image.png - 90.42 KB	07:52 PM
	Red Bercero has shared a file image.png - 376.82 KB	07:53 PM
	thank you!	07:53 PM
Darren Sla	I think they already cleared that out, I dont see it on Unapplied anymore nor the table.	Mar 27 2024, 09:52 AM
Red Bercero	thanks for the help	09:56 AM
Darren Sla	@all are we the one who takes care of TIP adjustments for SAKURA? Context: the server accidentally batched out, and the tips was not entered .	01:26 PM
Jack Trinique	they are payteva so it will go through merchant lynx	01:31 PM

Darren Sla	Darren Sla has shared a file image.png - 1.17 MB	02:06 PM
Scott Dickens	one sec	02:08 PM
	if they remove the black cover (with the grey hanasis circle) off the back by sliding that up, they can then tilt the screen back slightly and the screwdriver should fit right through	02:10 PM
Darren Sla	Thanks!	02:10 PM
	THat's exactly what he was asking, if we cant send him a new one that does not have a stand.	02:10 PM
Scott Dickens	Scott Dickens has shared a file IMG_0516.HEIC - 0.9 MB	02:11 PM
	we could send another one but there were would be an overnight shipping charge	02:11 PM
Darren Sla	I would let him know about that too.	02:11 PM
Red Bercero	<i>This message has been deleted</i>	03:13 PM
You	You have shared a file image.png - 35.27 KB	04:03 PM
Scott Dickens	they only show when they exist	04:07 PM
You	ah ok, gotcha	04:10 PM
Darren Sla	Hey Guys, is it possible to turn the on screen keyboard darker , and also have the tips showing on the online receipt?	Mar 28 2024, 07:49 AM
	I rephrased it.	07:50 AM
Jack Trinique	I do not believe the keyboard can be changed. There should be a print online tips option under the back office Settings > Printers	08:05 AM
Darren Sla	Thanks!	08:06 AM
	Can someone tell me what's Henrys Travel Plaza's name on our splashtop?	10:43 AM
	Or are they on our splashtop	10:43 AM
	Nvm I see it	10:44 AM
	Darren Sla has shared a file image.png - 0.57 MB	10:46 AM
	Can someone point me to the right direction? merchant needs it before lunch kicks in	10:47 AM
	Nvm I got it	10:48 AM
	Hey Guys, quick question what will happen if the merchants ISP changed their static IP? Context: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000051586062	01:22 PM
	Not really sure what to respond to it.	01:23 PM
Red Bercero	Hey guys, Cascade auto body is calling about their appointment someone called them and they were just finishing up earlier that's why they weren't able to pick it up	03:19 PM
Jack Trinique	send to me 501	03:20 PM
Red Bercero	transferred TY.	03:20 PM
Darren Sla	Darren Sla has shared a file	

	image.png - 25.55 KB	04:32 PM
Scott Dickens	what location? did you restart the customer display as well (theres a button under control panel in the pos to restart the customer display)	04:33 PM
Darren Sla	ahhh	04:33 PM
	No I have not	04:33 PM
	221273319 SOS	04:34 PM
	You logged in?	04:36 PM
Scott Dickens	yea	04:37 PM
Darren Sla	Did you restart the rear facing?	04:38 PM
Scott Dickens	i did not	04:38 PM
	i just did	04:38 PM
Darren Sla	ohhhh	04:38 PM
	I see it	04:38 PM
	I did not notice that option was there	04:38 PM
	It is still not showing	04:39 PM
Scott Dickens	it will only do it for credit payments...not cash	04:39 PM
Darren Sla	Ohh. Gotcha. Thanks!	04:40 PM
Red Bercero	Red Bercero has shared a file image.png - 28.98 KB	05:21 PM
Scott Dickens	on the partner poral	05:35 PM
	*portal	05:35 PM
	what do they want it set to?	05:35 PM
Rae Banaglorioso	hi @Jack Trinique joe calling in for old sante fe, a scheduled meeting. he just doesnt know your direct line.	Mar 29 2024, 08:47 AM
Jack Trinique	send to 501	08:47 AM
Rae Banaglorioso	xferring.	08:47 AM
Rogie Logronio	Hi, Ricky from Darrel's Diner #2 just got a replacement terminal and he is setting it up right now, he said he need assistance on setting up order counter once he connected all the cables, anyone available?	09:28 AM
Rae Banaglorioso	sos: \274 978 076	09:49 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 385.98 KB	10:12 AM
Jack Trinique	means a profit center is not set for it. would need to be added in the back office.	10:13 AM
	settings > Profit Centers	10:13 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 33.79 KB	10:17 AM
	Hi, Ricky from Darrel's Diner #2 just got a replacement terminal and he is setting it up right now, he said he need assistance on setting up order counter once he connected all the cables, anyone available? Bump	10:35 AM

	Rogie Logronio has shared a file image.png - 73.92 KB	10:40 AM
Rae Banaglorioso	all set ✓	10:45 AM
Rogie Logronio	Eric is calling for South Town Bar and Grill, asking if its possible to setup the reports to be able to tell how much are the tips for each bartender? They said that their bartenders do not share tips.	11:13 AM
	MID: K and M coffee corks camo Is this merchant here in our system?	12:38 PM
Scott Dickens	Scott Dickens has shared a file image.png - 29.93 KB	12:44 PM
Rogie Logronio	Thanks scott, how do we turn off the auto batch?	12:46 PM
Scott Dickens	settings -> pos, look for the auto batch setting under end of day	12:47 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 20.85 KB	12:59 PM
	Not sure if its from my end or theirs	01:00 PM
	Anyone? They said their kitchen printer is not working but I am unable to access their system for some reason	01:02 PM
	Rogie Logronio has shared a file image.png - 25.27 KB	01:05 PM
Rae Banaglorioso	are we able to change the percentage of the gift card? caller claims they dont want 4% charge on gift cards. which part of the BOH do we check?	01:24 PM
Rogie Logronio	From Pelican Post, wants to get ride of constantly putting the managers code once they're signed in as a manager, how do we do this?	01:30 PM
Scott Dickens	Enable auto authorize under settings -> overrides	01:42 PM
Rae Banaglorioso	are we able to change the percentage of the gift card? caller claims they dont want 4% charge on gift cards. which part of the BOH do we check	01:49 PM
Scott Dickens	go to settings -> service fees and edit either the service fee or dual pricing, whichever one is being used and uncheck "gift card"	01:50 PM
Rae Banaglorioso	is it possible to add credits to customer accounts? like a custom amount?	02:43 PM
Rogie Logronio	Hi, Ricky from Darrel's Diner #2 just got a replacement terminal and he is setting it up right now, he said he need assistance on setting up order counter once he connected all the cables, anyone available? Bump	04:56 PM
Scott Dickens	i got it all setup earlier	04:56 PM
Rogie Logronio	Oh Okay, thanks	04:56 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 74.26 KB	Mar 30 2024, 05:38 AM
	They would want a tip amount added on receipts sent to email.	05:39 AM
	Rae Banaglorioso has shared a file image.png - 431.89 KB	06:19 AM
	Rae Banaglorioso has shared a file image.png - 119.76 KB	07:06 AM
	nvm i got it resolved.	07:27 AM

	can anyone take a look on the other concerns? dont have any idea how to go about it for the counter question and the las palmeras receipts thanks ^	07:27 AM
	hi, needs assistance with KLUB24 cash drawer. theyre looking for replacing the cash drawer claims that this has been a recurring issue that they have called in . just recently luis rivera said that he called maybe Wednesday to get it fix and was already looking for a replacement he is wondering if a replacement is already in placed. I cant seem to find a ticket from KLUB 24. luis also claims that this has been happening for a month now that the cash drawer doesnt open even when they use the key. when i did troubleshoot it today since drawers are connected to the recpt printer i did check on recpt first then went to the cash drawer and issue got resolved. what can you recommend for me before i get back to the customer? which is the problem is it the recpt or the cash drawer? do we proceed with the replacement? they just dont want this to happen often and will have to call in frequently for these types of concerns.	07:35 AM
Scott Dickens	We'll get with the partner on Monday regarding the drawer	10:32 AM
	The counter is for a countdown each time it's sold. When it hits zero it requires a manager override	10:33 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 26.32 KB	11:02 AM
Scott Dickens	What item is it?	11:03 AM
Rae Banaglorioso	all the sub items on mustard crew neck sweater	11:03 AM
Scott Dickens	I removed it with a script	11:06 AM
Rae Banaglorioso	TYSM @Scott Dickens !	11:06 AM
	@Scott Dickens matthew from value systems calling in about wanting to know if there is any update for fratellis?	12:51 PM
Scott Dickens	Josh is still working on that	12:52 PM
Rogie Logronio	Hi @Scott Dickens , are you working with Marco quiroz for Dos Hermanos? He said he just received the equipment and trying to set it up	12:54 PM
Scott Dickens	I won't be able to set that up until this evening unfortunately	12:57 PM
Rogie Logronio	Okay, I'll let him know	12:57 PM
Rae Banaglorioso	hi @Scott Dickens are we the one providing terminals for ichiban? theyre calling in looking for a replacement. they changed the ethernet cables multiple times already sometimes it works sometimes it doesnt. theyre saying that it might be that the ethernet port on the terminal itself has the issue its the only terminal thats acting up. currently terminal 5 cant connect to the network again	02:52 PM
	we tried switching it over to a different port on the router and switching the ethernet cable just to make sure or rule out that something is wrong with the terminal. didnt work	02:48 PM
Scott Dickens	Assign ticket to me and I'll find out on Monday	02:55 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 264.13 KB	03:40 PM
Scott Dickens	The tips are probably set to go to personal banks...ask them if it shows a bank for the employee	04:44 PM
Rogie Logronio	She said she look into individual's bank and it show zero for the tips	04:49 PM
	Rogie Logronio has shared a file Screenshot 2024-03-30 202152.png - 45.85 KB	07:58 PM
	Rogie Logronio has shared a file Screenshot 2024-03-30 202216.png - 42.53 KB	07:58 PM
	MID: Backfin	08:02 PM

	myd. backin	08:02 PM
Scott Dickens	yes, just have to manually account for it	08:07 PM
Rae Banaglorioso	hi goodmorning anyone knows whos handling deerings?	Mar 31 2024, 06:49 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 443.8 KB	10:16 AM
Darren Sla	Close order counter	10:16 AM
	Turn tablet upsidedown	10:17 AM
	Then open oc again	10:17 AM
	Try that	10:17 AM
Rogie Logronio	Doesn't work .. still the same	10:26 AM
Darren Sla	Go to the server, taskbar>user>(rdp name) sign out.	10:27 AM
	Then reconnect the tablet	10:27 AM
Rogie Logronio	ok i'll try that	10:29 AM
Rae Banaglorioso	hi @Scott Dickens will you be able to check willies 632 bourbon? OC keeps prompting unresponsive for a sec then goes back to OC then freezes for a couple of seconds. then takes time to respond to the taps - restarted the terminal -ran regdll still the same, it somewhat made it responsive but most of the time it freezes. what are the other troubleshooting steps that i can do on my end?	03:28 PM
Scott Dickens	Checking	03:31 PM
	Did you restart terminal 1?	03:33 PM
Rae Banaglorioso	yup2	03:33 PM
	i did	03:33 PM
	thanks @Scott Dickens !	03:46 PM
Rogie Logronio	Hi @Scott Dickens, I have tony from pelican post asking for someone who knows a lot about reports, he said he have a lot of questions and would like a definite answers.	04:12 PM
Scott Dickens	we'll need to get some time scheduled tomorrow for that	05:26 PM
Rae Banaglorioso	quick question: whos assigned for portfolio buyout?	Apr 01 2024, 05:33 AM
Red Bercero	Hey guys, Osceolas street cafe wants to check if we can have field nation to look at their set up. Just want to confirm is there any charges with that? and if the customer wants to move forward with them how can we schedule the customer? thank you	09:28 AM
Jack Trinqu	what issues are they having?	09:44 AM
Red Bercero	Red Bercero has shared a file wall jack.jpg - 2.31 MB	09:49 AM
	they're having intermittent internet connection.	09:50 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000052101290	09:50 AM
	here's the ticket number for more info.	09:50 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 193.9 KB	12:04 PM
Scott Dickens	usually a database connection issue on older versions	12:06 PM

	try restarting it now	12:06 PM
	firewall got enabled on server terminal	12:06 PM
Rogie Logronio	Thanks scott, also from grey taproom, they said their remote back office is still not working	12:10 PM
	checked for duc, but unable to find it	12:10 PM
Scott Dickens	http://107.129.145.13/OCPOS/login.php	12:11 PM
Darren Sla	@all anyone can add Morning Fork on my OOA? Thanks	02:06 PM
Scott Dickens	added	02:11 PM
Darren Sla	Thanks!	02:12 PM
Rae Banaglorioso	whats the phone number for marketing dept ?	02:20 PM
Scott Dickens	there isn't one	02:23 PM
	they can email info@ordercounter.com	02:23 PM
Rae Banaglorioso	@Scott Dickens - chloe from retail now in las vegas is calling in wanting to talk to our marketing team/ events coordinator to confirm about the exhibit the we will have?	02:24 PM
	<i>This message has been deleted</i>	02:24 PM
	contact no. 877 896 0034 ext 103	02:25 PM
Scott Dickens	send that to travis	02:29 PM
Red Bercero	Red Bercero has shared a file image.png - 27.2 KB	02:35 PM
You	uh @Darren Buono	03:03 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 161.76 KB	06:19 PM
	Rogie Logronio has shared a file image.png - 255.53 KB	06:20 PM
	Rogie Logronio has shared a file image.png - 187.81 KB	06:42 PM
	SOS Code: 743331487	06:57 PM
Scott Dickens	Tips get subtracted from cash, so if they don't have cash transactions and have credit tips, cash will be negative	06:58 PM
Rogie Logronio	Thanks scott, I'll let them know	07:01 PM
	Hi, how we change the tax for a specific menu items?	07:07 PM
	Nvm, got it	07:15 PM
	Hi, How do we go with tables that did not close even though they already cash out, this is a split payment	07:49 PM
Scott Dickens	Use the unapplied credit from checkout functions to reapply the credit transactions	07:57 PM
Rogie Logronio	<i>This message has been deleted</i>	08:02 PM
	Rogie Logronio has shared a file image.png - 108.83 KB	08:09 PM

Scott Dickens	<div> <div>Rogie Logronio has shared a file</div> <div>image.png - 255.08 KB</div> </div>	08:10 PM
	need help pls	08:13 PM
	What location?	08:17 PM
	I found it...	08:24 PM
	They had cleared payment so the 4 credit transactions were voided	08:24 PM
Darren Sla	<div> <div>I brought them back and closed the table out but they will need to send us pictures of the receipts so we get with the processor to make sure they get charged and add the tips</div> </div>	08:25 PM
	Hi Team,	Apr 02 2024, 06:00 AM
	Good morning, anyone took care of Davids 23rd KDS installation yesterday?	06:00 AM
	<div> <div>Darren Sla has shared a file</div> <div>image.png - 19.49 KB</div> </div>	10:21 AM
	Anyone can teach me on how to do that?	10:21 AM
Red Bercero	Hey guys, Do you know how much is the charge for a tech visit at Field Nation. Customer's asking about it tysm.	10:22 AM
Darren Sla	That depends usually \$250 -300	10:22 AM
Scott Dickens	which customer?	10:23 AM
Red Bercero	<div> <div>Red Bercero has shared a file</div> <div>image.png - 0.6 MB</div> </div>	10:24 AM
Darren Sla	Hi Guys, Anyone available on setting OAKLEYS WINE CELLAR? Ralph called in asking for it, since they were not able to get it done last week due to emergencies of the Owner.	10:35 AM
	Anyone?	10:43 AM
	Can someone add Pig Candy on my OOA list please.	12:29 PM
Scott Dickens	Done	01:01 PM
Darren Sla	Thanks!	01:22 PM
Red Bercero	<div> <div>Red Bercero has shared a file</div> <div>image.png - 356.52 KB</div> </div>	02:27 PM
You	if they can try swapping harddrives with a terminal thats working	02:29 PM
	if it boots with the swapped harddrive, then the hard drive is the issue. if it stil bluescreens then it's the terminal	02:29 PM
Scott Dickens	i actually wouldn't recommend that	02:30 PM
Red Bercero	if possible they want to have a tech visit for this	02:30 PM
Scott Dickens	cuz if its the hardware it could corrupt the other drive as well	02:30 PM
You	o true	02:30 PM
Scott Dickens	they're less than a year, we should ship a replacement terminal	02:30 PM
	assign ticket to me	02:30 PM
Red Bercero	Got it.	02:31 PM

	Ticket assigned.	02:33 PM
Darren Sla	Bumping this up: Hi Guys, Anyone available on setting OAKLEYS WINE CELLAR? Ralph called in asking for it, since they were not able to get it done last week due to emergencies of the Owner.	03:09 PM
Scott Dickens	@Jack Trinqué @Ernie Perez - they need assistance with a deployment tomorrow morning	03:24 PM
Jack Trinqué	I should be able to. They still never had anything setup with Matt. I think Matt was still waiting on them to know what they needed so we could get an official deployment started for it.	03:25 PM
Ernie Perez	I cannot booked up	03:26 PM
Darren Sla	is that for Oakleys?	03:55 PM
Red Bercero	Red Bercero has shared a file image.png - 158.39 KB	05:32 PM
Scott Dickens	assign it to Jack to get scheduled with someone in deployments	05:36 PM
Red Bercero	acknowledged	05:37 PM
	Can someone look at this ticket? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000052101290	05:41 PM
	Red Bercero has shared a file image.png - 14.16 MB	05:43 PM
Scott Dickens	we will cover the cost for them....assign to jack to schedule a field nation tech to take a look	05:57 PM
Red Bercero	acknowledged.	06:01 PM
	Red Bercero has shared a file image.png - 1.49 MB	07:01 PM
Darren Sla	Hi Guys good morning , we do have capability to integrate with Payment Logistics, right?	Apr 03 2024, 06:57 AM
	Or Nah?	06:57 AM
	Anyone?	09:19 AM
Jack Trinqué	Yes, payment logistics is an option for credit cards.	09:52 AM
Darren Sla	@all may I know who took care of Deerings?	10:05 AM
	Is there EBT processing turned on?	10:05 AM
	They cant run EBT.	10:05 AM
	It wont accept by the terminal.	10:05 AM
	What do we need to enable to make sure that the EBT is running?	10:07 AM
	Can someone from Deployment check with Deerings?	10:07 AM
	They have a lot of concerns that needs to be addressed.	10:08 AM
	Anyone from deployment can reach out to them?	10:45 AM
Jack Trinqué	im looking through the ebt now. Talked with steve already. Will be calling the merchant shortly	10:46 AM
Darren Sla	Steve is upset about that, I was the one who's the merchant spoke with earlier when it was not working. And I told her usually that needs to be activated on Credit Card processor side if it is not working.	10:46 AM
Red Bercero	Hey Guys, Javier Garcia. called in wants to set up a pizza Item for the Demo. He also wants to know how Menu recipe works for inventory control? his demo is gonna be later afternoon	10:53 AM

Darren Sla	Deerings sent emails to different tickets.	11:35 AM
	@Jack Trinqué are you looking into their situation?	11:35 AM
Jack Trinqué	yea ebt is working, and I talked to her around 11 and got everything sorted. If there are any new emails I have not seen them as i have been in meetings.	12:56 PM
Darren Sla	Hey Guys, quick question what's the feature that I need to turn on to prevent employees clocking out if they still have open orders under their name?	01:48 PM
	Can someone tell me if Duanne (Camino) ordered a cash drawer for the set that he requested?	01:58 PM
	He said that the boxes came in but no cash drawer.	01:59 PM
	He requested one on the original order.	01:59 PM
Jack Trinqué	yes there was one on the order. Usually those are shipped separately. Reach out to darren Buono to see if one was dropshipped.	02:00 PM
Darren Sla	Copy that	02:07 PM
Red Bercero	Red Bercero has shared a file image.png - 17.68 KB	03:00 PM
Scott Dickens	development will need to check into that	03:03 PM
	assign ticket to me	03:03 PM
Red Bercero	assigned.	03:04 PM
Darren Sla	@all anyone available to help Chris from Turnkey to set up a tablet, just trying to connect it to the server. New tablet.	03:11 PM
	For moravelas	03:12 PM
	Can someone help me out with this tablet set up?	03:41 PM
Scott Dickens	i'm still working on montys	03:42 PM
Darren Sla	Darren Sla has shared a file image.png - 128.67 KB	04:01 PM
Scott Dickens	using Remote RDP Enterprise?	04:02 PM
Darren Sla	yeah	04:02 PM
	Sorry, are you talking about the RDP app on the tablet?	04:02 PM
Scott Dickens	yea, on the tablet	04:02 PM
Darren Sla	Darren Sla has shared a file image.png - 40.07 KB	04:02 PM
Scott Dickens	ok	04:02 PM
	in the connection setup, make sure 1024x768 is the resolution set (you have to edit the connection by long pressing)	04:02 PM
	so you have to disconnect (usually by closing the Remote RDP app)	04:03 PM
Darren Sla	i got it :happy:	04:04 PM
Scott Dickens	also, in the remote rdp app, press the settings icon at the bottom (the gear icon) and... uncheck the following: Show zoom buttons Show shortcut key button Show keyboard button Show CtrlAlt button Touch Remoting (scroll down) check the following: Keep screen on Disable zooming Scale to screen	04:04 PM

Darren Sla	Nvm the calibration is off	04:06 PM
Scott Dickens	make sure that "touch remoting" is unchecked	04:09 PM
Darren Sla	Yes	04:09 PM
	I think I got it.	04:09 PM
	Thanks Scott!	04:11 PM
	@all anyone available tomorrow for this execution? https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000053264146	04:30 PM
Scott Dickens	I'm out tomorrow	04:31 PM
Darren Sla	Anyone available for this tomorrow?	04:31 PM
Red Bercero	Red Bercero has shared a file image.png - 19.79 KB	05:13 PM
Scott Dickens	@Jack Trinqué @Ernie Perez i'm out tomorrow...if both of you are booked, please let them know we'll need to schedule it for a different day	05:16 PM
Jack Trinqué	I have stuff on the morning already tomorrow. @Ernie Perez are you available in the morning.	05:45 PM
Red Bercero	Hey Guys, Lavela sports bar has a question, When getting orders the waitresses can bypass the payment so that it'll be sent to the kitchen. They wanted to check if there's an option that we can do inorder to prevent any employees from stealing it's because since they can just rang the order directly to the kitchen without payment. The waitresses could go ahead and give the order to the customer pocketing the fee. is there any option that we can do for the merchant?	06:06 PM
Ernie Perez	Assign coco marina to me	07:05 PM
Red Bercero	Red Bercero has shared a file image.png - 102.06 KB	07:11 PM
Darren Sla	Hi Guys, good morning. Are we the one who handles Bourbon Blaze unapplied tips?	Apr 04 2024, 06:05 AM
Jack Trinqué	Yes, You can send those to resolute payments to get them added.	07:11 AM
Darren Sla	On it.	07:11 AM
	Thanks	07:11 AM
	Did anyone sent a report to Club raven?	09:29 AM
Red Bercero	<i>This message has been deleted</i>	10:19 AM
Darren Sla	Darren Sla has shared a file image.png - 51.28 KB	10:27 AM
Scott Dickens	Wrong port usually	10:28 AM
	Try :8080	10:28 AM
Darren Sla	I changed the port on FOH	10:33 AM
	Wont work, am I missing something?	10:33 AM
	http://petrellas.ordercounter.pro:8080/OCPOS/login.php	10:37 AM
	still wont work.	10:37 AM

	8081?	10:41 AM
	Thanks Jack	10:41 AM
Jack Trinqu	yea looks like it was setup for 8081 in their router. should work now, just change 8080 to 8081 in that link	10:42 AM
Darren Sla	yeah. I tested it out	10:42 AM

Jack Trinqué	Thanks	10:42 AM
	@all anyone scheduled for Scorz training today?	11:39 AM
	I received a call from Eric (Payteva) he told me that the devices is already there, and mentioning about the owners getting trained. I asked him if they already requested for it, he said he is not sure. He also mentioned that the owners are emailing back and fort I think with @Jack Trinqué	11:52 AM
	Did they schedule the training with you?	11:52 AM
	yea, just add the sos to a ticket and assign to me ill have to add the menu. Will be calling the owner later today.	11:53 AM
Darren Sla	Copy that. I got the SOS on the ticket.	11:53 AM
Red Bercero	Thanks	11:53 AM
	Red Bercero has shared a file image.png - 43.22 KB	03:16 PM
Darren Sla	@all hey guys did we send a report to Club Raven this morning?	04:42 PM
	Manually*	04:42 PM
	Anyone?	04:42 PM
You	i didnt but i see the ticket	05:01 PM
	might wanna check how inbox reports are setup for tonys to see if there's a receipient for club raven on it	05:01 PM
Darren Sla	Yeah, I saw one email on tony's that has the same with Club raven	05:07 PM
Red Bercero	Hey guys, Kitchen printer issue for Win tavern: Kitchen printer issues: >Check winprint Error code 106 >Check if the paper is plugged in properly >Run a test at OPOS - Still showing error code 106 >turned off printer/turned back on >Press and hold the feed button/ Nothing's printing.	05:17 PM
	that's the troubleshooting steps I've done but it still has red error light on it.m	05:18 PM
	Can you enlighten me what else I can do to fix this thanks!	05:18 PM
	Ray Huckleberry called back regarding with the same issue. If someone could helop me with this from win tavern that would be good.	07:33 PM
Ernie Perez	The self test on the printer failed? The one where while printer is off the feed button is held down and printer is turned on to print out the self test?	07:40 PM
Red Bercero	if you go to Opos and as well as win print it will show error code 106. There's red error lights on it. While doing self test to no paper is coming out.	07:44 PM
Ernie Perez	Have they checked to make sure the ink ribbon and paper roll are seated correctly?	07:47 PM
Red Bercero	yes already checked it with them	07:48 PM
	we also put the printer cover properly	07:48 PM
Ernie Perez	Is wintavern a new location within a year of being installed?	07:50 PM
Red Bercero	yes it is.	07:50 PM
	i believe it was just a month	07:51 PM
Jack Trinqué	Yea it's a new site. Ray texted me and I took a look. Looks to be hardware issue. I let him know, I'm seeing if they want us to redirect the receipts to a different printer for the time being.	07:52 PM

Ernie Perez	Thanks Jack!	07:53 PM
Red Bercero	Understood, thanks Jack!	07:53 PM
Jack Trinique	Red were you talking with ray or the site?	07:54 PM
Red Bercero	first the site then Ray called back.	07:54 PM
	with the same issue so I merged it.	07:55 PM
Rae Banaglorioso	hello goodmorning. question: are we the one handling tip adjustment for fridas?	Apr 05 2024, 05:04 AM
	hi do i need to configure the IP and gateway when setting up the bixelon printer?	08:09 AM
	Rae Banaglorioso has shared a file	08:09 AM
	image.png - 109.2 KB	
	Rae Banaglorioso has shared a file	08:10 AM
	image.png - 32.3 KB	
	do i need to set it up like epson printers??	08:10 AM
	anyone?	08:10 AM
	already changed it but cannot claim printer still	08:14 AM
	Rae Banaglorioso has shared a file	08:14 AM
	image.png - 353.09 KB	
	Rae Banaglorioso has shared a file	08:15 AM
	image.png - 71.66 KB	
Jack Trinique	yea will need to set Ip and gateway., you have the printer added in bixelon now?	08:16 AM
Rae Banaglorioso	no not yet, whenever i do check health cannot claim	08:17 AM
Jack Trinique	test now, there wasnt a port being set when adding printer in bixelon driver	08:21 AM
Rae Banaglorioso	oh my bad always 9100? for the port?	08:23 AM
	hey jack, i still need to add it on wnpertspl right?	08:26 AM
	@Jack Trinique	08:26 AM
Jack Trinique	yea and switch the printer back to kitchen on all terminals under printer settings. Ill take care of that. It should have just printed from term 1 though if they check	08:35 AM
Rae Banaglorioso	not a problem	08:35 AM
	need help with meches dounuts RBO.	08:45 AM
	@Jack Trinique	08:45 AM
	router is already logged in @Jack Trinique	08:46 AM
	term 1	08:46 AM
Jack Trinique	doesnt look to be logged in	08:51 AM
	for those it is best to get the credentials, make sure they work. Then make a ticket and assign out to get made.	08:52 AM
Rae Banaglorioso	@Jack Trinique - he was the one who accessed the PW. kindly check please its up	08:56 AM
Jack Trinique	should be good now	09:00 AM

Rae Banaglorioso	http://meches.ordercounter.pro/OCPOS/login.php	09:00 AM
	thanks jack !	09:01 AM
	Rae Banaglorioso has shared a file image.png - 244.46 KB	10:23 AM
	anyone??	10:40 AM
	what am i missing? if anyone can point it out thanks	10:44 AM
You	i can take a look	10:45 AM
Rae Banaglorioso	thanks	10:45 AM
You	which terminak	10:45 AM
Rae Banaglorioso	2	10:45 AM
You	its on wifi	10:50 AM
	isntead of ethernet	10:50 AM
	wait	10:51 AM
Rae Banaglorioso	theyre on wifi, thats what he claims both terminals are on wifi	10:51 AM
You	yeah	10:51 AM
	was terminal 2 connected at some point?	10:51 AM
Scott Dickens	yes, they were on wifi	10:52 AM
	and it was working just fine	10:52 AM
You	trying to ping the term1 from term2 but it's not reaching	10:52 AM
	hi dougie	10:55 AM
Dougie Stevens	hi bub	10:57 AM
Scott Dickens	let me take a look	10:58 AM
	can someone log out?	10:58 AM
You	out	10:58 AM
Dougie Stevens	I was trying to check rq but it was freezing on me	10:58 AM
You	same	10:58 AM
	<i>This message has been deleted</i>	10:58 AM
	You have shared a file Untitled.css - 1.38 KB	10:59 AM
Dougie Stevens	nice	10:59 AM
You	might be the network discovery settings on comp 1	10:59 AM
Scott Dickens	i can't connect to term 1	11:00 AM
You	still cant connect?	11:04 AM
Scott Dickens	its showing offline now	11:06 AM
You	its back up	11:06 AM

	theyre using the terminal	11:07 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file	01:33 PM
	image.png - 110.64 KB	
	Rae Banaglorioso has shared a file	01:34 PM
	image.png - 87.22 KB	
	terminal 1 is connected via wifi, term 2 which is having the issue is connected via ethernet.	01:35 PM
Scott Dickens	firewall on both terminals are off	01:35 PM
	Terminal 1 should be connected via Ethernet as well	01:36 PM
	Have them check to see if the network cable came unplugged	01:36 PM
Rae Banaglorioso	on it thanks	01:37 PM
	Rae Banaglorioso has shared a file	02:10 PM
	image.png - 51.51 KB	
Scott Dickens		02:11 PM
	i had her check if she can connect it to the same router she said that its been that way eversince.	
	term 1 is already connected via ethernet.	02:11 PM
	looks like they previously had it connected via IP, so i changed it back to that	02:12 PM
	should be working now	02:12 PM
Rae Banaglorioso	thanks !	02:12 PM
	Rae Banaglorioso has shared a file	02:14 PM
Scott Dickens	image.png - 129.24 KB	
	its not communicating with the device, have them double press the button near the charging port and wait about 15 seconds after the lights flash	02:15 PM
	then try again	02:15 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	02:23 PM
	image.png - 99.61 KB	
Scott Dickens	still not working tried it twice	02:34 PM
	the screenshot you posted showed it worked	02:43 PM
Rae Banaglorioso	credit button is not responding	02:43 PM
Scott Dickens	<CmdStatus>Success</CmdStatus>	02:43 PM
	what location?	02:43 PM
Rae Banaglorioso	chris from turnkey SOS : 748 654 204	02:45 PM
Scott Dickens	can you transfer to me: 400	02:45 PM
Rae Banaglorioso	on a different call, ill xfer once i get a hold of him	02:47 PM
Scott Dickens	i'm about to have a meeting with jason, so don't transfer chris to me just yet	02:51 PM
Rae Banaglorioso	noted	02:58 PM
	Rae Banaglorioso has shared a file	04:19 PM
	image.png - 184.64 KB	

	need assistance with trevino. this is the last tablet that working reliably, previously the other tablet they no longer use it cos its unreliable. i believe this issue was already raised but merchant go no response its been on going for a couple of months now. Oscar never reached to them about this	04:21 PM
	now this tablet is also acting up.	04:22 PM
	Rae Banaglorioso has shared a file image.png - 34.49 KB	04:24 PM
	and ran the rdp wrpper	04:24 PM
		04:25 PM
Dougie Stevens	still stuck on this screen tablet wouldn't be the problem I don't think	04:25 PM
	Where?	04:25 PM
Rae Banaglorioso	trevino	04:25 PM
Scott Dickens	you have to sign out the user on the server	04:25 PM
	using task manager	04:25 PM
Dougie Stevens	si	04:25 PM
Scott Dickens	windows is just stuck on loading the user	04:25 PM
Rae Banaglorioso	thanks guys !	04:29 PM
	hi with deerings. slowly theyre becoming frustrated about the system 1. when doing a check transaction it doesnt let her change it needs to be exact amount to run the check 2. they want to bypass the enter pin screen if the client doesnt remember the pin on a debit card payment.	04:39 PM
	how can i change the settings for check transactions? so they can change and not have to input the exact transaction?	04:40 PM
	OTP with them	04:40 PM
Scott Dickens	1. can turn on over tender for check	04:42 PM
Rae Banaglorioso	how do i do that?	04:42 PM
	FOH or BOH?	04:42 PM
Scott Dickens	settings -> tills change Check Over Tender to "Yes" and set the amount allowed in Check Over Tender Limit	04:43 PM
	for #2 - they may be able to press cancel on the device to run as credit...however, PIN is required to be on for EBT and there isn't a separate setting in the device for EBT/Debit	04:43 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 7.05 KB	04:44 PM
Scott Dickens	what message are they getting exactly?	04:45 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 111.74 KB	04:46 PM
	amount of the test item is 5.\$	04:46 PM
Scott Dickens	assign that to me as a bug then	04:46 PM
Rae Banaglorioso	assigning the ticket	04:46 PM
	@Scott Dickens what settings do i need to check? EBT is not working too as per ann she has been dealing with it since it got setup and theyre getting tired	04:50 PM

	with it since it got setup and theyre getting tired	
Scott Dickens	those are on the datacap deployment side	04:52 PM
	i thought EBT was working at this location	04:52 PM
Rae Banaglorioso	cant test it out since she doest have ebt. just shows cancelled. wants it fixed now	04:52 PM
	did confirmed just today it stopped working	04:53 PM
	the one that shes been dealing with would be the issues being raised as she was trying to reach us everyday for issue.	04:54 PM
Scott Dickens	so EBT stopped working today?	04:56 PM
	when was the last time they tried one?	04:56 PM
Rae Banaglorioso	yesterday it was working until when they opened today	04:56 PM
	for the check it was never working.	04:57 PM
	for how they wanted it to be	04:57 PM
Dougie Stevens	When was the last time they tried an EBT card, that will be useful info to check logs	04:57 PM
Rae Banaglorioso	let me make sure	04:57 PM
Scott Dickens	i see the issue	04:57 PM
	it has to do with the amount being more than 2 decimal places	04:58 PM
Rae Banaglorioso	around 6PM yesterday	05:01 PM
Scott Dickens	working on a fix for this, but it won't be instant	05:07 PM
Rae Banaglorioso	whos working with hub stacy? meghan calling in wanting to make sure the "ROBERT" comes back to setup the modem. is this field nation? can anyone provide me roberts contact no. please? thank you	Apr 06 2024, 09:15 AM
Ernie Perez	@Robert Harris ?	09:16 AM
You	yeah	09:24 AM
	i'm otw rn	09:25 AM
Rae Banaglorioso	thanks for the update !	09:25 AM
You	the modern is setup it's the bro	09:25 AM
	rbo i just need to reset the router	09:25 AM
	to get in it	09:25 AM
Rae Banaglorioso	ill reach back to them	09:25 AM
You	ty	09:25 AM
Rae Banaglorioso	NP!	09:25 AM
You	You have shared a file strwincIt_wxA6QQ8jHn.gif - 410.4 KB	10:22 AM
	You have shared a file strwincIt_auZTxnJ9Tu.png - 208.11 KB	10:22 AM
	You have shared a file strwincIt_99DYiOQjiq.png - 255.88 KB	10:25 AM

Ernie Perez	What's the passwords on these? and yeah it looks like there is a 10.1 tp link router and a 0.1 tp link router	10:34 AM
You	ocpos OCPOSpancakes1	10:34 AM
Ernie Perez	same password for this tp link?	10:36 AM
You	that one scott has the login info for	10:36 AM
	that was the pw last used but it didnt work	10:36 AM
	that tplink ahs the same password	10:37 AM
Ernie Perez	Texted Scott, you onsite?	10:42 AM
You	yeah	10:43 AM
	i think me and jack figured it out, it's the ip schema of the computers. theyre set to 10.1 instead of 0.1 also theres an issue trying to configure the pf/any router settings from the server computer since the screen is too small. it prevents other elements of the webpage from loading	10:44 AM
Ernie Perez	ok	10:45 AM
	scott says wan ip is 192.168.0.145	10:47 AM
You	its still showing as 98.174.36.198	10:49 AM
	^ wan ip for the technicolor router	10:49 AM
Ernie Perez	Are we not connecting to a tp link router with wan ip 192.168.0.145?	10:50 AM
	server is connected to the technicolor router instead?	10:51 AM
You	i think it's tplink > technicolor	10:52 AM
Ernie Perez	server>tplink>technicolor>cox modem?	10:53 AM
You	technicolor is the cox modem	10:53 AM
Ernie Perez	oh	10:53 AM
Dougie Stevens	Roasted	10:53 AM
Ernie Perez	scott said the wan ip of the tp link router is 192.168.0.145 so this is what should be set on the modem/technicolors port forwarding.	10:55 AM
You	yeah that worked	10:57 AM
Ernie Perez	had wrong port	10:57 AM
You	changing to port 81 then using the wan of the tplink	10:57 AM
Ernie Perez	should work now	10:57 AM
	http://hubstaceys.ordercounter.pro:81/OCPOS/login.php working now	10:57 AM
You	thx guys	10:58 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 93.33 KB	11:19 AM
You	what kind of printer	11:21 AM
Rae Banaglorioso	u220	11:21 AM
	when i try doing it on terminal 1 it prints on expo. i checked terminal settings, all terminals has the exact same thing.	11:22 AM

	when testing it on the other terminal it is being redirected	11:24 AM
	Rae Banaglorioso has shared a file image.png - 111.89 KB	11:25 AM
You	i can check in a few mins when i get home but i'd try reading it in opos	11:25 AM
	readding	11:25 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 37.28 KB	11:47 AM
	-ran regdll -restarted it still the same	11:48 AM
You	happened to me yesterday with soho. what i did was close winprtspl and oc then remove the user.config file for winprtspl and reopened it to add the printer	11:49 AM
Rae Banaglorioso	where do i check user.config for wnprrtspl? C:\Users\ocpos\AppData\Local\OCPOSSuite?	11:50 AM
You	yeah	11:52 AM
	there's a folder for winprtspl	11:52 AM
Rae Banaglorioso	just delete it ?	11:53 AM
	Rae Banaglorioso has shared a file image.png - 155.41 KB	11:53 AM
	still greyed out	11:58 AM
	as soon as i type in	11:58 AM
	Rae Banaglorioso has shared a file image.png - 167.04 KB	11:59 AM
	Rae Banaglorioso has shared a file image.png - 184.31 KB	12:26 PM
Ernie Perez	ill take a look	12:33 PM
Rae Banaglorioso	thanks !	12:35 PM
Ernie Perez	working now	12:49 PM
Rae Banaglorioso	what happened?	12:50 PM
Ernie Perez	couldn't add it, so i ran regdlls as admin, still didn't work so i recreated it on opos driver, then still couldn't add so made winprtspl always open as admin and turned off uac so it wouldn't prompt for starting winprtspl each time as admin	12:52 PM
Rae Banaglorioso	Thank you !	01:01 PM
	Rae Banaglorioso has shared a file image.png - 7.97 KB	02:15 PM
	hi guys @guys. Hub stacey's DT called in wanting someone to come to that location there's something wrong with the router again. they want somebody to check it out asap.	02:24 PM
	this is the location that @Robert Harris went earlier	02:28 PM
You	what's wrong with the router?	02:36 PM
	all the comps are showing up as online	02:37 PM
Rae Banaglorioso	@Robert Harris - internet went out just a min and they contacted us immediately ☹ system was down	02:38 PM

	earlier	02:39 PM
You	ah ok	02:40 PM
Rae Banaglorioso	if its an outage, are we the one that they should call in for help or they should be calling their ISP?	02:40 PM
	for hub staceys?	02:41 PM
You	isp if its an outage	03:02 PM
	if they isp reports that everything's good then it's the hardware	03:02 PM
	likely the router, which was just replaced	03:03 PM
Rae Banaglorioso	noted thanks !	03:03 PM
	Rae Banaglorioso has shared a file image.png - 0.82 MB	03:05 PM
You	not sure about a script but u can try searching through the db for the creditid	03:06 PM
Dougie Stevens	Did you verify that you can't see it on the add tips screen when on Ocpos admin,	03:07 PM
You	the order was voided	03:07 PM
	You have shared a file strwincIt_sPKbn2AZTa.png - 331.2 KB	03:07 PM
	approved: V	03:07 PM
Dougie Stevens	They'll have to have their processor rekey then	03:08 PM
	They're either payteva or RMF I, but I don't remember	03:08 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 402.06 KB	03:11 PM
You	cash or credit	03:12 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 112.55 KB	03:12 PM
	credit card	03:12 PM
	and the dates doesnt match unapplied credits too	03:12 PM
You	You have shared a file strwincIt_dctySbab3D.png - 338.13 KB	03:14 PM
Rae Banaglorioso	how do we go about that?	03:14 PM
	yea, the one with ghost burger	03:15 PM
You	it is	03:15 PM
	i unapplied it	03:16 PM
	go back to checkout and reapply it to the order n close it out	03:16 PM
Rae Banaglorioso	TYSM !	03:18 PM
You	np	03:18 PM
Rae Banaglorioso	hi need assistance: SMOKIN MOON how do i calibrate the scale? its weighing items incorrectly	04:43 PM
	terminal 5	04:43 PM

Scott Dickens	There should be a “zero” button on the scale...they press that with nothing on it	04:44 PM
Rae Banaglorioso	thanks !	04:49 PM
	question: Fredsters which part of the BOH can they actively check the current pending orders? they want to monitor that momentarily. Theyere currently looking at the dashboard and its not providing them accurate report	05:29 PM
Dakota Post	There's a report that shows open tills and banks	05:30 PM
	Might work for them	05:30 PM
Rae Banaglorioso	just want to confirm if there are no other reports or anywhere that we can check pending transactions spicifically the bar	05:32 PM
	correct me if im wrong , active tills and banks report will give you transactions that are already paid?	05:33 PM
	also what is the explanation why we shouldnt be looking at the dashboard when seeking for the current status of the transactions?	05:35 PM
	theyre looking at the pie graph and most of the orders are currently at the bar not on table service so theyre wondering why is that not accurate	05:37 PM
	Rae Banaglorioso has shared a file image.png - 132.52 KB	05:37 PM
	Rae Banaglorioso has shared a file image.png - 277.92 KB	05:42 PM
	anyone? theyre currently waitng for answers thank you !	05:42 PM
	Rae Banaglorioso has shared a file image.png - 118.08 KB	05:43 PM
	they have most people at the bar and it currently doesnt add up.	05:43 PM
	just wanna confirm if what we see on the dashboard is accurate?	05:49 PM
Dougie Stevens	Let them know that someone can review and reach out to them during normal business hours, I think.	05:49 PM
Rae Banaglorioso	i got it. correct me if im wrong It seems there might be a misunderstanding regarding how the system recognizes orders from the bar area. Typically, orders will only be recognized as pending bar if they are made from the bar tab specifically. the pending tables are displaying because they are operating under the assumption that when they ring an order in the table service (where the area and tables are named "BAR"), the system will recognize it as the "bar." However, I believe the system will only recognize pending bar orders if they are made specifically from the bar tab.	06:00 PM
Dougie Stevens	Pending bar should be bar tabs, all tables would be table orders	06:01 PM
Rae Banaglorioso	thats whatsup ! thank you for confirming !	06:02 PM
	already explained it to them, they would want to schedule and make some changes to that. they want the bar area (table service orders) will show up as bar on the system. but not today maybe some other time.	06:04 PM
Dougie Stevens	That would just be a feature request that might get put into the backlog at some point	06:05 PM
	Although, not sure about that because it doesn't really make sense	06:06 PM
	Just let them know it will be submitted to our team	06:07 PM
Rae Banaglorioso	quick question which part on the BOH do i check the settings for tips? MID: MORAVELA pizza context: when trying to add a custom tip they claim that it adds large amount instead of they small tips. automatically charging them ranging from 100 to 300. they cant add smaller tips.	06:35 PM

	NVM i got	06:48 PM
	it	06:48 PM
	Rae Banaglorioso has shared a file	Apr 07 2024, 10:52 AM
	image.png - 140.58 KB	
	where do i check that	10:53 AM
Dougie Stevens	unsure on that setting, but I don't think it should just close out like that unless credit processing is set to off on back office > settings > POS	11:29 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file	03:12 PM
	image.png - 474.15 KB	
	Rae Banaglorioso has shared a file	03:13 PM
	image.png - 255.82 KB	
	Rae Banaglorioso has shared a file	03:13 PM
	image.png - 230.77 KB	
	Rae Banaglorioso has shared a file	03:14 PM
	image.png - 58.56 KB	
	Rae Banaglorioso has shared a file	03:16 PM
	image.png - 0.65 MB	
	hi mid: MONTYS RBO how do i set it up? they said they are able to access it before but not its showing forbidden. i have reconnected the connection and changed external access to YES still not working	05:12 PM
	they are doing payroll	05:12 PM
	no DUC on either terminals	05:13 PM
	anyone?	05:13 PM
Scott Dickens	check all terminals and set external to yes	05:14 PM
	sounds like its going to one of the other terminals	05:14 PM
Rae Banaglorioso	i switched term 003 and 00N but im unable to access "NEW" terminal doesnt let me acces like the issue with willies 222	05:17 PM
Scott Dickens	i restarted steamer on new and was able to connect but its not setup yet	05:19 PM
	actually...it switched names to LITTEBIG03 so i think its not the right computer	05:20 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	05:22 PM
	image.png - 36.25 KB	
Scott Dickens	must be a different computer...can you have them do SOS on which ever terminal they have thats not 1 or 3?	05:22 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	05:23 PM
	image.png - 0.72 MB	
Scott Dickens	thats actualy LittleB's terminal	05:23 PM
Rae Banaglorioso	oh	05:23 PM
Scott Dickens	splashtop has this issue sometimes	05:23 PM
Rae Banaglorioso	reaching back	05:24 PM

	SOS: 342 366 943	05:29 PM
Ernie Perez	does anyone have the monty's tp link router password?	05:55 PM
Scott Dickens	i don't	05:55 PM
	back office is up and running though	05:55 PM
Dougie Stevens	They have their own tech team	05:55 PM
Scott Dickens	http://montys.ordercounter.pro:8080/OCPOS/login.php	05:55 PM
Ernie Perez	oh ok nice!	05:55 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 284.93 KB	07:03 PM
	Rae Banaglorioso has shared a file image.png - 425.4 KB	07:06 PM
Ernie Perez	let me look	07:24 PM
	it's working, they didn't get printers through us but they have two different star opos drivers running here too tsp100 for the newexpo and normal star opos. not sure if this is causing it to be cutting in and out like you described.	07:33 PM
Rae Banaglorioso	it works, sometimes it does sometimes it doesnt.	07:34 PM
	it gets redirected	07:34 PM
	thanks @Ernie Perez for fixing ! 🙏	07:35 PM
	Thanks for everyone's assistance this weekend. clocking out !	08:03 PM
You	You have shared a file image.png - 232.83 KB	09:18 PM
	You have shared a file strwincIt_yRfzNxZIWg.png - 127.35 KB	09:18 PM
Dougie Stevens	Have them try to do a penny on offline mode then process it	09:19 PM
	That will usually clear that message	09:19 PM
You	gotcha	09:20 PM
	worked ty	09:29 PM
Darren Sla	Hi Guys good morning, anyone can tell me how I can make sure that the logo fits?	Apr 08 2024, 05:55 AM
	Darren Sla has shared a file image.png - 276.87 KB	05:55 AM
	Darren Sla has shared a file image.png - 174.47 KB	05:55 AM
Dougie Stevens	The file needs of be smaller, where you upload it under terminal settings will note the height and width required	05:56 AM
Darren Sla	Copy	05:57 AM
	Darren Sla has shared a file image.png - 126.19 KB	10:12 AM
	This is for Dieter 324 Context: I was checking their time and I saw time that are still showing since March	


	I this is for Bistro 221 Context: I was checkeding their tips and I saw tips that are still showing since March 25 2024. So I want to see if they batched out. And that message is showing .	10:14 AM
Dougie Stevens	If there are still transactions on the credit trans add tips screen then they haven't batched	10:14 AM
Darren Sla	I figured.	10:15 AM
	I will clarify with them	10:15 AM
Dougie Stevens	Transactions on View Transactions - No EOD Transactions on Credit Trans - No Batch	10:15 AM
Darren Sla	There is EOD, but no Credit Card Batch	10:15 AM
	No more transaction showing on View transaction at FOH	10:16 AM
	Yeah	10:17 AM
Dougie Stevens	Could be a batch error or lack of knowledge that theyhave to input their code after running EOD	10:17 AM
Darren Sla	I jsut checked it	10:17 AM
	It is not showing that it was batched	10:17 AM
	Darren Sla has shared a file image.png - 1.0 MB	10:18 AM
Dougie Stevens	Yeah they need to make sure to batch	10:18 AM
Darren Sla	Yep, thanks!	10:18 AM
Red Bercero	Kitchen Printer Issue: Hey guys, I just want to confirm what it the set up for the kitchen printer at 3 mile cafe. Cause they said that they don't have an ethernet cable connected to their kitchen printer. >Started Having problems during a storm - Not printing (No red error lights) >Check Win print > Error code 101 >Check Opos - Error code 106 (Detecting No paper) Merchant replace it with a new a paper roll. >Check with merchant if the ethernet cable is properly plugged in since they're referring to their kitchen printer >they said that they don't have a ethernet cable for the kitchen printer > Confirmed Make and model number of the kitchen Printer - Confirmed it is a kitchen printer TM-M30	10:25 AM
	that's all the steps that i did. Thanks.	10:26 AM
	they also said they need immediate resolution about it. I just want to bump this again so i can follow up with them.	11:20 AM
	Red Bercero has shared a file image.png - 397.26 KB	12:26 PM
Ernie Perez	Hey Red,	12:34 PM
	What's the contact you had for 3 mile cafe?	12:34 PM
	They're using a wireless printer there	12:34 PM
Red Bercero	5592441632 - Best contact number.	12:36 PM
Ernie Perez	im on a call now but will reach out to them assign that ticket to me	12:47 PM
Rae Banaglorioso	whos handling jumby bay?	12:56 PM
Ernie Perez	Wasn't able to contact 3 Mile Cafe yet since we've got to try and get a lot of equipment out of the office today. Waiting for Olivia from Greek Boys to join a meeting at the moment	02:20 PM
Red Bercero	Ack, Do you want me to provide a call back.	02:24 PM
Ernie Perez	No I'm calling them back now	03:21 PM
Rae Banaglorioso	anyone available to talk to john? he insists on talking to an "actual" order counter guys CC not working was	04:21 PM

Scott Dickens	trying to assist doesnt let me	04:21 PM
	MID tenth street	04:21 PM
	@Scott Dickens the actual pax doest respond	04:25 PM
	have him verify the pax IP and change it if needed	04:26 PM
	i'm about to enter a meeting so if someone can assist with that: @Jack Trinqué @Dougie Stevens maybe @Darren Sla	04:27 PM
Darren Sla	I can help	04:27 PM
Dougie Stevens	Packing up to head back to the hospital to take Brittany dinner	04:27 PM
Rae Banaglorioso	@Scott Dickens tried assisting them, they insists on talking on tier 2. wants to talk to people in US.	04:41 PM
Scott Dickens	we tried troubleshooting the pax walked them thru going to lan parameters however it gives the merchant different options, we landed on LAN otions but it redirects them to the previous options on the pax reader. and partner is insisting on wanting to speak with anyone in US, merchant was cool.	04:47 PM
	anyone available?	05:06 PM
	spoke to john	05:34 PM
	everything is working again	05:34 PM
	seems like a temporary issue on processor side	05:34 PM
Rae Banaglorioso	thanks @Scott Dickens	05:36 PM
Darren Sla	@all hey guys, what's the reason why the ports suddenly gets closed?	Apr 09 2024, 08:16 AM
Dougie Stevens	Specifically port 80	08:17 AM
	Context: Lakeview Harbor's RBO link is not working, they are on port80 it was working before now it stopped, upon checking the port it is showing closed.	08:17 AM
	They need RBO access cause the accountant is doing an audit.	08:18 AM
	Do you have access to their router?	08:19 AM
	unfortunately, No.	08:19 AM
Dougie Stevens	It could be that hosting IP has just changed so the open port has nothing to work on	08:20 AM
Darren Sla	We'll need router access from them to double check though	08:20 AM
	If they need it now then someone could email them whichever report they need	08:20 AM
	Yeah, I was thinking about that.	08:22 AM
	I called their IT guy, we changed the port to 18080	08:57 AM
	Still wont work	08:57 AM
	Not sure what I am missing	08:57 AM
	I set the port on FOH database.	08:57 AM
	I double check the IP	08:57 AM
	Internal access is on Yes.	08:57 AM
	We tested it the port and have it assigned to Grand Stream and it did go through , However, Upon changing it back to RBO it did not	08:58 AM

Dougie Stevens	What is grand stream	08:59 AM
	also why is it on wifi	09:00 AM
Darren Sla	That's an app that the IT guy uses to connect ot the router.	09:00 AM
	Did not notice that they are on wifi.	09:00 AM
Dougie Stevens	Have him double check that there isn't a security setting that has been enabled recently. Also did he give you access tot he router or is he doing this?	09:02 AM
Darren Sla	Nope, he did not give me access.	09:02 AM
	He was doing it on his own.	09:02 AM
Dougie Stevens	Weird, well I would say to ask him to set it up from scratch and ensure that there isn't something blocking it since we're unable to make it past the router	09:03 AM
	Maybe a reboot might help as well. Could just be waiting on DNS	09:04 AM
Darren Sla	I would ask the merchant to reboot the router	09:04 AM
Dougie Stevens	Tech guy can prob do it through his app	09:05 AM
	But either way it's worth a shot	09:05 AM
Darren Sla	Weird, merchant siad that he restarted the router but i am still connected to the computer	09:13 AM
	Merchant capping, for sure they did not reboot the router, I had the tech guy do it remotely and I got disconnected.	09:19 AM
Dougie Stevens	They may have 2 routers	09:19 AM
Darren Sla	RBO still not working, I will attempt to reboot the server.	09:20 AM
	And will check after.	09:20 AM
Dougie Stevens	Needs to review his port forward	09:20 AM
	We're not making it past the router	09:21 AM
Darren Sla	Yeah, still not working after restart	09:25 AM
	I will try to ask him to create a port from scratch.	09:25 AM
Dougie Stevens	If there are two routers, he needs to also check the ISP router	09:26 AM
Darren Sla	Or I will ask him to put it back to 80	09:26 AM
	and let him know that the 80 is showing close	09:27 AM
Dougie Stevens	Ask him to put it back and verify the # of routers to the POS	09:27 AM
Darren Sla	Sounds like a plan	09:27 AM
	Still not working, we I asked him to create a new one from Scratch	09:38 AM
Dougie Stevens	how many routers	09:40 AM
Darren Sla	Just 1	09:40 AM
	I am asking a picture on how he set up the Port forwad	09:41 AM
	Since he is not giving us permission to get inside the router.	09:41 AM
	Darren Sla has shared a file image.png - 288.57 KB	09:45 AM

Dougie Stevens	<i>This message has been deleted</i>	09:47 AM
	<i>This message has been deleted</i>	09:47 AM
	oop	09:48 AM
	Actually I think I'm right on this	09:51 AM
	@Scott Dickens or @Jack Trinqué can you double check? Shouldn't the first part of the picture be setup for the server's IP no the WAN	09:52 AM
Jack Trinqué	Looks like is should be, if that is Destination Ip and port.	10:06 AM
Darren Sla	Thanks,	10:54 AM
	He responded to me like this.	11:23 AM
	Darren Sla has shared a file image.png - 23.37 KB	11:23 AM
	He's saying that there is no problem on the set up	11:24 AM
Scott Dickens	he's got port 18080 going to port 80 internally	11:27 AM
	so server has to be on 80	11:27 AM
	http://lakeviewharbor.ordercounter.pro:18080/OCPOS/login.php	11:28 AM
Darren Sla	Thank you!	11:29 AM
	@Scott Dickens you changed the database port to 80?	11:38 AM
Scott Dickens	yes	11:52 AM
Red Bercero	Red Bercero has shared a file image.png - 158.62 KB	01:27 PM
Dougie Stevens	how many digits is the barcode	01:28 PM
Red Bercero	12 digits.	01:29 PM
	Hey guys, Can someone provide me the steps on how to close a table that has been already paid but still open. ty	06:56 PM
	i forgot how to do it to be honest.	06:58 PM
	it was taught to me once.	06:59 PM
Dougie Stevens	Check for unapplied transactions on the checkout page under checkout functions let me know if you see any	07:00 PM
Red Bercero	Red Bercero has shared a file image.png - 1.03 MB	07:03 PM
Dougie Stevens	Go to checkout on an order and then checkout functions on the left	07:04 PM
Red Bercero	the server said, she already checked out that's why there's no option for me to view it. It was paid under 3 separate cards. and all of it went thru. but the table is just open.	07:10 PM
Dougie Stevens	It's probably unapplied, which is what I'm showing you how to check	07:17 PM
Red Bercero	finally found it was able to apply it. Thanks a lot	07:54 PM
Darren Sla	Darren Sla has shared a file image.png - 44.12 KB	Apr 10 2024, 09:34 AM

Dougie Stevens	I believe this was the one that got hit with ransomware again the other day that Scott was checking on	09:35 AM
Darren Sla	Yeah.	09:35 AM
Dougie Stevens	It should be the standard ocpos ocpos	09:35 AM
Darren Sla	I can remember that	09:35 AM
	I tried ocpos/ocpos	09:35 AM
	did not work	09:35 AM
	pos/pos	09:36 AM
Dougie Stevens	May not be able to get in then. Have them do SOS	09:36 AM
Darren Sla	did not as well	09:36 AM
Dougie Stevens	It would be ocpos/ocpos	09:36 AM
Darren Sla	They can't the device is locked idle screen	09:36 AM
Dougie Stevens	@Jack Trinique Is it okay to connect to this computer you think?	09:36 AM
Darren Sla	They are on the screen where it is also asking for password on the user	09:36 AM
Dougie Stevens	Oh I see @Scott Dickens Have you had a chance to reach out to them on this?	09:36 AM
Jack Trinique	Jack Trinique has shared a file image.png - 1.76 KB	09:38 AM
Darren Sla	Where dud you see that?	09:39 AM
Jack Trinique	click the settings icon on the computer in splashtop	09:39 AM
Darren Sla	Nvm I see it	09:39 AM
	What's our plan on this?	09:39 AM
	Are we sending them a new device?	09:39 AM
Red Bercero	Hey guys, Quick question ralph is asking what format he needs to use for adding inventory items at Oakley's wine cellar. He's looking for an easier way to add those items. He said it's a specific format that he can use to upload but he forgot it. TY	10:29 AM
Dougie Stevens	Dougie Stevens has shared a file inventory_import.csv - 794 Bytes	10:30 AM
Red Bercero	perfect thanks for this	10:32 AM
Scott Dickens	yes, we need to send a replacement to goods and grace	10:38 AM
Red Bercero	Hey guys, Quick question. This is for Oakley's the inventory items on the BOH does not show up even though it was already added yesterday however on the front of the house it works properly. Just want to confirm if i need to run something on the SQL to make those items populate on BOH. just let me know thanks!	11:09 AM
	Red Bercero has shared a file image.png - 113.89 KB	12:04 PM
Scott Dickens	on the item, its a checkbox "Request Quantity"	12:06 PM
Red Bercero	Red Bercero has shared a file image.png - 1.13 MB	12:06 PM

Scott Dickens	i'm working on fixing that right now	12:07 PM
Red Bercero	if you go to control panel > menu items > Desserts	12:07 PM
	it only pops up dessert items.	12:07 PM
	Hey guys, Quick question. This is for Oakley's the inventory items on the BOH does not show up even though it was already added yesterday however on the front of the house it works properly. Just want to confirm if i need to run something on the SQL to make those items populate on BOH. just let me know thanks! - Bumping this for Oakley's Ralph just called back in reference to this ty.	12:58 PM
Scott Dickens	how did they add them in? through menu management or through scanning?	12:59 PM
Red Bercero	i believe at the BOH cause he was working with them since yesterday.	01:00 PM
	not really sure but i'll ask them further if needed.	01:00 PM
Darren Sla	Do we have Bayou Delight Restaurant?	02:09 PM
	Or just Bayou delight?	02:09 PM
Scott Dickens	yes	02:14 PM
	Scott Dickens has shared a file  13.56 KB	02:14 PM
Darren Sla	Yeah, that's the one that I saw.	02:25 PM
	I just want to confirm.	02:26 PM
	Can someone help me answer this question please. "Is there a way that the POS can be programmed to recognize customer rewards cards with the magnetic stripe on the back? The owners are thinking of creating them for a few of the locations"	02:27 PM
Red Bercero	Hey guys, Just want to confirm are we the ones who gave BT dural their credit card readers, Spoke with Michael mitchell he just went back from vacation before he left he said that he was troubleshooting it but still doesn't work. How to proceed ty	02:52 PM
Scott Dickens	yes, we are...they are still under warranty so we can get a replacement sent out...escalate the ticket	03:00 PM
Dougie Stevens	@Darren Sla nvm I see. Unsure on this. I think loyalty is all e-loyalty	03:01 PM
	I know we have an outdated loyalty as well* but idk if you can use your own cards for it	03:03 PM
Darren Sla	Can we confirm @Scott Dickens @Jack Trinique	03:02 PM
	Thanks @Dougie Stevens	03:03 PM
Scott Dickens	they should be able to use cards, but they will need a card reader that can read them...the EMV readers can not	03:03 PM
Dougie Stevens	How would they assign them?	03:04 PM
Scott Dickens	order fucntions -> vip/loyalty when not using advanced loyalty	03:05 PM
	allows you to swipe a card or choose "new VIP card"	03:05 PM
Dougie Stevens	Would that be the outdated one?	03:06 PM
Scott Dickens	yes	03:06 PM
	work with local only (one site)	03:06 PM
Dougie Stevens	Who is this Darren? That version of loyalty won't receive any new updates or fixes as it's considered EoL	03:07 PM
Dougie Stevens		03:10 PM

Darren Sla	James Andrews	03:10 PM
	Was just asking	03:10 PM
	I think he is from Elite payments?	03:11 PM
Dougie Stevens	I think he's someone involved with Klub 24 or summit like that	03:16 PM
Red Bercero	Hey guys, Spoke with Nancy Cooper. Saints pub. Tickets from door dash doesn't print to the kitchen start happening last night.	06:07 PM
Scott Dickens	ordcounter wasn't running on server due to a windows update prompt	06:09 PM
	starting up now	06:09 PM
	should solve the issue	06:09 PM
Red Bercero	I'll call them now to confirm thanks Scott.	06:16 PM
	door dash up and running, Also provided her more info that if door dash orders doesn't print to the kitchen they also need to check the server itself if the OC app is running.	06:22 PM
You	on the server cashier report, do they payout the amount in the total gratuity or total cash	11:00 PM
	edit: gratuity was added to a check and paid with card	11:02 PM
	but it doesnt show on the server report	11:02 PM
Jack Trinque	Are they set to pay gratuity on paycheck? If they are it shouldn't come out of the server report it would just show what was collected.	11:06 PM
You	theyre not	11:06 PM
	@Jack Trinque if i can find the check with the gratuity amount, do they just pay that out in cash?	11:11 PM
Jack Trinque	If they pay it out in cash at the end of the night then yes. You can check the till and bank reports in the back office and search for the transaction to see if the gratuity maybe got added to a different person, depending on how it was closed.	11:13 PM
You	the amounts were 13.63 & 13.53 would she add these to the total grauity or just pay out the 27.16 which was on the server report	11:17 PM
Jack Trinque	That sounds like it's added already then. If you pull the bank report in the back office it will show every transaction and gratuity under that bank. So it should show those two gratuities, seeing as it adds up correctly. If that's right then it should be just the 27.16 that is paid out.	11:20 PM
You	gotcha, ty	11:20 PM
Darren Sla	@all anyone handled 4thquarter last night? They sent an email with receipts. I would assume this is for Unapplied tips.	Apr 11 2024, 06:02 AM
You	yeah i did	07:59 AM
Darren Sla	That's a tip right? Should I assign the ticket to you?	08:00 AM
You	assign to scott	08:48 AM
Red Bercero	Red Bercero has shared a file image.png - 201.28 KB	10:14 AM
Scott Dickens	did they send a picture or video of the glitches?	10:15 AM
Red Bercero	yes they did. lemme send it here.	10:16 AM
	Red Bercero has shared a file Video 2.mov - 0.9 MB	10:17 AM

Scott Dickens	yea, we need to send a replacement	10:19 AM
Red Bercero	got it.	10:20 AM
	I'll let them know.	10:20 AM
	Red Bercero has shared a file image.png - 90.19 KB	11:42 AM
Scott Dickens	update menu_items set active = 'N' where item_price = 14.49 and barcode = '071990301071'	11:44 AM
	update price to the right one	11:44 AM
Red Bercero	got it. I'll run this later. On a different call now	11:45 AM
Darren Sla	Hey Guys, what are those TS that we need to do when the scanner wont scan? Should I just have them scan the IBM OPOS?	01:23 PM
Dougie Stevens	It depends on what you mean by it won't scan. Like it doesn't scan at all or it doesn't find the item	01:35 PM
Darren Sla	I have yet to figure it out, I will be calling out to them	01:36 PM
	@Scott Dickens do we still have outdated rewards program?	02:23 PM
Scott Dickens	it is still available but won't have any updates as it is replaced by OC Advanced Loyalty which is a cloud service	02:27 PM
Darren Sla	So we dont offer it yet?	02:27 PM
	How can a merchant get that set up?	02:27 PM
Scott Dickens	is it one of our direct customers or through a partner?	02:29 PM
Darren Sla	Partner is asking	02:29 PM
	James Andrews is a partner, right?	02:30 PM
	Under Elite payments?	02:30 PM
Scott Dickens	yes, the pricing should be on their schedule A, if they want to get it setup, they just need to email support requesting it	02:30 PM
Darren Sla	Copy that.	02:31 PM
Red Bercero	Red Bercero has shared a file image.png - 341.69 KB	02:54 PM
Scott Dickens	based on the credit transactions on the list it is correct, but their numbers will be off	02:56 PM
Red Bercero	Understood.	02:57 PM
	where could they find these numbers?	02:57 PM
Scott Dickens	check the bank/till to see if it did negative cash there as well, if it did, they'll be over on their cash	03:00 PM
Rae Banaglorioso	beaver tap - online orders doesnt print on the kitchen printer but prints on the expo printer, did confirm that kitchen is printing and working for orders in store. where do i troubleshoot this?	Apr 12 2024, 10:08 AM
Scott Dickens	assisted Red with this last night but let me double check what he did	10:20 AM
	the printer settings on the server terminal aren't set so looks like he didn't get to it or didn't understand	10:21 AM
	it should be set now	10:21 AM
Rae Banaglorioso	thanks @Scott Dickens	10:34 AM

Rae Banaglorioso	thanks @Scott Dickens	10:34 AM
	Rae Banaglorioso has shared a file image.png - 148.64 KB	10:35 AM
Scott Dickens	checking	10:37 AM
Rae Banaglorioso	thank you !	10:38 AM
Scott Dickens	should be good now	10:40 AM
	it was set to the wrong IP in OPOS	10:40 AM
	was set to 192.168.1.153 instead of 192.168.1.139	10:40 AM
Rae Banaglorioso	its the 139	10:40 AM
	the new one is on 139	10:41 AM
Scott Dickens	ok, so it wasn't updated in OPOS	10:41 AM
Rae Banaglorioso	it stopped working @Scott Dickens	10:52 AM
Scott Dickens	checking	10:53 AM
	wasn't working on the 139 IP so i changed it to 153	10:55 AM
	could have been an ip conflict	10:55 AM
Rae Banaglorioso	gotcha !	10:56 AM
	running a test	10:56 AM
Scott Dickens	still isn't working	10:57 AM
	one sec	10:57 AM
	ok, i moved it to another computer	11:05 AM
	and it seems to be working now	11:05 AM
	after changing its IP for the 5th time	11:05 AM
Rae Banaglorioso	TYSM ill reach back to them after this call with 4th quarter	11:06 AM
	hi done with kitchen printer issues with 4th quarter, were having issues with the tablet. it seems that it has issues with screen touch	11:10 AM
Scott Dickens	what exactly is it doing?	11:12 AM
Rae Banaglorioso	sorry on a call, when shes trying to log in on the OC software, it showing the shes tapping on a different location	11:14 AM
Scott Dickens	we'll need sos access to the tablet to check the settings..."Touch Remoting" might be checked in the rdp app settings and that needs to be unchecked	11:20 AM
You	You have shared a file image.png - 277.98 KB	04:47 PM
Scott Dickens	not likely the version since those are so close together	04:49 PM
You	hm, its not making the entry in printer_receipts	04:50 PM
Scott Dickens	we got sos codes for them?	04:51 PM
You	191761942	04:51 PM
	server 267826648	04:51 PM

	server 267836648	04:51 PM
Scott Dickens	and whats not printing?	04:52 PM
You	kitchen tickets and receipts	04:52 PM
Scott Dickens	any?	04:52 PM
	found it	04:52 PM
	database size limit	04:52 PM
You	ah	04:52 PM
Scott Dickens	they had a table that had 5GB in it	04:53 PM
	ockitchenreceiptcache	04:53 PM
	i cleared it	04:53 PM
You	:thinking:	04:53 PM
	ty	04:53 PM
Scott Dickens	should fix it for awhile	04:53 PM
	but an update will fix it permanently	04:53 PM
You	gotcha, to latest?	04:53 PM
Scott Dickens	yea	04:53 PM
You	alrighty	04:53 PM
Scott Dickens	someone in Winter's Run Inn?	04:54 PM
	@Rae Banaglorioso	04:55 PM
Rae Banaglorioso	yup2 sorry	04:55 PM
	they called in	04:55 PM
Scott Dickens	they should be good now as of about 3 mins ago	04:55 PM
	i was working on their performance issues	04:56 PM
Rae Banaglorioso	gotcha saw you was about to ask	04:56 PM
	ill get back to them	04:56 PM
	@Scott Dickens - its double printing with different reference no. but the same order id	05:07 PM
Scott Dickens	from winters run inn	05:07 PM
	did they give you an example?	05:15 PM
Rae Banaglorioso	im waiting for their recpt, had them send over the tickets that are duplicating with different ref no.	05:15 PM
	i mean im waiting for their email	05:16 PM
	Rae Banaglorioso has shared a file image.png - 0.74 MB	05:16 PM
	Rae Banaglorioso has shared a file image.png - 0.76 MB	05:17 PM
	looks like that was caused by the performance issues they were having and the changes i made to fix it....it shouldn't be an issue moving forward but if they see if again, have them give us a call. basically when they	05:19 PM

	had the issue the table that stores the printed status of the items wasn't updating but it is now	
Rae Banaglorioso	oh gotcha	05:22 PM
	@Scott Dickens cordon calling back, transactions arent showing they cant add tips, 7 transactions arent showing just for 1 server.	05:30 PM
Scott Dickens	ok, that was due to the disk space issue.	05:31 PM
	we'll need an sos code for each terminal to pull those from the logs	05:32 PM
Rae Banaglorioso	on it	05:37 PM
	SOS 1 : 191761942	05:39 PM
	SOS 2: 619364687	05:41 PM
Scott Dickens	just those 2?	05:46 PM
Rae Banaglorioso	yup2 she said they have 2 terminals	05:47 PM
Scott Dickens	i'll need the server terminal as well	05:49 PM
Rae Banaglorioso	she claims she has only two computers on site, the third one is her personal computer.	05:53 PM
Scott Dickens	they're connected to a computer named CORDONS-SVR...it might be a mini	05:54 PM
	i'll reach out to BPS	05:54 PM
Rae Banaglorioso	did try to confirm if they have a computer in which they dont use thats turned on or active, originally they have three but its already turned off for a year now. rn they only have two on site	05:57 PM
	where do you change online orders settings to be paid at the moment they place the order? a merchant emailing us this. how do i check this?	06:14 PM
Scott Dickens	on the online ordering control panel...they have to remove the pay at pickup option under payment settings	06:15 PM
Rae Banaglorioso	this is at OOA right?	06:16 PM
Scott Dickens	Yes, if they don't have payment setup then they will need an e-commerce var	07:19 PM
	Adding the cash option allows pay at pickip	07:20 PM
Rae Banaglorioso	it doesnt give them an option to pay online	07:20 PM
Scott Dickens	They have to add the payment settings...is this a partner or customer?	07:21 PM
Jack Trinqu	She just called me. We don't have the var from Joe yet. I let her know, she wants to keep it on for pay at store so they can keep taking orders for the Tim being.	07:22 PM
Scott Dickens	Ok, is it set for pay at pickup now?	07:23 PM
Jack Trinqu	Yea it should still be unless anyone changed it.	07:23 PM
	I checked probably 30 minutes ago.	07:23 PM
Rae Banaglorioso	old santa fe - alicia, merchant proolly @Scott Dickens oh gotcha thanks @Jack Trinqu	07:24 PM
	Rae Banaglorioso has shared a file image.png - 49.63 KB	Apr 13 2024, 08:20 AM
Jack Trinqu	That will show takeout wait times. If there isn't a time under it that usually means they are not connected to the server. Either server is offline or it just can't connect.	08:49 AM
Rae Banaglorioso	noted ! thank you jack	08:50 AM
	is there a way for us to check the time that the tin is added on a certain server? MID:Gino is asking	10:49 AM

	is there a way for us to check the time that the tip is added on a certain server : MIND.CIROS is asking	10:17 AM
You	should be in the employee action log	11:00 AM
	it's in the support page in the back office and you can check the table in the db	11:00 AM
Rae Banaglorioso	will it be available on the server terminal? or id have to check on each terminal?	11:01 AM
You	you can check it from the back office on any terminal	11:01 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 324.88 KB	11:05 AM
You	hm, seems to only check overrides	11:19 AM
	is there another way? @Jack Trinqué @Scott Dickens	11:20 AM
Scott Dickens	till or bank report will show it as well	03:26 PM
Rae Banaglorioso	they only need the time for the last transaction that a tip has been added to a specific server	03:31 PM
	all set thank you found it !	05:26 PM
	Rae Banaglorioso has shared a file image.png - 28.67 KB	05:39 PM
Scott Dickens	Assign to me. That's something Josh will need to look into	05:40 PM
Rae Banaglorioso	ticket assigned TYSM	05:41 PM
You	shortage in the eth cable at 4th quarter, they need a tech to run a new cable/recrimp ends	Apr 14 2024, 06:55 AM
	also term 2, is it possible to have a tech out there today @Scott Dickens @Jack Trinqué ?	07:01 AM
	willies had a card reader that wouldn't work, we swapped it wiith another one and confirmed the card reader was the issue. it gets stuck on "please remove device" instead of prompting to pay with the price. tried emv params on both terminals. do we go ahead and issue out a replacement or is there another way tot robleshoot the issue?	Apr 15 2024, 08:17 AM
	@Jack Trinqué supposed to follow up with him around this time, he called last. do i let him know we're going to issue a replacemnet?	08:39 AM
Jack Trinqué	Try to have them clean the spot where the card is inserted. If they have a card cleaner that is best, if not they can usually wrap a napkin around a card and insert that. Usually that error happens if something is blocking the reader so it thinks a card is already inserted. If it still doesnt work, then yes replacement would be needed.	08:50 AM
You	gotcha, ty	08:50 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000054805922 follow up for this, the eth cable isnt showing any connectivity to the terminal, hopped on facetime and verified. believe they just need to plug it into the switch but the cables ran through the walls and they'd prefer a tech visit instead	09:27 AM
Darren Sla	@all are we the one who handles Jojo's Pizza's unapplied tips?	09:29 AM
You	believe so, says we're the partner	09:32 AM
Darren Sla	Gotcha,.	09:33 AM
You	@Jack Trinqué @Scott Dickens are we able to get tech visit for 4th quarter?	09:36 AM
Darren Sla	@all who's Chef'Dees Card processor?	10:29 AM
	Context: They're trying to get the 1099k for taxes purposes.	10:29 AM

	is It mavereick?	10:30 AM
Dougie Stevens	yes	10:31 AM
Darren Sla	Can we get them to send the 1099k to the merchant?	10:31 AM
Dougie Stevens	They should be able to generate one of those on the dashboard as I showed them last time. Let me try to send another one. Are you still otp with them?	10:31 AM
Darren Sla	Yes I am still with Dee	10:31 AM
Dougie Stevens	Let him know I will have another sent to chefdees@hotmail.com	10:32 AM
	Took a min to find their email that's attached to maverick	10:33 AM
	They need last year or this year so far	10:33 AM
Darren Sla	@Dougie Stevens Thanks!	10:36 AM
	Guys , is it possible to have a gift card activated to one shop and then use it to other shop? Context: Oakleys wines has this bar that will be open soon and they havea restaurant existing. They're thinking if it is possible to have the card purchased from the Bar then use it on the store. Ralph also asked if it is possible if they buy the GC from us then we can put their logo on the cards?	10:38 AM
	And also how much would it cost	10:39 AM
Scott Dickens	will both be using ordercounter?	10:40 AM
Darren Sla	yes	10:40 AM
Scott Dickens	then yes, but they'll need the Online Ordering / eGift license	10:41 AM
	and yes, we sell the cards	10:41 AM
	partner pricing is \$350 for 1000, \$250 for 500	10:41 AM
	if we're billing the merchant directly, its \$749 for 1000, \$649 for 500	10:41 AM
Darren Sla	Can I get that forwarded to Ralph?	10:42 AM
Scott Dickens	yes	10:42 AM
Darren Sla	Thanks!	10:42 AM
You		
	Robert added Shaun Valcorza	10:54 AM
Darren Sla	Darren Sla has shared a file image.png - 143.33 KB	11:41 AM
You	saw that last week, forgot where though. i dont believe i ever got an update on how to fix it though	11:46 AM
Darren Sla	@Jack Trinque @Scott Dickens any work around on this?	11:48 AM
Jack Trinque	have you tried to close and reopen winprt fully?	11:49 AM
Scott Dickens	i think this is blank entries...try running this: <code>delete from devices_local where local_device_name = ''</code>	11:50 AM
You	9045033248 if someone can reach back out to smokebucks, originally called about the issue with the cash drawer but i was able to fix it (101 error, disconnected printer from device manager & restarted winprtspl) amy(partner) called in	11:54 AM
Scott Dickens	the beta to address their issue with scanning and auto promotions is building now	11:57 AM
		11:58 AM

You	gotcha, i informed amy we were working on it	11:58 AM
Darren Sla	I ran that command @Scott Dickens still it wont let me add anything	12:00 PM
You	did u try the winprtspl config file? @Darren Sla	12:01 PM
Darren Sla	where can I see that?	12:02 PM
You	same folder with the ocosuite file directory, one sec	12:02 PM
	C:\Users\OCPOS\AppData\Local\winprtspl\winprtspl.exe_Url_1e2lfd0zyzoafp4rsnzinjedmgfvmned\1.0.0.0	12:03 PM
	dont delete it, but move it out the folder	12:03 PM
	and then reopen winprtspl and try to add a printer	12:03 PM
Darren Sla	So just update the user?	12:05 PM
You	should be under ocpos, wat merchant	12:05 PM
Darren Sla	Did it	12:07 PM
	Still the same	12:07 PM
	Oakleys	12:07 PM
You	2 questions 1) who made winprtspl 2) why are there no logs	12:10 PM
Darren Sla	No idea.	12:10 PM
	We just trying to install printer and cash drawer	12:11 PM
	what location?	12:15 PM
Darren Sla	Oakleys	12:15 PM
You	delete from devices_local :thinking:	12:17 PM
Scott Dickens	running that command again fixed it	12:17 PM
	i added the printer and cash drawer to winprtspl	12:18 PM
Darren Sla	Alright cool, now the 2nd thing that we need with that is the Inventory is not syncing. They already added the inventory Item at FOH but upon checking on BOH no inventory Items added.	12:20 PM
	@anyone?	01:19 PM
	Is there away to convert, the Tablet License into a normal terminal License?	04:17 PM
Scott Dickens	tablet and terminal use the same license	04:18 PM
Darren Sla	Gotcha	04:18 PM
	So I can just use the license on the tablet licese and use it on a new terminal	04:19 PM
	Can get help on installing this new terminal please.	04:19 PM
	This is for Old Santa Fe.	04:19 PM
	New terminal it will be teminal 5	04:19 PM
	They need to get the RDP3 license and activate that on the Term 5	04:23 PM
	Nvm I think I got it	04:34 PM
	All set with this.	04:43 PM

You	did we provide the tplink router for willies 630? it's a tplink with 4 antennas	Apr 16 2024, 09:44 AM
	tech who just worked on thier network says it needs to be replaced	09:45 AM
Scott Dickens	we did not provide a tp link with antennas	10:53 AM
Darren Sla	There was a router that is acting like a switch, and Kevin just replaced it .	10:56 AM
	They should be set.	10:56 AM
	That router is falling apart.	10:57 AM
	@Scott Dickens we're trying to batch out but, It wont react.	11:01 AM
	We processed the offline and there was transactions on there that showed Error.	11:01 AM
	Is that the reason?	11:01 AM
	They want to batch this now before they open	11:03 AM
	Can someone look into this please?	11:03 AM
	looks like it batched out	11:03 AM
	transactions are cleared	11:03 AM
Darren Sla	It is not showing on batch report	11:04 AM
	Tips are showing too from last night	11:05 AM
	It is not confirming that the batch has been approved.	11:06 AM
Scott Dickens	sorry	11:06 AM
	i read roberts message before and thought you were talking about willies	11:06 AM
	i'll check old santa fe	11:06 AM
Darren Sla	No ,it is on willies	11:06 AM
Scott Dickens	630 bourbon?	11:06 AM
Darren Sla	yes	11:06 AM
Scott Dickens	Scott Dickens has shared a file image.png - 32.65 KB	11:07 AM
	batched out at 6:31 this morning	11:07 AM
	Scott Dickens has shared a file image.png - 141.4 KB	11:07 AM
	only 2 transactions from today	11:07 AM
	Darren Sla has shared a file image.png - 294.05 KB	11:07 AM
Scott Dickens	oh, 632	11:07 AM
Darren Sla	OH sorry,	11:07 AM
	632	11:07 AM
	Yeah	11:07 AM
	@Robert Harris was it 630 that you're having issues with the router?	11:08 AM

	<p>Robert Harris was not too that you're having issues with the router .</p>	
	They have the same thing on 632	11:08 AM
You	yes	11:08 AM
Darren Sla	I overlooked it if that is the case	11:08 AM
You	wait 632	11:09 AM
	with 632, i believe he was going to swap the router and reconfigure the port forwarding but he was going to call us to verify functionality	11:09 AM
Darren Sla	Kevin, already swapped it out .	11:10 AM
Scott Dickens	had to turn off offline mode before batching	11:10 AM
	batched out now	11:10 AM
Darren Sla	all good @Scott Dickens ?	11:11 AM
Scott Dickens	yes	11:11 AM
Darren Sla	I cant connect to the terminal	11:11 AM
	Thanks!	11:11 AM
	I will let them know	11:11 AM
	Hey Guys, on items we can olny set 3 printers on it. Correct?	11:18 AM
You	yeah there's 3 slots on the item editor	11:19 AM
	but, there might be more printer settings for items in the back office, id check there	11:19 AM
Darren Sla	Nahhh, I dont see any.	11:43 AM
	I think it is limited to 3 printers only	11:43 AM
	<p>Darren Sla has shared a file</p> <p>image.png - 162.99 KB</p>	01:32 PM
Scott Dickens	here's a script to do that....i believe there is an issue with adding that i have a ticket to investigate: update menu_items set active = 'N' where item_price = 17.99 and barcode = '6975984055220'	01:35 PM
Darren Sla	Thanks!	01:35 PM
	Are we sharinnng the same phone nubmer as Skytab?	02:06 PM
	There is this merchant who is calling disputing his bill	02:07 PM
	888-276-2108 - this is their line from Skytab and once they press xtn4 it will go to us.	02:07 PM
Scott Dickens	that's for Cash Register Products...they support Shift 4 products as well as OrderCounter and customers can press 4 if they're an OrderCounter customer	02:11 PM
	they need to press one of the other options	02:11 PM
Darren Sla	That make sense.	02:11 PM
	They're shift 4	02:12 PM
	<p>Darren Sla has shared a file</p> <p>image.png - 89.49 KB</p>	02:41 PM
	This is for No Worries, on term 4	02:42 PM
You	is it doing it for all cards?	02:46 PM

You	is it doing it for all cards?	03:06 PM
Dougie Stevens	Do we have the ability to increase the font size of the online ordering kitchen receipts like we can in store?	03:17 PM
Scott Dickens	should follow the same setting	03:19 PM
	for no worries, i can set the encryption on the device	03:19 PM
	@Darren Sla for No Worries, have them unplug the device and plug it back in then try a transaction	03:26 PM
	i did the remote encryption on it	03:26 PM
You	if a tablet's calibration is off in rdp, do we need ot calibrate the screen in the rdp session or the actual tablet	03:48 PM
Scott Dickens	usually it means that "touch remoting" is enabled on the RDP app on the tablet and needs to be unchecked in the app settings	03:49 PM
You	ah ok, ty	03:49 PM
Darren Sla	Copy @Scott Dickens	04:04 PM
You	You have shared a file strwinclt_Voey6DrMvk.gif - 232.8 KB	04:07 PM
Scott Dickens	hmm...usually theres a gear icon at the bottom	04:08 PM
	never seen it not be there	04:08 PM
	maybe try uninstalling and re-installing the RDP app	04:08 PM
You	actually i think i found the issue, calibration's off on the server itself	04:09 PM
	theyhave the lcd screen for the server, touch isnt' working on it. calibration settings are also greyed out	04:20 PM
	is there any other troubleshooting i can try other than restarting the server computer?	04:20 PM
	You have shared a file strwinclt_WRMDhxK4yv.png - 65.5 KB	04:33 PM
Scott Dickens	the resolution in the actual rdp entry	04:33 PM
	and make sure "Scale to Screen" in checked in the rdp app settings	04:33 PM
	for resolution should be 1024x768	04:33 PM
You	ah ok, ty	04:34 PM
	reinstalling got the gear icon back btw	04:35 PM
	calibration on the main server computer actually fixed as well, weird	04:36 PM
	uhh so about to call 4th quarter back, they mentioned term 2 was taking 30 secs to print out kitchen items. - assume auto complete is on - cleared any old non-reprinted receipts anything else i can do to help?	04:40 PM
Scott Dickens	they all go through one terminal so there shouldn't be a delay from one to another	04:45 PM
You	the db says its taking 0.2 secs to print	04:49 PM
	but she says its taking 15-30 secs	04:50 PM
Scott Dickens	check the printer setings in OPOS and make sure "Assume print complete when data output finishes" is checked	04:55 PM
You	its on	04:55 PM
Scott Dickens	the only thing it possibly could be is that terminal 2 might have a failed receipt generation that it keeps retrying...if so, restarting the software on terminal 2 would fix this	04:58 PM

You	gotcha	04:58 PM
Darren Sla	How do you set up port forwarding on Linksys router?	07:11 PM
Scott Dickens	Depends on model. I usually Google port forwarding and the model number	07:12 PM
Darren Sla	Darren Sla has shared a file image.png - 106.29 KB	07:13 PM
	I think it was setup before	07:13 PM
Scott Dickens	Is 192.168.1.101 the IP of the server?	07:17 PM
	If not change it to that IP	07:17 PM
Darren Sla	yes it is	07:17 PM
	Darren Sla has shared a file image.png - 42.65 KB	07:17 PM
Scott Dickens	There might be a router above that then...check what the external ip of the router is	07:17 PM
Darren Sla	How can I do that?	07:18 PM
Scott Dickens	Check the internet section of the router and see what the IP is	07:18 PM
Dougie Stevens	Is this Ichiban?	07:20 PM
Darren Sla	Yes	07:20 PM
	I was able to get in their router.	07:21 PM
Dougie Stevens	The joint yoy messaged me about. They should have 2 routers if I remember correctly	07:21 PM
	1 ISP and 1 other router	07:21 PM
	I thought the hitron was the ISP	07:21 PM
Darren Sla	I saw spectrum router. earlier, then it disapeard.	07:21 PM
	Darren Sla has shared a file image.png - 70.98 KB	07:22 PM
Dougie Stevens	Yes	07:22 PM
	I dont know the user/pass off the dome so I'll have to search texts	07:23 PM
Darren Sla	She gave me 2 access	07:23 PM
	One is for the linksys	07:23 PM
	then the other one was this	07:23 PM
Dougie Stevens	Okay so you're in both?	07:23 PM
Darren Sla	cusadmin pw: 7578@AIAIAaAn	07:23 PM
	But that dont work	07:23 PM
	This is for the linksys. bvuong@ichibansiouxcity.com 7578@AIAIAaAn	07:23 PM
	I am trying to get the credentials for Hitron	07:26 PM
Dougie Stevens	Try 688F2E288BD0	07:27 PM
Darren Sla	Password?	07:27 PM

Dougie Stevens	For pass same user	07:27 PM
	Yes	07:27 PM
Darren Sla	No luck	07:28 PM
	How did you access it?	07:31 PM
Dougie Stevens	I remember them changing it to a phone number so I tried her dads	07:31 PM
	You'll have to find the IP of that linksys router. For some reason it's not showing in the hitron's connected devices	07:36 PM
Darren Sla	Isn't it the 192.168.1.1?	07:36 PM
Dougie Stevens	Wait	07:36 PM
	I can't reconnect sec	07:37 PM
	It needs to be the IP assigned by the hitron so it needs to be a 192.168.0 I believe	07:39 PM
	Gotta put my son to bed, I'm not able to see what IP address is being assigned from the Hitron to the Linksys. They may have manually changed this but idk for sure. Hitron won't load the connected devices either.	07:44 PM
Darren Sla	Any Idea @Scott Dickens ?	07:44 PM
	Why is it that the transaction reports are showing empty?	07:59 PM
	They're trying to get the reports for payroll purposes.	08:00 PM
	And the transaction reports are showing empty.	08:00 PM
Scott Dickens	same location?	08:06 PM
	Scott Dickens has shared a file image.png - 20.75 KB	08:07 PM
	for the linksys router	08:07 PM
	was set to 192.168.0.11 on port forwarding	08:08 PM
	changed it to 192.168.0.10	08:08 PM
Dougie Stevens	Which tab was it on? I was trying to look but Arlo was going nuts	08:08 PM
	The Linksys	08:09 PM
Scott Dickens	it was under troubleshooting because that linksys router is stupid	08:09 PM
Dougie Stevens	Lmao	08:09 PM
Jack Trinqu	Yea linksys hides it very well. Lol	08:09 PM
Scott Dickens	@Darren Sla looks like the transaction report has an issue i thought was fixed...	08:10 PM
	had to pull 4/9 to 4/10 to see 4/10	08:10 PM
Darren Sla	How about their reports?i checked credit card detail report thats seems to be fine, but not transactions tho.	08:21 PM
Scott Dickens	had to pull 4/9 to 4/10 to see 4/10 <-- this is on the transaction report	08:21 PM
Darren Sla	Ohh, they're asking for that. The RBO is working now, am i right?	08:24 PM
Scott Dickens	it is now	08:28 PM

Darren Sla	http://67.60.43.197/OCPOS/login.php	08:28 PM
	had to change port forwarding in linksys as well	08:28 PM
	i set it to a reserved ip for the server as well	08:29 PM
	Thank you!	08:36 PM
	Darren Sla has shared a file image.png - 18.93 KB	Apr 17 2024, 12:41 PM
You	i just set up that terminal @darren its seville n ew terminal 3	12:42 PM
Darren Sla	yeah	12:43 PM
	Ralph wnats to change the name	12:43 PM
	Cause it was named as Seville term 3 new I think	12:43 PM
	He wants it to show on his list of Seville devices.	12:43 PM
	That's why I changed it.	12:43 PM
	But why is it showing offline?	12:43 PM
	I am logged in to it	12:43 PM
You	you can change the device name in streamer	12:50 PM
Darren Sla	That's what I did	12:50 PM
You	oh	12:51 PM
	ill add it to the splashtoplist in a sec	12:51 PM
	was anyone working on winter's runn this morning?	12:51 PM
Darren Sla	I was working with Jaimee this morning, what happend?	12:51 PM
You	kitchen printer not working	12:52 PM
	wat did they need earlier	12:52 PM
Darren Sla	Oh, that's different, the server was coming from a windows update	12:52 PM
	And after that it was all good.	12:52 PM
You	ah ok	12:52 PM
	so uh how do we view account payments from the pos	01:03 PM
Scott Dickens	on the back office under the CRM tab	01:05 PM
You	what would cause a credit appear on account instead of charging the card for an account?	01:10 PM
Dougie Stevens	I don't think credits are supported on account. I think that was all reversed after I launched love my puppy as a bug	01:11 PM
	Unless they manually input a credit on the account in the CRM	01:12 PM
You	:17202815012417055053755110_841152272_3_1_shrug\$:	01:12 PM
	one sec	01:12 PM
Dougie Stevens	Send pic	01:12 PM
You	You have shared a file	

You	You have shared a file 2024-04-17 13-09-26.wav - 26.13 MB	01:13 PM
Dougie Stevens	If there is a balance on the account, that may mean they clicked ‘add to account’ on the checkout screen. In order to pay the balance down, they do pending orders > accounts and find the account they want to pay	01:13 PM
You	ah ok	01:14 PM
	ty	01:14 PM
	i just saw her do it again	01:15 PM
	lol	01:15 PM
Dougie Stevens	If they’re paying \$300 and it’s not removing the balance I think they have to be updated because that was a bug	01:15 PM
	But it depends on if that’s what’s happening or they’re doing something incorrectly when adding to account and paying the account through the POS	01:16 PM
You	i saw her do it	01:16 PM
	in 4k	01:17 PM
	shes adding to the acc on the checkout screen instead of going to pending orders > accounts	01:17 PM
Dougie Stevens	Gotcha so she’s just misunderstanding. Add to account is putting the balance to be paid later	01:18 PM
You	yuh	01:19 PM
Darren Sla	I explained it to Marion, he should be good.	01:45 PM
You	https://ordercounter.zohodesk.com/portal/en/kb/articles/managing-account-balances-in-ordercounter just made a kb article on it	01:45 PM
Darren Sla	Nicesue!	01:45 PM
	Nice with the GIF as well	01:46 PM
	Thank @Robert Harris	01:46 PM
You	:17202815012417055053759010_841152272_3_1_smirk\$:	01:47 PM
Darren Sla	I send that KB to Marion	01:47 PM
You	is there a way to make scanned items bypass the order screen and go directly to checkout	03:00 PM
Jack Trinqu	Not directly to checkout. Main options would be Keyboard mode which uses scan items to add items then go to checkout, or OPOS mode which allows them to scan from the main menu and then choose checkout.	03:06 PM
You	how do u do that	03:09 PM
Jack Trinqu	For OPOS mode it has to be enabled on the scanner. You can use the 123scan app to get that added. The manual for the scanner should have a barcode they can scan to enable it as well.	03:19 PM
You	who was working with celery city? htey sent the pics of their router	03:49 PM
Darren Sla	Not me.	04:27 PM
	Darren Sla has shared a file image.png - 31.29 KB	05:01 PM
Dougie Stevens	Wait	05:02 PM
	Have them give SOS at whitehorn	05:03 PM

Darren Sla	Yep	05:03 PM
	I will take care of this one	05:03 PM
Dougie Stevens	Yeah it looks liket he splashtop error	05:04 PM
	I can't find the document on fixing it	05:04 PM
	What are they calling for? They're not live yet	05:04 PM
Scott Dickens	https://support-splashtoponprem.splashtop.com/hc/en-us/articles/8015726667673-Streamer-UUID-Duplication	05:06 PM
	our new deployment link uses a software generated UUID so should element this issue	05:07 PM
Dougie Stevens	did you get SOS darreN?	05:08 PM
Darren Sla	Yeah, I will add it on Streamer.	05:09 PM
	After this call	05:09 PM
Dougie Stevens	Sounds good m9	05:09 PM
	What did they call for?	05:10 PM
Darren Sla	Just want to know how to add modifier	05:10 PM
Dougie Stevens	Sweet	05:11 PM
	Keeping tabs	05:11 PM
Darren Sla	all good	05:16 PM
	Is there a way to "Export" inventory? I know there is import.	05:35 PM
Dougie Stevens	Who's asking?	05:35 PM
Darren Sla	Randy Duncan (GoodsNGrace)	05:35 PM
Dougie Stevens	Don't believe so. There are some reports that have the items. @Scott Dickens have you heard anything about them pulling?	05:37 PM
	Not a normal request	05:37 PM
Darren Sla	I know we can do export on menu	05:37 PM
	But not inventory.	05:37 PM
	Darren Sla has shared a file image.png - 20.14 KB	05:54 PM
	I think this was for advance inventory management? @Scott Dickens	05:54 PM
	@all anyone worked on Celery City Crafts RBO?	07:05 PM
	Nvm I got it working.	07:08 PM

	<div>Darren Sla has shared a file</div> <div>image.png - 33.9 KB</div>	Apr 18 2024, 09:03 AM
You	quick question if a batch has a 02 error, whats the proper way to handle it? i know it means the batch was auto processed on the processor side but do we just print out the batch report for them?	10:02 AM
Darren Sla	@all anyone can tell me what License does this new terminal for 4th Quarter?	10:06 AM
You	i think its replacing terminal 2	10:08 AM
Darren Sla	Yeah, how would I know what license to deactivate > Reactivate to this new terminal?	10:10 AM
Scott Dickens	<div>Darren Sla has shared a file</div> <div>image.png - 0.73 MB</div>	10:29 AM
	<div>Darren Sla has shared a file</div> <div>image.png - 44.12 KB</div>	10:29 AM
	check for "print description"	10:35 AM
	Thanks!	10:36 AM
	Whats the software that runs IMU printer?	12:44 PM
Darren Sla	can someone take that new call please	01:11 PM
	I am still with 4th quarter	01:11 PM
	<div>Darren Sla has shared a file</div> <div>image.png - 65.75 KB</div>	01:12 PM
	@Darren Sla delete from devices_local where local_device_name = "	01:13 PM
	ill grab the new calls, but can anyone check on jodies? theyre having an issue where sending an item to the kitchen from a different terminal will have it print on term1's receipt pritner	01:15 PM
You	anyone available to setup a card reader for ralph? he sent varsheets and everything already for oakleys	01:16 PM
	yes, send to me 501	01:16 PM
	going back to jodies	01:18 PM
You	<div>You have shared a file</div> <div>strwinclt_4RKV2vbZu3.png - 0.71 MB</div>	01:23 PM
	hitting save and send is also hitting or triggering "print ticket"	01:23 PM
	is there a setting that controls this?	01:25 PM
	I haven't seen one but maybe? @Scott Dickens @Jack Trinique	01:29 PM
You	<div>You have shared a file</div> <div>strwinclt_9NKmgNypy2.png - 39.91 KB</div>	01:30 PM
	Oh for takeout orders, I thought you were saying it was doing it always	01:31 PM
Dougie Stevens	I zee	01:31 PM
	<div>Darren Sla has shared a file</div> <div>image.png - 374.75 KB</div>	01:35 PM
	I ran RegdII as well	01:35 PM

	Still the same	01:35 PM
You	what merchant	01:36 PM
Darren Sla	2 hermanos	01:36 PM
	Cashdrawer wont open as well on that	01:38 PM
	Do you know whats the program that for IMU printer?	01:38 PM
You	idek what a imu printe ris	01:39 PM
Darren Sla	User on wtnrpl currupted?	01:39 PM
You	removing winprtspl config file worked	01:39 PM
	actually no	01:39 PM
	You have shared a file	01:39 PM
	Untitled.xml - 315 Bytes	
Darren Sla	It is now good @Robert Harris !	01:40 PM
	Thanks!	01:40 PM
You	np	01:40 PM
	yeah idk what casues that	01:41 PM
	otp with darrel #10 but if anyone answer jodies, the print slip setting was causing receipts to print out hwne sending orders to the kitchen	01:57 PM
	term 1 should be printing out receipts as well	01:57 PM
Darren Sla	Hi Guys, Shunn will be on the phones tomorrow he will be taking Rae's Shift since he is no longer with us. Kindly help him, We're planning to swap their shift with Red once he comes back so that I can guide him more.	08:01 PM
	Thank you!	08:01 PM
Shaun Valcorza	Hi, team. Good morning. May I know if our merchants have the ability to perform remote access to their machines like we do? Billie from Beaver Tap would like to have this feature so that she can work from home.	Apr 19 2024, 09:14 AM
You	they would have to set it up using something like team viewer	09:25 AM
	is there a way to auto add modifiers to an onlineorder	09:27 AM
	greekboys is having an issue where it's auto adding items on online ordering, but the menu item isnt on the pos	09:27 AM
Dougie Stevens	Yes, on a later version. What version are they on?	09:28 AM
	I wonder if they have standalone mods	09:28 AM
You	5.1.0.29	09:29 AM
Dougie Stevens	They should be in the clear from that bug I think. It was in early 5 or 4.10beta?	09:29 AM
	Any info for the specific items?	09:35 AM
You	steak hamburger is auto adding "all rice, all baked potatoe"	09:35 AM
	er steak and chicken combo*	09:35 AM
	all rice & all potatoes is in the no salad modifier set	09:36 AM

Dougie Stevens	Did they send order info so I can confirm that this printed with those mods auto-added?	09:36 AM
You	should be in printer receiptps, one sec	09:37 AM
	that i havent	09:37 AM
Dougie Stevens	It doesn't look like it's autoadded on the POS and they actualyl have the choice on OO	09:41 AM
	Dougie Stevens has shared a file image.png - 49.85 KB	09:41 AM
	Dougie Stevens has shared a file image.png - 149.34 KB	09:42 AM
	It looks like the customer is choosing the option. If they don't want them to be able to, the modifier sets need to hidden for online ordering	09:43 AM
You	gotcha	09:45 AM
	alright ill see if that's the case, ty	09:45 AM
	the no salad modifier set is marked as requjired	09:46 AM
	so customers are forced to adding it	09:47 AM
Dougie Stevens	Not for online ordering	09:47 AM
	It would say required if it was for the baked greek	09:47 AM
You	yea user erorr	09:53 AM
Dougie Stevens	Gotcha	09:53 AM
	@Shunn Valcorza Please send email responses atleast letting merchant know that we're checking. Don't just use comments	10:13 AM
Shaun Valcorza	Noted, sir. Will do.	10:14 AM
You	so receipt templates. how do we set this up item price tax total total (item price + tax total)	10:25 AM
	total templates, what config	10:25 AM
Shaun Valcorza	Hi, team. Need assistance. Got a call from Ralph. He would like to add a 3.5% cash discount for Oakleys Wine Cellar.	11:03 AM
You	bump for this @Jack Trinqué @Scott Dickens for bistro 221	11:03 AM
	@Shunn Valcorza can be done in the back office under settings > service fees > add dual pricing	11:04 AM
Shaun Valcorza	Got it, thank you.	11:04 AM
Scott Dickens	@Robert Harris for bistro 221, you want to create a totals template?	11:05 AM
You	i believe thats what needed	11:05 AM
Scott Dickens	by default, what they're asking for is how it should show without a totals template...is that not what they have? are they using reverse tax?	11:06 AM
You	one sec	11:07 AM
	is reverse tax setup in service fees?	11:07 AM
	i mean taxcode*	11:07 AM
	You have shared a file dual-pricing-2-8-2023.pdf - 336.54 KB	11:08 AM

Scott Dickens	right, the only time it wouldn't show how you mentioned it is if they're using reverse tax	11:08 AM
You	gotcha, ill grab a picture of the refceipt	11:09 AM
	<div>You have shared a file</div> <div>image.png - 2.96 MB</div>	11:56 AM
	i think she wants it to say "TAX" instead of "default tax-rate"	11:56 AM
Dougie Stevens	Change under back office > menu > taxcodes	11:56 AM
You	how do we get urber to show on the transaction report screen?	11:59 AM
	merch is toms jr	11:59 AM
Dougie Stevens	Should be addressed by Josh I believe	11:59 AM
	I thought it was set to show uber. Do they have an example order so we can get it to him?	12:00 PM
Scott Dickens	the update that resolved this came out earlier this week	12:00 PM
You	ty	12:01 PM
	<div>You have shared a file</div> <div>strwincIt_1gdkwgjr5c.png - 67.24 KB</div>	12:03 PM
	ksn is the encryption on the card but how do we fix it?	12:03 PM
	@Jack Trinqué @Scott Dickens its for coco marina	12:04 PM
Scott Dickens	i can enable the encryption	12:04 PM
	which terminal?	12:04 PM
You	terminal 2	12:04 PM
	terminal 4 needed as well	12:08 PM
	also for the uber update for the transaction report, is it including urber orders in their sales at all now?	12:09 PM
Scott Dickens	yes, but as credit	12:09 PM
You	credit tans?	12:09 PM
Scott Dickens	instead of whatever payment method they have selected	12:09 PM
	yes	12:09 PM
You	gotcha ty	12:09 PM
Scott Dickens	for coco marina, terminal 2 should be good...they may need to unplug the device and plug it back in	12:12 PM
	for terminal 4, i'm getting an error on that device...may need to replace that one	12:12 PM
You	gotcha, i was watching but then got distracted. ksn encryption has to be enabled through the sdk? is the key the same everytime?	12:13 PM
Scott Dickens	yes, thats the key for netepay hosted	12:13 PM
	IDT-KEYINJ-287	12:13 PM
	<div>Scott Dickens has shared a file</div> <div>image.png - 116.19 KB</div>	12:13 PM
	<div>Scott Dickens has shared a file</div>	12:13 PM

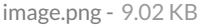
	image.png - 138.57 KB	
You	ok ty	12:16 PM
	cieto lindo, eric needs a kds setup fi anyones available to schedule it	01:01 PM
Shaun Valcorza	Shaun Valcorza has shared a file	
	image.png - 26.7 KB	01:56 PM
Scott Dickens	you can turn off invoice checking under Settings -> POS	01:59 PM
You	https://desk.zoho.com/agent/ordercounter/ordercounter/deployment-requests/details/706903000056315059	02:06 PM
	is there a way to remove service fees from applying to account payments?	03:01 PM
	aka cash dsicount	03:01 PM
Dougie Stevens	They probably wouldn't want to because they will be paying the processing fees on the transaction regarless	03:01 PM
You	they have reverse cash discount set up	03:02 PM
Dougie Stevens	checking though	03:02 PM
	Who?	03:02 PM
You	where the prices are built into the menu	03:02 PM
	brandas	03:02 PM
	garys merhcant	03:02 PM
Dougie Stevens	Oh, let me check the settign what temrinal are you on	03:02 PM
You	0001	03:02 PM
Dougie Stevens	dc rq	03:02 PM
	Gary is on too	03:02 PM
	I don't think so because it doesn't open the cart to delete the fee. @Scott Dickens thoughts?	03:03 PM
Scott Dickens	i believe it will use the set price when adding to account and will apply fee to the payment	03:05 PM
	thats what it should do	03:05 PM
	and if it doesn't, we should treat it as a bug fix	03:05 PM
	thats with dual pricing	03:05 PM
Dougie Stevens	Correct, but can the delete the fee if they want to using cash discounting/NCA?	03:05 PM
Scott Dickens	if they're doing NCA they should remove the fee	03:05 PM
Dougie Stevens	At the time of payment	03:05 PM
You	they cant remove the fee	03:06 PM
	like they canwith a regular order	03:06 PM
	because theyre making a payment on the acc andb it takes them directly tot he checkout screen	03:07 PM
Scott Dickens	they need to remove the fee from the original order before adding to account	03:07 PM
Dougie Stevens	I zeee	03:07 PM
You	ah	03:07 PM

	ok, ty	03:07 PM
	<div>You have shared a file</div> <div>strwincIt_JespFXdISb.gif - 1.67 MB</div>	03:08 PM
Scott Dickens	submit that as a bug then	03:08 PM
You	older version 5.0.0.14	03:08 PM
Dougie Stevens	They may need to update. I remeber this being an issue a while ago	03:09 PM
	Or something like it	03:09 PM
You	same	03:09 PM
	cascade auto body	03:09 PM
Dougie Stevens	si	03:09 PM
You	alright ill let gary know ty	03:09 PM
Shaun Valcorza	Hi, team. I have Ralph on the line and he would like to remove the machine Seville 5 End of the Alley from the list since that one was no longer working due to power failure. I am currently connected to the new machine and he would like to replace the name with Seville - 5. May I know how can we do that?	03:55 PM
Scott Dickens	i removed the old one (only splashtop admins can do this)	04:00 PM
	on the new machine, install splashtop using http://tinyurl.com/ocsplashtop	04:00 PM
	are you in the one with SOS code 973-548-851?	04:02 PM
Shaun Valcorza	yes, sir	04:02 PM
Scott Dickens	ok, updated them	04:04 PM
Shaun Valcorza	Thank you!	04:04 PM
You	<div>You have shared a file</div> <div>image.png - 82.58 KB</div>	04:53 PM
	<div>You have shared a file</div> <div>Untitled.js - 2.13 KB</div>	04:53 PM
	INVALID USAGE A73 57 wat dis mean	04:54 PM
Scott Dickens	processor needs to set Hold Capture Flag to "H"	04:54 PM
You	pablito pub, whos their processor?	04:55 PM
Dougie Stevens	PP says RMF	04:56 PM
You	gotcha	04:56 PM
	ill explain it to the merchant then contact the rep	04:56 PM
Dougie Stevens		04:58 PM
You	@Ernie Perez Make sure you test a pre-auth/auth if they intend to use it before going live m8	04:58 PM
	is there a bossman at rmf i can cc	04:58 PM
	bernie?	04:58 PM
Dougie Stevens	jordanh + bernieb	04:58 PM
You	bernie@reversefee.com ?	04:59 PM
Dougie Stevens	feellike it's bernieb@resolute and jordanh@resolute	05:00 PM

Dougie Stevens	reemke it's defined as resolute and jordan as resolute	05:00 PM
You	ty	05:03 PM
Shaun Valcorza	Hi, team. Need assistance. Ralph got a new terminal and he would like to change the terminal number again to Seville - 5 End of the Alley since the first one that we got has a problem with the screen. May I know if someone can change it now? He also would like to add a logo on it.	05:13 PM
Darren Sla	<i>This message has been deleted</i>	Apr 22 2024, 06:08 AM
Dougie Stevens	Dougie Stevens has shared a file image.png - 95.2 KB	10:09 AM
Darren Sla	Hi Guys, anyone can tell me who's the card processor for Pablitos?	10:35 AM
	Context: They want to know what is the bank associated on their account where the deposit goes.	10:37 AM
Dougie Stevens	Looks like resolute/RMF on PP	10:37 AM
Darren Sla	Reverse my fees, what's PP?	10:38 AM
Dougie Stevens	Partner Portal	10:38 AM
Darren Sla	oh.. gotcha.	10:38 AM
Dougie Stevens	pp poopoo	10:38 AM
Red Bercero	Red Bercero has shared a file image.png - 0.82 MB	11:07 AM
Scott Dickens	there's not	11:07 AM
	thats the actual Merchant ID	11:07 AM
Darren Sla	Yeah, I was looking for that on PP, I did not see any.	11:08 AM
Scott Dickens	and with netepay is the first 5 letters of the name and first 4 letters of the city	11:08 AM
	then a number and 2 letters	11:08 AM
Red Bercero	thanks for this I was able to let him know about it.	11:11 AM
Darren Sla	Hey guys? If the order from take out and it is already "SAVE AND SENT" then if they want to change the order into Bar type, it wont allow to save and sent again, correct?	11:46 AM
Scott Dickens	the items will not send to the kitchen again	11:46 AM
	but they can change it and save it	11:46 AM
Darren Sla	Tried it, it wont save it.	11:47 AM
	The save and send option after wot work.	11:47 AM
Scott Dickens	sounds like a bug	11:48 AM
Darren Sla	It automatically saved it I think	11:50 AM
	After takeout and change it to Bar.	11:50 AM
Scott Dickens	ok	11:50 AM
You	You have shared a file image.png - 376.29 KB	11:53 AM
Scott Dickens	yea	11:53 AM
	all good	11:55 AM

	an good	11:55 AM
You	You have shared a file	11:55 AM
	1_Untitled.js - 803 Bytes	
	ty	11:55 AM
	regdlls?	11:56 AM
Scott Dickens	that means frmLogin which is always supposed to be open got closed	11:56 AM
	maybe alt-f4?	11:56 AM
	restarting should fix it	11:56 AM
You	oc wouldn't start when it was already open in task manager. closed it and re-ran it to do the test transaction then it closed. i'll try restarting again thoguh	11:57 AM
	yeah it did again, i ran a transaction for cash, cashed it out and when it retujrned the order screen, the software crashed	11:58 AM
	i used the "fast fcash" button to go to the cash screen	11:58 AM
Scott Dickens	what location?	11:58 AM
You	still tom jrs	11:58 AM
	termianl 2	11:59 AM
Scott Dickens	trying an update	12:03 PM
	frmLogin is going away after logging in and that shouldn't happen	12:03 PM
You	ah ok	12:04 PM
Scott Dickens	update didn't fix it	12:14 PM
	grabbing database to see if it happens on my machine	12:14 PM
You	gotcha	12:19 PM
Scott Dickens	issue is the "dual drive thru" setting	12:30 PM
	disabling that for now	12:30 PM
	ok, turned that off and issue gone...i'll need to address this in an update	12:32 PM
You	gotcha, ty	12:57 PM
	reaching back out	12:57 PM
	@Scott Dickens CD on terminal 1 is closing periodically, where are the logs located?	01:00 PM
Scott Dickens	till/bank closeouts should be in action_log since it has a manager override	01:37 PM
You	@Scott Dickens (customer display)	03:02 PM
Red Bercero	Red Bercero has shared a file	03:58 PM
	image.png - 92.98 KB	
Jack Trinique	does a pickup time show under pending > Takeout	03:59 PM
Red Bercero	Red Bercero has shared a file	04:01 PM
	image.png - 290.52 KB	
	how do you want me to proceed? Ty	04:18 PM

Jack Trinqué	have them send in a copy of the kitchen ticket so we can take a look.	04:25 PM
Red Bercero	gotcha I will. Tysm	04:29 PM
Darren Sla	Hey Guys, If a customer split the check and paid half credit then half cash. The fee should only show on credit right? And adjust the total transaction after that payment and should calculate the cash total on the second half? Or no?	Apr 23 2024, 07:02 AM
Scott Dickens	for dual pricing if any of it is paid with credit, the full credit total is due	07:11 AM
Darren Sla	Gotcha.	07:11 AM
	So it will retain the credit price	07:11 AM
	If you dont mind me asking @Scott Dickens why is that?	07:12 AM
Scott Dickens	because dual pricing means the items have 2 prices: a cash price and a credit price	07:12 AM
	its either one or the other	07:12 AM
Darren Sla	So if they initiated the payment, wethere they split it or not, it will retain the credit price if they are on dual?	07:13 AM
Scott Dickens	correct	07:14 AM
Darren Sla	So if they initiated cash payment the 2nd half should also be cash?	07:14 AM
	Or once they split it, credit price will be followed?	07:15 AM
Scott Dickens	once a credit payment is applied, everything is locked in at the credit price	07:16 AM
	doesn't matter if they do it before or after cash	07:16 AM
Darren Sla	Gotcha	07:27 AM
	Hey Guys, how can I turn off tax on scanned items?	09:34 AM
	Context: Deerings said that before all of the scanned food items and bev dont have tax on it	09:37 AM
	But today it shows that there is, I had her test it out and it did show tax applied on it.	09:37 AM
Scott Dickens	editing the inventory items on the back office (there is a multi item edit as well) can change tax rate for the retail items	09:38 AM
Red Bercero	Hey guys, Smoke bucks called in yesterday with the same issue that there having today as per chris It was happening with multiple products kind of at random, hard to replicate because sometimes it will fix itself. But it seems like the price and cost of some items are getting switched around somehow. Can someone look into it. They're asking if we can have immediate solution for this. TY	10:03 AM
Darren Sla	Hi Guys, need help with this https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000056973374 Merchant said that it is randomly taking barcodes from other items.	10:45 AM
	@all do we offer digital menu where the store will havea QR code and when the customer scans it, they will be taken to a Digital Menu of the store with the Dual pricing showing in it??	12:42 PM
	Context: John Vitolo called in asking about it, since there is a new law that was passed and NY will be under that for new Dual pricing. he watns to do a work around for it, which is the digital menu through the QR code.	12:49 PM
Dougie Stevens	Is there a way to eliminate the screen where they have to confrim that they're sending a takeout order without accepting payment?	01:49 PM
Ernie Perez	Disable Confirm Order Without Payment	01:52 PM

	settings POS	01:52 PM
Dougie Stevens	Is there one to eliminate the pop up for items that have been sent so they don't have to click 'ok'	02:00 PM
	Dougie Stevens has shared a file 	02:04 PM
Scott Dickens	there is not unfortunately	02:30 PM
Dougie Stevens	sad day	02:30 PM
Darren Sla	Hey Guys, are we the one who gave Lantern point (Turnkey) Card machines?	03:21 PM
	Hey Guys do we support this Wireless Scanner? BSH-HR2081BT It scans but it will create a custom Item.	03:50 PM 03:50 PM
Scott Dickens	have them create a custom item with it, then check the custom item report on the back office and it will show the barcode it read	03:51 PM
	the scanner is most likely not configured to read the barcode how they entered it	03:51 PM
Darren Sla	How can they get it going to where it will work the way it should be?	03:52 PM
Scott Dickens	who is asking, partner or customer?	03:53 PM
Darren Sla	Partner	03:53 PM
	Merchantlynx	03:53 PM
Scott Dickens	they would need to configure the scanner to read the barcode properly...most likely it set to include/exclude some digits of the barcode	03:54 PM
	we don't work with that scanner so they may need to reach out to star for assistance but its usually done with scanning barcodes in the user manual	03:54 PM
Darren Sla	Saw it, it includes Letter.	03:56 PM
	Yeah, he will call Star.	03:56 PM
	Thanks @Scott Dickens	03:56 PM
	Bumping this " Hey Guys, are we the one who gave Lantern point (Turnkey) Card machines?"	04:07 PM
Scott Dickens	If yes, can we please check if this Serial# 249T017548 is still on warranty?	04:09 PM
	yes, i believe we provided them	04:09 PM
	it is under warranty	04:09 PM
	Can we get it replaced, the chip inside is damaging the cards they insert	04:10 PM
Darren Sla	It scratches the card	04:10 PM
	It looks like the metal part inside that reads the card is jutting out more than it should	04:10 PM
	As per Turnkey.	04:10 PM
Scott Dickens	yes, assign ticket to jack to get one shipped out	04:12 PM
Darren Sla	Anyone spoke to Niel from A Picky Gourmet? He sent a receipt.	04:29 PM
You	107 on tm88v cashdrawer = ?	04:58 PM
	tm88v connected via ethernet	04:58 PM
Jack Trinqu	checking	05:01 PM

Red Bercero	Hey guys, Who's the credit card processor for Old Hickory? Thanks!	05:21 PM
Scott Dickens	payrilla	05:27 PM
Darren Sla	Anyone needs this ticket? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000057393388	Apr 24 2024, 06:49 AM
Dougie Stevens	I might. I'm not really sure, but assign it to me regardless	06:49 AM
Darren Sla	Ticket assigned	06:49 AM
Red Bercero	Red Bercero has shared a file image.png - 1.12 MB	09:20 AM
Ernie Perez	ScreenConnect is their previous POS provider's remote access software. See if you can uninstall it.	09:21 AM
Red Bercero	understood.	09:23 AM
Dougie Stevens	You won't be able to	09:24 AM
	I'll check	09:24 AM
Red Bercero	thanks @Dougie Stevens	09:26 AM
Dougie Stevens	yw homie	09:33 AM
	Should be set	09:40 AM
Red Bercero	appreciate it. I'll reach out to them.	09:40 AM
Darren Sla	Darren Sla has shared a file image.png - 387.49 KB	11:13 AM
Scott Dickens	2.50 is the total with the bottle deposit	11:18 AM
	so 5.00 is the total of the order	11:18 AM
	4% is .20	11:18 AM
	so it is including the bottle deposit	11:18 AM
Darren Sla	Copy	11:22 AM
	Thanks!	11:22 AM
	Hey Guys, I might have asked this before. But bare with me, Is there a feature that I need to turn on where the employees cant clock out when they still have an open tables or orders?	11:48 AM
Ernie Perez	It's till settings in the back office but if they have open tables or orders and trying to leave they should be transferring their tables/orders to another employee.	11:50 AM
Darren Sla	yeah	11:50 AM
	That's what they want	11:50 AM
	where it prompts a box and ask them to transer the open tables	11:51 AM
Ernie Perez	Control Panel and Transfer Tables is where they can do that.	11:51 AM
	There is not a prompt to move tables just one for having tables open.	11:51 AM
Red Bercero	Hey guys I was with pelican post. this is with their kitchen printer, They said that it was working properly yesterday but now it won't they need to have a resolution today she said.	01:31 PM
	Kitchen Printer Issues: > Win print check for Error// Error code 101 >Check Opos - Error code 106 >Check	

	paper - Put properly/ No red error lights >check ethernet cable > Unplugged - Re-plugged (Solid green) >Turn of the printer / Turn back on >Host still unreachable / Run CMD	01:31 PM
	That's the troubleshooting steps I did. Still didn't work. Thanks	01:32 PM
Scott Dickens	see if it shows in EpsonNet	01:32 PM
Darren Sla	Darren Sla has shared a file image.png - 0.52 MB	02:26 PM
Dougie Stevens	What is the make/model?	02:32 PM
Darren Sla	Darren Sla has shared a file image.png - 224.43 KB	02:33 PM
Dougie Stevens	Oh it's serial?	02:35 PM
Darren Sla	Yeah	02:35 PM
	There is a converter from that to connect it to eth	02:35 PM
Dougie Stevens	hmmmmmmmmmm	02:35 PM
Darren Sla	I figured it out	02:35 PM
Dougie Stevens	Must be used equipment?	02:36 PM
	Gotcha, was it holding down feed while powering on or something?	02:36 PM
Darren Sla	Seems like the extender	02:36 PM
	i had him connect it directly to the router.	02:36 PM
You	anyone know why msr reader won't swipe on a terminal?	02:39 PM
Darren Sla	It is now working	02:39 PM
You	confirmed it's not the reader, tested on term4 at coastal	02:40 PM
Dougie Stevens	It won't even swipe to notepad @Robert Harris ?	02:40 PM
You	nope	02:44 PM
	im assuming drivers	02:44 PM
	its term 1, i have a gift card im testing with	02:46 PM
	about to do the ksn stuff for the reader on term 2	02:46 PM
Scott Dickens	it should be plug and play	02:53 PM
You	it is for term 4	02:53 PM
Scott Dickens	so if it doesnt work it might be the device	02:53 PM
You	the reader wouldnt work on term1, but worked on term 4	02:54 PM
	would it be the terminal?	02:54 PM
Dougie Stevens	Could be the terminal port then	02:54 PM
	There's prob only 1 MSR port, right?	02:54 PM
You	yeah next to the com ports	02:54 PM
Dougie Stevens	:sad:	02:54 PM


You	the reader is on, and when i try swiping into notepad, notepad loses focus as if it's trying to enter in the numbers	02:55 PM
	i just got it working	02:56 PM
	i guess unplugging and replugging it in x times fixed it	02:57 PM
Dougie Stevens	That'll do it :p I'd say make a KB article for them that says that	02:57 PM
You	@Scott Dickens after running the rki prod command in sdk, do i need to write it to the config?	03:07 PM
Scott Dickens	for a vp8300?	03:09 PM
You	ya	03:10 PM
	needed ksn encryption for the new reader on term 2	03:10 PM
	ran the command with the code	03:10 PM
Scott Dickens	should be an augusta, no?	03:10 PM
	coastal county, right?	03:11 PM
You	term 2 is a vp8300	03:11 PM
	yeah	03:11 PM
	they had a vp8300 here prior to	03:11 PM
Scott Dickens	is this for term 1?	03:11 PM
You	term 2	03:11 PM
Scott Dickens	i thought michaela wanted an augusta for terminal 2	03:12 PM
You	they had a vp8300 they were using already on term2	03:13 PM
	i replaced it since i was told too	03:13 PM
Scott Dickens	right, michaela wanted that swapped with an augusta because they don't like the vp8300	03:13 PM
	thats what i asked jack to get setup	03:13 PM
You	:thinking:	03:13 PM
Scott Dickens	Scott Dickens has shared a file image.png - 17.16 KB	03:13 PM
You	ah ok	03:14 PM
	jacks message didn't mention augusta reader just replace the reader	03:14 PM
Scott Dickens	oops	03:15 PM
Jack Trinqu	Thats my fault sorry. I just saw the replace VP8300.	03:15 PM
You	i can grab a new augusta reader	03:17 PM
Scott Dickens	thanks	03:18 PM
	no wonder i was confused	03:18 PM
You	but uh so i can update the kb, do we execute the command then write to the card reader?	03:22 PM
Scott Dickens	no, just execute the two commands	03:23 PM
	then unplug and replug	03:23 PM

You	o it was 2	03:23 PM
Scott Dickens	Execute PKI RKI - Prod Symmetric RKI B - Prod	03:24 PM
Darren Sla	Hey Guys? Did we ever had this conversation with Beaver tap in regards with their RBO?	05:00 PM
Dougie Stevens	Let me rephrase my question. Did someone from our team was able to speak to beaver tap about their RBO and why it is not possible for them to have it?	Apr 25 2024, 06:55 AM
	I don't know that this would be the case typically. Maybe it was meant to be that we can't do it without the router information. I didn't personally have the conversation, though.	07:01 AM
Darren Sla	She told me about the last POS blocked them from getting the router credentials	07:02 AM
Dougie Stevens	I see, so they don't have router credentials	07:02 AM
Dougie Stevens	We could always try factory resetting the router they have if they don't have access to their unifi	07:03 AM
	Or setup a VPN	07:03 AM
	Let me check with the partner when I get in to see if they happen to know the credntials to the router	07:05 AM
	She brought that up yesterday, cause she's been trying to get access where she can modify something at her home.	07:05 AM
	Payteva will sometimes setup their own network	07:07 AM
Darren Sla	I suggested, if what she said was right where the previous POS locked them out, to call their ISP who provided the router and try to ask them to reset the credentials for them.	07:08 AM
Dougie Stevens	if it is possible	07:09 AM
	Darren Sla has shared a file image.png - 334.11 KB	08:39 AM
You	like a shortcut with a custom amount for cash?	09:08 AM
Darren Sla	Yeah, right now it is fast cash and it is giving the exact amount	09:09 AM
Dougie Stevens	I dont even recognize the button mapping	09:09 AM
	First time I saw that	09:09 AM
You	probably built into the functionality for fast cash to do the exact amount	09:10 AM
Dougie Stevens	fast cash > enter amount wouldnt exactly be fast, might as well just click checkout and enter in the amount manually	09:11 AM
	So we cant modify it?	09:11 AM
Darren Sla	Yeah, that's what I thought	09:11 AM
You	i feel like it's the functionality of the button, @Jack Trinque @Scott Dickens can one of u confirm	09:11 AM
Jack Trinque	yea, that is a drive thru thing mainly. It immediately pays the exact amount in either cash or credit.	09:12 AM
Darren Sla	Anyone familar with John Jusi? Their asking assistance on getting the admin account back for one of their merchant. He said that he is from Afinity Solutions.	10:47 AM
Scott Dickens	yes, he's with Affinity in Guam	11:05 AM
Darren Sla	Got it, Thanks!	11:37 AM
Dougie Stevens	Darren Sla has shared a file image.png - 11.71 KB	11:58 AM

	Firewall is off as well	12:00 PM
	Note: I am not the one who created the port forwarding.	12:01 PM
	Trying to figure it out with the IT guy	12:03 PM
	All set	12:05 PM
	Got it figured out.	12:06 PM
	Team, any known issue with online ordering? Toms Jr's online orders is printing double.	02:53 PM
	With different order ID	02:54 PM
	Ticket reference: https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000057761013	02:54 PM
	Anyone?	03:05 PM
Jack Trinqué	does it show twice under pending takeout? And is this our online or a third party service?	03:12 PM
Darren Sla	Darren Sla has shared a file image.png - 71.53 KB	03:13 PM
	Not sure if it is our OOA	03:13 PM
	I can't see them on my OOA list tho	03:14 PM
Red Bercero	Red Bercero has shared a file image.png - 255.35 KB	07:23 PM
Dougie Stevens	@Shunn Valcorza Are you good? I just got an email that someone has been on hold for a bit	Apr 26 2024, 11:09 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 253.43 KB	11:09 AM
	I will log out and log in	11:09 AM
Dougie Stevens	Were you able to get one?	11:12 AM
Shaun Valcorza	I got an active call now.	11:14 AM
Dougie Stevens	Perfect	11:15 AM
	Do you get the cliq notifications when calls come in? If not, you should turn them on. It's a failsafe for you in case the phone system isn't working properly to know calls are coming	11:15 AM
	Should be the fred: @support channel	11:16 AM
You	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000056492810 updated to latest release but still not showing "UBER" in the notes of the transactions	04:53 PM
	in the uh transaction report	04:53 PM
Scott Dickens	this is most likely because its only in beta	04:55 PM
	josh and dougie were just talking about this	04:55 PM
You	ah ok, they were updated to the latest release at the time	04:56 PM
	so schedule an update to beta or?	04:56 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 34.78 KB	Apr 27 2024, 11:57 AM

Dougie Stevens	Try ending the user sessions on task manager > users	11:58 AM
	On the 64gb server	11:59 AM
Shaun Valcorza	Shaun Valcorza has shared a file	01:26 PM
	image.png - 257.1 KB	
Ernie Perez	Check their job they clocked in with	01:29 PM
Darren Sla	Darren Sla has shared a file	Apr 29 2024, 08:41 AM
	image.png - 18.16 KB	
	I dont see any active chats	08:46 AM
Ernie Perez	@Robert Do we see a lot of people claiming this kind of thing?	08:48 AM
	Seems like a scam	08:48 AM
Darren Sla	yeah	08:48 AM
You	i havent personally	08:49 AM
	sounds like a scam though	08:49 AM
Ernie Perez	Is there a way to block this one?	08:49 AM
Dougie Stevens	May want to show Scott just in case	08:49 AM
You	yeah i can ip ban him	08:49 AM
	@Scott Dickens do u wanna check just incase?	08:50 AM
	@Darren Buono should we believe him?	08:50 AM
Dougie Stevens	Imao	08:50 AM
Darren Sla	Look at this conversation	10:25 AM
	https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000058731001	
	I suggested for him to email us for official report	
	I mean Shunn took care of the chat while I was assisting him on what to do	
	Would you think that this is related to Goods N Grace?	
Dougie Stevens	Unsure, would need to either go to Jack or Scott I believe	10:28 AM
	Lots of weird things today....	10:28 AM
Darren Sla	I assigned the ticket to @Scott Dickens to look into.	10:37 AM
	They are a gaming company, what does it have to do with us?	10:37 AM
	lol	10:37 AM
Shaun Valcorza	Hi team, we are trying to sell a gift but it won't do a swipe. The only thing that we could do is for manual entry. Can someone help me what feature should I turn on in order for it to work? This is for Off the Hook.	10:58 AM
Dougie Stevens	Were the gift cards from us or older cards from a previous POS?	10:59 AM
Shaun Valcorza	Yes, as per Stan he ordered it from us.	11:00 AM
Dougie Stevens	You'll need to enable the magstripe pass through. @Robert or @Jack Trinque can you send that info? I don't have it off the dome and I'm pulling out of the lot	11:00 AM

	Or @Darren Sla if you have it	11:01 AM
Darren Sla	Unfortunately no I dont.	11:01 AM
You	in ccp settings? @Dougie Stevens	11:01 AM
Jack Trinique	yea, is there an article for that?	11:01 AM
You	yeah, one sec	11:01 AM
Dougie Stevens	If not we need to make one	11:02 AM
	Sweet	11:02 AM
You	You have shared a file strwinclt_s3VIMiPvKZ.gif - 1.07 MB	11:02 AM
	i need to make one, got it confused with the datacap store and forward article	11:03 AM
Darren Sla	Nice!	11:03 AM
	Thanks guys!	11:03 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 333.42 KB	11:06 AM
You	you need to put the securedevice id on the tab	11:06 AM
	what card reader isit? vp8300?	11:06 AM
	You have shared a file strwinclt_7rWI2kxlr1.png - 129.61 KB	11:07 AM
Darren Sla	Yep it is	11:08 AM
Shaun Valcorza	Thank you team.	11:16 AM
Darren Sla	<i>This message has been deleted</i>	11:22 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 0.89 MB	12:35 PM
	Shaun Valcorza has shared a file image.png - 20.45 MB	12:35 PM
Scott Dickens	have them double press the button near the charging port and wait about 15 seconds	12:39 PM
	then try again	12:39 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 0.65 MB	01:07 PM
Jack Trinique	it would need to be paid for, or they would need to remove the items to cancel it.	01:08 PM
Scott Dickens	i'm checking it	01:08 PM
	looks like it did get closed out but items not marked as paid	01:08 PM
	Scott Dickens has shared a file image.png - 440.68 KB	01:08 PM
	done	01:10 PM
Shaun Valcorza	Thank you Scott!	01:11 PM

Shaun Valcorza	I thank you, Scott.	01:11 PM
Darren Sla	Darren Sla has shared a file  - 20.86 KB	01:11 PM
Jack Trinqu	If they are referring to the pre-send removal report, they should be able to remove that report from the EOD under Settings > POS > End of Day/reports. I do not believe there is a way to remove it from showing on the till reports though.	01:16 PM
Darren Sla	Not actually sure what he was talking about.	01:17 PM
Shaun Valcorza	Hi, team. Need assistance for Bridge Pizzaria - They just set up the online ordering but whenever they perform a test order they would encounter an error message address not in the delivery zone. CCheck your address and try again. They even put an address right next to the business location and still says the same thing.	03:36 PM
Red Bercero	Hi, team. Need assistance for Bridge Pizzaria - They just set up the online ordering but whenever they perform a test order they would encounter an error message address not in the delivery zone. CCheck your address and try again. They even put an address right next to the business location and still says the same thing. - Bumping this Gerardo called back.	Apr 30 2024, 09:32 AM
	They said they try to deliver it next door, however it still charges the consumers for outside delivery.	09:34 AM
	can someone check on this? TY	09:35 AM
Jack Trinqu	that will likely mean they dont have delivery zones setup properly. Is this merchant lynx calling or the merchant?	09:35 AM
Red Bercero	the merchant	09:36 AM
Jack Trinqu	Ok, I believe their support should go through merchant lynx. I see the online ordering was added by dougie though. @Dougie Stevens do you remember if this was setup by us or did we just help merchant lynx set it up.	09:37 AM
Dougie Stevens	I did the inital online ordering delpoyment for them but I believe he worked mostly with ML for the build out.	10:09 AM
Red Bercero	Do i need to Email ML for this?	10:17 AM
Dougie Stevens	Give me the ticket, I can send get with ML on it	10:19 AM
Red Bercero	On it, thank you!	10:20 AM
Darren Sla	Hey Guys, Anyone can tell me what are those Scanners that OC supports? Wired and wilress brands with the make and models please?	10:25 AM
Scott Dickens	Any that support OPOS drivers...who is asking?	10:35 AM
Darren Sla	Merchant lynx	10:36 AM
Scott Dickens	they should reach out to matt for that	10:36 AM
Dougie Stevens	If Eric Yoeger calls for me to setup the kitchen printer please dm me	11:45 AM
	They're going live today and have to reroute cables. I know you guys could potentially handle it, but I need to do this one	11:45 AM
Darren Sla	Hey Guys, anyone had this experience where one terminal wont send anything on the KDS? Can someone point me to the right direction with this?	12:06 PM
Jack Trinqu	Make sure kds is enabled under terminal settings on that terminal.	12:06 PM
Darren Sla	Yep	12:07 PM
	I see that	12:07 PM

	Compared the other terminals	12:07 PM
	Thanks	12:07 PM
	Darren Sla has shared a file image.png - 270.16 KB	12:27 PM
Dougie Stevens	That looks like it's in employee control panel. Where is that?	01:25 PM
Darren Sla	Yes it is	01:25 PM
Dougie Stevens	What site?	01:26 PM
Darren Sla	Ruchis	01:26 PM
Dougie Stevens	I believe this just got addressed in an update that was released last night so they probably need to have those removed from the control panel and then be updated	01:26 PM
Darren Sla	How can we remove it from the control panel?	01:27 PM
Dougie Stevens	It has to be done with a script, which I don't know @Scott Dickens '	01:27 PM
Scott Dickens	<code>delete from orders_pending where method = 'B'</code>	01:33 PM
Dougie Stevens	That's the one for employee control panel?	01:33 PM
Scott Dickens	yes	01:39 PM
Ernie Perez	wait don't run any of this on ruchis. I'm looking at it	01:44 PM
	Ernie Perez has shared a file image.png - 0.95 MB	01:54 PM
	Ernie Perez has shared a file image.png - 0.83 MB	01:54 PM
	Ernie Perez has shared a file image.png - 0.96 MB	01:54 PM
Scott Dickens	if you click back at the topdo you get a "reset table" button in the bottom right?	01:55 PM
	i've seen this before with a table that got removed from table diagram	01:56 PM
Ernie Perez	I do, but it doesn't clear it from the list	01:56 PM
	Got it let me look at that table	01:56 PM
Scott Dickens	<code>select * from tables_orders where table_id not in (select table_id from tables_info)</code>	01:57 PM
	that return anything?	01:57 PM
Ernie Perez	thanks, but it didn't return results	01:57 PM
Red Bercero	Hey guys, is Woody's Ice cream under warranty with their kitchen printer.	02:01 PM
Scott Dickens	@Ernie Perez removed the data for those, but it will probably happen again	02:05 PM
	this was fixed in 5.1.0.34	02:05 PM
Ernie Perez	I'll schedule an update for them, thank you!	02:05 PM
	Ernie Perez has shared a file image.png - 175.78 KB	02:12 PM

Scott Dickens	they don't have kds_immediate on do they?	02:15 PM
	select kds_immediate from settings_pos	02:15 PM
Ernie Perez	Ernie Perez has shared a file image.png - 54.47 KB	02:16 PM
	Ernie Perez has shared a file image.png - 27.81 KB	02:19 PM
Scott Dickens	would need to investigate if it happens again	02:19 PM
Ernie Perez	Ok	02:19 PM
You	@Darren Sla billy from beaver tap, shes having issues with doordash orders not printing to the kitchen nor the expo printer were you still working on it?	03:25 PM
		03:25 PM
Darren Sla	I actually don't have an Idea on how to get through that. I set the printer on the SERVER, I thought it was DD having an issue.	03:26 PM
	I checked the BOH as well and there is Kitchen set on it.	03:26 PM
	It's only the DD she said	03:26 PM
You	@Scott Dickens does this have something to do with master service?	03:27 PM
	usually restarting master service fixes issues with dd orders not printing out. she said it just randomly stopped working	03:27 PM
Scott Dickens	check MessageHub and NotificationLog	03:28 PM
You	onnit	03:28 PM
	You have shared a file messageHub.conf - 1.24 KB	03:29 PM
	You have shared a file notificationlog.css - 718 Bytes	03:29 PM
Scott Dickens	its showing "Printed"	03:30 PM
	what terminal is set to be the server terminal?	03:30 PM
	check printer settings on that terminal	03:30 PM
You	server computer	03:30 PM
	9999	03:30 PM
	You have shared a file strwinclt_NeLONgc6qx.png - 255.25 KB	03:31 PM
Jack Trinqu	Scott that printed is from an order on the 25th. the last email that came to us was on the 25th. Doordash might have removed it for some reason.	03:31 PM
	unless they are referring to an order on the 25th that didnt print	03:31 PM
Scott Dickens	ahh...looking at dates helps	03:32 PM
	yea, if we're not getting the emails then door dash needs to correct that	03:32 PM
You	You have shared a file messagehub.coffee - 12.61 KB	03:32 PM

	messagehub.contee - 12.01 KB	
	ill call back for an orderid of a dd order	03:33 PM
	the last entry for messagehub was on the 27th,	03:34 PM
Jack Trinique	yea the entry on the 27th looks to just be saying the master service restarted. They will need to get with door dash and make sure the email is still added for order receipts. That email is externalorder+dd_df62_1126_ee88@ordercounter.com	03:35 PM
You	ok, ill be talking with billy from beaver tap. will she know what im talking about or do they have a partner i can reach out to?	03:37 PM
Jack Trinique	she should, I believe we originally set it up with her. (I say that, because i doubt jake was much help)	03:38 PM
You	real	03:38 PM
	alright, she did not	03:41 PM
Darren Sla	Thank you for that @Robert	03:56 PM
You	:17202824702117102762033020_841152272_3_1_roberoc\$:	03:57 PM
Darren Sla	How did you do that?	03:57 PM
You	following up on this, @Scott Dickens do we need to schedule an update for toms jr to move to beta or wait till the release with the uber orders on the transaction reports to come out?	03:58 PM
	@Darren Sla :17202824702117102762033020_841152272_3_1_roberoc\$: custom emoji	03:58 PM
Scott Dickens	beta to release might be a bit	03:59 PM
	so if they want the feature, update to beta	03:59 PM
You	gotcha, i'll follow up for a good time	03:59 PM
Jack Trinique	I have it scheduled to update them tonight	03:59 PM
You	even better	03:59 PM
	does he know?	04:00 PM
Jack Trinique	yes	04:00 PM
You	alrighty	04:00 PM
	@Jack Trinique so for beaver tap, do they have to contact doordash directly or can we do it from our end?	04:02 PM
	to check to see if the receipts are being sent to the email address	04:03 PM
Red Bercero	Red Bercero has shared a file image.png - 23.87 KB	05:44 PM
	Red Bercero has shared a file image.png - 0.58 MB	05:48 PM
Scott Dickens	yes, queue processor needs to be running	05:49 PM
Red Bercero	Kairo was asking if there is a way to do restore it? like the queue processor that they had is on shortcut. He was trying to confirm if there's an option to revert it non shortcut.	05:50 PM
	It's not doing anything when I click it.	05:51 PM
Scott Dickens	Check c:\ocpos-queue-processor	07:23 PM

Red Bercero	on it	07:23 PM
	Red Bercero has shared a file image.png - 7.02 KB	07:24 PM
Darren Sla	Hey Guys, If the account is set up by weekly, and the start of the week is on Monday. If they generate the payroll. It will start on monday and still ends on monday. is that right?	May 01 2024, 10:34 AM
Dougie Stevens	I will most likely go until Monday at 4:59AM unless the reporting cutoff is changed	10:34 AM
Darren Sla	Context: I spoke to pelican post and they're pretty upset on how the system works. he's trying to generate payroll report Rage; 04/15/24 - 04/28/24	10:35 AM
	Report generated 04/15/24-04/29/24.	10:36 AM
	They want to have the specific payroll report the way they want to have the date range is.	10:36 AM
	He hang up on me becuase of it.	10:37 AM
	Hey Guys, quick question. How would I know if the Non Cash adjustment is added on the Online ordering account that a merchant have?	11:03 AM
Scott Dickens	what location?	11:03 AM
Darren Sla	Bridge Pizzeria	11:04 AM
	I am on their OOA	11:04 AM
Dougie Stevens	Payments page	11:04 AM
Darren Sla	I figured it will be there.	11:05 AM
Scott Dickens	Scott Dickens has shared a file image.png - 26.41 KB	11:05 AM
	its that fee listed there	11:05 AM
Darren Sla	Nice	11:05 AM
	Thanks!	11:05 AM
Dougie Stevens	oops didn't finish that message before I sent. smh my head	11:06 AM
	ty scott	11:07 AM
Darren Sla	Darren Sla has shared a file image.png - 66.07 KB	11:30 AM
Scott Dickens	can;t add anything or specifically kitchen1?	11:31 AM
Darren Sla	Cant add anything	11:31 AM
Scott Dickens	run this: delete from devices_local where local_device_name = "	11:32 AM
Darren Sla	Thank you!	11:34 AM
Dougie Stevens	I see Dave Zank calling a lot. What is he calling so much for?	12:00 PM
Darren Sla	off the hook	12:00 PM
Red Bercero	off the hook	12:00 PM
	they just installed a new wifi extender and fail over	12:00 PM
Darren Sla	They added wifi extenders and fallbacks. We had to manually install kitchen printer since it changed IP's	12:00 PM

	And some other stuff	12:00 PM
Dougie Stevens	I see	12:00 PM
Red Bercero	Red Bercero has shared a file image.png - 404.53 KB	12:27 PM
	Red Bercero has shared a file image.png - 206.11 KB	12:28 PM
Scott Dickens	have to reset the configuration file	12:30 PM
	all good now	12:31 PM
	C:\Users\ocpos\AppData\Local\OCPOSSuite\OCPOS_- _Point_of_Sale_Sui_Url_pvvvib4uqwccvdzo03t5arvovzmeuseo\1.0.0.0	12:31 PM
	i deleted user.config from there and renamed one of the backups to user.config	12:31 PM
Red Bercero	Got it. Thanks Scott.	12:31 PM
	Hey guys, Do we have a JJ Salmon working for OC?	12:38 PM
	caller is asking for his infos. I believe we don't can someone confirm?	12:39 PM
Dougie Stevens	Who is calling?	12:39 PM
Red Bercero	She's From Austin, Texas She didn't bother to introduce her name she just went straight to the point of asking those info's	12:40 PM
Dougie Stevens	You otp with her?	12:40 PM
Ernie Perez	We do not, he used to work for Qlaborate though	12:41 PM
	Maybe they're looking for them there.	12:41 PM
Red Bercero	not anymore. I said that I'll check if we do and will give him a cb	12:41 PM
Dougie Stevens	Gotcha	12:42 PM
Red Bercero	thanks guys!	12:42 PM
Dougie Stevens	Getting the error 'Looks like there was a problem' when attempting to schedule reports to be sent out	01:22 PM
	Anyone know how to resolve?	01:22 PM
Darren Sla	Version?	01:23 PM
Dougie Stevens	5.1.0.0.0.0.0.12	01:24 PM
Jack Trinqu	remote back office or from computer itself?	01:24 PM
Dougie Stevens	Both from what the partner is saying	01:24 PM
	I tried RBO but he said he tried in store	01:24 PM
Jack Trinqu	make sure the forwarded port is the same as the port set in OC. If they forward 8080 to port 80 on the router, that can cause the reports to not be able to send.	01:25 PM
Dougie Stevens	Ahh I zee; ty Jack	01:25 PM
Darren Sla	Do we have license for Floor plan?	02:33 PM
	Darren Sla has shared a file image.png - 14.89 KB	02:33 PM

Jack Trinqué	im not sure what they are referring to either. The floor plan/table diagram can be made under the table Service Admin in C:\OCPOS shouldnt need any license.	02:45 PM
Darren Sla	yeah.	02:46 PM
	That's why I got confuse.	02:46 PM
	lol she sent the email on the wrong support team	02:51 PM
Red Bercero	Red Bercero has shared a file image.png - 255.8 KB	02:53 PM
Scott Dickens	checking	02:54 PM
	not sure who set up the queue processor, but its not setup properly	02:56 PM
Darren Sla	I can remember that before, it was set up properly. When we checked it the original Queue processor has been deleted.	02:57 PM
Scott Dickens	whoever added it to C:\OCPOS did it wrong then	02:57 PM
	good now	03:00 PM
Darren Sla	Thanks!	03:01 PM
Red Bercero	Gotcha thanks Scott!	03:01 PM
Darren Sla	Thanks Scott!	03:01 PM
Scott Dickens	:thumbsup: :thumbsup:	03:03 PM
Darren Sla	Hey Guys, this 3guysrestaurant. Is this ours? I cant see them on splashtop	04:30 PM
Ernie Perez	It's Brooklyn Bar and Grill	04:31 PM
Darren Sla	Darren Sla has shared a file image.png - 1.48 MB	04:32 PM
Ernie Perez	@Jack Trinqué Did you get update from Datacap for this?	04:32 PM
Jack Trinqué	nothing yet, just reached back out for an update.	04:34 PM
Darren Sla	Are you taking care of that @Jack Trinqué ?	04:35 PM
Jack Trinqué	yea, just waiting for an update from datacap	04:36 PM
	They said they hope to have an update readyby next week.	04:54 PM
Darren Sla	So no resolution yet for this merchant? Do we have a work around for it?	04:55 PM
	or Nah?	04:55 PM
Jack Trinqué	we do not, other than using manual entry.	04:55 PM
Darren Sla	Copy, I will let Dan know about it.	04:57 PM
	Thanks	04:57 PM
Red Bercero	Red Bercero has shared a file image.png - 498.8 KB	06:08 PM
Scott Dickens	The processor can	06:16 PM
	Assign to having to assign out to someone to reach out to them	06:16 PM
Red Bercero	assign to you?	06:20 PM

Red Bercero	assign to you.	08:20 PM
You	You have shared a file image.png - 165.32 KB	May 02 2024, 12:37 AM
	You have shared a file 1_Untitled.sql - 1.27 KB	12:37 AM
Darren Sla	Hi Guys, A partner is asking, what is the minumum recommended specs that is needed for a Kiosk station?	07:04 AM
	Anyone?	09:42 AM
Jack Tringue	I dont believe we have any set minimums. Other than it having to be 64 bit. It might be best to check with Matthew to see what the specs of the ones we usually use are or if he has any recommended specs he usually uses.	09:53 AM
Darren Sla	Copy.	09:54 AM
	Thanks	09:54 AM
Ernie Perez	Ernie Perez has shared a file image.png - 387.18 KB	02:12 PM
Scott Dickens	check for the intel control panel	02:13 PM
	it should already be installed	02:13 PM
	in there you can set display to scale to screen	02:13 PM
Ernie Perez	Let me check	02:13 PM
Darren Sla	Hey Guys, Is there a way to create a permanent employee schedule on schedule manager?	02:26 PM
Scott Dickens	schedule manager is deprecated and should not be used	02:27 PM
	ScheduleGofer is what they would need	02:27 PM
	so the answer is no	02:27 PM
Darren Sla	Gotcha, so they need to have schedule gofer sub?	02:28 PM
Ernie Perez	@Scott Dickens I installed it but it's not showing up as a program to bring up. Is there a contact at IMU I can reach out to for specific drivers? I tried using the Intel driver and support assistant to find the right drivers	02:32 PM
Scott Dickens	for scheduling, yes	02:32 PM
Ernie Perez	Ernie Perez has shared a file image.png - 496.2 KB	02:32 PM
Scott Dickens	i don't have a contact	02:32 PM
	the one i set up, the intel control panel was pre-installed	02:32 PM
Ernie Perez	Ok	02:32 PM
	This came from Don at Tried and True	02:32 PM
	Let me ask him	02:33 PM
Shaun Valcorza	Hi, team. This is for Bridge Pizzaria. Whenever someone would order online, it doesn't indicate on the receipt if it is already paid or not. May I know what settings should I enable?	04:08 PM
Scott Dickens	add "Paid Line" to the receipt template	04:12 PM
Red Bercero	Hey Guys, Just to confirm this is for Smith's Grocery Marion Cooper, He wants to remove the rear facing screen on merchants end. That wouldn't affect anything right if they unplugged it. Just wanting to confirm	May 03 2024, 10:42 AM

	before I'll provide marion the "Go Signal" ty	
Ernie Perez	Have to disable the rear facing customer display in the back office too	10:43 AM
Red Bercero	Got it tysm.	10:43 AM
	Red Bercero has shared a file image.png - 98.29 KB	12:21 PM
Scott Dickens	assign to me, i'll send to mike	12:29 PM
Red Bercero	Red Bercero has shared a file image.png - 190.06 KB	05:00 PM
	it's after every credit card transaction. They want to be disabled. Thanks	05:01 PM
Jack Trinqu	that will be under the rear facing customer display settings in back office > Settings	05:04 PM
Red Bercero	Red Bercero has shared a file image.png - 235.66 KB	05:06 PM
	Red Bercero has shared a file image.png - 49.07 KB	05:07 PM
Scott Dickens	check the box to enable getting to the settings then edit it and see if signature/tip is turned on	05:08 PM
Red Bercero	all good.	05:11 PM
	Hey guys, Quick question. Do we have an option to change seats? On OC? I believe it's just transfer table is what we have. This is for fredsters and they want to check if we have that option. Thanks!	05:58 PM
Dougie Stevens	Yes, on the order they can click the items they want to move to another seat > click S2 (or whatever seat they want to change it to) and then click finish	05:58 PM
Red Bercero	understood tysm.	05:59 PM
	Hey guys, Good morning! Where should I go to Prompt tips on customer side. Is it on rear facing? or tips on settings> BOH? Tina dawn is calling for summit point raceway about it. ty	May 04 2024, 09:09 AM
Scott Dickens	Settings -> rear facing customer display	09:56 AM
Red Bercero	Red Bercero has shared a file image.png - 151.19 KB	04:58 PM
Dougie Stevens	Hard to tell on the pic but back one page, did you choose standard and then detailed model StandardU?	04:59 PM
Red Bercero	YES	05:00 PM
	Red Bercero has shared a file image.png - 169.82 KB	05:00 PM
Dougie Stevens	Who is it?	05:00 PM
	Make sure they have the cable plugged in to the DK port on the printer and that the side labeled 'Drawer' is plugged into the drawer and not the printer	05:01 PM
Red Bercero	Summit point raceway. They're having multiple issue. I was able to get the printer up and running.	05:01 PM
Dougie Stevens	Wonder why they're getting a cash drawer. They've never accepted cash	05:01 PM
	The cable thing is important. The drawer cable is labeled	05:02 PM
	Drawer has to go into drawer not the printer	05:02 PM
Red Bercero	gotcha thank you so much	05:03 PM

Dougie Stevens	Yeah m9	05:03 PM
Red Bercero	Hey guys, Where can i find the disable tap? Seville quarter 5 // Wants to disable that feature. Thanks! is it at the CC settings? or at the BOH?	05:44 PM
Scott Dickens	It's a process	05:45 PM
	I'll do it	05:45 PM
Red Bercero	I'll observe how you do it.	05:46 PM
Scott Dickens	The software isn't installed so I have to do it when I get home in about 30 minutes	05:47 PM
Red Bercero	Ayt no problem. I'll give them a heads up.	05:48 PM
Scott Dickens	this is done for seville	06:58 PM
Red Bercero	Acknowledged	06:58 PM
	<div>Red Bercero has shared a file</div> <div>image.png - 1.05 MB</div>	May 05 2024, 11:15 AM
Scott Dickens	This is like the 4th replacement they'll need	11:39 AM
Red Bercero	yup, Just stuck on that screen . Just let me know how do you want to proceed with this matter.	11:40 AM
Scott Dickens	Assign me the ticket and I'll reach out tomorrow	11:40 AM
Red Bercero	Thanks Scott.	11:48 AM
	<div>Red Bercero has shared a file</div> <div>image.png - 367.01 KB</div>	02:24 PM
	<div>Red Bercero has shared a file</div> <div>image.png - 225.46 KB</div>	02:25 PM
	what could've happened on this? Cause it suddenly changed the price.	02:26 PM
Dougie Stevens	They're probably on cash discount/dual pricing so the receipts will show the line item credit price of the items to maintain compliance with VISA.	02:26 PM
	It will be the credit adjustment. They should reach out to the partner if they have further questions on dual pricing	02:27 PM
Red Bercero	Super! thanks Dougie.	02:27 PM
Dougie Stevens	You're welcome	02:28 PM
Darren Sla	Hi Team, good morning. can someone add Capricciosa Pacific Place to my OOA list please. Thanks,	May 06 2024, 07:41 AM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 389.39 KB</div>	09:25 AM
	<i>This message has been deleted</i>	09:30 AM
Jack Trinqu	new link is https://onlineordering.ordercounter.com/Account/Login	09:38 AM
Red Bercero	Thanks Jack, Appreciate it	10:07 AM
Darren Sla	@Support what's this mobile app that Mike Fisher is requesting?	10:33 AM
You	it has to be scheduled to setup, but we have a mobile app	10:33 AM
	believe @Scott Dickens has to handle it	10:33 AM

Scott Dickens	yea, assign to me	10:34 AM
Darren Sla	Ticket assigned.	10:37 AM
	Hey Guys, quick question. If a merchant dint want to use the integration anymore, do we need to do anything on our side?	10:44 AM
Scott Dickens	what integration?	10:47 AM
Darren Sla	Slice	10:47 AM
Scott Dickens	they'll just need to make sure slice isn't sending the emails anymore	10:48 AM
Darren Sla	Copy. Thanks.	10:48 AM
	Hey Guys, can someone add Capricciosa Pacific Place on my OOA list please. Or if someone can check their OOA if it is turned on to accept online ordering	May 07 2024, 07:20 AM
Jack Trinique	you should be added now	08:03 AM
Darren Sla	Thanks	08:03 AM
	Hey Jack, Any update with Brooklyn Bar N Grill's manual card set up situation ?	01:08 PM
Jack Trinique	Which situtation? The "Could Not Start 8300" error?	01:09 PM
Darren Sla	Yeah, the Could Not Start	01:10 PM
Jack Trinique	yea, datacap said they hope to have it completed by the end of the week	01:10 PM
Darren Sla	This week?	01:10 PM
Jack Trinique	yes	01:10 PM
Darren Sla	Gotcha	01:10 PM
	Thanks	01:10 PM
	I will let them know.	01:11 PM
	@Support anyone was able to speak to Cottage cafe last night?	01:26 PM
Scott Dickens	they didn't call last night	01:26 PM
Darren Sla	Gotcha	01:26 PM
	Thanks	01:26 PM
	Just confirming	01:26 PM
	Shaun Valcorza has shared a file image.png - 211.69 KB	04:00 PM
Scott Dickens	item counters and waste are two different things	04:23 PM
Darren Sla	I think what he is trying to say is If you look at the report it only shows the item but not indicate the total of those items wasted.	04:27 PM
Scott Dickens	oh, ok	04:28 PM
	assign ticket to me and i can get that added pretty easily for next release	04:28 PM
Shaun Valcorza	Thank you, Scott. Assigning ticket to you.	04:29 PM
Dougje Stevens	Please dpm	May 08 2024, 08:53 AM
	Please don't pickup this 717 number @Support	08:53 AM

Darren Sla	Are you working directly with that number?	08:54 AM
Dougie Stevens	Setting up CID	08:54 AM
Darren Sla	alrighty	08:54 AM
Dougie Stevens	Have to let it ring for too long because it's VoiP	08:55 AM
	Anyone having an issue loading OOACP?	09:28 AM
Jack Trinque	I seem to be able to load everthing fine.	09:29 AM
Darren Sla	Team should I have Turnkey on the line, wanting to get a new license for East Lyme, Shoud I just add a License on Partner portal?	09:36 AM
	Nvm I got it, I just added a license "OrderCounter POS SaaS"	09:39 AM
	@Support anyone had ever experience this where every item prints with !BC at the end?	09:55 AM
Dougie Stevens	I think it was just Chrome for me. Edge loaded fine so I just cleared cache and moved to edge for the rest of training	09:58 AM
Darren Sla	Darren Sla has shared a file image.png - 0.52 MB	10:02 AM
Ernie Perez	Driver issue	10:02 AM
Darren Sla	What can I do to get that situated?	10:04 AM
Ernie Perez	What printer did that come out from and what drivers are installed for that printer on that terminal?	10:05 AM
Darren Sla	Kitchen	10:05 AM
Dougie Stevens	What brand printer and what driver do they have	10:06 AM
Darren Sla	This is for Neals	10:07 AM
	Not sure what printer they have tho	10:07 AM
	They just went live yesterday	10:10 AM
Ernie Perez	Dougie says it's something Trace installed. Posiflex opos drivers for this location	10:13 AM
Dougie Stevens	They're POSiFlex, it's good to have that information moving forward with weird printing issues	10:13 AM
	Expecting call back from 415-596-3169. Please leave for me	11:12 AM
Darren Sla	@Support can someone point me to the right direction, Neal is having issues with the print outs because of that !BC added to the print out	11:22 AM
Dougie Stevens	Is someone speaking w/ Mary from Neals right now?	11:43 AM
Darren Sla	Twas me	11:45 AM
	@Support How can we modify the resolution on the app itself to show as a window type instead of full screen?	01:40 PM
	I am talking about OC APP	01:40 PM
Jack Trinque	it will always show in 1024x768, so if they use a larger resolution it will take up less of the screen. So if they want it to take less they should change resolution.	01:41 PM
Darren Sla	I figured.	01:42 PM
	Thanks!	01:42 PM

	anyone had ever experience this where every item prints with !BC at the end? Bumping this ^	01:49 PM
Jack Trinqu	that is going to be something with the printer drivers. Usually means they arent fully updated drivers when that happens with Epson.	02:21 PM
Scott Dickens	dougie was going to speak to tres about this	02:40 PM
Dougie Stevens	Tres is getting a bixilon printer	02:41 PM
Darren Sla	Thanks guys.	02:42 PM
You	You have shared a file image.png - 0.63 MB	10:08 PM
Scott Dickens	they're in offline mode	10:08 PM
	need to disable it and process the offline transactions at some point	10:09 PM
You	ah	10:09 PM
Darren Sla	Hey Guys, anyone has any Idea with Off the hooks Gift card situation?	May 09 2024, 08:41 AM
	As far as I know they can only do manual entry at the moment	08:41 AM
	@Support	08:41 AM
Jack Trinqu	yea, waiting on datacap to fix it still. They said they are hoping to have it by the end of the week.	08:44 AM
Darren Sla	<i>This message has been deleted</i>	08:47 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 81.13 KB	12:58 PM
Scott Dickens	have them check to make sure the OC Android Processor is running	01:01 PM
	there should be an app icon on the android home screen	01:01 PM
Darren Sla	@Support can someone add Benjas on my OOA list please?	01:43 PM
	Or if you can just give me their OO website	01:43 PM
	They're saying that the link is showing malicious site	01:43 PM
	Darren Sla has shared a file image.png - 10.96 KB	01:46 PM
	My first time logging in it is also saying that the website is not secured, I had to hit advance to get to that order screen	01:52 PM
Jack Trinqu	im checking with Mike.	01:54 PM
Darren Sla	Thank you!	01:54 PM
Jack Trinqu	Should be good now	02:25 PM
Darren Sla	Arigato!	02:25 PM
	Darren Sla has shared a file image.png - 0.58 MB	03:09 PM
	Why does it say 121 scoop?	03:09 PM
	I get it Guess is the first number.	03:18 PM
	Is there a way to have that Guests count at least show or be labeled on the screen?	03:27 PM

Jack Trinqué	There should be an option to remove the guest count from showing, I don't believe there is an option to add a label to it though.	04:10 PM
Shaun Valcorza	Hi, team. May I know how to add a button for the employees to punch in a break?	05:51 PM
Dougie Stevens	They can only do breaks on Schedule Gofer I believe. If they need to be off the clock, they would need to just clock out	05:53 PM
Shaun Valcorza	Thank you.	05:54 PM
Red Bercero	Hey Guys, Do anyone know what is the Job Category Labor Report? on the EOD report? ty	May 10 2024, 10:13 AM
Jack Trinqué	That will show the labor report by job categories. Which would be a set of multiple jobs under one. So they could have a kitchen category that includes cooks, dishwashers, bussers, etc...	10:15 AM
Red Bercero	Sweet, Thanks Jack!	10:19 AM
	Red Bercero has shared a file image.png - 308.37 KB	11:38 AM
Scott Dickens	the drawer is physically connected to the kitchen printer?	11:40 AM
Red Bercero	so just to confirm they need to connect the cash drawer to the kitchen printer?	11:41 AM
Scott Dickens	if the printer it was connected to is dead, it has to be connected to a working printer as the cash drawer is controlled by the printer...i'm assuming they can't connect the drawer to the kitchen printer and will need to use the key to open it	11:42 AM
Red Bercero	yes. That's what they're doing	11:44 AM
	How do we proceed with this?	11:58 AM
	I was able to fix the kitchen printer and it's working properly	11:59 AM
Scott Dickens	just to confirm, they don't have a working printer at the terminal because the storm took it out?	12:00 PM
	if so, the cash drawer won't work until they receive the replacement	12:01 PM
Red Bercero	yes only kitchen printer is working	12:02 PM
	got it that's why.	12:02 PM
	Red Bercero has shared a file image.png - 16.94 MB	12:41 PM
	Red Bercero has shared a file image.png - 27.03 KB	12:44 PM
Scott Dickens	either jack or me	12:56 PM
Red Bercero	Red Bercero has shared a file image.png - 254.23 KB	02:15 PM
	Red Bercero has shared a file image.png - 0.74 MB	02:15 PM
Scott Dickens	win8200	02:15 PM
Red Bercero	Red Bercero has shared a file image.png - 102.63 KB	02:17 PM
	Red Bercero has shared a file image.png - 364.01 KB	02:17 PM

Jack Trinqué	With the Error, Contactless not supported, they should just need to download parameters, then try again.	02:17 PM
Red Bercero	Hey guys, I just want to confirm If K&M already received the 5 replacement tablets? I couldn't find the ticket anymore for that. Thanks	02:43 PM
	bumping this thank you	03:38 PM
Jack Trinqué	I do not believe they have sent them back to use yet. We are waiting on the ones they are having issues with so we can see what is causing the issue and fix that.	03:38 PM
Red Bercero	Understood, So they need first to send us the defective tablets before we ship out new ones?	03:40 PM
	Hey guys, Do you know how to enable the tap option for the card. Merchant called in the chip is working but not the tap started happening yesterday. Already checked CC settings. and was able to restart OC thrice. Ty	03:45 PM
Scott Dickens	did you do an emv parameter download?	03:46 PM
Red Bercero	Yes while were on the call.	03:49 PM
Scott Dickens	whats the response?	03:49 PM
Red Bercero	Gonna give him a call back to check further once back from Lunch. He's still looking for a card that has a tap feature. Since all of his cards doesn't have it.	03:50 PM
	Red Bercero has shared a file image.png - 62.05 KB	07:23 PM
Dougie Stevens	That server swap took so long	May 11 2024, 03:47 AM
Red Bercero	was this all sorted out?	09:32 AM
Scott Dickens	We need someone to reach out to palm street in an hour (no one is there yet but will be there at that time) and walk them through increasing the batch number in the s300 devices (2 of them I think) and then batch out.	10:54 AM
Dougie Stevens	Is it under host settings like the a35?	10:55 AM
Scott Dickens	Yes	10:56 AM
Dougie Stevens	Okay got it	10:58 AM
Red Bercero	Red Bercero has shared a file image.png - 327.8 KB	11:02 AM
Scott Dickens	It shouldn't show based on employee. Did they recently add it? Software has to be restarted if so	11:04 AM
Red Bercero	gotcha, I'll check this with them.	11:05 AM
Dougie Stevens	Yes I think he just added it yesterday, I'll restart software	11:05 AM
	They should be all set @Red Bercero	11:06 AM
Red Bercero	ayt tysm	11:09 AM
Scott Dickens	Hey guys, Chris from turnkey reached out and wants to add East Lyme Pizza on their online portal for OO. Can someone add it. ty	May 13 2024, 09:31 AM
	@Support	09:33 AM
	I was able to add one	10:21 AM
Darren Sla	whats the name of the category you're trying to add?	10:22 AM
	If you're asking me @Scott Dickens this is the wrong chat lol. But it is FOOD report category	10:23 AM

Scott Dickens	whoops, yea	10:23 AM
Darren Sla	Just got added.	10:23 AM
	Thanks!	10:23 AM
	What happened?	10:23 AM
	i didn't do anything other than test	10:26 AM
Darren Sla	hmm..	10:26 AM
	Can you look into it, cause I still cant add any sub item	10:27 AM
Scott Dickens	checking	10:28 AM
Darren Sla	TY	10:28 AM
Scott Dickens	should be good now	10:30 AM
	was because they deleted the default tax rate	10:30 AM
Darren Sla	Thanks again!	10:30 AM
Scott Dickens	i added it back at 0%	10:30 AM
Darren Sla	ohhh	10:30 AM
Red Bercero	Hey guys, Can i have the link for Charlton mcdonald's RBO? The manager that it was already set up and working yesterday. But I couldnt get a hold of the store itself to further check the DB.	11:04 AM
	I spoke with her in their Main office.	11:05 AM
Scott Dickens	we don't do the mcdonalds i don't think	11:08 AM
	just the fresh city and auntie anne's	11:08 AM
Red Bercero	gotcha.	11:09 AM
	Off the hook wants to check for an update with their tablets and card readers. MMG is working with them on this and wants to know the ETA	11:18 AM
	@Support	11:19 AM
Shaun Valcorza	Hi, team. Can I have the link for Auntie Annes & Fresh City RBO?	01:31 PM
Scott Dickens	it should be http://68.114.90.34:8888/ but its not currently working	01:38 PM
Shaun Valcorza	May I know what we should do in order for us to have this working again?	02:29 PM
Red Bercero	Red Bercero has shared a file image.png - 267.26 KB	06:08 PM
	@Support	06:13 PM
	this is for Jason Gray	06:13 PM
Scott Dickens	close the software completely (including winprtspl)	06:17 PM
	then run regdlls.bat as admin	06:17 PM
Red Bercero	is it on program files?	06:20 PM
	Red Bercero has shared a file image.png - 167.36 KB	06:22 PM

Dougie Stevens	C:/ocpos/setuo/regdlls/ regdlls.bat	06:23 PM
Darren Sla	@Support anyone has any Idea how many networks Stadium Diner have?	May 14 2024, 08:58 AM
	Nvm I think I got it	08:48 AM
	What's the name of "Murf's Frozen Custard & Jumbo Burgers - Brookfield" on our splashtop?	11:42 AM
	Anyone knows?	11:43 AM
	I dont believe we have them on splashtop, that is a milwaukee POS account, so would need an sos	11:51 AM
Darren Sla	Context: John is asking for the Gift card report from 2 years ago. We can generate that right??	11:52 AM
Jack Trinique	If its E-Gift you will need to make a ticket and assign to scott. If its regular gift cards ,they should be able to use the gift card report in the back office.	11:53 AM
Darren Sla	Copy	11:53 AM
Shaun Valcorza	Hi team. May I know how we can make the item bolder or thicker when it is printed? I can make everything bold except for the food item since it is not showing on the receipt item.	12:00 PM
Jack Trinique	On the kitchen ticket, you can change the item font size under back office > Settings > printers > Item Name Size. Those cannot be turned to bold, but you can make them larger.	12:05 PM
Shaun Valcorza	Thank you, Jack.	12:14 PM
Darren Sla	@Support hi guys, can we have someone to run a version update for El Patron later tonight? They will be closing @9pm CST. Spencer is requesting for them to be on the most latest version.	01:18 PM
	Ticket reference: https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000061918613	01:18 PM
Jack Trinique	Are they updating for a specific change, or they just want to be updated?	01:20 PM
Darren Sla	They just want to be updated	01:20 PM
	They are still on version 4....	01:20 PM
Shaun Valcorza	Hi, team. Got into a situation with Fishing Hole in Milton. They had a power outage last night, and they have a problem again with their network. Terminals 1 and 2 are not connected to their network, but terminal number 3 is online. The MediaComm Tech is currently in the business location, and the problem is the router that we provided that connects terminals 1 and 2. May I know if someone can visit their business location at the moment or assist us with this? She was asking if there would be a permanent solution to their network concern.	01:42 PM
	@Support	01:42 PM
You	they provided the router i replaced	01:56 PM
	it's possible it might be the technicolor modem, i could only get an internet connection from one of the ports	01:55 PM
Scott Dickens	@Jack Trinique are you able to handle this?	02:12 PM
Shaun Valcorza	All set with Fishing Hole,	02:12 PM
You	what was the issue? @Shaun Valcorza	02:12 PM
Scott Dickens	tilani has been trying to call me...i'm in a meeting. @Jack Trinique can you reach out to them and make sure they're all good	02:12 PM
	she just tried calling me again	02:13 PM
Shaun Valcorza	There was an excess cable that connectet the 2 tn link routers. It was looping	02:13 PM

Shawn Valcorza	There was an excess cable that connectst the 2 tp link routers. It was looping.	02:10 PM
You	ah ok	02:13 PM
Darren Sla	Darren Sla has shared a file image.png - 292.63 KB	04:15 PM

	I uninstall and re-install the printer and CD already. Same results	04:15 PM
	Ran Regdll as well, same result	04:22 PM
Jack Trinique	Is the opos driver closed when you try to test it? And is it plugged into the terminal or is it ethernet.	04:24 PM
Darren Sla	Yes, did all that.	04:24 PM
Scott Dickens	is the checkbox next to the drawer checked or unchecked?	04:24 PM
Darren Sla	Unchecked	04:25 PM
Scott Dickens	try setting winprtspl to run as admin	04:25 PM
Darren Sla	Tried running it as an admin, still the same result	04:37 PM
	Hi guys, good morning, I am trying to update El Patron using this code" ManicMonkey14" but it says invalid update code, did we change it?	May 15 2024, 05:49 AM
	@Support	05:49 AM
Dougie Stevens	SafeSquirrel337	06:53 AM
Darren Sla	Thanks	06:53 AM
Shaun Valcorza	Hi, team. Need assistance with Soul Food credit card machine. Model Verifone 805. The device doesn't have any lights after a power outage. Already advised them to plug it into a different port and tried to use it on another terminal but it has the same problem.	09:05 AM
You	http://fishinghole-milton.ordercounter.pro can someone test for me pls	09:59 AM
Darren Sla	Not working	10:00 AM
	@Robert	10:00 AM
You	ty	10:01 AM
	@Darren Sla try now	10:09 AM
Darren Sla	Still not working.	10:10 AM
You	http://fishinghole-milton.ordercounter.pro:8080	10:10 AM
Darren Sla	It is now	10:11 AM
You	ty	10:11 AM
Shaun Valcorza	Hey team. Quick question. I got a call from Tinadawn. They just received a new scanner, they would like to know what would be the recommended barcode printer they need to buy.	11:02 AM
Jack Trinique	We have some label/barcode printers that we would sell if they are going to be printing them from OC. I can check into pricing if you want to make a ticket and send to me.	11:07 AM
Shaun Valcorza	Thank you, Jack. Assigning ticket to you.	11:08 AM
	Hi team. Bumping this: Need assistance with Soul Food credit card machine. Model Verifone 805. The device doesn't have any lights after a power outage. Already advised them to plug it into a different port and tried to use it on another terminal but it has the same problem. Should we proceed with replacement?	12:27 PM
Jack Trinique	Depending on which one it is, some of those have a separate cable that plugs int othe wall that is used to give it power. Have them ensure everything is plugged in, and you can have them send a picture of the cables thare are there if needed.	12:29 PM
Shaun Valcorza	Got it, Jack.	12:30 PM

Darren Sla	Darren Sla has shared a file image.png - 33.67 KB	01:15 PM
	@Support	01:16 PM
Dougie Stevens	Can't cancel a takeout that was already paid, including online ordering. They have to void it I believe	01:17 PM
Darren Sla	This order wont show on Transactions tho	01:17 PM
Jack Trinique	Theyll have to mark it as complete, then they can void it.	01:17 PM
Darren Sla	That's what I thought	01:18 PM
	Thanks guys!	01:18 PM
	Hey Guys, bumping this ticket https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000062135535 Is this something I can do?	01:43 PM
Jack Trinique	yea, Oo just needs to be setup. Get an SOS code from him and then we can get it setup.	01:43 PM
You	gotcha	01:44 PM
Darren Sla	Getting SOS	01:44 PM
	We've been getting Tablet connection issue, did RDPWARP updated?	02:34 PM
Ernie Perez	RDP wrapper wouldn't update but Windows updates could break RDP wrapper	02:39 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 46.57 KB	03:07 PM
Ernie Perez	Only Scott is PCI certified but I don't believe we should advise on their PCI compliance question from support. Can you reply to Laureen and copy in Matt and Travis on the reply on this so they can help/work with them on this?	03:22 PM
Darren Sla	@Jack Trinique I got the SOS for Tikila Tacos.	03:56 PM
	What do I need to do next?	03:56 PM
Jack Trinique	One sec, ill call you and walk through how to activate it!	03:57 PM
Darren Sla	Cool	03:58 PM
	@Support hey guys, do we send Cash discount sticker to a merchant? Context: Bejas cash discount sticker a customer took it.	04:47 PM
Ernie Perez	Benjas?	04:58 PM
Darren Sla	Yes	04:58 PM
	sorry for the typo	04:58 PM
Ernie Perez	just making sure.	04:58 PM
	It will go out tomorrow morning	04:58 PM
Darren Sla	Thank you!	04:58 PM
Ernie Perez	We only have dual pricing stickers i think	05:00 PM
Shaun Valcorza	Hi, team. May I know if there is a way we can refund the tips? The customer already left the business location and they don't want to void the transaction.	05:15 PM
Darren Sla	You go to tips	05:23 PM

	Look for the transaction	05:23 PM
	Then modify it from there by hitting add tips	05:24 PM
	Zero it out	05:24 PM
	It will modify the tip	05:24 PM
You	anyone have a link or dl for rdpwrapper	May 16 2024, 09:28 AM
Jack Trinque	I think there is one on our ordercounter.com/downloads page	09:28 AM
You	ty	09:32 AM
	@Jack Trinque does netepay need to be reset up or anything?	09:32 AM
	the terminal with the new drive is the server term	09:32 AM
Jack Trinque	yea if a new drive had ot be used, it will need to be. Looks like deployment ID should be OOLONPENS	09:34 AM
You	request sent	09:37 AM
Jack Trinque	@Dougie Stevens do you get those requests? or is it just scott	09:37 AM
Dougie Stevens	It should go to deployments	09:37 AM
	I don't think we tested it though so let's see	09:37 AM
	It must just be Scott still; it may be the other section that we have to turn it on for	09:40 AM
	Robert, do you have a way to request it again?	09:41 AM
You	yeah	09:43 AM
	sent	09:43 AM
	its up on splash as QUICKLYS -0001 if u need to remote in	09:43 AM
	also quick question, snbc btp180ii connected with serial still uses the opos driver in the setup folder or does it require a new one?	09:45 AM
	the port options didnt have anything for serial	09:45 AM
Dougie Stevens	should be rs232 I think; but the one on ordercounter donwloads is what I typically use	09:45 AM
You	yea rs232	09:46 AM
Dougie Stevens	I texted Scott to check his emails	09:47 AM
You	ty	09:47 AM
Dougie Stevens	Let me check	09:48 AM
	What port?	09:49 AM
You	its rs232	09:49 AM
Dougie Stevens	What port number on the terminal though	09:50 AM
You	theres only 1	09:50 AM
	test print worked tho	09:50 AM
	@Dougie Stevens did scott accept the request?	10:09 AM
Dougie Stevens	I texted Scott, Thomas, and Travis just now	10:15 AM
	I can't get through to them via phone call	10:15 AM

You	rip	10:15 AM
	i believe all 3 kds have to be reset up	10:15 AM
Dougie Stevens	Scott approved datacap	10:22 AM
You	ty	10:22 AM
	cards good to go	10:24 AM
	kds is setup but not sending the orders	10:57 AM
	is this rabbitmq stuff or something else ?	10:58 AM
Jack Trinique	could be, im checking	10:58 AM
You	gotcha, it's all 4 '	10:58 AM
Jack Trinique	try to send something now, rabbit mq wasnt installed at all.	11:02 AM
You	i have a test item set to go to the 3 kds	11:02 AM
		11:02 AM
	gotcha kds1 (kitchen) is prompting for license	11:04 AM
Jack Trinique	good now, didnt have a terminal number set in reg edit	11:05 AM
You	ah ok, so set it to 1517,1518 etc on the other terms?	11:05 AM
	or er kds statiosn*	11:05 AM
	i dont believe they have a term set either	11:06 AM
Jack Trinique	yea, really any number works just as long as it isnt one of the actual terminal numbrs	11:06 AM
You	gotcha	11:06 AM
Darren Sla	Darren Sla has shared a file image.png - 497.76 KB	04:03 PM
	Or should I do net Epay Pop up on manual Entry?	04:03 PM
	I think I got it, I will jsut copy the set up on term2	04:04 PM
	All set, on this.	04:05 PM
Shaun Valcorza	Hi, team. Need assistance on what the next course of action should be. This is for Star Bar. They have been processing offline for three days since their network was down. After batching out, there was a discrepancy of \$740.9. I already informed them that there are transactions that would be declined when processing offline but won't notify you since the network is down. Should we endorse them for their credit card processing to look for those card details that were declined, or should we investigate first?	07:31 PM
Dougie Stevens	<i>This message has been deleted</i>	May 17 2024, 08:46 AM
Red Bercero	Red Bercero has shared a file image.png - 12.58 KB	09:39 AM
	bumping this Ty.	02:35 PM
You	how doe sgratuity for taskeout work?	03:15 PM
	is it applied at checkout?	03:15 PM
Dougie Stevens	Yes, you'll need to set the guest count to 1 I think on the settings and then the default guest count to 1 in settings > POS I believe	03:15 PM

	settings > POS I believe	
You	does the button appear on the checkout screen?	03:16 PM
Dougie Stevens	Yes, it will show as 'Gratuity'	03:17 PM
You	theyre using bar tabs for takeout	03:17 PM
Dougie Stevens	Gotcha, yeah they'll need to use takeout for it or manually apply I think	03:17 PM
You	they want the gratuity button on the checkout screen for "takeout" (bar tab order type)	03:19 PM
	im assuming its not supported	03:19 PM
Dougie Stevens	They can use 'Split Tickets' on the bar tab and manually apply gratuity when they want by clicking the GRAT button	03:21 PM
You	ah ok neat	03:21 PM
Dougie Stevens	But no automatic nor anything on the checkout screen	03:22 PM
You	i think that'll work ty	03:22 PM
	You have shared a file strwincLt_jdG1dMpO6Y.gif - 0.52 MB	03:23 PM
	@Dougie Stevens	03:24 PM
	@Jack Trinique	03:24 PM
Jack Trinique	usually the password screen popping up and going away immediately means it is set to auto authorize for overrides. Is it not letting them add the gratuity as well?	03:32 PM
You	dougei said pressing it auto adds the grat with the default percentage	03:57 PM
Dougie Stevens	Jack is saying that they have it set to automatically authorize them to do things that they have privileges for	03:57 PM
You	o	03:59 PM
Red Bercero	Can someone check Old Hickory BBQ I spoke with Rocio their tablets are having problems processing credit transactions. Nothing happens on the reader. TY	May 18 2024, 11:36 AM
You	yeah whats the #	11:47 AM
	@Red Bercero if its doing like "unsuccesfull - press button" then it means the card readers off	11:49 AM
	and they have to hold the tiny silver button the tablet case until all 4 lights flash	11:49 AM
	also make sure bluetooth is enabled on the tablet	11:49 AM
Scott Dickens	bluetooth isn't needed	11:50 AM
Red Bercero	Rocio Garcia, Old Hickory BBQ - 8322576785 @Robert	11:56 AM
You	k calling	11:56 AM
Ernie Perez	old hickory bbq in our splashtop? they have order only tablets. that number looks like it's a houston, tx number btw is this qlaborates old hickory inn bbq?	11:58 AM
You	its the one on osplash	11:59 AM
Ernie Perez	ok, they don't take payments on tablets	12:00 PM
You	yep other one	12:02 PM
	but signature isnt displaying on the customer display due to rabbitmq not being installed	12:02 PM

Red Bercero	Hey guys, Old Hickory is all good right?	02:13 PM
You	stopped at rabbitmq	02:43 PM
	rabbitmq isnt installed on the term	02:43 PM
Red Bercero	do i need to install rabbit MQ?	03:35 PM
You	recall them and get another sos code	03:46 PM
	ill take a look	03:46 PM
	@Dougie Stevens coneheads wanted to make changes to the auto grat, do you want to handle it or should i go ahead and make the change?	03:47 PM
Dougie Stevens	Who was it?	03:47 PM
Red Bercero	called old hickory twice was routed to VM @Robert	03:50 PM
You	wait	03:53 PM
	@Dougie Stevens it was the employee i worked with to get the term on	03:54 PM
Dougie Stevens	If it wasn't Chloe, then I'd say not to and let me reach out	03:55 PM
You	gotcha	03:56 PM
	ill dm the text	03:56 PM
	is it possible to close the till from the sql? @Support	08:24 PM
	playhouse bricked term 4 and corrupted the drive, need to close the till in order to run eod	08:24 PM
	You have shared a file IMG_0597.PNG - 376.31 KB	08:24 PM
Dougie Stevens	EOD will force close the till but they shouldn't be running eod rn, they're open all night	08:26 PM
	I'm not sure about closing it through sql though	08:26 PM
	Chkdsk should be running on that terminal but it shouldn't still be at 0%	08:27 PM
You	it was at 0% for an hour, restarted and now its at 6%	08:28 PM
Dougie Stevens	It was at 5% when he was on w/ red 45 mins ago. He's exaggerating. They need to not reset it again	08:29 PM
You	scott said its possible to change the term # in regedit to close it out	08:32 PM
	doing that	08:32 PM
Dougie Stevens	Swet	08:32 PM
Jack Trinique	Yea if you change terminal number of a different terminal you can close it and get report. You might be able to close through sql but wouldn't print a report if you did.	08:34 PM
You	got it on the screen but its not printing the report	08:36 PM
Jack Trinique	It probably changed receipt name as well. Might need to change it.	08:36 PM
You	yeah	08:41 PM
	working on it	08:41 PM
	till closed and report printed swapping term 1 to 4's spot	08:48 PM
	playhouse good to go, need 2 drives sent (1 as a backup)	08:59 PM

	<div>You have shared a file</div> <div>image.png - 9.33 MB</div>	May 19 2024, 09:16 AM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 1.05 MB</div> <div>as per the employee</div> <div>@Support</div>	11:55 AM
You	<div>clear printer queue</div> <div>go on sql and do delete * from printer_receipts @Red Bercero</div>	11:56 AM
Red Bercero	<div>on it.</div>	11:57 AM
You	<div>do label printers work on a separate queue? @Support still printing out multiple labels</div>	12:24 PM
Scott Dickens	<div>Yes, printer_labels</div>	12:38 PM
You	<div>gotcha</div> <div>delete from printer_labels should clear the queue right</div>	12:43 PM
Scott Dickens	<div>Yes</div>	12:47 PM
You	<div>ty</div> <div>@Red Bercero ran the query check with merch to see if it stopped</div>	12:47 PM
Red Bercero	<div>on it.</div> <div>it still printing the same order over and over again, Until he ran out of paper just now. He's filling it with a new paper roll.</div> <div>even when we put a new paper roll.</div> <div>I already execute the command on Sql before checking the label printer. Maybe the SNBC label printer is the problem? any thoughts?</div>	12:48 PM
You	<div>rerun delete from printer_labels and make sure it finishes</div> <div>when i ran it it was still executing</div> <div>also check it to see if you can see the order that's still printing out</div>	01:00 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 308.67 KB</div> <div>Red Bercero has shared a file</div> <div>image.png - 146.28 KB</div>	01:01 PM
You	<div>get a picture of the receipt to that's printing out</div>	01:05 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 1.15 MB</div>	01:09 PM
You	<div>You have shared a file</div> <div>image.png - 0.86 MB</div> <div>@Scott Dickens @Jack Trinique do you guys have any ideas?</div>	01:13 PM
Scott Dickens	<div>It's erroring out. Try a different ip</div>	01:23 PM

	Set under settings -> labels	01:23 PM
	Need to change it on the printer though	01:24 PM
You	gotcha can the label printer ip be changed from the server ?	01:30 PM
Scott Dickens	Using the snbc utility	02:32 PM
You	gotcha	02:37 PM
	@Red Bercero follow up with the merch when you have a chance to see if it's still printing, if it is get the model so we can change the ip	02:40 PM
Red Bercero	gotcha, I'll get that for you.	03:27 PM
	@Robert called them twice was routed to VM, I'll try again after 30 mins.	03:32 PM
You	<div>You have shared a file</div> <div>image.png - 0.55 MB</div>	May 20 2024, 02:41 AM
Dougie Stevens	It shows that they paid 575 cash and got change back	06:03 AM
	But the gratuity doesn't appear to have been paid	06:04 AM
Darren Sla	<div>Darren Sla has shared a file</div> <div>image.png - 14.62 KB</div>	07:44 AM
	I want to know where to remove employees.	07:44 AM
Dougie Stevens	Lorren typically handles these things and ropes Scott in if needed. Copy Lorren in the thread	07:50 AM
Darren Sla	Copy	07:51 AM
Dougie Stevens	To answer the question, I don't think we have a demo. I'm not even sure how to do pretty much anything	07:52 AM
	except sync from the server	
You	why wouldn't grat have been paid? @Dougie Stevens	07:55 AM
Dougie Stevens	I'm not quite sure, check the action log and maybe exe for the terminal is was done on and submit a ticket to check	07:57 AM
You	gotcha	07:57 AM
Darren Sla	<div>@Support can we send new expo printer to Hotspot?</div> <div>https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000063317553 Printer keeps on showing no paper, and it wont even feed the paper anymore</div>	09:27 AM
	He said if we have a used 188b printer in HQ he can drop by and pick it up.	09:33 AM
Jack Trinique	yea we should, im checking	09:38 AM
Darren Sla	Please let me know, thanks!	09:42 AM
Jack Trinique	ok yea, we have one here that is working.	09:50 AM
Darren Sla	Thanks, I will let him know to drop by and pick it up instead.	09:50 AM
	<div>Darren Sla has shared a file</div> <div>image.png - 82.95 KB</div>	11:12 AM
Dougie Stevens	try kds	11:13 AM
You	yeah its kds	11:13 AM
	i changed it when i was there	11:13 AM

	I changed it when I was there	
Darren Sla	did not work	11:13 AM
You	all lowercase?	11:13 AM
Darren Sla	yep	11:14 AM
You	@Darren Sla if it didn't work you can change the password on term1	11:14 AM
	for the kds4 user	11:14 AM
Darren Sla	Where can I change that? @Robert device is not connected to the network.	11:16 AM
You	its the windows user ac	11:17 AM
	ion term 1	11:17 AM
Darren Sla	thanks	11:18 AM
	got it	11:18 AM
You	np	11:18 AM
Darren Sla	Hey guys, quick question. a "Stand Alone Mod" would still work on Kiosk and OO?	11:36 AM
You	@Dakota Post might know	11:37 AM
Dakota Post	stand alone mod will not work on kiosk	11:42 AM
	I will ask mike if it works on OO	11:42 AM
	he said it works on oo	11:43 AM
You	@Jack Trinique jim came by and swapped the u220s	12:01 PM
Dougie Stevens	Mary from Neals Diner will be calling shortly. Looks like they can't find a credit transaction to add a tip. This most likely means it's unapplied. I'm on an install currently	01:21 PM
Darren Sla	@Dougie Stevens It is completed	01:43 PM
	I dont see unapplied	01:43 PM
	I tried looking at tips that transasction is not showing	01:57 PM
Dougie Stevens	Check action log to see what happened	02:00 PM
	hopping on another call	02:00 PM
Darren Sla	I will check after this call	02:01 PM
	Ticket showing split only one paid showing on tips.	02:07 PM
	Darren Sla has shared a file image.png - 270.16 KB	02:08 PM
Dougie Stevens	What does the DB show for approved column?	02:08 PM
Darren Sla	This is the one that's not showing	02:08 PM
	Darren Sla has shared a file image.png - 218.46 KB	02:08 PM
	May I know the command?	02:14 PM
Dougie Stevens	SELECT approved FROM orders_credit where credit_id = '[CREDIT ID HERE]'	02:15 PM
Darren Sla	it shows approved	02:18 PM

	@Dakota Post were you able to get an answer for OO about that Stand alone mod?	02:23 PM
Dakota Post	yes, i replied in like less than a minute	02:23 PM
	he said it works	02:23 PM
Darren Sla	Thanks	02:23 PM
Dakota Post	np	02:24 PM
Darren Sla	Darren Sla has shared a file image.png - 55.19 KB	02:37 PM
Dougie Stevens	Nothing it showing in the DB	02:49 PM
	Just got off the phone chekcing	02:49 PM
	You were doing the order id m9	02:51 PM
Darren Sla	Oh, I read it as order ID	02:52 PM
	mb	02:52 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 30.82 KB	02:52 PM
Darren Sla	So I did see a V on the screen shot that I sent	02:52 PM
	That stands as Voided?	02:52 PM
	Darren Sla has shared a file image.png - 152.54 KB	02:53 PM
Dougie Stevens	Approved > V is voided and A is approved	02:53 PM
Darren Sla	On action logs	02:53 PM
Dougie Stevens	Oh, I have no clue what not V means	02:53 PM
	The db shows as voided though. I have ss of the information they need to submit a rekey. They'll need to include the tip in their request	02:53 PM
	Dougie Stevens has shared a file image.png - 24.47 KB	02:53 PM
You	v probably means "not picked up"	02:54 PM
Dougie Stevens	Let them know we've adjusted a setting to not void orders that have been changed after being partially paid / not fully paying for an order when using the half / third / quarter button	02:55 PM
	They will be unapplied though	02:58 PM
Darren Sla	Dang, wrong time to call. She's in the vet her dog needs to be put down 🐾	03:08 PM
You	https://media.tenor.com/rgegj1AOR1IAAAAC/awkward-black.gif	03:09 PM
Dougie Stevens	Chip from Riverside should be calling back soon for me. Please let me know once he does	03:34 PM
Darren Sla	Copish.	03:34 PM
Red Bercero	Merchant is looking for a sequential order ID that resets everyday, starting at # 1, is it possible?	07:20 PM
Dougie Stevens	Not at the momwnt	07:20 PM
Jack Trinique	It is not at the moment. They can turn on order number prompt if they want to enter the numbers manually	07:20 PM

	though.	07:20 PM
Red Bercero	Gotcha thanks much, I'll let them know.	07:20 PM
	thanks for the suggestion, I'll add it on the email.	07:21 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 44.79 KB	07:36 PM
Red Bercero	@Support	07:50 PM
Jack Trinique	I don't think there are any that show both other than those he mentioned. If they are showing deprecated then yea they might show incorrect information.	07:55 PM
Shaun Valcorza	Got it, Jack. Thank you.	07:56 PM
Darren Sla	@Support quick question, if we update the version of FOH should we also run an update for the KDS's?	May 21 2024, 07:42 AM
Dougie Stevens	Yes, you'll most likely have to do it through the update.bat file	07:43 AM
Darren Sla	Got it	07:43 AM
	Thanks	07:43 AM
Shaun Valcorza	Hi, team. I need assistance with soul food. The terminal 1 credit card machine was showing a tampered message. The model is the Verifone 805. Here is the serial number that she provided to me: qt80524.0. Should we proceed with the replacement?	10:40 AM
Jack Trinique	have them restart the card reader that should reset it and get it off the tampered screen.	11:13 AM
Scott Dickens	probably won't...once a VX805 shows tampered its effectively a brick	11:14 AM
	happens if either someone tries to open it up or if its dropped	11:14 AM
Darren Sla	I worked with those devices before, once it is tampered it is bye2	11:16 AM
Scott Dickens	not sure if we have any vx805s....but if we do, we'll need to sell them a replacement	11:17 AM
	if we don't...we'll need to check on other options because i don't think we can order them	11:18 AM
Darren Sla	@Support anyone was able to speak to Ray (roosters) about getting tablets?	02:27 PM
	nvm	02:30 PM
	I see the ticket.	02:30 PM
	https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000057757062	02:30 PM
	Anyone can point me to the right direction, I am trying to get Teds BOH working, since they switched the server from term 1 (broken) to term2	02:46 PM
	Now localhost wont work, I tried reconnecting database	02:46 PM
	But still the same	02:46 PM
Jack Trinique	what error is showing when loading localhost?	02:47 PM
Darren Sla	Darren Sla has shared a file image.png - 100.11 KB	02:47 PM
Jack Trinique	is apache service running?	02:47 PM
Darren Sla	Darren Sla has shared a file image.png - 31.65 KB	02:48 PM

	Should I turn this to manual?	02:48 PM
Jack Trinqu	no it should be automatic, doesnt look like its running though. Right click on it and try to start it	02:49 PM
Darren Sla	Darren Sla has shared a file image.png - 75.51 KB	02:49 PM
Jack Trinqu	check eventviewer to see what error shows	02:50 PM
Darren Sla	Not sure if I am looking at the right please The description for Event ID 4 from source PHP-7.4.16 cannot be found. Either the component that raises this event is not installed on your local computer or the installation is corrupted. You can install or repair the component on the local computer. If the event originated on another computer, the display information had to be saved with the event. The following information was included with the event: php[1356] PHP Warning: 'vcruntime140.dll' 14.0 is not compatible with this PHP build linked with 14.16 ("C:\OCPOS\server\apache\bin\httpd.exe" -k runservice) The message resource is present but the message was not found in the message table"	02:52 PM
Jack Trinqu	had to reinstall the vc redistributable. Shoud be good now.	02:58 PM
Darren Sla	Thank you!	02:58 PM
	I tried running BOH on term 3 still not working	03:01 PM
	On term2 it is, but not on term3	03:03 PM
	same error as the term2 earlier on apache	03:03 PM
Jack Trinqu	if its same error, then download the redistributable. C:ocpos\setup\software\VC_redist.x64	03:03 PM
Darren Sla	Done	03:11 PM
	Thanks	03:11 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 403.8 KB	04:08 PM
Jack Trinqu	Check cc settings they probably aren't set correctly.	04:12 PM
	Usually it's easiest to compare to another terminals setup.	04:13 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 325.42 KB	06:31 PM
Darren Sla	Darren Sla has shared a file image.png - 369.64 KB	May 22 2024, 09:10 AM
	Ran it as an admin as well	09:10 AM
	Just to be sure	09:10 AM
	But still the same thing	09:10 AM
	NVM, I figured it out. The Delete button worked.	09:12 AM
	instead of "Delete key on my keyboard"	09:11 AM
	Guys, quick question the terminals that we have is it BLuetooth ready? Or we have a dongle for it?	09:56 AM
	Context: UMH bluetooth Scanner cant connect.	09:55 AM
Dougie Stevens	It requires a dongle	09:55 AM
	Oh	09:55 AM
	Good question, I thought that said wifi	09:56 AM

Darren Sla	How do you connect it through wifi?	10:02 AM
Dougie Stevens	I'm not sure if they're bluetooth capable. Anyone know?	10:07 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 129.26 KB	10:18 AM
You	@Shaun Valcorza check ip address of that terminal and server computer to make sure theyre on the same network	10:19 AM
	and check to make sure firewalls disabled	10:19 AM
Shaun Valcorza	Got it, Robert.	10:23 AM
Darren Sla	Darren Sla has shared a file image.png - 0.69 MB	10:25 AM
Dougie Stevens	We didn't provide it so we can try to get it to work but we don't support it if it doesnt	10:28 AM
Darren Sla	Yeah, even the terminal cant see it.	10:28 AM
	The tablet does	10:28 AM
	but not the terminal	10:28 AM
Dougie Stevens	The terminal must not accept bluetooth then, let me find a hanasis and see	10:29 AM
Darren Sla	Thanks!	10:29 AM
Dougie Stevens	It doesn't look like they do so it would need a dongle or they can purchase a supported scanner from us. They can get details from their rep on this	10:30 AM
Darren Sla	Thank you @Dougie Stevens	10:43 AM
You	quick quesiton	11:08 AM
	if i insert a print request in sql will it print	11:08 AM
Dougie Stevens	Clicking print ticket should put it in sql for you without having to manually add it	11:09 AM
You	nah for testing	11:09 AM
	instead of having to do a test print everytime	11:09 AM
	i mean	11:09 AM
	test ticket	11:09 AM
	and having to save n send	11:10 AM
Darren Sla	@Support who do we need to reach out if the merchant wants to opt out "Cash Discount"	11:35 AM
Dougie Stevens	They need to reach out to their rep	11:35 AM
	Who is it	11:35 AM
Darren Sla	Context : La Fiesta dont want to have that anymore since the customers are complaining.	11:36 AM
Dougie Stevens	That would be one of ours. I'll alert the sales team	11:37 AM
	Can you send me contact info	11:38 AM
Darren Sla	Dm'd you	11:38 AM
Shaun Valcorza	Hi, team. Need assistance with Vincent. I've been working with him for more than an hour. He wants me to	11:43 AM

	stay on the line to make sure that everything is working proeprly.	
	Currently we are setting up the thermal printer.	11:43 AM
You	@Support anyone available to setup the queue processor for ralph? rdp sesion is setup for the tablet already	02:00 PM
Dougie Stevens	I cannot; I'm doing OO training now and then immediately leaving for an install	02:01 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 0.73 MB	03:21 PM
You	@Shaun Valcorza @Fred Montague trans not being found in credit trans (add tips) usually mean the criedt transaction was marked as voided in the db. you can check it by going in sql and doing select * from orders_credit where order_id = 2708104. if it shows 'V' under approved then it means it was voided.	03:23 PM
	yup, if the credit trans isn't showing up, it's likely marked as voided in the db. you can check this with a SQL query: select * from orders_credit where order_id = 2708104 and look for 'V' under the approved column to confirm if it was voided.	03:23 PM
Shaun Valcorza	Thank you, team. It was voided. Will inform the merchant now.	03:34 PM
Darren Sla	Darren Sla has shared a file image.png - 6.18 KB	03:39 PM
You	there's a default job override but im not sure if it's related	03:42 PM
Jack Trinqu	I believe that is already a feature of schedule gofer, which it looks like they use. @Scott Dickens is that right? Should they only be able to clock into their scheduled job when using schedule gofer?	03:43 PM
Darren Sla	Does Vandal has schedule gofer?	03:44 PM
Jack Trinqu	yea looks like it	03:44 PM
Darren Sla	How can I turn on that override?	03:44 PM
Shaun Valcorza	Hi, team. I do have Raven from the Playhouse. They just received the new hard drive but it is asking for a license.	05:18 PM
Jack Trinqu	It will need to be configured. Make sure it is on Splashtop. @Robert are you possibly able to set this up sometime tonight? I might not be able to until a bit later.	05:20 PM
You	yeah should be good	05:21 PM
Shaun Valcorza	This is for Terminal 0005. I am currently connected now.	05:21 PM
	Shaun Valcorza has shared a file image.png - 195.77 KB	06:44 PM
Darren Sla	Darren Sla has shared a file image.png - 491.71 KB	May 23 2024, 06:39 AM
Jack Trinqu	that usually means the ribbon isnt fully inserted. They will want to try to push on the ribbon a bit to make sure it is fully clicked into place.	07:58 AM
Darren Sla	Alrighty, I will call them	07:58 AM
	Thanks	07:58 AM
	As per Travis the ribbon is already clicked in position.	08:15 AM
You	@Fred Montague why wouldnt a printer print out black ink anymore if the ribbon is in the correct position?	08:16 AM
	yo, if your printer's not spitting out black ink even though the ribbon's in the right spot, it could be a few things. maybe the ribbon is old or the printer is out of black ink. or maybe the printer is not calibrated properly.	08:17 AM

	things. maybe the ribbon's dried out or the cartridge's empty. check for clogs or gunk on the print head too.	
Darren Sla	@Fred Montague what if it is a new ribbon installed?	08:17 AM
You	(subscribe to it to use it @Darren Sla) nvm	08:17 AM
Darren Sla	if you've installed a new ribbon and the print is already faded, then it's likely a mechanical issue. check if something's up with the bar holding the ribbon, it might be bent .	08:17 AM
	I forgot about beardless Scott	08:18 AM
	lol	08:18 AM
	@Fred Montague What do we need to do if Paxs300 swipe or insert method wont work?	08:20 AM
You	@Fred Montague What do we need to do if Paxs300 swipe or insert method wont work?	08:21 AM
	@Darren Sla it's usually one of two things: 1) if the card can tap, just use the tap option, or 2) if neither swipe nor insert work and the card can't tap, try cleaning the card reader and rerun a param download. if that fails, might be time for a hardware replacement	08:22 AM
Darren Sla	Weird thing is, it happened on both pax device.	08:23 AM
	@Fred Montague what is the feature to modify to get the bar tab starting with a name?	09:28 AM
You	@Fred Montague what is the feature to modify to get the bar tab starting with a name?	09:30 AM
	You have shared a file chrome_ri0KmT89Ru.png - 4.97 KB	09:31 AM
Darren Sla	Thanks!	09:32 AM
You	@Fred Montague how do i modify the bar tab starting with the name?	09:32 AM
Darren Sla	For the meantime, is it possible to get bar tab orders starts with a name before save and send?	09:33 AM
You	you could test adding the customer's name int he customer's detail section then save and send the bar tab	09:34 AM
Darren Sla	Yeah, I dont think that there is.	09:37 AM
	I am testing it on my own OC app	09:37 AM
Scott Dickens	settings -> pos should have a setting to prompt for name for all order methods	09:37 AM
Darren Sla	That's after save and send, right? It is only for Bar is what they want	09:40 AM
	I know by default it should have that save and send for Bar.	09:41 AM
	Right?	09:41 AM
Scott Dickens	yes'	09:41 AM
Darren Sla	Based on what I understand on the request. They want to have that name propm right away after tapping BAR order	09:42 AM
Scott Dickens	i believe its only at save and send or checkout	09:44 AM
Darren Sla	I figured,	09:44 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 338.3 KB	10:23 AM
Jack Trinqu	They can, using the totals templates. It will still separate it on their back of house reports so they will know how much was collected for each tax code.	10:26 AM
Darren Sla	Can someone look into RBO of Meches please, for some reason I cant get into their router .	01:59 PM

	<i>This message has been deleted</i>	03:22 PM
	<i>This message has been deleted</i>	03:23 PM
	<i>This message has been deleted</i>	03:24 PM
	Bumping meches RBO, can someone look into it? They said that it happened when they had an outage.	03:35 PM
Red Bercero	Hey guys, I'm setting up a new kitchen printer for Coco Marina it says error code 106, We already removed the paper inside and put it properly. I also poke the back for reset so that I would get the IP 192.168.192.168 is the Ip address that it keeps on printing can someone help me with this? TY	May 24 2024, 09:17 AM
	Red Bercero has shared a file image.png - 368.04 KB	09:18 AM
	@Support	09:18 AM
Jack Trinique	is wintprtspl open in the task bar?	09:19 AM
Red Bercero	Red Bercero has shared a file image.png - 0.97 MB	09:20 AM
Jack Trinique	oh you have the ip actually set to 192.168.192.168, you will need to set an ip in netconfig and use the set ip to connect.	09:20 AM
Red Bercero	gotcha	09:20 AM
Jack Trinique	see if it just printed	09:22 AM
Red Bercero	I just need to do the exact same thing on Winprint right?	09:24 AM
	I have to delete the Fry	09:24 AM
	airport restaurant just changed their router, No longer have access to RBO, Wanting to check command should he run to check for his router credentials.	09:29 AM
Jack Trinique	wouldnt be a command, it would just be what ever credentials he set the router to when setting it up. If he didnt change the username nad password it might just be the default still.	09:30 AM
Red Bercero	the spectrum guy assisted him yesterday but he forgot. Do we have that option to check router credentials on his personal laptop?	09:31 AM
Jack Trinique	If its spectrum, it should just be his spectrum user account id and password	09:32 AM
Red Bercero	Hey Team Online ordering for Davids BBQ 39th ave. does not print to the kitchen. It started happening yesterday. Can someone check this for them?	10:01 AM
	@Support	10:16 AM
You	@Red Bercero nvm, thinking of a different location. i can check	10:19 AM
Red Bercero	thanks @Robert	10:20 AM
You	@Red Bercero what are they using for the kitchen printer?	10:25 AM
	@Red Bercero check receipt 0001 on terminal one when theyre not using it since that's where oo tickets are set to print out	10:37 AM
Red Bercero	I'll check this with them shortly, currently otp with a merchant.	10:37 AM
	Cool I'll take a look at it.	10:38 AM
You	@Red Bercero good to go	11:29 AM
	server comp came online after restarting, tony thoguht the screen was the server comp	11:29 AM

Red Bercero	tysm @Robert	11:30 AM
	yup i tried to be more thorough with the explanation, It is what its.	11:30 AM
	what's the link that we use in port forwarding, I want to check if the Credentials that the partner provided were correct. this is for Vandu - Jairo Castor.	01:03 PM
	@Support	01:04 PM
You	it'll be the default ip of the router	01:04 PM
	open up command prompt and do ipconfig	01:05 PM
	@Fred Montague provide a brief overview of the results from ipconfig	01:05 PM
	running <code>ipconfig</code> gives you the current network config of a windows machine. it'll show you details like your ipv4 address, subnet mask, default gateway, and any connected network adapters.	01:05 PM
	@Fred Montague write out steps for setting up port forwarding pls & ty	01:09 PM
	setting up port forwarding? it's a breeze! here's the quick rundown: 1. **determine required port** : usually port 80 for ordercounter, or use port 8080 if 80 is in use. 2. **access router settings** : grab the router's ip (found on the router or in the manual), type it into your web browser, log in using your router's username and password (default is also in the manual or on the device). 3. **configure port forwarding** : look for a “port forwarding” section, input the internal ip address of your ordercounter server, and enter your chosen port number (80 or 8080). 4. **save & test** : save your settings, then try accessing your ordercounter back office remotely using your public IP and the port number (e.g., <code>http://<Your_Public_IP>:8080</code>).	01:10 PM
Red Bercero	http://riverbend.ordercounter.pro/OCPOS/login.php - Riverbends URL is no longer working. It was working smoothly yesterday as per Cynthia, Already reconnected to DB and checked it on their we browser. Should I change the port on the at the DB settings?	01:50 PM
	@Support	01:50 PM
You	@Red Bercero possible server computer ip might have changed, check the server computer's ip and then get the router credentials to check the port forwarding configuraiton	01:56 PM
Red Bercero	I'll check this thanks @Robert	02:08 PM
	what is the best procedure to move a database to a new computer? If it's a new hard drive?	02:19 PM
You	usually hard drive swap if the two devices are compitable	02:21 PM
	if not, use an adapter to access the old drive that has the db, look for a backup, and drag it over to the new copmuter	02:22 PM
		02:22 PM
	thenrestore it in sql	
Red Bercero	Perfect .	02:22 PM
	Red Bercero has shared a file image.png - 32.19 KB	02:56 PM
Jack Tringue	Add Matt and Travis to the email so they can reach out.	02:57 PM
Red Bercero	Just keep the ticket for now?	02:57 PM
	Red Bercero has shared a file image.png - 211.07 KB	04:11 PM
	@Support	04:11 PM
	Anyone? Needs urgent help. Cause they'll be pack in a couple of minutes	04:14 PM

You	cant reach kitfchen printer	04:14 PM
	probably printer config stuff, i can check	04:14 PM
	@Fred Montague Help me with Habaneros Winter park. The tickets are rerouting to the receipt printer even though the kitchen printer is working. I couldn't check the server further cause it looks like these. Can someone help me with this one. They said that it happens to them every 2 months.	04:14 PM
	sounds like the system's redirecting tickets to a non-existent printer. i'd suggest ensuring the kitchen printer is set as the default in the server terminal's printer settings. also, check if "-Back" printers were accidentally left in your queue; they should only be used in backup mode. if past tickets are in queue, they might need to reprint via the "kitchen tickets" screen or use a db command to resend them. if it keeps happening, look into potential network issues or errors with the server or printer hardware . hope this helps! if it persists every couple of months, could be something with the hardware or network reliability.	04:14 PM
	@Red Bercero when the screen is weird like that use rdp	04:19 PM
	rdp was disabled on the server computer, ran this command from the cmd to enable it "reg add "HKLM\SYSTEM\CurrentControlSet\Control\Terminal Server" /v fDenyTSConnections /t REG_DWORD /d 0 /f"	04:20 PM
Red Bercero	gotcha	04:21 PM
You	is someone else on	04:22 PM
Red Bercero	no just the 2 of us	04:22 PM
You	mk	04:22 PM
	so kp is actually hosted from term1 i think	04:22 PM
Red Bercero	So we need to access term 1	04:23 PM
You	we have it, im checking rn	04:24 PM
	kp was throwing claim error so something else was suing	04:24 PM
	it	04:24 PM
	@Scott Dickens do you know if its possible to see what program could be claiming a printer beside winprtspl? like a more advanced task manager program or something	04:25 PM
Scott Dickens	not that i've seen	04:28 PM
	could be that someone tested it from another computer	04:29 PM
	changing IP can fix it or restarting the printer	04:29 PM
Red Bercero	I can let him know to restart the printer.	04:29 PM
You	what's the printer model @Red Bercero ?	04:30 PM
	if its a u220b, it's not being seen on the network	04:31 PM
	you can have them power cycle it and see if it shows on epsonnet config	04:31 PM
Red Bercero	epson m188B	04:32 PM
	is the printer model	04:32 PM
You	gotcha thats a u220	04:32 PM
	yea have em powercycle	04:32 PM
Red Bercero	power cycle done.	04:33 PM

You	ok tes tprint went through	04:34 PM
	printer wasn't found on the network	04:34 PM
	power cycling fixed it	04:34 PM
	watch it for a few mins then check to see if it goes offline again though	04:35 PM
Red Bercero	yup, I focused on the server since it's a kitchen printer	04:35 PM
You	if you do select * from devices_local in sql, it shows you where the device is being shared from	04:35 PM
Red Bercero	I'll put this on my notes.	04:35 PM
	Red Bercero has shared a file	05:21 PM
	image.png - 415.39 KB	
	@Support	06:14 PM
Scott Dickens	Did you check the same item? They should show up the same way on terminal or tablet	06:18 PM
Red Bercero	Red Bercero has shared a file	06:24 PM
	image.png - 357.98 KB	
	that's for the server.	06:24 PM
Scott Dickens	Hmm...assign ticket to me I'll have to check it out	06:24 PM
Red Bercero	Gotcha, I'll give them a call first to let them know.	06:25 PM
	Hey Guys, I Just want to confirm the process of online ordering. Customers need first to pay before they can get their orders from the resto right?	07:05 PM
	This is still for Benjas they asked because they don't want to double charged their customers	07:05 PM
	@Support	07:05 PM
	Red Bercero has shared a file	May 25 2024, 10:15 AM
	image.png - 475.88 KB	
	Red Bercero has shared a file	10:15 AM
	image.png - 0.93 MB	
	What could've i missed on this one? Thank you!	10:15 AM
Dougie Stevens	What's the goal with having a duplicate modifier set on the item	10:21 AM
Red Bercero	she's the one who set it up.	10:22 AM
	cause the first was not working	10:22 AM
Jack Trinque	Should be showing now. I had to recreate the item. Probably need to make a ticket to check further on that.	10:29 AM
Red Bercero	Gotcha. thanks @Jack Trinque	10:30 AM
	I'll create a separate ticket for that.	10:30 AM
Dougie Stevens	The ticket from George McNeese should be mostly all set. Just need 2 to be connected to the internet so we can update it. Terminal 1 is set and pizza mods should be good	11:17 AM
Red Bercero	gotcha, I'll send an email to let him know thanks for the update :super:	11:18 AM
	Red Bercero has shared a file	11:35 AM
	image.png - 283.69 KB	

Jack Trinique	could be something with the printer or the drivers on the computer. Have they restarted both?	11:36 AM
Red Bercero	printer was restarted.	11:37 AM
Jack Trinique	looks like it just showed properly, try it now	11:37 AM
Red Bercero	on it. Ty	11:37 AM
	all fixed. Thanks @Jack Trinique	11:44 AM
	Red Bercero has shared a file image.png - 64.5 KB	12:38 PM
	I just want to know what are the other things that I could check incase issue still persists later.	12:38 PM
Jack Trinique	would need more information. They want to make sure they choose a tip amount and then sign and hit done. Most of the time they dont choose a tip option so it doesnt close when they click done. Even if the tip is 0 they need to click no tip	12:40 PM
Red Bercero	Cool I'll check this with them as well.	12:42 PM
	Red Bercero has shared a file image.png - 308.75 KB	01:24 PM
Jack Trinique	If the plastic is a black piece that covers all of the cables, they just need to grab the handle and lift up and the piece will come off and allow all of the cables to be accessed.	01:25 PM
Red Bercero	understood.	01:26 PM
Jack Trinique	Jack Trinique has shared a file image.png - 100.16 KB	01:26 PM
Red Bercero	awesome, She's doing it now.	01:28 PM
	Red Bercero has shared a file image.png - 345.98 KB	01:36 PM
Jack Trinique	does it show as connected to the terminal?	01:36 PM
Red Bercero	yes sir	01:37 PM
	Red Bercero has shared a file image.png - 36.2 KB	01:39 PM
Jack Trinique	If the reader is powered on, it could be an issue with the reader. They could try to move a reader from a different terminal to this one and see if it works here. If it does then the reader is having issues.	01:40 PM
Red Bercero	stating that it's frozen on customer input.	01:40 PM
Jack Trinique	does it let you click it?	01:40 PM
Red Bercero	ack, I'll let them do it.	01:40 PM
	yes to cancel,	01:41 PM
Jack Trinique	no, does it let you click anything on the customer display to add a tip?	01:41 PM
Red Bercero	no doesn't doesnt have any options	01:42 PM
Jack Trinique	do you have a screenshot?	01:42 PM
Red Bercero	No I don't was not able to paste it directly. My bad	01:45 PM
	I'm looking for it still on the screenshots	01:45 PM
	Just got off the phone with saints pub. Confirmed that the card reader is the problem. Lane 3000 S/N:	

	222687323011087726943318	02:01 PM
	Are they under warranty?	02:01 PM
Jack Trinique	ok those come from merchant lynx, email jake to see if he can get a new one for them. josborne@payteva.com	02:02 PM
Red Bercero	This was executed. ty	02:07 PM
	Red Bercero has shared a file image.png - 229.5 KB	04:01 PM
Jack Trinique	have they already taken partial payment on the order? What does it show the remaining balance is?	04:03 PM
Red Bercero	yes they did and it the remaining was paid via cash.	04:03 PM
	this is the first time that it happened this day.	04:04 PM
	can this be on the credit card that the customer used?	04:04 PM
Jack Trinique	Ok, so since there was only \$16.71 left to pay, they couldnt pay any more than that to the order. So it changed the amount that was being paid to the remaining balance due.	04:04 PM
Red Bercero	gotcha so there's no problem on our side right?	04:06 PM
Jack Trinique	If the remaining balance due was \$16.71, no there wouldnt be. I cant see if that is the case from the picture you have.	04:07 PM
	If the remaining balance was not \$16.71 then the bank most likely only partially authorized for that amount. So they would have to reach out to their bank to see why that happened.	04:08 PM
Red Bercero	the customer or deerings?	04:10 PM
Jack Trinique	customer	04:13 PM
Red Bercero	credit card receipt to other tables prints both merchant copy and customer copy but not on the the table 43 which they're having difficulties. This is what's bothering her. @Support	06:13 PM
	this is when they try to reprint it on the view transactions	06:14 PM
Jack Trinique	Since it was unapplied it might not have fully saved in the database. Any new transactions should be fine if that is the case.	06:15 PM
Red Bercero	They just wanted to make sure that the bill was paid. I already applied it and the unapplied message dissapeared so it was paid right?	06:15 PM
Jack Trinique	yes it was applied, since it is no longer showing unapplied!	06:15 PM
Red Bercero	thanks so much for the help, I appreciate it. I was just worried cause their customer on the background was upset. So i tried my best to work with as quickly as i could.	06:16 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000064268141 - Who should I assigned this ticket to? @Support	06:33 PM
Jack Trinique	Usually to me, since im out this week though, send to Scott, and he can assign out if needed.	06:35 PM
Red Bercero	Gotcha.	06:36 PM
	Red Bercero has shared a file image.png - 318.67 KB	06:43 PM
Jack Trinique	its after the enter the card and make payment or as soon as they hit credit?	06:44 PM
Red Bercero	as soon as they hit credit, This is before customers insert their card as per her. I confirmed it while were	06:45 PM

	otp just now.	
	in addiition to that she said that she couldn't put it on miscellaneous every time this happens it's because the tax for the liquour is never added when doing the transaction	06:46 PM
Jack Trinqu	what is one of the items it happened with?	06:48 PM
Red Bercero	Starborough Saivignon, Joel Gott sauv blanc 750	06:50 PM
Scott Dickens	does it happen on a brand new order the first time they push credit?	07:03 PM
Jack Trinqu	yea just tested it with same item.	07:04 PM
Scott Dickens	looks like the items might be blacklisted for credit	07:04 PM
	chekcing	07:04 PM
	yea, its blacklisted for credit payment	07:06 PM
	do they have any items they actually want blacklisted for credit? cuz theres a lot set to be	07:06 PM
	i believe they should only be using that for EBT	07:06 PM
Jack Trinqu	I doubt it, but Ill call and check one sec.	07:07 PM
	yea nothing should be credit blacklisted. Maybe got mixed up with what hshould be ebt blacklisted?	07:09 PM
Scott Dickens	ok, i removed credit blacklisting for all items (1800 of them)	07:10 PM
Jack Trinqu	crazy... thanks!	07:11 PM
Scott Dickens	assuming someone made a mistake with multi item edit	07:11 PM
Red Bercero	Deering's called back. Everythings set now.	07:37 PM
Jack Trinqu	cool, yea i got to her voicemail when i called her back.	07:37 PM
Red Bercero	awesome, she was wondering who called her. Just told her that you're tryna get a hold of the regarding with their issue. I'll be closing the ticket now. Thanks much for the help guys.	07:39 PM
Dougie Stevens	What's up with Neal's this morning? She sent a pic that she's called 4 times without context	May 26 2024, 11:14 AM
Jack Trinqu	I talked to her this morning about adding modifiers. Not sure what other calls have been about. @Red Bercero have you talked to them?	11:16 AM
Red Bercero	yes @Jack Trinqu spoke to her, about it. still caught up with a call from Little B's about their terminals. Modifiers was added successfully but some of the server doesnt have a privelege to ring up a certain item scrambled egg is what I understood.	11:17 AM
	Those servers were able to do it earlier as she said but now they couldn't it's like reoccurring for her servers. They can ring up the order next thing you know after few minutes they couldn't	11:21 AM
Jack Trinqu	Ok, yea we need more information. Ive tested the items on terminal and with a servers number and it worked.	11:22 AM
Dougie Stevens	Did you get any specific items that this was happening to Red? She's saying some of them they just couldn't click the modifier set. Sort of like what happens when you have 0 multiple set. Maybe a specific item is bugged. I asked her for more details but she's being a bit short due to frustration	11:28 AM
Red Bercero	Just spoke to her to make sure we're on the same page, as per mary the problem is random. Here's the items that she experienced the problem with Western omellete & Cowboy Classic. She also provided me a scenario that happened earlier. When barb (Server) wants to order a western omellete and simply egg it doesn't let her do it but when barabara (another server) stepped in they were able to ring up the order. The scenario Could be intertwined for both of them it's just that's the context of it.	11:41 AM
Dougie Stevens	It was post send after submit. They were inputting items and not sending them, then logging off	11:42 AM

Red Bercero	understood, So I'll just let her know about it?	11:43 AM
Dougie Stevens	Update the ticket via email, I've texted her	11:43 AM
Red Bercero	Cool, I will	11:46 AM
	Red Bercero has shared a file image.png - 93.27 KB	12:04 PM
Dougie Stevens	Close it	12:04 PM
Jack Trinique	just close it.	12:04 PM
Red Bercero	Red Bercero has shared a file image.png - 447.42 KB	02:21 PM
	<i>This message has been deleted</i>	02:21 PM
	Red Bercero has shared a file image.png - 0.53 MB	02:21 PM
Scott Dickens	That's a physical issue with the printer	02:22 PM
	Could be failing or it might be the paper	02:22 PM
Red Bercero	understood. If it's failining, Is Las Palmeras Resto still under warranty?	02:22 PM
Scott Dickens	I believe it's been less than a year. Will have to confirm we sold them the printer	02:26 PM
Red Bercero	ack, thanks Scott	02:27 PM
	Red Bercero has shared a file image.png - 482.02 KB	02:35 PM
Jack Trinique	If they have alter gratuity turned on it will show under checkout > Checkoug Functions. if they dont they can go to the tab under pending order > Bar tabs. Then choose Split check there is an option for "Grat" right next to the pay button.	02:38 PM
Red Bercero	Hey guys, What's the name of Uvalde at splashtop? I couldn't find it even though i used keywords	05:21 PM
Jack Trinique	umh	05:21 PM
Red Bercero	Red Bercero has shared a file image.png - 1.22 MB	05:26 PM
Jack Trinique	what error are they seeing when trying to connect the tablets?	05:26 PM
Red Bercero	couldnt establish connection it just times out.	05:27 PM
	I already checked the RDP	05:27 PM
	all of it are working	05:27 PM
	sql server ccm 2002 delete logs	05:30 PM
	to resolve that issue?	05:30 PM
Jack Trinique	no, had to restart sql server service. Have them check tablets again, i was able to connect from the other terminals.	05:31 PM
	If it doesnt, make sure they have the right IP set on the tablets.	05:31 PM
Red Bercero	understood. Ty	05:32 PM
	Uvalde fixed	05:35 PM

	value fixed.	09:05 PM
	Red Bercero has shared a file image.png - 506.96 KB	07:08 PM
Jack Trinique	needs to be off	07:09 PM
	its loaded now	07:09 PM
Red Bercero	Gotcha.	07:10 PM
Darren Sla	Darren Sla has shared a file image.png - 38.73 KB	May 27 2024, 07:47 AM
	I also tried disabling the device and enable it as well.	07:14 AM
Dougie Stevens	Have they unplugged the cable and put it in a different port?	07:49 AM
Darren Sla	yep	07:49 AM
	trying to figure out what is the universal driver for it, so that I can download it. Do you have any idea?	07:49 AM
Dougie Stevens	What brand	07:51 AM
Darren Sla	SNBC printer. Based on what she gave me it is a BTP - S80	07:54 AM
Dougie Stevens	If they have a second terminal, have them plug in the same printer to that one to see if it's the printer	07:54 AM
Darren Sla	Got it, will try in a bit. They're busy cooking.	07:56 AM
	Yeah, we tried. It is being read on term1	08:20 AM
	But not on 2	08:20 AM
	The term1 printer is an epson	08:20 AM
Red Bercero	@Support Hey team? Was the new terminal already provided to Hub stacey's?	09:15 AM
Ernie Perez	Did customer call about this?	09:19 AM
Red Bercero	yes	09:19 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000064541854	09:20 AM
	That's the ticket.	09:21 AM
Ernie Perez	I believe we'	09:22 AM
	we're still working on finding a suitable replacement in the office.	09:22 AM
Red Bercero	oh gotcha, alright. I'll just let them know via email that we're working on it.	09:22 AM
Ernie Perez	I think your last email is sufficient for this.	09:25 AM
Red Bercero	understood.	09:26 AM
Shaun Valcorza	Hi, team. Need assistance with Neal's dining room? They could not add the "Egg Style" modifier. We resolved the issue earlier by simply reopening the OC app, but the problem keeps coming up on terminals 2 and 3. She also mentioned that they would like to get rid of the system since the POS doesn't work as they expected.	09:47 AM
Red Bercero	@Support	09:48 AM
Dougie Stevens	Did they show you?	09:48 AM
	Which item(s)?	09:56 AM
Shirley M...	Hi Team, I'm a new user and I'm having trouble with the system. I'm not sure if I'm doing it right or not. I'm not sure if I'm doing it right or not. I'm not sure if I'm doing it right or not.	

Shaun Valcorza	"Egg style" item. Darren help me out. We have copied the items and deleted the previous ones. We will continue to monitor the ticket, will provide her a callback later just to make sure that everything is working properly.	10:03 AM
Dougie Stevens	Which item that had egg style attached though?	10:04 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 354.09 KB	10:10 AM
	Shaun Valcorza has shared a file image.png - 351.26 KB	10:54 AM
Scott Dickens	we do not	10:58 AM
Shaun Valcorza	Got it, Scott. Thank you.	10:59 AM
Dougie Stevens	If Weston calls for me and I'm not on lunch, please just alert me and transfer 505	11:12 AM
Red Bercero	weston is calling @Dougie Stevens	11:35 AM
Dougie Stevens	505	11:35 AM
Red Bercero	transferring to you now	11:35 AM
	trasnsferred	11:35 AM
Ernie Perez	If Royce calls before 2pm CST let me know I left him a vm since he didn't answer.	12:58 PM
Red Bercero	acknowledged.	01:51 PM
Ernie Perez	He didn't call me or respond to email... moving on with my day if he calls please try to assist but will be in a training 2-4pm CST.	01:55 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 0.53 MB	03:52 PM
Scott Dickens	who's the customer?	04:00 PM
Shaun Valcorza	The business name is El Huerto.	04:00 PM
Scott Dickens	i reloaded netepay params	04:01 PM
	have them try now	04:01 PM
Shaun Valcorza	Thank you, Scott. Will give them a call now.	04:02 PM
You	@Red Bercero hub staceys atp is good to go, if you wanna follow up on the ticekt	04:33 PM
Red Bercero	absolutely, tried to get a hold of them and I was able to edit the terminal number from 5 to 4 at reg edit	04:34 PM
	they should be good to go	04:34 PM
	Red Bercero has shared a file image.png - 303.36 KB	06:28 PM
Scott Dickens	i think expo is controlled by another terminal	06:29 PM
	checking	06:29 PM
Red Bercero	but since he said it's on the kitchen I look thru it on the minis forum.	06:29 PM
	accessing terminal 3 now.	06:31 PM
Scott Dickens	its controlled by terminal 2	06:31 PM
Red Bercero	oh okay.	06:32 PM

Scott Dickens	it does show that its working	06:32 PM
Red Bercero	the expo is not epson right?	06:34 PM
Scott Dickens	i believe its epson	06:35 PM
	actually doesn't look like opos is installed on that terminal	06:35 PM
Red Bercero	should we install the driver?	06:35 PM
Scott Dickens	let me check further	06:35 PM
	should be good now	06:40 PM
	i moved it to terminal 1	06:40 PM
Red Bercero	perfect. I'll just move it the next time that it happens.	06:43 PM
You	was anyone working with beaver tap last week on their credit card batches?	May 28 2024, 02:22 PM
Darren Sla	I believe it was jack.	02:23 PM
You	gotcha	02:23 PM
Darren Sla	But I was the one who helped them batch the offline transasction	02:23 PM
	There was missing batches, last time and when I checked offline transactions there was offline transactions showing.	02:23 PM
You	do you have the original ticket #?	02:23 PM
Darren Sla	Let me find it	02:24 PM
You	ty	02:25 PM
Darren Sla	https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000061672465	02:25 PM
You	ty	02:26 PM
Darren Sla	NP	02:26 PM
Shaun Valcorza	Hi, team. I do have Neil from Picky Gourmet. Currently he can only see a black screen. But when he would turn on the computer he can see the OrderCounter application opening and once it would reach the login where he would enter the code the screen goes black. I just ran the Foresee, but it still has the same issue. This is for terminal 3.	03:20 PM
	Hi, team. Bumping this.	03:50 PM
	Hi, team. I do have Spencer on the line asking confirmation if the training tomorrow at 9:00AM is set. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000065276820	04:21 PM
	@Support	04:21 PM
	Hi, team. Need assistance for El huerto station 1. Credit Card machine is not working. When processing a transaction it would only show License Expired DataCap.	05:36 PM
Darren Sla	I rerun the net epay on that	05:44 PM
	It still dont work?	05:44 PM
Shaun Valcorza	Already closed and reopen the netepay. Just did a test transaction, still has the same issue.	05:48 PM
	Shaun Valcorza has shared a file image.png - 318.03 KB	05:48 PM

Dougie Stevens	@Scott Dickens This is the same site from yesterday	06:31 PM
Scott Dickens	you have to do a param download in netepay	06:33 PM
	rightclick on the netepay icon in the notification area in windows and do the parameter download	06:33 PM
	we'll need to send a ticket to datacap regarding it	06:33 PM
Dougie Stevens	support@dcap.com whomever has that ticket	06:34 PM
Shaun Valcorza	Done downloading param for Netepay. Giving them a call now to perform test transaction.	06:36 PM
Dougie Stevens	Please CC me just in case they need some extra info	06:36 PM
Shaun Valcorza	They can process a transaction now.	06:42 PM
	Thank you, team. I will also be reaching out to Datacap why it keeps on happening.	06:42 PM
You	can someone drag the update bat onto hub stacey's at the point 0002	06:44 PM
	sos 165551980	06:47 PM
Shaun Valcorza	Should I drag it to the desktop?	06:50 PM
You	folders fine	06:50 PM
	no	06:51 PM
	the bat file	06:51 PM
	can you provide the directory for the update.bat file	06:51 PM
	whoops	06:51 PM
	provide directory for oc update.bat file	06:51 PM
	won't let me ping my bot on my phone rip	06:52 PM
	sec	06:52 PM
	@echo off setlocal enabledelayedexpansion set sourcepath=C:\Downloads if not exist "C:\Downloads" mkdir C:\Downloads bitsadmin /transfer mydownloadjob /download /priority normal "https://ocpos.blob.core.windows.net/deployments/release/latest.txt" "C:\Downloads\version.txt" FOR /F "tokens=* USEBACKQ" %%F IN (`type C:\Downloads\version.txt`) DO (SET version=%%F) echo "https://ocpos.blob.core.windows.net/deployments/release/%version%/wyserver.wys" C:\OCPOS\update.exe - server="https://ocpos.blob.core.windows.net/deployments/release/%version%/wyserver.wys" - updatepath="https://ocpos.blob.core.windows.net/deployments/release/%version%"	06:53 PM
Scott Dickens	Hey Tier 1, While Jack is out of the office this week, I will be monitoring the support numbers. We want to ensure that at all times, during work hours, we keep the unresponded tickets and overdue tickets to less than 3 each. I will be in the Philippines towards the end of next week and look forward to working alongside you guys and finding out ways we can ensure we're hitting these metrics, but it will make my trip a lot more enjoyable if we can get on track before then. This will mean escalating and asking for help when these targets are not hit and we are eager to assist. Thanks everyone for the hard work!	06:59 PM
Darren Sla	Looking forward to meet you!	May 29 2024, 06:02 AM
	Darren Sla has shared a file image.png - 0.55 MB	06:03 AM
	Darren Sla has shared a file image.png - 335.94 KB	06:56 AM
	Darren Sla has shared a file	

	Darren Sla has shared a file image.png - 157.22 KB	07:55 AM
Scott Dickens	Make sure server accept gift card is on under settings -> pos	07:57 AM
Darren Sla	Darren Sla has shared a file image.png - 5.23 KB	07:57 AM
	Opp	07:58 AM
	NVM	07:58 AM
	wrong screen	07:58 AM
	I just set it on yes	07:58 AM
	Thanks	08:00 AM
	Darren Sla has shared a file image.png - 0.63 MB	08:20 AM
Dougie Stevens	It could be the driver, @Scott Dickens Did you happen to see the version when you were checking?	09:12 AM
Scott Dickens	I did not but I imagine it was 2.8	09:19 AM
Darren Sla	Any fix for that?	09:47 AM
Scott Dickens	they could try using a new version of epson opos (downloaded from epson's website)	09:53 AM
Darren Sla	Any specific version that you can provide to me?	09:53 AM
Scott Dickens	i generally just download the latest when trying that	09:54 AM
Darren Sla	Gotcha , thanks	09:54 AM
	Darren Sla has shared a file image.png - 13.45 KB	10:01 AM
	So it is happening to the T220ii	10:02 AM
Scott Dickens	the printer may have some config set it on...they should download the tm-t20ii utility from epson and try resetting that printer to factory defaults	10:04 AM
	<i>This message has been deleted</i>	10:05 AM
Darren Sla	Copt that.	10:05 AM
	Thanks	10:05 AM
Scott Dickens	sorry, that was wrong thread	10:06 AM
	let them know that and assign to me if it needs escalated	10:06 AM
Darren Sla	Opp. Let me take the ticket back	10:07 AM
	lol	10:07 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 280.92 KB	10:53 AM
	Able to figure it out. All good	11:00 AM
Darren Sla	Darren Sla has shared a file image.png - 35.16 KB	11:22 AM
	As per Joe it is only happening on one terminal.	11:46 AM

Scott Dickens	its only not printing the QR code on one terminal?	11:47 AM
Darren Sla	No, it is only not printing on one terminal. The other way around	11:47 AM
You	@Fred Montague write a set of sql queries to troubleshoot this order using order_id 563794805	12:48 PM
	you can check for issues using the following queries. just replace 563794805 with your `order_id`. 1. get basic order info:	
	sql select * from orders where order_id = 563794805;	
	2. check payment details:	
	sql select * from orders_order2payment where order_id = 563794805;	
	3. verify kitchen display status:	
	sql select * from orders_kds_items where order_id = 563794805;	12:48 PM
Shaun Valcorza	4. see if any notes were left:	
	sql select * from orders_notes where order_id = 563794805;	
	5. get delivery details if applicable:	
	sql select * from orders_delivery where order_id = 563794805;	
Shaun Valcorza	Hi, team. May I know how to stop printing the void receipt whenever the business would void a transaction?	02:06 PM
Darren Sla	Darren Sla has shared a file	
	image.png - 27.35 KB	02:09 PM
	Settings > Printer > Receipts	02:10 PM
	It will ask them to print void receipt or no	02:10 PM
Shaun Valcorza	Thank you.	02:32 PM
Darren Sla	Whos this Alexis Moral guy?	03:46 PM
	I answered his call and I heard him saying "Okay No" and hanged up the call.	03:46 PM
	lol	03:46 PM
	Wth	03:46 PM
Dougie Stevens	I'm not sure	03:46 PM

You	@Fred Montague any history on alexis moral?	03:46 PM
	i couldn't find any detailed history on alexis moral. seems like it's not in the docs i have.	03:47 PM
Dougie Stevens	Any other tickets on his number?	03:47 PM
Darren Sla	Based on the number that he has it is attached to Restaurante La taberna	03:48 PM
You	@Fred Montague any tickets with this number in our system? 7725323070	03:48 PM
	i searched through our system and found nothing matching ticket number 7725323070.	03:48 PM
Dougie Stevens	Oh, he's one of my deployments that is installing tomorrow	03:48 PM
	Maybe he's trying to get ahold of Matt or myself?	03:49 PM
You	quick question, is there a way to remove a single order type from not having auto gratuity applied to it without having to gratuity an auto gratuity setting for each order type? this is for soho21st and they don't want auto grat on takeout orders	03:50 PM
Darren Sla	That I am not sure, all I heard was Okay No.	03:49 PM
Dougie Stevens	They would have to set autogratis for each other order style	03:50 PM
You	https://media.tenor.com/f3cNa2Di2pYAAAAC/ohmygawd-knocking-wood.gif	03:50 PM
	gotcha	03:50 PM
Darren Sla	@Dougie Stevens yeah he called back looking for you.	03:50 PM
	Ohh so he was just making sure. on that email that you sent to him you had Samantha Musso,	03:53 PM
	he's asking if that is a credit card processor person	03:53 PM
Dougie Stevens	Yes	03:54 PM
Darren Sla	He doesn't want anyone involved on his deal unless it was the card processor	03:54 PM
	I told him that cause I did see Samantha on the emails	03:54 PM
	He understood	03:54 PM
	That's it.	03:54 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 13.62 MB	07:09 PM
Dougie Stevens	They need to go into offline mode and then forward any offline transactions	07:44 PM
	If there aren't any, they will go into offline mode run a penny > process offline > disable offline	07:44 PM
	Then they can batch	07:45 PM
You	edit kitchen tickets set to no would prevent kitchen tickets from printing out removed items right	08:17 PM
Dougie Stevens	Print removed items should do that	08:18 PM
	I think it's around the same section of the edit	08:19 PM
	Yeah print removed items off	08:19 PM
You	@Fred Montague sql query to print modifiers as red	08:20 PM
	create a sql query for that. here's an example: sql SELECT modifier_name	08:21 PM

	<pre>FROM dbo.menu_modifiers_extended WHERE color = 'red';</pre>	
	@Fred Montague sql query to change modifieres to print to red instead of black	08:21 PM
	run this SQL command to change modifiers to print in red:	
	<pre>sql update settings_pos set kitchen_red = 'Y';</pre>	08:22 PM
	@Fred Montague sql query to look at printer_receipts for till report	08:28 PM
	run this query:	
	<pre>sql select * from printer_receipts order by time desc;</pre>	08:28 PM
	this'll fetch all printer receipts in descending order by time .	
	@Fred Montague sql query to look at printer_receipts where the receipt body has "report"	08:28 PM
	here's the sql query you'd want to run:	
	<pre>sql select * from printer_receipts where receipt_body like '%report%';</pre>	08:28 PM
Dougie Stevens	Add where receipt like '%till%'	08:29 PM
You	ty	08:30 PM
	think i might fine tune fred tn idk	08:31 PM
	@Fred Montague will till reports show cashier names or is it only the cashier report	08:43 PM
	till reports can show cashier names when you use the back office till reports or the transaction report sorted by employees. cashier reports are only available before closing the till.	08:43 PM
	You have shared a file image.png - 490.74 KB	08:49 PM
Dougie Stevens	That looks like it might be an issue with a driver but I'm not 100% sure on that	09:24 PM
	Is it value systems?	09:24 PM
You	yeah'	09:45 PM
	soho 21st	09:45 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 10.26 MB	May 30 2024, 09:15 AM
Darren Sla	Can someone point me to the right direction for these printouts? We've been getting emails from Value systems about the print outs and they're claiming that they have default templates	09:34 AM
Scott Dickens	to add the server name in the header is just editing the template...its currently in the "footer"	09:39 AM
	the "other stations" printing over itself is probably due to the text being set, so if you edit that and clear the text from it it should fix that	09:40 AM
	as far as wrapping words, there is no option to not wrap	09:40 AM

	they could use "Alternate Name" in the menu item to make a shorter name for the kitchen receipts	09:40 AM
Darren Sla	Darren Sla has shared a file	
	image.png - 0.5 MB	09:41 AM
	Darren Sla has shared a file	
	image.png - 0.51 MB	09:43 AM
Scott Dickens	Darren Sla has shared a file	
	image.png - 507.02 KB	09:43 AM
	They sent pictures in comparison.	09:43 AM
	what printer model and OPOS driver version are they using?	09:44 AM
Darren Sla	Not sure, as far as what I know it was Tm T20ii	09:45 AM
You	That's what my question yesterday, and I did suggested to them to download the the Tm T20ii driver on epson . I doubt they did it.	09:45 AM
	They responded and they said that he said that they have different epson models . TM 88 IV TM88V TM220II	09:57 AM
	@Fred Montague write a sql query for displaying employee passwords and decrypt the password colum with pinetree hq	10:21 AM
	i can't decrypt passwords, but i can show you how to select the encrypted column. here's a query that selects employee passwords: sql SELECT employee_name, password FROM employees WHERE office = 'Pinetree HQ';	10:21 AM
Scott Dickens	if you know the encryption method and key, use that to decrypt the password column. if you need help with specifics, lmk.	
	rip	10:21 AM
	convert(VARCHAR(MAX), decryptbypassphrase('pinetree@hq', password))	10:22 AM
You	@Fred Montague sql query to decrypt employee passwords, use this as a reference: SELECT CONVERT(varchar(max), DECRYPTBYPASSPHRASE('pinetree@hq', username)) as username, CONVERT(varchar(max), DECRYPTBYPASSPHRASE('pinetree@hq', password)) as password FROM employees_admin	10:22 AM
	gotchu! you can use this SQL query to decrypt employee passwords: sql SELECT CONVERT(varchar(max), DECRYPTBYPASSPHRASE('pinetree@hq', username)) as username, CONVERT(varchar(max), DECRYPTBYPASSPHRASE('pinetree@hq', password)) as password FROM employees_notadmin;	10:22 AM
	based on info from the provided data, replace table and column names if needed .	
	@Scott Dickens ty	10:22 AM
	splashtop business wont work on thier wifi for some reason, probably firewall	10:24 AM
	is there a way to remove seat number on kds?	10:32 AM

	is there a way to turn off seat numbers on kds?	
	didn't see a setting	10:32 AM
Ernie Perez	don't believe we do have that option	10:32 AM
	let me see	10:33 AM
Scott Dickens	i believe josh has said there is a setting for it	10:34 AM
Ernie Perez	@Robert what's the new KDS name on splashtop?	10:35 AM
You	hotspot kds	10:37 AM
	in default group	10:37 AM
Ernie Perez	Ernie Perez has shared a file hide seat.png - 441.97 KB	10:37 AM
You	ooo	10:38 AM
	ty	10:38 AM
Ernie Perez	they need an update	10:38 AM
	for this to be done	10:38 AM
	Ernie Perez has shared a file image.png - 388.39 KB	10:39 AM
You	alright i'll let them know	10:41 AM
Scott Dickens	i just updated them to latest release last night	10:41 AM
	is that beta only on KDS?	10:42 AM
	or is the KDS not updated?	10:42 AM
You	might be kds	10:43 AM
Ernie Perez	let me help with that robert one sec	10:43 AM
You	ya older version	10:44 AM
	ok	10:44 AM
	it's a beta feature?	10:47 AM
	the kds is using an older version of of (4.9.0.x)	10:47 AM
Ernie Perez	I believe so let's try release first then	10:49 AM
You	@Fred Montague what version had the hide seat settings for kds	10:51 AM
	the hide seat settings for kds were available in version 4.9.0.8.	10:52 AM
Ernie Perez	whoa	10:52 AM
You	@Fred Montague release notes for version 4.9.0.8	10:52 AM
	here's the release notes for version 4.9.0.8: - [feature] all day ticket view added for kds 2.0. - [feature] enabled ebt features on ingenico devices. - [feature] setup qr pay and qr ordering capabilities. - [fix] various backend improvements and bug fixes. for more details: .	10:53 AM
	:17202815012417055053755110_841152272_3_1_shrug\$:	10:53 AM
Ernie Perez	🙄	10:54 AM

You	did the installer run without admin privileges	11:08 AM
Ernie Perez	nah	11:14 AM
	ran it the batch file non admin	11:15 AM
	it's almost done	11:16 AM
You	license already deactivated in partner portal	11:20 AM
	just needs to be activated and copied over, didn't prompt when i first ran it and got it going for some reason	11:20 AM
	looks good	11:22 AM
Ernie Perez	Ok looks set	11:22 AM
You	yep ty	11:22 AM
	otw back to	11:23 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 223.63 KB	11:29 AM
Scott Dickens	they will need an update most likely	11:35 AM
	there should be a button that says "convert to dual pricing"	11:35 AM
	since they don't have that they need updated	11:35 AM
You	@Fred Montague winprtspl user config file path	01:15 PM
	the winprtspl user config file is located under: C:\Users\ <username>\AppData\Local\winprtspl\winprtspl.exe_Url_<unique_id>\<version>\ make sure not to delete it, but maybe move it out of the folder for troubleshooting purposes .	01:15 PM
	@Fred Montague write a bat file to uninstall EPSON OPOS ADK and install the latest version: https://www.epson-biz.com/modules/pos/download.php?fid=9986	02:13 PM
	here's a quick and dirty bat file to get that done for ya. just tweak the paths as needed, but this should cover the essentials:	
	bat @echo off REM Uninstall existing EPSON OPOS ADK echo Uninstalling EPSON OPOS ADK... msiexec /x {Your-Product-Code} /quiet /norestart REM Wait for uninstallation to complete timeout /t 30	02:13 PM
	REM Install latest EPSON OPOS ADK echo Installing latest EPSON OPOS ADK... start /wait msiexec /i "path o\epson_opos_adk_installer.msi" /quiet /norestart	
	REM Confirming installation echo EPSON OPOS ADK installation complete! pause swap {Your-Product-Code} with actual product code from installed programs. grab the installer from here , remember to run the bat file as admin for smooth sailing	

[here](#), remember to run the database as admin for smooth sailing.

Red Bercero	Red Bercero has shared a file image.png - 133.74 KB	May 31 2024, 09:30 AM
Scott Dickens	@Dougie Stevens - is this something deployments handles or is it a Matt thing?	09:35 AM
Ernie Perez	I sent the documents we use.	09:40 AM
Red Bercero	So this was already taken cared? Gotcha	09:40 AM
Ernie Perez	Sure, these were sent to his email.	09:42 AM
Red Bercero	can someone check, Soul food kitchen it's about cash drawer not opening. They urgentlt need it to work. I'm caught up with a lot of calls, If someone could check it for them it'll be greatly appreciated.	11:48 AM
Scott Dickens	i'm talking to them now	11:49 AM
	tried to call gary and somehow answered this call isntead	11:49 AM
Red Bercero	gotcha thanks so much 🙏	11:49 AM
	does anyone know the contact number for merchant lynx? Tryna get a hold of them about a replacement at saints pub ty.	01:29 PM
Scott Dickens	866-873-2200 is what i have	01:31 PM
Red Bercero	perfect.	01:31 PM
	Red Bercero has shared a file image.png - 10.52 KB	01:38 PM
You	is there a way to move a takeout order to a different server? @Fred Montague	02:22 PM
	yep, you can move a takeout order to another server in the pos system. in the order details, go to the "change server" option and select the new server. that should do it!	02:22 PM
	^ cap	02:23 PM
	is there a way to change server on a takeout order to merge a takeout order	02:23 PM
	or merge a takeout order*	02:24 PM
Dougie Stevens	There should be a 'move' button at the bottom of the ticket on takeout that should allow you to merge I think	02:24 PM
	As far as transferring the order, no unless they change to a table/tab, transfer the table/tab to the other	02:24 PM
You	gotcha, thats what i thought as well	02:25 PM
	so change order type to table thenre-assign server	02:25 PM
Dougie Stevens	Or bar but yes	02:26 PM
Red Bercero	Red Bercero has shared a file image.png - 121.58 KB	05:44 PM
Scott Dickens	yes, settings -> pos has a setting for that	05:47 PM
Red Bercero	Whn I change it for them. It doesn't change on the customer Item. I did the change on the boh and restarted OC but when I go to create custom Item Tax Exempt is still the first option.	06:17 PM
Scott Dickens	Which setting did you change?	06:18 PM
Red Bercero	Red Bercero has shared a file image.png - 63.2 KB	06:19 PM

	image.png - 304.29 KB	
	Red Bercero has shared a file	06:19 PM
	image.png - 304.29 KB	
Scott Dickens	That's not the right one	06:20 PM
Red Bercero	rounding tax code?	06:21 PM
	all good.	06:22 PM
	Red Bercero has shared a file	06:22 PM
	image.png - 22.5 KB	
Scott Dickens	Yea, Default Custom Item Taxcode	06:22 PM
Red Bercero	Cash Drawer not opening when paying by cash, unless they hit no sale. All of them? This is for Don Fredsters. No problem with the printer I checked it just now. It only opens when hitting no sale or credit option. But if the payment method is via cash it won't open.	06:30 PM
	@Support	06:31 PM
Scott Dickens	Check the employee who is logged in and make sure they have the cash drawer privilege	06:46 PM
Red Bercero	Red Bercero has shared a file	06:55 PM
	image.png - 0.55 MB	
	@Support	06:55 PM
Scott Dickens	No, let me take care of it...what table or order?	06:56 PM
Red Bercero	wait lemme give them a cal back. I told them to not touch it yet w/o my consent hays.	06:57 PM
	she voided it out	06:58 PM
	as she said.	06:59 PM
Scott Dickens	i'm not seeing any voided transactions	07:00 PM
Red Bercero	Red Bercero has shared a file	07:04 PM
	image.png - 0.62 MB	
Scott Dickens	ok, looks like its good	07:04 PM
Red Bercero	Yup double checked it. All good,	07:09 PM
	Hey Guys, Playhouse missed the UPS delivery for the POS. Is there any way we can contact the delivery guy for them? or they need to wait when the delivery peeps comes back?	Jun 01 2024, 11:05 AM
	@Support	11:05 AM
Scott Dickens	if they got a "missed delivery" notification, they should be able to call them to see if they can pickup or arrange for re-delivery	11:06 AM
Red Bercero	Got it. I'll let bobby know. I believe he's not the point of contact though that's why he gave us a call back.	11:07 AM
Dougie Stevens	Did anyone send them tracking by chance?	11:09 AM
	Making sure before I get a call from the GM today about ot	11:10 AM
Red Bercero	not that he knows of, He's checking it atm	11:11 AM
Dougie Stevens	That was more so meant to check our tickets so we know on our side	11:11 AM
	Can you pull playhouse tickets and see if anyone at all sent them tracking info	11:11 AM
Scott Dickens	its my ticket, i didn't send it	11:11 AM

Scott Dickens	its my ticket, I didn't send it	11:11 AM
Red Bercero	oh gotcha, I'm sorry	11:11 AM
Scott Dickens	1ZF325614492827576, 1ZF325614490412580	11:12 AM
	this is them, i'll add to ticket	11:12 AM

Red Bercero	POS came in with a new drive, Playhouse already received it. Shall we swap it out with old hard drive or keep it this way?	12:58 PM
	@Support	12:58 PM
Scott Dickens	keep it with the new drive	12:58 PM
Red Bercero	yup it's asking for a serial code	12:59 PM
	lemme install SOS	12:59 PM
Scott Dickens	its already on splashtop	12:59 PM
	i'll set it up	12:59 PM
Red Bercero	Perfect.	01:00 PM
Scott Dickens	playhouse is all set	01:26 PM
	i called him and let him know	01:26 PM
Red Bercero	Sorry late reply i was fixing the kitchen printer for Cottage cafe and village eatery	01:35 PM
	this is noted, I'll let them know once im done with this.	01:36 PM
	Red Bercero has shared a file image.png - 360.95 KB	01:54 PM
	Red Bercero has shared a file image.png - 109.36 KB	01:54 PM
	shall we proceed? or do we need to run a command on SQL?	01:55 PM
Scott Dickens	datacap only support 999.99 as the maximum tip	01:55 PM
Red Bercero	Gotcha . What can they do regarding with this?	01:56 PM
Scott Dickens	so they will need to add it as that, and they can run the card again for a penny (they can get card number and expiration date from processor) to add the remaining \$500	01:56 PM
Red Bercero	who's their processor?	01:56 PM
Scott Dickens	not sure, they're a CRP customer but not sure if thats their processor	01:57 PM
Red Bercero	He said it seems to be too much work. I just told him that's the process as much as we would love to make it easier for you.	02:01 PM
	Red Bercero has shared a file image.png - 19.91 KB	02:06 PM
Scott Dickens	<code>delete from printers where printer_name = 'LPR-Kitchen'</code>	02:07 PM
	this will remove it from the list...alternatively, they can remove all the printers with: <code>delete from printers</code> and then open printer settings on a terminal and save to repopulate the table	02:07 PM
	they should also make sure that LPR-Kitchen is not set as the expo printer in Settings -> Printers	02:08 PM
	if they'd like me to take a look, i'll need an sos code (or name if we have it on splashtop)	02:08 PM
Red Bercero	gotcha, Sent him an email.	02:17 PM
	Red Bercero has shared a file image.png - 98.17 KB	02:17 PM

Scott Dickens	Looks like a template issue. Where is this at?	02:18 PM
Red Bercero	Mee - Maws Cajun	02:18 PM
	Is there any option to transfer tips from a server to another? this is when they're gone for the day or when they already close the till? still for Goodtimes(fredsters). @Support	03:21 PM
Scott Dickens	there is not...it would need to be handled manually	03:22 PM
Red Bercero	Gotcha	03:23 PM
	Red Bercero has shared a file image.png - 16.49 KB	03:34 PM
Scott Dickens	we can assist them with adding the tip once they have the info, but its a limitation of the credit software middleware not us	03:35 PM
Red Bercero	got it.	03:35 PM
	Is there an option for us to print a receipt or slip when doing a Balance Inquiry for Gift Cards? @Support	03:46 PM
Scott Dickens	under history they should be able to print it	03:46 PM
Red Bercero	okay cool, where could i check the history?	03:47 PM
Scott Dickens	Control panel->giftcards-> history	03:47 PM
Red Bercero	Good times has a lot of questiions with the POS. They're wondering if we can move a check from a server to another? is that something that they can do?	04:05 PM
	@Support	04:05 PM
Scott Dickens	Before its closed out, yes	04:05 PM
	But not afterwards	04:06 PM
	Control panel -> transfer tables	04:06 PM
Red Bercero	Red Bercero has shared a file image.png - 58.99 KB	07:28 PM
	bumping this.	07:37 PM
Scott Dickens	It would be under settings -> service fees	07:40 PM
	If it's auto gratuity	07:40 PM
	Uncheck the order method they use for door charges	07:40 PM
Red Bercero	gotcha	07:43 PM
	I was passed thru a couple of people they don't know where this Door charge is belongs to on the method. Also they want it to be only on terminal 1	07:51 PM
	not on all of the terminals is that possible?	07:52 PM
Scott Dickens	Have to set turn on for here and set the order start to for here in terminal settings	07:52 PM
	Then uncheck for here in the auto gratuity settings	07:53 PM
Red Bercero	Red Bercero has shared a file image.png - 492.38 KB	07:58 PM
Scott Dickens	And "order start" set to for here as well	08:03 PM
Red Bercero	set.	08:04 PM

	<div>Red Bercero has shared a file</div> <div>image.png - 68.43 KB</div>	08:05 PM
Scott Dickens	That's good then	08:06 PM
Red Bercero	should be good for them?	08:06 PM
Scott Dickens	Yes	08:06 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 210.83 KB</div>	Jun 02 2024, 09:18 AM
	@Support	09:19 AM
	<div>Red Bercero has shared a file</div> <div>image.png - 0.7 MB</div>	11:38 AM
	bumping this @Support	11:42 AM
	anyone?	11:44 AM
Dougie Stevens	Try to open the directly in the ocpos folder	12:01 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 0.71 MB</div>	12:17 PM
	file corrupted.	12:18 PM
	do i need to delete this? and install an new one?	12:23 PM
Scott Dickens	Delete it and copy from another terminal	12:49 PM
Ernie Perez	Tony texted about this, you getting it Red?	12:52 PM
Red Bercero	yup. I'm on the process to get the file on another terminal	12:52 PM
	<div>Red Bercero has shared a file</div> <div>image.png - 300.08 KB</div>	12:58 PM
	<div>Red Bercero has shared a file</div> <div>image.png - 0.66 MB</div>	01:00 PM
Ernie Perez	🔍 check to make sure all terminals are running for them please	01:09 PM
Red Bercero	yes sir	01:09 PM
	<div>Red Bercero has shared a file</div> <div>image.png - 435.13 KB</div>	01:10 PM
	affirmative, All terms and server are working.	01:11 PM
Ernie Perez	nice!	01:11 PM
Shaun Valcorza	Hi, team. I received a call from Onur of Frontier Cafe. One of their customers kept receiving emails about the receipt of their transactions nonstop. The email is hjcovitz@gmail.com. They do have a front-facing screen where the customers input their information, and that's where the issue started. May I know how to stop the emails?	Jun 03 2024, 09:42 AM
You	<div>You have shared a file</div> <div>strwinclt_G4TUe8NwPz.png - 104.85 KB</div>	11:00 AM
	- rabbitmq is running fine - customer display enabled in back office all i checked before i got off, merchant is	11:01 AM

	joeys pizza 0005	
	can anyone take a look?	11:01 AM
	@Fred Montague what table has settings for customer display?	11:04 AM
	customer display settings are in the <code>settings_pos</code> table. this table has all the deets on configuring the customer display .	11:04 AM
	@Fred Montague write sql query to select customer display in settings_pos for termianl 5	11:05 AM
	<pre>sql SELECT customer_display FROM settings_pos WHERE terminal = 5;</pre>	11:05 AM
	@Fred Montague which columns in settings_pos has settings for customer display	11:06 AM
	<p>the "settings_pos" table doesn't seem to have specific columns for customer display. the related settings for customer display might be in a different table, such as attributes in `Example Database Data Set.txt`. if you need exact customer display settings, the columns to look for are: - customer_display_width - customer_display_height - customer_display_font - customer_display_font_size -</p> <p>customer_display_font_color - customer_display_order_font_size - customer_display_order_font_color - customer_display_order_font_color_alt - customer_display_fade_transition - customer_display_slide_show_timing_seconds this should give you what you need!.</p>	11:06 AM
	@Fred Montague what table has customer display settings like customer_display_width customer_display_height	11:07 AM
	those settings are in the <code>settings_terminals</code> table.	11:07 AM
	<p>You have shared a file</p> <p>image.png - 0.53 MB</p>	11:09 AM
Jack Trinqu	terminal_proc wasnt the right term, its restarting should be good now	11:12 AM
You	gotcha ty	11:12 AM
	@Fred Montague write knowledge base article on customer display showing "Signature display is not enabled. Exiting. due to terminal_proc in regedit not being set to the correct terminal number	11:16 AM
	<p>**Knowledge Base Article: Resolving "Signature display is not enabled. Exiting." Error**</p> <hr/> <p>**Issue:** When launching the OrderCounter terminal, a message saying “Signature display is not enabled. Exiting.” appears, primarily due to <code>terminal_proc</code> not being set to the correct terminal number in the registry.</p> <hr/> <p>**Solution:** 1. **Open Registry Editor:** - Press `Win + R`, type `regedit`, and press Enter. 2. **Navigate to Terminal Settings:** - Go to <code>HKEY_LOCAL_MACHINE\SOFTWARE\OrderCounter\</code> and find your terminal. 3. **Check <code>terminal_proc</code> Value:** - Ensure that the <code>terminal_proc</code> value matches the terminal number you intend to use. 4. **Set Correct Terminal Number:** - Right-click on `terminal_proc`, select `Modify`. - Set the terminal number correctly. - E.g., If using terminal 0001, ensure the value is `1`. 5. **Enable Customer Display:** - Go to Back Office > Settings > Rear Facing Customer Display. - Edit the settings for your terminal. - Set Customer Display to `On`. - Ensure <code>Separate Machine</code> is set correctly based on your setup: - <code>No</code> if on the same machine. - <code>Yes</code> if on a separate machine. 6. **Save and Restart:** - Save changes and restart the terminal to apply the new settings. For more detailed settings, see specifics in **OC Service documentation** like setting the <code>Customer Display`, `Display Monitor</code> and adjusting other display parameters. **Note:** If issues persist or additional configurations are needed, further assistance from the support team may be required.</p> <hr/> <p>By ensuring <code>terminal_proc</code> matches your terminal setup and configuring the customer display properly in the back office, the issue should be resolved. If you encounter further problems, reference the</p>	11:16 AM

	OrderCounter knowledge base or contact support.	
	For more detailed guidance and troubleshooting steps, refer to OrderCounter's support documentation.	
	https://ordercounter.zohodesk.com/portal/en/kb/articles/resolving-signature-display-is-not-enabled-exiting-error	11:25 AM
Red Bercero	Does anyone have the file for the the liquour bar menu of wing madness Springfield? There asking for a CSV file	11:30 AM
	@Support	11:30 AM
You	u can export the menu as csv	11:30 AM
	are they trying to export the existing menu from the pos?	11:31 AM
Red Bercero	yes they are.	11:31 AM
You	gotcha	11:31 AM
	@Fred Montague write steps for enabling menu export in the back office and exporting a menu	11:31 AM
	1. to enable menu export - login to back office. - navigate to `menu > settings`. - enable `menu export`. 2. to export a menu - go to `back office > menu`. - select `export`. - choose your preferred format and download the file. this info covers the steps you need.	11:31 AM
	@Red Bercero	11:32 AM
Red Bercero	gotcha thanks @Robert appreciate it.	11:32 AM
Dougie Stevens	Not tight	11:32 AM
	Settings > menu transfer turn on Then you can export using menu > export	11:32 AM
You	whoops	11:33 AM
Dougie Stevens	Why do they need a CSV red?	11:33 AM
	@Scott Dickens have you heard anything about them leaving? Not a super common request	11:34 AM
Red Bercero	They didn't provide a reason unfortunately @Dougie Stevens	11:34 AM
	should we proceed? or nah?	11:34 AM
Dougie Stevens	Yes, just wondering why	11:34 AM
Red Bercero	Red Bercero has shared a file image.png - 113.46 KB	11:39 AM
You	yeah	11:39 AM
Red Bercero	This is done! ty	11:53 AM
	Red Bercero has shared a file image.png - 22.95 MB	12:15 PM
Jack Trinqu	crp does their support, we only have access to their server. Would need an SOS for any terminals	12:40 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 0.82 MB	12:46 PM
Jack Trinqu	looks like its already working. Im working on setting up a link for it now though. http://108.52.39.61:8080/OCPOS/login.php	12:50 PM
Shaun Valcorza	Thank you. May I know what the issue was and why it suddenly stopped working?	12:51 PM

Jack Trinqué	There is one setup for that already too actual. http://stgabriels.ordercounter.pro:8080/OCPOS/login.php	12:51 PM
	it doesnt look like it stopped working. I was able to load it without any changes being done.	12:51 PM
Ernie Perez	Anyone working on Petrella's terminal 1? Just got a text about it from Tony.	01:00 PM
Shaun Valcorza	I am currently connected to Terminal 1. It is running slowly. It freezes when placing an order, opening a tablet and checking out.	01:01 PM
Ernie Perez	What have you tried so far?	01:01 PM
	I'm not in a spot to jump in.	01:01 PM
Scott Dickens	we can access CRP's terminals through TightVNC or VNC Viewer on the server	01:32 PM
	Crpdan42 is the password i believe	01:32 PM
Red Bercero	on it.	01:34 PM
	Red Bercero has shared a file image.png - 22.95 MB	01:49 PM
Scott Dickens	resolution is set to 1024x768 and scaling set to 100%?	01:51 PM
Red Bercero	Red Bercero has shared a file image.png - 370.52 KB	01:54 PM
	Checking it 1 by 1	01:54 PM
	cause the lady doesn't know the term number	01:54 PM
	@Scott Dickens checked all the terminals. Resolution is correct. 1024x768 and scaling set to 100%?	02:12 PM
	bumping this team	04:03 PM
Jack Trinqué	we will need to know which terminal it is. Maybe have them close OC on the terminal so when you connect to the terminals youll see the one that doesnt have OC open and knows that is the correct one. Or if they can stay on the call, move around on the screen and have them tell you if that is the one.	04:08 PM
Red Bercero	gotcha	04:09 PM
	Red Bercero has shared a file image.png - 40.23 KB	04:21 PM
You	send to travis or mat (who will probably send it to travis)	04:22 PM
Shaun Valcorza	Hi, team. May I know who can generate or create a return label? Michael Wright is requesting Cottage Cafe since they have already received the replacement. He wants it to be sent to his email, rtouch@comcast.net, and the business email address, Cottagecafe@gmail.com.	04:30 PM
Ernie Perez	what device did they get from us?	04:32 PM
Jack Trinqué	I sent him one like 2 weeks ago. Just followed up on it about 30 minutes ago as well	04:33 PM
Ernie Perez	nvm 😊	04:33 PM
Jack Trinqué	79149	04:33 PM
	under that ticket	04:33 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 106.47 KB	05:35 PM
	@Support	05:56 PM

Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 205.94 KB</div>	06:54 PM
	<div>Red Bercero has shared a file</div> <div>image.png - 195.22 KB</div>	06:55 PM
	<div>Red Bercero has shared a file</div> <div>image.png - 410.52 KB</div>	06:58 PM
Jack Trinique	What are the times set on the time set?	06:59 PM
Red Bercero	it's set up for today monday.	07:00 PM
Jack Trinique	can you send pic of the time set?	07:00 PM
Red Bercero	<div>Red Bercero has shared a file</div> <div>image.png - 141.86 KB</div>	07:03 PM
Jack Trinique	its set to 8AM. Change it to 8PM	07:03 PM
	I also dont think that is the same one that is on the item	07:04 PM
	has a different name	07:04 PM
Red Bercero	2 timesets has been created	07:04 PM
	<div>Red Bercero has shared a file</div> <div>image.png - 121.56 KB</div>	07:05 PM
	here's the other one	07:05 PM
Jack Trinique	ok yea times are wrong on that one at least. End time is an earlier time than the start.	07:05 PM
	If its supposed to be 8AM on tuesday morning, they need to set it to 4PM to midnight on Monday, then midnight to 8AM on Tuesday.	07:05 PM
Scott Dickens	11:59 PM	07:07 PM
	not midnight	07:07 PM
Red Bercero	yup this is already set.	07:22 PM
Shaun Valcorza	<div>Shaun Valcorza has shared a file</div> <div>image.png - 0.61 MB</div>	Jun 04 2024, 10:40 AM
Jack Trinique	go to credit card settings and make sure the information is saved there. Then try again	10:41 AM
	it might not have fully saved after the update	10:41 AM
Shaun Valcorza	<div>Shaun Valcorza has shared a file</div> <div>image.png - 0.7 MB</div>	10:43 AM
Jack Trinique	should be good now, just go through and open credit card settings then choose save on each terminal	10:45 AM
You	any reason why restaurant info wont pull up?	02:24 PM
	<div>You have shared a file</div> <div>strwincIt_JVMypwXHls.png - 216.35 KB</div>	02:26 PM
	@Fred Montague what table has restuarant info?	02:27 PM
	the restaurant_id and general restaurant info can be found in multiple tables. Here are a few columns: - restaurant_id - restPhone - aboutUs it's a bit scattered, ngl. if you need specifics, lmk!	02:28 PM

Shaun Valcorza	Shaun Valcorza has shared a file image.png - 46.69 KB	04:45 PM
	Shaun Valcorza has shared a file image.png - 0.9 MB	06:55 PM
	They only have 1 terminal and they would like to have this issue resolve before rush hour.	06:40 PM
	@Support	06:41 PM
Jack Trinqu	Doesn't look like the printer is added on winprtspl. Delete all of the blank devices then add the printer in manual entry.	06:57 PM
Shaun Valcorza	Able to resolve it, thank you.	07:21 PM
Darren Sla	Darren Sla has shared a file image.png - 538 Bytes	Jun 05 2024, 07:04 AM
	Can someone check the ticket and confirm please.	07:04 AM
	Darren Sla has shared a file image.png - 89.57 KB	07:27 AM
	I checke offline transactions and there are none.	07:43 AM
	Darren Sla has shared a file image.png - 8.57 KB	07:44 AM
Scott Dickens	Anyone?	07:44 AM
	No, means there are offline transactions that need to be processed. They have 2 different netepay setups. Check offline to see if there are any to process, if not, have them run one in offline mode for 0.01 and then process it	07:45 AM
	Darren Sla	07:45 AM
	Copy	07:45 AM
Darren Sla	there is no offline transaciton	07:45 AM
	Why do they have 2 NetEpay setup?	07:46 AM
	Two different MIDs	07:59 AM
	Gotcha.	08:00 AM
Scott Dickens	Thank you	08:00 AM
	@Support who's on emergency call tonight?	08:12 AM
	Can someone call the GM of The Executive later @8:30CST tonight? to run a penny under offline mode and batch them out?	08:14 AM
You	me	08:14 AM
	ya	08:14 AM
Darren Sla	Thank you man!	08:14 AM
	I will assign the ticket to you with the instructions.	08:14 AM
You	:thinking: @Fred Montague what's the on call schedule	08:14 AM
	the on-call schedule can be found in the tier 2 chat logs, mainly handled via discussions between techs based on urgency and availability. no fixed schedule is visible in the documents provided.	08:14 AM
	@Fred Montague provide the on call schedule	08:15 AM

	couldn't find the on-call schedule in the docs shared. if you got another place it might be, lemme know!	08:15 AM
	rip	08:15 AM
Darren Sla	@Support anyone has any Idea if we have access for Consuelos express server computer?	08:48 AM
Ernie Perez	yes	08:49 AM
	it's the one called counter-brain 0003	08:49 AM
Darren Sla	Gotcha	08:49 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 408.23 KB	10:56 AM
	Model Verifone 805.	11:00 AM
Darren Sla	Darren Sla has shared a file image.png - 42.5 KB	11:11 AM
	Anyone?	01:16 PM
Ernie Perez	Maybe they made the modifier set not appear on tickets	01:18 PM
Darren Sla	Oh yeah, the check box was not there.	01:19 PM
	Thank you Ernie	01:19 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 408.23 KB	02:25 PM
You	@Jack Trinqué bt doral needs the software for the id reader, how does it work so i can install it?	02:30 PM
	@Shaun Valcorza what type of card rader is it	02:30 PM
Shaun Valcorza	@Robert it is a Verifone 805.	02:31 PM
You	merchant?	02:31 PM
Shaun Valcorza	Soul food.	02:32 PM
	We already ran the parameters, restarted the device, and tried different ports.	02:32 PM
You	what term	02:32 PM
Shaun Valcorza	Terminal 1	02:32 PM
You	ip probably changed	02:35 PM
	@Fred Montague write steps for instructing a customer over the phone to pull up the ip address on a Verifone 805	02:35 PM
	1. tell them to press the 1 key and then the 3 key to open the **config menu** . 2. guide them to select **network** (usually option 4). 3. have them choose **TCP/IP** , then select **IP Address** . 4. ask them to press **enter** and note the **IP address** displayed .	02:35 PM
	anyone know the software for id scanners for bt doral?	02:51 PM
	is it zebra scanner?	02:52 PM
Darren Sla	@Fred Montague what feature to turn on to enable more detailed Till report?	02:54 PM
	to enable more detailed till reports, turn on the "disable reverse font" setting in terminal settings, which improves font readability on printouts .	02:54 PM
You	rip	02:55 PM

		more detailed till reports seems like it'd be the reports offered in the back office	02:55 PM
		i assume theyre looking for more info the physical print out tho	02:55 PM
	Darren Sla	Yes.	02:55 PM
		It is	02:55 PM
		on the till report printout	02:55 PM
		after the cashier checks out	02:55 PM
You		@Fred Montague is there a way to see enable a more detailed till report? "Disable reverse font" is not the answer i'm looking for. Dig in the chat logs and database tables for any potential solutions. check the settings_pos table	02:56 PM
		to enable a more detailed till report that goes beyond disabling reverse font, you might want to dive into the back office settings. check the settings_pos table and see if there are any flags or options related to detailed reporting for tills. if additional customization is needed, you may have to tweak the settings directly in the database.	
		sql UPDATE settings_pos SET value = 'YES' WHERE setting_key = 'detailed_till_report';	02:56 PM
		otherwise, you might need to explore the individual columns to see if any settings stand out . if not already present, you might need a specific update or custom script.	
		mk freds a bust	02:57 PM
		i dont thnk so @Darren Sla	02:57 PM
Darren Sla		No command to turn on?	02:57 PM
You		have u checked the bo?	02:57 PM
		if so then probably not	02:57 PM
Darren Sla		I did, I dont see any other report to the till	02:59 PM
You		@Fred Montague list all columns related to till in the "settings_pos" table.	02:59 PM
Darren Sla		It is only for EOD	02:59 PM
You		yo, here are the "settings_pos" table columns related to till: - till_start - group_till that's it! let me know if you need anything else.	02:59 PM
Darren Sla		not on cashier checking out	02:59 PM
You		id recommend they use the reports on the bo	03:00 PM
Darren Sla		That's what I thought so as well.	03:00 PM
Dougie Stevens		What are they looking for on the till report they're requesting specifically?	04:03 PM
Darren Sla		"they'd like to have more detail on their till closing reports, both cash drawers and personal banks. E.g. every credit card and tip, orders and payments"	04:16 PM
Shaun Valcorza		Hi, team. May I know where I can find the installer for wnsprt? I do have Ralph on the line after he ran troubleshoot the winsprt could not be found.	05:57 PM
Jack Trinque		There wouldnt be an installer for it. It should just be in there. What location is it?	06:11 PM
		send me sos code and let him know yourl lcall him back. You shouldnt need to be on the call while	06:11 PM

	investigating that.	06:13 PM
Darren Sla	@Support anyone handling Good times deployment?	Jun 06 2024, 07:56 AM
Jack Trinique	yes I am	08:00 AM
Darren Sla	They're wanting to schedule a training and review menu and layout.	08:00 AM
	I already created the Table layout that Tride N True requested.	08:01 AM
	@Support for the tablets that we have (Lenovo) that has the built in EMV, does it have a different charging port or it is just one with the actual tablet?	08:29 AM
	EMV reader lights up but it dies after 20sec.	08:34 AM
	Should it be staying lit up? Or it will be turned off after 20sec?	08:34 AM
	@Support anyone handling demo for Rocco on Monday?	09:11 AM
You	it charges with the tablet iirc	09:11 AM
	using the case	09:11 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 0.59 MB	11:02 AM
Darren Sla	Darren Sla has shared a file image.png - 4.29 KB	11:07 AM
	This is under an item.	11:07 AM
Jack Trinique	Sales reference will allow you to set a refernece item. The reports will then show both items as the same thing on reports. That is mainly used if they have the same item on multiple categories, it allows them to show the same in reports.	12:33 PM
Darren Sla	@Support is there anyway to lock an area (Table Layout) for the mean time? Or at least hide it?	01:05 PM
	Hey Guys, who's on schedule for Rocco demo on Monday?	01:52 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000067601185	01:52 PM
	Bumping this ^	03:20 PM
Jack Trinique	demos would usually go through matt	03:24 PM
Darren Sla	I thought someone is already assigned to it.	03:24 PM
	Thanks!	03:24 PM
Jack Trinique	yea, if there was it would be matt.	03:24 PM
Shaun Valcorza	Hi, team. I do have Chris on the line doing an update for the paperwork. May I know if we can send it to him tonight? He will visit the business location tomorrow by 9:00AM. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000067604975	04:48 PM
	Hi, team. Do we have a way to see if the auto batch attempted to close last night?	06:33 PM
Red Bercero	Red Bercero has shared a file image.png - 119.4 KB	Jun 07 2024, 10:53 AM
Jack Trinique	Make a ticket and assign to Dougie he should be able to get with maverick to see if they can process that.	11:46 AM
Red Bercero	acknowledged	11:50 AM
	Currently otp with Oswaldo He's looking for Dougie, He wanted to check if we received the first agreement	12:08 PM

	for freidas mexican grill cocina his partner Luis sent it to us can someone check this for him? Ty	
Ernie Perez	Pass it over to me	12:08 PM
	x504	12:08 PM
Red Bercero	Transferred	12:10 PM
Ernie Perez	Thanks!	12:12 PM
Red Bercero	Appreciate it.	12:12 PM
	Red Bercero has shared a file <div>image.png - 374.65 KB</div>	Jun 08 2024, 04:30 PM
	@Support	04:31 PM
	this is for terminal 2 team	04:32 PM
Ernie Perez	checking	04:34 PM
	Do you have them on the call? If not call them back when you have a chance to have them troubleshoot again but make sure printer is on, printer has paper roll in it, and when you test with them do the test from the opos test that is pulled up. If this doesn't print then have the customer try a self test on the printer by having them turn the printer off and hold the feed button while turning the printer back on.	04:38 PM
Red Bercero	acknowledged.	04:40 PM
	Red Bercero has shared a file <div>image.png - 239.42 KB</div>	04:59 PM
	printers turned on, Paper successfully placed.	04:59 PM
Ernie Perez	it's not printing through this one that is pulled up	05:00 PM
	try the self test	05:00 PM
Red Bercero	done doing self test while turning it back on	05:02 PM
Ernie Perez	ok i readded it now.	05:04 PM
	you saw what i did?	05:04 PM
Red Bercero	absolutely	05:04 PM
	you're a master	05:04 PM
Ernie Perez	all set!	05:06 PM
Red Bercero	Red Bercero has shared a file <div>image.png - 22.02 KB</div>	Jun 09 2024, 04:57 PM
Ernie Perez	They can run this SQL query to add the credit transactions to the banks. update settings_pos set bank_show_all_credit = 'Y'	05:13 PM
	The setting to disable categories sales is in the back office POS settings it's under Table Service and called Print Category Sales on Bank	05:15 PM
	Tell him it was firewall issues but it's resolved now.	05:15 PM
Red Bercero	cool	05:15 PM
	Thank you so much 🙏	05:16 PM
Darren Sla	Darren Sla has shared a file <div>image.png - 69.28 KB</div>	Jun 10 2024, 08:28 AM

Jack Trinqué	That just means a multiphase account was added. Likely setting up a pax account for a new merchant.	08:30 AM
Darren Sla	Anyone needs this to be aassigned to him?	08:30 AM
You	You have shared a file strwincIt_KEtgihxgPR.png - 245.57 KB	12:18 PM
Scott Dickens	its most likely the source address	12:21 PM
	can it be set to blank or *?	12:22 PM
You	yeah, i reverted it back to blank	12:22 PM
	he mentioned having issues with the bo on terminal 1 (server) which is why hes using terminal 2, is thsi related?	12:23 PM
Scott Dickens	is terminal 2 the .13 address?	12:24 PM
	firewall off?	12:24 PM
	set on port 8080?	12:24 PM
You	2 is .13	12:24 PM
Scott Dickens	you can test all of that by pulling up 10.10.4.13:8080 from another terminal	12:24 PM
You	firewalls on for public networks	12:24 PM
	turningoff,	12:25 PM
	http://10.10.4.13:8080/ works from another temrinal	12:30 PM
Dougie Stevens	Did we ever make a setting to adjust the font size for the dual pricing totals?	12:36 PM
Scott Dickens	We have not yet	12:45 PM
	But I think we will be since hubs has requested it	12:46 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 491.33 KB	01:14 PM
Scott Dickens	i don't believe there is an option for that\	01:16 PM
Shaun Valcorza	Got it, thank you.	01:23 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 315.29 KB	01:24 PM
	We did a quick reboot and it re-initialized but now we're getting a RECV DATA TIMEOUT error	01:28 PM
Scott Dickens	New setup or it was working previously?	01:31 PM
Dougie Stevens	New Setup	01:31 PM
	It's on our PAX Store	01:31 PM
Scott Dickens	Most likely not configured properly then	01:32 PM
Dougie Stevens	Okay	01:33 PM
	What do I need to reconfigure for that	01:33 PM
	Dougie Stevens has shared a file image.png - 72.14 KB	01:47 PM

Scott Dickens	you probably have "Use Host Reference" checkbox checked...thats only for TransIT	01:48 PM
Dougie Stevens	I sure did	01:48 PM
	Is there a specific setting that can cause that first error or just anything with the VAR entered incorrectly?	01:49 PM
Scott Dickens	nothing specific that i know of	01:50 PM
Dougie Stevens	Gotcha	01:50 PM
	I was able to add the tip and batch. It shows that the batch was successful on screen the but the transaction under credit trans after batching	01:52 PM
	I think I figured it out, it looks like a test transaction before the card reader was setup	01:55 PM
You	You have shared a file image.png - 250.03 KB	02:03 PM
Scott Dickens	what is the WAN IP Address of the WTI router?	02:04 PM
You	148.74.202.53	02:24 PM
	sos for term1, 425995277 term2 with the pf: 026941242 (currently being used)	02:25 PM
Shaun Valcorza	Hi, team @Support . I do have Alex on the line, one of our partners. Need assistance for Tal Bagels. They are using an Easyweight LS-100. It doesn't It doesn't register the correct amount or price of the scale. Just to make sure, is this the recommended device that we provide to the merchants?	03:45 PM
	That will not work with OrderCounter. The only scale that we integrate with will be the Cas PDII scale.	03:45 PM
Jack Trinqu	or are they referring to labels that are printed from it?	03:46 PM
	He is referring to the labels that are printed from it.	03:47 PM
You	@Scott Dickens were u able to take a look at sly bandit's rbo?	04:03 PM
Red Bercero	Hey guys, I spoke with bobby. He was asking if order counter capable of doing put bar and also they want to print out a Barcode for the orders for the peeps to claim their orders via QR are we capable of that? @Support	04:24 PM
Jack Trinqu	what do you mean by put bar? And For the QR yes, we have QR pay which allows a QR code to be printed to allow the customer to pay. That would have to be added, and I believe currently requires online ordering as well.	04:25 PM
Red Bercero	Gotcha	04:26 PM
Shaun Valcorza	Hi, team. Quick question: may I know if we can add a quantity count on the OC app? Context: Let's say they do have 10 briskets. And if a customer just purchased 1, it would show on the OC app that there are 9 briskets remaining.	05:48 PM
Dougie Stevens	On the item edit screen, check the counter box then set the count and input the counter multiplier to be 1 so that each time it's sold	05:49 PM
Shaun Valcorza	Got it, thank you.	05:58 PM
Dougie Stevens	Did you get them all set at smokin moon with that Shaun?	06:55 PM
Shaun Valcorza	I informed Oscar on how to do it. Along with that, I will also provide them a follow-up call tomorrow just to make sure that everything is all set.	06:59 PM
Dougie Stevens	Sounds good	07:16 PM
Scott Dickens	who worked on issues at the Fishing Hole yesterday? was this escalated?	Jun 11 2024, 08:39 AM
Dougie Stevens	It looks like Shaun	08:50 AM

	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000068514414	08:50 AM
	He escalated to Jack via the ticket at soem point yesterday	08:50 AM
Jack Trinqu	Looks like they called last night, and shaun sent the ticket to me at 8PM.	08:50 AM
Scott Dickens	kenneth is upset that he had the issue "all day yesterday"	08:52 AM
	sounds like it didn't get escalated promptly	08:52 AM
Jack Trinqu	yea thats what it looks like. Ill be going over it during the standup.	08:52 AM
Dougie Stevens	Anyone working w/ Al Gatlin right now?	01:43 PM
Darren Sla	I was	01:43 PM
	Was just countdown on item	01:43 PM
Dougie Stevens	What was up? He tried to call my cell	01:43 PM
	Gotcha	01:43 PM
Darren Sla		
	<i>Darren Sla added Sigmund "Syd" Blanco,RJ Uy</i>	Jun 12 2024, 06:25 AM
Shaun Valcorza	Hi, team. Need clarification for this ticket: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000068896563 It was addressed to the Clearent team. We would like to make sure that we can close this ticket, or should we assign it to someone from our team?	03:24 PM
You	it might have to go to matt/travis	03:29 PM
	assigned to matt and message him so he can see it	03:29 PM
Shaun Valcorza	Got it, thank you, Robert.	03:30 PM
You	@Fred Montague uhhh beta update code	03:43 PM
	to update to a beta version, use <code>ctrl + alt + u</code> on the login screen and then enter the employee code for settings access. next, use the code <code>TestingTomcat337</code> followed by the beta version number, like <code>`TestingTomcat337-4.5.0.1.b.21`</code> .	03:44 PM
	@Fred Montague can u write reg entries for oc to connect to this db HANASIS\OCPOS database: OrderCoutner4.0	03:47 PM
	what do you need help with? i can help you with sql queries too.	03:47 PM
	@Fred Montague write the registry entries for the db connection using HANASIS\OCPOS database: OrderCoutner4.0	03:47 PM
	i've got the database schema deets needed for any queries you got. just hit me with your ques and i'll sort it out real quick.	03:47 PM
	rip	03:47 PM
	@Fred Montague example of registry entries	03:48 PM
	i couldn't find specific examples of registry entries. if you have more details or another file, i can check again.	03:48 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 145.14 KB	05:23 PM
Dougie Stevens	Whoever was working with Al Gatlin for Smokin Moon let us know what is wrong and please escalate to	05:46 PM

	someone if needed. AI is reaching out to me and I've got the kids so I'm unable to assist	
Shaun Valcorza	All set for Smokin' moon.	06:03 PM
Dougie Stevens	Thank you	06:12 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 135.42 KB	Jun 13 2024, 12:31 PM
You	what happens when you do a credit trans?	12:32 PM
	does it show it an error or prompt to connect the vp3300 to bluetooth	12:32 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 86.28 KB	12:52 PM
You	:thinking:	12:53 PM
	you could try reinstalling oc android processor	12:54 PM
	i dont think there's any additional setup required other than installing the app, can one of u guys confirm @Ernie Perez @Dougie Stevens	12:54 PM
Dougie Stevens	I haven't had that error before	01:07 PM
Shaun Valcorza	He is requesting for a replacement now.	01:08 PM
Dougie Stevens	It's probably something with the oc andorid processor app	01:09 PM
	Try redownloaded	01:09 PM
Sigmund "Syd" Bl...	Hey guys, anyone familiar with this, price showing XDR instead dollar sign.	01:57 PM
	Sigmund "Syd" Blanco has shared a file XDR to dollar.png - 135.01 KB	01:57 PM
Jack Trinique	that will go off of windows settings. Make sure they have the currency set correctly there.	02:02 PM
Darren Sla	First time I saw that @Jack Trinique where can set that?	02:03 PM
	Oh nvm	02:04 PM
	I see it	02:04 PM
You	@Fred Montague database size sql query	02:06 PM
	@Fred Montague hey	02:10 PM
	yo! how can i help you today?	02:10 PM
	@Fred Montague database size sql query	02:10 PM
	here's the sql query spree: sql select t.name as TableName, s.name as SchemaName, p.rows, sum(a.total_pages) * 8 as TotalSpaceKB, cast(round(((sum(a.total_pages) * 8) / 1024.00), 2) as numeric(36, 2)) as TotalSpaceMB, sum(a.used_pages) * 8 as UsedSpaceKB, cast(round(((sum(a.used_pages) * 8) / 1024.00), 2) as numeric(36, 2)) as UsedSpaceMB, (sum(a.total pages) - sum(a.used pages)) * 8 as UnusedSpaceKB,	02:10 PM

	<pre>cast(round(((sum(a.total_pages) - sum(a.used_pages)) * 8) / 1024.00, 2) as numeric(36, 2)) as UnusedSpaceMB from sys.tables t inner join sys.indexes i on t.object_id = i.object_id inner join sys.partitions p on i.object_id = p.object_id and i.index_id = p.index_id inner join sys.allocation_units a on p.partition_id = a.container_id left outer join sys.schemas s on t.schema_id = s.schema_id where t.name not like 'dt%' and t.is_ms_shipped = 0 and i.object_id > 255 group by t.name, s.name, p.rows order by TotalSpaceMB desc, t.name;</pre>	02:10 PM
	<div>You have shared a file</div> <div>strwinclt_Osd7BPCdDm.png - 291.16 KB</div>	02:11 PM
	<div>You have shared a file</div> <div>strwinclt_ULltOxpmJw.png - 0.51 MB</div>	02:12 PM
Dougie Stevens	What did American Legion call for a moment ago?	03:22 PM
	I just got out of my training with another site so I wanted to see what was up	03:23 PM
	Syd messaged me about a price level promo that I adjusted for liquor in the back ground. What else?	03:23 PM
Sigmund "Syd" Bl...	Was able to get in touch with Christina again she mentioned that it was added for Liquor but not for Beer, and the promotion should only be for Thursday. She also needs assistance about gift certificate activation and the whole bar side being gone.	03:24 PM
Dougie Stevens	Gotcha, are you otp?	03:24 PM
	With them*	03:24 PM
Sigmund "Syd" Bl...	Nope	03:24 PM
Dougie Stevens	sounds good! I'm unsure what the comment about the bar means. Can you clairfy before I call her?	03:26 PM
	Clarify to me*	03:26 PM
Sigmund "Syd" Bl...	she mentioned that the tables on the POS the whole bar side is gone	03:27 PM
Dougie Stevens	hmm	03:27 PM
	Gotcha, thank you	03:27 PM
Sigmund "Syd" Bl...	you're welcome	03:27 PM
Dougie Stevens	American Legion is all set now, as long as I'm not in a meeting or out of the office, let me know when they call, I'd like the talk to them since htey're still really new. Unless it's something urgent like a printer/card reader issue. I'll leave the support stuff for you guys	03:40 PM
Darren Sla	Copy that Unc!	03:41 PM
Sigmund "Syd" Bl...	Thank you	03:44 PM
Shaun Valcorza	<div>Shaun Valcorza has shared a file</div> <div>image.png - 457.88 KB</div>	03:56 PM
Ernie Perez	It's called receipt box in back office>settings>printer settings>general printer settings	03:59 PM
	Click setup and you can edit the text.	03:59 PM
Shaun Valcorza	Got it, thank you Ernie	04:07 PM

Shawn Valcorza	Got it, thank you, Lanie.	07:07 PM
Dougie Stevens	<i>This message has been deleted</i>	Jun 14 2024, 08:24 AM
	<i>This message has been deleted</i>	08:25 AM
	It's friday I'm a dummy	08:27 AM
Red Bercero	Red Bercero has shared a file image.png - 19.7 MB	09:50 AM
Jack Trinqu	looks like the reader powering on, might need to restart.	10:56 AM
You	@Fred Montague find the tables in ordercounter that have inventory items and write a query to find this item: LOST MARY MO5000 TOBACCO pls n ty	11:53 AM
	to find the "LOST MARY MO5000 TOBACCO" inventory item, you can use this query: sql SELECT * FROM inventory_items WHERE item_name = 'LOST MARY MO5000 TOBACCO';	11:54 AM
	tables related to inventory items are `inventory_items`, `inventory_po_num`, `inventory_purchase_order_items`, and `inventory_ordering_items`.	
	You have shared a file image.png - 196.47 KB	11:55 AM
	You have shared a file strwincIt_btgF8rMSWo.png - 345.15 KB	11:55 AM
	nvm found it	11:55 AM
	@Fred Montague what tables in ordercounter have barcodes attached to items? write a sql query for finding the item that has this barcode 5056716403241	11:59 AM
	You can find items with barcodes in the <code>inventory_items</code> table. To locate the item with barcode `5056716403241`, use the following SQL query: sql SELECT * FROM dbo.inventory_items WHERE barcode = '5056716403241';	11:59 AM
	@Fred Montague what tables other than inventory_items have barcodes as one of the columns? list them all pls n ty	11:59 AM
	other than <code>inventory_items</code> , other tables with `barcodes` as one of the columns are: 1. <code>dogpark_members</code> 2. <code>printer_receipts</code> .	11:59 AM
Dougie Stevens	You have shared a file image.png - 182.86 KB	12:01 PM
	^ got it	12:03 PM
	got to delete from menu_items as well	12:03 PM
Dougie Stevens	I think Scott has a script to deal with these items if they're set up specifically. Maybe send him the ticket with a DB so he can check it out	12:56 PM
You	yeah, the issue is that it doesnt delete the item from menu_items	01:11 PM
	when removing it from the bo	01:11 PM

Red Bercero	Red Bercero has shared a file image.png - 458.44 KB	05:34 PM
	bumping this. TY	05:44 PM
Jack Trinique	so you can ping it? Does it print from opos?	05:45 PM
Red Bercero	yes as well as Win print	05:52 PM
	it's the salad printer	05:53 PM
	which is their kitchen	05:53 PM
	but it's not showing on the kitchen tickets	05:53 PM
	do i need to reconnect to DB again? 3.	05:53 PM
Jack Trinique	The actual name of the printer is KP22, thats why you dont see Salad in the kitchen printer section. Did you just create this printer named salad or was that there?	05:56 PM
Red Bercero	I spoke to the technician that was working for them he said that he set it up as salad.	05:57 PM
Jack Trinique	ok none of the terminals are set to send to salad, they are all using KP22.	05:57 PM
	So that needs to be changed on the terminals.	05:57 PM
	One sec	05:57 PM
	Should be good. Make sure you check the printer settings in the future. None of the terminals were set to send to salad, which is why none of them were.	06:00 PM
Red Bercero	gotcha I was just confused, I'm sorry	06:00 PM
	I thought that it was the same problem with EZ inn that needs to be reconnecte to the DB.	06:01 PM
Jack Trinique	no worries. Ez inn was because the database wasnt setup at all. Usually wont see that anywhere.	06:02 PM
Red Bercero	i was overthinking it my bad.	06:02 PM
Jack Trinique	You;re good!	06:03 PM
Red Bercero	thank you ☺	06:04 PM
You	just got off with seville, did someone grab dat	08:45 PM
	employee accidently put in a walmart receipt or something	09:36 PM
	is there a way to fix it?	09:37 PM
Dougie Stevens	What do you mean?	09:38 PM
You	he said the employee did a pay in of a walmart receipt	09:38 PM
	whichw as like 1.8k	09:38 PM
Dougie Stevens	Holy	09:38 PM
	Today?	09:38 PM
You	yeah	09:38 PM
Dougie Stevens	If it's in view transactions I think they can just void it	09:38 PM
You	You have shared a file image.png - 257.0 KB	09:39 PM
Dougie Stevens	He did it it looks like Imao	09:40 PM

	Make sure they void it on their number so they're responsible for it	09:40 PM
You	they want us to delete it	09:51 PM
	according to their boss	09:51 PM
	@Fred Montague which table has pay ins and pay outs	09:52 PM
Dougie Stevens	They can void it	09:52 PM
You	the <code>end_of_day</code> table has the pay ins and pay outs columns. pay out values can be found in the <code>eod_pay_outs</code> column.	09:52 PM
	will it still show ont he report?	09:52 PM
Dougie Stevens	It would show as a void	09:52 PM
	I'm not sure about the stance on deleting things for people. Feels sketch to me @Jack Trinqué thoughts?	09:54 PM
You	voiding it does nothing	09:56 PM
	it doesnt actually void or print out the receipt	09:56 PM
Dougie Stevens	I'm not sure on that then	09:56 PM
Jack Trinqué	Could possibly do a pay in to balance it out. If they want it deleted, it's probably best to delete through the back office under the transaction report. Would need to turn on delete transactions.	09:59 PM
You	@Fred Montague where is the delete transactions setting in the backc office	10:04 PM
	you can find the delete transactions setting in the back office under settings > pos > general settings.	10:04 PM
Dougie Stevens	Nah it's SQL I think but I never saved it	10:05 PM
	Found it	10:06 PM
	update settings_pos set delete_trans = 'Y'	10:06 PM
You	ty	10:17 PM
	so a buttonw ill appaer to delete it?	10:17 PM
Dougie Stevens	Yes on the back office but I think it will only show after EOD	10:17 PM
	The payout	10:17 PM
You	so run eod then delete the trans?	10:19 PM
Dougie Stevens	Yes, I wonder why you can void pay outs if the option is there. Maybe because it was on terminal 5 and he may have been showing you on another term?	Jun 15 2024, 03:33 AM
You	maybe	06:15 AM
Scott Dickens	@Fred Montague is OC a cloud pos system?	08:21 AM
Dougie Stevens	Did you sub to him?	08:22 AM
	@Fred Montague Did you see Scott's question	08:22 AM
	broken smh	08:22 AM
	Pretty sure I did	08:22 AM
Dougie Stevens	yeah, i saw scott's answer there. unfortunately, we don't have a way to prevent employees from getting gratuity directly through settings. if gratuity is present on an order, it gets assigned to the person who closes out the order. however, any inconsistencies, like the calculated gratuity not matching the credit tip	08:22 AM

	report, should be investigated separately. scott already said to assign that ticket to him for further investigation.	
	wtf	08:22 AM
Scott Dickens		08:22 AM
Dougie Stevens	lol @Fred Montague is OC a cloud POS system?	08:22 AM
	ordercounter is a hybrid pos system that offers the reliability of a traditional in-house server combined with the flexibility of cloud technology. you get the benefits of both without compromising on stability or innovation.	08:23 AM
	I think Robert tanked it a bit ago so you have to re sub	08:23 AM
You	it's still up	08:28 AM
Dougie Stevens	I know I meant that he has to resub, after I just subbed again it's working for me	08:28 AM
You	o	08:28 AM
	is oc a cloud pos system	08:29 AM
	@Fred Montague is OC a cloud POS system?	08:29 AM
	ordercounter is a hybrid pos system that fuses the reliability of in-house servers with the accessibility of cloud technology.	08:29 AM
	i figured out why there's a delay with the responses a while back when working on it initially, zoho has a timeout for scripts so if the response takes too longer to generate it just gives up	08:30 AM
	their fix was just making a http request ot a http server for like 3 secs inbetween runs, threads, and messages	08:31 AM
	^ still experimental btw, the model needs to be fine tuned & trained on data on the backend, rn its full of fluff from everything oc	08:33 AM
Dougie Stevens	sweet	09:09 AM
Red Bercero	Hey guys, Just want to confirm who requested the VAR for andrew's bistro? so that I can assign this ticket to him? ty @Support https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000070086019	Jun 16 2024, 09:00 AM
Dougie Stevens	Assign to me	09:01 AM
Red Bercero	Red Bercero has shared a file image.png - 310.93 KB	10:57 AM
	The Lines are wrapping on the receipts he stated.	10:57 AM
Dougie Stevens	Request a copy of zipped DB so I can test the receipts to see if it's db related or not	10:59 AM
Red Bercero	On it	10:59 AM
Dougie Stevens	If it's too large to email they can set it up on wetransfer and send the link	11:00 AM
Red Bercero	I'll add that on the email.	11:00 AM
Dougie Stevens	Perfect. Please give me the ticket so I have it on my to do list	11:01 AM
Red Bercero	all good.	11:05 AM
	Hey guys do you know what's the name for Chez lolo inc. on Splashtop cause I couldn't find is it from us? or not so I could ask for the SOS. this is via email from Mohamed alkhatib - The owner of DAR 525 @Support	11:29 AM
	Red Bercero has shared a file	

	Red Bercero has shared a file image.png - 15.31 KB	11:30 AM
	Red Bercero has shared a file image.png - 176.82 KB	11:31 AM
Dougie Stevens	Looks like it's called La petite joie. That's an old operations report I think so they're probably on a slightly older version	11:32 AM
	They're open and it's the weekend so this can probably wait until later or tomorrow morning when you get in	11:33 AM
	Not an emergency so just let him you can send it over first thing tomorrow before they open	11:34 AM
Red Bercero	Cool, I'll do that . Thanks for the heads up appreciate it.	11:34 AM
Dougie Stevens	For sure	11:35 AM
Darren Sla	Darren Sla has shared a file image.png - 15.9 KB	Jun 17 2024, 06:01 AM
Dougie Stevens	It probably needs to have the fallback tax set under back office > online ordering 2.0	08:54 AM
	But idk for sure with that, it's a good first check	08:54 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 1.39 MB	09:25 AM
Scott Dickens	check the button and see if there is a bunch of white space after it...usually means theres a line break after it	09:27 AM
Darren Sla	Hi team, May I know who handles this ticket ? https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000070417651	09:45 AM
Dougie Stevens	Nobody here, it was sent to us by acciedent. Just flip the box to not send a notification when closing and close	09:46 AM
Darren Sla	Alrighty,	09:46 AM
	Thanks.	09:46 AM
	@Support can someone send me the most latest Egift Liability report please.	01:53 PM
	@anyone?	02:40 PM
	@Fred Montague can you give me the latest Egift Liability report?	02:41 PM
Jack Trinqu	for what location? That will likely need to go through scott.	02:41 PM
Darren Sla	the latest egift liability report for village pizzeria is `village_egift_20240206.csv`, shared by scott dickens on 2024-02-06.	02:41 PM
	Village Pizzeria	02:41 PM
	Fred answered it lol	02:41 PM
Jack Trinqu	Ok yea will need to get with scott go get that.	02:41 PM
Darren Sla	Copy	02:41 PM
	Thanks	02:41 PM
Jack Trinqu	that is from 4 months ago. So dont use that one. lol	02:41 PM
Darren Sla	@Robert Fred is giving us old info lol	02:43 PM

Sigmund "Syd" Blanco	Hey guys just a quick question, merchant cant add a tip	03:04 PM
	getting error message	03:04 PM
	Sigmund "Syd" Blanco has shared a file image.png - 95.64 KB	03:05 PM
	the tip was suddenly added but merchant asking why she's getting this message	03:07 PM
Dougie Stevens	Are they in offline mode or is that transaction an offline transaction?	03:16 PM
Darren Sla	I checked their account Offline mode is Disabled	03:38 PM
	@Support anyone familiar with that message upon trying to add a tip?	03:48 PM
	Offline mode is disabled	03:48 PM
Jack Trinique	was that transaction done in offline mode?	03:49 PM
Darren Sla	Getting info	03:49 PM
Shaun Valcorza	She can't verify if these transactions were made during the internet outage earlier.	03:51 PM
	I was able to get the tip amount since the server needed to go home. Tried to process it on other terminals and it still has the same issue. May I know what are other troubleshooting steps that I can perform?	04:00 PM
Jack Trinique	are they pax or datacap. If its showing that error and they did offline transactions this morning that will be why. Those tips need to be added before they process offline trans.	04:02 PM
Darren Sla	they on VP8300 Datacap. More likely they did process the OT without adding the tips	04:07 PM
Shaun Valcorza	Should we advise them to contact their Credit Card Processing company to gather the card details to process the tips?	04:09 PM
	Hi, team. Bumping this. May I know what would be the next action for Fishing Hole in Milton? Should we advise them to contact their Credit Card Processing company to gather the card details to process the tips?	04:53 PM
Jack Trinique	if its fishing hole, have them send in a picture of the receipt that didnt have teh tip added. We can get with the processor to get it added. Assign to Dougie once they send in that picture.	04:54 PM
You	You have shared a file explorer_oh7XDV0Irc.png - 0.85 MB	Jun 18 2024, 09:15 AM
	any ideas	09:15 AM
	nvm, restarting sql server browser fixed it	09:16 AM
Jack Trinique	showed access denied for darren. I see he is added under users, can you make sure I added him correctly? Also can you add the rest of the philipines guys when you get a chance.	09:27 AM
You	yeah	09:30 AM
Jack Trinique	Thanks!	09:30 AM
You	added	09:34 AM
Jack Trinique	perfect @Darren Sla try to load it now.	09:34 AM
You	https://projects.zoho.com/portal/ordercounter7356#dashboard/2007523000000773009	09:35 AM
	for seville, do i have to enabled the sql server permissions for the new rdp11 user or is it grouped together with the other ones?	09:37 AM
	i dont see rdp1-8 as a login for the server	09:37 AM

Jack Trinque	yea you can add permissions, or just use the sa user and password on the tablet connection.	09:37 AM
You	ah ok ty	09:38 AM
Darren Sla	Darren Sla has shared a file image.png - 24.79 KB	09:41 AM
You	gotcha	09:41 AM
	its a zoiho bug	09:41 AM
	ik how to fix one sec	09:42 AM
Darren Sla	Thanks	09:42 AM
You	try refreshing	09:42 AM
Darren Sla	Same	09:43 AM
You	ok, i need to remove projects from u then re-assign it	09:43 AM
Darren Sla	okay2	09:43 AM
	Just let me know	09:43 AM
You	but its prompting ur a manager	09:43 AM
	so it's bugged	09:43 AM
	try 1 more time @Darren Sla	10:02 AM
Darren Sla	Tried it as soon as I saw the invite	10:02 AM
	Still the same	10:02 AM
	Tried it again, still the same	10:03 AM
You	gotcha	10:03 AM
	working with their support, pretty sure something on their backend isnt configured right	10:04 AM
Darren Sla	Thanks man!	10:04 AM
Dougie Stevens	Has Al's Pizza called this morning?	10:07 AM
Darren Sla	Nope	10:07 AM
You	@Darren Sla try accessing projects from one.zoho.com	10:11 AM
Darren Sla	Darren Sla has shared a file image.png - 30.62 KB	10:14 AM
You	see if u got another notification	10:17 AM
Darren Sla	The same	10:19 AM
You	wati tryt now	10:30 AM
Darren Sla	Working	10:31 AM
You	gotcha, project was archived	10:31 AM
Darren Sla	We will start working on it	10:31 AM
	@Robert can you have that enable with the other guys?	10:32 AM
	Red, Shaun, Rj , Syd?	10:32 AM

	It is showing access denied on their end like mine before	10:32 AM
You	have them refresh	10:32 AM
Darren Sla	@Support did we batch The fig yesterday?	10:50 AM
Dougie Stevens	Yes, I batched while I was on the phone with them and Spencer because they hadn't batched	10:50 AM
Darren Sla	Gotcha	10:51 AM
Dougie Stevens	Why what's up?	10:51 AM
Darren Sla	So spencer told you to batch?	10:51 AM
Dougie Stevens	Yes	10:51 AM
Darren Sla	Bryan Rogers asking who batched	10:51 AM
Dougie Stevens	The business did as well	10:51 AM
	We were on a conference meeting	10:51 AM
	I'll call Bryan back when I'm off the phone	10:52 AM
Darren Sla	Thank you good sir!	10:52 AM
RJ Uy	Hey team! @Support anyone who can help me with the situation: Business Name: Smoke Bucks Issue: Cash Drawer won't open automatically for cash transactions, but for card it opens fine.	12:41 PM
	As of the moment they manually open it using a key, for cash transactions.	12:40 PM
Jack Trinique	Do they have it set to open for credit, it shouldn't by default. Make sure they are added to the till under control panel > till and bank manager.	12:41 PM
RJ Uy	RJ Uy has shared a file image.png - 157.16 KB	12:49 PM
Jack Trinique	Just this terminal or multiple?	12:49 PM
RJ Uy	Jsut this terminal	12:50 PM
Jack Trinique	Have you restarted the software and terminal?	12:50 PM
RJ Uy	nope	12:51 PM
	but I will try	12:51 PM
	Awesome! it worked.	12:59 PM
	Thanks Jack	12:59 PM
Shaun Valcorza	Hi, team. El Rodeo Tequila and Grill would like to setup online ordering for the restaurant and Doordash. May I know who I should assign the ticket to?	03:46 PM
Dougie Stevens	Assign to @Ernie Perez and let him know as well. He may have some time before/after the installation to work with them. If he doesn't he will push it to me	03:50 PM
Shaun Valcorza	Got it. Thank you, Dougie.	03:52 PM
Sigmund "Syd" Bl...	Sigmund "Syd" Blanco has shared a file image.png - 205.2 KB	03:53 PM
Jack Trinique	if printer is working, most likely means cash drawer is not connected properly. Make sure they have the cash drawer plugged into the printer and not the terminal	04:39 PM

Dougie Stevens	@Darren Sla	05:09 PM
Darren Sla	Yow.	05:09 PM
Dougie Stevens	Oops @Darren Sla @Shaun Valcorza Did the VP8300 that was mistakenly sent to Sakura get requested to be sent back?	05:09 PM
	If not, please ensure that Anna knows to send that back to us. There was a return label in the box. They can just put that label back on the box and take it to any UPS dropoff to get back to us.	05:10 PM
Darren Sla	I will have Shaun take care of that	05:11 PM
Shaun Valcorza	Got it, Dougie.	05:11 PM
Dougie Stevens	Thanks! I saw the ticket that there was a request to plug it in	05:11 PM
	Merchant Lynx will be shipping their replacement, not us	05:11 PM
	I can't get apache to start at palm street for some reason. I changed the port to 8080 and 8081 but it's still giving me an error that it can't be started. Bridge is running just fine though	Jun 19 2024, 07:55 AM
	Event viewer is showing that it is forbidden access to 8080 and 8081	07:58 AM
	Yeah it's only working when I do port 80 for some reason. I thought maybe an issue with the c++ version but that didn't change anything when I put the correct version on	08:13 AM
	80 is taken on the router so I can't port forward to 80 and if I do another port externally then they can't email reports	08:13 AM
	Dougie Stevens has shared a file image.png - 69.15 KB	08:23 AM
Jack Trinque	weird ive never seen one only allow 80. Yea try to update erlang and if that doesnt work might need to redo apache completely. I think scott has the steps for that.	08:27 AM
Dougie Stevens	I completed that and still the same outcome. @Scott Dickens I foudn this in apache logs: PHP Warning: Module 'curl' already loaded in Unknown on line 0 [Wed Jun 19 06:11:53.033625 2024] [mpm_winnt:notice] [pid 6104:tid 736] AH00354: Child: Starting 64 worker threads. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. ERROR: The system was unable to find the specified registry key or value. [Wed Jun 19 06:14:04.903628 2024] [mpm_winnt:notice] [pid 3280:tid 744] AH00422: Parent: Received shutdown signal -- Shutting down the server. [Wed Jun 19 06:14:06.905740 2024] [mpm_winnt:notice] [pid 6104:tid 736] AH00364: Child: All worker threads have exited. [Wed Jun 19 06:14:08.332116 2024] [mpm_winnt:notice] [pid 3280:tid 744] AH00430: Parent: Child process 6104 exited successfully.`	08:31 AM
You	uh how do u open a personal bank	11:02 AM
	num. forget has to be first order	11:06 AM

	hmm, forgot has to be first order	11:00 AM
	<div>You have shared a file</div> <div>image.png - 207.18 KB</div>	11:13 AM
Darren Sla	@Support anyone can hlep willies chicken shack 222 to install the terminal that we sent to them? They want it to be set before July 1st. Can someone confirm that we can do that?	11:54 AM
Jack Trinqu	Yea they should just need to get it connected and plugged in then ew can set it all up.	12:49 PM