You		
	Robert added Jack Trinque,Dougie Stevens,Ernie Perez,Scott Dickens,Darren Sla,Dakota Post,Rae Banaglorioso	Jan 17 2024, 02:06 PM
Rae Banaglorioso	hi team is it possible to remove the seconds on employee hourly report?	03:34 PM
You	by remove seconds, are you referring to changing the time format to Hour:Minute or adjusting the punch as a hole	03:35 PM
Darren Sla	Yes	03:35 PM
Rae Banaglorioso	yup2 as per her, its messing up her report in accounting.	03:36 PM
You	if it's the time format, i don't think it's possible due to the way it's logged int he db as a whole. @Scott Dickens can you confirm?	03:36 PM
Scott Dickens	are they talking about on the punches?	03:42 PM
	or the hours total?	03:42 PM
Rae Banaglorioso	yes on the hourly report if they generate it, seconds are being included they wanna exclude that	03:42 PM
	punches	03:42 PM
Scott Dickens	its not possible to turn off the seconds	03:42 PM
Rae Banaglorioso	thanks	03:43 PM
Darren Sla	Darren Sla has shared a file image.png - 220.73 KB	04:22 PM
Ernie Perez	Looks broken	04:23 PM
You	i have not but try that	04:23 PM
Darren Sla	Yeah, printer died	04:23 PM
Scott Dickens	169.254 means its not getting an IP address at all	04:24 PM
Darren Sla	We had power cycle the printer and had it plugged in to a different port. Earlier it wont even show on epsonnet	04:25 PM
	I am trying to configure the IP but that error will not allow me	04:26 PM
	I also reset the printer and that is the ip that it gave	04:27 PM
	It was on 192.168.50.166 erlier	04:27 PM
	but that's unreachable	04:27 PM
	Tried having the printer plug into a different power source and a new port. Still the same error.	04:47 PM
	The ip did not change as well.	04:47 PM
	Anyone have any other TS for this situation?	04:51 PM
You	whats the sso code	04:52 PM
Darren Sla	55 bistro	04:52 PM
You	when u reset it does it come back online without the ip address temporarily	04:55 PM
	if so u can try to configure it while its in that state	04:55 PM
Darren Sla	Nope.	05:01 PM

	It will come back with the IP right away.	05:01 PM
	That's the new IP that it gave.	05:01 PM
You	any error lights?	05:02 PM
Darren Sla	No error lights	05:02 PM
You	last thing to do is try to swap the working printer in the place of the one that doesnt work	05:06 PM
Ernie Perez	**Ernie Perez has shared a file** image.png - 0.76 MB	Jan 18 2024, 09:28 AM
Jack Trinque	yea I was just scheduling a visit from field nation. Ask them what a good time for someone to get there. Ill see if I can get someone there later today if possible.	09:29 AM
Ernie Perez	Let me call Richard back	09:30 AM
	Richard didn't answer, the employee at store said whenever is fine	09:32 AM
Rae Banaglorioso	hi guys, need assistance with pietros, gary calling in CC processing, DNS look up error. he wants someone to call him back	10:39 AM
Darren Sla	DNS error merchant might not have internet.	10:41 AM
Jack Trinque	looks like all of their terminals are offline at the moment.	10:41 AM
	ill give him a call, gary can be a lot at times. Let him know ill call him back.	10:42 AM
Rae Banaglorioso	thanks !	10:43 AM
Jack Trinque	straight to voicemail. SMH my head	10:45 AM
Rae Banaglorioso	hi team, pat calling in having issues MID: little mexico term 1	10:48 AM
	Rae Banaglorioso has shared a file image.png - 136.85 KB	10:48 AM
Dougie Stevens	That would mean that they're attempting to check out a transaction as someone else, if they want the original server to be responsible for the money, have them click the yellow button	10:49 AM
Rae Banaglorioso	yesterday it wasnt asking for it, how come it shows an error today? cx wondering	10:51 AM
You	because theyre trying to cash the order out under a different login assuming you're talking about that funds screenshot above	10:52 AM 10:52 AM
Jack Trinque	That is a privilege so its possible they people they were checking out with yesterday did not have that privilege. By default the managers should have that enabled so they will see if it they go to pay someone elses order.	10:54 AM
Rae Banaglorioso	pat wants to disable the feature, is it possible?	10:55 AM
You	should be able to disable it in employee privileges in the back office	10:56 AM
Dougie Stevens	Yes it's in the back office > employees > job manager > choose the job role that it needs to be disabled for (whatever account they're using) > and set assign transaction to 'No'	10:56 AM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 31.73 KB	11:00 AM
	tip option is the only thing enabled.	11:00 AM
Dougie Stevens	What job title is it for?	11:00 AM

Rae Banaglorioso	server	11:00 AM
Dougie Stevens	Is it a server checking the order out or a manager?	11:00 AM
Rae Banaglorioso	a server	11:00 AM
Dougie Stevens	What is the server's name that is attempting to checkout the order	11:01 AM
	for someone else	11:01 AM
Rae Banaglorioso	marissa	11:01 AM
	marissa	11:01 AM
Dougie Stevens	Dougie Stevens has shared a file	11:01 AM
	image.png - 21.83 KB	
	Needs to be set to Job title. Not sure who changed this but it's rare that we set permissions for specific people	11:02 AM
Rae Banaglorioso	pat encounters it too and some people	11:02 AM
Dougie Stevens	Are you still on the phone?	11:02 AM
Rae Banaglorioso	yes	11:03 AM
Dougie Stevens	Please let them know we will adjust it for anyone that has it and you will email once it's completed.	11:03 AM
Rae Banaglorioso	thank you so much	11:03 AM
Jack Trinque	Field Nation order is assigned, tech should be there around 1 - 1:30 their time.	11:08 AM
	I already let the 4th quarter know.	11:08 AM
Dougie Stevens	Hey Rae, they should be all set	11:08 AM
Rae Banaglorioso	thanks dougie will email them as soon as possible	11:09 AM
	hi, quick question is it possible for CC to push thru even without internet connection?	11:11 AM
	juan calling in for siempre natural	11:11 AM
	i cant seem to pull it up on splashtop	11:11 AM
Scott Dickens	they can enable offline mode	11:11 AM
Darren Sla	There is an offline mode where card transactions will go through	11:11 AM
Scott Dickens	BPS should know how to do this	11:11 AM
	Control Panel -> Offline Credit Transactions	11:12 AM
Rae Banaglorioso	aight thanks	11:12 AM
Scott Dickens	it will store them to be processed later. it is possible to accept declined transactions in offline mode	11:12 AM
Rae Banaglorioso	hi team, they are experiencing DNS look up error when processing CC	11:16 AM
You	believe that means it cant reach datacap servers	11:17 AM
	if you're still on the phone with them, let them know you'll look into it and call back	11:18 AM
Rae Banaglorioso	aight. thaanks!	11:18 AM
Scott Dickens	if they are receiving this while in offline mode, then they have the version of datacap that has this issue. unfortunately requires the internet to update the datacap	11:18 AM
Rae Banaglorioso	thanks !	11:27 AM

Rae Banaglorioso	thanks!	11:27 AM
	issue brian the owner doesnt have access to the employee control panel	11:39 AM
	MID: taverne amana	11:39 AM
	brian wants all the bartenders to have managerial access so he doesnt need to be there all the time	11:41 AM
Scott Dickens	this is a privilege setting on the back office	11:41 AM
	looks like this was a @Dougie Stevens deployment?	11:42 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 35.12 KB	11:43 AM
	is this correct?	11:43 AM
	will he be able to acces to the employee control panel?	11:43 AM
Scott Dickens	there should be a privilege listed for "employee control panel"	11:44 AM
	if you scroll down	11:44 AM
Rae Banaglorioso	aight thanks found it	11:44 AM
	i will call him back	11:45 AM
	@Scott Dickens quick question, if the datacap versions are different will that be an issue?	12:24 PM
Scott Dickens	not sure what you mean	12:30 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 11.58 KB	12:31 PM
	juan called back again, there having trouble with the terminal not connecting to the server	12:31 PM
Scott Dickens	they'll need to contact datacap to update the version of their deployment for the offline issue	12:32 PM
Rae Banaglorioso	right	12:32 PM
	thanks	12:32 PM
Jack Trinque	4th Quarter is all good to go. Issue was with the connection to server and term 1. Got it replaced with a new switch and they are all up and running now!	01:23 PM
Rae Banaglorioso	hi team, need assistance, on MID: alibi, mike calling in asking why are the sales reports not matching	03:14 PM
	hi team, need assistance. manuel calling in from luna cactus cafe. issue: cannot create gift card. he is currently in term 2.	03:56 PM
	Rae Banaglorioso has shared a file image.png - 36.5 KB	03:56 PM
Jack Trinque	code is "Oc9270!123"	03:57 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 33.66 KB	03:59 PM
Jack Trinque	Go to the back office, under Settings > POS there will be an option for Gift card length.	03:59 PM
	add ",12" to that list then save and it should allow them to do it from there	03:59 PM
Rae Banaglorioso	thanks jack !	04:04 PM
Ernie Perez	Ernie Perez has shared a file image.png - 1.38 MB	Jan 19 2024, 09:57 AM

Dougie Stevens	I do not	10:00 AM
Dakota Post	Those shouldn't be going into the query log anyway	10:02 AM
	@Scott Dickens did someone change query on the back office recently?	10:03 AM
Scott Dickens	what version? josh might have but only in beta	10:29 AM
Ernie Perez	5.1.0.10	10:30 AM
Scott Dickens	shouldn't be any changes in that version	10:33 AM
	what location?	10:34 AM
Ernie Perez	Ernie Perez has shared a file image.png - 109.54 KB	10:35 AM
Scott Dickens	fixed	10:43 AM
	both that error and communication link'	10:43 AM
Ernie Perez	thanks!	10:44 AM
Rae Banaglorioso	hi team need assistance on setting up a new CC processing machine	03:50 PM
	MID: lighthouse i have tim on the other line	03:51 PM
	term 001	03:51 PM
	do i have to go to specific settings or is it just plug and play?	03:55 PM
Scott Dickens	it should be plug and play...need to do a parameter download after its connected though	03:55 PM
	control panel -> add tips -> emv param download (button at bottom)	03:56 PM
Rae Banaglorioso	right thanks	03:56 PM
	all good thank you so much ! @Scott Dickens	03:59 PM
Darren Sla	Darren Sla has shared a file image.png - 30.2 KB	Jan 20 2024, 10:41 AM
Dakota Post	I'm not sure what they're asking? They want the fee included in the price?	02:16 PM
Darren Sla	They want to change it on online ordering view	02:16 PM
	So they want it to be credit card price "Or credit card fee"	02:17 PM
	Something like that.	02:17 PM
	is there a way for them to change how it looks and where?	02:17 PM
Dakota Post	I will have to contact Miek	02:20 PM
Darren Sla	I checked on OOA, i dont see where I can change it.	02:20 PM
	Thanks	02:21 PM
Dakota Post	Mike said to look for a "language setting"	04:27 PM
Darren Sla	Thanks!	04:47 PM
	@all anyone can tell me who's CC processor of Comsimos - Newburgh?	Jan 21 2024, 12:32 PM
	Context: They accidentally voided a transaction. Card holder is no longer at the store	12:33 PM

Dougie Stevens	Cosimos is CRP I believe. I'm not sure who does their processing, but they should be able to get it rekeyed from CRP	12:34 PM
Darren Sla	Copy that.	12:34 PM
	Thanks	12:34 PM
	I gave them this number 203-746-5255 it routed straight to us.	12:43 PM
Dougie Stevens	There are more options on the phone number. You can also start an email chain with CRP support and the merchant to get them over to CRP.	12:44 PM
Darren Sla	I think I would go on that route then, thanks!	12:44 PM
	Can someone point me to the right direction. KDS wont run. Steps taken by Qlab We tried the ff but still does not work. -re-entered previous license -deployed new license -restarted oc services and re-entered manager credentials -noticed OC Compiler Service and OC Back Office Bridge unable to run -ensured firewalls are off -reboot KDS2	05:18 PM
	Anyone?	05:22 PM
Dakota Post	Is it on on the back office?	05:36 PM
	Oh nvm kds	05:36 PM
	What is it saying? If anything	05:37 PM
Darren Sla	I am asking for a new set of SOS code cause I restarted the KDS	05:37 PM
	It was as per James, asking for a license code	05:37 PM
	When I logged on it, KDS wont even attemp to open nor asking for a license code. (Or pehaps it is not getting there)	05:38 PM
Dakota Post	Oh it's probably due to them doing bad images	05:38 PM
	Did you delete/rename license folder in regedit	05:39 PM
Darren Sla	Darren Sla has shared a file image.png - 140.77 KB	05:39 PM
	Or am I looking at the wrong place?	05:40 PM
Dakota Post	No that's it	06:25 PM
Darren Sla	So something is up, on their KDS then if that is the case	06:25 PM
Dakota Post	Dakota Post has shared a file IMG_1410.PNG - 317.24 KB	06:30 PM
Darren Sla	For that one, the kds as per them just stopped working. So they tried doing TS on their own and that's what James (Qlab) gave me	06:37 PM
Dakota Post	So they did all the things Josh said 59 do ?	06:41 PM
	To… not 59	06:41 PM
Darren Sla	That I am not quite sure of. We just had a brief talk and they sent the email.	06:43 PM
Rae Banaglorioso	hey guys garry wanting tier 2 suppor MID: smoke house.	Jan 22 2024, 11:23 AM
	anyone available?	11:23 AM
	to take the call?	11:23 AM
	garry claims he is experiencing errors on setting up terminals	11:24 AM

Scott Dickens	tell gary that he will get a call back	11:38 AM
Darren Sla	Yep, gary is no longer on the phone.	11:39 AM
Rae Banaglorioso	DOMO ! @Scott Dickens	11:46 AM
	hi team, asking assistance for MID: tipsy taco. caller claims that he is wanting to partner it up with doordash. he mentioned that he called before and someone will be able to remotely access it to make sure its working. how do i go about this?	12:05 PM
	hi, partner calling in wanting to activate the license however shes recving an error " cant connect to order counter check API settings"	04:14 PM
	how do i go about this?	04:14 PM
Jack Trinque	What location, and do you have an SOS code?	04:18 PM
Rae Banaglorioso	069 896 255	04:21 PM
	new code 817 895 381	04:23 PM
	accidentally kicked you as per lorrine	04:23 PM
Jack Trinque	ok, just needs the API information set. Ill get it set for them and let them know you will email back once it is done. Ill let you know when.	04:25 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 0.64 MB	04:47 PM
	hi team, follow up issue from garry. MID: smokehouse	04:47 PM
	context: we already turned off the rear facing display of term 001. on the back end. but it asking to do this on the merchant screen after payment.	04:49 PM
	how do i go bout this?	04:49 PM
	we already did restart the app after the changes too. it doesnt fix the issue	04:50 PM
	Smokehouse0001	04:52 PM
Scott Dickens	turn off signature as well (or uncheck the enable button next to the terminal)	04:54 PM
Rae Banaglorioso	the turning off of signature is it located at the back end?	04:55 PM
Scott Dickens	settings -> rear facing customer display	04:57 PM
Rae Banaglorioso	gotccha!	04:59 PM
	DOMO, all good ! @Scott Dickens	05:12 PM
Darren Sla	**Darren Sla has shared a file** image.png - 306.98 KB	Jan 23 2024, 11:23 AM
Jack Trinque	that will mean the database was originally setup under a different license. What demo site is it?	11:24 AM
Darren Sla	From NLRS. Mark Demo	11:24 AM
Jack Trinque	Run this command then reload OC.	11:24 AM
	Delete From settings where PropertyGroup = 'Communication'	11:24 AM
Darren Sla	SQL?	11:25 AM
Jack Trinque	yea	11:26 AM
Darren Sla	**Darren Sla has shared a file**	

		11:27 AM
	image.png - 71.22 KB	
Scott Dickens	make sure you have the database selected in the dropdown at the top	11:27 AM
Ernie Perez	what's the partner and merchant?	11:28 AM
Darren Sla	NLRS	11:28 AM
Dougie Stevens	**Dougie Stevens has shared a file**	
	image.png - 6.4 KB	11:28 AM
Ernie Perez	i swear to god this was not showing a second ago	11:28 AM
Darren Sla	SOS: 881141962 if you want	11:29 AM
Ernie Perez	there are a few databases but it's pointing to TiraMisu_01122024_OCPOS is this the database they want for the demo?	11:31 AM
Darren Sla	That I am not quite sure, he just said that it is for a demo	11:32 AM
Ernie Perez	Ok it's working now, if they want to add address to the top it has to be added to their demo in partner portal first.	11:45 AM
Darren Sla	Thanks, they should be able to handle that. Thanks!	11:46 AM
Ernie Perez	np!	11:46 AM
Darren Sla	Anyone can available to get this tablet set up? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041418014	01:38 PM
	Jairo did not schedule this ahead of time.	01:39 PM
	And now he is at the location.	01:39 PM
Ernie Perez	No sir, we like at least 24 hours notice to have someone available for this. I have meetings rest of afternoon	01:53 PM
Dougie Stevens	Let him know I'll reach out	01:55 PM
Darren Sla	Team, where can I find AUTO CLOCK OUT EMPLOYEES upon doing EOD?	Jan 24 2024, 01:47 PM
	I checked BOH, I saw auto clock out but it has a timer on it and I assume that's not it	01:47 PM
Scott Dickens	its a database only setting...due to potential labor laws	01:47 PM
Darren Sla	Copy. So needs to run a code?	01:48 PM
Scott Dickens	`update settings_pos set eod_clock = 'Y'`	01:48 PM
Darren Sla	Thank you so much Scott!	01:48 PM
	@all "SEND" button is only available for Table service, correct?	04:04 PM
Scott Dickens	it's available on any order type that can be saved, its usually called "save and send" though	04:18 PM
Darren Sla	So what they want is just to select those items that they want to print to the kitchen .	04:20 PM
Scott Dickens	yea, kitchen selection is only for table service	04:21 PM
Darren Sla	Yeah, that's what I was trying to say lol, sorry.	04:22 PM
Rae Banaglorioso	@Scott Dickens what they want is they want to send specific items to the kitchen. not everytime the order is created. as per cx they dont want to waste paper	04:28 PM
	gotcha !	04:28 PM
Scott Dickens	They can only do that with table service and they need the terminal setting "kitchen selection" turned on	04:28 PM

Rae Banaglorioso	will get back to them, adv them about it. cos when i and darren checked its on retail	04:29 PM
	hi guys, i need assistance on setting up a label printer sos: 2368814444	Jan 25 2024, 04:45 PM
	can someone take a look on it? i added it on opos adk and still doesnt work	04:49 PM
	TM-L90linefreeU	04:49 PM
	caller claims order counter doesnt print	05:14 PM
Jack Trinque	who is this for? Did they setup the label printer in the back office as well?	05:16 PM
Rae Banaglorioso	call from Q-lab i didnt set it up on the back office tho	05:17 PM
Jack Trinque	Oh this is epson. @Scott Dickens do you know if we can work with L90? Or still just SNBC?	05:18 PM
	We were only able to work with SNBC, might be able to do L90, I think we were testing it at one point. They need to set up the actual label in the back office though for the label printer. They have done this before so they should know how to do it.	05:21 PM
Scott Dickens	if they're wanting actual labels through the label system it may work, but would need to be setup as ethernet	05:25 PM
Rae Banaglorioso	its setup as kitchen printer	05:27 PM
	it doesnt add at winsprtpl	05:30 PM
	caller claims that they want to set it up as printer for the kitchen and will only print modifiers.	05:29 PM
	Rae Banaglorioso has shared a file image.png - 196.29 KB	05:43 PM
	ticket reference : https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041612589 hi guys, can someone take a look on this one. i recved a call from a call from MID: PLAYHOUSE we did multiple reboot. term 001 BSOD. i had them email the picture. they called immediately when the system BSOD. it Black screen prior to the reboot we did. after the reboot it blue screen.	Jan 26 2024, 12:31 PM
Ernie Perez	He called back he's wanting a tech onsite	12:32 PM
	We're working on that	12:32 PM
Rae Banaglorioso	thanks man ! @Ernie Perez	12:36 PM
Ernie Perez	@Darren Buono Please overnight ship out an SSD with our image and splashtop streamer installed as a replacement for Playhouse terminal 0001.	12:43 PM
	They will be calling back to walk them through powering down a terminal that is less used and taking the SSD drive out of it and swapping with the one in terminal 0001. This should not be changed to function as terminal 0001 as they are open and just want to have a working terminal there.	12:50 PM
	I have a deployment starting here soon with Stuart Scoops that is going in on Monday and live on Tuesday. Kind of a rushed one so I'm hoping I can keep focused on this one.	12:51 PM
Rae Banaglorioso	playhouse calling in wanting to know if they will be charged for the deployment	01:12 PM
Jack Trinque	If someone has to go on site there could be a cost. But if they are just swapping it there should not be.	01:14 PM
Rae Banaglorioso	@all please be advised that playhouse doesnt want a tech guy on site not anymore. they will be the one swapping it themselves should there be changes on the hardware side. that's what she said 😊	01:38 PM
Ernie Perez	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041460385	04:14 PM
	@Scott Dickens or @Jack Trinque Can you check this one out?	04:14 PM

Scott Dickens	replied	04:37 PM
Darren Sla	**Darren Sla has shared a file** image.png - 1.77 MB	Jan 27 2024, 11:23 AM
	It is flashing locked and unlock.	11:27 AM
	I restarted the device and that lock icon is still on the screen.	11:27 AM
Jack Trinque	Do you see it when you connect to the computer?	11:30 AM
Darren Sla	Nope, It is on the hardware. I think I know how to unlock it	11:30 AM
Jack Trinque	Yea I have not seen that before. Might be something on the comp itself. Would have to figure out what kind of computer it is	11:31 AM
Darren Sla	https://www.youtube.com/watch?v=ZNsI_LAkInU	11:31 AM
	All set.	11:57 AM
	It was a Dell screen.	11:58 AM
	No online ordering, it should be printing out the official receipt then go to the kitchen, correct?	01:55 PM
Jack Trinque	Yea of the have a printer set under back office setting > online ordering 2.0	01:55 PM
Darren Sla	default printer right?	01:57 PM
Jack Trinque	Yea that is the receipt. It should print the items to the printer that they have selected on the item. There is a section for unmapped items as well.	01:58 PM
Darren Sla	Thanks!	01:58 PM
	Can anyone point me to the right direction, KDS (Kitchen) on smokin moon wont open. As per merchant they already restarted the KDS but it is still doing the same thing.	Jan 28 2024, 12:35 PM
	I will try to restart the KDS again .	12:35 PM
	Still the same	12:38 PM
	Faulting application name: OC-KDS.exe, version: 1.3.717.20272, time stamp: 0x658219e6 Faulting module name: KERNELBASE.dll, version: 10.0.17763.5328, time stamp: 0xb572aac7 Exception code: 0xe0434352 Fault offset: 0x00125e12 Faulting process id: 0x198c Faulting application start time: 0x01da5218f9e538c2 Faulting application path: C:\OCPOS\OC-KDS.exe Faulting module path: C:\Windows\System32\KERNELBASE.dll Report Id: b4fb2996-a255-4ca8-8213-c8677a3a62da Faulting package full name: Faulting package-relative application ID:	12:39 PM
Jack Trinque	Checking, which kds?	12:41 PM
Darren Sla	Smoking moon Kitchen KDS	12:41 PM
	File corrupted? Same as User?	12:43 PM
Jack Trinque	Looks like something with config. Should be good	12:43 PM
Darren Sla	Why did you move the file to desktop?	12:43 PM
Jack Trinque	Instead of deleting it. Just in case that wasn't the issue we would still have the original config.	12:52 PM
Darren Sla	ohhhh....	12:52 PM
	So it is similar to the user.config, right?	12:53 PM
Jack Trinque	Yea, could also just change the name, but it's less confusing to move it.	12:53 PM

Darren Sla	gotcha, so by moving it out of the folder, and opening the KDS again it will create a new config, correct?	12:54 PM
Jack Trinque	Yea	12:54 PM
Darren Sla	I got a similar scenario with Qlab's merchant. I was able to fix it the way you did the other KDS	02:46 PM
	Darren Sla has shared a file image.png - 91.01 KB	04:20 PM
	Or point me to the right direction, I tried splitting the view on Splashtop but it wont detect the front facing.	04:21 PM
	I checked touch studio it does detect 2 screens. But it acts the same upon customer signature.	04:24 PM
	Darren Sla has shared a file image.png - 125.87 KB	04:25 PM
Jack Trinque	Do they see anything on the second display?	04:27 PM
Darren Sla	Sorry, they can see the signature on the rearfacing.	04:28 PM
	But once the sign, it will show the same screen. then It freezes.	04:28 PM
Jack Trinque	It was set to duplicate display. I just changed it to extend in windows settings and restarted oc	04:29 PM
Darren Sla	Let me test it out	04:29 PM
	All set. Thanks!	04:31 PM
	Hello team , This merchant is requesting to get another terminal as they are expanding their location . https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041723062	Jan 29 2024, 11:34 AM
Dougie Stevens	\	11:36 AM
Darren Sla	Hey team, How can we have a pop up box where they can set a redirect the printouts? Sample: If one kitchen printer went out and they have a total of 4 kitchen printers. They want to have that option where it will pop a box where it will ask to redirect the ticket instead of automatically send it to the other available pritner?	12:27 PM
	Darren Sla has shared a file image.png - 60.98 KB	Jan 30 2024, 01:23 PM
Ernie Perez	The one below it called maintenance mode enable that	01:27 PM
Darren Sla	Got it. How can we add Value system on this account.	01:28 PM
	I turned it on now it says "We're working on something special at themoment"	01:29 PM
	It wont let them back in	01:29 PM
Ernie Perez	They have to be added from the partner portal under the account for the merchant you can add their email there. They have to pick one that they share with their team.	01:29 PM
	Won't make one for each user has to be a shared one for them.	01:30 PM
Darren Sla	I am at PP where can I add Valuesystems?	01:31 PM
	Add user permission?	01:32 PM
Ernie Perez	Control panel part	01:35 PM
Darren Sla	@Ernie Perez Matthew wants to speak to you about Fratellis, he said Laureen pass the task to him . If you can call him back that;ll be great.	01:40 PM
	Thanks!	01:40 PM

Darren Sla has shared a file
image.png - 31.96 KB — 04:33 PM

Scott Dickens — i spoke to matthew on the phone about 30 mins ago...they need to send us the VAR or the HC POS ID and Authentication Code for the ecommerce MID — 04:34 PM

the datacap hosted checkout has not been setup for that account yet — 04:34 PM

Darren Sla — Copy that. — 04:34 PM

Thanks — 04:34 PM

@Scott Dickens he said that the original VAR sheet of this merchant the HC POS ID is down towards the bottom of the page he said. — 04:36 PM

Scott Dickens — thats for the instore, they'll need a separate one for ecommerce — 04:39 PM

he told me he had a separate MID for ecommernce, so we need the HC POS ID for that one — 04:39 PM

we never received a VAR for their ecommerce — 04:40 PM

Darren Sla — Gotcha. — 04:40 PM

Thank you,I will let me him know about it. — 04:40 PM

So he did not know that, he would try to look into it. He is guessing that Kevin has the VAR sheet and was not able to send it to us. — 04:41 PM

He will try to get it. — 04:41 PM

@Scott Dickens Matt sent the Ecom Var sheet. — 04:58 PM

Scott Dickens — got it — 04:59 PM

setting it up now — 04:59 PM

Darren Sla — https://media.tenor.com/twNE3AuA4PUAAAAC/thanks-barney-ross.gif — 05:00 PM

Scott Dickens — sent and replied and closed ticket — 05:03 PM

Darren Sla — @all Hotspot KDS has an expired windows license. Device is asking for serial number, I tried helping Yvone but she wanted to have either @Jack Trinque or @Scott Dickens to go to the location and fix it. — Jan 31 2024, 10:48 AM

Or if you can give them a call back, I think that will work — 10:51 AM

Jack Trinque — its all good now. They tried to open OCPOS instead of KDS. I removed the shortcut for OC and added in KDS so they cant do it again. — 10:51 AM

Darren Sla — I still cant see the KDS online on splashtop — 10:52 AM

Jack Trinque — its HotSpot New KDS — 10:52 AM

Darren Sla — There you go, Thanks! — 10:53 AM

I can call her back now. Or did you call her back already? — 10:53 AM

Jack Trinque — you can — 10:53 AM

Darren Sla — Calling her now. — 10:53 AM

Darren Sla has shared a file
image.png - 104.99 KB — 10:55 AM

When I openned KDS — 10:56 AM

Jack Trinque — looks like it was never updated when it got installed the other day. Ill update it real quick. — 10:58 AM

Darren Sla	Copy	10:58 AM
Jack Trinque	Ok should be all good to go	11:17 AM
Darren Sla	Calling her now.	11:19 AM
	Thanks!	11:19 AM
Rae Banaglorioso	Hi guys need assistance with dagwoods, spoke with randy. Currently there is an internet outage on site. Issue: Randy cant process offline transactions cos he doesnt have privilege. can access BOH terminals are down	11:33 AM
	They are packed at the moment.	11:34 AM
	what else can i do to help out?	11:35 AM
Jack Trinque	You will need to walk him through adding the privilege to his account from the back office.	11:35 AM
	He should be able to access it from any of the terminals	11:35 AM
	Under employees > choose his name from the drop down> privileges > and he'll need to change offline to yes.	11:35 AM
Darren Sla	Can they still access BOH when there is no internet @Jack Trinque ?	11:36 AM
Rae Banaglorioso	he tried doing it while offline he said he cant access.	11:36 AM
Jack Trinque	From the terminal yes. As long as the local network is still connected.	11:36 AM
	He will have to do it from the terminal. Close oc > choose the icon for ocpos back office	11:36 AM
Rae Banaglorioso	DOMO! @Jack Trinque	11:42 AM
Darren Sla	Hi Team, how do we have the tickets to start over (reset) each day?	01:05 PM
Rae Banaglorioso	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?	03:27 PM
Scott Dickens	we do offer loyalty. depending on the customer (or to the partner) there may be a monthly cost for it.	03:28 PM
Rae Banaglorioso	hi team asking for assistance value system calling in about this error	Feb 01 2024, 11:03 AM
	Rae Banaglorioso has shared a file image.png - 162.82 KB	11:03 AM
	they are setting up a demo as per value system	11:06 AM
Ernie Perez	have them run update to latest version before licensing	11:08 AM
Rae Banaglorioso	please correct me if im wrong, latest version the OC software?	11:08 AM
Ernie Perez	yeah	11:09 AM
Rae Banaglorioso	thanks !!!!	11:09 AM
Ernie Perez	that screenshot showed me they were trying to license with a version of oc that uses the old licensing. it's a different look on the latest versions of OC	11:09 AM
Rae Banaglorioso	noted will reach back to them rn. thanks !	11:10 AM
	hi guys smokin moon need assistance with the KDS setup elyana is having troubles with the KDS. says that it broke down last tuesday, all the features that dougie had setup were gone. she wants to have it setup the way dougie did it.	12:22 PM
	she is having trouble with bumping out the order and orders being recalled to the kitchen, some orders that doesnt need a recall were recalled in the kitchen.	12:25 PM

that doesnt need a recall were recalled in the kitchen.

	wants a speacialist for setting up the way dougie did.	12:26 PM
	wants it to be done asap cos they have an upcoming event and will be packed they dont want to have issues with KDS.	12:26 PM
Dougie Stevens	Unless someone has changed something, I never setup them to bump from all systems or anything of the sort. Scott spoke with them yesterday and messaged me about it. @Scott Dickens do you know what came of this?	12:28 PM
	Also, sec let me check my sche	12:29 PM
Rae Banaglorioso	ohh, thats what she said it was "dougie and some other guys that came and setup the KDS" and wants it the way you had set it up.	12:30 PM
Dougie Stevens	?	12:30 PM
	I'll just call her. I'm getting confused	12:30 PM
	give me the ticket please.	12:30 PM
Rae Banaglorioso	thanks @Dougie Stevens	12:34 PM
Dougie Stevens	I had her show me and it's not doing anything she's saying	12:37 PM
Rae Banaglorioso	ohh, was just relaying the information she provided, it was her request to setup the KDS for her.	12:41 PM
	Rae Banaglorioso has shared a file image.png - 239.04 KB	12:51 PM
Ernie Perez	If that's just the monitor for their KDS and they use bump bars it looks monitor is disconnected from computer.	12:53 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 280.36 KB	12:53 PM
Ernie Perez	I thought they had all in one terminals for their KDS	12:53 PM
Rae Banaglorioso	ill reach back to him just to make sure we did plug all the connecting wires correctly.	12:54 PM
Ernie Perez	The KDS that show online are showing this but if a monitor was not connected to the computer it would show with a blank screen on Splashtop when you remote in. Sometimes it might display normally	12:56 PM
	Ernie Perez has shared a file image.png - 178.12 KB	12:56 PM
Rae Banaglorioso	davids bbq #1 39th ave	12:57 PM
Ernie Perez	yes that's the one i saw online	12:58 PM
Rae Banaglorioso	reached back to him and we did re insert the display chord.	12:58 PM
	still not working.	12:58 PM
	Rae Banaglorioso has shared a file image.png - 215.52 KB	01:01 PM
Ernie Perez	they have two monitors but they're set to duplicate on them	01:01 PM
	Ernie Perez has shared a file image.png - 319.95 KB	01:01 PM
Rae Banaglorioso	so where should this replacement monitor be connected? he might be plugging it in in a different computer? or wrong display port?	01:03 PM

Ernie Perez	Ernie Perez has shared a file	01:05 PM
	image.png - 0.62 MB	
Rae Banaglorioso	ohhhhhh	01:05 PM
	but he claims this is a replacement, might be defective still. thanks ernie will get back to him	01:06 PM
Ernie Perez	I believe the terminal was the replacement but not sure about that dell from the photos you sent	01:07 PM
Rae Banaglorioso	we spoke again and, he is asking if it will cost them something for replacement of the screen coming from us?	01:12 PM
Ernie Perez	For that monitor, I'll check	01:12 PM
	it's covered, what kind of connection are they using on that monitor?	01:36 PM
Rae Banaglorioso	when you say what kind are you talking about what type of cable? hdmi? vga? display port?	01:51 PM
	and when you say covered they wont incurr any charges?	01:51 PM
Ernie Perez	yes and yes	01:53 PM
Rae Banaglorioso	will reach back to him. thanks	01:55 PM
	hi guys goodmorning, i have JUAN calling in for MID: siempre natural context: was updating the order counter system and encountered and error "STAGING MODE" and is stuck on this screen claims he spoke with a specialist earlier but lef the remote.	Feb 02 2024, 10:40 AM
	merchant is currently running on one system only and needs to have this update fixed asap cos they are already open. \	10:41 AM
	sos: 299 025 850	10:42 AM
	they have only one terminal and currently is not working. they are already open and cant process any transactions as per juan.	10:44 AM
Scott Dickens	this get resolved?	11:11 AM
Jack Trinque	I fixed a back office issue for them earlier. i think ernie was the original one talking to them.	11:15 AM
	It looks like they made a new merchant for them? I just took it out of staging mode so that should resolve that pop up.	11:15 AM
Rae Banaglorioso	@Jack Trinque ill reach back to them and see thanks !	11:20 AM
Jack Trinque	They will need to update to SQL 2014 to be able to add menu items and prices, everything else should be good now though. I mentioned that to ernie not sure if he had a chance to reach out to them yet though.	11:22 AM
Ernie Perez	told them to downgrade	11:23 AM
Rae Banaglorioso	i cant reach back to him he isnt answering, havent spoke to him yet.	11:23 AM
Jack Trinque	They wont be able to anymore. Printers wont work at all if they go lower than 4.8. Everything will work except for adding prices.	11:24 AM
Ernie Perez	can't downgrade got it	11:24 AM
	i emailed juan	11:33 AM
Rae Banaglorioso	@Ernie Perez - calling in about siempre natural. he said he doesnt know how to update SQL.	11:47 AM
	reinstall?	11:47 AM
Ernie Perez	please transfer x504	11:47 AM

Rae Banaglorioso	thanks	11:47 AM
Jack Trinque	**Jack Trinque has shared a file** upgradingsql2014.txt - 3.54 KB	11:48 AM
Rae Banaglorioso	xferd to ernie	11:48 AM
	hi team, asking for assistance with cash drawer MID: frontier issue: drawer not opening but its clicking, winprtspl is good and has connection. tried no sale too its just making a clicking sound but drawer does not open. might be a hardware malfunction. what can i do to?	11:58 AM
	what can i offer to the caller?	11:59 AM
Scott Dickens	it could be locked...do they have the key	11:59 AM
Rae Banaglorioso	hi team, whats the PW for this?	12:07 PM
	Rae Banaglorioso has shared a file image.png - 0.62 MB	12:07 PM
	client doesnt know	12:07 PM
Scott Dickens	ocpos	12:08 PM
Rae Banaglorioso	how do i connect to the tablet cx claims that its freezing	12:14 PM
Scott Dickens	connect to the server its connected to and change the session to the rdp user it uses (using the second icon at the top next to the disconnect in splashtop)	12:19 PM
Rae Banaglorioso	rdp1 disconnected. cx claims it keeps on shutting off	12:20 PM
Scott Dickens	sounds like a connection issue from the tablet...how's their wifi signal?	12:21 PM
Rae Banaglorioso	cx claims that its shutting in and out and sometimes its freezing we did multiple reboot for tablet.	12:26 PM
	hi guys, JUAN calling in for siempre natural. he doesnt know how to move the integrated license from the old to the new version.	12:52 PM
	anyone available for juan?	12:53 PM
Jack Trinque	Just talked to him ill be sending the instructions for the update to him.	01:21 PM
Rae Banaglorioso	hi, how do you do big buttons for modifiers? cx wants it this way	01:22 PM
	Rae Banaglorioso has shared a file image.png - 337.66 KB	01:22 PM
	however, this is how i made it	01:22 PM
	Rae Banaglorioso has shared a file image.png - 34.31 KB	01:23 PM
	the first picture looks like they didnt make it in the modifier, i dont know where to find that page 1	01:30 PM
	how do i edit the buttons for modifiers?	01:31 PM
	on a call they want it done now, they dont want to let go	01:31 PM
Jack Trinque	First picture is of sub items where they can manually resize them. To change size of modifier buttons it will be done from the back office. What site is this?	01:33 PM
Rae Banaglorioso	willies 428 canal	01:34 PM
Scott Dickens	all menu changes need to go through steve	01:34 PM

	at willies	01:34 PM
Rae Banaglorioso	sorry who is steve?	01:35 PM
	so i cant continue with the changes?	01:35 PM
Scott Dickens	steve is the manager of all the locations	01:35 PM
Rae Banaglorioso	she claims that she asked permission from steve	01:36 PM
	her name is YURI	01:36 PM
Scott Dickens	steve has told us not to change anything that doesn't come from him, so he needs to reach out	01:37 PM
Rae Banaglorioso	shes making a three way line rn	01:39 PM
	btw, i dont see an option at back end for modifier set? am i missing something?	01:39 PM
	talked to steve his on a three way call with us now	01:40 PM
Scott Dickens	to change the size of modifiers, you can edit the set under menu management -> modifier sets and change the layout	01:42 PM
	its more limited than sub items (the first picture you posted as jack said)	01:41 PM
	Scott Dickens has shared a file image.png - 23.93 KB	01:42 PM
Rae Banaglorioso	they want is excatly the way its shown	01:42 PM
	how is sub item made?	01:43 PM
	Rae Banaglorioso has shared a file image.png - 0.72 MB	01:48 PM
	Rae Banaglorioso has shared a file image.png - 496.95 KB	02:01 PM
	Rae Banaglorioso has shared a file image.png - 0.57 MB	02:03 PM
Jack Trinque	The item has sub items box needs to be checked. Are you sure they are wanting sub items on that and not just modifiers?	02:05 PM
	It might be best to schedule a meeting with someone to do a menu training with them. So they can look at the different ways it can work.	02:05 PM
Rae Banaglorioso	yup they want it the way others are setup.	02:05 PM
	kitchen printer setup sos:198297680	02:30 PM
	hi guys need assistance with kitchen printer setup	02:30 PM
	sos:198297680	02:30 PM
	do we have a rep named thil?	04:30 PM
Scott Dickens	not that i'm aware of	04:31 PM
Rae Banaglorioso	gary called in ang wanting to speak to thil	04:33 PM
	hi team asking for assistance with seville quarter order id: 537072005 is not recorded on the transactions but it printed the recpt. cx claims it already happened couple of times	05:02 PM
Scott Dickens	checking	05:05 PM

Scott Dickens	checking	05:05 PM
	are they saying they paid for it with a credit card?	05:06 PM
	i'm not seeing the credit payment either	05:06 PM
Rae Banaglorioso	no it was sent to the kitchen but when clients were about to pay the transaction is gone	05:07 PM
	ralph says that this happened couple of times already	05:08 PM
	Rae Banaglorioso has shared a file image.png - 0.71 MB	05:08 PM
Scott Dickens	i brought it back to the bar tab screen, called "No Name"	05:09 PM
	assign me a ticket so i can investigate what happened	05:10 PM
Rae Banaglorioso	hi guys printer issues. winprntspl is working however OC still is not printing	06:07 PM
	Rae Banaglorioso has shared a file image.png - 425.48 KB	06:07 PM
	sos: 214 577680	06:08 PM
	Rae Banaglorioso has shared a file image.png - 0.52 MB	06:09 PM
Jack Trinque	Checking, that sql will just mean it didn't print	06:10 PM
	They are good, I was chatting with him through the terminal so he is aware.	06:31 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 261.44 KB	06:35 PM
	what settings do i check for this one?	06:36 PM
	caller is using pax	06:39 PM
	they cant batch without the tips will be batching soon as per CX	06:41 PM
Scott Dickens	this was @Ernie Perez 's deployment	06:41 PM
	have they been able to add tips otherwise?	06:41 PM
Rae Banaglorioso	no, its the first time she had a tip tonight. thats what she said	06:44 PM
Scott Dickens	unsupported trans usually means something isn't configured properly for tips on the pax device...get the tip info and assign to ernie so he can work with the rep to get it added	06:45 PM
Rae Banaglorioso	what informations do i need from the caller?	06:46 PM
	sorry i dont know the tip info part	06:46 PM
	what specific info do i have to extract from her?	06:47 PM
Scott Dickens	the credit ID and tip amount	06:49 PM
Rae Banaglorioso	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042208753	06:52 PM
	hi guys, what are the reasons why when creating a ticket order there is a "delay" of some sort to print to the kitchen? cx claims its 10 mins. caller is asking is if we set it to 10 mins?? MID: smokin MOON caller; alyana	06:56 PM
	what are the factors causing a delay in printing from the terminals to the kitchen?	07:01 PM
Scott Dickens	Driving...can anyone check?	07:01 PM
Jack Trinque	Yea, checking	07:02 PM

	I don't see any kitchen printers setup. This is smokin moon?	07:03 PM
Rae Banaglorioso	yup2	07:04 PM
	alyana said, its printing but delayed around 10 mins	07:05 PM
Jack Trinque	Yea there aren't any kitchen printers setup. Maybe they mean KDS? Or are they kitchen tickets that send to a receipt printer	07:06 PM
Rae Banaglorioso	now its the KDS -,-	07:08 PM
Jack Trinque	Which one or is it all 3?	07:09 PM
Rae Banaglorioso	the other KDS shows immediately the order however shes claiming the kitchen KDS has a delay of 10 mins	07:09 PM
Jack Trinque	Ok I'll take a look let her know you'll call back once I get some more information.	07:09 PM
	Restarted the kds and sent a test order it looks to have sent immediately. Have her try another. Should be good now	07:14 PM
	In the future it's always good to do some probing to make sure you fully understand the issue! I find it easiest to have them show you the issue so you know you're on the same page. Because sometimes they don't know exactly what is happening either. Lol	07:15 PM
Rae Banaglorioso	i did confirm it to her multiple times though, she was insisting its a printer	07:20 PM
	reaching back to alyana and jairo	07:25 PM
	THANKS GUYS !	07:36 PM
Scott Dickens	@Dougie Stevens - you might want to reach out to Al and maybe get Travis or Matt involved here. I just spoke to him and he said they're having lots of issues and some that you have already resolved (he specifically mentioned the taskbar showing on top of the customer displays). Al sounds like he's worried he might lose the account. He also got kind of irritated with me when I asked him why he was calling when he knew we were already working with them (because we were getting slammed with calls).	07:42 PM
Dougie Stevens	I wasn't already working with them. I was on a date with Brittany and my phone was in my backpack	07:43 PM
Scott Dickens	i'm just saying afterwards, probably best to follow-up with him to find out all the issues they're having becuase he wasn't able to tell me what they were exactly but said there are a lot	07:44 PM
	something that can be done monday	07:45 PM
	i'm trying to find out what the issues are from them now	07:45 PM
Dougie Stevens	He's saying they're claiming that there's are 15 minute delay. The owner is texting me now talking like he's going to cancel.	07:47 PM
	Also that the task bar keeps showing up on the customer display side so they can't see the cash total	07:49 PM
Scott Dickens	i was going to set the taskbar to auto-hide (which is what needs to be done so it doesn't pop up over the custoemr display), but it won't let me change it because windows is not activated	07:57 PM
	do we have any examples of orders that were delayed?	07:57 PM
Dougie Stevens	They have none. I will call someone there to see if they have an order to reference. As far as a list, the only outstanding thing was the reporting that you've fixed that will be pushed on Monday	08:01 PM
	They have a 32GB server, 3 KDS, 8 Terminals and 3(?) tablets. Al wants to know if they need another server	08:03 PM
Scott Dickens	nothing they've mentioned sounds like performance issues...a backup server that can be used for RDP is good to have, but shouldn't be required	08:04 PM

Dougie Stevens	ok	08:05 PM
	What does it sound like? Network?	08:06 PM
Scott Dickens	to me it sounds like an order wasn't sent...but need examples to confirm that	08:07 PM
Dougie Stevens	I'll see what I can get.	08:08 PM
Scott Dickens	thanks dougie...sorry this is interupting your date night	08:10 PM
Dougie Stevens	I don't want Al to lose another one	08:14 PM
	The owner said they'll call me soon	08:14 PM
Jack Trinque	I saw no issues when I tested the kds. Did a few orders and it sent to all immediately. I did notice the expo had to scroll to see more orders. So maybe they need to lower the grid size to get more on the screen. It's possible they are referring to that, since it wouldn't show until they scroll or others are bumped. Cutter doesn't look to be being used had some hour+ old tickets and they weren't bumping anything. Kitchen kds had nothing delayed from what I saw though.	08:21 PM
Dougie Stevens	Yeah I'm also having no delays at all when sending. I'm calling Al now to explain	08:26 PM

Dougie Stevens:
https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041285444
https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042221121
https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041671017 KDS Related ^
https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000040792059
https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000041075402 @Rae Banaglorioso and @Darren Sla need to start copying the reps on their tickets and actually emailing responses to the merchant. These are just some of the smokin moon tickets that Al wasn't aware of nor was the merchant informed at all if there was or was not a resolution to the issue they called about. You have to send an email. You cannot just put a comment on the tickets. People not knowing if something was resolved or not is unacceptable. I found these due to Al telling me how many times he's had to call the support line to get assistance for smokin moon since they went live. We've got to follow the process, it keeps people from feeling like the things they call about are not taken seriously.
09:05 PM

	The owner said he'll have the manager reach out to me once they slow down.	09:06 PM
Darren Sla	Will do	09:08 PM
Dougie Stevens	Thank you	09:11 PM
	Use comments to remind you what you need to say in your response. It's hard to reply right away sometimes when calls rolling in	09:11 PM
Darren Sla	Yes, more so it is hard to create a response when calls are over flowing. I know it is not an excuse. I take full responsibility for my actions. I will do my best to email the merchants on this and copy the partner moving forward.	09:14 PM
Dougie Stevens	Totally; let's dive in deeper to this on this week's support meeting so we can make sure we have a plan for all of this	09:16 PM
Darren Sla	Agree :thumbsup:	09:17 PM
Rae Banaglorioso	noted	10:13 PM
Darren Sla	Hey team, What does "No Service Code Found" Upon doing Card transactions on a newly installed EMV reader?	Feb 03 2024, 06:45 PM
	Darren Sla has shared a file image.png - 9.57 KB	06:45 PM
Scott Dickens	that generally means the type of card is not available with the processing (ex. AMEX or a commercial card).	

	they would need to check with the processor regarding that. also, doing a emv param download may also address it.	07:10 PM
Darren Sla	Thanks!	07:12 PM
Dougie Stevens	@Robert Harris it was the cable at smokin moon	Feb 04 2024, 10:33 AM
	all set	10:33 AM
You	the cable?	10:34 AM
	winprtspl wasnt opening when i was trying to troubleshoot	10:34 AM
Dougie Stevens	Was it giving an exception?	10:34 AM
You	interface didnt come up at all	10:34 AM
Dougie Stevens	odd; they're all set now. They had the printer plugged into the back right USB ports and it came loose. I had Al move it to the top	10:35 AM
You	ah ok, i noticed it didnt appear in device manager	10:36 AM
	i had him try to unplug and plug it back in at first but i think there was some miscommunication	10:36 AM
	+ i had to hop out the shower :1720281501241705505375 2220_841152272_3_1_sobhard$:	10:36 AM
Dougie Stevens	Need someone to reach out to smoking moon. Printer 8 is doing something weird. Tried testing in OPOS and it errors for me but he gets this each time	10:53 AM
	Dougie Stevens has shared a file IMG_7610.JPG - 0.65 MB	10:53 AM
Darren Sla	I am on the phone with Al	10:53 AM
Dougie Stevens	Al - (956) 878-9276 I got 6 back up but I haven't seen this before	10:53 AM
	Did self test and all, but I have to go	10:54 AM
Darren Sla	Seems like it is completing a self test	10:56 AM
Dougie Stevens	Each time I tested in OPOS it started printing more numbers but it have me a claim error	10:57 AM
Darren Sla	All set.	11:18 AM
	I just turned off the printer and unplug it.	11:18 AM
	Turned back on and it did not do the same thing again.	11:18 AM
	It is just weird on Term 6 wntrspl on tray wont open. I had to close it on task manager.	11:18 AM
	To get the program running properly again.	11:18 AM
	@all anyone can point me to the right direction with this rear facing situation? the screen goes black once I open the OC app.	12:27 PM
	It is extended already. However, everytime they open OC app it will sshow the screen for at least 5 seconds then it goes black.	12:28 PM
	At first it showed no Signal, then I had the merchant tilt the rear facing screen and restarted the terminal, No Signal disappeared,	12:31 PM
	It goes in and out.	12:36 PM
	But if we're on desktop screen it will stay on it.	12:36 PM
	Once we use OC app it goes in and out then NO SIGNAL.	12:37 PM

Ernie Perez	Sounds like the cable isn't in all the way if tilting it affected it	12:41 PM
Darren Sla	She said there is no cable on it.	12:41 PM
Ernie Perez	Try to get model on the terminal from them	12:42 PM
Darren Sla	*This message has been deleted*	01:39 PM
	This message has been deleted	01:39 PM
	Mode: RT1550	01:40 PM
Ernie Perez	is that terminal model?	01:41 PM
Darren Sla	yes	01:41 PM
Ernie Perez	dont recognize it	01:41 PM
Darren Sla	Run Touch	01:42 PM
Ernie Perez	**Ernie Perez has shared a file** image.png - 0.57 MB	01:50 PM
Darren Sla	Thank you I will call them right away, after this Dinos situation	01:50 PM
Dougie Stevens	@Darren Sla How long have you been on with Dino's?	01:58 PM
Darren Sla	Almost an hour I think, they want the batch to be closed. Before they open	01:59 PM
	And I have to walk Tim through step by step to change the IP address and set it to Static	01:59 PM
	He's an old guy and can't catch up :sad:	02:00 PM
	But I successfully have both terminals on a staic IP's with his help.	02:00 PM
	I am still working with him, Scott is helping me out.	02:03 PM
	Darren Sla has shared a file image.png - 0.66 MB	03:51 PM
Ernie Perez	Is it still not working for them? I see some cables in the gap where customer display part meets terminal but doesn't look like anything they can adjust.	04:15 PM
Darren Sla	It only goes in and out once they do transacitons on OC app.	04:15 PM
Ernie Perez	What site is it? I think it would have to be replaced/repaired but need to know who it is and go from there. Most likely get an answer for them on Monday.	04:24 PM
Darren Sla	Willies 630	04:24 PM
	I will let them know.	04:26 PM
	@all team, I have Qlab reporting that the latest beta update that they did on a merchant is acting up. He said that there are items from the menu that went missing.	Feb 05 2024, 10:49 AM
	They're rushing cause the merchant will be open in a bit.	10:45 AM
	Should I ask them to Rollback for the mean time?	10:45 AM
Scott Dickens	Got an sos code?	10:52 AM
Darren Sla	**Darren Sla has shared a file** image.png - 150.83 KB	10:53 AM
	977052785 - Server 459130675 - Term3 (Sample to compare)	10:53 AM

	Darren Sla has shared a file image.png - 144.94 KB	10:54 AM
	I restarted the OC app and now it is showing.	10:56 AM
Scott Dickens	So it's working now?	10:56 AM
Darren Sla	Seems like it. I am testing them now	10:58 AM
	Darren Sla has shared a file image.png - 238.99 KB	01:38 PM
	Darren Sla has shared a file image.png - 319.57 KB	01:46 PM
	The server is showing Lan connection	01:46 PM
Jack Trinque	They both look to show an ethernet connection from what im seeing.	01:48 PM
	where are you seeing it connected to Wi-Fi?	01:48 PM
Darren Sla	On the other temrinals	01:49 PM
	Keith was working with me	01:49 PM
	Server is now back on Lan connection, earlier it was just showing network 4 and no internet access.	01:50 PM
	I had him restart it.	01:50 PM
	But the other terminals are nt showing online, and they have internet back up	01:50 PM
Jack Trinque	Term 2 and 3 could be on a switch that isnt getting connection and might just need to be restarted. They will want to make sure they see the lights around ethernet cables to ensure it is showing connected. If they are, restarting terminal could grab it back.	01:51 PM
Darren Sla	I had him restarted the terminals but it did not work	01:52 PM
Jack Trinque	Did you have them check the switch that the terminals are plugged into, to make sure they are showing a connection?	01:54 PM
Darren Sla	He said that the terminals are plugged into the same place as the server.	01:57 PM
	He will call the guy who set it up. To check.	01:57 PM
	seems like they tried todo TS since the internet is going in and out	02:00 PM
Rae Banaglorioso	hi guys morning fork calling in for term 002, claims that we are able to connect thru VNC using the server. adv him that its term 001 and 003 are not connected he claims that its already connected and term 002 is the only one not working. he said that there might be something that we can look and tweak the settings IPV4 and what not he said to connect using the server. i dont have any idea of what he is telling me.	05:08 PM
Darren Sla	@all can someone look into this ticket please https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042405898 this is exactly what we talk about. Partners already infront of the merchant trying to set up a demo or install a device .	07:05 PM
	Can someone help them out setting up the demo device ?	07:06 PM
	I had to assign it to Jack cause I thought we will still have time for it tomorrow. But Partner is already at the location .	07:07 PM
Rae Banaglorioso	hi guys, follow up on tickets any updates if someone available for these?	Feb 06 2024, 10:27 AM

	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042420680	10:27 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042350341	10:28 AM
	thanks!	10:28 AM
Darren Sla	Darren Sla has shared a file image.png - 0.68 MB	12:42 PM
	They're concerned cause it seems like it is deducting the CD right away.	12:48 PM
Ernie Perez	Not I, @Dougie Stevens @Jack Trinque ?	12:52 PM
Darren Sla	@all Epson M188b ribbon printer is ink right?	02:18 PM
Scott Dickens	TM-TU220, yes (the m188b is the generic model number, there should be another model number to the right of that)	02:19 PM
Darren Sla	If the print is already faded , is this up for replacement??	02:34 PM
Scott Dickens	faded after replacing ribbon?	02:37 PM
Darren Sla	I dont think that they have tried that, I will check with them again.	02:37 PM
	So, we found out that the bar that's holding the ribbon is bent.	02:50 PM
	He manage to have it working again but he is looking for replacement	02:50 PM
	This is for Fishing hole Pensacola	02:50 PM
Scott Dickens	@Robert Harris - can you get a replacement tm-u220b taken out to them today? used if we have one	02:54 PM
You	yeah	02:55 PM
	ill go after i meet with josh at 3	02:55 PM
Darren Sla	Cool, I will let the merchant know. Do you need the serial#? @Robert Harris	02:55 PM
	Assignign ticket to you @Robert Harris	03:00 PM
Rae Banaglorioso	hi team, asking for assistance. MID: Seville. context setup for old terminals. Doug already recvd the new hard drives and is already plugged in. two terminals are waiting to be set up. he claims that @Ernie Perez helped him before for the concern. Doug is waiting rn. anyone available?	04:04 PM
	anyone available?	04:12 PM
Jack Trinque	which terminals	04:15 PM
Darren Sla	I think these are the hardrives	04:15 PM
Rae Banaglorioso	he doesnt know the terminal numbers cos its already old. so its coming back to life.	04:21 PM
Jack Trinque	did you get them up on splashtop at all?	04:16 PM
Rae Banaglorioso	SOS: 531053599 SOS:746163689	04:22 PM
Jack Trinque	Ok need to know which terminals they are replacing and I can try to set them up.	04:23 PM
	first code didnt work	04:23 PM
Rae Banaglorioso	terminals 28 and 29	04:26 PM
	Rae Banaglorioso has shared a file image.png - 0.63 MB	04:27 PM
Jack Trinque	shows incorrect for me. Download our splashtop on it. tinyurl.com/ocsplash	04:28 PM

	Ill give him a call.	04:38 PM
	try to get splashtop on it still @Rae Banaglorioso I cant connect to the first one still	04:41 PM
Rae Banaglorioso	@Jack Trinque we got slammed with calls wasnt able to get splashtop on the other terminal	04:50 PM
Jack Trinque	all good, he was able to go back up and grab it for me	04:51 PM
Rae Banaglorioso	thanks jack !	04:51 PM
Darren Sla	@all can someone look into this. https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000042559532 Receipts are showing $3.14 on it when they have not put in the tip yet.	05:16 PM
Scott Dickens	have we tried restarting the terminal?	05:21 PM
Darren Sla	Not sure about that, I just picked up the ticket	05:22 PM
	This is all set	06:25 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 79.15 KB	Feb 07 2024, 11:33 AM
Darren Sla	I did experience that before.	11:34 AM
	I closed the wntrpl. on taskbar	11:34 AM
Dougie Stevens	I stopped the service but I can't close	11:34 AM
Darren Sla	Try the task bar, and end it there.	11:34 AM
You	is it spam opening?	11:35 AM
	try renaming winprtspl in the ocpos folder	11:35 AM
Dougie Stevens	It's staying open, may have to just restart the PC to get it to go away	11:36 AM
Scott Dickens	i've never seen it before	11:40 AM
Dougie Stevens	It's doing it at Win Tavern's server Scott	11:44 AM
Scott Dickens	checking	11:45 AM
Dougie Stevens	I just restarted a moment ago to see if that would clear it	11:46 AM
Scott Dickens	can you log out?	11:46 AM
Dougie Stevens	Out	11:46 AM
Scott Dickens	this computer is acting weird in general	11:47 AM
Dougie Stevens	Yeah it wouldn't let me search or anything	11:47 AM
Scott Dickens	looks like we're going to need to replace that server	11:52 AM
	i can't do anything to diagnose it	11:53 AM
Dougie Stevens	I wonder what happened. We did a whole training on it yesterday	11:53 AM
Scott Dickens	windows update gone wrong is my guess...but i can't get in to the settings to even see if it was updated	11:54 AM
Dougie Stevens	dang	11:54 AM
	trying to atleast get the db	11:56 AM
	It's sort of acting like there isn't a screen connected tbh. Gonna have him check the screen connection	11:58 AM

Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 471.48 KB	12:41 PM
	hi team, they are unable to make a payment as of the moment wants it fixed immediately	12:42 PM
	cos they are packed	12:42 PM
	anyone available?	12:42 PM
	MID: Fishing hole, CC proc has been working perfect all morning. but right now issue arised. whats the possible fix?	12:44 PM
Jack Trinque	Looks to be declined, have they tried different cards and one of their other terminals to see if same error shows.	12:44 PM
Rae Banaglorioso	caller claims it wont let them run on any terminals,, they did try a different card. still the same	12:45 PM
	caller is asking why is it saying offline for a card not just declined?	12:46 PM
Jack Trinque	looks like some are going through?	12:47 PM
Rae Banaglorioso	yup2	12:47 PM
Jack Trinque	I just saw them do 3	12:47 PM
	was that different card?	12:48 PM
Rae Banaglorioso	yup2 i had them pay a different table to test out other cards.	12:48 PM
Darren Sla	Team, I will be on a scheduled call with Beaver tap. This should not take long. I will just update their Term2 screen issue.	01:48 PM
	That would be by 2pm. Just a headsup	01:50 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 202.16 KB	03:00 PM
	got it nvm.	03:06 PM
Ernie Perez	sorry they should do happy hour as a price level promotion.	03:07 PM
Rae Banaglorioso	follow up question, the pre authorized payment should only be charged once right? MID: rock island tab paige calling in that they had complaints saying that whenever they open the same tab clients are being charged with multiple pre auth payment. paige said that it was already addressed however it wasnt for too long it went back to charging pre auth multiple times on the same tab	03:13 PM
	hi follow up on this? ^	04:15 PM
Scott Dickens	if they're using incremental auth, it will create a new authorization depending on their settings under settings -> pos on the back office under the incremental section	04:17 PM
	increment at checkout means there will be 2 authorizations that total to the full amount of the order	04:29 PM
	so at most, people will see 2 authorizations that will convert to 1 charge	04:30 PM
	this is how pre-auth works	04:30 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 61.92 KB	04:39 PM
	only when opening the tab.	04:39 PM
Scott Dickens	that means that the initial auth will be the total of the items on the order	04:39 PM

Rae Banaglorioso	I see, @Scott Dickens just to clarify we dont have an option for it to have 1 authorization only? based on what paige is saying her clients doesnt like to be notified with other authorization theyre like thinking they are being charged multiple times.	05:46 PM
Scott Dickens	no, this is how pre-authorization works now thanks to visa and mastercard	05:51 PM
Rae Banaglorioso	Gotcha !	05:54 PM
	hi guys, quick question. what are the factors why a random item is being listed even though server is tapping a different item? 1. might be a screen problem 2.? 3.?	Feb 08 2024, 10:17 AM
Jack Trinque	could be a calibration issue on the touch screen. If you click on it does it add correctly?	10:36 AM
Rae Banaglorioso	issue is intermittent client only noticed it twice for the entire duration of using our service	10:38 AM
	and was just wondering if OC app has problems	10:39 AM
	anyone available still on a call thanks !	10:54 AM
	please pick up the other call still on a call	10:54 AM
	Rae Banaglorioso has shared a file image.png - 0.73 MB	11:09 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042749272	11:09 AM
	how do i go about this?	11:11 AM
You	get contact information and make a ticket	11:13 AM
Rae Banaglorioso	heads up ill reach back to trevinos just a quick update thanks	11:36 AM
	Tom's Jr. calling for online ordering, an order yesterday is still showing as pending order today, how do i go about t?	01:03 PM
Scott Dickens	they need to mark it as complete	01:04 PM
	pending takeout -> checkout -> mark as complete button on the ticket screen	01:04 PM
	there was an issue recently where the mark as complete button wouldn't be there	01:04 PM
	looks like that might be the issue with this one	01:05 PM
Rae Banaglorioso	he's issue is its not marked as paid so he cant complete the trans	01:05 PM
Scott Dickens	i closed it out for the difference...i'll take a look at the logs to see what happened	01:06 PM
Rae Banaglorioso	he is having issues with online ordering too, doordash and grabhub as what he claims is unable to deliver for them.	03:18 PM
	calling back clients rn.	03:20 PM
You	anyone had an idea on this? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042758001 terminals won't connect to new router	03:46 PM
Rae Banaglorioso	hi team, i need advice, i already told jairo yesterday that he needs to schedule when adding a new computer to sunsrise, he already emailed yesterday. right now he wants to talk to you about setting it up	04:18 PM
Scott Dickens	@Jack Trinque can you make sure he knows to schedule this stuff with deployment?	04:19 PM
Dougie Stevens	He shoudl already know this. This may be something that Matt needs step in to chat with him about	04:20 PM
	I believe I as well as Ernie have told him this	04:20 PM
	Xfer to me Rae 6505	04:20 PM

	I chatted with him to make sure he's clear moving forward. If it happens again, I will rope Matt in to deal with him on the partner level	04:30 PM
Ernie Perez	I told Juan before not Jairo maybe	04:32 PM
Dougie Stevens	I zee; well I know I told him thes because he called in multiple times one day for setting up a unit, then a kitchen printer, then a tablet w/ a card reader and so on :P	04:33 PM
Ernie Perez	Ohhhh I remember that	04:35 PM
You	bumpin this https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042758001	Feb 09 2024, 08:11 AM
Ernie Perez	@Jack Trinque @Scott Dickens Please check this out. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042833150	08:56 AM
	bump on this @Scott Dickens Rae says Ralph calling for update they open at 11am	10:42 AM
Scott Dickens	batch has been completed at seville	10:47 AM
Rae Banaglorioso	hi terminal setup for riverside clubhouse. this is a replacement for term007. he said he already sent an email request yesterday and didnt recv any response. anyone available? how do i go about this?	01:19 PM
Ernie Perez	he called about it last night, can you get an sos code for the terminal	01:20 PM
Rae Banaglorioso	282 098 614	01:20 PM
Ernie Perez	didn't work	01:22 PM
	says wrong code	01:22 PM
Rae Banaglorioso	new sos: 892 398 669	01:24 PM
Ernie Perez	thanks	01:25 PM
Rae Banaglorioso	TMT883 com1 hi @ernie, caller said if you dont mind setting up the printer. thats what he said ⬜	01:26 PM
Ernie Perez	gotcha	01:30 PM
Rae Banaglorioso	Hi team asking for assistance please see ticket reference. Caller has downloaded Oc app on her phone. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042833952	01:54 PM
Ernie Perez	sec	01:55 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.83 MB	03:17 PM
	which do i choose?	03:17 PM
	earlier, tablet wont connect to OC. connection issues now, i had them restart it. this is the screen thats showing. what do i choose??	03:19 PM
	start service?	03:19 PM
Dougie Stevens	Hit the circle button > go to remote RDP and click on the IP address	03:19 PM
	That's just the payment service software	03:19 PM
	Keep it running in the background.	03:20 PM
Rae Banaglorioso	"connection timed out"	03:22 PM
	how do i go about this?	03:22 PM
Dougie Stevens	What's the Ip address showing on remote rdp	03:22 PM

Rae Banaglorioso	192.168.1.152	03:23 PM
Dougie Stevens	Let me check the RDP wrapper version	03:23 PM
	What's the IP address for the tablet? You'll have to go to the network settings on the tablet	03:24 PM
Rae Banaglorioso	sorry i really dont know what interface im on when dealing with tablet.	03:25 PM
	how do i go to the tablet?	03:25 PM
Dougie Stevens	Hit the circle button	03:25 PM
	Then go to settings > network > click the i on the network it's connnected to and it shoudl display the IP address	03:26 PM
Rae Banaglorioso	@Dougie Stevens THANKS !!!!!!!!!!!!!!!!!!!!!!!!!!!!!YSM	03:28 PM
Dougie Stevens	Was it on the wrong network?	03:28 PM
Rae Banaglorioso	how to add custom item?	03:30 PM
Dougie Stevens	Xfer to me please 6505	03:31 PM
Rae Banaglorioso	@Dougie Stevens wifi wasnt on	03:32 PM
Dougie Stevens	Sounds good	03:32 PM
	He's all set	03:37 PM
Rae Banaglorioso	TYSM @Dougie Stevens !!!	03:37 PM
Dougie Stevens	You're welcome!	03:37 PM
Rae Banaglorioso	hi guys, do you happen to know who handles quarter keg? they are adding a new terminal. merchant is asking why this terminal hasnt been setup yet? who does he need to talk about setting this up?	05:13 PM
	hi guys, need assistance on this one cos he is frustrated already, he claims he told someone this needs to be setup rn cos this is going to be used for an event.	05:17 PM
	@Jack Trinque	05:17 PM
	he said, he might have spoken to bill or amy about this terminal that he wants to add in	05:19 PM
	@all anyone available?	05:19 PM
	how do i go about this, he is currently on the phone with me doesnt want to let go. he just wants to know whether it could be setup right now and said the he is paying for a 24hr service this is what he paid for in having OC.	05:20 PM
	assistance on this anyone?	05:20 PM
	@all	05:20 PM
	hello? anyone?	05:23 PM
Scott Dickens	bill or amy are not with ordercounter, he needs to reach back out to them	05:30 PM
	they need to go through matt to add the terminal as there is licensing	05:30 PM
Rae Banaglorioso	he doesnt wanna go back to bill or amy i adv him to get back to them however insisted that ordercounter is ordercounter and said that if he goes back to bill or amy, bill or amy will call us and claims that he has done it multiple times already. he insists on setting it up right now.	05:35 PM
Scott Dickens	just talked to matt	05:40 PM
	he's reaching out to bill	05:40 PM

aparently they want this setup as a separate MID, but we haven't received anything on it — 05:41 PM

Rae Banaglorioso — @Scott Dickens caller wants to escalate. — 05:42 PM

Scott Dickens — go ahead and transfer to me — 05:43 PM

Rae Banaglorioso — ext> — 05:43 PM

Scott Dickens — 400 — 05:43 PM

Rae Banaglorioso — thanks scott — 05:43 PM

Rae Banaglorioso has shared a file
image.png - 53.62 KB — 07:30 PM

Rae Banaglorioso has shared a file
image.png - 21.03 KB — 07:30 PM

did i miss anything? when i go back to the priv its set to yes — 07:31 PM

but it still shows X — 07:31 PM

how do i go bout this? — 07:33 PM

Scott Dickens — what customer? privileges may not exist for that employee — 07:33 PM

willie's is fixed now...i ran "sfc /scannow" command and it said it fixed errors...i also copied the files from the server in case something was corrupt — 07:35 PM

actually for the privileges thing, i don't think the X's show properly for thay...may be the old privilege system — 07:35 PM

Rae Banaglorioso — its Pat the owner calling in. i switch YES to the priv — 07:36 PM

little mexican — 07:36 PM

Scott Dickens — have them try it...but it should work based on the fact that it says yes there — 07:36 PM

Rae Banaglorioso — same goes with the cashier. — 07:39 PM

Rae Banaglorioso has shared a file
image.png - 332.37 KB — 07:39 PM

Rae Banaglorioso has shared a file
image.png - 22.29 KB — 07:39 PM

Scott Dickens — tell him to ignore those X and checkmarks...i think they may not work properly — 07:42 PM

the privileges page is what they need to look at — 07:42 PM

Rae Banaglorioso — clocking out called back willies 705 and Pat. All good THANK YOU ALL!! — 07:49 PM

Scott Dickens — 🤦 — 07:53 PM

Dougie Stevens — Dagwoods can't resize their modifier buttons in the speed mod screen. Do speedmods only allow for 1x1? Also, is there a setting to make cash/credit total larger on guest receipts? I tried grand total, but that didn't change the cash/credit totals for dual pricing — Feb 10 2024, 09:15 AM

Ernie Perez — Yeah speed mods is 1x1 same with horizontal mods — 09:41 AM

Second thing about totals I have a similar ticket where someone wanted that but doesn't exist right now. — 09:42 AM

Darren Sla — @all hi team, quick question where can I modify Delivery feess? I am on the BOH but it wont let me modify

Darren Sla	@all hi team, quick question where can I modify Delivery feess. I am on the BOH but it wont let me modify the fee under Take out and Delivery.	12:49 PM
	Darren Sla has shared a file image.png - 225.37 KB	12:51 PM
	Anyone?	01:15 PM
Ernie Perez	Back office > Settings > Service Fees. Make a delivery fee and you can assign there	01:16 PM
Darren Sla	I did not see existing ones, as per merchant they have existing $4 delivery fee, I checked service fess.	01:17 PM
	I did not see any	01:17 PM
	I will make one.	01:18 PM
	All set, thanks!	01:19 PM
Ernie Perez	🔲	01:20 PM
Darren Sla	@all anyone from Tier 2 available, I have Gary on the line wanting to speak to someone that can help him set up a Tablet.	01:49 PM
	He stayed on the line as well, when I offered him a call back to check if someone is available .	01:49 PM
Scott Dickens	I can call him in a few minutes	02:11 PM
Darren Sla	**Darren Sla has shared a file** image.png - 0.59 MB	02:14 PM
	I tried Multi Item editor to make it faster but it did not kick in.	02:14 PM
	Oop nevermind	02:16 PM
	I think it can I just forgot to hit update.	02:16 PM
	@all did we set Las Palmeras Online ordering? As per Royce it is still sending an email instead of getting forwarded to the FOH and to the kitchen.	03:19 PM
	He wants this as an emergency.	03:19 PM
	Merchant is upset as per him.	03:19 PM
	I turned online ordering off for the mean time, cause it is going straight to the merchant's email.	03:26 PM
	Royce requested to turn it off.	03:26 PM
Dougie Stevens	Is there a printer set?	03:27 PM
	Back office > online ordering And how long did they say they've had this issue?	03:27 PM
Darren Sla	He said they thought it was working yesterday, but it did not.	03:27 PM
	And yes	03:27 PM
	There is printer set on it	03:27 PM
	I checked the printer there is newexpo printer name. But I dont see EXPO name on it.	03:28 PM
	Is this why it is doing it?	03:28 PM
	What does it look like when a online ordering is printed on Kitchen?	03:31 PM
Dougie Stevens	**Dougie Stevens has shared a file** image.png - 157.53 KB	03:39 PM
Darren Sla	Does that mean it is not being forwarded properly to the FOH?	03:39 PM

Dougie Stevens	I think part of the problem was they had the default printer for the customer receipts was set to a receipt printer 'Expo' which didn't exist. The items should follow the printer settings of the POS but I don't see any kitchen tickets for online orders as far as I can tell.	03:52 PM
	Dougie Stevens has shared a file laspalmeras-uncaught.txt - 5.0 KB	03:56 PM
Scott Dickens	this should be fixed now	05:18 PM
Darren Sla	Can they do online orders now and should it be forwarded to their kitchen?	05:19 PM
Scott Dickens	yes	05:19 PM
Darren Sla	Great, I will turn their online ordering back.	05:20 PM
You	any way to recover a deleted bar tab?	Feb 11 2024, 09:40 PM
Scott Dickens	No	10:07 PM
Darren Sla	Hey Guy, anyone familliar with this? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042941435	Feb 12 2024, 08:58 AM
Rae Banaglorioso	hi guys, mario calling in for MID:Colarussos 2.0 serial number for terminal setup	11:05 AM
	where can i grab serial number for terminal setup?	11:11 AM
Darren Sla	It should be on the box, are you asking for the License Code?	11:12 AM
Dougie Stevens	This has to be scheduled with me	11:12 AM
	Please don't license anything. I've already emailed him	11:12 AM
Jack Trinque	Yea even for demos don't license them. Those have to be approved by me and sales. So those always need to be sent up.	11:13 AM
Rae Banaglorioso	noted.	11:13 AM
	Rae Banaglorioso has shared a file image.png - 236.69 KB	11:42 AM
	SOS: 289 290 415	11:47 AM
Darren Sla	You the one whos controling?	11:49 AM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 156.49 KB	11:51 AM
Darren Sla	cannot run EOD, it shows 5 tables open, and there are no tables open	11:52 AM
Rae Banaglorioso	up	11:56 AM
	Rae Banaglorioso has shared a file image.png - 371.32 KB	12:33 PM
	MID : las palmeras	12:33 PM
	Rae Banaglorioso has shared a file image.png - 379.14 KB	12:47 PM
	This message has been deleted	02:45 PM
	Hi team following up for MID: The courtroom SOS: 289 290 415 cant proceed with EOD. no pending orders. but upon tapping on EOD. 5 tables are open. when opening table transfer there are tables open. under pending orders none are found. Qlab called again for an update.	02:48 PM

	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042965236	
Jack Trinque	they likely have tables that were removed from the table layout without removing the orders. Will need to be cleared in the DB. They are using the terminals are the moment though so wont be able to while they have active orders without interrupting them.	02:51 PM
Rae Banaglorioso	@Jack Trinque SOS: 289 290 415 its free	02:52 PM
Scott Dickens	you can use these commands to remove table order that have been removed from the table diagram: `delete from tables_orders where table_id not in (select table_id from tables_info) delete from tables_users where table_id not in (select table_id from tables_info)`	02:52 PM
You		
	Robert added Red Bercero,Rogie Logronio	02:52 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 477.01 KB	02:54 PM
Scott Dickens	yes	02:55 PM
Rae Banaglorioso	what do i put inside the parenthesis?	02:55 PM
Scott Dickens	copy and paste that whole command and run it as is	02:55 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 165.38 KB	02:57 PM
	Rae Banaglorioso has shared a file image.png - 498.62 KB	02:58 PM
Scott Dickens	fixed	03:03 PM
Rae Banaglorioso	thanks !	03:03 PM
	ill reach back	03:06 PM
	Rae Banaglorioso has shared a file image.png - 1.21 MB	03:39 PM
	bumping on this ticket: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042965461	04:42 PM
	pending online ordering shows a total due. cx claim that it has been paid online	04:43 PM
	some of the orders were dated back 01-26	04:44 PM
	cant mark transactions as complete	05:16 PM
Scott Dickens	checking	05:17 PM
	i have cleared them off the list	05:19 PM
	assign the ticket to jack to get mike to look into it	05:19 PM
Rae Banaglorioso	thanks @Scott Dickens ! ticket assigned	05:20 PM
	let me reach out to las palmeras	05:20 PM
	hi guys, do you happen to know the existing issue on seville quarter? every mondays around 5:25-5:30 sytem is freezing. do we have updates on this? caller is asking cos for the past months they have been calling us every monday and caller is disappointed about it.	05:32 PM
	after 30 mins, it will go back to freezing again. thats what he claims	05:34 PM

Scott Dickens	i'm not finding anything on the server...i've looked into this before and have not found anything. i'll check with their network guy micah again	05:46 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 456.31 KB	05:51 PM
	Rae Banaglorioso has shared a file image.png - 428.84 KB	05:51 PM
	di a restart. unplug re plug still doesnt work	05:51 PM
Scott Dickens	you're testing the printer while the winprtspl is open...always make sure to close the OC software and winptrlspl before testing in OPOS	05:53 PM
Rae Banaglorioso	cant close OC oour pw doesnt work	05:54 PM
	Rae Banaglorioso has shared a file image.png - 0.68 MB	05:55 PM
	cx said that it randomly prints. " DHCP no server static"	05:56 PM
Scott Dickens	looks like a connection issue	06:00 PM
	its not showing on the network	06:00 PM
Rae Banaglorioso	we did unplug and replug twice. ensured that there are lights on the ethernet cable	06:00 PM
Scott Dickens	i was able to locate it on network without an ip address	06:02 PM
Rae Banaglorioso	i assigned it an ip address so it should be working now	06:02 PM
	@Scott Dickens i have another printer issue. printer is already good to go however the tickets that were not printing from the time it was down is still not printing. so we save and sent out other tickets again it doesnt print	06:18 PM
	Rae Banaglorioso has shared a file image.png - 483.86 KB	06:18 PM
	all new tickets are printing. old ones doesnt	06:19 PM
Scott Dickens	Can't resend old ones except through the "kitchen tickets" screen	06:21 PM
Rae Banaglorioso	i did reprint it however its just on queue	06:22 PM
Scott Dickens	Looks like it's redirecting to a printer that doesn't exist	06:37 PM
Rae Banaglorioso	how do i redirect it to the kitchen printer?	06:38 PM
Dougie Stevens	That looks like a value system computer. I showed them how to do the KP backups, so it may be from that	06:38 PM
	Was it Arnold's Rae?	06:39 PM
Rae Banaglorioso	yup2	06:39 PM
Dougie Stevens	Scott, did you see anything settings wise when you reviewed my setup for Arnold's with Terminal Independence that would have caused the back up printer to not work? Also, Rae, did you get any information from them as to why they had to swap to the backup?	06:41 PM
Scott Dickens	The backup printer will only operate while in backup mode...it shouldn't be in the main database	06:43 PM
Dougie Stevens	Gotcha, so we need to know what happened on their end	06:44 PM
Rae Banaglorioso	@Dougie Stevens they didnt do it intentionally, payton said that it was down earlier. thats what he said.	06:44 PM

Dougie Stevens	What was down	06:44 PM
Rae Banaglorioso	kitchen printer was not printing	06:44 PM
Dougie Stevens	The printer or the server?	06:44 PM
	Gotcha	06:44 PM
Rae Banaglorioso	so he had to power cycle and unplug replug the printer and it worked however for the tickets that wasnt printing from the time printer was down are still unable to print. it just says in queue	06:46 PM
	merchant wants to reprint it to the kitchen	06:46 PM
	how do i go about it cos they want it fixed today.	06:54 PM
	how do i go to reprint it to the kitchen printer?	07:01 PM
Darren Sla	If the ticket is already sent, you cannot reprint anymore	07:03 PM
Scott Dickens	spoke to value systems...got the tickets reprinted with a database command	07:11 PM
	i removed the "-Back" printers from the redirection queue so it will only use the "-Back" printers if they are in backup mode	07:11 PM
Rae Banaglorioso	spoke to payton before you sent the message. he said that they arnolds are having issues randomly too. OC was freezing then when the is about to checkout, a random item was listed on the item lists.	07:14 PM
Scott Dickens	got an sos code for the terminal that happened on?	07:15 PM
Rae Banaglorioso	none sorry, it was just quick call he said that if someone can troubleshoot with him tomorrow thatd be great.	07:16 PM
	Bumping on these tickets:	07:27 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042984326 changes on the server doesnt sync on BILLS and CHEZ terminal. MID: SUMMIT POINT	07:30 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042833952 client wants to setup OC on her phone	07:28 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000042732446 willies report NO DATA FOUND on certain dates	07:29 PM
	THANKS!	07:30 PM
Darren Sla	@all hey guys I have Gary on the line looking to speak to tier 2 anyone available?	Feb 13 2024, 11:56 AM
	He said it is about report discrepancy for Docks Bacr N Grill.	11:56 AM
Jack Trinque	Is he able to email in the reports and what the differences are so we can take a look?	11:59 AM
Darren Sla	He hang up the call, I told him that you guys are on a meeting.	12:00 PM
	If anyone can call him back, that would be great.	12:07 PM
	@all is there anyway we can have the batch report reprinted? Context: They batched out and the printer ran out of paper.	02:17 PM
Ernie Perez	only through changing the printout in sql to status open instead of closed. they can alternatively look at the back office batch report instead	02:19 PM
Darren Sla	They want to get it reprinted.	02:19 PM
Ernie Perez	was it recently attempted?	02:20 PM
Darren Sla	Yep	02:20 PM

	Just now	02:20 PM
Ernie Perez	you can run --- select * from printer_receipts order by time desc	02:21 PM

	Just now	02:20 PM
Ernie Perez	you can run --- select * from printer_receipts order by time desc	02:21 PM

	then look at the receipts to find the one with the batch	02:21 PM
	then run another sql query to update status to open. --- update printer_receipts set status = 'O' where receipt_id = 12345678	02:23 PM
	or you know whatever the receipt id is on the line with the batch in the receipt	02:24 PM
Darren Sla	@Ernie Perez thank you!	02:28 PM
	I just had her with the email instead.	02:28 PM
Red Bercero	hello guys! Jairo from Sunrise Cafe is having issues with the tablet. Frozen Screen, Already restarted the the tablet a couple of times he said. 189347981	04:39 PM
Jack Trinque	get an sos code for the server computer if you can please	04:41 PM
Red Bercero	547368863	04:51 PM
Jack Trinque	ok and by frozen screen are they referring to in OC they cant do anything?	04:52 PM
Red Bercero	yes boss that's what he said	04:53 PM
Jack Trinque	ok send him to me 501	04:53 PM
	they are good. Had to restart the OC software on the RDP session from the server terminal.	04:58 PM
	they are good. Had to restart the OC software on the RDP session from the server terminal.	04:58 PM
	they are good. Had to restart the OC software on the RDP session from the server terminal.	04:58 PM
	they are good. Had to restart the OC software on the RDP session from the server terminal.	04:58 PM
	not sure why it sent that so many times. lol	04:59 PM
Red Bercero	it happens sometimes boss	04:59 PM
	Juan is calling for Gorditas Dona lula Receipt printer issue as per juan it has an error message of ignore retry and redirect	05:00 PM
	what to do about it?	05:01 PM
	This message has been deleted	05:29 PM
Scott Dickens	sounds like either a loose connection or a potential printer that needs replacement	05:39 PM
	what do they do to fix it?	05:39 PM
Red Bercero	Juan called on behalf of the merchant. We were checking under the devices. but the printer is nowhere to be found. I told Juan to tell the owner to check for any other usb port	05:42 PM
	Juan hasn't responded yet if the issue is resolved	05:42 PM
Darren Sla	@all I have spencer on the other line, he said that maverick did an update to turn off pin debit on the pinpad.. Should I just run paramdownload on the EMV reader?	Feb 14 2024, 09:42 AM
	It is for Fresh Vietnamese Bistro	09:42 AM
	Just want to make sure	09:43 AM
	Doing param download now	09:43 AM
Dougie Stevens	What is the device?	09:45 AM
Darren Sla	Lane7000	09:46 AM
Dougie Stevens	I believe if it's datacap, it would require a new datacap build and then we just reload paramters on netepay	09:48 AM

	@Scott Dickens coudl you confirm?	09:48 AM
Darren Sla	We did a test	09:49 AM
	And as per Maverick it is showing credit on their end now	09:49 AM
	I asked them if it is good to go, and he said yes.	09:49 AM
Dougie Stevens	interesting	10:03 AM
Darren Sla	Darren Sla has shared a file	
	image.png - 70.07 KB	10:27 AM
	Nvm I got it	10:31 AM
	Need to reconenct database	10:33 AM
Red Bercero	hey guys need help, where can i get this enabled tip line on the receipt is not showing for take outs	10:40 AM
	nevermind this is all set s	10:50 AM
Darren Sla	Darren Sla has shared a file	
	image.png - 207.45 KB	11:31 AM
Scott Dickens	can you change any privileges?	11:31 AM
Darren Sla	Darren Sla has shared a file	
	image.png - 102.28 KB	11:36 AM
	But it wont turn green on employee privilleges.	11:36 AM
Scott Dickens	thats outdated and we need to remove it...the X's don't mean anything basically	11:37 AM
Darren Sla	So we will be removin that option?	11:37 AM
	Not now I assume?	11:37 AM
Scott Dickens	yea, in an update	11:38 AM
Darren Sla	Copy. Thanks.	11:38 AM
Scott Dickens	Scott Dickens has shared a file	
	image.png - 31.89 KB	11:57 AM
	just redid it for next release	11:57 AM
Darren Sla	Awesome!	11:57 AM
	Thanks	11:57 AM
Red Bercero	hi can someone help Chris in setting up the Printer for online ordering?	12:55 PM
	hey guys I have gary on the line	02:03 PM
	he's looking for a tier 2 support	02:03 PM
Jack Trinque	send him over 501	02:04 PM
Red Bercero	understood	02:04 PM
	hello guys, Someone is looking for James to verify his employment her name is Daba Meritt	02:51 PM
	dana	02:51 PM
	the lady wants to talk to the HR she said	02:52 PM

Ernie Perez	darren could	02:53 PM
	buono	02:53 PM
Scott Dickens	yes, get her info and darren can call her back	02:54 PM
Red Bercero	okay thanks guys	02:54 PM
	8505053200 direct ext Dana Meritt	02:58 PM
Darren Sla	@all anyone have an Idea why the credit card device on the tablet gets disconnected when it is not being used? Is there a setting that we need to modify? It seems like when it is idle the tablet is disconnecting it to save power.	05:42 PM
	Darren Sla has shared a file image.png - 0.92 MB	Feb 15 2024, 11:51 AM
Ernie Perez	if the tips are displaying it's not batched on oc yet. did caller say they had batched and checked with processor?	11:58 AM
Darren Sla	**Darren Sla has shared a file** image.png - 395.91 KB	12:01 PM
Ernie Perez	that is all 0 so no batch ran from our side, is it a good time to try it again?	12:02 PM
Darren Sla	They're open	12:02 PM
	I did tell Eric about that situation.	12:02 PM
	Seems like there is autobatch set on credit card processor side .	12:02 PM
Ernie Perez	i see	12:03 PM
	if it's confirmed they can batch later and see if it goes through and contact support if it doesn't to help them with closing it	12:04 PM
Darren Sla	Will do.	12:15 PM
	I will inform the	12:15 PM
Red Bercero	**Red Bercero has shared a file** image.png - 376.42 KB	12:16 PM
	Hi guys gary from Old tavern is having problem running their performance report	12:16 PM
	it's doesn't show the minutes rendered by their employees	12:17 PM
Scott Dickens	date is backwards on that report	12:59 PM
	2/1 to 1/15 instead of 1/15 to 2/1	12:59 PM
Red Bercero	acknowledged	01:00 PM
	hi guys, How can I add logo on receipt header	02:03 PM
	thanks	02:03 PM
Jack Trinque	it will need to be a bitmap image. It can then be added by opening winprtspl and choose browse to selet the receipt image.	02:04 PM
Red Bercero	UNDERSTOOD	02:04 PM
	Red Bercero has shared a file image.png - 123.51 KB	02:21 PM

	what to do with this issue?	02:21 PM
	serial number is located at the bottom right?	02:21 PM
	what do i need to do about it?	02:30 PM
	this is the one that pops up when client is clicking the POS	02:30 PM
Scott Dickens	they're probably on the wrong user (and old version maybe)	02:37 PM
	checking	02:37 PM
Red Bercero	understood thanks scott	02:37 PM
Scott Dickens	yea, they were on wrong user (because the windows user password had expired it didn't auto sign them in)	02:38 PM
Red Bercero	so what to do on this one?	02:38 PM
Scott Dickens	i logged them into the right (OCPOS) user	02:39 PM
Red Bercero	thanks scott, I'll let them know that this was already taken cared of	02:40 PM
	Customer was asking about their Log in at the back of the house	02:42 PM
	is it the same login with us	02:43 PM
	??	02:43 PM
	or a different one this is for greek boys	02:47 PM
Scott Dickens	if its for the back office it would be their own username and password they created when they got installed	02:48 PM
	only @Ernie Perez can reset that for them as we have no way to verify they are who they say they are and not just a random employee trying to get access	02:49 PM
	ernie because thats his deployment	02:49 PM
Red Bercero	understood I let him know about it he said he's gonna contact ernie	02:51 PM
	should I assign this directly to ernie?	02:53 PM
Scott Dickens	yes	02:53 PM
Red Bercero	awesome	02:53 PM
	hi, This is about Jairo. Successfully added the Logo on the receipt however the printer is no longer priniting receipts what to do about this?	02:59 PM
Jack Trinque	Is there a ticket with the picture he was trying to add so I can take a look?	03:02 PM
Darren Sla	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043242907	03:12 PM
	That's the ticket @Jack Trinque I attached the logo	03:12 PM
Jack Trinque	yea worked for me. Do you have an SOS code?	03:16 PM
Red Bercero	547368863 here's the Sos Code	03:18 PM
Darren Sla	@Jack Trinque logo is all good	03:19 PM
	The cash drawer wont open tho	03:19 PM
Jack Trinque	still not?	03:20 PM
Darren Sla	All set	03:20 PM
	Thanks	03:20 PM

Red Bercero	Hi guys! Kaan Foods LLC was asking a follow up about the ticket that was submitted last Sunday	03:37 PM
Jack Trinque	do they have a ticket number or what the issue was/the restaurant it was with? I dont see anything searching their name.	03:43 PM
Scott Dickens	thats junior's pizza	03:44 PM
Jack Trinque	yea last I see from juniors was the 20th of January, which was resolved by Darren.	03:47 PM
Darren Sla	Merchant said he called last sunday	03:47 PM
Jack Trinque	yea I see a call on the 11th, no information on the ticket though	03:48 PM
Red Bercero	so what to do with this ticket jack? should I close it?	04:22 PM
Jack Trinque	I just took it over! Ill get it all sorted.	04:39 PM
Red Bercero	got it tysm	04:42 PM
Rogie Logronio	Hi Guys, I have a dealer named garry looking for tier 2 support , anyone available?	Feb 16 2024, 08:15 AM
	Issue is he's trying to restore data base	08:15 AM
Jack Trinque	you can send to me. 501	08:18 AM
Rogie Logronio	Merchant: TEORIO's Pizza Call back #: 6787072222	08:18 AM
	I'm not with him anymore but his requesting for callback	08:19 AM
	Hi Jack, do I assign you his ticket?	08:21 AM
Jack Trinque	yes	08:34 AM
Rogie Logronio	Thanks jack	08:52 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.71 MB	09:03 AM
	kitchen printer is out of ink and cx wants to reidrect it to recpt 2	09:04 AM
Jack Trinque	like the ink ribbon needs to be replaced?	09:07 AM
	that change that you made will send the tickets to receipt 2. So save that and it should do what is needed!	09:08 AM
	that will need to be changed on all terminals.	09:08 AM
Rae Banaglorioso	i see, so there isnt any other way to redirect like the error we use to have when kitchen printer cant be seen by the network?	09:09 AM
Jack Trinque	It will automatically redirect to any other kitchen printers that are setup. If they dont have any other kitchen printers, then no, they would need just just change the kitchen tickets to go to the printer they want it to go to while its down.	09:11 AM
Rae Banaglorioso	ill reach back thanks !	09:14 AM
	hi team need assistance. MID: Murf Frozen products. switching device from pax to VP 8300 SOS: 965 216 614	09:41 AM
	anyone available?	09:42 AM
	this is the only terminal having issues. the other terminals that he was working with are perfectly fine.	09:47 AM
	anyone available?	09:47 AM
	@Jack Trinque	09:47 AM
Jack Trinque	This is the partner trying to change the credit cards?	09:48 AM

Rae Banaglorioso	yup2	09:49 AM
Rogie Logronio	@Jack Trinque I have a caller named Amanda from Merchant Links who wants to speak with you. She said you left her a voice mail	09:49 AM
Jack Trinque	what issue are they having?	09:49 AM
	Rogie, if that is about Dinos, that is resolved.	09:50 AM
Rae Banaglorioso	@Jack Trinque - he said that OC does not recognize the VP8300, we did unplug and replug	09:50 AM
Jack Trinque	does it show under control panel?	09:50 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 151.71 KB	09:51 AM
Jack Trinque	go to credit card settings Ctrl + Alt + \ on the login screen. What is the secure device set to	09:51 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 3.03 KB	09:53 AM
Jack Trinque	ok, they likely dont have the updated datacap drivers then.	09:53 AM
	https://datacapsystems.com/netepay-director	09:53 AM
	need to download EMVUS and PDCX from that link.	09:53 AM
	then try to download params again	09:53 AM
Rae Banaglorioso	aight, ill reach back !	09:53 AM
	@Jack Trinque drivers were already updated	09:55 AM
Jack Trinque	did you reinstall them? Sometimes it seems like they are, but they actually arent	09:55 AM
	that error means they arent	09:55 AM
Rae Banaglorioso	thats what he said. The EMVUS wasnt but pdcx was	09:58 AM
Jack Trinque	sos?	09:58 AM
Rae Banaglorioso	rebooting	09:58 AM
	467720590	09:59 AM
	858915644	10:03 AM
	new SOS	10:03 AM
Jack Trinque	looks good now	10:04 AM
Rae Banaglorioso	DOMO!!!! @Jack Trinque	10:04 AM
Rogie Logronio	@Dougie Stevens Hi Dougie, I have a caller named Austin Cooper, requesting to talk to you regarding on setting up his tablet.	10:17 AM
Dougie Stevens	Okay, I can work with him. Needs to be scheduled just as any other setup though.	10:18 AM
	505	10:18 AM
Rogie Logronio	Got it. I'll send him over	10:18 AM
Dougie Stevens	You can also DM me for things like this so that it doesn't alert everyone else and cause distractions	10:18 AM
	Thanks!	10:19 AM

| Rogie Logronio | This is noted | 10:20 AM |

Rae Banaglorioso — **Rae Banaglorioso has shared a file**
image.png - 192.24 KB — 10:46 AM

SOS: 105 230 685 — 10:45 AM

Jack Trinque — looks like there isnt a ready date/time, checking — 10:52 AM

can you disconnect, seems to be very slow — 10:52 AM

Rae Banaglorioso — disconnected sorry — 10:52 AM

Jack Trinque — @Scott Dickens can you take a look. Looks like ready date is set in database, but is showing incorrectly on delivery screen. Im assuming that is why it cant be marked out. — 10:59 AM

NVM, i found where it wasnt set. @Rae Banaglorioso have them try now, it should work. im not sure who they want it under. — 11:16 AM

Rae Banaglorioso — they just wanna close it to have EOD — 11:17 AM

Jack Trinque — yea have them try to close it now! — 11:17 AM

has to be closed to someone, so they can choose who to close it to. — 11:18 AM

Rae Banaglorioso — @all Gary hadad calling in wanting to speak to tier 2 about database for pizza — 11:25 AM

anyone available ? — 11:22 AM

Rogie Logronio — @all Caller is trying to setup verifone p200 for manual credit card entry, but his not getting any screen popup. Is this device compatible? — 11:23 AM

Jack Trinque — @Dougie Stevens @Ernie Perez are either of you able to talk to Gary? — 11:27 AM

Dougie Stevens — I can work with him — 11:28 AM

505 — 11:28 AM

Ernie Perez — p200 is just a pin pad change the manual to device not netepay popup — 11:28 AM

Dougie Stevens — @Rae Banaglorioso Are you on with him still — 11:29 AM

ok — 11:30 AM

Rae Banaglorioso — im no longer with him sorry on a different call cos there are calls coming in — 11:30 AM

Dougie Stevens — np — 11:30 AM

Tried to reach Gary, left a VM. I have a meeting in 30 minutes and I let him know that as well — 11:34 AM

Rogie Logronio — I just wanna confirm, On our screen ordercounter, we don't have an option to see or modify manual credit, we can only see it in the reader? it this correct? — 11:35 AM

the p200 — 11:35 AM

Ernie Perez — if the reader is pin pad then we setup for them to key in on that instead of on the screen — 11:35 AM

if it's a vp8300 we have them use on screen netepay — 11:36 AM

Dougie Stevens — Whoever took that call from Gary, xfer to me 505 — 11:36 AM

Rogie Logronio — so it's not possible with p200 to use the on screen popup? — 11:36 AM

cause that's what he's trying to do — 11:37 AM

Ernie Perez	dont see why anyone would want to unless the pin pad is dead	11:37 AM
	they can hit credit on payment screen of oc and start typing on the p200 for the card number	11:38 AM
Rogie Logronio	Got it. Thanks Ernie	11:41 AM
Ernie Perez	:thumbsup:	11:41 AM
Rae Banaglorioso	calling back QLAB	11:42 AM
Dougie Stevens	I can't get this to work for Gary	11:43 AM
	Saying they can't take cards currently, they have an odd lookin license and the ocpos_bo error is showing on screen	11:43 AM
	I reset connection and tried inputting the new password in SQL for bo user	11:43 AM
	Dougie Stevens has shared a file image.png - 141.61 KB	11:47 AM
	Recent upgraded to SQL 2014 he said	11:48 AM
Ernie Perez	what is the processing set to?	11:48 AM
Jack Trinque	They updated from sql 2008 this morning. Try to remove the licenses and redo them with new licenses from partner portal. They might be from before pp was setup.	11:48 AM
	Make sure payment license is there as well. It most likely turned off if the licensing was wrong.	11:48 AM
Dougie Stevens	okay	11:51 AM
	what about th eback office portion? How can I get that resolved?	11:52 AM
Jack Trinque	Make sure sql server logins are enabled. He did a few things wrong with the download that I had to fix this morning to get it all connected.	11:53 AM
Dougie Stevens	What do you mean by that?	11:56 AM
	Dougie Stevens has shared a file image.png - 369.68 KB	11:58 AM
	This?	11:58 AM
Jack Trinque	In sql right click on the server name, make sure sql authentication is enabled and that the user is allowed to sign in.	11:58 AM
	Yea, check the same spot under the server name at the top as well.	11:58 AM
Dougie Stevens	Have to hop in a traning. I enabled SQL authentication for the server but I dont see a spot to allow them to log in on the properties. CAn you show me this?	12:01 PM
	Dougie Stevens has shared a file image.png - 100.87 KB	12:02 PM
Jack Trinque	Enabling sql authentication should do it. If you disconnect I can take a look on my phone.	12:03 PM
Dougie Stevens	Do you mind snapping an SS of what you're referencing so I have it in my mind next time?	12:05 PM
Jack Trinque	Yea	12:05 PM
Dougie Stevens	Thanks!	12:06 PM
Jack Trinque	Should be good now. You had changed the right thing under the sql authentication. Had to restart sql server service to get it to take effect though.	12:17 PM
Dougie Stevens	Ah I see! Thanks Jack	12:18 PM

Rogie Logronio	Rogie Logronio has shared a file image.png - 387.24 KB	12:20 PM
Jack Trinque	and the drawer opened when you tested it from there?	12:23 PM
Rogie Logronio	Yes	12:23 PM
Rae Banaglorioso	it did open, but when caller was tapping it on their end. he claimed it didint. restarted OC app and system	12:24 PM
Jack Trinque	ok go ahead and close winprtspl using the exit button. Then reopen OC and test the no sale again.	12:24 PM
Rae Banaglorioso	hi quick question, in an online order. it should go to the kitchen printer even when its not yet cheked out right?	12:28 PM
Scott Dickens	yes	12:29 PM
Rae Banaglorioso	issue: wise guys calling in. online orders doesnt go through the kitchen not until they checked out. how do i go about it?	12:30 PM
	@Scott Dickens	12:30 PM
Rogie Logronio	Hi, Partner said that Gorditas Dona Lula were not able to get EOD report on feb 13	12:31 PM
Jack Trinque	They didnt get the printed report or they were unable to run the EOD?	12:33 PM
Rogie Logronio	Verifying this from them	12:36 PM
	They were unable to run EOD	12:38 PM
Jack Trinque	ok, were there any errors, and have they been able to run it since then?	12:40 PM
Rogie Logronio	It seems like it's already working. Their other issue is they cannot access the back office locally but can access it remotely	12:51 PM
Jack Trinque	sos?	12:52 PM
Rogie Logronio	247763083	12:52 PM
Jack Trinque	looks like its loading	12:52 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 430.55 KB	01:48 PM
Scott Dickens	do an emv parameter download from the add tip screen	01:49 PM
Rae Banaglorioso	did unplug replug	01:49 PM
Rogie Logronio	Amanda from New Sylum says they are having issues with their tablets. They are unable to sign in. It says "incorrect password or username."	01:52 PM
Jack Trinque	those tablets were setup and confirgured by CRP im not sure what their passwords are. They will want to reach out to CRP. I believe they will need to click number 4 when they call.	01:57 PM
Rogie Logronio	She said that these usually happened before and can be fix by remotely accessing their tablets	02:00 PM
	by order counter	02:00 PM
Jack Trinque	yea, we likely wont be able to if the issue is with the password, since we dont know what the password is. I can try to take a look though. Send to 501	02:03 PM
Rogie Logronio	Okay jack. I'll send her over. Her name is Amanda from new sylum	02:03 PM
	MID: Alibi Bar Issue.: Wanted to speak to tier 3 support because everything in the POS is not working. Store will open shortly	02:16 PM

Jack Trinque	send to me 501	02:18 PM
Rogie Logronio	thanks jack	02:21 PM
	Hi where can I check unapplied tips. MID: Beaver Tap Issue: Batch issue it says unapplied tips	02:52 PM
Jack Trinque	Control Panel > Credit Trans (Add Tips) see if any show status "unapplied"	02:53 PM
	if there are, they need to be applied to a transaction or voided before they can run the EOD and batch	02:53 PM
Rogie Logronio	Hi, Chris from turnkey is calling regarding this ticket numbers:	03:03 PM
	Hair the dog: 37119 Yannis Pizza: 37120	03:03 PM
	he need any update within the day	03:04 PM
Rae Banaglorioso	hi team, setting up barcode scanner for UMH kiosk. how do i go about it?	03:59 PM
Scott Dickens	i thought @Dougie Stevens already set it up	03:59 PM
Rae Banaglorioso	trace said it wasnt setup yet	04:00 PM
Dougie Stevens	@dougie was supposed to be checking to see if there were OPOS drivers for an unsupported scanner @dougie forgot	04:00 PM
	Chekcing now	04:00 PM
	my b	04:00 PM
Scott Dickens	lol	04:02 PM
Dougie Stevens	Let him know we have to find OPOS drivers. Why are we letting him use this honeywell?	04:02 PM
Rae Banaglorioso	hi guys, he mentioned that thomas said to him @Scott Dickens will hop in. he wants someone to reach out to him cos he has couple other concerns 😄 that what he said	04:02 PM
	im noo longer on the phone with him	04:03 PM
	sorry	04:03 PM
	he said he has couple more other concerns regarding kiosk that hasnt been implemented.	04:09 PM
Dougie Stevens	**Dougie Stevens has shared a file** image.png - 60.94 KB	04:13 PM
Scott Dickens	like the download link is broken?	04:14 PM
Dougie Stevens	**Dougie Stevens has shared a file** image.png - 37.37 KB	04:14 PM
	apparently you have to download software to download from them	04:14 PM
Scott Dickens	ah...you trying that?	04:14 PM
Dougie Stevens	stupid	04:14 PM
	I don't see a way to turn this scanner in to opos mode and any claim I try is failing	04:32 PM
	OPOS_E_ILLEGAL	04:32 PM
Scott Dickens	whats the model of the scanner?	04:33 PM
Dougie Stevens	ms7120	04:33 PM
	I found a .moc file for it but no instrcutions on what to do with it or if it's even needed	04:34 PM

	I have the OPOS utility though	04:35 PM
Scott Dickens	https://prod-edam.honeywell.com/content/dam/honeywell-edam/sps/ppr/en-us/public/products/barcode-scanners/common/documents/sps-ppr-omni-qs-rev-a.pdf?download=false	04:36 PM
	my guess is that the scanner needs to either be in the "Integrated Full Speed USB" mode or in "USB Serial Emulation" mode	04:36 PM
	on page 4	04:36 PM
Dougie Stevens	ok	04:38 PM
	So this is actually for some small square scanner from Hanasis that we had him get according to him	04:41 PM
Scott Dickens	oh, so not the honeywell	04:42 PM
Dougie Stevens	Correct, something different entirely	04:42 PM
Scott Dickens	ok, i think i have that one	04:42 PM
	i got it working for dakota	04:42 PM
Rogie Logronio	@all Merchant wants to change the credit card tax, she wanted the 3% credit card charge, it needs to be before tax instead of after tax. I'm not so familiar with it. Need help	05:19 PM
Rae Banaglorioso	MID: little mexican steakhouse	05:17 PM
Scott Dickens	if they're on dual pricing, it is before tax	05:19 PM
	if they're not on dual pricing, they need to be converted to dual pricing	05:19 PM
Dougie Stevens	They're on dual pricing	05:19 PM
	If they have issues with the fee, let them know Mario will have to explain further	05:19 PM
Rogie Logronio	I'm really confused. Who is mario? Should I inform them to reach out to mario or mario will be the one reaching out?	05:22 PM
Scott Dickens	I believe Mario is their sales rep	05:22 PM
Rogie Logronio	Thanks scott. How should I position myself in going back to the merchant. Should I tell them to contact Mario about this?	05:24 PM
Dougie Stevens	Yes, he's their sales rep	05:24 PM
	Just let them know the credit processing is pre tax	05:24 PM
	And that's what is required by VISA/Mastercard. If they want it changed or take issue with it, Mario will be the person they should speak to further, becuase we don't control their processing	05:25 PM
Rogie Logronio	MID: Alibi Beach Lounge Issues: Kitchen printer is printing bar items which should not be happening. Need help	05:35 PM
Rae Banaglorioso	all is well ^	06:12 PM
	Rae Banaglorioso has shared a file image.png - 14.3 KB	Feb 17 2024, 09:04 AM
	Rae Banaglorioso has shared a file image.png - 236.63 KB	11:24 AM
	@all	11:32 AM
	what settings do i check?	11:32 AM

Dougie Stevens	Does the payment start on the card reader? Usually that screen means that they tapped on while someone was checking out. Was the customer able to run the card?	11:35 AM
Rae Banaglorioso	caller claims that CC proc doesnt communicate with the system. device doesnt light up too.	11:36 AM
	tried the other terminal, was working fine.	11:37 AM
	@Dougie Stevens what do you mean by payment starting on card reader? sorry	11:38 AM
Dougie Stevens	They have PAX devices so they would see a pop up on the card reader to process their card	11:42 AM
	But it looks like it's not communicating with the card reader at all. Are you able to ping the device?	11:43 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 270.5 KB	11:50 AM
Dougie Stevens	You'll ping the pax device, not the computer itself. On the CC settings hit that tab that says 'PAX' to see the IP of the device	11:51 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 257.91 KB	11:53 AM
Dougie Stevens	@Scott Dickens or @Jack Trinque have you guys had the system freeze before when starting a PAX transaction? Seems like it's only on the one terminal	11:56 AM
	Also, unsure who's backup. The schedule said Scott but I feel like it was just Scott	11:56 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 180.85 KB	11:57 AM
	was able to ping the pax	12:05 PM
Jack Trinque	Should be @Dakota Post this weekend. From your first screenshot it looked like the ip wasn't entered under pax settings is the ip there now?	12:08 PM
Dougie Stevens	I believe they're on queue so it's entered under queue devices on the server	12:08 PM
Rae Banaglorioso	@Jack Trinque - checked settings on the other terminal ip wasnt entered too but working perfectly fine.	12:11 PM
	i did place the IP, now same thing	12:11 PM
	no lights still, caller said he needs a resolution rn cos they are almost closing.	12:13 PM
	this is rog's call	12:14 PM
Jack Trinque	It can't receive an acknowledgement from the processor. If they have already restarted the pax they will likely need to restart the network to get it to be able to contact the processor again.	12:15 PM
Rae Banaglorioso	yes we did restart both system and pax. ill let them restart the network	12:16 PM
Jack Trinque	Can try to change ip of pax as well. But usually network restart is what is needed. https://certek.com/kb4/knowledge-base/pax-sp30-payment-terminal/	12:17 PM
Rogie Logronio	Can we manually put an IP address for the PAX?	01:07 PM
Jack Trinque	Yea that link above should show instructions	01:09 PM
Rogie Logronio	What IP address should we put there?	01:10 PM
Jack Trinque	One that is available in the same network. Try to ping one above their current, if it can't reach it then change to that.	01:10 PM
	So if it's 30 at the end, change to 31	01:11 PM
Rogie Logronio	Got it	01:12 PM

	PAX is still not working after rebooting the router	01:26 PM
	Any advice?	01:26 PM
	Anyone?	01:40 PM
Scott Dickens	have we tried what jack said and changed the IP?	01:43 PM
Rae Banaglorioso	yes	01:43 PM
Rogie Logronio	Yes. We did	01:44 PM
Scott Dickens	what is the IP address of the pax device?	01:45 PM
	what you pinged earlier was not it....thats an external IP	01:45 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 364.33 KB	01:46 PM
	is this it?	01:46 PM
Scott Dickens	no, not sure who put that there	01:47 PM
	but it was 192.168.1.210	01:47 PM
	but ping isn't responding so thats not online right now or the ip was changed	01:48 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 245.28 KB	01:48 PM
Scott Dickens	That's their external ip address	01:49 PM
	Which is set as internal for terminal 2 for some reason	01:49 PM
	they're using the pax queue sod the PAX Ethernet IP doesn't do anything	01:50 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 257.08 KB	01:57 PM
Scott Dickens	what is the ip address of the pax device?	01:58 PM
	can we ping it yet?	01:58 PM
Rae Banaglorioso	192.168.1.210	02:03 PM
	just set now.	02:03 PM
	cant ping	02:03 PM
Scott Dickens	then its a connection issue to the pax device	02:07 PM
Rae Banaglorioso	@Scott Dickens hardware?	02:09 PM
Scott Dickens	potentially network cable issue	02:09 PM
Rae Banaglorioso	cable? or pax device itself	02:09 PM
	@Scott Dickens are credit card readers connected directly to the network or to the pc?	02:15 PM
Scott Dickens	pax devices are connected to a network cable	02:15 PM
	they have a cable that splits into 3 ports...the red one is the LAN port	02:16 PM
Rae Banaglorioso	directed to the router?	02:16 PM
Scott Dickens	the router or a switch, yes	02:16 PM

Rogie Logronio	He said that the terminal is connected to a switch. Is that fine?	02:16 PM
Scott Dickens	it should be	02:18 PM
Rae Banaglorioso	@Scott Dickens - switched the cables	02:29 PM
	still unable to ping	02:29 PM
	switched the ethernet cables	02:29 PM
	so they need to change the pax reader?	02:29 PM
Scott Dickens	have them go into the pax device settings and check the IP...change it to 192.168.1.230	02:30 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 368.44 KB	02:35 PM
	device IP already updated	02:35 PM
Scott Dickens	then it may be the pax device	02:35 PM
Rae Banaglorioso	how do they go about it? do we provide? or where do they order?	02:35 PM
Scott Dickens	assign the ticket to @Jack Trinque and he can get a replacement sent out on monday	02:36 PM
Rogie Logronio	He wants to know the delivery details for this	02:39 PM
	Nvm. We're all good Scott	02:42 PM
Scott Dickens	its working?	02:42 PM
Rogie Logronio	No. Still not working but he agreed with the replacement	02:43 PM
Scott Dickens	ok	02:43 PM
	jack will send on monday	02:43 PM
Rogie Logronio	okay. Thanks for your help scott	02:44 PM
Rae Banaglorioso	hi @Scott Dickens need assistance with tablet. when making a payment. credit button is unresponsive MID: pride of atmore	04:06 PM
	Rae Banaglorioso has shared a file image.png - 352.64 KB	04:06 PM
	what settings do i check for unresponsive buttons?	04:07 PM
	@Scott Dickens	04:28 PM
Scott Dickens	i'm checking on it	04:28 PM
Rae Banaglorioso	thanks !	04:28 PM
Scott Dickens	both terminals working for me	04:29 PM
	i did open a till on each one	04:29 PM
Rae Banaglorioso	this is for the tablet on pride of atmore.	04:30 PM
	the credit button on tablet is unresponsive	04:31 PM
Scott Dickens	credit processing was set to NOne	04:33 PM
	they do need to open the OC Android Processor on the tablet though	04:33 PM
Rae Banaglorioso	found out that this is a new setup, was setup fo a different location	04:40 PM

Rogie Logronio	The district's terminal 6 bar printer is not printing all the item. It only print some items but not all. Any idea how to fix this?	06:15 PM
	Anyone?	06:44 PM
Dougie Stevens	Do you have an example of what they mean for this?	06:56 PM
Rogie Logronio	hi dougie	07:01 PM
	currently i dont have any.	07:02 PM
	however i asked ralph to send us the items that doesnt print on a specific ticket so we can investigate further. still waiting for ralphs emails for the menu items which are in question	07:03 PM
	ralph said that this has also happened last week, some items doesnt print on a ticket	07:08 PM
	I'm already clocking out. How do I go about this?	07:07 PM
Jack Trinque	Yea we will need more information to be able to check into it. Make sure there is a ticket with an email to Ralph letting him know what we are waiting on. It will be best to have a copy of the receipt and an order id if he has it.	07:09 PM
Dougie Stevens	Have a good night Rogie and Rae	07:13 PM
Rae Banaglorioso	thanks @Dougie Stevens !	07:15 PM
Rogie Logronio	Hi guys. Merchant calling saying that orders are not sending to the kitchen on all terminals. Need help	Feb 18 2024, 11:25 AM
	@all	11:28 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 452.75 KB	11:29 AM
	Rae Banaglorioso has shared a file image.png - 498.74 KB	11:32 AM
	restarted the server terminal already	11:36 AM
	still success on OPOS, but not on wnprtspl	11:37 AM
Rogie Logronio	Anybody available? Store has already openned. Merchant has customers	11:38 AM
Dougie Stevens	Checking	11:40 AM
	Fixed	11:43 AM
Rogie Logronio	Thank you doug. Can u tell me what you did so that I can recap it to the merchant?	11:44 AM
Dougie Stevens	Just let them know we had to restart the print server	11:45 AM
Rogie Logronio	Gotcha. Tysm	11:45 AM
Dougie Stevens	You're welcome man	11:45 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.89 MB	02:27 PM
Dougie Stevens	Back office > regional > change Takeout to Call In	02:27 PM
	Settings* > regional	02:28 PM
Rae Banaglorioso	thanks @Dougie Stevens !	02:28 PM
Dougie Stevens	You're welcome!	02:28 PM
Rogie Logronio	Rogie Logronio has shared a file	

	image.png - 167.17 KB	03:40 PM
	Need help	03:40 PM
Jack Trinque	Anything showing in logs?	03:41 PM
Rogie Logronio	Rae deleted the logs	03:42 PM
Jack Trinque	Should be good now. They had tried to start 20 different times on term 2. Had to close them all from task manager. If any term still isn't started check task manager.	03:45 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 35.54 KB	03:57 PM
	they're also experiencing errors on the printer for terminal 4 5 6	03:59 PM
	it's saying redirect	03:59 PM
	merchant is getting frustrated because of multiple issues	04:00 PM
Dougie Stevens	Try again on tablet	04:00 PM
Rogie Logronio	okay	04:01 PM
Dougie Stevens	The reciept printers are redirecting?	04:02 PM
	@Dakota Post can you assist	04:02 PM
Rogie Logronio	Yes. That's what he said	04:03 PM
Dougie Stevens	It's the kitchen printer. Doesn't look like it's on the network. May be turned off	04:07 PM
	It was off	04:08 PM
Rogie Logronio	Al was venting out his frustration , he said there needs to be somebody to constantly monitor their system	04:10 PM
Dougie Stevens	I told him they turned off the printer	04:10 PM
	He didn't believe me until he checked. It was turned off	04:10 PM
Rogie Logronio	Dougie, Just wanna confirm, did you call him back?	04:11 PM
Dougie Stevens	He called me	04:11 PM
Rogie Logronio	Oh Okay	04:11 PM
Dougie Stevens	He said there's still something with a tablet, but I'm leaving my in-laws currently. Rogie, do you know what else was happening with the tablets? they should connect as normal now	04:16 PM
Rogie Logronio	checking	04:17 PM
	Rogie Logronio has shared a file image.png - 82.89 KB	04:19 PM
Dougie Stevens	Yeah that should be fixed now	04:19 PM
Rogie Logronio	Okay got it	04:20 PM
	@Dougie Stevens , just want to confirm if the issues were fix, should I contact him again to verify? just wanna make sure he's been taken care of	04:29 PM
	Rogie Logronio has shared a file image.png - 229.31 KB	05:19 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 137.09 KB	05:20 PM

image.png - 137.09 KB

| | additional info: caller claimed M188 epson printer when checking winprtspl nothing is set | 05:21 PM |
| | saw it nvm | 05:47 PM |

Rogie Logronio

Rogie Logronio has shared a file

image.png - 124.69 KB

Feb 19 2024, 09:55 AM

Jack Trinque — They will want to make sure cash drawer is connected to printer properly. Usually errors on the cash drawer means it isnt connected properly. — 09:57 AM

Darren Sla — I see, that's the reason why it wont open. Printer is working fine with test. — 09:57 AM

Rogie Logronio — Got it. Thanks jack — 10:00 AM

Red Bercero — hello guys! Owners wants to inter change both terminal 2 and terminal 5. However if i do these changes would there be any problems moving forward, i just don't want to mess things up that's why I'm confirming — 10:30 AM

Red Bercero has shared a file

image.png - 169.47 KB — 10:31 AM

should I proceed with their request? — 10:35 AM

Jack Trinque — The printers would need to be reset up with the new names in OPOS. — 10:46 AM

Rogie Logronio

Rogie Logronio has shared a file

image.png - 216.96 KB — 10:48 AM

Need help. Anyone? — 10:48 AM

Jack Trinque — what location? — 10:49 AM

Darren Sla — Fridas — 10:49 AM

I checked it — 10:49 AM

Printer on station is on YES — 10:49 AM

Jack Trinque — ok and what items are they trying to send on the orders that arent going — 10:49 AM

Darren Sla — As per merchant, all of them — 10:49 AM

Rogie Logronio — MID: Tony's pizza Issue. Tony's reported that phone lines or Caller ID is not working properly the information that it's displaying is not correct Any idea how to fix this? — 10:57 AM

@all — 10:55 AM

Jack Trinque — @Darren Sla going to have to roll them back while scott looks into it. Make a ticket. Ill start on the rollback, let them know it might take a few minutes for me to get everything back for them. — 11:11 AM

Darren Sla — Copy that. — 11:11 AM

@Jack Trinque ticket created .
https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043595693 — 11:15 AM

Rogie, is on the phoen with them right now informing them that we will update the settings and let thme know that it will take few minutes. — 11:15 AM

Rogie Logronio — Called them and informed them about the update. Told them we will let them know once its done. — 11:16 AM

Darren Sla — @Jack Trinque did we do update on Ciros as well? They're experiencing the same issue — 11:17 AM

Dougie Stevens — I did update Ciros — 11:17 AM

Red Bercero

Red Bercero has shared a file

	image.png - 279.34 KB	11:17 AM
	Yes I was assigned to Ciros same thing with Rogie	11:18 AM
Dougie Stevens	@Jack Trinque are you on Ciros already? Don't want to dc you	11:20 AM
Jack Trinque	I am not, finishing fridas. Are you able to grab Ciros? If not i can start it in a minute.	11:20 AM
Dougie Stevens	Starting now	11:21 AM
	Not good that this happened w/ beta again	11:27 AM
Jack Trinque	Fridas is good now.	11:29 AM
Darren Sla	Thanks!	11:29 AM
Rogie Logronio	Fridas is all good now. Thanks guys	11:35 AM
Red Bercero	how bout Cirros guys? hehe	11:35 AM
Dougie Stevens	Need someone to reach out to Ciros and check that they can send to the kitchen from 1 & 2	11:44 AM
	Also need someone to monitor the update happening on 3 & 4	11:44 AM
	Hopping into my trainings	11:44 AM
Darren Sla	We're on it	11:44 AM
Dougie Stevens	Thanks!	11:44 AM
Red Bercero	on it	11:45 AM
	Terminals 1 & 2 are now working as per Cirros I just told them to observe both 3 & 4 for the mean time.	11:51 AM
Darren Sla	Term 3 and 4 is done with the update.	11:54 AM
Red Bercero	gotcha	11:56 AM
Darren Sla	Hey Guys, Ciros CC button wont work. it happened after the update. I dont see the param Download on Tips , tho there is a VP8300 attached ot it.	12:08 PM
Dougie Stevens	chekcing	12:08 PM
	kicking you out	12:08 PM
Darren Sla	Alrighty	12:09 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 83.5 KB	12:09 PM
Darren Sla	Copy	12:10 PM
	Looking into other terminals now	12:10 PM
Dougie Stevens	If CC button doesn't do anything when clicked, most likely that setting	12:10 PM
	Anyone confirm that their kitchen printer is printing?	12:10 PM
Darren Sla	Yes	12:10 PM
	It is printing now	12:10 PM
Dougie Stevens	Sweet	12:11 PM
Darren Sla	Darren Sla has shared a file image.png - 211.63 KB	12:45 PM

Scott Dickens	was it working and stopped or is it a new setup?	12:47 PM
Darren Sla	It was a Qlabs Account.	12:48 PM
	The Farmhouse, based on the email this past weekend KDS1 is not showing the orders.	12:48 PM
	Other KDS (2,3) is working fine	12:48 PM
Jack Trinque	looks like it doesnt have a view setup. Do you have an sos?	12:51 PM
Darren Sla	368 337 334	12:51 PM
Jack Trinque	do you have sos for a different KDS?	12:59 PM
Darren Sla	No, that's the only one they sent. I can ask him. Give me a sec	12:59 PM
Jack Trinque	have him send a test order while he is at it too. Looks like it should be good. They seem to be on a pretty old version though which is why i want to see the other one.	01:00 PM
Darren Sla	Copy.	01:01 PM
Red Bercero	hello guys, Kevin from value systems is calling for SOHO the ordering for door dash is not working	01:19 PM
	Kevin said it's for the online intergration	01:19 PM
	cash and other platforms are working except for door dash	01:20 PM
	what to do about this?	01:20 PM
Jack Trinque	what part isnt working? Are the orders not coming through? I see 3 that went through today and were all marked as complete on our side.	01:23 PM
Red Bercero	As per kevin it's with the door dash orders	01:23 PM
Jack Trinque	yea, they show completed on our side. Do you have an SOS?	01:24 PM
Red Bercero	they're having difficulties with ordering	01:24 PM
	yes I do	01:24 PM
	008471136	01:24 PM
	Hey Jack, I do have a similar call with the door dash problem	01:43 PM
	as per merchant the order from door dash was not received by the POS	01:44 PM
	kinda similar with "SOHO"	01:44 PM
Jack Trinque	what is the other location?	01:45 PM
Red Bercero	coco sawtelle	01:45 PM
	is the business name	01:46 PM
Jack Trinque	thanks, we are investigating now. Ill let you know once we have an update	01:53 PM
Red Bercero	ack thank you	01:58 PM
Rogie Logronio	Online Ordering: Merchant is asking if theres a way to capture or have customer put in their address when ordering	02:13 PM
	Is that possible?	02:14 PM
Jack Trinque	it would ask for it if they did a delivery order.	02:24 PM
Rogie Logronio	How do we check if backup is working on a specific terminal?	02:42 PM
	Value system is calling in sos 287476240	02:40 PM

	Value system is calling in sos 287476240	02:40 PM
Jack Trinque	will need some more information. Are they referring to backup server, or that backup databases are not being saved?	02:43 PM
Rogie Logronio	I believe they are referring to the backup databases	02:48 PM
Jack Trinque	Ok, datbases are only saved on the server computer. From what I see they are probably referring to the server, since it cant connect tot he main server right now. The reason it is not seing a backup is becuase there isnt one setup. They will need to add it under database settings.	02:55 PM
Rogie Logronio	I'll let them know about this jack. Thanks	03:07 PM
	Randy from goods and graces, cannot access his back office remotely on his laptop on a different network, it's been working fine until today. Any advice?	03:13 PM
Red Bercero	hello guys, What to do about those issues about Door Dash? any advice?	04:06 PM
Jack Trinque	if it is with the order not showing on the terminal, that is being looked into right now.	04:12 PM
Red Bercero	I just have a question about ticket no.37301 The main server is rebooting 3-4 times a day she said. There was a call earlier and Laureen from value systems just wants to follow up with this	04:14 PM
Jack Trinque	best thing to do would be to note down the exact time a restart happens, so we can look through the windows logs. Could be with the power, something on the terminal, or just a hardware issue.	04:17 PM
Red Bercero	should i give them a call back jack? cause they were sure that it is a hardware issue cause it frequently happens she said	04:18 PM
Jack Trinque	yea I believe they get their own hardware. So would likely need to look at a replacement if that is the case.	04:49 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 328.03 KB	05:17 PM
Scott Dickens	i can remove it	05:21 PM
Darren Sla	Can you remove that $0 and the one that was made on the 16th?	05:21 PM
	I tried that $0 trying to check if there is a way for me to edit it	05:22 PM
Scott Dickens	they've been removed	05:24 PM
Darren Sla	Thanks!	05:24 PM
Rogie Logronio	Thanks Scott	05:25 PM
	@Scott Dickens Hi scott, the merchant just contacted if it is possible for the $50 deposit to be transferred? because it was a credit card deposit taken from another event.	05:52 PM
	this is about earlier	05:52 PM
Scott Dickens	Just need to know which event to add it to	06:31 PM
Rogie Logronio	Okay, I'll let you know if he replies	06:36 PM
Darren Sla	@all can someone help me out with this one KDS wont run, I already updated the user on it. Still wont do the trick	Feb 20 2024, 11:18 AM
	SOS: 473225953	11:18 AM
Jack Trinque	should be good now, the shortcut had gotten changed yesterday when we were looking at it.	11:26 AM
Darren Sla	Thanks!	11:27 AM
	Darren Sla has shared a file image.png - 40.71 KB	11:56 AM

	Qlab is calling in asking to gettshi sorted out asap cause it is Lunch time.	11:56 AM
Jack Trinque	need to add another KDS license, if they are using another view	11:58 AM
	They have a bunch of different views enabled, which ones are they actually using. Any additional ones need to be removed	11:59 AM
Darren Sla	EXPO GRILL KDS FRY KDS	12:00 PM
	Those are the ones that they use	12:00 PM
Jack Trinque	They are also on a very old version of the software on these KDS' they should udpate them to the same version as the terminals so its has the newest KDS version	12:00 PM
	yea tell them to get tehse to the same version as their terminals. Then open the KDS in the OCPOS folder. They are on a very old version.	12:02 PM
Darren Sla	Would that fix the concerns that they have?	12:03 PM
	How about the KDS1?	12:05 PM
	Can we get that going for them?	12:05 PM
Red Bercero	Hi guys, I do have a question this from cascade auto body and paint. There's a problem with their credit card transactions	12:22 PM
	Red Bercero has shared a file coPdLd9fSMGz07Guv5E7qA.3gp - 276.34 KB	12:22 PM
	#37373	12:23 PM
	what to do about this? any advice?	12:23 PM
Darren Sla	Darren Sla has shared a file image.png - 437.93 KB	02:08 PM
Jack Trinque	User config is corrupted, need to replace it with a different version. That used to show up on older versions when it corrupted I believe	02:10 PM
Darren Sla	I had to remove 6 backups	02:15 PM
	But it is now working	02:15 PM
	Thanks!	02:15 PM
	Do we send 1099k report?	Feb 21 2024, 12:20 PM
	It should be from the CC processor right?	12:22 PM
	Chef Dee's are they on Maverick?	12:23 PM
Scott Dickens	yes, it would come from maverick	12:34 PM
Darren Sla	How can we request that? Should we email them?	12:35 PM
	Or should we advise them to call maverick?	12:35 PM
Scott Dickens	escalate the ticket to have jack assign it out to request it from maverick	12:40 PM
Darren Sla	Copy that.	12:40 PM
	Darren Sla has shared a file image.png - 0.59 MB	03:27 PM
Jack Trinque	looks like those are applied orders. To make a payment, they should choose the "Make Payment" option at	

	the bottom right and it will make an order that way. They can also make a payment from the back office if they already took payment for it.	03:45 PM
Darren Sla	I showed her that, and as per her that's exactly what she did.	03:46 PM
Jack Trinque	If you choose one of the orders and Choose View what shows?	03:46 PM
Darren Sla	When i hit view, it did not do anything	03:49 PM
Jack Trinque	what location?	03:50 PM
Darren Sla	They kicked me out, it was for Trevinos	03:50 PM
	I was just connecting via SOS	03:50 PM
	Try this SOS 9562072090	03:54 PM
Jack Trinque	shows incorrect	03:55 PM
Darren Sla	Let me get a new one	03:57 PM
	@Jack Trinque 245117451	04:08 PM
	@Jack Trinque Let me know if you're able to check on it so that I cna update the merchant.	05:07 PM
Dougie Stevens	Did someone give my cell number to someone at Khans and have them call me tonight?	09:11 PM
Darren Sla	Not me	09:12 PM
Jack Trinque	Not me, let me know if you need me to call them.	09:12 PM
Dougie Stevens	Must have been the BPS guys	09:14 PM
Darren Sla	Darren Sla has shared a file image.png - 108.27 KB	Feb 22 2024, 09:38 AM
	The picture might be too little Here is the ticket https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000043923933	09:38 AM
Jack Trinque	yea, should have been addressed in a recent release. Will need to update	09:42 AM
Darren Sla	Gotcha. When can we schedule that?	09:47 AM
	Darren Sla has shared a file image.png - 238.37 KB	03:56 PM
Jack Trinque	should be a clear order prompt option under settings > POS	04:00 PM
Darren Sla	Thanks	04:02 PM
	Darren Sla has shared a file image.png - 79.04 KB	05:22 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 416.48 KB	Feb 23 2024, 10:12 AM
Jack Trinque	They want to make the order tax exempt? Or they dont want tax to show on the screen even when its being charged?	10:15 AM
	Looks like Dougie is working on cards still. Waiting for information from their rep.	10:17 AM
Dougie Stevens	Are you otp with them still?	10:18 AM
Red Bercero	yes i'm with them	10:18 AM

	they called back	10:18 AM
Dougie Stevens	Xfer them to me 505	10:18 AM
	they haven't ever taken a call from me	10:18 AM
Rogie Logronio	Are we going assign the ticket to you @Dougie Stevens ?	10:20 AM
	Hi, John Vitolo from Tenth Street pasta and pizza is calling in about changing their delivery fee from $5 to $8 if it's outside their area. They said they already called in yesterday in changing the $5 delivery fee. He wants to talk to tier 2 about this. Anyone?	10:56 AM
	Anyone availble? How do I go about this?	11:07 AM
Jack Trinque	I'm not available for a call. Delivery fees can be changed from back office setting > takeout/delivery and settings > service fees.	11:12 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 81.46 KB	11:22 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 61.93 KB	11:57 AM
	anyone?	12:01 PM
Scott Dickens	looks like it was processing	12:04 PM
	what location?	12:04 PM
Rogie Logronio	American Legion Post 629	12:05 PM
Scott Dickens	checking	12:05 PM
Rogie Logronio	She said she usually calls us in order for it to be processed immaediately	12:05 PM
Scott Dickens	they processed successfully and will be removed from the list when they batch	12:07 PM
Rogie Logronio	Got it, Thanks scott	12:08 PM
	Hi Laureen from value system called in, kind belly merchant has been paying her employees weekly and she set the hours to show up on their paper on a bi-weekly basis. She wants the hours to show up in their paper to be weekly, is that possible?	12:39 PM
Jack Trinque	Settings > Labor can change the pay period	12:42 PM
Rogie Logronio	Hi Jack, I just wanna confirm if this will affect the reports as well. From my understanding , she wants it showing under employee reports? she was talking about the payslip	12:45 PM
	Is there a way to check footprint if someone processed an EOD report? Are there any logs we can check for that?	02:38 PM
Jack Trinque	Like to see who did the EOD? Yea back office > Support > Action Log and Employee POS Actions. There is not a report a merchant could check ,but we can check it there.	02:39 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.63 MB	04:23 PM
Dougie Stevens	What did you do to set it up?	04:24 PM
Rae Banaglorioso	added it on the back end	04:24 PM
Dougie Stevens	How though, what type of promo?	04:25 PM
Rae Banaglorioso	happy hour	04:25 PM
Dougie Stevens	Please show me because we don't have somehting called happy hour. It's all about how you set it up	04:25 PM

	Hopping on 2 with you	04:25 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	
	image.png - 387.2 KB	04:26 PM
Dougie Stevens	Checking!	04:26 PM
	SEc	04:26 PM
	All set it looks like	04:28 PM
	Just needed me to log in I think	04:28 PM
Rae Banaglorioso	THANK YOU SO MUCH !	04:28 PM
Dougie Stevens	lmao	04:28 PM
Rae Banaglorioso	hahaha	04:28 PM
Dougie Stevens	I just logged in	04:29 PM
Rogie Logronio	One of the manager from thompson mexican grill is calling in to setup his new equipment that he just received.. his trying to replace terminal 3. Anyone available?	05:24 PM
Scott Dickens	@Ernie Perez - this one yours?	05:30 PM
Ernie Perez	who	05:31 PM
	wasn't scheduled, heading out. happy to help on Monday but have a pretty packed day already on Monday.	05:32 PM
Rogie Logronio	Does the caller need to schedule it?	05:35 PM
Scott Dickens	they may need to just swap the drive if the old one is not wet (apparently the old terminal got wet and fried)	05:35 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	
	image.png - 10.45 KB	06:56 PM
Scott Dickens	That will happen during business hours	06:58 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	
	image.png - 183.94 KB	Feb 24 2024, 11:50 AM
Rogie Logronio	Hi @Jack Trinque Randy from goods and grace called in trying to setup the new credit card reader, he already did the setup but still not working	11:50 AM
	rae just sent a screenshot	11:50 AM
	no emv param	11:52 AM
Jack Trinque	They use a different card reader it needs to be configured. I'll have to set it up give me a few minutes.	11:52 AM
Rogie Logronio	Noted	11:53 AM
	@Jack Trinque Randy also told me that he wants to ask question from you while configuring the card reader	11:58 AM
Jack Trinque	Actually had it all setup already. You'll just need to grab the ip of the card reader.	11:59 AM
Rogie Logronio	Where can I grab the ip of the card reader? will it work now?	12:00 PM
Jack Trinque	https://certek.com/kb4/knowledge-base/pax-sp30-payment-terminal/	12:00 PM
Rogie Logronio	192.168.001.215	12:02 PM
Jack Trinque	Term 3 right?	12:04 PM

Jack Trinque	Term 2 right?	12:04 PM
Rogie Logronio	yes	12:04 PM
Jack Trinque	Ok should be good have them do a test transaction	12:05 PM
	Have him confirm serial on bottom as well just to make sure I grabbed right one. Should be 3A473717	12:06 PM
Rogie Logronio	He said thats the right one	12:08 PM
	He said it's still not working	12:08 PM
	@Jack Trinque	12:09 PM
Jack Trinque	errors?	12:09 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 27.27 KB	12:09 PM
Jack Trinque	check logs	12:09 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 67.91 KB	12:11 PM
	Where should I go from here?	12:11 PM
Jack Trinque	ocpos_pax	12:11 PM
Rogie Logronio	Got it. What do I need to check there?	12:12 PM
Darren Sla	Ocpos Pax	12:13 PM
	Check the resposnse .	12:13 PM
Jack Trinque	Same error as the other. Might be something with the port this is using. Have them check the cable from the card reader to the router/switch and see if they can swap it.	12:15 PM
	Card reader definitely works though did multiple tests before sending out, so likely something there at this point.	12:15 PM
Rogie Logronio	Okay. I'll let them now	12:16 PM
	He said that the cable works perfectly fine because he just tried to use a laptop using the same cable	12:17 PM
Jack Trinque	Yea it is connecting locally. The issue is it can't get an acknowledgement from the processor. Same thing happened with other reader. So it likely is not the reader at this point.	12:19 PM
	If term 1 reader is working have him disconnect term 1 reader and connect this new one there. The try a transaction on term 2 and see if it goes through.	12:19 PM
Rogie Logronio	Noted, I'll let them know.	12:21 PM
	This is from another call. Is it possible to do offline transaction? if so how do they turn it on?	12:25 PM
Jack Trinque	Depends on their setup. If they are it will be control panel > offline transactions	12:25 PM
Rogie Logronio	It said, they do not have that privilege when they tried it	12:27 PM
Jack Trinque	They need to enter the code of someone with the privilege. They can also give someone the privilege under the back office.	12:28 PM
Rogie Logronio	Got it. Where in the back office can they do it?	12:30 PM
Jack Trinque	Where they change privileges. Employees > choose employee and choose privileges.	12:31 PM
Rogie Logronio	Gotcha	12:31 PM

	Thanks jack	12:32 PM
	is it possible to set "TO GO" for all items instead of just putting it individually on each item?	02:40 PM
	Rogie Logronio has shared a file image 1.png - 287.09 KB	02:41 PM
Jack Trinque	As a modifier no they would have to click it for each item. They could make a to go fee but it would only apply once, not once per item.	02:42 PM
Rogie Logronio	That makes sense. Thanks jack	02:46 PM
	Rogie Logronio has shared a file Screenshot_20240224_145900_Instagram.jpg - 1.25 MB	03:11 PM
Dougie Stevens	Check unapplied transactions	03:11 PM
	Checkout functions > unapplied	03:12 PM
Jack Trinque	It's only a partial payment, isn't fully applied yea, they need to pay the remainder on table 29	03:14 PM
Dougie Stevens	Getting a text from Al that this hasn't yet been resolved. What were you able to find Rogie?	03:25 PM
Rae Banaglorioso	.38 was left, upon checking out another .01 was left and doesnt go through the system. al wants an explanation why does it happen	03:28 PM
Jack Trinque	So it still isn't closed?	03:28 PM
Rae Banaglorioso	its already closewd	03:28 PM
Rogie Logronio	I'm confused as well. They were not able to clear out table 29	03:28 PM
	It's already closed. They just didn't understand why it happened, why they couldn't clear it	03:29 PM
	because there was an amount left just like what rae said	03:29 PM
Jack Trinque	Ok take information about the order. Note down order id, totals, etc... and make a ticket we will have to look into it.	03:30 PM
Rogie Logronio	Thanks jack, already created a ticket, should I assign this to you?	03:39 PM
Dougie Stevens	I have an order that I can't find in view transactions, orders, or orders_pending but it is in pending_order and the status is X. How can I get this out of pending_order? They said they closed it out as cash	09:40 PM
Jack Trinque	X under pending order would mean it was removed. I believe you can change status to O under that table and it should go back to the table. If the table is no longer open it should show under unattached.	09:48 PM
Dougie Stevens	Remove is also set to Y all the way down but I don't see it as a post-submit removal	09:48 PM
	Sweet, thanks Jack! Trying now	09:49 PM
	Dougie Stevens has shared a file D0514AFC-0551-4C16-A440-778CC89A6A14.jpg - 0.59 MB	Feb 25 2024, 10:06 AM
	I didn't really see anything in event viewer where their connection dropped on 2 around the times of this redirects nor the double printed kitchen ticket	10:08 AM
Rae Banaglorioso	how do we reprint a till report till 7? caller claims it didnt print	04:07 PM
	can anyone route me to the right direction?	04:07 PM
Jack Trinque	Till and bank manager, closed banks should have a section to see closed tills	04:10 PM
Rae Banaglorioso	hi guys, report cash due and credit fee is missing when printing the till report.	04:15 PM
	how do i go about it ?	04:15 PM

Jack Trinque	Pull it up in the back office.	04:16 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 27.53 KB	04:17 PM
	error 114?	04:17 PM
Jack Trinque	Last likely an error on the printer. Any error lights?	04:17 PM
Rae Banaglorioso	non, just refilled a new paper roll	04:18 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 225.92 KB	05:09 PM
Jack Trinque	What information are they looking for?	05:15 PM
Rogie Logronio	It's not showing up in the credit card detail report, they are wondering why it's missing	05:16 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 85.84 KB	05:17 PM
	Rae Banaglorioso has shared a file image.png - 93.47 KB	05:16 PM
Jack Trinque	We'll have to investigate to see. Make a ticket for it. Is there anything they are needing to see right now?	05:17 PM
Rogie Logronio	None at the moment	05:17 PM
Jack Trinque	Ok make a ticket. What's the sos code?	05:18 PM
Rogie Logronio	355072954	05:18 PM
Jack Trinque	The table isn't closed? They likely need to close the rest of the table to see anymore.	05:20 PM
Rogie Logronio	it seems like a new table	05:21 PM
	that was recently opened	05:21 PM
	Rogie Logronio has shared a file image.png - 24.3 KB	Feb 26 2024, 09:32 AM
	Hi @Dougie Stevens ralph just called asking why the transaction on this didn't get captured that caused the auto batch to not run. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000044119813	12:43 PM
Dougie Stevens	This is now assigned to Scott, who will have to answer this question after getting with James	12:49 PM
	Please let him know we're looking in to it and we will update the ticket	12:49 PM
Rogie Logronio		12:58 PM
	This is noted. Rogie Logronio has shared a file image.png - 25.83 KB	03:24 PM
Jack Trinque	I do not believe so. The reports and labor periods that print will be based on the time that is set for the labor period that is set in the back office.	03:26 PM
Rogie Logronio	Thanks jack. I'll let them know about this	03:26 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 298.94 KB	03:37 PM
	need assistance	03:37 PM

	SOS: 065 594 155	03:38 PM
Jack Trinque	anything showing in logs?	03:39 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 198.25 KB	03:41 PM
Jack Trinque	Delete all of those, then try to sign in. if a new log is made, open it up and see what the error shows	03:41 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 65.04 KB	03:45 PM
Jack Trinque	open up ocpos_uncaught and see what shows there	03:45 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 287.51 KB	03:46 PM
	garry otp looking for tier 2, anyone available?	03:46 PM
Jack Trinque	Close OC, go to C:\OCPOS\Setup\Software and run DPFinger(x64) then open OC again and test.	03:47 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 43.11 KB	03:48 PM
Jack Trinque	C:\OCPOS\Setup\Software	03:49 PM
Rae Banaglorioso	@Jack Trinque - thank you !!	03:56 PM
Darren Sla	Darren Sla has shared a file image.png - 327.08 KB	04:33 PM
	Darren Sla has shared a file image.png - 210.77 KB	04:38 PM
	On Term2	04:38 PM
	Can anyone look into it?	04:39 PM
	I ran Regdll but still the same thing	04:44 PM
Jack Trinque	yea it doesnt see the database. check database settings and maek sure its set properly	04:48 PM
Red Bercero	hey guys? anyone available to set up a tablet for Jairo, Sunrise Cafe	04:49 PM
Darren Sla	I did @Jack Trinque and double check the database on the other terminals and made sure that it is the same.	04:56 PM
	But still wont work	04:57 PM
	@Jack Trinque on term2 it was just the printer situation	05:03 PM
	On term3 it was the database situation	05:03 PM
Jack Trinque	should be good now	05:13 PM
Darren Sla	Also term2?	05:15 PM
Jack Trinque	yea i didnt see that error on term 2. I was able to print a reciept fine.	05:20 PM
Darren Sla	hmm.. Is it becuase I already ran Regdll?	05:21 PM
	But I was trying to open Starprinter utility	05:21 PM
	and that shows up	05:21 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	

Rae Banaglorioso	Rae Banaglorioso has shared a file	06:39 PM
	image.png - 36.24 KB	
Scott Dickens	checking	06:40 PM
Rae Banaglorioso	-deleted logs for tickets that didnt print	06:40 PM
Scott Dickens	everything looks to be working	06:43 PM
	if its not printing, have them check all their printers to see if it came out somewhere else	06:44 PM
Rae Banaglorioso	i did reach back to them nothing is printing on that expo printer	06:44 PM
	my bad all good	07:04 PM
	@Scott Dickens thanks!	07:04 PM
Darren Sla	@All hi team good morning, https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/7069030000441758 45 I got Sammy barkers online ordering payments. Showing " SOMETHING WENT WRONG " upon payments.	Feb 27 2024, 08:02 AM
Red Bercero	Hello Guys! Anyone available to set up a tablet for Jairo (BPS) - Sunrise Cafe	09:36 AM
	Ticket #37738	09:36 AM
Jack Trinque	for a new setup it needs to be scheduled. Have him email in and we can setup a time from there.	10:06 AM
Red Bercero	Understood thanks jack!	10:41 AM
	I just have a question for Seville quarter term 28, Was able to follow the steps that you've told me however they are still encountering the same problem with the touch screen	10:42 AM
	what do you suggest to do next?	10:42 AM
	Hello guys! Eric from payteva is requesting for a call back about Data Base that needs to be downloaded he said.	11:32 AM
	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	12:02 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/7069030000441737 13	12:02 PM
	We're both on call, Can you plesse answer the other call anyone? thanks	01:51 PM
	hey guys? I have here gary Haddad	Feb 28 2024, 11:25 AM
	once to speak to tier 2 directly	11:25 AM
	already ended the call, If someone from the tier 2 can call him that would be great .	11:26 AM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/7069030000444524 17	11:27 AM
	here's the ticket number for reference	11:27 AM
Darren Sla	Context: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/7069030000433221 12 Term 4 screen is no longer working properly , I tried updating the Driver but still the same thing,	12:46 PM
Jack Trinque	when you say you updated the driver, it was the update file from hanasis and then shut down, unplugged, replugged, and turned on again?	12:50 PM
Darren Sla	Yes.	12:50 PM
Jack Trinque	when you did it, did it say "ok , will be enabled after power off and restart" I tried to rerun it and it shows its not suitable for the device. I believe it should say "no need to update" once it is updated.	12:56 PM
Darren Sla	hmm. Let me check the video recording.	12:56 PM

Darren Sla	hmm.. Let me check the video recording	12:58 PM
	Darren Sla has shared a file image.png - 362.67 KB	12:58 PM
	I checked the video again,.	12:58 PM
	Any other file that we can use for update?	12:58 PM
	Why is it not suitable for the device, when it is a Hanasis?	12:59 PM
Jack Trinque	Cool, check with Vio from hanasis, as that is not one of the errors in the read me file. It definitely is a hanasis though checked that to be sure. His email is vio@hanasis.com	12:59 PM
Darren Sla	Copy	01:00 PM
Red Bercero	**Red Bercero has shared a file** image.png - 56.58 KB	01:05 PM
Scott Dickens	@Jack Trinque - make sure someone is reaching out to gary	01:05 PM
Jack Trinque	Calling now, hadnt seen he was waiting on a call.	01:06 PM
Red Bercero	Hi guys i had this escalated earlier cause gary just wants to speak to tier 2	01:10 PM
	Hi guys Ralph from nexlevel wants to get a hold of someone from the tier 2 about their current issue is there anyone available?	02:32 PM
Jack Trinque	yea, whats the issue?	02:33 PM
Red Bercero	about modifiers he said	02:33 PM
Jack Trinque	Ok, send to me 501.	02:34 PM
Red Bercero	gotcha	02:34 PM
	Hi guys, I have Gary Haddad again wants to talk to Tier 2 Specialist	02:45 PM
Jack Trinque	ill take it 501	02:45 PM
Red Bercero	patch him over	02:47 PM
	hey guys out for delivery option is not working	03:13 PM
	Red Bercero has shared a file image.png - 291.01 KB	03:13 PM
	502590090 - SOS Code	03:14 PM
	PIZZA SHOP	03:14 PM
	Already Restarted The OC APP	03:16 PM
	earliier same problem	03:17 PM
	Hi guys Ralph from nexlevel wants to know if there is any way to turn on time stamp? the initial items sent to the kitchen doesn't claim time stamp.	Feb 29 2024, 11:04 AM
Jack Trinque	as in adding a time stamp to the kitchen ticket?	11:05 AM
Red Bercero	yes	11:05 AM
Jack Trinque	yea should be able to under Settings > Receipt templates. Choose the kitchen ticket and add the option there!	11:06 AM
	the default usually has that already, but if they removed it it can be added back there.	11:06 AM

Red Bercero	understood thank you	11:07 AM
Darren Sla	@Jack Trinque this should also apply on bar tabs right?	11:08 AM
Jack Trinque	yea it will print on the ticket on the bartab. If they want it to show on the item itself like on the terminal, they can also turn on "Prepend Time to Item Name" under SEttings > Pos and it will show the time before the items name on the order screen.	11:09 AM
	Jack Trinque has shared a file image.png - 6.37 KB	11:09 AM
Darren Sla	Thanks!	11:11 AM
	There is no Time stamp , I would assume it is the "Time"	11:13 AM
Jack Trinque	date/time if they want date as well, or yea time for just the time	11:14 AM
Darren Sla	Awesome	11:15 AM
	@all hey guys, on the touch dynamic tablet, is there a way to have the signature on it and also to add the tip on it, the same as the rear facing?	01:48 PM
Jack Trinque	yes, turn on rear facing display as normal in Settings > Rear Facing Display, but set "Customer Display" to off under that terminal.	01:49 PM
Darren Sla	Gotcha	01:49 PM
	@team, what's this mobile app that Spencer is talking about he said that the one that they can use on their phones.	01:57 PM
	He is asking what does it take to get that set up with Hwy to India	01:57 PM
Jack Trinque	There is an app, that would need to be setup by Scott usually. In most cases people with just one site use the remote back office instead though. App is usually more for people that want to see multiple locations in one spot.	01:59 PM
Darren Sla	Copy that	02:02 PM
	@all hey guys, what would be the option that I choose if a modifier has an upcharge and the merchant wants to have it "Not showing the price on the Receipt" ?	03:48 PM
	Darren Sla has shared a file image.png - 200.23 KB	03:48 PM
	I think I just answered my question, The 3rd one right? Show options w/o Prices	03:49 PM
Scott Dickens	correct	03:49 PM
Darren Sla	https://media.tenor.com/Ul-81HwYah0AAAAC/gojo-satoru-jujutsu-kaisen.gif	03:52 PM
	@hey guys, 4th quarter kitchen printer. No paper light is on, we tried doing TS on it, it will be pinged no problem. We had the merchant put a fresh roll of paper, power cycle the printer and No paper is still on.	05:19 PM
	Seems like the sensor is toasted already.	05:19 PM
	Anyone can agree that this is up for replacement?	05:19 PM
Scott Dickens	sounds like it, but make sure they have checked to make sure nothing is in the paper compartment (like an old roll of paper...its happened)	05:24 PM
Darren Sla	Yep, We had her remove the paper and reinstall it properly.	05:25 PM
	Can we send a new printer to them? I think they only have one kitchen printer.	05:45 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	

Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 3.84 KB	Mar 01 2024, 07:39 AM
Jack Trinque	assign to me i can grab it	07:57 AM
Rae Banaglorioso	noted ! thanks ticket assigned	07:59 AM
	question: is there an option to do auto EOD and Till on a specific time? if so, is the settings on the backend or frontend?	08:22 AM
Jack Trinque	Yes, Settings > POS > EOD Settings	08:26 AM
	it is recommended to manually do EOD though to ensure all orders are closed properly and all batches are able to go through.	08:26 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 8.65 KB	08:58 AM
Jack Trinque	new sites and orders will go through sales. Matthew and Travis. Youll want to email or message them as they might not check assigned tickets.	09:01 AM
Rae Banaglorioso	noted	09:01 AM
Rogie Logronio	Hi Guys, How do we change the terminal name or terminal number? got a request from a merchant	09:10 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 54.94 KB	09:43 AM
Jack Trinque	if they are using the card reader they need gift stripe on. Go to credit card settings > DataCap Gift Stripe and turn on pass through and enter the secure device as well.	09:45 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 345.83 KB	10:32 AM
Jack Trinque	have them restart the printer	10:34 AM
Rae Banaglorioso	ok, but this was called in yesterday, saw a ticket that says it keeps having a redlight	10:35 AM
	@Jack Trinque it says error and 2 redblinks	10:38 AM
Jack Trinque	Yea its mechanical. "OPOS_EPTR_MECHANICAL"	10:38 AM
Rae Banaglorioso	ink jam	10:39 AM
Jack Trinque	if they have reseated receipt paper, and ensured there is nothing jammed in the printer, then it will need to be replaced. Have them send in a picture of the serial number and we can look at getting a replacement sent out.	10:39 AM
Rae Banaglorioso	we're troubleshooting the ribbon	10:39 AM
	all set for 4th quarter. ribbon failure no replacement needed, we replaced the ribbon. @Jack Trinque thanks !	10:46 AM
Jack Trinque	:thumbsup:	10:46 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.	11:35 AM
Dougie Stevens	When I have the error that EOD can't run because there's an open table, what SQL table do I go to to delete the order? This was a test to show them how tables work but it looks like it held the order after deleting the table	11:40 AM
	I don't currently see a table order under orders_pending, just D and F	11:41 AM
Scott Dickens	tables are stored in tables_orders and tables_users	11:44 AM

Dougie Stevens	sweet	11:50 AM
	So I just need to delete from whichever table the entry is in correct?	11:51 AM
	Well i hope so because I accidentally did	11:52 AM
Scott Dickens	yea, if there are no open tables then there should be no data there	11:52 AM
Dougie Stevens	Sweet lol. Tried to ctrl c and did e	11:52 AM
Rogie Logronio	Is there a way to refund a transaction or void a payment? For example the transaction happened on friday.	11:58 AM
Jack Trinque	If it was from today, they can go to the transaction under Control Panel > View Transactions and choose to void it from there. If the order was already batched they will have to issue a refund from Control Panel > Issue Refund. They would need the card information for that.	12:02 PM
Rogie Logronio	It was already batched and his asking if there's a way to refund without the card information.	12:03 PM
Jack Trinque	nope, they would need the information. They might be able to get it from the processor, but they would need the information.	12:05 PM
Rogie Logronio	Can they get it from the processor manually?	12:07 PM
	without the card	12:08 PM
	anyone?	12:10 PM
Scott Dickens	yes, they can get that info from the processor	12:16 PM
Rogie Logronio	Hi, from Stuart Scoop, two promotions are not working using online ordering, I've tried updating the two promotions and make sure that items are checked and correct, need help. I've refreshed the system as well but the promotion still won't show up	12:31 PM
Jack Trinque	I just emailed them back that they are working. I tested the ones she mentioned. Which one is not working for you?	12:32 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 66.87 KB	12:54 PM
	this is from the items performance report	12:55 PM
Jack Trinque	that will either be fees that are added to orders or custom items added to the order from Order Functions > Custom Item.	12:56 PM
	There should be a custom item report that they can use to see what those items were.	12:56 PM
Rogie Logronio	where can we see the custom item reports?	01:04 PM
Jack Trinque	under menu reports	01:04 PM
	might need to be enabled under Support > Agents if it is not there already	01:04 PM
Rogie Logronio	Rogie Logronio has shared a file image 2.png - 66.87 KB	01:22 PM
	This is for picky gourmet	01:22 PM
Jack Trinque	can one of you disconnect	01:23 PM
Rogie Logronio	done	01:23 PM
Jack Trinque	Jack Trinque has shared a file image.png - 158.48 KB	01:24 PM
	hes not paying anything, that is just showing any custom items that they sold.	01:25 PM

Rogie Logronio	Okay. I'll reach out to him again	01:37 PM
	Where can we increase the refund amount? Where in the back office?	02:17 PM
You	iirc its done using sql	02:21 PM
Rogie Logronio	ralph from next level is asking, his current limit is 100	02:22 PM
Jack Trinque	update settings_pos set refund_amount = xxx	02:27 PM
	set xxx to what they want the refund amount to be	02:27 PM
Rogie Logronio	One of the caller says that the merchant change their name from marottas to cafarelli's, but the issue is , their old name still shows up on their receipt, credit slips, reports, etc.. they want it to be change to their new name	03:06 PM
	is this possible?	03:06 PM
Rae Banaglorioso	backend Settings> recpt template	03:17 PM
	not sure with reports, anyone ?	03:17 PM
Scott Dickens	it has to be changed on the partner portal	03:17 PM
Rogie Logronio	Customer mistakenly put in $33 tip instead of $3 tip, is it possible to refund the customer the whole $33 ?	03:36 PM
Dougie Stevens	Is it still under credit trans (add tips) or has it batched?	03:36 PM
Rogie Logronio	yes it was already batched out	03:37 PM
Dougie Stevens	They can refund if they have the card number. If they don't they will have to get with whomever their processor is.	03:37 PM
	What is the merchant's name?	03:37 PM
Rogie Logronio	I believe its Gorvitas	03:38 PM
Dougie Stevens	Idk what that is	03:38 PM
	Who are you on the phone with? May be Gorditas, but I think they're bps	03:38 PM
Rogie Logronio	Oh Gorditas, sorry my bad	03:39 PM
Dougie Stevens	Np m8 who are you otp with	03:39 PM
Rogie Logronio	I'm talking with juan	03:39 PM
Dougie Stevens	What they name is	03:39 PM
	Sweet, let Juan know that they will have to refund the card processor side	03:39 PM
Rogie Logronio	Business payment solution	03:40 PM
Dougie Stevens	They can do it through the POS, just need the card number	03:40 PM
Rogie Logronio	Where in the POS should they go?	03:40 PM
	Just the normal issue refund?	03:43 PM
	Anyone knows if 4th quarter has been setup for a tablet? Emma is calling saying her tablet can't connect to the terminal, upon checking there's no tablet currently setup	04:31 PM
Jack Trinque	its setup to connect to the server computer	04:31 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	04:32 PM

image.png - 248.66 KB

Jack Trinque   yea that will only show once the tablet is connected.   04:32 PM

	Do you have an sos for the tablet?	04:33 PM
	did you have that sos? They have a lot of WI-Fi networks so they might have just connected to the wrong network on the tablet	04:42 PM
Rogie Logronio	I've been trying to reach out to her but straight to VM	04:43 PM
Rae Banaglorioso	was trying to locate the rdp wrapper on server and term 2 i cant seem to find it	04:43 PM
Jack Trinque	yea they were setup a long time ago so they use thinstuff instead of RDP wrapper, it is on the server.	04:44 PM
Rae Banaglorioso	@Jack Trinque quick question, whats the difference between transaction and operations report	04:48 PM
	this is for el kamino just quick question	04:49 PM
Jack Trinque	Transaction report shows all transactions for the day, operations report shows a lot of information about the day like deposits, taxes, category, tips, etc... Operations report shows almost anything someone would need to look at.	04:50 PM
Rae Banaglorioso	awesome! thanks	04:56 PM
Rogie Logronio	Hi, kitchen printer is not receiving ticket for a specific category, already checked settings , tried doing test order but it only says in "Queue"	06:01 PM
Rae Banaglorioso	for fredsters its only one item on the menu. "opend food" does not print at all, made sure that printer is working, did try to test with the caller its the "open food" which is not printing.	06:45 PM
	anyone available for fredsters?	06:45 PM
	anyone available need assistance with fredsters this is for rogies call	06:48 PM
Dougie Stevens	Is the item assigned to the correct printers?	06:48 PM
Rae Banaglorioso	yup2	06:48 PM
	Rae Banaglorioso has shared a file image.png - 31.68 KB	06:49 PM
	but as per call it doesnt print	06:49 PM
	expo1 is printing properly	06:49 PM
Scott Dickens	if it says C then the printer returned that it received the data	06:50 PM
	have them check the printer itself, clear any paper issues and restart it	06:50 PM
Rogie Logronio	Gotcha	06:51 PM
Rae Banaglorioso	@Scott Dickens - we had them restart the printer however we're unable to do so cos theyre currently packed and they're currently using the printer and will have to do it eos. its only one item thats not printing which is "open food"	06:56 PM
	Rae Banaglorioso has shared a file image.png - 251.46 KB	06:57 PM
	what we did: -checked wnprtspl -exit wnprtspl -open opos adk -check health success -reopen wnprtspl -checked on printer assignment -redo test print still not printing that item	07:00 PM
	if we have the open food only it goes on queue	07:02 PM
	caller said she will contact tom, we'll have to get back with fredsters tomorrow for an update	07:03 PM
	clocking out	07:02 PM

Rogie Logronio	Is there a way to see the total sales of the day without printing the EOD yet?	Mar 02 2024, 02:29 PM
Ernie Perez	quick report	02:31 PM
Rogie Logronio	Where is that?	02:31 PM
Ernie Perez	control panel on front end	02:33 PM
	if theyre on back office they can look at dashboard	02:33 PM
Rogie Logronio	Thanks Ernie. That works	02:36 PM
	Callers said there was an event yesterday, his asking where to see the report for the tips that the servers received on that event	03:07 PM
Ernie Perez	They can look at the credit card tips report in the back office	03:08 PM
Rogie Logronio	*This message has been deleted*	03:11 PM
	Rogie Logronio has shared a file image.png - 124.48 KB	03:12 PM
Ernie Perez	Check under employees reports	03:13 PM
	There is one there to look at just totals they collected for each employee by day.	03:13 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 276.94 KB	04:40 PM
	the screenshot above is from yesterday and it should be cleared out but for some reason it didn't	04:41 PM
Ernie Perez	Those are dated yesterday. They don't have any from today?	04:41 PM
	Oh ok	04:41 PM
	None today?	04:41 PM
Rogie Logronio	they havent started today	04:41 PM
	we tried batching out but goes back to the same screen	04:42 PM
	control panel screen	04:42 PM
Ernie Perez	No error message?	04:42 PM
Rogie Logronio	None	04:42 PM
Ernie Perez	Who's this for and when do they open?	04:42 PM
Rogie Logronio	This is from TJ hunters	04:42 PM
	they will open in a few minutes from now	04:43 PM
	I believe	04:43 PM
Ernie Perez	It's a pax reader they have there. There is an app called Tsys on there that they need open when they try to batch.	04:45 PM
Rogie Logronio	We'll check	04:45 PM
	where can we check that app?	04:47 PM
Ernie Perez	It's a button on the pax reader	04:47 PM
	Maybe a different name	04:47 PM
	Button on the screen an app but it might be called transit or Tsys transit	04:48 PM

Rogie Logronio — That works. Cool. Thanks Ernie — 04:51 PM

Ernie Perez — Np! — 04:52 PM

Rogie Logronio — Is there a way to rerun the credit card transaction without the card or the customer? this is thomas from smookin moon wanting to do a manual entry, he provided me a trans ID 406221903902 — 05:06 PM

Darren Sla — No, they need the card. — 05:07 PM

Rogie Logronio — They — 05:07 PM

Darren Sla — You still need the card todo manual entry — 05:07 PM

Rogie Logronio — they're asking if they can do it without the card — 05:07 PM

okay — 05:07 PM

what's the alternative for this? — 05:08 PM

Darren Sla — Get card info from card processor. — 05:08 PM

Rogie Logronio — They have to call their processor? — 05:08 PM

Ernie Perez — Correct, or their rep can help them with that. Smokin Moon rep is Al from BPS — 05:12 PM

Rogie Logronio — Gotcha — 05:13 PM

Rogie Logronio has shared a file
image.png - 128.78 KB — 05:51 PM

Ernie Perez — Who's asking? — 05:51 PM

Rogie Logronio — Maria from fridas — 05:51 PM

She said it's too high and she doesn't know what is this for — 05:52 PM

Ernie Perez — Ok, I'll text her. — 05:52 PM

Sent it! — 05:53 PM

Rogie Logronio — Yep, I think she got it — 05:54 PM

Ernie Perez — She says she's good now! — 05:56 PM

Dougie Stevens — *This message has been deleted* — 09:42 PM

This message has been deleted — 09:43 PM

Rae Banaglorioso — hi goodmorning, does anyone know who handled vista pub or who setup remote back office? ken is asking cos it was working perfectly before this past week he hasnt been able to access. i tried using the wan address :80 and :8080 it doesnt work. — Mar 03 2024, 07:30 AM

Ernie Perez — Probably going to need to check if the port forwarding is still set to the same IP address of their server. — 07:38 AM

Rae Banaglorioso — where do i check the port forwarding? under network and connections or i need to access router? tried using the IP on their browser it routes me over to oc backend — 07:52 AM

Dougie Stevens — Use the default gateway from ipconfig — 07:52 AM

Rae Banaglorioso — Rae Banaglorioso has shared a file
image.png - 113.75 KB — 07:55 AM

Dougie Stevens — Send ss of the whole ipconfig page — 07:56 AM

Rae Banaglorioso — Rae Banaglorioso has shared a file — 07:56 AM

	image.png - 390.12 KB	
Dougie Stevens	Weird	07:57 AM
	Don't think I've seen 'this page isn't working' for that	07:58 AM
Ernie Perez	reboot of the router possible?	07:58 AM
Dougie Stevens	I think so too	07:58 AM
Ernie Perez	rae are they open now?	07:58 AM
	they might have to do it another time when closed	07:58 AM
Rae Banaglorioso	nope not atm	07:58 AM
Ernie Perez	go for it have them unplug and plug back in power on that router	07:59 AM
Rae Banaglorioso	ohh, no one is on site right now, he just emailed support yesterday, he replied to my questions after i clocked out yesterday 😄	08:01 AM
Ernie Perez	oh ok just let them know in email and to only do it while they're closed. you can share that screenshot to show why too	08:02 AM
Rae Banaglorioso	aight thanks guys ! will do	08:02 AM
	@Ernie Perez hi ernie, quick question, you working with baltzar las palmeras?	08:24 AM
	im still waiting for his response but, it seem like the issue went back about orders that doesnt display correctly. just wondering if you can direct me what were the steps i can check it again	08:26 AM
Ernie Perez	Jack was looking at that for them but not sure where he left off.	08:30 AM
Rae Banaglorioso	gotcha, thanks !	09:09 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 270.83 KB	10:46 AM
Ernie Perez	rogie, is this still an issue? I see oc running again on it	10:52 AM
Rogie Logronio	Yes, currently accessing their splashtop	10:53 AM
	I was checking if printer and drawer was assigned correctly	10:53 AM
Ernie Perez	who called this in?	10:56 AM
Rogie Logronio	Alex	10:58 AM
	from qlaborate	10:58 AM
Ernie Perez	Let Alex know to escalate this issue through their own team because this SNBC U80 printer is not something we are familiar with and that the drivers they're using point to it being a hardware issue since it doesn't work in SNBC OPOS drivers.	11:00 AM
Rogie Logronio	I'll let him know	11:04 AM
	Thanks ernie	11:04 AM
	Rogie Logronio has shared a file Screenshot 2024-03-03 130847.png - 299.01 KB	12:10 PM
	Rogie Logronio has shared a file Screenshot 2024-03-03 130902.png - 243.98 KB	12:13 PM
Rae Banaglorioso	-did param download -disable, enable device manager -restarted the terminal, still showing remove card what else can be done?	12:17 PM

	what else can be done?	
Ernie Perez	You could have them unplug cable from the reader and plug back in	12:30 PM
Rogie Logronio	Already tried unplugging the cables and restarting the reader	12:42 PM
Rae Banaglorioso	@Ernie Perez narrowed to down to a hardware malfunction. they did a test where they tested a different card reader on the same terminal and worked.	12:48 PM
Rogie Logronio	Merchant says whenever they try to process credit card the OC freezes and they have to rerun OC again to make it work again	03:14 PM
		03:14 PM
Ernie Perez	it's very consistent and merchant is frustrated	
	What kind of reader is it?	03:15 PM
Rogie Logronio	VP3300	03:16 PM
Ernie Perez	That's on a terminal or a tablet?	03:17 PM
Rogie Logronio	terminal	03:17 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 351.61 KB	03:19 PM
Ernie Perez	I've heard it's interchangeable with the settings.	03:20 PM
Rae Banaglorioso	oh i see	03:21 PM
Ernie Perez	If it's a terminal they're most likely using a vp8300 since that's what's sold with those. Who's the partner for this merchant?	03:22 PM
Rogie Logronio	Qlaborate	03:22 PM
Ernie Perez	Who called it in at Qlaborate?	03:23 PM
Rogie Logronio	Alex	03:23 PM
Ernie Perez	I'd want to say they should escalate within their team but see if this only happens with that terminal.	03:25 PM
Rogie Logronio	it's happening on all terminal.. owner said its working now but his not confident that it won't happen again because it's been very consistent until today	03:27 PM
Ernie Perez	You can let Alex know that if it's happening on all terminals that they can check their Netepay program. Try restarting it and see if that would make a difference. If it's freezing when running a sale it would be better to let it run through without forcing it to stop to see what logs say. If it's really slow it would eventually timeout	03:30 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 346.99 KB	03:51 PM
Ernie Perez	It's for price level promotions. To setup discounted items for different times. Not a good time to setup though.	03:53 PM
	https://ordercounter.zohodesk.com/portal/en/kb/articles/creating-a-price-level-promotion	03:55 PM
Rogie Logronio	He said he wanted someone to explain why the price level was setup and he did not set it up this way. I did not get it either. He said he wanted to talk to someone who knows it.	04:02 PM
Ernie Perez	Who's the caller?	04:03 PM
Rogie Logronio	Neil from Picky Gourmet	04:03 PM
Ernie Perez	Send him that link, if he wants to schedule something with the team to explain it I'm sure it can get on the calendar.	04:04 PM

Dougie Stevens	That's the default. Nobody set it up	04:05 PM
	Every item made is set like that. Doesn't affect anything unless you setup price level promos and attach them to items	04:06 PM
Rogie Logronio	He seems to be frustrated right now and wants to speak someone from tier 2 because it was causing him a lot of issues	04:06 PM
Ernie Perez	Can you note down the issues he's having?	04:09 PM
Rogie Logronio	I thought his issue was about price level, I was confused turns out it was about the menu modifiers. We we're able to figure it out and resolve the issue.	04:53 PM
Ernie Perez	Ok nice!	05:05 PM
You	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000045326475 called back in about this, it's an issue with then numbers being off on reports. any one look into this? explained to her already reports are usually scheduled an discussed during the weekdays	09:19 PM
Dougie Stevens	Let them know I will call tomorrow morning, assuming you grabbed the number for them if it's not on the ticket already	09:20 PM
You	gotcha	09:21 PM
	9964144148	09:24 PM
Dougie Stevens	Tanks m8	09:24 PM
Red Bercero	hey guys, it shows on the sales report 0 for tavern 42	Mar 04 2024, 08:44 AM
	Red Bercero has shared a file image.png - 0.55 MB	08:44 AM
You	they have to run eod in order to populate the sales (operations) report	08:46 AM
Red Bercero	GOTCHA	08:46 AM
	thank you	08:46 AM
Darren Sla	I dont see them running eod	08:46 AM
You	um	08:46 AM
	yeah just looked at the date range :thinking:	08:46 AM
Darren Sla	No EOD ran @Robert Harris	08:47 AM
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?	08:50 AM
Jack Trinque	not that I see anywhere. Looks like they called about connection issues this weekend, but those both are marked as resolved. Did they mention what the issue was?	08:54 AM
Rae Banaglorioso	additional button for a specific gift card. if im understanding it correctly, what she said is, they have a giftcard which is for 5$ but say for example they are splitting the bill they want the gift card to split as well. its possible however, theyd need to open another table and redo the transaction for that promotion to split as well. she mentioned that she is expecting a callback for this issue.	08:58 AM
	@Jack Trinque	08:58 AM
	they cant really do opening another table cos it will take them so much time	08:59 AM
Jack Trinque	when buying the gift card or paying for an order with it?	08:59 AM

Rae Banaglorioso	paying	08:59 AM
Jack Trinque	they can enter whatever amount they want to pay and then choose gift card, then go to the other check and do the same thing.	09:00 AM
Rae Banaglorioso	my bad its a cupon	09:04 AM
Jack Trinque	promotions apply to a ticket, you would not be able to split it between two. Under Add Promotion you can choose which ticket to apply it to.	09:13 AM
Rae Banaglorioso	we were conversing about that, she is wanting to have it in a way where she can have 2 promotions on a single table. ill grab more info	09:18 AM
Rogie Logronio	Rogie Logronio has shared a file Screenshot 2024-03-04 110814.png - 132.97 KB	10:16 AM
	Rogie Logronio has shared a file Screenshot 2024-03-04 111153.png - 63.52 KB	10:17 AM
	Rogie Logronio has shared a file image.png - 76.62 KB	10:18 AM
Dougie Stevens	If the pay was recently added, they'll need to click on the in time for each entry and then just save the entry	10:18 AM
Darren Sla	All set.	10:47 AM
	Darren Sla has shared a file image.png - 114.29 KB	10:48 AM
Rae Banaglorioso	hi need assistance with HOW or the steps or they keys to press when updating the software, ralph from next level is asking for the steps cos he forgot what keys to press.	10:57 AM
Scott Dickens	CTRL + ALT + U on login screen	10:59 AM
	then do override	10:59 AM
	then use SafeSquirrel337 for update code for release	10:59 AM
	TestingTomcat337 for beta	10:59 AM
Rae Banaglorioso	thanks scott!	11:00 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 136.14 KB	12:08 PM
Darren Sla	I ran RegDll on this, but still happening.	12:08 PM
Jack Trinque	which printer?	12:12 PM
Darren Sla	both kitchen printer	12:12 PM
	Fryer and Expo	12:12 PM
Dougie Stevens	They got updated this morning to latest; unsure if this is the cause or not	12:14 PM
Darren Sla	Did do an update as well on klub24?	12:15 PM
	Seems like they're having the same issue	12:15 PM
Scott Dickens	i'm checking	12:16 PM
	if theres an issue i can build an update real quick	12:16 PM
Jack Trinque	yea, seeing this error at Seville.	12:17 PM

Date: 3/4/2024 12:15:21 PM Error: Conversion from string "" to type 'Boolean' is not valid. Source: Microsoft.VisualBasic StackTrace: at Microsoft.VisualBasic.CompilerServices.Conversions.ToBoolean(String Value) at OCPOS.Orders.CreateKitchenReceiptExpo(String restaurantName, Int32 chars, Int64 orderID, String method, String stationName, Int32 employeeID, String terminal, Int32 kitchenID, Int32 totalItems, DataTable cartItems, DataTable cartOptions, Cart Cart, List`1 uniqueIdList, String invoiceID, Int32 tableID, Boolean sendKitchen, String classify, String contEnd, String receiptHeader, Int32 printTime, Boolean shouldConsolidate, Boolean addRemovedItems) at OCPOSSuite.frmMain.BgSendToKitchen(KitchenSendOrder kitchenSendOrder) InnerException(1): Input string was not in a correct format. InnerSource(1): Microsoft.VisualBasic Query:

12:17 PM

Scott Dickens	yea, theres an error	12:17 PM
	let me try to fix and build a new release...will be quicker than rolling back for seville	12:18 PM
Jack Trinque	:thumbsup:	12:18 PM
Scott Dickens	fixed and building release now...should be about 40 mins	12:25 PM
Darren Sla	@Scott Dickens are they the same with Klub24?	12:25 PM
Scott Dickens	checking that one	12:25 PM
	no, there's is "in queue"	12:25 PM
	just not printing	12:25 PM
	checking that	12:25 PM
	actually theirs appears to be working now	12:27 PM

Scott Dickens has shared a file

image.png - 164.36 KB

12:27 PM

Darren Sla	Thanks!	12:29 PM
Scott Dickens	@Jack Trinque release is ready	12:56 PM
	i'll start applying it	12:56 PM
Jack Trinque	cool, i can start on low numbered terminals.	12:57 PM
Scott Dickens	:thumbsup:	12:57 PM

Rogie Logronio

Rogie Logronio has shared a file

image.png - 284.6 KB

01:00 PM

	She said that she's selling the system to someone else	01:00 PM
Rae Banaglorioso	hi Neil from picky gour claiming he is expecting a phone call from tier 2	01:44 PM
	He is on the phone right now wanting to speak to tier 2 doesnt want to disclose any information	01:45 PM
	Claims that he called in about this last week and yesterday.	01:45 PM
	He said he is expecting from tier 2 to call him but he never got anyone . so he said "before i call scott" i want to talk to tier 2	01:47 PM
	anyone available for NEIL? he's otp	01:48 PM
	Neil is waiting to be transferred over	01:48 PM
	anyone avilable for NEIL ?	01:56 PM

Jack Trinque	are you still on the phone with him?	02:00 PM
Darren Sla	Nope, they're not.	02:01 PM
Jack Trinque	ok calling him now	02:01 PM
Darren Sla	@all can I have the API info for this account please ROSE ISLAND SPICE	02:03 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000045604549	02:03 PM
Rogie Logronio	Hi, merchant says that one of her servers are pocketing some money, she said that she's looking at the pre-submit removal report and some items are missing in the post-submit removal report	02:51 PM
	She says that one of her employee might be removing items before cashing out to the cashier	02:51 PM
	and pocketing them	02:52 PM
Dougie Stevens	Pre-submit removal report means they haven't been sent yet	02:52 PM
Rogie Logronio	She's not sure where to look at	02:52 PM
Dougie Stevens	POst means they were sent to the kitchen. If they did this, it shoudl show on the post-submit removal report	02:52 PM
	Datamining > employee reports > post-submit removal report	02:53 PM
	Or Datamining > employee reports > employee performance report	02:53 PM
Scott Dickens	correction: pre submit means it didn't require manager approval; post submit means it did	03:01 PM
	so if their settings are set differently, items that are sent can be pre-submit	03:01 PM
Dougie Stevens	:o needed correction. Didn't know that	03:31 PM
Rogie Logronio	Hi, Anyone know Hector ? His calling for Rechis for installation, he said he needed procedure to install the software in the POS	03:43 PM
Ernie Perez	Yeah, can you help him get splashtop installed on terminals just give him our link and show him how to rename it once it's installed tinyurl.com/ocsplash	03:45 PM
	If he can't let me know and I can schedule sometime for Tuesday or Wednesday.	03:45 PM
Rogie Logronio	Sure, I'm on it	03:45 PM
	Rogie Logronio has shared a file image.png - 352.87 KB	04:41 PM
Jack Trinque	Yea, Settings > Printer > Modifier Font Size	05:06 PM
Rogie Logronio	**Rogie Logronio has shared a file** 1.jpg - 199.66 KB	05:48 PM
Scott Dickens	it connects interally	05:53 PM
	we'll need to potentially do a field nation or replacement for that	05:53 PM
	assign to jack	05:53 PM
Rogie Logronio	This is noted	05:54 PM
	Rogie Logronio has shared a file image.png - 284.6 KB	05:59 PM
Scott Dickens	its not able to connect to our servers	06:01 PM
	she may need to restart her modem	06:01 PM

	this is usually a dns issue	06:02 PM
	also, she can sell the hardware but the software license is not transferrable...she will need to have the new owner reach out to us	06:02 PM
Rogie Logronio	Thank you scott	06:04 PM
	Hi scott, sorry let me correct myself, she already sold the business, what she's trying to do is to access the back office to get her reports, she said she's getting data base error when accessing back office	06:10 PM
Scott Dickens	Check the database connection	06:11 PM
Rogie Logronio	It was only 1 terminal...maybe sql service isn't running	06:11 PM
	Rogie Logronio has shared a file	06:13 PM
	image.png - 270.78 KB	
	still won't connect	06:13 PM
Scott Dickens	Show me the error	06:19 PM
Rae Banaglorioso	no error, connection setup closes automatically	06:20 PM
Scott Dickens	For the back office	06:22 PM
Rogie Logronio	Rogie Logronio has shared a file	06:24 PM
	image.png - 227.75 KB	
Scott Dickens	database was corrupt	06:42 PM
	i'm attempting repair now	06:42 PM
	fixed	06:45 PM
Darren Sla	@all hey team, is there a way to have a feature modified where the employees cannot access the same table at the same time?	Mar 05 2024, 09:49 AM
	Darren Sla has shared a file	11:48 AM
	image.png - 129.71 KB	
	I did param download on this and this shows up on all of the cards that we tested.	11:56 AM
	We tested 3 cards in total	11:56 AM
Red Bercero	Hey guys, Jeff is calling about crank shaft they are having difficulties with his receipt printer. The brand of the printer is Star and I'm really not familiar with the troubleshooting steps for this printer	01:29 PM
	They just received their POS yesterday and they have a lot of problems with it. Receipt printer won't work. I was able to add priveleges to the manager, add to go via terminal settings and apply 75 cent service fees on to go orders. But they badly want someone from the higher tier to handle it form them	01:52 PM
Scott Dickens	@Jack Trinque - you're reaching out on this one?	02:11 PM
Jack Trinque	yea, got receipt printer back working just after the meeting and messaged jeff. They have epson and star so if it starts happening again, that might need to be changed.	03:37 PM
Darren Sla	Hey guys, Need help with 3mile cafe's tablet, I checked the connection of the tablet and made sure that they are on the same gateway and network. Ran rdp Update, still it wil time out on connection.	04:04 PM
Scott Dickens	firewall?	04:21 PM
Darren Sla	I checked firewall, it was off	04:21 PM
Jack Trinque	is it the tablet we have on splashtop?	04:23 PM

Darren Sla	yep	04:23 PM
Jack Trinque	cool, disconnect real quick and Ill try to take a look	04:23 PM
Darren Sla	Disconnected.	04:23 PM
Jack Trinque	should be good now, it was connected to wrong network.	04:27 PM
Darren Sla	What did I missed?	04:29 PM
Jack Trinque	was just wrong network. Weirdly they have two 1.x networks so it looked right, but it wasnt.	04:29 PM
Darren Sla	I would'nt be able to figure that out not unless if I stayed focused on it for 4hours straight	04:30 PM
	lol	04:30 PM
	Thanks @Jack Trinque	04:30 PM
Red Bercero	Hello guys? is anyone available to talk to Gary Haddad he's looking for a tier 2 specialist	Mar 06 2024, 08:09 AM
	thanks!	08:09 AM
Jack Trinque	talked to him	08:47 AM
Red Bercero	thanks Jack.	08:47 AM
	hey guys do we have a team member who's name is Savannah dickens?	09:04 AM
	brook a tech called for installation from duke's bbq asking for a managerial password	09:34 AM
Jack Trinque	send to me please 501	09:08 AM
Red Bercero	gotcha	09:08 AM
	Hey guys, I received a call from Wise guys pizzeria, Spoke to alexis ONLINE ORDERS NOT RINGING TO THE KITCHEN UNTIL THE CUSTOMERS COME INSIDE TO PICK IT UP	12:23 PM
	she said it happened few weeks ago, but it was resolved	12:24 PM
	but it started doing it again this week	12:24 PM
	instore orders are good just the online orders	12:24 PM
Scott Dickens	is the POS running on the server?	12:29 PM
Red Bercero	asked them about it	12:41 PM
Jack Trinque	you should be able to pull it up to check.	12:41 PM
Red Bercero	once done with this call, I'll go ahead and do that,	12:43 PM
Darren Sla	POS not runnimg, I just ran it.	12:43 PM
	Darren Sla has shared a file image.png - 151.05 KB	05:46 PM
Jack Trinque	No those are going to be the only fractions available. You can use set value, and should have some more options though.	05:57 PM
Darren Sla	Value would be percentage, right?	06:00 PM
	I tested it is not pecentage xD	06:02 PM
Jack Trinque	Dollar amount	06:02 PM
Darren Sla	Hey Guys, quick question. Is there a feature that will "Force clock out employees" upon EOD/Batch ? I	

	checked BOH it only has Auto Clock out feature that will auto clock out employees on a specific amount of time that they have spent.	Mar 07 2024, 09:19 AM
Scott Dickens	its a database only side setting as it conflicts with most states labor laws	09:20 AM
Darren Sla	Gotcha.	09:20 AM
	Thanks!	09:20 AM
Scott Dickens	you can enable it with this command: `update settings_pos set eod_clock = 'Y'`	09:20 AM
Darren Sla	Can I get that sent to a partner?	09:20 AM
Scott Dickens	yes	09:20 AM
Darren Sla	I will just explain that we rarely do this	09:20 AM
	Due to law conflicts	09:21 AM
	Thanks!	09:21 AM
	@all Hey guys, I received a call from Jayson Gray, he is installing a tablet for Palm Street scheduled for Ernie, unfortunately Ernie cant help him at the moment cause he is on an install as well . Can someone help Jay out?	11:44 AM
	He said he will be at the location after 30mins, if someone can reach out to him to help out that would be great.	11:44 AM
	@Jack Trinque @Scott Dickens can one of you help?	11:47 AM
	@all hi guys, can someone check "Brooklyn Bar and Grill" Uber integration, he said that uber updated the email on their end but orders are still not coming through. Can someone check if it gets forwarded to us?	04:14 PM
Jack Trinque	This is a very new site, that I do not believe we would have on the new uber integration (which does not use emails) are they referring to door dash possibly?	04:19 PM
Darren Sla	Yeah, he said about the Door Dash	04:19 PM
	He mentioned that Ernie sent him the new email for doordash to use.	04:22 PM
	And they already updated the email as per him.	04:22 PM
Ernie Perez	Is anyone in the office right now that we can get a hanasis drive image started?	05:50 PM
	Ernie Perez has shared a file PXL_20240307_234702302.jpg - 2.89 MB	05:50 PM
Scott Dickens	yea	05:50 PM
Ernie Perez	Thanks!	05:52 PM
Scott Dickens	Started	05:52 PM
Ernie Perez	Heading back thanks!	05:56 PM
Rae Banaglorioso	hi goodmorning, quick question: does the merchant still need to open or close till even if they dont accept cash? if it wont affect anything, the feature can be turned off correct?	Mar 08 2024, 07:02 AM
	Hi@Jack Trinque kevin calling in for tablet setup, claims this was scheduled yesterday.	10:05 AM
Jack Trinque	kevin from where? I dont have anything for tablets scheduled today	10:06 AM
Rae Banaglorioso	cash register products. says he spoke with you yesterday	10:07 AM
Jack Trinque	send to me 501	10:07 AM

Rogie Logronio	Who is handling the rear screen issue on willies chicken shack? I believe this was escalated already. They said they got a tech on site trying to repair the system	10:09 AM
	The tech is requesting for some kind of a manual for the device	10:12 AM
Jack Trinque	yea send to me 501	10:15 AM
Rogie Logronio	Brent is calling from greek boys, he said that the terminal is still running very slow and lagging also the emv device is not working properly	10:43 AM
	he said that they were working on this yesterday with tier2 and had the rabbitmq setup	10:46 AM
	it work for a little while but its happening again	10:48 AM
	Aaron from Georgia Seafood is asking a question on how to enable specific reports to show up using back office, he said that there was a specific URL that he can use to do that but he forgot	11:06 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 103.27 KB	11:24 AM
Scott Dickens	try having them move it to a different usb port	11:30 AM
	sometimes restarting computer also resolves this	11:30 AM
Rogie Logronio	Got Chris from off the hook on the other line, his trying to setup the tablets and got unsuccessful payment error on two of the tablets	11:47 AM
Scott Dickens	can you transfer him to me? 400	11:50 AM
Rogie Logronio	yes one moment	11:52 AM
	Brent is calling from greek boys, he said that the terminal is still running very slow and lagging also the emv device is not working properly he said that they were working on this yesterday with tier2 and had the rabbitmq setup it work for a little while but its happening again Bump	11:56 AM
Rae Banaglorioso	@Scott Dickens - tina from summit point is callin in about the Bills still not synicing and they are opening this sunday already. shes kinda worried when is this issue gonna be fixed.	12:33 PM
Scott Dickens	i'll take care of that this afternoon	12:35 PM
	dougie was, but he is out due to family emergency for an unknown amount of time	12:35 PM
Rae Banaglorioso	thanks for the update @Scott Dickens	12:45 PM
	quick question. anyone know what off the hook chris is saying? context, theres a green or red button that pops out when clicking on any item on the menu. its call APP or ENTREE?	12:46 PM
	how do i set it up ?	12:47 PM
	anyone can route me to the correct direction?	12:50 PM
Ernie Perez	it's an item setting when you go to item you can change it. called "appetizer"	12:51 PM
Rae Banaglorioso	where do i set it up?	12:51 PM
Ernie Perez	menu management > items > then select item	12:51 PM
	it's in the top right	12:52 PM
Rae Banaglorioso	TYSM @Ernie Perez !!!	12:52 PM
	Rae Banaglorioso has shared a file image.png - 45.69 KB	12:59 PM
Rogie Logronio	*This message has been deleted*	01:15 PM

Ernie Perez	thats it	01:22 PM
	then ring it up	01:22 PM
Rae Banaglorioso	we did ring it up it doesnt pop up, i did restarted oc app as well. still doesnt show up	01:23 PM
Rogie Logronio	Aaron from Georgia Seafood is asking a question on how to enable specific reports to show up using back office, he said that there was a specific URL that he can use to do that but he forgot Bump	01:33 PM
Scott Dickens	reports can be enabled on OCPOS/agents.php	01:35 PM
Rogie Logronio	He said the link does not work, he also said that his trying to download a report like inventory reports, he said he needs to speak with someone who has expertise about reports because he has a lot of questions	01:51 PM
Scott Dickens	i got reunion station up with their second terminal now	03:19 PM
Rae Banaglorioso	thanks @Scott Dickens	03:19 PM
Scott Dickens	we're shipping out a drive overnight for the other terminal (the tech onsite got me the data from it but also couldn't repair windows)	03:19 PM
	the tech explained this to her, but if you could follow up to make sure she's good i'd appreciate it	03:20 PM
Rae Banaglorioso	ill reach back to both ryan and the merchant ! TYSM	03:20 PM
	@Scott Dickens - reached back to her already, shes good for now, it would be best if we can have term 001 fixed asap thats what she told me. but all is well for now.	03:35 PM
	just the ETA of the drive and if we need a tech guy for the installation of the drive is what theyre wanting to confirm.	03:36 PM
Scott Dickens	we're shipping it for saturday delivery	03:36 PM
Rae Banaglorioso	any timeframe on saturday?	03:36 PM
Scott Dickens	she'll need to have someone call in when they receive it and we'll need to walk them through plugging it in and then we'll se it up	03:36 PM
	before 3PM is what the delivery says	03:37 PM
Rae Banaglorioso	thanks! they have a tech guy available we can take advantage of that. its just that the tech guys wasnt available today.	03:37 PM
Rogie Logronio	What are troubleshootings we can do if the OC is running very slow? @all	03:46 PM
	Rogie Logronio has shared a file image.png - 16.7 KB	04:02 PM
	Hi, I got Osceola St Cafe, saying that their OC is running very slow as well, they said their tablets were disconnecting, any troubleshooting we can do about this?	04:24 PM
Scott Dickens	checking	04:26 PM
	they had multiple sessions for each tablet...checking how to change that with rdpwrapper	04:27 PM
Jack Trinque	should be under the RDP configuration > General Settings > has a single session option.	04:31 PM
Rogie Logronio	Cordones, called in saying their OC is running very slow or lagging, tried accessing one of terminal and it is indeed running slow, SOS code 339630024, any troubleshooting we can do?	04:56 PM
Jack Trinque	just this terminal or all terminals? Do we have access to the server?	04:59 PM
Rogie Logronio	yes, sos code 197081130	05:06 PM
Jack Trinque	all terminals or just 5?	05:08 PM

Rogie Logronio	he said all terminals	05:09 PM
Jack Trinque	server is running much better now. Term 5 looks to have a very slow connection to us and locally. Isnt running at full speed according to the network adapter settings. That could mean something is wrong with the ethernet cable or the port that one is connected to. They might try restarting the terminal. seems to be running much quicker on the server now though.	05:14 PM
Rogie Logronio	Gotcha	05:15 PM
	thanks jack	05:15 PM
	Rayven from playhouse said that her card reader for terminal 2 is not working, no error code it only says "Insert Card" even though they already inserted the card	05:17 PM
	she tried cleaning it and unplugging and replugging it	05:17 PM
	Does this need a replacement?	05:18 PM
	IDV8-300P2 VIVOPAY this is the card reader	05:19 PM
	Anyone?	05:19 PM
Jack Trinque	Does tap work? They can try to clean the spot the card goes into to see if some debris is there too.	05:22 PM
Rogie Logronio	She said she already checked and cleaned it. She said if it is possible to enable the tap	05:23 PM
	In fact she's actually requesting to enable the tap feature	05:24 PM
	just so they can use it	05:24 PM
Jack Trinque	Run param download	05:24 PM
	That will enable it	05:24 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 215.84 KB	05:28 PM
	Anyone?	05:35 PM
Jack Trinque	Sorry I'm driving. Are they pax or datacap? What is processing set to under cc settings?	05:37 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 164.37 KB	05:41 PM
	Not sure where in that screen	05:42 PM
Scott Dickens	Looks like it's not setup. What terminal?	05:42 PM
Rogie Logronio	SVR	05:43 PM
	playhouse	05:43 PM
Scott Dickens	Server won't have processing	05:43 PM
Rogie Logronio	Oh sorry	05:44 PM
Scott Dickens	terminal 2?	05:44 PM
Rogie Logronio	Yes	05:44 PM
Scott Dickens	i did the param download (have to do it from that terminal)	05:45 PM
	that re-enables tap	05:45 PM
	but they will need that device replaced	05:45 PM

Rogie Logronio	Yes, I'll let her know	05:45 PM
	Rogie Logronio has shared a file image.png - 217.63 KB	05:51 PM
Scott Dickens	thats a connection error	05:51 PM
	i'll turn off tap on terminal 2 since i re-enabled it	05:52 PM
Rogie Logronio	Okay, should I let her unplug and replug the device?	05:52 PM
Scott Dickens	yes	05:53 PM
Rogie Logronio	I was able to download the param download sucessfully and have her do a test but she said tap doesnt work	05:58 PM
Scott Dickens	does it ask for tap?	05:58 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 227.64 KB	05:59 PM
	thats whats showing	05:59 PM
Scott Dickens	is that whats it showing as soon as she presses credit?	05:59 PM
Rogie Logronio	yes	05:59 PM
Scott Dickens	then the device is broken most likely	05:59 PM
Rogie Logronio	Yes, how should I go with a replacement?	06:02 PM
Scott Dickens	Yes, it won't ship until Monday though	06:02 PM
Rogie Logronio	there's no other way to expedite this? she's asking	06:03 PM
	They said if they can pick it up?	06:04 PM
	instead	06:04 PM
Scott Dickens	No, they're in Miami	06:14 PM
	UPS won't take it until Monday since it's after close of business on Friday	06:14 PM
Rae Banaglorioso	hi, anyone available to setup the bumper with baltazar? Las palmeras. he wants to schedule it cos it has been already installed for over a week now.	Mar 09 2024, 09:21 AM
	Rae Banaglorioso has shared a file image.png - 11.66 KB	09:29 AM
Rogie Logronio	Hi, anyone spoke with chloe from geaux vapors about their credit card machine for replacement? She said that this has been escalated already but she didn't receive any update	10:07 AM
Jack Trinque	We were getting information from rmf. Ask her for the new owners information so we can reach out and start a new deployment on Monday for them.	10:09 AM
Rogie Logronio	Hi, Are we able to setup a pax reader? Jason gray is currently requesting to setup a pax reader for east sac LL	11:39 AM
	we already did the network printer	11:39 AM
	Anyone?	11:42 AM
	Rogie Logronio has shared a file image.png - 24.83 KB	11:51 AM

Rae Banaglorioso	anyone available to assist us on Pax reader setup?	12:36 PM
	@Jack Trinque @Scott Dickens jason calling back in about the status of the setup	12:36 PM
	@all	12:37 PM
	i kindly ask assistance for this one, jason calling back in	12:38 PM
	@Scott Dickens	12:38 PM
	current MID: Whiteys server	12:38 PM
Scott Dickens	I'll set it up	12:38 PM
	do we have the serial number for the pax device?	12:56 PM
Rogie Logronio	Yes, 3A679635	12:57 PM
Scott Dickens	thats for East Sac Little League, correct?	12:59 PM
Rogie Logronio	Yes	12:59 PM
Scott Dickens	what was for Whiteys?	12:59 PM
Rogie Logronio	He said this is the terminal, I'm not sure why they named it whiteys	01:00 PM
	He said he's texting u right now	01:01 PM
	Can you take a quick look on their printer as well? I've set it up earlier and it was able to work but now he said it's not working @Scott Dickens	01:08 PM
Scott Dickens	yra	01:08 PM
	*yea	01:08 PM
Rogie Logronio	TYSM	01:08 PM
	Rogie Logronio has shared a file image.png - 139.5 KB	02:59 PM
	Rogie Logronio has shared a file image0.jpeg - 2.43 MB	02:59 PM
Scott Dickens	use the active banks report of the back office to see the breakdown of the transactions	03:14 PM
Rogie Logronio	Carlos from ciros is calling about cash drawer not opening, they had to use the box key to open it, any troubleshooting we can do for this?	04:03 PM
Scott Dickens	Check if it opens with a test in opos driver	04:24 PM
Rae Banaglorioso	cant take over the terminal yet, caller claims theyre packed	04:26 PM
	i meant doesnt want us to take over	04:28 PM
Scott Dickens	Kelly from bps is texting me about ciros. Can someone log out?	04:43 PM
Rogie Logronio	done	04:44 PM
Scott Dickens	If you're on the line with Kelly, tell him I'll call him now	04:44 PM
Rogie Logronio	I'm on the line with Al	04:44 PM
Scott Dickens	That who I meant...have him in my phone as kelly	04:45 PM
Rogie Logronio	Oh okay	04:46 PM
Scott Dickens	yea, getting him to show me the other issue now	04:47 PM

Rogie Logronio	Okay, thanks scott	04:47 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 14.35 KB	05:07 PM
	confirmation rather	05:08 PM
Scott Dickens	Just escalate that to jack	05:59 PM
	He'll have Matt or Travis reach out to	06:00 PM
Rae Banaglorioso	ive reached out to travis already, he said we dont offer tablet solution atm. but im quite confused cos we offer tablets right? thats the reason why im confirming it 😄	06:02 PM
Scott Dickens	Stock issues	06:30 PM
Rae Banaglorioso	@all emergency Darrells diner 8 the one that ernie set up recently i believe the other day. @Scott Dickens checked it the other day too cos it was crashing. yesterday i did a follow up on them its was working well. today is their busiest day and OC app on terminal 003 is crashing	Mar 10 2024, 08:44 AM
	it crashes every few minutes	08:35 AM
	anyone available to check darrells diner?	08:36 AM
	@Scott Dickens @Jack Trinque	08:37 AM
	im monitoring it, it just crashed just now	08:45 AM
	anyone available to check please	08:43 AM
	darrells diner 8	08:43 AM
	term 003	08:44 AM
	or anyone direct me what to check	08:44 AM
Scott Dickens	We'll need to send a replacement drive	09:49 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 28.58 KB	10:01 AM
	@Scott Dickens @Jack Trinque	10:03 AM
	MID BT pompano	10:04 AM
Scott Dickens	Checking	10:04 AM
Rae Banaglorioso	TYSM !	10:05 AM
	filtered dates should be 9 - 10th	10:07 AM
Scott Dickens	Where are they seeing they should have 17k?	10:07 AM
Rae Banaglorioso	what hes saying is thats the total amount collected.	10:09 AM
Scott Dickens	From where? Adding up the credit card slips?	10:10 AM
Rae Banaglorioso	its all based on the "paper works" they turned in	10:10 AM
	yup2 credit card slips and cash slips	10:11 AM
Scott Dickens	I'm not seeing any issues	10:12 AM
	Either way they should go ahead and eod and batch…we can investigate if they send us the info they have	10:12 AM
Rae Banaglorioso	@Scott Dickens how do i check the total sales?	10:15 AM

	which part?	10:15 AM
Scott Dickens	Transaction report until they do end of day	10:16 AM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 88.55 KB	10:16 AM
Scott Dickens	Yes	10:16 AM
Rae Banaglorioso	he said it doesnt make sens for 22k amount	10:16 AM
Scott Dickens	He should email in his evidence for it not to be and we can investigate it	10:21 AM
Rae Banaglorioso	😄 seems like a confusion on their end. had to send reports to them 1 by 1. adv them about sending proof as well so we can match it out. we were on a three way call with the manager and the other manager on site	10:32 AM
	TYSM **@Scott Dickens** just aint so sure specially with reports thanks !!!	10:32 AM
	Rae Banaglorioso has shared a file image.png - 182.2 KB	06:16 PM
	Rae Banaglorioso has shared a file image.png - 0.68 MB	06:08 PM
	Rae Banaglorioso has shared a file image.png - 0.67 MB	06:08 PM
	Rae Banaglorioso has shared a file image.png - 503.87 KB	06:18 PM
	can i reset the table? i just wanna make sure it wont affect anything cos it involves money	06:30 PM
	anyone available?	06:30 PM
Scott Dickens	Yes, you can reset	06:59 PM
Rae Banaglorioso	TYSM !	07:02 PM
	quick question: how do we set an item to ask for quantity?	Mar 11 2024, 10:25 AM
Jack Trinque	open the item in menu management, and there should be a "request Quantity" option on the right side.	10:26 AM
Rae Banaglorioso	thanks ! found it 😄	10:40 AM
	@Jack Trinque - whats the kitchen printer for crankshaft?	10:40 AM
Jack Trinque	should just be named kitchen i believe	10:45 AM
Rae Banaglorioso	crankshaft is asking if is it possible to hook up the star printer as a receipt for terminal 003?	10:46 AM
	i just setup recpt on term 001. theyre wanting to confirm if they can use the star printer?	10:47 AM
Jack Trinque	they will want to put the epson they are getting on term 3 so it is the same as the kitchen printer	10:48 AM
Red Bercero	,Jason gray called back it's about the deployment for tony's place. He said he already spoke to mathew last week to set up an appointment, Can someone help?	11:33 AM
Jack Trinque	are you on the call with him?	11:36 AM
Red Bercero	earlier, He was looking for you or scott	11:36 AM
Jack Trinque	ok ill call him	11:37 AM
Red Bercero	understood it does say earlier T2 on the caller ID i was just tasked to answer it since it's also interfering	11:48 AM

	with the calls	
	that's why i picked it up	11:49 AM
Scott Dickens	it goes to Tier 1 if no one picks it up for 5 minutes	11:52 AM
Red Bercero	got it	11:52 AM
Rae Banaglorioso	Gary hadad calling in looking for tier 2	12:24 PM
	delivery mapping error. he needs assistance looking for tier 2.	12:26 PM
	@Jack Trinque @Scott Dickens	12:26 PM
	still on the phone	12:28 PM
	anyone available ?	12:28 PM
Scott Dickens	i'm wrapping something up and can call him in a few mintues	12:29 PM
Rae Banaglorioso	ill adv him.	12:29 PM
	he agreed thanks @Scott Dickens will be waiting for your call he said	12:30 PM
	Rae Banaglorioso has shared a file image.png - 403.27 KB	12:50 PM
Jack Trinque	payroll income report, will show based on their labor information of weekly or biweekly. I believe they can use the "Employee Payroll Report" and it should let them choose just one day. That might need to be enabled under Support > Agents	12:52 PM
Scott Dickens	"Employee Payroll Estimate Report" is the one that will let them choose exact dates	12:54 PM
Rae Banaglorioso	TYSM guys! got it !	01:01 PM
	hi @Jack Trinque - al calling in wanting to speak to you about sales report not matching, he said to tell you that " can you tell jack to give me a phone call"	01:12 PM
	@Jack Trinque following up.	01:55 PM
Jack Trinque	thanks, just got back from lunch about to call him shortly!	01:57 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 26.48 KB	02:34 PM
Scott Dickens	try a parameter download	02:41 PM
Rae Banaglorioso	i did param download on the tablet then start OC proc then tested it again it does the same error	02:41 PM
	MID: off the hook rdp1	02:42 PM
	Rae Banaglorioso has shared a file image.png - 188.33 KB	02:44 PM
Scott Dickens	looks like a potential issue with the reader	02:44 PM
	may need to replace this one	02:44 PM
Rae Banaglorioso	if you can kindly provide me with details so i can get back to chris from off the hook? is there any other troubleshooting that i can still do?	02:47 PM
Scott Dickens	could have them turn the tablet off for 30 minutes. That's how long it takes for the device to turn off. That may resolve it, but if not, we'll need to ship a replacement out	02:50 PM
Rae Banaglorioso	ill get back to chris thanks @Scott Dickens !	02:51 PM
Red Bercero	Red Bercero has shared a file	

Red Bercero	Red Bercero has shared a file	03:51 PM
	image.png - 103.77 KB	
	off the hook, called in still doing the same problem for rdp 1, 3 and 4	03:53 PM
	hi guys, Gary Haddad is looking for a tier 2 support that can assist him. If someone is available that would be great.	04:21 PM
Rae Banaglorioso	Hi Guys asking for assistance, Coco sawtelle experiencing crashing most of the time in term 2, sometimes on all other terminals. Unable to restart the server cos they are using most of the terminals when i tried asking permission they cant afford to do a restart. It might take quite a while since i see windows update as well. anyone available to check coco sawtelle?	06:32 PM
	Rae Banaglorioso has shared a file	06:34 PM
	image.png - 136.72 KB	
Scott Dickens	just saw this	07:17 PM
	checking now	07:17 PM
Rae Banaglorioso	thank you !	07:19 PM
	Rae Banaglorioso has shared a file	07:43 PM
	image.png - 442.0 KB	
	Rae Banaglorioso has shared a file	07:43 PM
	image.png - 502.06 KB	
	Rae Banaglorioso has shared a file	07:43 PM
	image.png - 362.14 KB	
	here are the other transactions	07:43 PM
	@Scott Dickens @Jack Trinque	07:44 PM
Scott Dickens	looks like they have reverse tab enabled	07:47 PM
	the subtotal does not include the tax thats included in the items	07:48 PM
Rae Banaglorioso	@Scott Dickens - can you elaborate what does reverse tab mean?	07:48 PM
Scott Dickens	sorry, reverse tax	07:49 PM
	where tax is included in the price of the item	07:49 PM
	they can add use the "tax notes" setting under taxcodes to add the math above the subtotal if needed. that way they could have this: Food Total: $22.00 Alcohol Total: $9.00 Tax Included: -$0.69 Subtotal: $30.31	07:50 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	07:54 PM
	image.png - 92.34 KB	
	is there a way for it to show on the recpt as well? @Scott Dickens	07:58 PM
	Rae Banaglorioso has shared a file	08:00 PM
	image.png - 72.11 KB	
Scott Dickens	look at liquor tax	08:00 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	08:01 PM
	image.png - 63.85 KB	
	so i just need to turn this off correct? what will happen if i turn this off?	08:01 PM
Scott Dickens	no, they most likely want that to be reverse on their liquor items	08:01 PM

	if they don't, then yes turn it off	08:02 PM
Rae Banaglorioso	can you explain more about liquor tax?	08:02 PM
	how does that work on liquor items?	08:02 PM
Scott Dickens	if when they sell a liquor item, for example the "G- SINGLE P RIES" to be $9.00 after tax, then thats what reverse tax is for	08:03 PM
	if they want tax to be added to the $9, then they do not want liquor tax	08:03 PM
	i think this was @Ernie Perez 's deployment so he should speak to Ernie about this	08:04 PM
Rae Banaglorioso	he wants more clarifications with taxes tho 😄	08:07 PM
	if when they sell a liquor item, for example the "G- SINGLE P RIES" to be $9.00 after tax, then thats what reverse tax is for if they want tax to be added to the $9, then they do not want liquor tax did mention this explanation to him, i just cant position it well enough maybe? but these are the exact same words i had told him 😄	08:08 PM
	still otp with him 😄	08:10 PM
Scott Dickens	go ahead and transfer him to me: 6400	08:10 PM
Rae Banaglorioso	thanks scott ! my apologies, clocking out !	08:11 PM
	MID: OFF THE HOOK tablets unable to process card transactions yesterday all other tablets except for rdp2 is unable to process same error. any update please thankyou following up with this ticket: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000047344705	Mar 12 2024, 09:31 AM
	Rae Banaglorioso has shared a file image.png - 13.57 KB	09:52 AM
Red Bercero	hey guys, Gary Haddad is looking for a tier 2 tech support. If someone can give him a call that would be great thanks	01:16 PM
	Hey Guys, Garr Haddad gave a call back. wanting to speak to tier 2.	03:12 PM
Jack Trinque	send to me 501	03:14 PM
	if your on a different call il call him back	03:16 PM
Red Bercero	yes I'm on a diff call now	03:17 PM
	Red Bercero has shared a file credit card reaeder.png - 427.16 KB	03:53 PM
Scott Dickens	that is a connection issue	03:54 PM
	could try restarting the terminal to see if that works but most likely needs to check the physical connection	03:54 PM
Red Bercero	yup that's what i said to him	03:55 PM
	but the back of the terminal is so tight he said he couldn't unplug and replug it	03:55 PM
	resolved thanks for assistance	04:10 PM
Darren Sla	Darren Sla has shared a file image.png - 59.43 KB	Mar 13 2024, 08:05 AM
Jack Trinque	You can add or change from Terminal Settings > Add Image. To fully remove it, I believe you need to go to C:\OCPOS\images and there should be a logo there that you can delete.	08:07 AM
Darren Sla	Thanks!	08:09 AM

	Is this possible? "Is there a way to print the separate seat number orders under the Delivery order function? We have a business that put 2 orders in under the Delivery order but they cannot print the separate seat number tickets under delivery. There deliveries often have multiple orders going to the same business and each person pays separately. Is there a setting or something that can be changed to make this work?"	09:44 AM
Scott Dickens	They can change the terminal setting order method to ticket. Then they can change the ticket as they're ringing it up to split into separate tickets	09:48 AM
Darren Sla	I thought of that. I just want to make sure.	09:50 AM
	Thanks, Scott.	09:53 AM
Red Bercero	Hey guys spencer from Cocard wants to get a hold of either scott or jack, In reference to a demo question.	02:20 PM
	it's a time sensitive matter he said	02:21 PM
Scott Dickens	i'm on a call	02:22 PM
	@Jack Trinque ?	02:22 PM
Jack Trinque	In a menu review.	02:22 PM
Scott Dickens	if it's a sales demo related, he should reach out to Matt	02:22 PM
Red Bercero	understood, This is about downloading a demo he said	02:22 PM
Scott Dickens	or even Travis	02:22 PM
	@Ernie Perez can you speak to him?	02:25 PM
Ernie Perez	on the phone with jason alba for a terminal setup for chop block deployment	02:25 PM
Scott Dickens	someone will have to give him a call back as soon as one of us wrap up	02:26 PM
	i just finished if he's still on the line	02:27 PM
Red Bercero	yes	02:27 PM
	he is	02:27 PM
	would you like me to transfer it to you	02:28 PM
Scott Dickens	yes, 6400	02:28 PM
Darren Sla	Do we do integration with Quick Books?	04:16 PM
Scott Dickens	Yes, using a third party integration called SaaSANT	04:18 PM
Darren Sla	What's the process of that?	04:20 PM
	Can you let me know?	04:20 PM
Scott Dickens	they need to request it through support and we can assign someone to work with them on it	04:20 PM
Darren Sla	Alrighty, thanks!	04:21 PM
	Darren Sla has shared a file image.png - 114.83 KB	Mar 14 2024, 10:47 AM
Scott Dickens	location? i'll have to check the data	10:48 AM
Darren Sla	Pacific Dining Chabot	10:48 AM
	He also mentioned that there are some items that has the same issue.	10:49 AM
Scott Dickens	looks like the item exists without an inventory item or button	10:51 AM

Scott Dickens	looks like the item exists without an inventory item or button	10:51 AM
	i'll remove those that are affected	10:51 AM
	done	10:52 AM
Darren Sla	Do we have a feature where if the barcode is already existing it wont allow them to use the barcode again?	10:54 AM
Scott Dickens	we do not	10:54 AM
Darren Sla	I think that would be a nice feature to have.	10:56 AM
Ernie Perez	Ernie Perez has shared a file	
	image.png - 251.94 KB	10:59 AM
Scott Dickens	dakota fixed that in an update so they won't show if they have a blank email entry	11:00 AM
	might be a way to remove them from the database...let me see	11:00 AM
Ernie Perez	Perfect! I'll let them know about the update so that they can schedule it out.	11:00 AM
Scott Dickens	ok, i think they should be removed now	11:01 AM
Red Bercero	Red Bercero has shared a file	
	image.png - 75.84 KB	03:56 PM
	Red Bercero has shared a file	
	image.png - 194.11 KB	03:56 PM
	can someone help	03:57 PM
Scott Dickens	checking	03:58 PM
	fixred	04:01 PM
	*fixed	04:01 PM
	they had the service fees set to auto-add to delivery orders	04:01 PM
Red Bercero	gotcha. I'll let them know tysm	04:01 PM
Scott Dickens	the delivery zones handle that so they don't need to have it auto-assigned	04:01 PM
Red Bercero	well played.	04:01 PM
	outside hobocan has no fee they said @Scott Dickens	04:08 PM
	called them back just now to check.	04:08 PM
Scott Dickens	checking	04:12 PM
	looks like the "No Zone Delivery Fee" isn't functioning	04:15 PM
	assign me the ticket and we'll get this corrected with an update	04:15 PM
	they can manually add the fee by going to Order Functions -> Add Service Fee	04:15 PM
Red Bercero	assigning the ticket.	04:23 PM
	hey guys, Shane from the morning fork wants to update the version of OC APP at terminal 2 to 5.0.0.0.2 cause all of his terminal are at this version except for terminal 2. Can someone help me to the right direction on what needs to be done? thanks	07:04 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000048149603	07:36 PM
	here's the ticket number for reference.	07:36 PM

Rae Banaglorioso	goodmorning guys, just checking in about the card reader for off the hook tablets? @Jack Trinque @Scott Dickens	
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000047344705	Mar 15 2024, 06:03 AM
Ernie Perez	Did we get rid of the ability to turn off red printing on modifiers?	08:57 AM
Scott Dickens	no, run this command (turns off printing red completely): update settings_pos set kitchen_red = 'N'	09:48 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file IMG_0.MOV - 4.12 MB	10:07 AM
Scott Dickens	haven't seen that before, but it does look like a replacement might be needed	10:09 AM
Rae Banaglorioso	jumped in to that terminal, we dont have proble accessing it. whats the troubleshooting for screen problems like this?	10:09 AM
Scott Dickens	try restarting, if that doesn't work its a hardware issue and needs replaced	10:10 AM
Rae Banaglorioso	this happened days ago started small flickers. , unusable yesterday. yes we did restarted the terminal. still the same. They will have their first biggest event tomorrow bcos of st patrick and is looking to get it fixed asap	10:14 AM
	@Scott Dickens whats the best route?	10:18 AM
Scott Dickens	we'll need to ship out a replacement	10:22 AM
Rae Banaglorioso	whats the ETA	10:22 AM
Scott Dickens	if they need it tomorrow they'll need to cover the overnight shipping cost	10:22 AM
	otherwise it would arrive early next week	10:23 AM
Rae Banaglorioso	roughly around how much will that be ?	10:23 AM
Scott Dickens	what location?	10:24 AM
Rae Banaglorioso	JUMBY BAY	10:24 AM
Scott Dickens	are we talking to the rep or the customer?	10:24 AM
Rae Banaglorioso	merchant, VICKI.	10:26 AM
Scott Dickens	i'll reach out to the rep to see if they have a different solution	10:29 AM
Rae Banaglorioso	ok2 please keep me posted. thank you !	10:30 AM
Rogie Logronio	Mike from alliant wishes to speak to someone who knows about sur-charging, he said they were doing sur-charging with a customer and they were having some issues	10:34 AM
Scott Dickens	for jumby bay, NLRS is going to reach out. this is their hardware.	10:45 AM
Rae Banaglorioso	oh ok thanks @Scott Dickens ill get back to them.	10:45 AM
Scott Dickens	did anyone get with mike yet?	10:46 AM
Jack Trinque	I have not, just saw it, in the middle of making a menu.	10:47 AM
Scott Dickens	i'll reach out	10:47 AM
Rae Banaglorioso	@Scott Dickens - btw, eddie called back Darrells diner #8. they havent recvd the HDD yet and they will have an event tomorrow asking for updates.	10:56 AM
	would you mind telling me to which address has it been sent ?	10:56 AM
Scott Dickens	i texted him	10:58 AM
	it wasn't shipped out yet so we're overnighting it	10:58 AM

	it wasn't shipped out yet so we're overnighting it	
Rae Banaglorioso	ok2 thanks for the update. ill reach back to him just to make sure he gets the message	11:00 AM
Rogie Logronio	Rogie Logronio has shared a file	11:10 AM
	image.png - 97.2 KB	
Scott Dickens	thats a connection issue	11:14 AM
	have them check the usb connection of the device both on the device itself and try a different usb port on the computer	11:15 AM
Rae Banaglorioso	yup2 gave the same resolution they're working on a different terminal now. the previous one got fixed with the same step	11:16 AM
Rogie Logronio	Got it. Thanks	11:17 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file	11:37 AM
	image.png - 441.8 KB	
Scott Dickens	customer display always shows the higher price when using dual pricing	11:38 AM
	due to visa/mastercard compliance	11:39 AM
Rae Banaglorioso	whos the partener of deerings to explain dual pricing ?	11:41 AM
	theyre quite confused	11:41 AM
Scott Dickens	Superior Merchant Solutions	11:45 AM
	jack took over that deployment so he can also assist in explaining that	11:45 AM
Rae Banaglorioso	i tried explaining it to the best that i could they understood thanks !	11:54 AM
	Rae Banaglorioso has shared a file	12:20 PM
	image.png - 280.54 KB	
Jack Trinque	they are most likely signed into the wrong user. What other users are on the computer?	12:22 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	12:23 PM
	image.png - 69.58 KB	
Jack Trinque	yea, choose ocpos and it should sign them into that account which will load properly	12:24 PM
Rae Banaglorioso	gotcha !	12:24 PM
	thanks	12:25 PM
	hahaha was caught off guard with the question my bad	12:25 PM
	i missed that dang it	12:25 PM
	what are the instances where a barcode has two items which i couldnt see at the back office? how do i go about it?	12:33 PM
	Rae Banaglorioso has shared a file	12:40 PM
	image.png - 254.33 KB	
	Rae Banaglorioso has shared a file	01:22 PM
	image.png - 245.11 KB	
	it happens on all terminal atm	01:23 PM
Scott Dickens	fixing...they must have the old version where processing gets deactivated when licensing	01:39 PM
	fixed	01:40 PM

| Rae Banaglorioso | thanks @Scott Dickens ! | 01:44 PM |

| Rogie Logronio | Rogie Logronio has shared a file | |
| | image.png - 299.59 KB | 01:51 PM |

| Scott Dickens | this will be addressed in the release this weekend, we can apply it on monday | 01:55 PM |

| Rae Banaglorioso | Rae Banaglorioso has shared a file | |
| | image.png - 339.15 KB | 02:10 PM |

| Scott Dickens | what's selected in reward? | 02:12 PM |

| Rae Banaglorioso | 50% off | 02:12 PM |

| | Rae Banaglorioso has shared a file | |
| | image.png - 300.77 KB | 02:12 PM |

| Scott Dickens | are they trying to do a buy 1 get 1 50% off? | 02:13 PM |

| Rae Banaglorioso | yup2 buy 1 get 1 | 02:13 PM |

| Scott Dickens | looks correct as long as the items are checked | 02:13 PM |

| | what location? | 02:13 PM |

| Rae Banaglorioso | quickly \ | 02:13 PM |

| | i did maade sure its checked | 02:14 PM |

| Scott Dickens | its working | 02:15 PM |

| | Scott Dickens has shared a file | |
| | image.png - 468.52 KB | 02:15 PM |

| | if they want it to be 50% just 1 item (instead of buying 1 at full price and getting 50% off the second) change the condition to "Enter the amount the customer must spend" and set it to $0 | 02:16 PM |

| Rae Banaglorioso | gotcha, ill get back to them regarding this one. for this promotion, this has to be added unlike price level it kicks in immediately correct? | 02:17 PM |

| Scott Dickens | right | 02:18 PM |

| Rae Banaglorioso | thats where i overlooked. was thinking that it would kick in immediately since days were set | 02:18 PM |

| | @Scott Dickens btw just checked in with jumby bay, NLRS havent contacted them shes asking if she can possibly get the contact details. she doesnt have the contact | 02:23 PM |

| Scott Dickens | this is their office number: 919.900.7019 | 02:24 PM |

| Rae Banaglorioso | noice ill get back to her after lunch | 02:25 PM |

| | thanks ! | 02:25 PM |

| Rogie Logronio | Rogie Logronio has shared a file | |
| | Screenshot 2024-03-15 152726.png - 14.28 KB | 02:29 PM |

| | Anyone? | 02:33 PM |

| Scott Dickens | I believe thats for online ordering 1.0. on 2.0, its set on the online ordering control panel | 02:34 PM |

| | Menu Configuration -> Promotions | 02:34 PM |

| Rogie Logronio | this is still in the back office? | 02:35 PM |

| Scott Dickens | no, the OOACP | 02:35 PM |

Scott Dickens	no, the OOACP	02:35 PM
Rogie Logronio	do we have access for that?	02:36 PM
	or does the merchant have access for that?	02:36 PM
Scott Dickens	the merchant should	02:37 PM
	i'll make sure you get added, but josh needs to do it so you get added for everything	02:37 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 142.33 KB	03:40 PM
	i did setup sub item for the drinks. what another way of adding item inside a sub item??	03:41 PM
	otp with them currently	03:41 PM
You	i dont think that's possible. the flow is item > sub item > edit sub item not item > sub item > sub item	03:42 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 293.37 KB	03:43 PM
You	there's multiple ways of doing it, they could have "draft beer" as an item and attach the beers as modifiers (using a typeset) or an item called "draft beer" with the drinks as sub items	03:43 PM
Rae Banaglorioso	they dont want it as modifer	03:43 PM
You	ok, do you have drinks as an item with draft beer attached?	03:44 PM
	if so, you should make a category for drinks and then create an item for draft beer and have the sub item the name of the drinks	03:44 PM
Rae Banaglorioso	so its main cat is drinks under drinks there are beers wines sodas and so on. under beers there are sub items under sub items there are other things too	03:46 PM
Scott Dickens	should be Drinks -> Draft Beer -> add the draft beers as sub items	03:48 PM
Rae Banaglorioso	ill be adding the modifer	03:48 PM
Scott Dickens	Drinks -> Bottle Beer -> add the bottle beers as subitems	03:48 PM
Rae Banaglorioso	found a way :D	03:53 PM
	now my the concern is has something to do with printer, was trying to assign the item to the bar printer but it doesnt show up. we can see it available under printer settings but not when creating the item need help	03:54 PM
You	is there a station created for the item in the back office under settings > printers	03:55 PM
	You have shared a file image.png - 45.92 KB	03:56 PM
Rae Banaglorioso	gotcha !	04:01 PM
	TYSM!!	04:01 PM
	Rae Banaglorioso has shared a file image.png - 103.61 KB	04:07 PM
Scott Dickens	@Jack Trinque	04:07 PM
Jack Trinque	Assign to me I can get it setup.	04:44 PM
Rae Banaglorioso	thank you.	04:44 PM
	DOMO !	04:44 PM

Rogie Logronio	Rogie Logronio has shared a file	05:35 PM
	image.png - 40.64 KB	
	Merchant is claiming that a tab has suddenly disappear from the bar, its a $300 tab, how do we recover or check where to find it?	07:29 PM
	Rogie Logronio has shared a file	07:34 PM
	image.png - 499.14 KB	
Scott Dickens	do they have any information on it?	07:46 PM
	specifically a print out that shows the order id...if not that, do they know the tab name?	07:47 PM
Rogie Logronio	They did not have those information. I have suggested to re-rung the order since they still have the customer on their end	07:48 PM
	nvm.. she agreed to do it since the customer is about to leave	07:51 PM
Rae Banaglorioso	Hi guys just wanting to check up on off the hook card reader? do you guys mind telling me if someone reached out to them already for the tablets that are unable to process card payments? if yes thats great if no what are the options we have so i can get back to chris for this issue. this was a call on monday. thank you https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000047344705	Mar 16 2024, 06:27 AM
Rogie Logronio	Amanda from New Sylum is calling in about tabs that are disappearing, she's claiming that at least 10 tabs disappeared. Asked if she remember the order ID of those tabs, or any print out. She said she does not. She only remember at least two tab names	09:24 AM
	Tab Names she remembered: Thomas Kenely, EDOO	09:22 AM
	Anyone?	10:10 AM
	Hi Amanda is calling in again, asking for an update about this issue.	11:04 AM
Scott Dickens	those two they had names for show they were removed...this is most likely due to the clear order prompt coming up and them saying yes	11:08 AM
Rogie Logronio	Their worried because they are having a big event an hour from now and tabs might disappear again	11:08 AM
Scott Dickens	i've addressed the issue with that happening on bar tabs this past week, so i'll apply that fix now	11:09 AM
	i do need access to their terminal 1 if you can get me an sos code	11:11 AM
Rogie Logronio	Will get it hold on	11:11 AM
	Tried calling but it seems like she's still on her way, shes 10 minute away	11:16 AM
	she'll call back for the SOS code	11:18 AM
Scott Dickens	kk	11:18 AM
Rogie Logronio	Hi scott, got the SOS code 862284136	11:28 AM
	@Scott Dickens	11:28 AM
Scott Dickens	thanks	11:33 AM
	done	11:36 AM
Rogie Logronio	Tysm scott, i'll let her know	11:36 AM
	Hi, Terminal 1 suddenly went off for alibi lounge , they tried everything power cycling and unplug replug it still won't turn on	01:17 PM
	Verified if outlet have power, it indeed have power because there are other devices connected to the outlet	01:21 PM

	they said that today is one of their big day and asking if there's any chance we can expedite a resolution	01:22 PM
Dakota Post	How long have they tried leaving it off	01:41 PM
Scott Dickens	@Jack Trinque is there someone at MMG that rog can reach out to to potentially resolve that for them today?	01:43 PM
Jack Trinque	Chris will be best, I'm trying to find his number now!	01:49 PM
	Should be 8508321611 I believe	01:51 PM
Rogie Logronio	I will call them now	01:52 PM
	routed to VM	01:54 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 1.8 MB	02:45 PM
	still not working	02:46 PM
	we tried atleast 3 transactions it doesnt let us add tip	02:47 PM
	did param dl as well	02:49 PM
Dakota Post	What does it do? Just completely skip the tip screen?	03:11 PM
Rae Banaglorioso	yup2	03:11 PM
Dakota Post	Are they using pac	03:11 PM
	Pax	03:11 PM
	James said you might need to close the software, go into take manager, make sure the customer display isn't running, then run the point of sale	03:14 PM
Rae Banaglorioso	did a restart already using task manager.	03:27 PM
	still not working	03:29 PM
Dakota Post	Are they using pax?	03:34 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.67 MB	03:35 PM
Dakota Post	Can you send me a screenshot of the settings on the backoffice for that terminal	03:36 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 391.58 KB	03:38 PM
Dakota Post	Put in a tip amount, restart, then try again. If it still doesn't work submit bug for James	03:40 PM
	Put in a tip amount on one of the settings so like 15 percent or something	03:40 PM
Rae Banaglorioso	all set √ i switched the other tip button to no restarted the OC app then switched it back to yes restarted terminal all set thanks !	03:55 PM
Dakota Post	Awesome! I'll let James know that worked	03:58 PM
Rae Banaglorioso	DOMO! @Dakota Post !	03:59 PM
Dakota Post	Can you still make a ticket for it	03:59 PM
	James said he still wants to look at it	03:59 PM
Rae Banaglorioso	noted! do i assign this to james immediately?	04:00 PM

Dakota Post	Yeah he will reassign it if he needs to	04:01 PM
Rae Banaglorioso	ok2 noted	04:01 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 274.99 KB	04:08 PM
	Did we set this profile for them? This is from raymonds, tried signing in using OCPOS profile but i got nothing no OC	04:09 PM
	Rogie Logronio has shared a file image.png - 71.77 KB	04:11 PM
Scott Dickens	If they restart it will probably boot back into it...have they tried that?	04:11 PM
Rogie Logronio	Not yet, were gonna try it now	04:12 PM
	Got it	04:17 PM
	Rogie Logronio has shared a file image.png - 263.79 KB	06:26 PM
	Any advice?	06:26 PM
Dakota Post	Location?	06:41 PM
Rogie Logronio	palm street	06:41 PM
Scott Dickens	It's payment logistics	06:43 PM
	Find the device ip under the payment logistics tab in the credit card settings and see if you can ping it	06:44 PM
	If not, it's a connection issue. If you can, they'll need to reach out to payment logistics support	06:44 PM
	Payment logistics handles the setup and support of those devices	06:45 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 157.52 KB	07:29 PM
	goes back to home screen, CC settings doesnt populate	07:30 PM
Dakota Post	What version	07:31 PM
	And is it generating an error	07:32 PM
	In the logs	07:32 PM
Rogie Logronio	How will I know the version of the app?	07:32 PM
	unable to check logs because they are using all terminals	07:33 PM
Dakota Post	Restarting software the loading screen will show the version.	07:33 PM
Rogie Logronio	unable to restart the software as well because they are using it	07:33 PM
Dakota Post	If you can't restart, you would have to go to the registry and get it	07:33 PM
	Otherwise there wouldn't be a way	07:34 PM
Rogie Logronio	Okay, will do	07:35 PM
Dakota Post	They were probably kicking you off	07:35 PM
	Scott said that he was in the settings	07:35 PM
	If they want us to fix it they need to give access to	07:35 PM

Rogie Logronio	This is for Palm street tablet	07:36 PM
	I can call them so we can take over the terminal	07:37 PM
	but we can only have a few minutes of access	07:37 PM
Scott Dickens	Yea, I was able to get into the setting early but they closed it and started using the tablet	07:38 PM
Rogie Logronio	How do we deal with online order not printing to the kitchen? do we troubleshoot it like a kitchen printer issue?	08:00 PM
Dakota Post	Check the backoffice settings for online ordering 2.0	08:14 PM
	There should be a kitchen printer setting	08:14 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 355.39 KB	Mar 17 2024, 06:49 AM
Darren Sla	Yes	06:50 AM
	The others are connected via rdp or vnc i think	06:50 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 170.06 KB	06:51 AM
Darren Sla	Disable rear facing	06:51 AM
	Boh> settings> rearfacing	06:52 AM
	Select the terminal, then Edit.	06:52 AM
Rae Banaglorioso	how do i interchange that?	06:52 AM
Darren Sla	Are they seeing that on the main screen?	06:52 AM
Rae Banaglorioso	yup2	06:52 AM
	all set thanks !	06:56 AM
	√	06:56 AM
	Rae Banaglorioso has shared a file image.png - 163.2 KB	06:58 AM
Rogie Logronio	Hi, where can we check the Backoffice settings for online ordering 2.0?	09:19 AM
	nvm got it	09:23 AM
	Rogie Logronio has shared a file image.png - 74.24 KB	09:28 AM
	the "default printer" maybe?	09:29 AM
Jack Trinque	Default printer will be where the receipt prints. Unmapped at the bottom will be where the items print if they don't have a kitchen printer assigned.	09:41 AM
Rogie Logronio	Primavera is calling in claiming that they're not able to send reports to different email address, like the "email PDF" on the report screen, they said they used to be able to send it to different email address	12:06 PM
Jack Trinque	If it's asking them to choose an email. They need to add the email to an employee for it to show up there. Employees > choose employee from drop down > employee info and add email.	12:07 PM
Rogie Logronio	Gotcha	12:10 PM
	Rogie Logronio has shared a file	01:37 PM

	image.png - 349.9 KB	
	Rogie Logronio has shared a file image.png - 200.46 KB	01:39 PM
Scott Dickens	Checking	01:40 PM
	can someone log out?	01:40 PM
Rogie Logronio	done	01:41 PM
Scott Dickens	batched...i removed the other device from the queue since they're not using it	01:42 PM
Rogie Logronio	thanks scott!	01:45 PM
	Rogie Logronio has shared a file image.png - 110.68 KB	03:58 PM
	they said this is happening on all terminals	03:58 PM
	they are fully packed right now	03:59 PM
Scott Dickens	checking	04:08 PM
Rogie Logronio	terminal 2	04:08 PM
Scott Dickens	someone log out	04:08 PM
Rae Banaglorioso	discon	04:09 PM
Scott Dickens	looks like it was when they were doing manual entry	04:13 PM
	the secure device was entered wrong for manual entry	04:13 PM
	fixed now	04:13 PM
Rogie Logronio	Gotcha. Thanks scott	04:14 PM
Rae Banaglorioso	@Scott Dickens just to clarify, when doing manual entry under CC settings it needs to have "HID" in it all the time?	04:16 PM
Scott Dickens	only for the augusta reader	05:34 PM
Rae Banaglorioso	Following up with OFF the hook tablets unable to run card payments Thank you https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000047344705	Mar 18 2024, 05:34 AM
Red Bercero	**Red Bercero has shared a file** image.png - 191.68 KB	10:54 AM
Scott Dickens	they're accessing the wrong spot	10:55 AM
	they need to go to the address they were provided (if it's been setup)	10:55 AM
Red Bercero	understood, if it's not set up yet. what do i need to do?	10:56 AM
Scott Dickens	assign ticket to me to get it set up	10:56 AM
Red Bercero	i'll call them back once im done with this current call ty	10:58 AM
Rogie Logronio	Hi, Tom's extreme pizzeria just called in saying their online ordering payment system is not working, she said it has never worked before, she's claiming that when customer use the online ordering system and pay for their orders it does not charge them. Anyone can help?	11:39 AM
Scott Dickens	looks like they don't have payments set up for online...checking into this	11:42 AM
Dougie Stevens	If I remember right, he didn't finish the Maverick app because of the %	11:58 AM

Rogie Logronio	Tina from Summit point is reaching out saying that the deposit from 8th to 11th is not matching on the EOD report	12:06 PM
	anyone knows about this?	12:07 PM
	Rogie Logronio has shared a file image.png - 24.53 KB	12:18 PM
	Rogie Logronio has shared a file image.png - 1.87 MB	12:18 PM
Scott Dickens	assign to me	12:19 PM
Rogie Logronio	done	12:19 PM
	Rogie Logronio has shared a file image.png - 71.14 KB	12:29 PM
Dougie Stevens	They don't have API information input. Who is it?	12:30 PM
Rogie Logronio	Crawfish Hole	12:31 PM
	Rogie Logronio has shared a file image.png - 15.53 KB	12:41 PM
	Rogie Logronio has shared a file Screenshot 2024-03-18 133736.png - 17.26 KB	12:41 PM
Scott Dickens	thats the total of the tills	12:43 PM
	they need to compare it to the Expected Credit Deposit line on Operations Report	12:43 PM
	if that doesn't match, assign ticket to me	12:43 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 19.42 KB	12:52 PM
	is it the same thing?	12:52 PM
Dougie Stevens	I spoke with AI, all is well with this. He was looking at the wrong place on the report. Yes, the Estimated Deposits would be where people look to see what should be going into their bank account for all different payment methods.	01:06 PM
Rogie Logronio	Tysm dougie	01:07 PM
Dougie Stevens	You're welcome	01:11 PM
Rae Banaglorioso	hi guys, whos working on riverbend variety? eric calling in wanting to confirm the schedule tomorrow.	01:33 PM
	this is a scheduled install, he just has questions and confirmations	01:37 PM
Jack Trinque	yea, send to me 501	01:38 PM
Rae Banaglorioso	unable to reach, ill let you know when he calls back thanks !	01:42 PM
	@Jack Trinque - you available atm?	01:57 PM
	This message has been deleted	01:56 PM
	eric otp	01:57 PM
Jack Trinque	yea 501	02:01 PM
Rae Banaglorioso	got off the phone with him cos he was engaged on something, he just wants a confirmation if the install will	02:05 PM

proceed tomorrow and at what time?

nvm he called back   02:05 PM

Darren Sla **Darren Sla has shared a file**
image.png - 88.71 KB   02:07 PM

Dougie Stevens @Rogie Logronio Crawfish Hole should be all set   02:07 PM

@Darren Sla on the OCPOS account on the back office go to support > API and then paste the following
values: 02:10 PM

Oh wait location?   02:10 PM

Looks like maybe east sac little league but need to confirm   02:11 PM

Darren Sla Yeah, it is for east Sac   02:12 PM

Dougie Stevens Location ID: 3166 API ID: 867ab5cdd670db0f API Key: 4ba7a32ae93d848b78b7040e515b025c   02:12 PM

Dougie Stevens has shared a file   02:13 PM
Screenshot 2024-03-18 at 3.11.58 PM.png - 360.26 KB

Darren Sla Thanks!   02:15 PM

It is now working   02:15 PM

Rogie Logronio May I know who is the credit card processor for citrus city kraft? Someone is asking for their contact
number   02:29 PM

Scott Dickens It is Maverick, but we usually handle anything they need   02:30 PM

Rogie Logronio Oh Okay. Merchant is asking for their phone number   02:31 PM

Scott Dickens Merchant Support: Email: support@maverickhq.com Phone: 800.464.9777   02:31 PM

Ernie Perez **Ernie Perez has shared a file**
image.png - 89.52 KB   02:52 PM

Ernie Perez has shared a file
image.png - 107.6 KB   02:53 PM

Ernie Perez has shared a file
image.png - 65.26 KB   02:54 PM

Ernie Perez has shared a file
image.png - 47.97 KB   02:54 PM

Jack Trinque something might be on port 80 already. try to change port?   02:54 PM

Ernie Perez port 81 worked   02:55 PM

Rogie Logronio Hi, Al Brit is calling in regarding the internet service for ordercounter, I believe he is from Cox. He said he
wants to talk to either thomas or scott for the business account   03:22 PM

Scott Dickens	take a message and assign to me	03:24 PM
Rae Banaglorioso	hi @Scott Dickens RBO was gone after the update, did check database external access is YES. hotspotbbq.ordercounter.com unable to access MID: Hotspot	05:10 PM
	Rae Banaglorioso has shared a file image.png - 30.97 KB	05:10 PM
Scott Dickens	they use a different port i believe	05:13 PM
	http://108.64.220.253:8080/OCPOS/login.php	05:14 PM
Rae Banaglorioso	thanks @Scott Dickens !	05:14 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 209.64 KB	05:16 PM
Scott Dickens	have them restart the pritner	05:17 PM
Rogie Logronio	already did	05:17 PM
Scott Dickens	what location and terminal?	05:18 PM
Rogie Logronio	jumby bay term 1	05:18 PM
Scott Dickens	printer is not showing as connected right now	05:19 PM
	have them check the usb connection	05:19 PM
	it should show as POS/Kiosk Printer or something like that	05:19 PM
	under USB	05:19 PM
Rogie Logronio	we tried unplugging both sides of the cable and replugging it	05:20 PM
Scott Dickens	trying a restart on the computer	05:20 PM
	if that doesn't work, it may be the printer itself	05:20 PM
	its still not showing...have them unplug the usb and plug it back in.,..if you don't see the device manager refresh when they do that then its the printer itself then NLRS may need to replace	05:24 PM
Rogie Logronio	gotcha	05:25 PM
	Matthew from pacific dining is asking what kind of scale do we use on our POS system? Does anyone know?	05:37 PM
	Anyone?	06:06 PM
Dougie Stevens	CAS PD-II	06:24 PM
Rogie Logronio	Thanks dougie	06:30 PM
Dougie Stevens	Yeah man!	06:31 PM
Rogie Logronio	Hi, Brit from Seville Quarter is claiming that their terminals froze up or does not work, she's claiming that it usually happens during monday between 5:30pm - 7pm, down time usually takes 10-20 mins, she said she already called in about this, not sure who's working with her about this	06:43 PM
Red Bercero	hey guys, All of the terminals at seville quarter are stuck on the loading screen of OC APP, Spoke Gary thames Operations manager, Already tried to power cycle mostly the important POS'S however it's doing the same thing.	07:30 PM
	it's a recurring issue every monday he added.	07:31 PM

	Red Bercero has shared a file	07:32 PM
	image.png - 475.34 KB	
Scott Dickens	they called me...i'm looking at it now	07:35 PM
	restarting the server fixed it...checking in the error now	07:43 PM
Red Bercero	thanks scott	07:52 PM
Darren Sla	**Darren Sla has shared a file**	
	image.png - 46.3 KB	Mar 19 2024, 10:06 AM
	Param download is successful, tried it and it is still the same	10:09 AM
	I ran NetEpay Mangr. on Term1 still did not work.	10:13 AM
Scott Dickens	is it a windows tablet? are you sure?	10:18 AM
Darren Sla	I think so, I cant get out of the screen where I can see the Android processor	10:19 AM
	Marion told me that it is an android tablet tho.	10:19 AM
	Should I disconnect then reconnect?	10:21 AM
	Talking about the Users on taskbar	10:21 AM
Scott Dickens	what location?	10:21 AM
Darren Sla	Pride of atmore	10:21 AM
Scott Dickens	yea, it is an android tablet	10:22 AM
	have them go back to the home screen on the tablet and open OC Android Processor	10:22 AM
Darren Sla	**Darren Sla has shared a file**	
	image.png - 80.78 KB	10:23 AM
	I am trying to swipe up, and it wont do anything	10:23 AM
	Usually there is a home button at the top but I dont see it.	10:23 AM
Scott Dickens	you're not logged into the tablet	10:23 AM
	you're logged into the rdp session on the computer	10:24 AM
Darren Sla	**Darren Sla has shared a file**	
	image.png - 74.32 KB	10:24 AM
	How can I disconnect the session?	10:24 AM
	Users?	10:24 AM
Scott Dickens	you can sign off the user	10:27 AM
Darren Sla	User signed off.	10:28 AM
	We're dealing with it tomorrow. Store is already closed for the day.	10:30 AM
	Anyone can tell me what device is this "HT52306130190"	10:48 AM
	Context:	
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000049107266	10:48 AM
Scott Dickens	That's a Hanasis HIT Plus	10:50 AM
Darren Sla	Thanks	10:50 AM

Red Bercero	hey guys, Value systems recently installed a VP8300 for Christopher's Pizza and they're getting this error code 3006 while doing a param download can someone help here's the SOS CODE: 037285474	12:54 PM
Scott Dickens	They need to set the host name in the credit settings to the name of the server were netepay is installed. I believe it POS1	01:05 PM
Red Bercero	understood	01:05 PM
	what should be the host name?	01:06 PM
Scott Dickens	POS1	01:07 PM
Darren Sla	Darren Sla has shared a file image.png - 0.76 MB	Mar 20 2024, 07:45 AM
	Is there a way to get the till not asking for Till amount "Default or Custom"	09:05 AM
Scott Dickens	there is not	09:15 AM
Darren Sla	Is there away for us to change the ORDER TYPE name?	10:05 AM
	For example "RETAIL" > "FAST SALE"	10:05 AM
Jack Trinque	oh yea forgot to do that for them, ill do it, one sec	10:05 AM
	should be good on 1 now. they will likely need to restart the software on term 2 to get it to show there.	10:07 AM
Darren Sla	Yeah, It was for River Bend	10:08 AM
	I will email her about it	10:08 AM
	Darren Sla has shared a file image.png - 0.54 MB	03:12 PM
	Darren Sla has shared a file image.png - 0.55 MB	03:12 PM
	I am afraid to delete the category	03:13 PM
Scott Dickens	they may have no buttons on that spot	03:13 PM
Darren Sla	It might affect the original category	03:13 PM
Scott Dickens	move one of them	03:13 PM
Darren Sla	That worked	03:13 PM
	Why did it stacked?	03:13 PM
Scott Dickens	no one to know for sure	03:13 PM
Darren Sla	@all anyone handling OTH? Context: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000049308307	04:19 PM
Ernie Perez	imne	04:20 PM
	mine	04:20 PM
	I did this yesterday but didn't know there was a ticket on this	04:21 PM
Darren Sla	They just emailed	04:21 PM
	MMG emailed actually	04:21 PM
Red Bercero	hey guys, Brooklyn bar and grill called in to check if there's any problem for the online ordering, They just	

	started doing online ordering a week ago few online orders doesn't have the option to pay they can't see on the receipt if the customer already paid or not.	Mar 21 2024, 12:33 PM
	bumping this ty	03:26 PM
	hey guys, Can someone check this?	07:22 PM
Rae Banaglorioso	hi @Scott Dickens good morning, eddie called in, Darrels #8 terminal 3 issue still persist even after HDD replacement. for the past 5 days he claims that software is still crashing in and out. mentioned that it must be the whole system not the HDD. he said darrell has an extra terminal which they might be able to use but will be waiting for the best solution from us to address the issue. whats can we offer?	Mar 22 2024, 07:29 AM
Scott Dickens	swapping it with that extra terminal would be good.	10:06 AM
Rogie Logronio	*This message has been deleted*	10:25 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 435.54 KB	10:34 AM
	nvm	10:35 AM
Rogie Logronio	Hi Juan Rocha is calling for siempre natural, he said he sent out an email to the deployment about setting up their menu. He said he did not received any update from it yet, he sent out the email on the 20th. Anyone from the deployment got the email?	10:47 AM
Rae Banaglorioso	@Scott Dickens - BT doral called back. No sale isnt working, did a test on wnprtspl it is successful	11:50 AM
	access that we used are also good on any other terminal, this is the only terminal thats not letting us no sale, are there any settings that i need to update?	11:55 AM
Scott Dickens	checking	12:37 PM
	looks like it should be working...i restarted winprtspl...have them try again	12:39 PM
Rae Banaglorioso	hi, who do i reach to route caller with billing from OC? trident calling in	01:02 PM
Scott Dickens	can't transfer them, but take a message with their contact info and send a message to Darren Buono	01:03 PM
Rogie Logronio	Hi someone is asking if there's an option to send an email with the receipt whenever they hand over the tablet to the customer to add signature and tip, so instead of a print out they want it thru email	01:05 PM
Scott Dickens	email is an option, has to be turned on via the settings -> rear facing customer display and editing the terminal they want that on	01:06 PM
Rogie Logronio	this setting can be done in the back office?	01:07 PM
Scott Dickens	yes	01:09 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 179.4 KB	01:20 PM
Scott Dickens	restaurant or grill?	01:22 PM
	looks like payment was cleared...the transaction is showing as voided	01:23 PM
	Scott Dickens has shared a file image.png - 17.97 KB	01:24 PM
	don't know who was looking into it yesterday, but this was open on the server	01:24 PM
Rae Banaglorioso	whos the processor for K&M?	02:19 PM
Scott Dickens	reverse my fees	02:22 PM
Rae Banaglorioso	hi neil calling in wanting to speak to you @Scott Dickens	02:22 PM

	wants to talk to you about the one that you sent him	02:23 PM
	he doesnt understand it at all, he wants you to explain it to him 😀 was trying to grab more info, he said its all about maverick	02:23 PM
Scott Dickens	xfer 400	02:24 PM
Rae Banaglorioso	please confirm if transfrd correctly thanks	02:24 PM
Ernie Perez	i hear him talking	02:25 PM
Rae Banaglorioso	oh thanks !	02:25 PM
	@Ernie Perez do you happen to know the contact dets for reverse my fees?	02:26 PM
Ernie Perez	Yeah, it's changed name to resolute payments	02:26 PM
Rae Banaglorioso	if you wouldnt mind providing me that 😀 K&M has automatically batched out via proc side but didnt recv the money tho	02:27 PM
	or where do i look for it?	02:27 PM
Ernie Perez	Support@resolutepayments.com	02:28 PM
	Make a ticket with them	02:28 PM
Rae Banaglorioso	any hotline?	02:28 PM
	caller wants to speak with a rep	02:28 PM
Ernie Perez	888.226.5926	02:28 PM
Rae Banaglorioso	thanks !	02:28 PM
Rogie Logronio	Hi Ralph is asking if there's a way to shorten the timeout time whenever you are pre-authorizing tabs. He said it'll took 61 second to timeout and he want to set it to 15-20 seconds. Is this possible? If not, can this process be bypass?	03:42 PM
Scott Dickens	on tablets or a POS terminal?	03:44 PM
	its not possible to cancel on tablets unfortunately	03:45 PM
	but they can cancel on the POS	03:45 PM
Rogie Logronio	Noted, also ralph is asking about the Voip feature, his asking how much would be the cost for the voip device?	04:00 PM
Scott Dickens	for caller id?	04:02 PM
Rogie Logronio	yes	04:02 PM
Scott Dickens	these are estimates, he should get with matt for actual pricing: 2 lines: $350 4 lines: $460 8 lines: $1050	04:03 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 40.81 KB	04:17 PM
	Rogie Logronio has shared a file image.png - 116.78 KB	06:24 PM
	I think I'm missing something	06:26 PM
	MID: Allure Term 3	06:28 PM
Scott Dickens	checking	07:01 PM

Rogie Logronio	@Scott Dickens Tina just called saying that she can see you fixing her issue, she said she wants to speak with you directly to explain what happened, she's worried right now, she said if you could call her on her mobile phone 3042003720 it would be great	07:12 PM
Rae Banaglorioso	whos handling sandra bar pizza joint? payrilla sent out theVAR sheets	Mar 23 2024, 06:14 AM
Rogie Logronio	Hi @Scott Dickens Eddie from darrels diner #8 called in saying he got the equipment and he is just waiting for your instruction	09:39 AM
	Rogie Logronio has shared a file image.png - 161.94 KB	01:32 PM
	MID: Smookin Moon	12:50 PM
Jack Trinque	Try to change on front end see if it's same thing. If it work on front make a ticket, it might be an issue on back office. Someone else said something recently that couldn't be recreated.	01:32 PM
Rogie Logronio	It seems to be working on front	01:33 PM
	Who do I assign the ticket to?	01:33 PM
Rae Banaglorioso	@Jack Trinque bumping a concern from darrel diner #8 terminal setup. eddie waiting on the line. he called in earlier @Scott Dickens might not be available.	02:42 PM
	he is waiting for instructions	02:43 PM
	@Jack Trinque @Scott Dickens	02:45 PM
	anyone available?	02:45 PM
Jack Trinque	What is he waiting for? I think he was working with Scott directly so I'm not sure where they were at.	02:48 PM
Rae Banaglorioso	instructions for terminal setup	02:49 PM
Jack Trinque	Do they have it online? I'm not sure if Scott was doing anything specific I can set it up though.	02:51 PM
Rae Banaglorioso	right, whats the best recommendation?	02:56 PM
	he is currently waitng	02:56 PM
	still on a call with off the hook kitchen printer	02:57 PM
Jack Trinque	I don't see it online. Only see term 1 and 2	02:57 PM
Rae Banaglorioso	its a replacement terminal	02:59 PM
	it might not be on the system cos its a new terminal setup	03:14 PM
Rogie Logronio	@Jack Trinque Eddie is calling back again, for the replacement terminal, I believe he already connected all the cables and everything. He just need to setup the software	03:17 PM
Jack Trinque	I don't see it. Get an sos for it to make sure it's online.	03:25 PM
Rogie Logronio	Does the replacement terminal have a pre-installed splashtop or does he need to download it?	03:26 PM
Jack Trinque	I am not sure. You'll have to have him see if Splashtop sos is on it. If not they can download it from sos.splashtop.com	03:27 PM
Rogie Logronio	Gotcha	03:27 PM
	Eddie said he already left. He'll be calling tomorrow at the close of the business	03:33 PM
	to continue	03:33 PM
	Hi, Peter from qlaborate is calling in that one of their merchant's online ordering is not working. They said that order after 11:25 am did not push through and did not get to the kitchen as well as it did not print any	04:30 PM

	receipt	
	MID: New York Grand Pizza	04:29 PM
	Any advice?	04:31 PM
Jack Trinque	Do we have an sos?	04:32 PM
Rogie Logronio	705196471	04:33 PM
Jack Trinque	Just reached out to Mike to check.	04:48 PM
Rogie Logronio	Okay, thanks jack	04:48 PM
Jack Trinque	Have them restart the oc master service on all terminals while we are checking.	04:50 PM
Rogie Logronio	Okay, calling them back	04:51 PM
	He's doing it now	04:52 PM
	He said he restarted it on all terminals	04:54 PM
Jack Trinque	Looks like that fixed it. Order is showing under pending now. It likely just printed too, so they shouldn't make it, if they already did.	04:56 PM
Rogie Logronio	Gotcha, also they are asking what was likely the reason why it happened, they said it also happened yesterday	04:59 PM
Rae Banaglorioso	what are the user credentials for RDP tablet at the district? @Jack Trinque	05:17 PM
Jack Trinque	Rdp1,rdp2, etc. password should be rdp	05:20 PM
Rae Banaglorioso	hi goodmorning, Eddie calling in for confirmation of the terminal setup. Later around 3:30 he will be on site and will be on standby to setup the replacement terminal. heads up thank you @Scott Dickens @Jack Trinque	Mar 24 2024, 06:26 AM
	reprint EOD and batch for playhouse please.	07:35 AM
	anyone?	07:35 AM
	nvm i got it	07:35 AM
	This message has been deleted	08:21 AM
Rogie Logronio	Hi, Manny from Nevada Diner is calling in saying that he couldn't see anything from his desktop, he said that there are no icons just the background. Upon checking on all terminals they seems to be working fine and accessible thru splashtop	09:37 AM
	The computer or the desktop that he is using seems like its not on our system	09:37 AM
Jack Trinque	It's their back office computer?	09:41 AM
Rogie Logronio	Yes	09:41 AM
Jack Trinque	Do you have sos?	09:41 AM
Rogie Logronio	He said he cannot see an SOS code because he cannot see anything on the screen	09:45 AM
	No splashtop icons to click	09:45 AM
Jack Trinque	Icons are probably hidden. Right click on desktop and go to view > show icons.	09:48 AM
	It might not be named view but I believe it is something similar.	09:49 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 0.53 MB	09:54 AM

	He said he is unable to open or view anything	09:54 AM
Jack Trinque	Yea hard to check without access. Might try to restart. He can click on edge icon in the bottom bar and download sos from sos.splashtop.com	09:58 AM
Rogie Logronio	@Jack Trinque Does restarting this computer interrupts the other terminals?	10:05 AM
Jack Trinque	Is that screen attached to a terminal? Or is it a separate computer?	10:34 AM
Rogie Logronio	Rogie Logronio has shared a file image.png - 222.75 KB	01:20 PM
	Rogie Logronio has shared a file image.png - 226.57 KB	01:30 PM
Jack Trinque	That error will mean it couldn't reach the server computer. Either went offline or was turned off.	01:35 PM
Rae Banaglorioso	Hi jack, darrels diner #8 SOS: 588 347 519	02:26 PM
	@Jack Trinque	02:26 PM
	terminal setup	02:26 PM
Jack Trinque	This is Darrell's 8 - term 3?	02:28 PM
Rae Banaglorioso	yup2	02:28 PM
Jack Trinque	Should be good to test	03:06 PM
Rae Banaglorioso	hi @Jack Trinque just got back from eddie, he wants to confims if the card reader is also setup?	03:15 PM
Jack Trinque	Yes should be	03:16 PM
Rae Banaglorioso	TYSM!	03:19 PM
Rogie Logronio	Hi @Jack Trinque Is there a settings where if the OC automatically signs out and there's an order that was not sent yet, it would automatically send the order after it signs out? Ralph from next level is asking, his asking if it might be the "post send" settings under terminal settings	03:28 PM
Jack Trinque	Yea under terminal settings. It's kitchen selection. Should be set to auto	03:36 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 475.52 KB	03:55 PM
Jack Trinque	Is expo set as the printer for station 1 or 2 under printer settings?	04:05 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 220.59 KB	04:06 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 84.72 KB	04:06 PM
Rae Banaglorioso	its weird cos only the burger items are printed to the expo checked on other items, its set up the same way as the burgers but it doesnt print to the expo	04:07 PM
	Rae Banaglorioso has shared a file image.png - 144.22 KB	04:08 PM
	@Jack Trinque	04:08 PM
	all other food items are assigned the same way as burgers, yet all the items under burger category tends to print to expo.	04:10 PM
Jack Trinque	Which terminal?	04:17 PM

Rogie Logronio	All terminals	04:17 PM
Jack Trinque	Can Someone disconnect.	04:17 PM
Rogie Logronio	done	04:17 PM
Jack Trinque	It's set to print to two different stations. Both of which are also set to print to the expo. So that is likely why it's printing twice. What other items are not printing twice?	04:19 PM
Rogie Logronio	all other food items are working fine just the burgers	04:19 PM
	its started happening just today, they said its working fine before	04:20 PM
	Hi @Jack Trinque, I got back to saints pub and he said it's still printing twice plus their online ordering/doordash is not printing to the expo	04:44 PM
Jack Trinque	Should be good now. Some of the standalone mods were set to send to expo as well.	04:56 PM
Rogie Logronio	Thanks jack, how about the online ordering thats not sending to the expo?	04:57 PM
	Rogie Logronio has shared a file image.png - 285.25 KB	07:25 PM
	They need urgent help because they're still in operation	07:26 PM
	looks like its working now	07:31 PM
	earlier it was very unsponsive	07:31 PM
	I'm checking other terminals..	07:32 PM
Jack Trinque	Yea I just checked another too and it looks good.	07:33 PM
Rogie Logronio	Ok thanks for hopping in jack	07:33 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 10.67 KB	Mar 25 2024, 10:54 AM
Scott Dickens	there are settings on the back office under Settings -> Online Ordering 2.0 for "unmapped" items to be assigned to printers	10:59 AM
	if they want the items to match the item and use the printers for that item, they do need to map the items on the Online Ordering Admin Control Panel	10:59 AM
You	https://ordercounter.zohodesk.com/portal/en/kb/articles/mapping-3rd-party-delivery-items	11:03 AM
Rae Banaglorioso	@Scott Dickens " I believe without mapping the items are just dumped into Order Counter as custom items? Is this correct?"	11:03 AM
Scott Dickens	correct	11:03 AM
Rae Banaglorioso	TYSM y'all!	11:06 AM
You	*This message has been deleted*	12:04 PM
Rogie Logronio	Hi @Jack Trinque Saints Pub calling in about their online ordering not sending tickets to their expo printer, I believe we tried helping them about this issue yesterday about their expo printer, they're saying that it's still not working	01:01 PM
	Rogie Logronio has shared a file image.png - 212.41 KB	02:48 PM
Scott Dickens	doesn't look like something i've seen before...is apache not working?	02:50 PM
Rogie Logronio	Checking	02:53 PM

	Hi, in the back office tips report, is there a way we can identify if the tips came from an online order or in-house?	03:57 PM
Scott Dickens	not from the tips report, but from the till/bank reports and going to the actual transaction	03:59 PM
Rogie Logronio	Okay, can they get like a summary for the tips or do they need to click each transaction individually?	04:06 PM
Scott Dickens	if they need to know whether they were instore or online, then each transaction	04:06 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 15.31 KB	04:59 PM
Scott Dickens	assign to jack to be scheduled	05:04 PM
Darren Sla	Darren Sla has shared a file image.png - 209.23 KB	Mar 26 2024, 06:04 AM
	Tablet is over hearting.	06:04 AM
	@all, hey guys quick question. I have this situation with BT doral cash drawer on term 1 and 2 ask for an override on NO SALE button. Which I can confirm that's what they want. However, Term 3 and 4 wont ask for an override. I checked Override settings and the Override for No Sale is on.	10:24 AM
	How come term 3 and 4 are not affected with the settings?	10:26 AM
Jack Trinque	Could be if they are signed into term 3 and 4 with an employee that has the privilege and auto-authorize is turned on.	10:29 AM
Darren Sla	I should be able to see that on the employee privilege (Auto - Authorize) correct?	10:31 AM
Jack Trinque	no, that will be under Settings > Overrides.	10:32 AM
Darren Sla	ohhh,, yah it is turned on.	10:33 AM
	@all are we the one who provided hardware's for Darrells#2?	01:06 PM
Scott Dickens	Yes	01:44 PM
Darren Sla	They want the terminal 3 to be replaced, he said it is old not like the other 2 Term 1 and 2 . This term 3 keeps on dying on them and freezing as per the merchant.	01:45 PM
Scott Dickens	Assign to me	01:45 PM
Darren Sla	And they're entering the most busiest time of the year	01:45 PM
	Thanks!	01:45 PM
	Anyone can agree that this situation needs replacement already? "The power light is on but screen won't come on. I noticed the network cable on our switch won't light up, tried a different port and network cable with no success. - I clarified if the device is getting power, but the screen wont turn on.	Mar 27 2024, 09:26 AM
	And as per James, yes. It is getting the power, but wont turn on upon turning it on	09:30 AM
	@all did we send a new SERVER computer for coco Marina?	09:46 AM
	I have an IT guy named Kevin and he's telling me that he is installign a new server.	09:46 AM
Scott Dickens	yes, sounds like replacement needed	10:09 AM
Darren Sla	Thanks!	10:09 AM
Scott Dickens	get access to the new server at coco and we'll get it swapped over this evening after they close	10:09 AM
Darren Sla	I told him to send us an email for us to take care of it.	10:10 AM

	For The KDS situation, are we the one who sent the KDS for Davids BBQ?	10:10 AM
	They want this to be replaced.	10:11 AM
Scott Dickens	we are	10:11 AM
Darren Sla	Can we send them a new one for this?	10:14 AM
Scott Dickens	yes, assign me ticket	10:15 AM
Darren Sla	@all hey guys, anyone can take care of this replacement install for Fredsters?	10:40 AM
Scott Dickens	yea, do we have access?	10:44 AM
Darren Sla	Yep	10:44 AM
Scott Dickens	replacing terminal 5?	10:44 AM
Darren Sla	Yeah, the Bar South	10:44 AM
	SOS: 040513287	10:50 AM
	Let me know who will take care of it, I need to touch base with the partner about it.	10:50 AM
	Thank you!	10:50 AM
Scott Dickens	i'm handling it	10:51 AM
Darren Sla	Thank you!	10:51 AM
	The SOS code is incorrect, I am getting a new one	10:52 AM
Scott Dickens	we have splashtop access	10:53 AM
Darren Sla	Seems like they turned off the device again	10:53 AM
	ohh	10:53 AM
	What's the name?	10:53 AM
	You got it up and running?	10:53 AM
	I see it	10:53 AM
Scott Dickens	yea, i renamed it	10:53 AM
Darren Sla	Thank you!	10:55 AM
Scott Dickens	fredsters terminal is ready now	11:11 AM
Darren Sla	https://media.tenor.com/xGacCCZWB3UAAAAC/the-office-bow.gif	11:11 AM
Rae Banaglorioso	hi guys, good day! just wanna confirm whos handling dukes bamberg? are they live already?	02:07 PM
Jack Trinque	that is me, and yes they are	02:08 PM
Rae Banaglorioso	quick question: are off the hook printers still on warranty? can anyone take a look thanks !	02:22 PM
Darren Sla	@all, hey guys. What feature should I can enable where the servers can print out their report with the tips showing on it?	Mar 28 2024, 08:47 AM
	Context: Bistro 221 wants to have the servers print whatever they had for the day for tracking and reporting purposes.	08:47 AM
You	iirc i believe it was a sql command to change the setting	08:48 AM
Darren Sla	I can remember that, I just dont know what's the command	08:48 AM

You	same	08:48 AM
	im trying to search for it	08:48 AM
	its print tip slip	08:51 AM
Darren Sla	BOH?	08:51 AM
You	db	08:52 AM
	i think its clock_slip_detailed	08:53 AM
Darren Sla	Found it	08:54 AM
	update settings_pos set clock_slip_detailed = 'Y'	08:54 AM
	I can remember this will automatically print once the employee clocks out	08:55 AM
You	theres a setting for it now in the bo too	08:56 AM
	i just found it "Print Clock Slip"	08:56 AM
Darren Sla	Awesome!	08:59 AM
Red Bercero	Red Bercero has shared a file
image.png - 4.48 MB	04:08 PM
Scott Dickens	it will be there if they had cash sales assigned to the bank	04:17 PM
Red Bercero	Red Bercero has shared a file
image.png - 209.59 KB	05:48 PM
	it's happening on other items as well	05:58 PM
Scott Dickens	we have an investigation open into that right now but will require an update	06:00 PM
	they would need to increase the number in the meantime	06:00 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file
image.png - 96.5 KB	Mar 29 2024, 06:29 AM
Jack Trinque	shouldnt affect anything on our side unless they had our router on a static IP. Everything is still up, so if it was changed already it wouldnt have been. The website we gave them should still work to load the back office. http://hometownprime.ordercounter.pro:8080/OCPOS/login.php	08:15 AM
Rae Banaglorioso	thanks @Jack Trinque !	08:16 AM
	hi guys, need recommendation for this situation: MID: Raymonds Montclair context: they are having an issue with a kitchen printer. last week they called in to have a printer replaced which had already been addressed after the installation of the replacement one printer stopped working. upon trobleshooting, theres something wrong with how the printers are connected network wise, we arent sure to which network the printers are connected. already asked assistance from @Scott Dickens about this and conclusion was a connection issue needs to check the network cable/s last week. the options i offered them last week was if they have an IT guy that be great or we can deploy someone but theyd be billed for it. the other option is. if theyre familiar with how network connection works then they can make sure that all printers are connected to the same modem/router. now theyre calling back asking how much, spoke to larry i believe premiuim processing. theyre asking 1. how much will it cost they to deploy someone to check the cabling and fix it and 2. who do we bill? is it the merchant or the partner?	08:41 AM
Rogie Logronio	Hi, would they be able to do remote access for the back office if the terminals are down or offline?	09:06 AM
Jack Trinque	no, would need to be online	09:06 AM
Rogie Logronio	Gotcha	09:08 AM

Rogie Logronio	Gotcha	09:08 AM
	Raceway restaurant, still could not access their back office remotely, all their systems are now online	09:12 AM
	I also cannot access it here	09:13 AM
	Rogie Logronio has shared a file image.png - 26.89 KB	09:14 AM
Jack Trinque	ip of the comptuers might have changed.	09:14 AM
Rogie Logronio	might be, they said there was an outage	09:14 AM
Jack Trinque	should be good now. http://raceway.ordercounter.pro:8080/OCPOS/login.php	09:15 AM
Rogie Logronio	all set, thanks!	09:16 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 166.71 KB	09:32 AM
Jack Trinque	they could add it as a shortcut button under Control Panel > Modifier Mods. It would then show in the bottom bar with all of the modifier mods	10:15 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 230.41 KB	10:24 AM
	how do i link it to issue a refund? do i just label it and thats it?	10:28 AM
	Rae Banaglorioso has shared a file image.png - 47.13 KB	10:30 AM
Jack Trinque	no, under add shortcut, choose Shortcut instead of quantity under function type. Then choose Issue refund from the drop down list under "Function" Enter whatever abbreviation, so refund or issue refund and then add.	10:31 AM
Rae Banaglorioso	thanks!	10:36 AM
	@Scott Dickens brandon calling in wanting to have tracking number for the equipments they ordered. MID bungalow inn that will go live soon. anyone who can access this tracking number? brandon wants to speak to anyone who knows where the equipments are and when are they gonna have it.	10:45 AM
Jack Trinque	I believe that is one ernie is working with. For tracking you can reach out to darren buono	10:46 AM
Rae Banaglorioso	checking with darren thanks !	10:49 AM
	@Jack Trinque how much does a deployment for field of nation cost?	10:52 AM
	quick question which part of the BOH again is for the tills? that it wouldnt prompt your not assisgned to till/bank?	10:59 AM
Dakota Post	Pretty sure that's till type, under settings tills; but that's not something that is changed without a lot of thought	11:00 AM
	what exactly are they trying to do	11:00 AM
Rae Banaglorioso	they want full access, all employess were set as GM so everyone has access to the till/bank	11:01 AM
Scott Dickens	the prompt will still appear but the employee can use their code to override	11:03 AM
Rae Banaglorioso	got it, changed it to group till instead of strict	11:04 AM
Scott Dickens	who is that for?	11:05 AM
Rae Banaglorioso	o'connor	11:06 AM

	Rae Banaglorioso has shared a file image.png - 176.1 KB	11:07 AM
	talking to ray currently	11:07 AM
	@Scott Dickens	11:07 AM
Jack Trinque	send him to me please. i didnt realize he was on site already. 501	11:08 AM
Rae Banaglorioso	oh gotcha.	11:08 AM
	xferred.	11:09 AM
Rogie Logronio	Hi, Las palmeras is asking if there a feature where our system would ask for ID's every time they hit liquor? they said their old system has that and they are wondering if we have the same	11:19 AM
Scott Dickens	there is not	11:20 AM
Dakota Post	so literally just a message that says, "Did you check for ID?"	11:21 AM
Rogie Logronio	Something like that, I guess. Not sure how their old system does it	11:22 AM
	Hi, someone is asking if there's a way to delete old employees in the back office?	11:52 AM
	or if there's a shortcut	11:52 AM
Scott Dickens	there is not without running a script	11:55 AM
	the employee needs to remain there or their reports will not show that employee anymore (if they pull reports back from when that employee worked)	11:55 AM
Rae Banaglorioso	*This message has been deleted*	12:19 PM
	@Jack Trinque chris from raceway is calling in about reports he claims that this is a scheduled call.	12:26 PM
Jack Trinque	send to 501	12:27 PM
Rae Banaglorioso	MID: oconnor is asking if we can have the EOD report not print the unused lines like zeroes.	12:55 PM
Scott Dickens	under "End of Day / Reports" section of Settings -> POS there is a "Hide Zero Rows on Printed Reports" setting	12:57 PM
	it won't hide everything as some things will still show if $0, but it will hide most	12:57 PM
Rae Banaglorioso	MID : Oconnor -- for house accounts is it possible to add a signature line? moreover, can we automatically remove sales tax charges this is for house accounts.	01:04 PM
	anyone?	01:07 PM
Scott Dickens	No to either	01:43 PM
Rogie Logronio	MID : Oconnor - wants to do a refund above $100 but unable to. He specified a range of 1000	01:44 PM
Scott Dickens	update settings_pos set refund_amount = 1000	01:48 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 30.9 KB	01:49 PM
	got an error	01:49 PM
	Rogie Logronio has shared a file image.png - 92.05 KB	01:49 PM
Scott Dickens	make sure you have the database selected in the dropdown at the top	01:50 PM
Rogie Logronio	**Rogie Logronio has shared a file**	01:52 PM

	image.png - 170.54 KB	
Scott Dickens	show me the status bar above that with the database selected	01:52 PM
Rogie Logronio	**Rogie Logronio has shared a file**	01:53 PM
	image.png - 379.64 KB	
Scott Dickens	where it says "master" change that to the database name	01:53 PM
	with the dropdown	01:54 PM
Rogie Logronio	*This message has been deleted*	01:54 PM
	This message has been deleted	01:54 PM
	Rogie Logronio has shared a file	01:55 PM
	image.png - 18.05 KB	
Scott Dickens	yes	01:57 PM
Rogie Logronio	They are also asking if they can have a button for inventory scanned items, is this possible?	01:58 PM
Scott Dickens	what exactly do they mean? a button to prompt for scanning items? if so, turn on barcode scanning under settings -> pos	01:58 PM
Rogie Logronio	Yes, thanks	02:02 PM
Rae Banaglorioso	@Jack Trinque alonzo wants to speak to you about a setup that you guys talk about through email. he said that you already know about it.	02:46 PM
Jack Trinque	Dont recognize that name, did he say what location?	03:18 PM
Rogie Logronio	Does our terminal have a power button?	03:23 PM
Scott Dickens	yes, bottom right under the screen	03:23 PM
Rogie Logronio	Where do we change the table numbers?	03:26 PM
	They said the layout is wrong	03:28 PM
Scott Dickens	using the OCPOS Table Admin app	03:29 PM
	do they just need to renumber them?	03:30 PM
Rogie Logronio	yes	03:30 PM
	not sure where to find that app	03:30 PM
	they said they need it asap	03:30 PM
Scott Dickens	transfer to me	03:31 PM
	400	03:31 PM
Rogie Logronio	done	03:32 PM
	Can this be setup under promotions? casamigo blanco teq $10 thur fri sat 12pm - 8pm casamigo anyeho teq $12 thur fri sat 12pm- 8pm casamigo reposado teq $12 thur fri sat 12pn - 8pm jose cuevo teq $10 thur fri sat 12pm -8 pm Bacardi superior rum $10 thur fri sat 12pm - 8pm	03:53 PM
	They want to change the price on a specific day and time	03:53 PM
	Can anyone give recommendations on how to set this?	03:54 PM
Scott Dickens	that would be a price level promotion	03:55 PM
	https://ordercounter.zohodesk.com/portal/en/kb/articles/creating-a-price-level-promotion	03:55 PM

	https://ordercounter.zohodesk.com/portal/en/kb/articles/article-9-2-2023-1	03:56 PM
Rogie Logronio	Noted, I think I got it	04:04 PM
	Rogie Logronio has shared a file image.png - 130.35 KB	04:15 PM
	Rogie Logronio has shared a file image.png - 121.66 KB	04:16 PM
Scott Dickens	-141.35 in transactions...so either voids, refunds, or payouts	04:16 PM
	-161.49 in tips	04:16 PM
	adding those together equals -302.84	04:17 PM
	review the transactions listed below that with them to see if something shouldn't be there	04:17 PM
Rogie Logronio	She said it doesn't make any sense and wants to talk to someone who knows about reports	04:19 PM
	tried explaining it to her	04:19 PM
	@Scott Dickens	04:21 PM
Scott Dickens	i'm working with midway who's terminal is down	04:21 PM
Rogie Logronio	@Scott Dickens Larry from Raymond's in Montclair is calling in, he said he was expecting a tech visit and no one came	04:28 PM
Scott Dickens	calling the tech	04:29 PM
	actually...looks like i got a voicemail from him. he got tied up at another job and should be there at 7PM EST	04:30 PM
Rogie Logronio	All good	04:32 PM
Rae Banaglorioso	hi need assistance MID: Union gap Carniceria - How do we setup an EBT? food stamps?	05:02 PM
Scott Dickens	we're working on it with the processor...assign the ticket to me	05:02 PM
Rae Banaglorioso	they claim its not working	05:02 PM
	around how long for this to setup?	05:02 PM
Scott Dickens	we're having to get the right encryption settings	05:03 PM
	so early next week at the earliest	05:03 PM
Rae Banaglorioso	gotcha thanks scott ! ticket assigned	05:05 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 343.43 KB	06:07 PM
Scott Dickens	Checking	06:08 PM
	It's still not on the network...have him move the printer and plug it in where a different printer is so we can verify the printer shows on a known working cable	06:10 PM
Rogie Logronio	His working on it right now	06:12 PM
	He said that the power chord of the other printer does not match with KP22 because they are not the same model	06:14 PM
Scott Dickens	Can he move the power cord with it?	06:16 PM
	Or if there is another printer (they have 4) that is the same model?	06:16 PM

Rogie Logronio	Yes, that's what I told him. So he just need to perform a location test, right? with the printers that are working?	06:16 PM
	He said he already moved, the KP22 to KP23's location	06:18 PM
	it's connected right now	06:18 PM
	he inserted the ethernet cable	06:18 PM
Scott Dickens	I'm checking	06:19 PM
	Ok, it's not showing online, so they will need to purchase a replacement printer	06:19 PM
Rogie Logronio	He said he'll let the owner know that it's the printer and would need a replacement	06:21 PM
	Gary is calling for deorios pizza, his saying the customer is not able to put in the phone number on delivery	06:26 PM
Scott Dickens	for raymonds: printer pricing: used TM-U220B $210 new TM-U220B $450	06:36 PM
Rogie Logronio	Hi @Scott Dickens , raymonds calling in again, they said after the tech left all their printers are not working	06:38 PM
	raymonds montclair	06:38 PM
Scott Dickens	was the software not running?	06:39 PM
Rogie Logronio	yes, i just pulled it up	06:40 PM
	it was closed earlier	06:40 PM
	could that be the reason?	06:40 PM
	I'll have them do test now	06:40 PM
	Pelican Post is calling in about their printers	06:48 PM
	Can we transfer an open tab to a different server?	07:01 PM
Scott Dickens	A bar tab? Yes there should be a button at the bottom of the pending bar tab to transfer bartender	07:02 PM
Rogie Logronio	Yes	07:02 PM
	Oh sorry let me rephrase that, she said if its possible to transfer a closed tab under a bartenders name to a different bartender so that bartender can get the tip	07:04 PM
	@Scott Dickens	07:06 PM
Scott Dickens	not once its closed except by voiding and reringing...they would need the card if its a credit card	07:12 PM
Rogie Logronio	Hi scott, not sure whats happening, she said that printer 4 and 5 is not routing the ticket to the correct printers	07:18 PM
	she said that their terminal 1 and 2 is working exactly they want it	07:21 PM
Scott Dickens	pelican post still?	07:22 PM
Rogie Logronio	Yes	07:22 PM
Scott Dickens	ok, i set 4 and 5 the same as 1	07:23 PM
Rogie Logronio	Hi scott, they said it's still not sending the tickets to the kitchen and bar, spoke with roger from pelicans	07:40 PM
	this is for term 4 and 5	07:40 PM
Scott Dickens	checking	07:42 PM
Rogie Logronio	orders were not sending to anywhere, he said	07:42 PM

Scott Dickens	looks like the kitchen selection setting hadn't been set	07:43 PM
	should be good now	07:43 PM
Rogie Logronio	all good ...tysm scott	07:49 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	
	image.png - 235.01 KB	Mar 30 2024, 05:46 AM
	MID : Oconnor -- for house accounts is it possible to add a signature line? moreover, can we automatically remove sales tax charges this is for house accounts.	05:44 AM
	Rae Banaglorioso has shared a file	
	image.png - 175.76 KB	08:17 AM
	Rae Banaglorioso has shared a file	
	image.png - 150.95 KB	08:18 AM
	nvm	08:21 AM
Jack Trinque	They need to open the till then it should be good.	08:21 AM
Rae Banaglorioso	does the s300 has a power cable? they claim that it has only an ethernet cable and is not powering on @Jack Trinque	08:25 AM
	@Jack Trinque	08:26 AM
Jack Trinque	Yea there should be a power cable that connects to the plastic piece that the other cables come out of.	08:29 AM
Rae Banaglorioso	thats what i thought, but they claim they dont have it. only an ethernet cable is connected to it	08:30 AM
Jack Trinque	It was on yesterday so they definitely should have it.	08:30 AM
Rae Banaglorioso	they unplugged it and someone placed it somewhere all set thanks √	08:32 AM
Rogie Logronio	Rogie Logronio has shared a file	
	image.png - 97.99 KB	10:01 AM
	@Scott Dickens	10:37 AM
Scott Dickens	Try running winprtspl as admin	10:48 AM
Rogie Logronio	thanks, all set	10:57 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file	
	image.png - 144.12 KB	10:57 AM
Scott Dickens	Select item -> edit quantity	11:02 AM
	Can put it negative amount	11:02 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file	
	image.png - 380.8 KB	11:13 AM
	Rae Banaglorioso has shared a file	
	image.png - 209.64 KB	11:20 AM
Scott Dickens	Ring up the item, then select it on the right and edit quantity	11:20 AM
	I'm not sure if you can set a negative price on the item itself	11:21 AM
	Something we can look into if you cant	11:21 AM
Rae Banaglorioso	nvm just got back with them and clarified that the issue was when they pay it with cash it shows 0.00 as	

	change. we'll have to check later once shes on site thanks !	11:27 AM
Rogie Logronio	Hi, how do we troubleshoot tablets that are getting Hand shake failed error?	12:13 PM
	MID: Nobuko	12:15 PM
Scott Dickens	Change the rdp wrapper authentication mode	12:19 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 89.08 KB	12:21 PM
Scott Dickens	Hmm…it's already set to what it should be	12:22 PM
	Maybe try restarting the server	12:22 PM
Rogie Logronio	Its working now, thanks!	12:23 PM
Rae Banaglorioso	@Scott Dickens how do we set a modifier to print on a printer? the item is assigned to that specific printer but it doesnt include the modifier i added.	12:51 PM
Scott Dickens	Modifiers should always print on kitchen tickets. Is it a customer receipt it's not printing on?	12:52 PM
Rae Banaglorioso	no its a network printer sushi printer that its not not printing on	12:55 PM
	it prints to the "printer named kitchen" but not on "sushi"	12:55 PM
	nvm i think i got it	12:57 PM
	ohh i havent	01:17 PM
	didint work	01:17 PM
Scott Dickens	The item prints but the modifier doesn't? That shouldn't happen. Assign ticket to me and I'll have to check it out	01:18 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 345.03 KB	01:19 PM
	Rae Banaglorioso has shared a file image.png - 200.68 KB	01:20 PM
Scott Dickens	Yea, that shouldn't happen so something's wrong	01:27 PM
Rogie Logronio	The switch that our merchants are using, does it came from us?	01:58 PM
	we determined that one of the ports from the switch that they are using is not working	01:59 PM
	this needs a replacement, right? since it's a bad port	02:02 PM
Scott Dickens	What customer?	02:08 PM
Rae Banaglorioso	osceola	02:09 PM
Scott Dickens	Yes, we do provide replacements	02:29 PM
Rogie Logronio	How do we go with replacing it? I mean what's the process?	02:51 PM
Scott Dickens	Assign ticket to me and I'll get one shipped on Monday	02:55 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 0.75 MB	03:16 PM
	I'm not sure if that needs replacement or not	03:17 PM
	Rogie Logronio has shared a file image.png - 208.98 KB	03:59 PM

	image.png - 208.98 KB	
Scott Dickens	Delete the config file in users \ windows username \appdata\local\ocpossuite	04:14 PM
Rogie Logronio	We are unable to locate anything using that path	04:36 PM
	nvm we see it now	04:42 PM
	Rogie Logronio has shared a file image.png - 160.59 KB	04:45 PM
	@Scott Dickens	04:44 PM
Rae Banaglorioso	√	04:51 PM
Rogie Logronio	All set! thanks	04:51 PM
	Rogie Logronio has shared a file image.png - 158.81 KB	05:38 PM
Scott Dickens	Yea, that's a wall jack. We could have someone from field nation handle it or they could have an electrician/handyman fix it	05:43 PM
Rogie Logronio	**Rogie Logronio has shared a file** image.png - 34.13 KB	07:12 PM
	this is for delivery	07:16 PM
Scott Dickens	Run this so it doesn't get voided: update orders_credit set applied = 'Y' where credit_id = 99093	07:31 PM
Rogie Logronio	Hi @Scott Dickens , Willies chicken shack 222 bourbon calling in saying that their cash drawer is not opening for transactions , term 2 3 4	07:37 PM
Scott Dickens	Have them restart the software. If that doesn't work, I can give them a call to get access when I get home… about 20 mins	07:40 PM
Rogie Logronio	They said they already did a restart on the software, they said they'll be waiting for your call	07:46 PM
Rae Banaglorioso	@Scott Dickens - need assistance with willies 222 cant batch as per jason they dont have the batch button. they need to batch before 11 when they open.	Mar 31 2024, 08:06 AM
	@Scott Dickens	08:59 AM
	@Scott Dickens need assistance theyre opening in an hour.	10:06 AM
	nvm, i got the button back.	11:08 AM
Rogie Logronio	*This message has been deleted*	01:30 PM
	Hi, Pelican Post is calling in for a missing bar ticket, they were not able to provide any ID, but the bar tab name is St 5, anyone can help? it's no longer in the pending orders anymore	01:58 PM
Scott Dickens	I brought it back…the items had been removed	02:11 PM
Rogie Logronio	thanks scott	02:12 PM
Rae Banaglorioso	@Scott Dickens -- spoke to tony from pelican. he wants to talk to someone about the entire OC system claims that the system isnt build for servers wants to have a friendly user interface. asking if is there any way that we can make it more user friendly?	02:37 PM
	he sounded like he wants to return the system if we cant provide him a user friendly interface	02:40 PM
	Rae Banaglorioso has shared a file image.png - 510.99 KB	Apr 01 2024, 05:10 AM
Jack Trinque	usually needs to run the RegDlls from OCPOS/Setup/RegDlls	08:11 AM

Rae Banaglorioso	hi, can i have someone schedule for report training ? they just want to understand reports. anyone who will be availble please let me know when you guys are available so i can relay it to them. thanks MID off the hooks	10:12 AM
Rogie Logronio	Hi, Oscar calling in for siempre natural, his trying to update the pricing and its not applying, he did it using both front end and back end and still the same, he said there might be something wrong with the order counter version or probably SQL. Can someone help?	02:23 PM
Scott Dickens	are they on sql server 2008?	02:26 PM
	got an sos code?	02:26 PM
Rogie Logronio	093874252	02:27 PM
Scott Dickens	yea, its the sql server version...they're still on 2008	02:29 PM
	i removed the trigger that causes the issue. so they should be able to edit menu items now until they restart the OCPOS software, then it will be added back again	02:30 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 303.78 KB	02:43 PM
	There's two transaction that when voided , the items disappeared	02:45 PM
Scott Dickens	checking	02:46 PM
	ok, they should be there now	02:47 PM
Rogie Logronio	Thanks!	02:49 PM
Darren Sla	Hey Guys, do we have specific Barcode scanner that's compatible with OC?	03:32 PM
Scott Dickens	if they want to be able to scan on the order screen without opening the "scan items" screen they will need one with OPOS drivers. We recommend the DS9308 from Zebra	03:35 PM
	otherwise if they are okay with pushing scan items first, any scanner that emulates a keyboard will work	03:35 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 4.24 KB	03:50 PM
	Rae Banaglorioso has shared a file image.png - 404.78 KB	04:03 PM
	anyone available?	04:03 PM
Scott Dickens	i can handle that	04:03 PM
Rae Banaglorioso	thank you!	04:04 PM
	named scottys tikki - KDS new. tried confirming if they will use it as a KDS david said no they will use it to take orders	04:05 PM
Scott Dickens	its setup now	04:22 PM
Rae Banaglorioso	thanks scott!	04:22 PM
Scott Dickens	doesn't appear to have a printer or emv device connected to it, but once they plug those in it should be good to go	04:22 PM
Rogie Logronio	Rogie Logronio has shared a file image.png - 155.52 KB	04:31 PM
Darren Sla	Darren Sla has shared a file image.png - 78.99 KB	Apr 02 2024, 09:46 AM

image.png - 78.99 KB

	I restarted OC app already and the rear facing screen	09:46 AM
	I checked regedit as well and the payment is showing on the right terminal 0001	09:46 AM
Scott Dickens	the tip selections should be on the signature screen...post a screenshot of the credit card settings and send ticket to me to reproduce	09:47 AM
Darren Sla	Darren Sla has shared a file image.png - 212.52 KB	09:50 AM
Scott Dickens	oh its PAX?	09:51 AM
Darren Sla	yep	09:51 AM
	They have pax	09:51 AM
Scott Dickens	PAX isn't supported for tip on customer display	09:51 AM
Darren Sla	ohhh.	09:51 AM
Scott Dickens	only DataCap	09:51 AM
Darren Sla	one more thing, it freezes up after signature.	09:51 AM
	It wont get out automatically from the payment screen. Is it because of the Tip option was turned on?	09:52 AM
Scott Dickens	potentially...if its still doing it after disabling it...clear the logs folder and have them test, then check the logs for any errors	09:53 AM
Darren Sla	Thanks!	09:57 AM
Red Bercero	Hey guys, Anyone available for a terminal set up. I have Chris from Turnkey here? wants to expedite it from Moravella's Pizza	11:13 AM
	Red Bercero has shared a file image.png - 50.37 KB	11:17 AM
	He already called in thrice seeking for assistance. ty	11:18 AM
Darren Sla	@Jack Trinque or @Ernie Perez anyone of you guys available, I have Emma from Pelican post looking to speak to one of you guys. I offered help but she ensisted to speak to one of you.	12:22 PM
	I know that you are still on a meeting, I will let her know that someone from you guys will call her.	12:23 PM
Red Bercero	Red Bercero has shared a file image.png - 139.51 KB	01:08 PM
Jack Trinque	On the checkout they are entering that -0.80 was the payment, which is why it shows no change. If they enter the payment as $0 it should show the change properly.	01:30 PM
Red Bercero	okay okay got it.	01:31 PM
	ty	01:31 PM
Darren Sla	Darren Sla has shared a file image.png - 0.55 MB	03:20 PM
	They dont have a cash drawer they have a lock box only	03:20 PM
Ernie Perez	assign user to the till?	03:21 PM
Darren Sla	Darren Sla has shared a file image.png - 171.32 KB	03:22 PM

Ernie Perez	not sure about that looks like they have simplified cash management enabled but would need to have cash enabled for banks/servers	03:23 PM
Scott Dickens	Settings -> POS, server accept cash needs to be turned on if they're using simple cash management	03:24 PM
Darren Sla	It is on for accept cash	03:26 PM
	Nvm it is off.	03:27 PM
	All set	03:30 PM
	@Jack Trinque @Ernie Perez anyone of you guys available, I have Emma from Pelican post looking to speak to one of you guys. I offered help but she ensisted to speak to one of you.	03:49 PM
	She called back right now.	03:50 PM
Ernie Perez	in a meeting	03:50 PM
Darren Sla	What time should she be expecting for a call back?	03:51 PM
Ernie Perez	tomorrow im available https://ordercounter.zohobookings.com/#/4584489000000083006 always can schedule with this link	03:51 PM
Darren Sla	Can I give that link to her?	03:52 PM
Ernie Perez	yes	03:52 PM
Darren Sla	Thanks!	03:52 PM
	Yep, she said she's off tomorrow. wanted to deal with this now.	03:56 PM
	I will try to get details she might allow me to help	03:56 PM
	Anyone available for Emma on Pelican Post. She's turns out to be upset on how the system works for her business. I am doing my best to explain to her how the menu's has been set up but she's asking for someone on tier 2 to take over this call .	04:11 PM
Scott Dickens	@Jack Trinque or @Ernie Perez - need one of you to take this...i'm currently in the weeds	04:11 PM
Darren Sla	Need someone on this, merchant just had the system for a week	04:14 PM
	Sorry guys, but she's still on the phone with me right now.	04:18 PM
Scott Dickens	@Ernie Perez - really need you to reach out to her once you wrap up your meeting	04:19 PM
Darren Sla	Sorry Ernie, I will let her know that you will try to reach her back after the meeting.	04:23 PM
Jack Trinque	I just finished a meeting, I can give her a call now if @Ernie Perez hasnt been able to yet.	04:43 PM
Scott Dickens	i don't think he has, he's been in a meeting	04:46 PM
Jack Trinque	left a voicemail. If she calls back let me know please. @Darren Sla @Red Bercero	04:55 PM
Darren Sla	Copy that.	04:55 PM
Red Bercero	copy	05:49 PM
	Red Bercero has shared a file image.png - 76.44 KB	06:06 PM
	this is for Dos Hermanos	06:06 PM
Scott Dickens	There is not...they would need to edit the items/modifiers	06:11 PM
	and it will only show spanish at that point	06:11 PM

Red Bercero	yes that's what were doing thanks for confirming	06:11 PM
	Red Bercero has shared a file image.png - 72.31 KB	06:11 PM
Darren Sla	**Darren Sla has shared a file** image.png - 1.26 MB	Apr 03 2024, 08:38 AM
Jack Trinque	I do not believe so. Usually by default, when loading the report, it will automatically have everything, except deleted categories, selected	08:41 AM
Darren Sla	Yeah, feature request will be the way then .	08:42 AM
	Darren Sla has shared a file image.png - 72.32 KB	09:21 AM
You	truncate reports	09:23 AM
	Truncate table reportCategories; Truncate table report_2category;	09:24 AM
Darren Sla	Should I run that command?	09:24 AM
You	yeah, coudl also be they have the reports disabled in support > agents tab	09:24 AM
	You have shared a file chrome_ij985fpGkD.png - 37.16 KB	09:25 AM
Darren Sla	Truncate reports worked	09:27 AM
	Thanks @Robert Harris	09:27 AM
You	⚠	09:28 AM
Red Bercero	Hey Guys, 530 Fuego Bourbon called in said that > They are charged $185 per month -> they don't have an account anymore, They left about 3 months ago they want to discontinue the service.	10:20 AM
	Can someone help?	10:20 AM
Darren Sla	Have Darren Bouno look into it	10:21 AM
Red Bercero	on it, Ty	10:21 AM
Scott Dickens	They need to email a cancellation request to support	10:21 AM
Red Bercero	Hey Guys, Quick question is their a report that shows the 4% credit card fee. This is for Smith's Grocery - Marion Cooper going straight to the credit card processor	11:25 AM
	where can they exactly see this at the reports?	11:28 AM
	they also want this to be printed out on the EOD.	11:28 AM
Scott Dickens	there's a setting under Settings -> POS to remove the fee from the deposit totals on the end of day, operations, and batch reports	11:40 AM
	it should already be set for them as it is something that we configure for new deployments by default if they have dual pricing or NCA	11:40 AM
Red Bercero	got it, but they're also asking for the report that shows where that 4% goes	11:44 AM
Scott Dickens	not sure what they mean...it subtracts out the 4% before the expected credit card deposit. the credit card company takes the percentage out of their deposit each day	11:47 AM
Red Bercero	The merchant wants to see this exact thing in a report. so that she can show it to her customers do we have that option?	11:50 AM

	is there a phone number for our sales dept? Kirsten from turnkey is tryna get a hold of one. They want to purchase a new POS	12:12 PM
	bumping this.	12:40 PM
Scott Dickens	Matt +1 (850) 480-9093	12:55 PM
	Travis +1 (615) 975-4363	12:55 PM
	These are there cell phones so encourage her to text them	12:56 PM
	Any time a partner is reaching out for support, standard procedure is to provide these to the partner and encourage them to call or text	12:57 PM
Red Bercero	acknowledged	12:57 PM
	hey guys, shane hardenbrook is calling in reference to the email that he was getting he ordered POS from us he just wants to know what are the next steps?	02:13 PM
	Hey guys, Can we schedule deerings for training, They have bunch of questions that needs to be addressed. Let me know how to move forward about this so i can let them know. TY	04:54 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053204525	05:10 PM
	Deerings were asking if they can be trained	05:11 PM
	they didn't undergp deployment training yet.	05:11 PM
Scott Dickens	@Jack Trinque @Ernie Perez	05:15 PM
Jack Trinque	I can help out later in the day I'll respond to her if you want to assign to me.	05:46 PM
Red Bercero	understood.	05:46 PM
	Hey guys, Ortas wants to have their remote back office URL. ty	06:33 PM
	Hey guys, I was with win tavern. they're wanting to check for the option to put the digits manually for the gift card but it doesn't show. I went to the back office to enable that feature but i wasn't successful, Can someone guide me on how to enable the manual entry of digits in the Gift card?	Apr 04 2024, 08:57 AM
	bumping this again ty.	08:57 AM
Jack Trinque	im not sure if there is a way to do manual entry when using datacap gift stripe at the moment. @Scott Dickens do you know if there is a manual entry option?	11:30 AM
Scott Dickens	I thought Dakota added the option recently	11:34 AM
Red Bercero	EBT Set up Ronaldo Espina Union Gap Carniceria they just wanted to follow up for any updates regarding with this one. He said that it was already escalated last Friday can someone help?	12:29 PM
Ernie Perez	Looks like Scott is assigned to the previous ticket but he's not in today. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000051289944 It looks like from Jack's last response we're needing to configure something still.	12:32 PM
	Can you assign to Jack/Scott for that new ticket.	12:33 PM
Red Bercero	understood.	12:39 PM
	already assigned.	12:58 PM
	Red Bercero has shared a file image.png - 198.93 KB	02:38 PM
	Red Bercero has shared a file image.png - 243.57 KB	04:51 PM

	Red Bercero has shared a file	04:52 PM
	image.png - 226.18 KB	
Scott Dickens	Are they connected to same database?	05:16 PM
Red Bercero	I connected it manually to the same data base	05:20 PM
	Red Bercero has shared a file	06:39 PM
	image.png - 119.24 KB	
	this is for Chef Dee's	06:40 PM
Ernie Perez	Let me look looks like they have 1 term only	06:41 PM
Scott Dickens	They have 2 terminals	06:41 PM
Red Bercero	**Red Bercero has shared a file**	06:41 PM
	image.png - 10.01 KB	
Scott Dickens	Server might be terminal 2	06:41 PM
	Might have a static ip set	06:41 PM
Red Bercero	what can we do about this?	06:42 PM
Ernie Perez	That is correct after looking at registry we need term 2 online	06:42 PM
Red Bercero	We've been trying all sorts for stuff for almost an hour	06:43 PM
Ernie Perez	Walk them through changing the settings from static to dynamic	06:43 PM
Red Bercero	Where can i find this?	06:46 PM
Ernie Perez	pulled it up on the other computer that is online.	06:48 PM
	have them exit POS if possible, then select internet icon in bottom right	06:48 PM
	select network and internet settings	06:48 PM
	then select ethernet on the left	06:49 PM
	and select change adapter options	06:49 PM
	have them double click on ethernet adapter that comes up on screen	06:49 PM
	opens a window with ethernet status	06:50 PM
	select properties from there	06:50 PM
	opens ethernet properties	06:50 PM
	have them select the text that says internet protocol version 4	06:50 PM
	and then select properties	06:50 PM
	then it opens the internet protocol version 4 properties	06:51 PM
	and have them select the option that says use the following ip address	06:51 PM
	and that will change it to dynamic and you can select ok to finish	06:51 PM
	then close on the ethernet properties	06:51 PM
	have them look at the activity on the ethernet status and it will show they have bytes in the sent side if it works	06:52 PM

Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 29.01 KB	Apr 05 2024, 05:09 AM
	another concern: anyone available for door dash integration? whats the scheduling process. thank you	05:12 AM
	Rae Banaglorioso has shared a file image.png - 9.01 KB	08:58 AM
Jack Trinque	I might have some availability later in the day today. @Ernie Perez do you have any availability just in case later doesnt work? Rae they can download the RDP app from this link https://ordercounter.com/downloads/ they will want to download this option: remote-rdp-enterpris..> 2021-03-12 14:33 23M	09:10 AM
Ernie Perez	Is this guy in CST?	09:11 AM
Jack Trinque	est it looks like	09:14 AM
Ernie Perez	Have a training session at that hour	09:15 AM
	The merchant I have the training with has a history of rescheduling a lot so I might have availability at that time so I'll update on here if I do.	09:19 AM
Jack Trinque	Sounds good, i am about to call him because my meeting hasnt responded or answered calls. Im going to help get the rdp app all downloaded. Will just need to figure out the installation timing.	09:29 AM
Rae Banaglorioso	weston calling in from payteva wanting to talk to tier 2. he has couple of questions for quotes and inventory	09:46 AM
	anyone available	09:46 AM
	hi anyone available to talk to weston? weston is waiting for tier 2	10:16 AM
	need urgent assistance on soul food kitchen. whenever on the check out screen. OC software crashes when printing the recpt happening on all terminals. restarted the server still happening restarted the terminal nothing works	10:57 AM
	@all its friday and they got lots of customers thank you	10:57 AM
You	@Rae Banaglorioso clear the logs in the ocpos folder, try to recreate the crash then review the logs	11:01 AM
	it should give you an error message we can send to the devs	11:01 AM
Rae Banaglorioso	on a different call will get back to them as soon as i finish	11:01 AM
	noted	11:01 AM
	this is happening on every transaction	11:01 AM
Dougie Stevens	Doesn't look like it's crashing	11:06 AM
	Which terminal specifically did you see it crash on? They're taking transactions just fine on 1	11:09 AM
Rae Banaglorioso	term 1	11:11 AM
Scott Dickens	i ran a few tests and didn't crash on me either	11:12 AM
Dougie Stevens	Nothing in event viewer shows it either	11:12 AM
Rae Banaglorioso	ill get back to them and check if its still crashing	11:12 AM
	reaching back to soulfood	11:41 AM
	** bumping on this ** thanks weston calling in from payteva wanting to talk to tier 2. he has couple of questions for quotes and inventory anyone available hi anyone available to talk to weston? weston is waiting for tier 2	12:50 PM

	another concern: anyone available for door dash integration? whats the scheduling process. thank you	12:51 PM
	pelican post furious tried helping for a promotion setup but insists on talking to tier 2 on set of the call. - calling in about a promotion she claims to have setup for a long period of time already and is still not working	01:22 PM
	anyone available?	01:22 PM
Dougie Stevens	If Weston has concerns about a quote, he needs to chat with Matt or Travis in sales.	01:23 PM
Rae Banaglorioso	pelican post furious tried helping for a promotion setup but insists on talking to tier 2 on set of the call. - calling in about a promotion she claims to have setup for a long period of time already and is still not working anyone available?	01:23 PM
Ernie Perez	I can call them back but am in a call at the moment	01:24 PM
Rae Banaglorioso	hi guys, MID lighthouse. order type is table service but when they change order type to retail everything is being rang as table 13	02:08 PM
	anyone?	02:30 PM
	what settings do i have to check?	02:30 PM
Scott Dickens	sounds like a bug, is it printing table 13 on the receipts?	02:43 PM
Rae Banaglorioso	yup2	02:43 PM
Scott Dickens	assign ticket to me to check into	02:44 PM
Rae Banaglorioso	need assistance with pelican post. frustrated GM has no access to offline transactions claims that all privilleges are checked.	02:45 PM
	cant check internet outage	02:48 PM
Scott Dickens	internet seems to be working for them	02:48 PM
	whats the GM name?	02:49 PM
Rae Banaglorioso	it just went back OL rn	02:49 PM
	Rae Banaglorioso has shared a file image.png - 208.64 KB	03:24 PM
Dougie Stevens	Is the wifi on and is it on the same network as the server?	03:25 PM
Rae Banaglorioso	yup2 spencer confirmed	03:26 PM
	host unreachable	03:27 PM
Dougie Stevens	Connect with a splashtop code and confirm	03:27 PM
	Find the IP by going to the wifi network and clicking the cog on it. It shoudl be on a 192.168.0	03:28 PM
Rae Banaglorioso	.11	03:28 PM
Dougie Stevens	What's the IP that it's trying to connect to on RDPWrapper	03:29 PM
	I mean Remote RDP on the tablet	03:30 PM
	Not the server's IP. SErver's IP is now .15, needs to be changed	03:30 PM
Rae Banaglorioso	it was .11 before, how do i change that	03:31 PM
Dougie Stevens	Fixed	03:31 PM

Rae Banaglorioso	thanks dougie !	03:31 PM
Dougie Stevens	You have to click and hold onthe IP and scroll down to edit	03:31 PM
Rae Banaglorioso	thanks dougie !	03:41 PM
	********* ASKING ASSISTANCE FOR THESE TICKETS ******** -if any one available can point and the directions that would be great ! Door Dash integration, anyone available to slide it in your schedule? thanks https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053522330	Apr 06 2024, 08:44 AM
	* 2 hermanos terminal 002 not connecting to the correct server and database https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053594552	08:45 AM
	Uber is not working, client is asking for updates already https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053570364	08:46 AM
	** FRIDAS tip adjustmen : is it us who adjusts tips for fridas? if not who do i reach out? ** https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053548785	08:47 AM
	** Siempre natural 2 locations: issue: 1 batch report showing $0 for the totals but has transactions included to it. issue#2: double batch on march 2nd ** https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053627245	08:50 AM
Dougie Stevens	I took DoorDash one; I tried looking at 2 Hermanos but I wasn't able to figure it out before I have to leave the room	09:01 AM
Rae Banaglorioso	thanks @Dougie Stevens !	09:02 AM
Dougie Stevens	Firewall was off and devices were on the same network so it might be a router side setting because I can't ping the server from 2 nor 2 from the server. I tried restarting both as well to ensure that there wasn't something running that was blocking it.	09:19 AM
Rae Banaglorioso	i can get back to marco and ask for router credentials, is this something the we need to check?	09:31 AM
	or does it have to be dealt with the ISP from their side?	09:39 AM
Ernie Perez	It looks like they use spectrum with app might not have many options but they could contact spectrum to ask why two devices on the same network can't communicate between each other	09:39 AM
Rae Banaglorioso	gotcha reaching back thanks !	09:39 AM
	they'll contact spectrum thanks guys !	09:43 AM
Ernie Perez	Ok nice!	09:44 AM
Dougie Stevens	We handle Frida's tips, assign to me	09:45 AM
Rae Banaglorioso	gary calling in wants tier 2 support halts bakery	12:03 PM
	anyone?	12:03 PM
Ernie Perez	ill call him	12:50 PM
	gary is good he figured it out on his own	12:53 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 305.72 KB	Apr 07 2024, 11:02 AM
	Rae Banaglorioso has shared a file image.png - 0.59 MB	11:08 AM
	Rae Banaglorioso has shared a file image.png - 84.95 KB	11:09 AM
	anyone? theyre already open and is wondering if we can fix this asap thank you	11:11 AM

	can anyone just tell me where to check that would be great thank you	11:11 AM
	Rae Banaglorioso has shared a file image.png - 35.78 KB	11:11 AM
	Rae Banaglorioso has shared a file image.png - 90.59 KB	11:14 AM
Dougie Stevens	Looks like terminal 1 is offline	11:21 AM
	Also that screenshot you sent that has the business name in red just means that there's no location data in the partner portal in this case	11:22 AM
Rae Banaglorioso	oh gotcha thanks ! thought that indicates something	11:24 AM
Dougie Stevens	It does sometimes, but if you see on the server that it's on there too and there isn't a communication error at all, that means it wasn't input	11:25 AM
Rae Banaglorioso	noted ! thanks !	11:25 AM
Dougie Stevens	Once 1 comes back on, terminal independence needs to run. believe this happens automatically though	11:25 AM
	Not quite sure why terminal 2 was getting the error message for terminal 1 though unless it was setup that it's server > t1 > t2	11:26 AM
Rae Banaglorioso	it was connecting to a different terminal server. already did reconnect it to the correct one thanks ! ill get to them	11:27 AM
Dougie Stevens	sweet	11:27 AM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 349.44 KB	11:34 AM
Dougie Stevens	Manual entry for what?	11:35 AM
Rae Banaglorioso	when doing a checkout, cos theyre having trouble with swipe insert tap	11:36 AM
Dougie Stevens	It's already on, it's that Manual Entry Mode setting third from the bottom left	11:36 AM
	They can utilize it on the checkout screen by clicking the yellow manual entry button at the bottom left of the checkout page	11:37 AM
Rae Banaglorioso	TYSM !!!	11:46 AM
Dougie Stevens	Yw m8	11:46 AM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 273.3 KB	Apr 08 2024, 09:47 AM
	tried changing port to 8080 i still cant reach	09:48 AM
You	i can take a look	09:51 AM
	server ip changed from 63 to 152	09:53 AM
	http://24.180.115.66/OCPOS/index.php	09:53 AM
	192.168.1.63 to 192.168.1.152 make the ip static	09:54 AM
	so it doesnt change anymore	09:54 AM
Red Bercero	Hey Guys, I just want to confirm if the manual entry for the gift card at win tavern was already addressed so that i can reach out to them.	10:58 AM

	tyhttps://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000053271896	
Scott Dickens	it is being worked on...should be in a release later today	11:02 AM
Red Bercero	thanks for the update. I'll let them know.	11:05 AM
Rae Banaglorioso	hi need assistance with MID: SOUTHEND is there anyway that when a customer is trying to order and doesnt have a card, it wont create them a bar tab? merchant doesnt want having people without card	
	having a bar tab. They want to have bar tabs only for people who has cards and can do pre auth. for people who doesnt have card they would want to just pay it out immediately without rerouting them to creating a bar tab.	11:20 AM
Dougie Stevens	They should just hit 'Checkout' instead of save and send	11:21 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 124.49 KB	11:28 AM
Scott Dickens	i was making sure their offline was processed	11:45 AM
	it should be finished soon	11:45 AM
	i went ahead and cancelled it since it was taking up their terminal	11:47 AM
Rae Banaglorioso	this happened last weekend too that it took them a while to have it stopped. is that something that should or shouldnt be happening? how long does it normally take>	11:48 AM
Scott Dickens	it takes about 10 seconds per transaction	11:51 AM
Rae Banaglorioso	gotcha !	11:52 AM
	Rae Banaglorioso has shared a file image.png - 20.62 KB	12:26 PM
Red Bercero	Hey Guys, I was with Hot Benny's the request happened during 14th of March. Their requesting to receive a new kitchen printer. She just wants to check for any updates about it. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000054123499	01:09 PM
	this is the existing ticket , Since. I couldn't find the old one	01:10 PM
Scott Dickens	assign those tickets for replacement equipment to me	01:22 PM
Red Bercero	ack.	01:28 PM
Rae Banaglorioso	need assistance with setting up RBO again for MORAVALES. there are 2 routers 1 is wti and the other is comcast. i made them log in the credentials for both routers already SOS: 261120963	03:32 PM
Scott Dickens	logging in	03:32 PM
Rae Banaglorioso	spencer from co card calling in about questions for little ceasar about schedules.	03:37 PM
	looking to speak with @Jack Trinque or @Scott Dickens	03:37 PM
Scott Dickens	For Moravelas	03:38 PM
	http://50.208.138.54:8080/OCPOS/login.php	03:38 PM
	downloading DUC now	03:38 PM
	http://moravelas.ordercounter.pro:8080	03:39 PM
Rae Banaglorioso	thank you !	03:39 PM
	Rae Banaglorioso has shared a file image.png - 0.76 MB	04:05 PM
	smokin moon just wants to know the total sales for the food.	04:07 PM

Scott Dickens	there's a big difference between actual and estimated which most likely means they changed report categories for some things	04:09 PM
	check the operations report "category trends"	04:09 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file	
	image.png - 509.77 KB	04:12 PM
Red Bercero	Red Bercero has shared a file	
	image.png - 15.73 KB	04:48 PM
Scott Dickens	i'm working on this	05:05 PM
Red Bercero	tysm.	05:33 PM
Darren Sla	Darren Sla has shared a file	
	image.png - 426.05 KB	Apr 09 2024, 06:07 AM
Red Bercero	Hey guys, Good morning I just want to confirm if win tavern are already good with the manual entry with their gift cards so that i can call them and let them know.	09:03 AM
	Red Bercero has shared a file	
	image.png - 153.5 KB	09:52 AM
	what else do i need to do regarding with this? ty.	09:52 AM
Dougie Stevens	What is their goal? If they have no items added it can't pull anything	09:53 AM
Red Bercero	gotcha.	09:53 AM
Dougie Stevens	Is their goal to build inventory from the front-end?	09:53 AM
	Also, have them open notepad and scan to see if it passes the barcode	09:54 AM
Darren Sla	I sent him the OPOS, I think It needs to be on opos mode	09:54 AM
Red Bercero	yes, They want to build the inventory items.	09:55 AM
Dougie Stevens	Sweet, so if their goal is to add inventory on the front end, they'll need the setting on to scan items create new inventory item or something like that on settings > pos	09:56 AM
Red Bercero	Red Bercero has shared a file	
	image.png - 231.04 KB	10:00 AM
Dougie Stevens	Darren said he already set it up for OPOS	10:03 AM
	Oh I see	10:03 AM
	I don't do the scan, sec	10:03 AM
Red Bercero	what do i need to do next?	10:05 AM
Dougie Stevens	Installing drivers	10:05 AM
	Didn't have them on	10:05 AM
	If you're still otp with him, let him know you'll call back as soon as this is set	10:09 AM
Red Bercero	tysm for the help.	10:10 AM
	I already ended the call w/ him	10:10 AM
Dougie Stevens	This was the back office setting I mentioend	10:10 AM

	Dougie Stevens has shared a file	10:11 AM
	image.png - 34.77 KB	
Red Bercero	got it, I'm watching so that i can learn it myself.	10:11 AM
Dougie Stevens	Sweet, you also have to turn barcode scanning on above that	10:11 AM
	And last step is turning on OPOS Scanning on OC	10:12 AM
	CC Settings last option on the top bar	10:12 AM
	Dougie Stevens has shared a file	10:12 AM
	image.png - 381.04 KB	
	If you watch on 123 scan I'll show you how you can do OPOS through that. Really easy	10:13 AM
	Just waiting for plugin download	10:14 AM
	Unsure why it's taking so long lol	10:18 AM
	This should be good now	10:30 AM
Red Bercero	yup, I'm gonna give them a call back. Since it's good to go what should they do next?	10:34 AM
	should they manually add their items in the inventory?	10:34 AM
Dougie Stevens	They can do that or if they have a spreadsheet for their inventory, we have a specific format that Ralph can use to upload	10:35 AM
	That part is up to them and Ralph though	10:35 AM
Darren Sla	Hey Guys, What was the shortcut button name again for them to just scan the item and it will automatically add to the inventory?	11:02 AM
	Darren Sla has shared a file	11:03 AM
	image.png - 127.24 KB	
Dougie Stevens	might be toward the bottome	11:04 AM
Darren Sla	**Darren Sla has shared a file**	11:04 AM
	image.png - 76.87 KB	
	Menu management?	11:04 AM
	Transfer inventory	11:04 AM
	Lol	11:04 AM
	Sorry	11:04 AM
Dougie Stevens	Might be on the back office only modifier mod setup. Unsure if this was ever added to front end	11:05 AM
	But they can add inventory on the front end if they scan the items in opos without that	11:06 AM
Darren Sla	Scanner wont scan	11:09 AM
Dougie Stevens	Have them scan in notepad to verify that it's in OPOS	11:10 AM
Darren Sla	It is now, working.	11:11 AM
Dougie Stevens	sweet	11:11 AM
Darren Sla	https://media.tenor.com/Ul-81HwYah0AAAAC/gojo-satoru-jujutsu-kaisen.gif	11:11 AM
Dougie Stevens	Wait so it scanned in notepad?	11:12 AM

Darren Sla	Nah, we're just on the wrong screen	11:12 AM
	lol	11:12 AM
Dougie Stevens	Gotcha	11:12 AM
Darren Sla	Should be on the order screen then scan	11:13 AM
Dougie Stevens	correct	11:13 AM
Darren Sla	It will automatically ask if it is a custom item or you want to add this on the inventory	11:13 AM
	Hi Guys, need help with this ticket please https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000054395085 Terminal froze upon payment it shows that it did go through, But the Invoice is showins #1	12:38 PM
	@Scott Dickens that Invoice 1 means nothing, correct?	12:54 PM
	Or the transaction did not push through?	12:54 PM
	There is a receipt but the check is nowhere to be found	01:02 PM
Dougie Stevens	did you check for unapplied?	01:03 PM
Darren Sla	Forgot about that, seems like it was split	01:04 PM
	I found it on unapplied	01:04 PM
	Thanks @Dougie Stevens	01:04 PM
	All set.	01:07 PM
	Thanks again!	01:07 PM
	It was not split, it was just not applied.	01:07 PM
Dougie Stevens	yw unc	01:07 PM
Red Bercero	Hey Guys, I just want to confirm Edge commerce didn't went live yet and they want to set up the terminals that they have do they still need to email us about the time and date or no?	02:21 PM
Ernie Perez	What is the merchant name for this install?	02:24 PM
Red Bercero	Wild horse bar and grill.	02:24 PM
	that's the deployment.	02:25 PM
Ernie Perez	They have to go through our sales team to have us assist with a deployment. It shows they have added this today to the partner portal.	02:27 PM
Red Bercero	that's what i told them but they said they just tryna get ahead.	02:30 PM
Ernie Perez	Okay, you can assign the ticket to Matt with their contact information so he can reach out to them to assist them	02:36 PM
Red Bercero	understood, I'll call them back later ty.	02:48 PM
Darren Sla	Darren Sla has shared a file image.png - 13.21 KB	04:14 PM
You	i think that's possible. probably by selling a custom gift card using the numbers on the back or manually importing the cards with the balance so if they want to use it, they would go to check out > gift card. @Jack Trinque can u confirm	04:26 PM
Darren Sla	Darren Sla has shared a file image.png - 144.02 KB	Apr 10 2024, 08:21 AM

You	wat merchant	08:22 AM
Darren Sla	If there is an item It will not allow to check out	08:22 AM
	if none, it will allo it	08:22 AM
	Smoke Bucks	08:22 AM
	That's the new version right?	08:25 AM
	.29	08:25 AM
You	think so yeah	08:26 AM
	do you know when they updated	08:26 AM
Darren Sla	Just today	08:27 AM
	Darren Sla has shared a file	08:27 AM
	image.png - 14.62 KB	
You	You have shared a file	08:27 AM
	Qae9F0AyS7.png - 0.99 MB	
	probably needs to be rolled back to the previous version	08:28 AM
Darren Sla	Can you roll them back @Robert Harris I have to take a quick phone call to weston	08:28 AM
Dakota Post	are you saying that it's not adding?	08:28 AM
You	yeah	08:28 AM
Dakota Post	or just that there's a popup	08:28 AM
You	sorry, it's adding but there's a pop up when you try to add it	08:28 AM
Dakota Post	ok?	08:28 AM
	we'll fix it, but idk why that requires a rollback	08:29 AM
You	rollback to get the merchant opperating so they can take orders, they currently cant proceed to the checkout screen when any item is added	08:29 AM
	the error mentions something about the db connection so im trying to reestablish it to see if that might fix it	08:30 AM
Dakota Post	you can't click ok to leave the screen?	08:30 AM
Dougie Stevens	They can't click checkout	08:31 AM
	Well I guess they can click it but it just doesn't do anything	08:31 AM
Dakota Post	alright, well then roll them back	08:31 AM
	what were they updated for	08:32 AM
Dougie Stevens	iowno	08:32 AM
Dakota Post	what feature/fix	08:32 AM
Darren Sla	Let me know if it is already set	08:33 AM
	I need to call the merchant.	08:33 AM
	I promised her 5 minutes	08:33 AM

Dakota Post	this probably goes without saying, but don't update anyone to this version	08:35 AM
Darren Sla	Thanks guys	08:46 AM
Ernie Perez	rollback done? I was on phone with someone else but i did that update this morning for a promotion feature	08:48 AM

Darren Sla	Roll back done on Smoke bucks	08:48 AM
Ernie Perez	Thanks!	08:49 AM
	@Dakota Post You or Scott on this to fix?	08:49 AM
Dakota Post	scott	08:50 AM
	i have super alpha omega must get done nothing else can get in the way super task	08:50 AM
You	yeah rollback's done @Ernie Perez	08:50 AM
	it's letting them go to checkout now	08:50 AM
Ernie Perez	Very nice! Well @Scott Dickens Whatever it was does not have anything to do with release 5.1.0.29 since old hickory bbq is on this and was able to test transactions with them this morning.	08:52 AM
Jack Trinque	Yea Win Tavern is on same version as well, and they were able to do transactions as normal yesterday too.	08:54 AM
Ernie Perez	5.1.0.29 is good, 5.2.0.0.b.29 is not allowing checkout. Got it! I think only Smoke Bucks was updated but if anyone else was updated we'll need that rolled back	09:16 AM
Darren Sla	Yeah, smoke bucks was on b.	09:16 AM
	Hi Team , can we send a replacement recceipt printer for Sundae's please? https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000054552849	09:48 AM
Red Bercero	Red Bercero has shared a file image.png - 1.63 MB	10:01 AM
Ernie Perez	That Server 1 64gb is the server	10:02 AM
	are you on the ocpos user?	10:02 AM
Red Bercero	yes i am	10:02 AM
Ernie Perez	checking	10:03 AM
	someone changed pc name	10:05 AM
	update this on terminals and tablets to have connection to go to this server with RDPSERVER64	10:06 AM
	Ernie Perez has shared a file image.png - 76.83 KB	10:06 AM
Darren Sla	Darren Sla has shared a file image.png - 261.16 KB	10:09 AM
You	@Darren Sla put your request here: this module will be used to track shipments so @Darren Buono can look and take it from there: https://desk.zoho.com/agent/ordercounter/ordercounter/shipments/list/all-cmshipments	10:09 AM
	also, EOD, might just take a minute, unless it's been like 30 mins to an hour	10:10 AM
Darren Sla	It has been	10:10 AM
You	i usually just close oc and rerun it but im not sure if it's recommended	10:10 AM
Darren Sla	In total probaly already more than 30minutes	10:10 AM
	Did that, same thing	10:10 AM
You	do they have a lot of transactions	10:10 AM
Darren Sla	It took a while	10:12 AM

Darren Sla	It took a while	10:12 AM
	and it now done	10:12 AM
You	yeah probably hella transactions	10:13 AM
Darren Sla	**Darren Sla has shared a file**	10:13 AM
	image.png - 20.99 KB	
	3 attempts of EOD	10:13 AM
	others showing 0	10:13 AM
You	probably 0 because they werent completed	10:13 AM
Darren Sla	Probably, cause he did those	10:13 AM
	He stop it	10:14 AM
	and I had to re-run it	10:14 AM
	for the last time	10:14 AM
	@Robert Harris did you manually put that request on module or you changed it?	10:15 AM
	To automatically be put into that space?	10:15 AM
You	i manually added it	10:16 AM
Darren Sla	Gotcha, Thanks!	10:16 AM
You	np, this should help organize everything going on a lot better	10:16 AM
Darren Sla	Yeah I agree	10:16 AM
Red Bercero	all good @Ernie Perez tysm for the help.	10:17 AM
Darren Sla	Suggestion, if there is an existing ticket kindly put the Ticket link on the description to follow,	10:17 AM
You	the ticket can be looked up using the lookup field "ticket reference"	10:17 AM
	and you can click it and it goes to the ticket	10:18 AM
Darren Sla	**Darren Sla has shared a file**	10:19 AM
	image.png - 31.81 KB	
You	no	10:19 AM
	custom modules is a new feature rolled out to desk, there's a lot that needs to be changed about it that i'll be submitting some feature requests for to zoho	10:20 AM
Ernie Perez	**Ernie Perez has shared a file**	11:01 AM
	image.png - 417.98 KB	
You	5.2.0.29 @Ernie Perez ?	11:10 AM
Scott Dickens	working on a fix	11:13 AM
	if they can wait i should have a new build in a few hours	11:13 AM
Ernie Perez	No they're on release	11:14 AM
You	**You have shared a file**	11:16 AM
	chrome_s6iOIzSWx6.png - 87.04 KB	
	added it to the module (change priority to high)	11:17 AM

Darren Sla	Darren Sla has shared a file	
	image.png - 85.89 KB	03:16 PM
Scott Dickens	did you run autoupdate as admin?	03:25 PM
Darren Sla	Yep	03:25 PM
Scott Dickens	what location?	03:30 PM
Darren Sla	coco sawtelle	03:30 PM
Scott Dickens	can you sign out?	03:31 PM
Darren Sla	out	03:31 PM
Scott Dickens	its windows 11 home...is this a new computer?	03:35 PM
Darren Sla	Not really sure about that tho	03:35 PM
	What happened to it @Scott Dickens ?	03:52 PM
Scott Dickens	i think it was the specifc version of windows that got updated	03:52 PM
	its working now	03:52 PM
Red Bercero	Red Bercero has shared a file	
	image.png - 31.02 KB	04:01 PM
Scott Dickens	ok, false alarm	04:02 PM
	guess it still doesn't work	04:02 PM
	clear the password from the connection info (by editing the connection in the rdp app) and try again	04:04 PM
	i just changed the authentication mode and that usually fixes this	04:04 PM
Darren Sla	I did that	04:04 PM
Scott Dickens	try again though...i just set the authentication mode	04:04 PM
Darren Sla	Copy	04:04 PM
	@Scott Dickens all set	04:11 PM
	Thanks!	04:11 PM
Scott Dickens	false false alarm	04:11 PM
	nice!	04:11 PM
Darren Sla	False alarm on false alarm	04:12 PM
Red Bercero	thanks guys!	04:12 PM
	Red Bercero has shared a file	
	image.png - 19.75 KB	05:29 PM
	is this something to do with us or there ISP. Cause wifi is working properly it's just that when they reset it earlier that's when the problem started	05:31 PM
	I was able to let them know to unplugged and replugged their Ethernet cable.	05:31 PM
	but nothing worked it still shows offline	05:32 PM
	thru all POS	05:32 PM
Scott Dickens	are the terminals not able to communicate with each other?	05:32 PM

	like they can't login to a POS?	05:32 PM
Red Bercero	they can use POS	05:35 PM
Scott Dickens	ok, they need to locate their POS router then and check the WAN cable on both ends	05:35 PM
Darren Sla	You can be connected to wifi but not have internet	05:35 PM
Scott Dickens	ask them to check internet on their back office computer as well if they have one	05:36 PM
Darren Sla	I was with them earlier and they said the internet went down	05:36 PM
Red Bercero	they were requesting someone to check their set up. that's what she said.	05:38 PM
	already checked the ethernet cable from the modem to the server	05:40 PM
Scott Dickens	we can only walk them through checking the physical equipment since everything is showing offline. If the POS's are working and they can login, then they're POS router is working. That means its either an issue connecting to the router/modem through the WAN port or their internet is down	05:40 PM
	if they haven't reached out to their ISP, they should...if the ISP says everything is good we can go from there	05:40 PM
Red Bercero	she said they don't want to talk to their ISP cause the problem is with us.	05:40 PM
	already explained to her that it's best to contact ISP since she was reporting earlier that they don't have internet connection	05:41 PM
	before they reset their router	05:41 PM
Scott Dickens	how does she know that? has her ISP confirmed theres no issue?	05:41 PM
Red Bercero	yeah, I'll talk to her thoroughly about it. right after this new call that came in to explain further the importance of contacting her ISP.	05:43 PM
Darren Sla	Explain to her, it might be us if one or 2 devices goes down, but all devices at the same time?	06:22 PM
	There is a problem with the network if that is the case	05:53 PM
	Have them check the modem if there is error (red) light on it.	05:54 PM
Red Bercero	Acknowledged	06:18 PM
	Already spoke to her and explained all the things she needed to know. She changed her mind about it it's because she realize that there was an outage earlier before she restarted her modem. She's gonna contact her ISP but if they confirm that it's all good on their end she'll follow up with this.	06:31 PM
	Red Bercero has shared a file image.png - 0.71 MB	Apr 11 2024, 09:38 AM
	Red Bercero has shared a file image.png - 314.69 KB	09:38 AM
	Hey guys, Jose from Beaver Tap is wondering if we could be the one's who could contact Door Dash cause he tried to give them a call but the issue with his online ordering was not fixed. He called me back to relay this message to you. Just let me know what to about it thanks a lot!	11:04 AM
Dougie Stevens	Let him know to follow my instructions I sent him. We don't have the ability to do this as we're not the business owner	11:05 AM
Red Bercero	understood, I'll follow up with him on this. ty	11:06 AM
Dougie Stevens	@Scott Dickens will you see if we have a test order from DoorDash for Beaver Tap	11:10 AM
Scott Dickens	i'd say we got a few	11:11 AM

	Scott Dickens has shared a file	11:11 AM
	image.png - 376.5 KB	
	the email is case sensitive	11:11 AM
	they did dd instead of DD	11:12 AM
	i can fix that on our side	11:12 AM
Dougie Stevens	Holy	11:12 AM
Scott Dickens	also i've asked josh to address this like 7 times now	11:12 AM
Dougie Stevens	Yiks	11:12 AM
	@Red Bercero once he changes this they should be all set if you'll let them know	11:13 AM
Jack Trinque	yea I asked josh in standup yesterday and he said he is going to make a story.	11:13 AM
Scott Dickens	fixed	11:14 AM
Red Bercero	I told him about it.	11:15 AM
Darren Sla	**Darren Sla has shared a file**	11:40 AM
	image.png - 0.65 MB	
Scott Dickens	data mining -> till and bank reports -> active bank report	11:42 AM
Darren Sla	Jesus, I overthink	11:44 AM
	Thanks Scott	11:44 AM
	Darren Sla has shared a file	11:51 AM
	image.png - 217.77 KB	
Scott Dickens	i'm looking at something for that right now with cosimo's...might be the same thing	11:52 AM
	if so, it will be addressed with a new release	11:52 AM
Darren Sla	Let me know if it is confirmed.	11:53 AM
	Sot that I can update the merchant. Thanks!	11:53 AM
Red Bercero	**Red Bercero has shared a file**	12:17 PM
	image.png - 117.9 KB	
Scott Dickens	settings aren't configured properly	12:19 PM
	which terminal?	12:19 PM
Red Bercero	term 1	12:19 PM
Scott Dickens	checking	12:19 PM
Red Bercero	only terminal 1 having problems with it.	12:19 PM
Scott Dickens	fixed	12:20 PM
Red Bercero	tysm.	12:21 PM
Darren Sla	@Scott Dickens is it confirmed that it's the version that's causing the discrepancy on till?	01:21 PM
Scott Dickens	yes, on the display on the till/bank manager	01:34 PM
	will have new release on monday to address it	01:34 PM

Darren Sla	Thank you!	01:40 PM
	@Scott Dickens should I assign the ticket to you?	01:50 PM
Scott Dickens	yes, so i can notify them when its released	01:50 PM
Darren Sla	They simmer down the business after 1am.	01:50 PM
	They open @11am as per them	01:50 PM
	@all anyone can tell me what feature needs to be modified where after payments it will stay on the order screen instead of signing them out?	02:59 PM
Scott Dickens	there's a setting under Settings -> POS that controls it system wide, theres also a terminal setting to control it by terminals, as well as an employee privilege to control it by employee	03:01 PM
Darren Sla	Thanks!	03:03 PM
	Darren Sla has shared a file	03:16 PM
	image.png - 188.59 KB	
Dougie Stevens	Don't fink so, where	03:17 PM
Darren Sla	Or even the done after singning	03:17 PM
Dougie Stevens	Try to refresh software. What joint?	03:18 PM
Darren Sla	I did	03:18 PM
	Consuelos 03	03:18 PM
Dougie Stevens	Did you change that res?	03:23 PM
Darren Sla	Nope, it was Royce	03:23 PM
Dougie Stevens	Scott can the customer display work on 1024 x 600	03:25 PM
Scott Dickens	i believe 1024x768 is the minimum	03:29 PM
Dougie Stevens	Yikes, well that's prob why Darren. @Scott Dickens Would that cause the done button to not be there?	03:29 PM
Scott Dickens	yea	03:31 PM
	see if they can change the resolution on the monitor its displaying on	03:31 PM
Darren Sla	on the rear facing?	03:32 PM
Scott Dickens	Yes	03:32 PM
Dougie Stevens	They can't get it to 768	03:33 PM
Darren Sla	Nahh it wont allow	03:33 PM
	Darren Sla has shared a file	03:33 PM
	image.png - 27.97 KB	
Dougie Stevens	Like 800x600 and that other one	03:33 PM
	yeah	03:34 PM
Darren Sla	It wont allow 768 on the rear facing	03:36 PM
	Do we have a work around with this	03:36 PM
Scott Dickens	Assuming this is a partner...who is it?	03:37 PM

Darren Sla	Royce	03:37 PM
Scott Dickens	Tell him we'll see if there are any options and get back to him	03:37 PM
Darren Sla	Copy that	03:38 PM
Scott Dickens	did you assign me the ticket for that one?	04:10 PM
Darren Sla	Assigning	04:11 PM
Red Bercero	Red Bercero has shared a file image.png - 172.83 KB	07:12 PM
Scott Dickens	What terminal is the "online ordering terminal" under the agents page	07:14 PM
Red Bercero	is it still on BOH? Sorry	07:15 PM
Scott Dickens	Right	07:27 PM
	Agents.php	07:27 PM
	Actually...it uses the server terminal	07:27 PM
	Not the setting under agents anymore	07:27 PM
	Check the printer settings on whichever terminal is set to be the server terminal	07:28 PM
Red Bercero	Red Bercero has shared a file image.png - 179.92 KB	07:32 PM
	They're having connectivity issues to for Old Santa fe.	07:34 PM
	for terminal 4	07:34 PM
Scott Dickens	Printer settings in the pos software	07:44 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.71 MB	Apr 12 2024, 09:09 AM
	he just needs confirmation. whats that for? $125 should it be added on the highlighted yellow category? where does that belong to?	09:16 AM
	anyone?	09:16 AM
	thank you	09:16 AM
Scott Dickens	we would need to dig into it	09:37 AM
Rae Banaglorioso	i see so this need investigation? who do i assign the ticket to?	09:46 AM
	he was wondering whats the time frame for this inquiry	11:30 AM
Scott Dickens	assign to me and he should get a response by one business day, so by monday at the latest	11:38 AM
Rae Banaglorioso	gotcha.	11:38 AM
	Rae Banaglorioso has shared a file image.png - 173.48 KB	11:41 AM
	@Scott Dickens need assistance with this one pleasse otp with them	11:44 AM
	oh nvm	11:44 AM
	i got it to DL	11:44 AM
	all set nvm thanks !	11:46 AM

	hi guys, how do we replace the SSD for a terminal replacement. MID: jodies bakery and cafe, currently OTP with them	12:30 PM
	which part do we remove?	12:34 PM
	anyone? they dont want to let go cos they dont want to wait. thank you	12:34 PM
	where is it located? do they need to pop off the screen?	12:38 PM
	anyone theyre still otp	12:42 PM
Scott Dickens	on the back of the terminal, there is a plastic door that slides off towards the side (right side if you're looking at the front of the terminal)	12:46 PM
	the SSD is held in by a thumb screw once you slide that door off	12:47 PM
Rae Banaglorioso	THANKS !	12:48 PM
	we do need to update it right?	12:51 PM
	SOS: 324214365	12:57 PM
Scott Dickens	yea, who is this for?	01:10 PM
Rae Banaglorioso	Jodies	01:10 PM
Scott Dickens	ok, i'll get it going	01:10 PM
Rae Banaglorioso	thank you !	01:18 PM
	hi, what settings do i check for a terminal that doesnt open the drawer. just one terminal. other terminals are working. till is already opened. NO sale does open too.	01:19 PM
	what else did i miss?	01:20 PM
Scott Dickens	if no sale opens then its most likely employee privilege	01:23 PM
	check what job the employee is clocked into and check the privileges for that job	01:23 PM
Rae Banaglorioso	it was working yesterday just stopped working today, and this is for old hickorys drive thru terminal, the one they assigned for the this terminal is a "window" employee claims that this has been working yesterday	01:26 PM
Scott Dickens	checking	01:28 PM
	whats the employee name?	01:29 PM
Rae Banaglorioso	WINDOW	01:31 PM
	just changed the employee job to window cashier checking if it works	01:32 PM
	still not working @Scott Dickens	01:34 PM
	its under employee name , WINDOW they said it was working yesterday and hasnt changed a thing.	01:41 PM
Scott Dickens	one sec	01:42 PM
Rae Banaglorioso	thank you	01:42 PM
Scott Dickens	for Jodie's terminal...its not connected to the right network	01:44 PM
	its got an ip of 192.168.213.71 while the other terminals have 172.16.22.x	01:44 PM
Rae Banaglorioso	let me reach them back, streamer is already set right? we dont need SOS code?	01:44 PM
Scott Dickens	correct	01:44 PM
Rae Banaglorioso	reaching back \	01:45 PM

	hi @Scott Dickens eric said he hasnt unplug anything from the router just changed the SSD. he did unplug the ethernet from the terminal but not on the router tho.	01:49 PM
Scott Dickens	something must have changed as its not connected to the unifi router anymore	01:49 PM
Rae Banaglorioso	will restarting the router help? or it wont?	01:50 PM
Scott Dickens	he can try...tracing the cable from the terminal to see if its plugged into a different device might be needed	01:50 PM
	restarting the router generally won't work if its plugged into the wrong thing which it seems like it is	01:51 PM
	it looks like it is connected to a unifi, just on a different IP	01:51 PM
	could be the same device on a different VLAN	01:51 PM
Rae Banaglorioso	@Scott Dickens eric said, cant we do anything about it cos they havent unplugged anything from the equipment just the ethernet from the terminal.	02:07 PM
Scott Dickens	who manages their network? its a unifi so its not us	02:07 PM
Rae Banaglorioso	ill get back to them and adv them after this call	02:14 PM
You	ran fix for rdp wrapper, and autoupdate as admin. it's still not letting more than 1 user sign in	02:25 PM
	(default rdp is also checked) is there something im missing?	02:25 PM
Scott Dickens	this happened yesterday and had to restart computer then it worked	02:26 PM
You	gotcha	02:26 PM
	didnt work	02:30 PM
Scott Dickens	what location?	02:35 PM
You	las palmeras	02:37 PM
	i have sos for a tablet	02:37 PM
	403121496	02:37 PM
Scott Dickens	checking	02:37 PM
	don't need to login to tablet for the time being	02:37 PM
You	i set to gui instead of rdp to test	02:38 PM
Scott Dickens	hmm....	02:40 PM
	everything is the same as coco marina which had the same issue	02:40 PM
	the restart fixed it there	02:41 PM
You	ini settings?	02:42 PM
Scott Dickens	yea, checked those it looks good	02:42 PM
	maybe grab the one from coco marina and replace this one with that one	02:42 PM
	in case what you did earlier is the issue	02:42 PM
You	gotcha	02:44 PM
	yeah my ini file was messed up :17202823911317084481374490_841152272_3_1_grilledcheese$:	02:49 PM
	good to go	02:49 PM
Scott Dickens	:thumbsup:	02:49 PM

Rae Banaglorioso	need assistance with RBO MID: Michelinas SOS: 722609671 a call from turnkey thank you !	03:18 PM
Scott Dickens	ont it	03:19 PM
Rae Banaglorioso	TYSM!	03:20 PM
Scott Dickens	will need their username and password for the router at 10.10.4.1	03:20 PM
Rae Banaglorioso	noted ill try to grab that from them	03:21 PM
	u:admin p:WTIH20	03:29 PM
Scott Dickens	one of these WTI routers...i've had issues with that in the past	03:29 PM
	they were using 8080 and it changed to 80 on terminal 1	03:31 PM
	changed it to port 8080 on the database settings and its back up: http://73.68.219.32:8080/OCPOS/login.php	03:31 PM
Rae Banaglorioso	TYSM! @Scott Dickens	03:32 PM
	ichiban calling in, are we able to set transaction to also print at a recpt printer the terminal from where orders are placed? allyson said they were able to do it before.	04:29 PM
Scott Dickens	they want a kitchen ticket to print at a the terminal the order was entered?	04:41 PM
Rae Banaglorioso	naaah i found the issue, term 5 has recpt 006 on it.	04:46 PM
	i just dont know how to fixt that star printer	04:47 PM
Scott Dickens	oh, the one i set up	04:48 PM
	i'll take care of it	04:48 PM
Rae Banaglorioso	thanks on a call with hometown ill get back to ichiban shortly	04:50 PM
Scott Dickens	ichiban should be good now	04:51 PM
Rae Banaglorioso	TYSM @Scott Dickens	05:10 PM
	hi @Scott Dickens - just got back with old hickory, terminal 001 drive thru still cash drawer doesnt open.	05:27 PM
Scott Dickens	i'll have to run some tests are they close this evening	05:29 PM
	unless i can use the terminal now	05:29 PM
Rae Banaglorioso	chappy agreed we'll reconnect tomorrow	05:47 PM
	Rae Banaglorioso has shared a file image.png - 252.55 KB	06:11 PM
	@Scott Dickens	06:11 PM
Scott Dickens	has it ever worked?	06:21 PM
	i'll check the response	06:21 PM
Rae Banaglorioso	it did when i had them test it with me	06:21 PM
Scott Dickens	which terminal did they try it last on?	06:22 PM
Rae Banaglorioso	but prior to him calling us he claims that the servers tried multiple times	06:22 PM
	terminal 5	06:22 PM
Scott Dickens	their last one was successful at 6:15	06:25 PM

	there were a couple before that that were cancelled	06:25 PM
	but i don't see any declined	06:25 PM
Rae Banaglorioso	prolly the 6:15 was the one we tested.	06:27 PM
	i can get back to him now stating that transactions that didnt go thru were cancelled?	06:29 PM
Scott Dickens	yea, i don't see any declines on terminal 5	06:30 PM
Rae Banaglorioso	ok2 noted	06:30 PM
	reaching back	06:31 PM
	tried calling him thrice no answer left a VM	06:34 PM
	how do you add users on the online order portal? igor is asking	07:09 PM
Scott Dickens	We have to do it in the partner portal. They need to email us the email address and location.	07:19 PM
Rae Banaglorioso	copy	07:19 PM
	HUDSON taco having troubles with guacamole printer, they have 8 terminals that we dont have access of. only server. is there anyway that we can check that?	Apr 13 2024, 11:02 AM
	id have to ask for 8 splashtop codes so we can check?	11:09 AM
	does CRP have direct access to their terminal?	11:10 AM
You	i just saw station 4 have the guac printer added in winprtspl	11:10 AM
	just need sos for station 4 to troubleshoot	11:11 AM
Rae Banaglorioso	all set, reached back to them they were having issues with the network itself	11:13 AM
	they figured it out themselves	11:13 AM
	are we the one handling brooklyn bar and grills tip adjustments ?	12:39 PM
You	@Rae Banaglorioso yeah	12:55 PM
	its a local restaurant like 30 minutes to an hour away from the office	12:55 PM
	You have shared a file Cliq_fJa5O6PqYO.png - 43.15 KB	12:56 PM
Rae Banaglorioso	oh i see, theyre requesting for a tip adjustment for a transaction.	12:56 PM
	i dont have PP credentials 😄	12:57 PM
You	:thinking:	12:57 PM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.64 MB	01:05 PM
You	yeah	01:05 PM
Rae Banaglorioso	thanks	01:05 PM
You	status c - complete o - pending i - ignore e - error (i think)	01:05 PM
Rae Banaglorioso	TYSM	01:06 PM
	** HEADS UP ** Terminal setup for old santa Fe anyone available?	01:12 PM
	oh my bad, i believe this has to be scheduled right? this isnt a replacement but a deployment for a new	

	terminal? just spoke to joe i had him hook up the terminal so we can configure it. whos handling old santa fe?	01:30 PM
You	yeah add it to the deployment module in desk and link the ticket	01:31 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 24.73 KB	02:16 PM
Scott Dickens	Connection issue	02:20 PM
	106 means it wasn't able to communicate with printer	02:21 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 235.24 KB	02:23 PM
	for some reason after powering on then a couple mins after it doesnt print	02:23 PM
	its being found on net config too	02:30 PM
	there were error lights earlier but after power cycling to was gone and is no longer doing it	02:31 PM
You	wat merchant	02:32 PM
Rae Banaglorioso	la fiesta	02:33 PM
You	wat term	02:33 PM
Rae Banaglorioso	term 1	02:33 PM
	kitchen printer	02:33 PM
	i set the terminal to print on recpt tempo as per client req	02:33 PM
	do we have a dedicated button for tax exempt? MID sould food	02:39 PM
You	i think so	02:43 PM
	its on the check screen	02:43 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 0.74 MB	02:45 PM
You	kitchen printer should be good for la fiesta	02:46 PM
Rae Banaglorioso	gotcha	02:46 PM
You	changed ip since it couldnt communciate to 192.168.1.20	02:46 PM
Rae Banaglorioso	what happened?	02:46 PM
You	no tax button @Rae Banaglorioso	02:47 PM
Rae Banaglorioso	gotcha thanks !	02:48 PM
You	**You have shared a file** strwinclt_BOrAvaY4di.gif - 0.57 MB	02:48 PM
Rae Banaglorioso	let me reach back to them merhcants both la fiesta and sould food	02:48 PM
	Rae Banaglorioso has shared a file image.png - 34.19 KB	04:35 PM
Scott Dickens	Using print priority setting on menu items	04:36 PM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image png - 0.00 MB	04:42 PM

	image.png - 0.89 MB	
Scott Dickens	yea, sorry its called ticket order	04:43 PM
	we renamed it awhile back	04:43 PM
	the items will sort by that number on the kitchen tickets	04:43 PM
Rae Banaglorioso	gotcha ! TYSM	04:44 PM
You	looking at tablets for seville atm, but old hickory called and reported that some people are showing in the tip report for having grautity when they shouldn't be	08:46 PM
	where do i start looking at to investigate?	08:47 PM
	You have shared a file strwinclt_AEsHl5sVTq.png - 0.76 MB	08:49 PM
	@Scott Dickens @Jack Trinque are there settings to prevent employees from getting gratuity?	08:53 PM
	was it because they wre assigned to the till	08:54 PM
Scott Dickens	There is not	08:54 PM
	If you close out an order that has gratuity, it's assigned to the person closing it out	08:55 PM
You	ok, its likely they had one person creating the order, that was supposed to get the gratuity but it was closed out by another person	08:56 PM
	@Scott Dickens he said he calculated the gratuity on the receipts and the amounts aren't matching up with the credit tip report	08:59 PM
Scott Dickens	Assign ticket to me and I can investigate and get back to him on Monday	09:01 PM
You	gotcha	09:02 PM
	with auto gratuity, is there a way to require manager override?	09:15 PM
Scott Dickens	no, auto gratuity is auto	09:16 PM
	there is an override for adding gratuity if they're not using auto gratuity	09:16 PM
Rae Banaglorioso	Hi guys, needing urgent assistance for smokebucks Promotions stopped working when they were having issues with the POS. chris mentioned that they had replced the scanner and was already experiencing issuess with pos for the past couple of weeks. main concern: 1. when they scan item twice it doesnt populate but when they tried scanning it thrice, it populates. 2. ALL promotions stopped working where do i check this?	Apr 14 2024, 09:06 AM
You	how do they have promotions set up	09:06 AM
Rae Banaglorioso	**Rae Banaglorioso has shared a file** image.png - 0.51 MB	09:07 AM
	theres a ton of promotion here none of it is working	09:07 AM
	they are currently manually inputting items cos it doesnt let them scan twice	09:08 AM
	merchant is asking immediate resolution	09:08 AM
	whats easier to fix? how do i troubleshoot the scanning issue?	09:09 AM
	or can we resolve the promotion easier than the scanning issue?	09:10 AM
You	is the scanner scanning items at all?	09:10 AM
Rae Banaglorioso	it is	09:10 AM

	when they scan item twice it doesnt populate but when they tried scanning it thrice, it populates.	09:10 AM
You	i got to run and drop my gf off at work in a few mins, when i get back i can take a look. @Jack Trinque @Scott Dickens have one of you seen this before?	09:10 AM
Rae Banaglorioso	3 items at the same time	09:11 AM
	MID: smokebucks	09:11 AM
You	so they have to scan it 3 times for each item?	09:12 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 113.04 KB	09:16 AM
You	sounds like on the 2nd scan, there's a catch to prevent double scnaning	09:21 AM
Rae Banaglorioso	how can we fix that?	09:23 AM
You	not sure, i dont have much experience with scanners but it may be a setting for it? seems like its just a feature to rpevent double scanning if the titesm are scanning 3 times	09:24 AM
	for now, try setting up a promotion and seeing if it works	09:24 AM
	i can check in about 30 mins or so	09:24 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file	09:25 AM
	image.png - 1.31 MB before and after the replacement of the scanner they were having issues with the POS system its unresponsiveness and what not. he just needs the system to work as it should be	09:40 AM
	Rae Banaglorioso has shared a file image.png - 61.78 KB	10:09 AM
You	its in the ccp settings	10:09 AM
	what merchant, im home so i can check	10:09 AM
Rae Banaglorioso	deerings	10:10 AM
You	the lane that's conneted is on COM7	10:13 AM
	theyre using the terminal	10:14 AM
Rae Banaglorioso	ill reach back as soon as i double check with montys just finishing montys	10:15 AM
You	ill let them finish then try changing th ccp to the right term	10:15 AM
Rae Banaglorioso	which part did you change?	10:17 AM
	was with montys sorry	10:17 AM
You	ccp settings > advance settings > com port	10:18 AM
Rae Banaglorioso	how will i know the com port?	10:18 AM
You	should be good now	10:19 AM
	and they use a lane3000, go to devices and printers and it shows you the comport next to the name	10:19 AM
Rae Banaglorioso	gotcha	10:20 AM
	can we check on smokebucks please?	10:20 AM
You	yea	10:21 AM

Rae Banaglorioso	thank you ! reached back to deerings ! thank you robert !	10:21 AM
You	np	10:28 AM
	regular promotion works as it should, testing auto promotion	10:29 AM
	yea auto promotions not working	10:35 AM
	software's also unresponsive	10:35 AM
	and sorta lagging,	10:35 AM
Rae Banaglorioso	thats what he was complaining about.	10:35 AM
	even before they had replced the scanner	10:36 AM
You	theyre on .28, the version before the issues started in .29	10:36 AM
	gonna update to latest release .31 and see if that fixes the issue	10:37 AM
Rae Banaglorioso	Rae Banaglorioso has shared a file image.png - 0.81 MB	10:48 AM
	context: 2 servers on a different terminal had opened table 6 sent out orders the same time, 1 ticket is already paid this one isnt showing anywhere	10:54 AM
	table 6 still hasnt closed even when a ticket is paid cos prolly that ticket that is missing is still there	10:55 AM
	@Robert Harris - smokebucks calling in theyre starting to get busy	10:55 AM
You	was updating, stopped to take a look at darrells	10:56 AM
	on darrells the orders for angela are listed	10:56 AM
	see if any match up to the receipt	10:56 AM
	making sure smokebucks promotions work	10:56 AM
Rae Banaglorioso	thank you thank you	10:56 AM
You	still not working	10:57 AM
	same issue with the responsiveness and promotions not working (regular promotions work)	10:57 AM
	@Jack Trinque @Scott Dickens are either u able to take a look? tried updating to latest release but the pos is still acting the same	10:57 AM
Rae Banaglorioso	@Jack Trinque @Scott Dickens need assistance client starting to loose patience thank you	10:58 AM
	ill reach back to smokebuck first theyre able to take orders right?	10:59 AM
You	should be able too, the only issue was with the promotions	10:59 AM
	the promotions that can be applied manual will work, its the auto promotions we're looking into	10:59 AM
	manaul meaning they go to order functions > add promotion	11:00 AM
	just let him know we're still investigating	11:00 AM
Rae Banaglorioso	we did test it out earlier, for the auto is what he is concerned of and the scanning items too	11:00 AM
You	not sure about the scanner but im pretty positiev if it's scanning 3 times but failing on the 2nd, its a security measure imo	11:01 AM
	the issue is with the menu items	11:05 AM
	dont relay this to them, just let them know we're working on it	11:05 AM

	You have shared a file	
	strwinclt_oNM8AmbQDE.gif - 171.59 KB	11:06 AM

Rae Banaglorioso @Robert Harris - they were able to do it before they had issues. my mistake i clarified about the scanner. it wasnt replaced but it was fixed. a week ago it stopped working. they called in and had it fixed. but after the issue when trying to scan it twice on an item issue arise, before it stopped working they were able to do it 11:06 AM

You gotcha 11:07 AM

in the ss i posted, pressing the feel free shot wouldn't show up unless you press another item that didnt have a promotion assigned to it (assuming it's an auto promotion) 11:08 AM

i removed the auto promotion attached to the item and i was able to jus press it once to add it to the order 11:08 AM

nothing was provided in the logs though, so not sure what the main issue is 11:08 AM

Rae Banaglorioso i bought us some time with smokebucks can we have darrels first 11:11 AM

You were they trying to cash out the order? 11:11 AM

or was it jsut a question 11:11 AM

Rae Banaglorioso they are looking if we can get it back so they can cash it out 11:12 AM

You @Rae Banaglorioso for darrels the transaction was in unattached orders 11:14 AM

Rae Banaglorioso thank you 11:14 AM

You you get there from control panel > employee manager > goto employee > unatttached orders 11:14 AM

i moved it to table 53 so they can cash it out 11:14 AM

Rae Banaglorioso thank you talking to montys and fixing smoke bucks printers 11:15 AM

i missed one call dang that spike 😁 11:32 AM

@Robert Harris thanks !!!!! 11:32 AM

@Scott Dickens @Jack Trinque need assistance with smokebucks please 11:32 AM

You @Ernie Perez its smokebucks if u also have any ideas 11:33 AM

Rae Banaglorioso Airport Restaurant calling in about an overnight shipment for the printer, they still havent recvd it it yet. merchant mentioned that he called in friday was told to have it shipped asap. any update on this please? cos they are loosing patience servers had to run around going back to the kitchen instead of serving customers. @Scott Dickens @Jack Trinque @Darren Buono 12:24 PM

are the one that sent out the printer for airport restau? 12:24 PM

You i believe so, airport was dougie's deployment 12:30 PM

@Dougie Stevens do u know for sure 12:30 PM

Rae Banaglorioso he called in friday friday afternoon thats what he claims. thank you 12:32 PM

Rae Banaglorioso has shared a file
image.png - 47.42 KB 01:04 PM

spoke to chris from smokebucks asking if we can address the asap? is there any way we can have them situated? 01:08 PM

do we have terminal 1 for al's pizza? what is it named? 01:56 PM

You might need sos 02:00 PM

	don't see it	02:00 PM
Rae Banaglorioso	MID: Al's pizza main concern: another transaction is missing can be found on transactions as well as the BOH a total of 18.55 cash and was paid $20. how do i make sure that transaction is successful theyre worried if cash will be short context: since febuary kyle claims that he has been calling back about this issue. it happens once a day that per his observation. on the checkout screen OC suddenly freezes the does not proceed with printing the recpt and opening the drawer. this happens randomly on whatever service type.	02:13 PM
	SOS: 453 835 688	02:18 PM
You	you check the transaction in the db using the order id	02:28 PM
	it should have completed (C) next to it	02:28 PM
Rae Banaglorioso	no order id it didnt print	02:28 PM
You	you're able to see it from view transactions?	02:29 PM
Rae Banaglorioso	nope its not there i and kyle confirmed	02:29 PM
You	check employee control panel	02:29 PM
Rae Banaglorioso	its not showing on the BOH too	02:29 PM
You	and then under the person who did the order it might be unattached	02:29 PM
	i can check in a few mins, picking up gf from work	02:29 PM
Rae Banaglorioso	ill check	02:30 PM
	yup its there, unattached.	02:34 PM
You	🤔	02:34 PM
Rae Banaglorioso	how to i bring it back? it has been paid	02:34 PM
Dougie Stevens	Didn't realize you were looking at this as well. Kyle texted me directly	02:35 PM
Rae Banaglorioso	he called 😄	02:35 PM
Dougie Stevens	Rae it's under pending orders > takeout	02:37 PM
You	there should be a button called set to table	02:37 PM
Dougie Stevens	Have them cash it on 1	02:38 PM
Rae Banaglorioso	so we have to pay this transaction again? correct? i just want to confirm before i get back to them	02:39 PM
Dougie Stevens	The transaction didn't get counted, I checked view transactions. It just went to unattached awaiting payment	02:40 PM
	Needs to be cashed on 1 to count against that till	02:40 PM
Rae Banaglorioso	gotcha ! thank you !	02:40 PM
Dougie Stevens	You're welcome! Glad I saw this message on Cliq lmao. It didn't show me that you were connected	02:41 PM
Rae Banaglorioso	TYSM @Dougie Stevens @Robert Harris !	02:43 PM
	reached back to them all set √	02:43 PM
	is it something that an update would fix? he said that the system froze momentarily, but then the change prompted after a delay. However, despite the display, the transaction didn't register as completed.	02:48 PM
	@Robert Harris Raymondo montclair winprterl keeps terminating	04:36 PM

You	hm	04:37 PM
	try regdlls	04:37 PM
Dougie Stevens	I believe that means there's an unprinted receipt. I would run the DB command to clear unprinted receipts and check to see if there's a printer error	04:39 PM
Rae Banaglorioso	gotcha	04:39 PM
	ran the DB command cleared all unprinted then ran regdlls then checked for printer error, no printer error its just that winprtspl keep terminating after 2-3mins	04:51 PM
You	@Jack Trinque @Scott Dickens any ideas?	05:02 PM
	did u run winprtspl as admin @Rae Banaglorioso	05:03 PM
Rae Banaglorioso	it seems to be running now after reopening it 10 times haha , still monitoring it but what can be other factors why its terminating?	05:03 PM
	yup2 @Robert Harris	05:04 PM
You	hm, terminating not sure	05:10 PM
Rae Banaglorioso	it keeps closing	05:10 PM
You	but i know if you rename winprtspl, it'll cause it not to run automaticall	05:10 PM
	could try restarting server	05:12 PM
	jsut need to do it when its slow	05:13 PM
Rae Banaglorioso	cant do that atm, theyre busy	05:13 PM
You	hasnt closed yet	05:37 PM
Rae Banaglorioso	it hasnt	05:38 PM
You	its been like 30 mins so it should be good	05:46 PM
Rae Banaglorioso	you talking to marco? @Robert Harris	06:05 PM
	nvm reached him already thought you guys are still otp	06:06 PM
You	he called earlier but i saw u owkring on ti	06:11 PM
Rae Banaglorioso	yup2 thanks was on a call with cosimos when he called 😄	06:11 PM
	THANK YOU ORDERCOUNTER ! see you around, ride was great! clocking out !	08:25 PM
You		

Robert added Shaun Valcorza — Apr 15 2024, 10:54 AM

Darren Sla	Darren Sla has shared a file image.png - 0.74 MB	02:51 PM
Scott Dickens	need to check rabbitmq service and back office bridge service	02:57 PM
Darren Sla	Hey guys, can someone help me answer this question? Can a merchant intgrate their merchant online quickbooks with OC?	05:31 PM
Scott Dickens	yes, using SaaSant	05:35 PM
	a third party software that handles the mapping	05:35 PM

Darren Sla	https://media.tenor.com/xGacCCZWB3UAAAAC/the-office-bow.gif	05:36 PM
Shaun Valcorza	**Shaun Valcorza has shared a file** image.png - 59.88 KB	05:58 PM
	Hi, team. I am doing a follow-up on the issue stated above. May I know if we have an update on how we can resolve the issue?	07:00 PM
Jack Trinque	It would have to be set into opos mode to scan from there. If it's in keyboard emulation they will have to press the scan items option first. Then when they scan it will add to the order.	07:02 PM
Darren Sla	What's keyboard emulation @Jack Trinque ? First time I heard of that	07:03 PM
Dougie Stevens	Keyboard emulation is the default setting for the scanners we provide. It just takes the barcode and outputs to a text box as though it was typed on a keyboard. This is why when a scanner isn't working as intended, we will open notepad to see if the barcode scans into there or not. If it does, most likely HID. If it doesn't, it's most likely in OPOS mode. HID can work on the scan items screen and the pending orders screen for paying out orders but not for scanning items from the ordering screen.	07:11 PM
Darren Sla	**Darren Sla has shared a file** OPOS SCANNER.png - 8.35 KB	07:17 PM
Dougie Stevens	I think so. I usually do it through 123scan. Make sure that the appropriate drivers are installed from ocpos/setup/scanner drivers	07:28 PM
	I think it's 64bit but you'll have to double check this by looking at the OS on the pc settings > system > about I think	07:29 PM
Darren Sla	**Darren Sla has shared a file** image.png - 9.95 KB	07:30 PM
	Installing Zebra Scanner 64bit	07:31 PM
	I was able to install it	07:38 PM
Dougie Stevens	Perfect, that scan should do it I think if that's what you've been given in the past by Jack/scott	07:51 PM
You	**You have shared a file** strwinclt_VU3R6cL9TK.gif - 3.09 MB	Apr 16 2024, 11:33 AM
	its not making the entry for receipts and kitchen tickets for terminal 4 but it's working for the tablets and everything else so nvm about db size	11:36 AM
	got it, something weird with winprtspl. just restarted oc	11:42 AM
Darren Sla	Hi Team,	Apr 17 2024, 10:38 AM
	Where can I get the install for IDVIsor Sentry?	10:38 AM
	This is for BT doral, on the new terminal that they have which the term4 dont have the id scanner	10:38 AM
Dougie Stevens	I'm not sure, does one of the other terminals have an installer for it that you can transfer over?	10:39 AM
Darren Sla	There is ons installed on term1	10:39 AM
	Let me look for the installer	10:39 AM
	I see it	10:42 AM
	It is asking for license	10:47 AM
	Darren Sla has shared a file image.png - 339.33 KB	10:47 AM

	I did a trial	10:47 AM
	30 days	10:48 AM
	Darren Sla has shared a file image.png - 85.38 KB	10:57 AM
	That's terminal 2 on a different merchant	10:57 AM
	Can someone look into that pelase.	10:58 AM
	I got confused, I installed the software on a different device	11:00 AM
	I changed the name on it	11:02 AM
	on streamer	11:11 AM
	Took care of it.	11:11 AM
You	jodies is having a problem where some items will print out to the bar printer when being sent to the kitchen. doesn't print the kitchen ticket but it insteads prints out a receipt on the bar printer	11:15 AM
	You have shared a file strwinclt_o9ov05NHp7.png - 390.22 KB	11:16 AM
Darren Sla	@all anyone knows what License with this ID scanner that BT dorall have?	11:21 AM
	and where can I find it?	11:21 AM
	The one that I installed is just a demo	11:21 AM
	And it wont give the whole details	11:21 AM
Scott Dickens	we don't handle that	11:22 AM
Darren Sla	They said the previous term4 they had has it	11:22 AM
Scott Dickens	right, but we didn't install it	11:22 AM
	someone else handles that for them...either Bryan or maybe their IT guy Rick	11:22 AM
Darren Sla	Any Idea who did?	11:22 AM
Scott Dickens	or maybe ID Sentry directly...i actually have no idea	11:22 AM
Darren Sla	Gotcha	11:23 AM
	Thanks!	11:23 AM
You	**You have shared a file** strwinclt_JUq0h7XZ5x.gif - 0.9 MB	04:03 PM
	@Scott Dickens @Jack Trinque	04:03 PM
Dougie Stevens	Might be similar to what was going on w/ Al's w/ Image caching?	04:04 PM
You	**You have shared a file** Untitled.js - 1.1 KB	04:06 PM
Scott Dickens	yep...assign ticket to me and i'll have to check it out	04:07 PM
Dougie Stevens	Beta 35 had the update for Al's maybe update if it's that	04:08 PM
Scott Dickens	yes, could be	04:08 PM
	try that first	04:08 PM

Dougie Stevens	Sweeet, Who is it Robert	04:08 PM
You	old hickory inn	04:08 PM
Scott Dickens	@Robert Harris confirmed fixed with .35	04:40 PM
You	alrighty, ty	04:40 PM
Darren Sla	Darren Sla has shared a file image.png - 88.15 KB	Apr 18 2024, 09:22 AM
	Darren Sla has shared a file image.png - 49.22 KB	09:22 AM
	Because of this the other buttons is not registering	09:25 AM
Jack Trinque	yea looks like something on the screen making it think it is touching in the corner. They will want to make sure there isnt any dirt or grease in the corner. Might require a bit more cleaning with a screen cleaner. If it is a new terminal they can check if there is a screen protector on it as well and take that off. We usually do that when we send new ones out, but it might not be removed yet.	09:26 AM
Darren Sla	Yeah they said it is a new terminal	09:26 AM
	I will check with them in a bit after this call	09:29 AM
	Darren Sla has shared a file OPOS SCANNER.png - 8.35 KB	09:36 AM
	Ralph and I is trying to get the scanner to scan an Item while on the order screen. but it wont work.	09:38 AM
	It will only work if we hit scan Items.	09:38 AM
	Or what do I need to modify on 123Scan?	09:39 AM
Jack Trinque	123 scan is usually easier to use. Open that up and there should be an emulation mode option .That needs to tbe set to OPOS instead of keyboard	09:40 AM
Darren Sla	Darren Sla has shared a file image.png - 236.89 KB	09:41 AM
Jack Trinque	creat new	09:43 AM
Darren Sla	Darren Sla has shared a file image.png - 71.47 KB	09:44 AM
Jack Trinque	yea	09:45 AM
Darren Sla	Darren Sla has shared a file image.png - 117.13 KB	09:45 AM
Jack Trinque	choose that release if that is the one plugged in.	09:49 AM
	Then under cable Connection youll change USB Device Type to OPOS	09:49 AM
Darren Sla	Darren Sla has shared a file image.png - 410.79 KB	09:52 AM
	Darren Sla has shared a file image.png - 94.2 KB	09:53 AM
Jack Trinque	yea, then you should be able to save and load it to the scanner	09:54 AM
Darren Sla	It is now working!	10:00 AM

	Thank you Jack!	10:00 AM
	@Jack Trinque for Davids, we have no Luck that input is still tehre after cleaning it multiple times and recalibrating it.	10:08 AM
You	can someone try connecting to 904632745	10:33 AM
	it connects but the connection sucks/im not able to press anything	10:34 AM
Darren Sla	Darren Sla has shared a file image.png - 20.77 KB	10:34 AM
You	try now	10:34 AM
Darren Sla	I was able to connect	10:34 AM
You	is it frozen for u	10:35 AM
Darren Sla	Yep	10:35 AM
	Same	10:35 AM
	Cant press anything nore push buttons on my end	10:35 AM
You	hm	10:35 AM
	this happened a day or two ago because i was in legacy mode, restarting fixed itafter disabling it	10:35 AM
	gift not found after importing = ?	12:41 PM
	You have shared a file strwinclt_uRE6mm731Y.png - 388.83 KB	12:45 PM
	trying to get it imported, added in the giftcard php file but its not working?	01:02 PM
	@Jack Trinque can i manuall yimport it in sql	01:04 PM
	or does it have to through the import php file	01:04 PM
	pretty all the php fiel does is call a function to import it into sql	01:04 PM
Jack Trinque	through import file is best so it shows that it was imported. Its in the list of cards to be imported but isnt importing?	01:04 PM
You	its not	01:05 PM
	i think it was missed	01:06 PM
Jack Trinque	you should be able to remove all of them from the import list and only add the one that didnt show and then redo the import and it should import just that one.	01:06 PM
You	ah ok	01:07 PM
	got it ty	01:10 PM
	it was the url, had to specify localhost port	01:10 PM
	anyone know how to fix a scanner that wont scan	03:22 PM
Darren Sla	@robert was that from Seville?	04:07 PM
You	yeah	04:07 PM
	called ralph but otp with value systems	04:07 PM
Darren Sla	I just receive a call from him 2minutes ago	04:07 PM

You	ik he was calling back	04:08 PM
Darren Sla	He said that it is working fine, there was just this one item that is not scanning	04:08 PM
	He will be dealing with that tomorrow he said	04:08 PM
You	ah ok	04:08 PM
	You have shared a file image.png - 62.39 KB	Apr 19 2024, 12:29 PM
	merchat is ulvade memorial hospital, gave me a list of stuff that's not working	12:29 PM
Dakota Post	uh yeah give me a second	12:31 PM
	are you guys literally setting it up right now	12:35 PM
You	he called in, setup wasn't mentioned, my initial thought was that it was either a setting or just changing an image file	12:35 PM
	im working on some of the other stuff he mentoined	12:36 PM
	he mentioned it's showing the signature screen before payment on kiosk as well, is there a setting for this?	12:38 PM
Dakota Post	check version	12:38 PM
Scott Dickens	there is not , that is how it works	12:38 PM
	oh dakota says there may be setting	12:39 PM
	nvm...there is no setting, thats how it works	12:39 PM
	signature and tip prior to actually running card	12:39 PM
You	5.2.0.0.b.11	12:40 PM
	are there settings to turn off tip prompt for kiosk? @Dakota Post its off for every payment method in the bo	12:51 PM
Dakota Post	just give me a list	12:51 PM
	I'm not a fan of piecemeal issues	12:52 PM
You	" kiosk reader not working asking for tip - payment wants to sign before inserting your call kiosk gift card is supposed to say employee "	12:53 PM
Dakota Post	bar page scanner?	12:52 PM
You	just copied the list from what i wrote, it's something he was working on with dougie	12:52 PM
	@Dougie Stevens do u know what hes talking about?	12:53 PM
	(tres)	12:53 PM
Dakota Post	kiosk reader not working aka the credit card reader?	12:55 PM
You	he didnt clarify if it was the actual scanner on kiosk or the card reader. im following up via emai for more ifno	12:56 PM
Dougie Stevens	They do employee cards not gift cards, so the payment method for them was supposed to be Employee Card I'm going to assume it's hard to tell by the wording	01:31 PM
	This is something Tres said he spoke with Scott/Thomas on when I took that ticket over a while ago	01:32 PM
Scott Dickens	Dakota did do this	01:41 PM
	Get with him on how to enable it	01:41 PM

You	@Dougie Stevens do u know whats going on with the scanner for UMH? tres wanted u to call him if possible.	02:09 PM
	also @Dougie Stevens chuck reaching back out about auto eod/batch issues	02:12 PM
Dougie Stevens	Who's Chuck	02:13 PM
	Maybe somone at Edge?	02:14 PM
You	yea	02:14 PM
Dougie Stevens	Sweet,	02:14 PM
Scott Dickens	i'm taking over the kiosk thing at UMH	02:14 PM
	calling tres in a few minutes are i talk to dakota	02:14 PM
You	gotcha	02:14 PM
Dougie Stevens	The scanner got setup by you and me a while ago Scott, I remember that	02:15 PM
	You showed me some thing from Hanasis	02:15 PM
Scott Dickens	yes, scanner scans but dakota didn't get the items it needs to check into the kiosk	02:15 PM
Dougie Stevens	Ohhh	02:15 PM
	Which ticket Robert for Chuck?	02:17 PM
	nvm lol it's call A	02:17 PM
Darren Sla	Darren Sla has shared a file image.png - 225.13 KB	Apr 22 2024, 08:39 AM
	Nvm I think I see it	08:41 AM
	All set.	08:42 AM
Red Bercero	Red Bercero has shared a file image.png - 131.88 KB	10:02 AM
	I also run emv param as well.	10:03 AM
Jack Trinque	that will mean it cannot reach the netepay installation. Is the server on?	10:05 AM
Red Bercero	yes server is on.	10:06 AM
Jack Trinque	is netepay running?	10:06 AM
Red Bercero	Red Bercero has shared a file image.png - 471.88 KB	10:12 AM
Jack Trinque	IP was wrong under credit card settings, should be good now	10:13 AM
	looks like they changed routers or reset the one they have	10:14 AM
Red Bercero	understood, Calling them back now. tysm	10:14 AM
Darren Sla	Darren Sla has shared a file image.png - 52.91 KB	02:09 PM
Scott Dickens	the "employee reports" above it controls that hole section, so changing that to "No" allows you to set individual ones to "Yes"	02:10 PM

Darren Sla	Still saying no privillege	02:13 PM
	If it is on YES, it should allow the employee to see those reports as it is default on YES	02:14 PM
	Correct?	02:14 PM
Scott Dickens	correct	02:15 PM
Darren Sla	Why is it still showing the employee dont have the privillege when I ry to log in using her code and trying to look into the reports?	02:16 PM
Scott Dickens	looks correct...when do they get the error? when going to data mining or when going to the report?	02:22 PM
Darren Sla	Darren Sla has shared a file image.png - 372.5 KB	02:22 PM
Red Bercero	Red Bercero has shared a file image.png - 425.8 KB	02:46 PM
	Red Bercero has shared a file image.png - 456.7 KB	02:47 PM
Scott Dickens	if terminal 1 is hosting netepay, then the NETePay IP/Hostname needs to be set to TOMS1	02:49 PM
Red Bercero	gotcha	02:49 PM
	change it to toms 1	02:50 PM
	Red Bercero has shared a file image.png - 0.62 MB	03:05 PM
	Red Bercero has shared a file image.png - 401.12 KB	03:05 PM
	it shows here enabled	03:05 PM
Scott Dickens	toms jr?	03:05 PM
	this is terminal 1?	03:05 PM
Red Bercero	yes terminal 1	03:05 PM
You	the customer display is closing periodcally, restarting will display it again though	03:06 PM
Red Bercero	on it.	03:09 PM
Darren Sla	Bumpint this What does this mean when it is grayed out? It is on yes but it still saying that the employee does not have the privilege?	03:18 PM
	Hey Guys, https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000056289297 Still need to know what is our next move with this, this is for DAVIDS 23rd KDS situation where there is a dead spot on the lower left hand corner of the screen	03:52 PM
Scott Dickens	it needs to be replaced	04:06 PM
	for the back office report, you might need to log out of whoever is logged into the back office and try again	04:06 PM
Red Bercero	Red Bercero has shared a file image.png - 174.82 KB	06:41 PM
	Red Bercero has shared a file image.png - 75.26 KB	06:41 PM
	bumping this guys, Thanks	Apr 23 2024, 09:00 AM

	for old hickory bar	09:00 AM
	Hey Guys, I was with Mike from Alibi this is in reference to their terminal 2 not booting up. We already exhausted all the necessary troubleshooting steps that needs to be done. He said that it started happening while troubleshooting the credit card reader yesterday. He wants to know if there's a way to ship him a new terminal cause it's affecting their business ty.	09:58 AM
Scott Dickens	have them unplug it for a little while...this happened prior and the hardware is also provided by MMG I believe as well so needs to be escalated to them	10:04 AM
Red Bercero	understood, Like how many hours they will need to unplugged it cause mike is worried about it.	10:04 AM
Scott Dickens	just like 15 mins	10:05 AM
Red Bercero	and once it still not booting up after that, Do we escalate it to MMG?	10:05 AM
Scott Dickens	let me double check if they provided the hardware or it was through us	10:07 AM
Red Bercero	got it	10:07 AM
	Another call that I had was with Laureen, She couldn't send the reports on her email attached. We already checked the back of the house and removed and added her email back. It would show on the send reports but it will not let us send the report. ty	10:11 AM
Dougie Stevens	What site for Laureen?	10:12 AM
Red Bercero	this is for Fratelli's Pizza	10:12 AM
Dougie Stevens	Sweet	10:12 AM
	So you can't click her email to send the report?	10:12 AM
Red Bercero	I can click on it but it's outside of the box.	10:13 AM
Scott Dickens	for Alibi, we did provide the hardware so we can send replacement if it still doesn't turn on...they've had this issue a few times though, so we will want to encourage them to get power cleaners to prevent it in the future...we should approach MMG about this	10:14 AM
Dougie Stevens	SOS @ Red?	10:14 AM
Red Bercero	001806221 that's the sos code	10:16 AM
Dougie Stevens	What is laureen's email she	10:19 AM
	She's trying to send to?	10:19 AM
Red Bercero	support@valuesystemspos.com	10:19 AM
Dougie Stevens	Should work	10:23 AM
Red Bercero	it did, Thanks for the help.	10:24 AM
	Red Bercero has shared a file image.png - 0.6 MB	12:49 PM
You	dual drive thru button was causing terminal 2 to close the frmLogin window, which resulted in the software crashing @Red Bercero	01:06 PM
	the setting is dual-drive thru to enable it iirc, but it should probably stay off or else the software will crash	01:07 PM
Red Bercero	Got it! Thanks for the info. I'll let him know about it.	01:07 PM
	Hey Guys spoke with BPS for Siempre Natural they just wanted to check if the issue for credit adjusted has already been addressed to the newer versions of OC software. The version that their at 5.1.0.11 > Data	02:27 PM

Cap rapid connect.

voided credit transactions arent deducted from adjusted gross on EOD report.   02:27 PM

bumping this ty.   03:55 PM

Scott Dickens   yes, that should be addressed with an update to latest   03:58 PM

Red Bercero   Ayt, i'll let them know. TY   04:04 PM

Darren Sla   Is it possible to have the till always open without openning it on a start of the day?   04:39 PM

I turned off always till   04:40 PM

I pretty muched copied fredsters.   04:40 PM

Seems like I am missing something   04:40 PM

Dougie Stevens There is not   04:40 PM

Turn off always till please. That will send tips to the till   04:41 PM

Darren Sla   **Darren Sla has shared a file**
                image.png - 298.22 KB   04:41 PM

Dougie Stevens Oh! Turning on Simplified cash management but who is asking and what for? That's a change from tills that
                will need to be confirmed   04:42 PM

Darren Sla   Leb Byblos   04:42 PM

They said they want to have the same feature as the older POS   04:42 PM

Dougie Stevens Let them know @Ernie Perez can discuss this further   04:42 PM

This isn't something that should be changed on a support call   04:43 PM

Darren Sla   Where they can start the day without openning the till   04:43 PM

Gotcha   04:43 PM

Dougie Stevens They can't   04:43 PM

Darren Sla   I will let them know   04:43 PM

Dougie Stevens Perfect! Assign the ticket to ernie and go ahead an DM as well   04:43 PM

Red Bercero   **Red Bercero has shared a file**
                image.png - 179.88 KB   04:46 PM

Scott Dickens   can only be confirmed by the processor, which is RMF / Resolute Payments   05:07 PM

Red Bercero   Hey Guys this is a question from Celery city craft he said that he spoke to Thomas about updates. He wants
                to confirm if he can put the OC Software on a different tablet (Own Tablet) and if that works What do he   05:14 PM
                need to use for a credit card reader. ty

Scott Dickens   i'll have to check with thomas tomorrow on what he told him because i wouldn't think thomas would have
                told him that for a payments tablet   05:28 PM

Red Bercero   Gotcha. thanks   05:39 PM

Hey guys, Can someone check Fratelli's? as per payton Grub hub orders does not print to the kitchen. SOS
CODE: 509227717   05:48 PM

TY   05:48 PM

Jack Trinque   is there a printer set under Settings > ONline Ordering 2.0   05:56 PM

Red Bercero	5 different cards authorize all declined Fredster's multiple terminals - Started happening 20 mins ago Pre auth all cards declined.	06:25 PM
	I'm in a call with the processor and tech support	06:25 PM
	on a conference call, They're asking if we use API for our POS system	06:26 PM
	but when runng credit card transaction without pre auth it's always approved.	06:27 PM
Scott Dickens	Based on error message processor needs to make sure the Hold Capture Flag is set to 'H'	06:29 PM
Red Bercero	the processor doesn't know where to find the capture flag	06:30 PM
	he's asking me what do i mean by the capture flag is set to "H"	06:31 PM
	He doesn't have it on his system.	06:31 PM
	no setting matching on the file build for the processor side.	06:34 PM
Scott Dickens	Checking	06:35 PM
	It's tsys so they definitely have that and it's required for pre auths. If it was working prior then something changed.	06:37 PM
	I've also heard it called "Host Capture Flag"	06:38 PM
Red Bercero	it's turned on	06:38 PM
	the V number has been the same the whole time	06:38 PM
Dougie Stevens	Capture Delay - H	06:40 PM
Scott Dickens	Have them make sure it's "H" if not they need to escalate it with tsys	06:40 PM
Dougie Stevens	May he spelled out for them as hold until released as well.	06:41 PM
Red Bercero	they'll checked with us tomorrow.	06:42 PM
Dougie Stevens	Who are you on with?	06:42 PM
Red Bercero	How do we go with this cause it seems like the tech support for the processor side doesn't know what he's doing	06:43 PM
	they tryna force the issue that the problem is with the POS	06:43 PM
	I was getting smashed tbh	06:43 PM
	they just ended the call with me.	06:44 PM
Dougie Stevens	Isn't there a specific error when it's not set to h @Scott Dickens	06:44 PM
	Other than decline	06:45 PM
Red Bercero	Red Bercero has shared a file image.png - 105.93 KB	06:45 PM
Scott Dickens	Invalid Usage A73 I believe	06:45 PM
Dougie Stevens	Is that the code they were getting?	06:45 PM
	Red	06:45 PM
Scott Dickens	yea, i checked the datacap log	06:46 PM
	the screen doesn't show the error for pre auths	06:46 PM

Dougie Stevens	Gotcha, give me that ticket red and I'll respond to it	06:46 PM
Red Bercero	acknowledged. Thank you so much	06:47 PM
Dougie Stevens	You're welcome man. Don is something….	06:47 PM
Red Bercero	I assigned the ticket to ya. Appreciate it.	06:48 PM

Red Bercero has shared a file
image.png - 23.15 KB — 07:09 PM

they're very busy at the moment he said. — 07:11 PM

they want this to be up and running tonight. — 07:11 PM

Red Bercero has shared a file
image.png - 341.86 KB — Apr 24 2024, 12:46 PM

Scott Dickens	this is just an issue with datacap sending the responses...as long as the batch is able to process then they should be good	12:53 PM
Red Bercero	**Red Bercero has shared a file** image.png - 223.14 KB	01:14 PM
	bumping this ty	02:44 PM
Darren Sla	Seems like Star vs Epson printer again.	02:45 PM
Red Bercero	Got it, How do we proceed with this?	02:47 PM
	Hey guys, Value systems wants to check if the issue with the grub hub orders from Fratelli's have been addressed? tysm	03:22 PM
Jack Trinque	yea i emailed kevin about an hour ago, Any orders as of 1:35 should be showing. I do not see any that have come in since then.	03:26 PM
Red Bercero	Thanks for confirming I'll reach back to Payton	03:31 PM
Darren Sla	I'll take care of that Bar printer for Beaver tap	03:46 PM
Red Bercero	Hey guys, Mike from Alibi Just received the replacement Terminal it's asking for a serial code. How do you want me to proceed ty.	04:26 PM
Scott Dickens	easiest thing to do is swap the hard drive with the existing one	04:28 PM
	making sure they're powered off	04:29 PM
	(wouldn't think you'd have to tell people that, but some people you have to tell twice)	04:29 PM
Red Bercero	got it. I'll work with him.	04:29 PM
	Red Bercero has shared a file image.png - 41.64 KB	04:40 PM
	It'll connect for a few seconds then disconnects	04:40 PM
Scott Dickens	that happens to me if i'm logged into too many terminals	04:40 PM
	are you just logged into this one?	04:40 PM
Red Bercero	yes I was able to sign in. Me and darren are doing a collab to make this work for Mike.	04:42 PM
Darren Sla	Hey @Scott Dickens That's the term2 for Alibi, I am on partner portal which License should I deactivate and reactivate for this?	04:43 PM

Scott Dickens	are they not swapping the drive?	04:43 PM
Darren Sla	They did	04:43 PM
	But it was still asking for activation	04:43 PM
Scott Dickens	hmm...it shouldn't be	04:44 PM
You	check user	04:44 PM
Scott Dickens	yea, they didn't swap drive	04:44 PM
	Scott Dickens has shared a file image.png - 14.22 KB	04:44 PM
	if they swapped drive it would be Alibi PC - 0002	04:44 PM
Darren Sla	hmm...	04:45 PM
Scott Dickens		04:45 PM
Darren Sla	they should be using the new computer and power cable with the old drive @Red Bercero download this on the device tinyurl.com/ocsplashtop	04:45 PM
Scott Dickens	splashtop is already on the new drive	04:45 PM
	Scott Dickens has shared a file image.png - 6.63 KB	04:45 PM
	but we don't want to set it up, we want them to use the drive in the old terminal that has everything already set up	04:46 PM
Darren Sla	oh yeah	04:46 PM
Red Bercero	he said that he already swapped out the external hard drive and put the old into the new.	04:47 PM
	I was with him on the phone and confirmed it 3 times	04:47 PM
Scott Dickens	they must be confused, because they haven't	04:47 PM
	or they plugged the old terminal back in	04:47 PM
Red Bercero	yeah Chris Markel said that he'll help out with alibi earlier	05:42 PM
	Red Bercero has shared a file image.png - 160.54 KB	06:08 PM
	Red Bercero has shared a file image.png - 179.88 KB	06:08 PM
Scott Dickens	netepay doesn't need to be running on the new terminal since its running on the server	06:08 PM
Red Bercero	understood.	06:09 PM
Scott Dickens	the message means the emv device is not connected	06:09 PM
	check the usb cable on both ends	06:10 PM
Red Bercero	**Red Bercero has shared a file** image.png - 44.99 KB	06:13 PM
	he tried to plugged in another card reader.	06:14 PM
	same error message	06:14 PM
	Red Bercero has shared a file	06:14 PM

	image.png - 94.44 KB	
Scott Dickens	try a different usb port	06:15 PM
	if that doesn't work, try restarting computer	06:15 PM
Red Bercero	on it	06:17 PM
	Tried different port with different card readers and restarted the computer the same problem.	06:20 PM
	shows the same error message when running credit card transactions	06:21 PM
Scott Dickens	Have them try the ports on the bottom back corner of the unit…I believe they're k. The bottom right if you're looking at the front.	06:27 PM
Darren Sla	**Darren Sla has shared a file** image.png - 91.38 KB	Apr 25 2024, 09:16 AM
Scott Dickens	Update will fix that	10:28 AM
Darren Sla	On the latest version?	10:29 AM
Scott Dickens	Yes	10:30 AM
Darren Sla	copy	10:30 AM
	Darren Sla has shared a file image.png - 155.46 KB	10:57 AM
Scott Dickens	no, this means that personal banks are disabled and a till isn't open, so they can't close out an order	11:05 AM
Darren Sla	No other way to disable it?	11:09 AM
Scott Dickens	nope	11:10 AM
Darren Sla	Spencer told me that El patron does that	11:11 AM
Jack Trinque	El patron might allow personal banks. That message is just saying you can't take payment until you are on a till. Once that person is on a till it won't show the message anymore.	11:12 AM
Darren Sla	Thank you guys!	11:16 AM
Red Bercero	**Red Bercero has shared a file** image.png - 191.7 KB	03:54 PM
Scott Dickens	the "manager override" is off on that promo?	03:59 PM
Darren Sla	That make sense.	04:11 PM
Red Bercero	already turned it off, Thanks Scott	04:20 PM
	Hey Guys, The No sale button is not working for Southend tap Terminal 1 we already rebooted the Terminal but it still does not open. What troubleshooting steps do i need to do further ty.	06:26 PM
Darren Sla	Till open?	06:26 PM
Red Bercero	just the button for no sale is not working. No open tills.	06:26 PM
Darren Sla	You need to open the till	06:27 PM
	Before that works	06:27 PM
Red Bercero	gotch, I'll check it. ty	06:27 PM
	Red Bercero has shared a file image.png - 511.86 KB	07:12 PM

image.png - 511.80 KB

Shaun Valcorza — Hi, team. May I know who can send a demo link for 12:30 PM today on this email? - annfriedda@gmail.com She is looking for POS for her new business and she hasn't received the email at the moment. — Apr 26 2024, 10:01 AM

Scott Dickens — i'll send it over to matt and travis — 10:25 AM

matt and travis have both sent her an email this morning — 10:27 AM

You — the new bot config lets them schedule it in the chat but it didnt work for some reason, worked on my test though — 10:31 AM

Shaun Valcorza — Hi team, need assistance with this. I got Ralph on the line and he is requesting to remove the Tap to pay feature for the VP800 machine. This is for Seville terminal number 5. — 06:45 PM

Darren Sla — Hi Guys, good morning, I have Gary on the other line wanting to speak to Tier 2, he refused to give any reasons all I got was he's having some issues with Card transactions and that's it. — Apr 29 2024, 08:18 AM

Anyone available to take this call? — 08:18 AM

Dougie Stevens — sure — 08:18 AM

Darren Sla — Thanks @Dougie Stevens ! — 08:18 AM

Xferring call now. — 08:18 AM

xfferd — 08:19 AM

Shaun Valcorza — Shaun Valcorza has shared a file
image.png - 22.02 MB — 09:43 AM

Jack Trinque — yea he keeps making new tickets for it, which makes it hard to keep him updated. Ill pull it into the one that we have. — 09:47 AM

Dougie Stevens — Jack, this might be adjusted with an update. I think Scott found that doing some discounts affects how discounts are calculated and this was released I think on Friday — 09:48 AM

Specifically with Dual Pricing — 09:48 AM

Darren Sla — @Jack Trinque I have Niel on the line wanting to speak to you about that situation and he said that you sent multiple emails this morning, If you can give him a call back that would be great. — 10:00 AM

Jack Trinque — send him to me 501 — 10:01 AM

Darren Sla — xferred — 10:01 AM

Darren Sla has shared a file
image.png - 282.47 KB — 11:46 AM

Scott Dickens — did it redirect to bar printer? that is what will happen if kitchen fails to print — 11:47 AM

Darren Sla — No, it prints on both printer — 11:47 AM

Actually it prints on 3 printers Kitchen , Expo and Bar. Which they dont want to have it on Bar. — 11:48 AM

Scott Dickens — for "Printer 2" change it to "none" instead of "not used": — 11:48 AM

not used is a station — 11:48 AM

Darren Sla — Gotcha — 11:49 AM

How about the Doordash prints, It should print to Kitchen and Expo, now it just wont print at all. — 11:51 AM

Darren Sla has shared a file
image.png - 125.26 KB — 11:52 AM

Scott Dickens	double check the printer settings on the server terminal to make sure printers are assigned	11:53 AM
Darren Sla	Gotcha	11:53 AM
	Thanks,	11:53 AM
	I will have them test it later	11:54 AM
Red Bercero	Red Bercero has shared a file image.png - 491.05 KB	12:32 PM
	Red Bercero has shared a file image.png - 219.11 KB	12:33 PM
	I already checked it here as what we did earlier. with Shunn's call, Just want to confirm what am I missing?	12:33 PM
	Red Bercero has shared a file image.png - 58.19 KB	12:34 PM
Scott Dickens	i believe you have to use this one for the gift card settings: either IDTVP8300_DATACAP_E2E or IDTVP8300HID	12:35 PM
Red Bercero	is this under the secure device on Data cap gift stripe pass through?	12:36 PM
Scott Dickens	yes	12:38 PM
Red Bercero	it's working now, Thanks a lot.	12:41 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000058763339	02:15 PM
	Hey guys, We received a ticket from Amy - Cocard about Smoke bucks. I just want to confirm if their difficulties last week was already addressed? ty	02:15 PM
Ernie Perez	Assign that one to me, we're working on other items	02:16 PM
Red Bercero	gotcha, thanks ernie.	02:16 PM
Ernie Perez	Oh wait sent that one to Travis	02:17 PM
Red Bercero	on it.	02:18 PM
Shaun Valcorza	Hi, team. Need assistance with this ticket. https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000058773096 They are requesting for a replacement for the till. It is old, and they have to physically hit it in order to open.	03:27 PM
Red Bercero	Hey Guys, Union Carniciria is calling in reference to the back office link for their restaurant. TY	07:40 PM
Dougie Stevens	http://uniongap.ordercounter.pro/OCPOS/login.php	07:43 PM
Red Bercero	Red Bercero has shared a file image.png - 220.38 KB	Apr 30 2024, 12:06 PM
Dougie Stevens	Log out	12:06 PM
	Should be all set	12:09 PM
Red Bercero	wonderful, Thanks for the help. I'll check it with them.	12:10 PM
	Red Bercero has shared a file image.png - 0.96 MB	12:51 PM
	Hey guys MMG Dave Zank /called wanting to know what they need to do before installing Wifi extenders for Off the hook tomorrow He's also gonna install a fail over. TY	02:06 PM
Scott Dickens	i think thats an @Ernie Perez deployment	02:18 PM

Red Bercero	Red Bercero has shared a file	
	image.png - 43.3 KB	05:52 PM
	Red Bercero has shared a file	
	image.png - 44.23 KB	06:31 PM
You	@Red Bercero mark it as applied in the db	07:18 PM
	update orders_credit set applied = 'Y' where credit_id = 149173	07:19 PM
	wait nvm, if you can find the original order, you can apply it there then when they batch it'll disappear	07:19 PM
Red Bercero	So it'll be more convenient to check after the batch if it dissapears?	07:20 PM
Darren Sla	Darren Sla has shared a file	
	image.png - 68.09 KB	May 01 2024, 08:49 AM
	Anything on card set up I should modify?	08:50 AM
	Darren Sla has shared a file	
	image.png - 123.37 KB	08:50 AM
	This is the current set up on there	08:50 AM
Dougie Stevens	Which terminal?	08:51 AM
Darren Sla	002	08:51 AM
Dougie Stevens	Have them try swipping the card the other way	08:52 AM
Darren Sla	Were not on the phone, Let me call them back	08:52 AM
Dougie Stevens	There we go	08:53 AM
Darren Sla	Did you change anything?	08:53 AM
Dougie Stevens	No they need to swip the other way	08:53 AM
Darren Sla	Gotcha	08:54 AM
Dougie Stevens	swip? swipe*	08:54 AM
Red Bercero	Red Bercero has shared a file	
	image.png - 303.25 KB	09:42 AM
Darren Sla	I tried my best on that, I cant remove that screen even when I removed landscape and pute it back.	09:42 AM
Red Bercero	Hey Guys, Spoke with Coco Marina. This is in reference with their tablet 1003. I already powercycled it twice but stil showing the battery percentage as well as the time. What setting do i need to enable or disable for this? - Bumping this TY	11:01 AM
Scott Dickens	there most likely is a setting to always show status bar	11:04 AM
Red Bercero	Hey guys, Quick question this is for Cielito lindo their customer was tryna process pre pay orders - They're just tryna confirm if we could possibly hold the card on file. is there a feature for it here on the system? ty	11:06 AM
Scott Dickens	there is not	11:07 AM

Darren Sla	Anyone can visit Hubstacey at the point ?	04:34 PM
You	what type of terminal do they have	04:36 PM
	we're looking into options	04:36 PM
Darren Sla	Let me check	04:36 PM
	sam4s titan 560	04:38 PM
	Is there a way to close the till on this device on a different terminal?	04:39 PM
You	change terminal number on another terminal to 2	04:39 PM
	tehn resart and close till	04:39 PM
	after that reset it	04:40 PM
	i'll go ahead and go fix/replace it u can let them know im otw	04:41 PM
Darren Sla	They cant do it at the moment, all of the terminals are being used.	04:42 PM
	I already told Jeff that you are on the way.	04:42 PM
	Thank you @Robert	04:42 PM
You	hubs good to go	07:29 PM
Darren Sla	@Support anyone can help me on this install for Value Systems "Soho 21st ave" merchant	May 29 2024, 06:32 AM
	They're having issues installing oc pos on 1 terminal. It wont connect to DB	06:33 AM
	And it is showing different versions	06:33 AM
	on the other terminals as well	06:33 AM
	There are on .38 and the server is on .37 I tried upgrading server but it will say needs to be boarded before doing it	06:33 AM
Dougie Stevens	update through update.bat file in c:\ocpos don't run as admin	06:35 AM
	give sos so I can ensure they onboard	06:35 AM
Darren Sla	908718890	06:35 AM
Dougie Stevens	Sweet, start that update and I'll hop on in a sec	06:35 AM
	there's another terminal thats out of date. 1803Y40166 is the pc name	06:36 AM
	And 2003A30003	06:36 AM
Darren Sla	Darren Sla has shared a file image.png - 107.71 KB	06:38 AM
	Firewall is off.	06:38 AM
	made sure that they are on the same network	06:40 AM
	Can you check this terminal and tell me what I am missing?	06:42 AM
	469693283	06:42 AM
	please?	06:42 AM
Dougie Stevens	okay	06:43 AM

	Did they manually type the server in?	06:45 AM
Darren Sla	Seems like it	06:45 AM
	Cause this term3	06:45 AM
Dougie Stevens	**Dougie Stevens has shared a file** image.png - 155.32 KB	06:45 AM
Darren Sla	does not have SQL	06:45 AM
Dougie Stevens	Please assign this ticket to me after we're done so I can let them know what to change for the next time	06:46 AM
Darren Sla	Copy	06:46 AM
	I could let them know about it	06:46 AM
	So it was the name of the server on regedit	06:46 AM
Dougie Stevens	Yeah let them know that the server name in regedit was wrong for sure. The one on t3 was wrong	06:46 AM
Darren Sla	yeah	06:47 AM
	That's the one that I missed?	06:47 AM
Dougie Stevens	SOHO21STOC\OCSERVER Should be this one	06:47 AM
	Let him know I need that SQL for onboarding in a bit	06:47 AM
	They do still need to update the other 2 if they didn't already	06:48 AM
Darren Sla	**Darren Sla has shared a file** image.png - 112.56 KB	07:29 AM
	I restarted the app and still the same	07:29 AM
	It was working earlier and now it stopped	07:31 AM
	Anyone can tell me what's happening here?	07:36 AM
	@Support	07:36 AM
Dougie Stevens	Where?	07:40 AM
Darren Sla	The one that was not connecting to the server	07:40 AM
	SOS: 034434444	07:40 AM
Dougie Stevens	Version?	07:40 AM
Darren Sla	Same version as the server	07:41 AM
Dougie Stevens	Sos for server please	07:43 AM
	The original one doesn't work	07:43 AM
Darren Sla	907478483	07:43 AM
Dougie Stevens	Others are working fine?	07:44 AM
Darren Sla	yes	07:44 AM
Dougie Stevens	Quick reboot. Give another sos code when it comes back up if you still see that gray kiosk button at the bottom right of the login screen	07:45 AM
Darren Sla	Still there	07:48 AM
Dougie Stevens	sos	07:48 AM

| Darren Sla | @Dougie Stevens 128573464 | 07:48 AM |

Dougie Stevens — ty — 07:48 AM

Darren Sla — @Dougie Stevens you da'best! — 08:10 AM

What happened to it? — 08:10 AM

Dougie Stevens — regdlls issue, Scott fixed it — 08:10 AM

Darren Sla — ohhh. — 08:10 AM

I was not able to catch it, I was on a different screen — 08:10 AM

Did you just run Regdll @Scott Dickens ? — 08:11 AM

Dougie Stevens — yes — 08:11 AM

Darren Sla — Copy — 08:11 AM

Thank you guys! — 08:11 AM

Dougie Stevens — Due to this error: Error: Class not registered (Exception from HRESULT: 0x80040154 (REGDB_E_CLASSNOTREG)) — 08:11 AM

Darren Sla — @Support who's handling Soho 21st deployment? Is it us? Context: I received a call again from Value systems. And They're complaining that one of the terminal receipt printers goes on and off. Will work then it stops working again and they are not confident on the way it prints. Can someone look into it? 002001034 This is for this new deployment. — 08:33 AM

Dougie Stevens — Value Systems — 08:33 AM

They're deployment partners — 08:33 AM

Darren Sla — Tehy want us to look into that receipt printer. — 08:34 AM

Dougie Stevens — Brand? — 08:34 AM

What have you done to assist so far? — 08:34 AM

Darren Sla — Epson T20II serial — 08:34 AM

They dont want me to assist, they want it escalated to Scott. — 08:34 AM

They're complaining about how OC is printing issues is by far the common issue that they have. — 08:35 AM

Dougie Stevens — @Scott Dickens Do you have time to assist on this? I need to get a couple of things done before my meetings start at 10 that will go until about 4 — 08:41 AM

They're deployment partners that should know how to do things like this IMO, so they may need more work on their deployment style — 08:41 AM

Scott Dickens — i'm checking it out — 08:41 AM

Dougie Stevens — Ty m12 — 08:43 AM

Scott Dickens — i set winprtspl to run as admin — 08:46 AM

it was erroring out prior to that and seems to be printing now — 08:47 AM

they're using existing hardware i believe so sometimes things like this need to be done — 08:47 AM

Darren Sla — @Support anyone was able to speak to Laureen (Value systems) yesterday and requested for the ticket of DD order that did not print? — 10:34 AM

Ernie Perez	Yes, thought it was an uber eats order though, we need to get that to Josh. Assign it to me for now.	10:35 AM
Darren Sla	Copy that	10:36 AM
	Darren Sla has shared a file	10:45 AM
	image.png - 83.46 KB	
	It works on terminal 1	10:45 AM
	But not on other temrinal	10:45 AM
Scott Dickens	make sure back office bridge and rabbitmq are working on the terminal its not working on	10:45 AM
Darren Sla	ohh yeahh, it is not	10:46 AM
	Should it install rabbitmq on the temrinals that are not working?	10:46 AM
Scott Dickens	yes	10:46 AM
Darren Sla	Copy that	10:46 AM
	Thanks	10:46 AM
	Same	10:48 AM
	@Scott Dickens still the same	10:51 AM
	Actually, I installed rabbitmq but I still cant access it through localhost	10:52 AM
	Darren Sla has shared a file	10:52 AM
	image.png - 74.63 KB	
Scott Dickens	rabbitmq isn't installed properly then	10:52 AM
	what error does it give when running install_rabbitmq.bat	10:52 AM
Darren Sla	did not give me any error, I saw the firewall is up on this terminal, would that be the reason?	10:53 AM
	Darren Sla has shared a file	10:53 AM
	image.png - 225.46 KB	
	Giving me access Denied	10:53 AM
Scott Dickens	run as admin	10:53 AM
Darren Sla	Copy	10:54 AM
	Darren Sla has shared a file	10:57 AM
	image.png - 21.12 KB	
	On punch report	10:57 AM
	Rabbit Mq is now istalled	10:57 AM
Scott Dickens	back office bridge running now?	10:58 AM
Darren Sla	Running it now	10:59 AM
	Awesome	11:00 AM
	Working	11:00 AM
	Thanks @Scott Dickens	11:00 AM
	Darren Sla has shared a file	11:38 AM

image.png - 106.38 KB

| Scott Dickens | this will be addressed with the update i have planned tonight | 11:48 AM |

| Darren Sla | Gotcha, so was it a bug? | 11:48 AM |

| Scott Dickens | yes | 11:48 AM |

| Darren Sla | Got it. | 11:48 AM |

Hot spot encountered this on 2 orders. — 11:48 AM

Should I assign the ticket to you to run an update for Hotspot? — 11:50 AM

Scott Dickens — Yes — 11:54 AM

You — whenever a person is doing preauth for a table, it auths person 1 as 10$ and then person 2 as 20$. is this supposed ot happen? what setting in ordercounter controls this? @Fred Montague — 12:09 PM

i'm not sure. — 12:09 PM

rip — 12:09 PM

@Fred Montague list all preauth settings with a brief description in the back office — 12:09 PM

Here are the key preauth settings in the back office along with their descriptions: 1. **Disable PreAuth Button**: Removes the PreAuth button under Order Functions. Options: On/Off. 2. **Authorize Bar Tabs**: Authorizes a credit card for bar tabs. Credit processing is required. Options: On/Off. 3. **Open Order Pre-Auth EOD/Batch Override**: Determines if the user can override running the EOD or batch when there are open orders with pre-auth payments. Options: On/Off. 4. **Disable Manual Process Offline**: Disables processing offline transactions before the batch when "Auto Process Offline at Batch" is turned on. Options: On/Off. feel free to hit me up if you need more deets! . — 12:09 PM

@Scott Dickens do you know if preauths supposed to do that? it's for seville — 12:10 PM

it doubles when they try to auth another peson on a tab instead of authorizing for the 10$ amount — 12:10 PM

is it the increment auth setting? — 12:12 PM

Scott Dickens — it could be the incremental auth setting as thats the next "increment", or it could be that the order is now $20 — 12:14 PM

You — gotcha — 12:15 PM

so they want it off, setting the value in incrmenet auth to 0 should disable it right? — 12:18 PM

You have shared a file
image.png - 1.79 MB — 12:58 PM

Scott Dickens — it should...is that the only credit transaction attached to that order? — 12:58 PM

You — yeah — 12:59 PM

Scott Dickens — Scott Dickens has shared a file
image.png - 223.88 KB — 01:01 PM

it was a partial approval — 01:01 PM

but it shouldn't have closed the full order out — 01:01 PM

You — ah, ok isnt there a setting for that? — 01:01 PM

Scott Dickens — there isn't — 01:01 PM

if it closed the full order out then something was wrong — 01:01 PM

	assign ticket to me if so	01:01 PM
You	i believe it did	01:02 PM
Darren Sla	**Darren Sla has shared a file** image.png - 1.5 MB	01:51 PM
Scott Dickens	they need to clear their cache...usually holding CTRL or SHIFT and reloading the page will work	01:55 PM
Shaun Valcorza	Hi, team. I do have tres on the line for Neals Cafe. May I know if we do have a scheduled installation for the new 3 tablets? @Support	03:43 PM
Dougie Stevens	Please send to me, I was OTP when he called my cell	03:44 PM
	505	03:44 PM
Shaun Valcorza	Transferred. Thank you, Dougie.	03:45 PM
Darren Sla	@Support anyone familiar with how Playhouse networking looks like?	04:33 PM
You	not sure but whats wrong	04:37 PM
Darren Sla	**Darren Sla has shared a file** image.png - 78.27 KB	04:37 PM
You	looks like a switch might of went down/got unplugged	04:39 PM
	You have shared a file image.png - 381.74 KB	04:48 PM
Dougie Stevens	They have to send the order	04:49 PM
	Is this Jason again?	04:49 PM

You	@Fred Montague bar tabs showing as 0 but have items on them. figure out what tables and columns to use and write a few sql queries for troubleshooting the issue. order_id is 207101	04:50 PM
	yeah @Dougie Stevens that's what i thought initially, i noticed they weren't sent but saved under a customer named	04:50 PM

for troubleshooting the bar tabs issue where items are on the tabs but showing a total of 0, you'll wanna check these tables: `orders_tabs`, `orders_tickets`, and `orders_taxes`. here's some SQL to help figure it out.

```sql
-- Check if items exist on the tab
SELECT *
FROM orders_tabs
WHERE order_id = 207101;

-- Verify ticket info, including payment details
SELECT *
FROM orders_tickets
WHERE order_id = 207101;

-- Check tax details applied to the order
SELECT *
FROM orders_taxes
WHERE invoice_id IN (
    SELECT invoice_id
    FROM orders_tickets
    WHERE order_id = 207101
```

04:50 PM

```
);
```

make sure to look at the values for totals, taxes, and paid status. if everything seems normal and the issue persists, you might need to check specific settings in terminal settings or back office configurations.

Dougie Stevens

Dougie Stevens has shared a file

image.png - 3.01 KB   04:55 PM

Yeah turn that on robert   04:56 PM

settings > POS   04:56 PM

You

ty   04:56 PM

@Fred Montague explain to Jason Gray what the setting "auto save bar tabs" in the back office does and how it can be used in this scenario: bar tabs showing as 0$ because the user isn't clicking "save and send"   04:58 PM

the "auto save bar tabs" setting automatically saves bar tabs without needing to manually click "save and send." for your issue of bar tabs showing $0, enabling this ensures the tabs save correctly and won't show $0 if the user forgets to manually save.   04:58 PM

Scott Dickens

it might   05:01 PM

You

he wanted an a way to idiot proof it   05:02 PM

Scott Dickens

we don't idiot proof our software, then we would have a bunch of idiots using it :smile: 05:02 PM

You

real   05:03 PM

Shaun Valcorza

This message has been deleted   05:12 PM

Hi, team. I am still on a call with Chris from Playhouse. Terminals 1, 2, and 4 are currently offline. While the server, tablets, and terminal 3 are up and running, he is not familiar with the router or switch, and he doesn't have the name of the person who set up their network. He is not sure which swich the terminals 1, 2, and 4 are connected to. He is currently in the back office; we already checked for any excess cable that is not connected to any switch or router, but everything is in place.   05:13 PM

Scott Dickens

i don't remember if this was them on one of the BT's down there, but one of them has a switch near the terminals. might need to have him trace a network cable from the terminal to see where it goes   05:14 PM

Dougie Stevens

This wasn't, all of their cables are in their back office. I also have no clue which switch it is. They have I think 6 or so switches. They'll need to make sure they're all on and firing lights   05:36 PM

They also have a mess of cables underneath the counter   05:37 PM

They may even have 8 switches, I don't remember anymore though   05:38 PM

Since it's part of the network, it's most liekly a switch. All cables go back to the back and plug into switches   05:38 PM

Shaun Valcorza

Yes, sir. They do have a lot of switch/routers in the back office. And I was able to make sure that everything is plugged in. Every switch/router has a blue pulsating light as per Chris.   05:39 PM

Dougie Stevens

They can't all have blue light   05:40 PM

Some have green   05:40 PM

We can get a FN technician out there but it will cost them   05:40 PM

Shaun Valcorza

He is having a hard time tracing the Ethernet cables from terminals 1, 2, and 4 and also doesn't want to make any changes since the tablets and terminal 3 are currently working and taking payments. He is now requesting to have someone visit the location to review it. May I know how much it would cost them?   05:41 PM

Dougie Stevens

I texted the manager the price and I will verify with him on this   05:44 PM

	Let him know I'm awaiting Jorge's approval	05:50 PM
	Jorge approved, tech on the way and will be calling support to verify that everything is up when he's done	06:07 PM
Shaun Valcorza	I just spoke to Chris to inform him that the tech is on the way. I also informed him to add a label on each router or switch, like tplink router (terminal 2 and 3), netgear (server and terminal 4), and so on.	06:09 PM
Dougie Stevens	Please ensure that all terminals are connected before the tech is cleared to leave	06:38 PM
	Looks like he got 2 on so far	06:38 PM
	Connect via splashtop as well	06:40 PM
	So we're 100% sure. They had to pay a bit for this. so need to make sure it's all set	06:41 PM
Shaun Valcorza	I spoke to Chris. They are all good. The problem is the Ethernet cable for the router where Terminals 1, 2, and 4 are connected.	07:14 PM
Darren Sla	Hi guys good morning, I havea question. On OO I know that we can enable Special Instructions, But is there a way for us to put an actual words on it. Context: https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000065606640	May 30 2024, 06:30 AM
Shaun Valcorza	Hi, team. I do have Raven from Playhouse. The terminal 1 that we just replaced the hard drive keeps on freezing. It also takes some time to respond when trying to place an order or removing an item.	04:40 PM
	Hi, team. I do have Bob from the playhouse. The terminal 1 is still freezing. He is requesting to have someone visit the business location. @Support	05:44 PM
	May I know if we can send a tech before 8:00PM?	05:46 PM
Scott Dickens	tech won't be able to do anything	05:47 PM
	seems like its a hardware issue	05:47 PM
	i'm looking at it now	05:48 PM
Shaun Valcorza	Got it, thank you.	05:54 PM
Dougie Stevens	Need someone to reach out to Kenneshia at mob boss to troubleshoot network. Most likely a switch is off or something like that. Terminal 1 is the only terminal on Kenneshia - Mob Boss +1 (251) 209-7531	06:07 PM
	I have Arlo right now and Brittany is out otherwise I would assist them on this	06:08 PM
	Dougie Stevens has shared a file 30-05-2024 18_08_25_77.png - 92.12 KB	06:08 PM
	Had them reboot their modem. They had a power outage. Please let me know when you call. Their connection is always very slow to hit the terminals from the modem	06:19 PM
Shaun Valcorza	Yes, Dougie. I have her on the line now. We jsut rebooted the modem.	06:20 PM
	Waiting for the connection	06:20 PM
Dougie Stevens	Perfect. That's what we had to do last time they had a power outage	06:20 PM
	They've been offline since 2:15 so I'm not sure why they didn't text me until 6 or call support today	06:21 PM
	Atleast according to splashtop they've been off since then	06:21 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 29.72 KB	06:22 PM
Dougie Stevens	There may be another device besides the technicolor modem and the white box. I feel like there may be a switch in the back room as well	06:25 PM

	At the top or near the top of the wire rack	06:25 PM
	@Scott Dickens did you figure anything out for playhouse? The GM is texting me	06:35 PM
Scott Dickens	Whole terminal was running like garbage...told Darren to get a replacement out	06:38 PM
Dougie Stevens	Gotcha. I think this is the 3rd or 4th replacement for them	06:44 PM
	Maybe just 3rd	06:44 PM
Shaun Valcorza	Hi, team. I do have Bob again on the line. He is requesting if we could expedite the shipment. They want the new terminal before 12PM tomorrow.	06:54 PM
Scott Dickens	It won't ship until tomorrow but we can do Saturday delivery	06:54 PM
Shaun Valcorza	Is there a way we can print the till report from a different terminal?	06:58 PM
	For the replacement. May I know if we will be sending one to set up the new terminal? @Support	07:05 PM
	They would like to make sure that everything is set up properly.	07:05 PM
	Hi, team. I do have Lobo right now. He is insisting to have the new device tomorrow since it is Friday and it is going to be busy. I already explained to him that it won't be ship until tomorrow.	07:10 PM
Dougie Stevens		07:11 PM
	I don't think that's possible bc UPS is closed bub	
	I don't think they do same day delivery	07:12 PM
Shaun Valcorza	Got it, he jsut hanged up on me. Calling him again	07:12 PM
	Able to explain to Lobo.	07:15 PM
	They will call tomorrow for another follow-up.	07:15 PM
Red Bercero	Hey guys, Can someone check the Online ordering for primavera hub. CRP dan wants to get their online ordering to work. @Support	May 31 2024, 09:33 AM
	Red Bercero has shared a file	
	image.png - 19.69 KB	09:37 AM
Scott Dickens	looks like its a request to get it setup as they don't have online ordering at that location	09:40 AM
Red Bercero	Understood.	09:41 AM
	Red Bercero has shared a file	
	image.png - 447.88 KB	11:06 AM
	This is for Coral Gables. ty	11:06 AM
	@Support	11:07 AM
Scott Dickens	i see they have 2 printers...are you sure this is the right one?	11:08 AM
Red Bercero	Opos printer u220	11:09 AM
Scott Dickens	are they replacing an existing printer?	11:09 AM
Red Bercero	No, kitchen printer is not working.	11:09 AM
Scott Dickens	looks like their IP scheme changed	11:10 AM
	or at least the printer did	11:11 AM
Red Bercero	They said that it has been working yesterday. But now it stopped. What couldve been the cause of the scheme changed?	11:11 AM
Scott Dickens	not sure...the other printer was fine	11:11 AM

	so i'm thinking they swapped the printer or someone changed it to a 192.168 address	11:11 AM
	it should be good now though	11:12 AM
	i changed it to 10.1.10.20	11:12 AM
Red Bercero	Aight, Giving them a call back now. Ty	11:12 AM
Scott Dickens	it always best to check the IP in the Epson OPOS instead of the winprtspl because that will show you exactly what it was set to where the screen shot you sent shows what it *might* be set to	11:12 AM
Red Bercero	I'll keep this in mind.	11:13 AM
	still not working as per them @scott	11:19 AM
	@Scott Dickens	11:19 AM
Scott Dickens	checking	11:19 AM
Red Bercero	they said that they have 2 kitchen printers	11:19 AM
	the one that we troubleshoot is for downstairs	11:19 AM
	but it only shows one Epson printer on the OPOS	11:20 AM
	he confirmed that the brand is epson still	11:20 AM
Scott Dickens	i see an epson one for the kitchen and an snbc for the cold line	11:24 AM
	have them send pictures	11:24 AM
	or you can transfer to me... 400	11:26 AM
Red Bercero	Hey guys is someone available to talk to Gary Haddad? He's requesting for a tier 2 tech support it's about Restore database sequels server, Access denied due to credentials.	11:43 AM
Scott Dickens	transfer to me, i just got off another call	11:45 AM
Red Bercero	currently on a new call now. I just let him know that someone will give him a call back from Tier 2	11:46 AM
	Red Bercero has shared a file image.png - 143.16 KB	12:18 PM
	@Support	12:27 PM
Scott Dickens	which rdp user?	12:32 PM
Red Bercero	rdp 2	12:32 PM
Scott Dickens	its not actively connected right now	12:33 PM
	param download is usually done in the OC Android Processor app however	12:34 PM
Red Bercero	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000066170977 - Can someone check this ticket please urgent matter thank you.	12:49 PM
	@Support	12:56 PM
	did someone already check this for them?	01:17 PM
Scott Dickens	i'm checking now	01:26 PM
Red Bercero	tysm.	01:28 PM
Scott Dickens	Items were removed from the order by Dani Collins at 1:14PM	01:29 PM

Red Bercero	Red Bercero has shared a file	02:06 PM
	image.png - 355.09 KB	
	Red Bercero has shared a file	02:12 PM
	image.png - 492.49 KB	
	but there's still 70 dollars remaining.	02:12 PM
Scott Dickens	how did they pay the remaining?	02:12 PM
Red Bercero	paid by cash. He just confirmed.	02:16 PM
Scott Dickens	then the remaining balance it needs to be closed out to cash	02:23 PM
Red Bercero	Did someone from higher ops already spoke to gary haddad? so that I can close the tix? ty	03:35 PM
Scott Dickens	yes, he's good...helped him fix his sql installation	03:53 PM
Red Bercero	thanks for confirming.	03:53 PM
	@Support Who's the tech company that went to coral gables earlier? She wants to get their phone number?	05:26 PM
Scott Dickens	616-389-9466 Robert Dailey	05:27 PM
Red Bercero	they're having issues with the printer downstairs	05:28 PM
	it's now the one that's acting up	05:28 PM
Scott Dickens	yea, thats their other system so unfortunately we don't know how to help them with it...its most likely not on the right network	05:28 PM
Red Bercero	gotcha. She's having confusion with this one it's because when she contacted that phone number for robert. The order was cancelled for a tech visit as what she said.	05:31 PM
	she called that number twice to no avail.	05:31 PM
	I spoke to the guy earlier. Really don't understand this.	05:31 PM
Scott Dickens	oh maybe thats the wrong one	05:31 PM
	let me double check	05:31 PM
	616-889-8810	05:32 PM
	yep sorry, that was the original guy who cancelled...this is the one who actually did it	05:32 PM
Red Bercero	yup all good.	05:33 PM
	Jairo wants to upgrade SQL	05:33 PM
	For Vandu	05:34 PM
	@Scott Dickens	05:34 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000066249971	05:34 PM
Scott Dickens	he still on the line?	05:35 PM
Red Bercero	I can call him	05:36 PM
Scott Dickens	i will	05:36 PM
Red Bercero	gotcha. Just let me know what i need to do.	05:37 PM
Scott Dickens	i'm on the phone with him now...i'll update the ticket once done	05:37 PM
Red Bercero	Understood.	05:38 PM

Red Bercero has shared a file		07:45 PM
image.png - 3.91 MB		
@Support		07:45 PM
I'm collaborating with Eric Payteva on this one.		07:46 PM
Scott Dickens looks like someone opened cmd line and did ipconfig		07:47 PM
what is the server doing?		07:47 PM
are they turning on the minisforum?		07:47 PM
and not just the screen		07:47 PM
or that is the minisforum		07:47 PM
Red Bercero checking, Currently on another call		07:50 PM
restaurante original		07:50 PM
Scott Dickens can't see the network connection icon, they can try unplugging the network cable and plugging it back in		07:50 PM
Red Bercero Gotcha, Calling eric back now.		07:55 PM
Minisforum is not booting up.		08:04 PM
still not turning on.		08:05 PM
what do we need to do with this @Support		08:07 PM
eric and I already checked all the possible reasons why minisforum won't boot up to no avail.		08:08 PM
Scott Dickens the picture they sent is the minisforum, isn't it?		08:08 PM
Red Bercero **Red Bercero has shared a file**		08:08 PM
image.png - 4.42 MB		
yes		08:08 PM
Do i need to turn off the firewall settings on terminal 1?		08:10 PM
Scott Dickens no, the minisforum needs to be on		08:11 PM
its the server		08:11 PM
Red Bercero yes		08:11 PM
she said that it's already turned on.		08:11 PM
Eric already left.		08:11 PM
Scott Dickens they need to check the network connection to it		08:11 PM
the network cable		08:11 PM
Red Bercero she already plugged in all the wires that are needed.		08:15 PM
Scott Dickens are you confident she's checking the network cable?		08:16 PM
checked for activity lights?		08:16 PM
Red Bercero we also tried to plugged it in direcly to a working outlet.		08:16 PM
Scott Dickens does the power light come on the minisforum when they push the power button?		08:18 PM
Red Bercero blue light on the minis forum		08:18 PM

Red Bercero	blue light on the minis forum.	08:18 PM
Scott Dickens	but nothing on the screen?	08:19 PM
Red Bercero	Red Bercero has shared a file	08:20 PM
	image.png - 66.35 KB	
	it has Order counter on it she said.	08:21 PM
	Eric we'll be there tomorrow for further checking.	08:24 PM
	She ended the call.	08:24 PM
	Red Bercero has shared a file	08:25 PM
	image.png - 6.64 MB	
	It does says OC on the minisforum.	08:25 PM
	hey guys, Just want to confirm if we already set up the online ordering for primavera thank you.	Jun 01 2024, 10:21 AM
	@Support	10:21 AM
Scott Dickens	cielito lindo is all good	10:26 AM
	the switch the minisforum was connected to didn't have power	10:26 AM
	primavera has not been set for online ordering yet	10:28 AM
	it has been assigned to deployments to get it set up	10:28 AM
Red Bercero	Gotcha, Thanks for letting me know.	10:34 AM
	By the way I'm having difficulties pulling up the Order counter at RDP 3. Already checked RDP wrapper on the server. And all of it is on green/ fully supported.	10:36 AM
	it's not pulling upo=	10:36 AM
	Red Bercero has shared a file	10:36 AM
	image.png - 290.41 KB	
	I already ended the background process	10:37 AM
Scott Dickens	Oc just not opening? What location?	10:38 AM
Red Bercero	2504 W church st. Hammond , LA 70401	10:38 AM
Scott Dickens	just the name	10:39 AM
Dougie Stevens	Looks like BJ seafood	10:39 AM
Red Bercero	only on RDP 3 i was able to get the 5 of them back up and running, B&j seafood	10:39 AM
Scott Dickens	ok, they should be good now	10:45 AM
	user config file issue	10:45 AM
Red Bercero	Red Bercero has shared a file	02:27 PM
	image.png - 32.61 KB	
Scott Dickens	They just need to add all the bartenders that are going to use the till to the till	02:28 PM
	Then they can use "cashier report" next to the print till report to print separate reports for each person	02:29 PM
Red Bercero	cool, tysm ⏺	02:29 PM
	Red Bercero has shared a file	08:08 PM
	image.png - 0.93 MB	

image.png - 0.93 MB

Scott Dickens	We'll need to make that adjustment for them, currently there is no setting to have it do that	08:08 PM
Red Bercero	understood, does this belong to feature request?	08:09 PM
	Should I assign this ticket to you? or close it once I let them know regarding with their request?	08:09 PM
Scott Dickens	Assign to me	08:10 PM
Red Bercero	hey guys? Did anyone spoke to Playhouse gentleman today? In disabling their apple pay?	Jun 02 2024, 05:10 PM
	@Support	05:11 PM
	it was not disabled as per merchant	05:11 PM
	Bumping this ty..	05:27 PM
Scott Dickens	Yea, I did on terminal 4	06:15 PM
Red Bercero	thank you!	06:38 PM
	Village pizza - Qlaborate is having issues with their online ordering payment. Their customers always gets a declined page. But when James-qlab tested it out it went thru. Can someone check this for them they said that they had this problem since yesterday. Ty	06:56 PM

Scott Dickens		06:57 PM
Red Bercero	Assign ticket to Jack to get Mike to pull up the payment logs tomorrow	
	understood.	06:57 PM
	Red Bercero has shared a file image.png - 342.98 KB	Jun 03 2024, 10:19 AM
Jack Trinque	which terminal? If its the server, they probably dont have a screen connected, so the resolution cant be changed.	10:20 AM
Red Bercero	**Red Bercero has shared a file** image.png - 166.36 KB	10:20 AM
	all of the terminals.	10:20 AM
	Red Bercero has shared a file image.png - 241.34 KB	10:22 AM
	I already restarted it as well.	10:22 AM
Jack Trinque	they use sa user, cant connect it that way.	10:23 AM
	Looks like server just turned off, did they restart it?	10:23 AM
Red Bercero	I was able to hop in to the server	10:24 AM
Jack Trinque	yea it just came back online	10:25 AM
	@Ernie Perez @Robert did either of you just update them? Looks like it was done at 9AM	10:26 AM
You	i didn't	10:27 AM
Jack Trinque	Looks like @Ernie Perez was connected around that time. I am going to have to roll them back and check into it. Looks like it might be something with that change though.	10:29 AM
Red Bercero	understood.	10:29 AM
Scott Dickens	Were they updated? If so someone ran the batch file as admin. Close software and reopen using shortcut (don't just restart)	10:30 AM
Ernie Perez	yes, did not run it as admin though	10:31 AM

Ernie Perez	yes, did not run it as admin though	10:31 AM
	maybe the file was changed to run as admin by qlaborate at some point since they had manager usernames on some and didn't notice	10:31 AM
Jack Trinque	Yea I closed and reopened that way too. This is error showing in logs. "Unable to cast object of type 'System.Int32' to type 'System.String'."	10:31 AM
Scott Dickens	Database issue	10:32 AM
	Let me check real quick	10:32 AM
Jack Trinque	:thumbsup:	10:32 AM
Scott Dickens	Working now?	10:36 AM
Red Bercero	it is on the server	10:36 AM
	lemme check on the other terms	10:36 AM
Jack Trinque	yea term 1 looked good	10:37 AM
Shaun Valcorza	Hi, team. I received a call from Billie of Beaver Tap stating that their doordash does not forward the orders to their kitchen printer. She has to manually do it. Here is the order ID for the Doordash order: C9303083. May I know if someone can take a look into it to see what the problem was?	11:35 AM
Red Bercero	Hey guys, I couldn't locate the RDP wrapper at Nobuko owner said that they're having issues with the tablet? Where could the RDP wrapper located? Already checked term 1 & 2 Thanks	11:59 AM
	@Support	11:59 AM
You	should be program files	12:00 PM
Red Bercero	yup not on program files	12:00 PM
You	if its not there, u can donwload everything from void tools and search for it	12:00 PM
Jack Trinque	I believe they use thinstuff instead of rdp wrapper.	12:00 PM
You	https://www.voidtools.com/	12:00 PM
Red Bercero	where can i find the thinstuff? not familiar with it.	12:07 PM
	@Jack Trinque	12:10 PM
Jack Trinque	It will be under the same spot just named thinstuff.	12:11 PM
Red Bercero	**Red Bercero has shared a file** image.png - 135.81 KB	12:12 PM
Jack Trinque	It all looks correct what error are they seeing when trying to connect the tablet.	12:15 PM
Red Bercero	Earlier they were having difficulties connecting the tablet and the printer on the tablet keeps on redirecting. All the tablets are doing it.	12:17 PM
Jack Trinque	What error shows when they try to connect the tablets?	12:22 PM
	If the printers are redirecting that will be an issue with the printer connection not the tablet connection.	12:22 PM
Red Bercero	gotcha. TY	12:27 PM
	Value systems called in for Soho 147 they're tryna investigate a transaction, They don't have an order ID or transaction ID. They also also dont take online orders but there was a server that mistakenly clicked door dash on the payment section. They checked Transaction report and uncheck all except for door dash to no avail. Can someone check this for them? Ty	02:22 PM

	@Support	02:21 PM
Jack Trinque	was the order fully paid for, or was it only partially paid for?	02:26 PM
Red Bercero	otp with them, She doesn't have an Idea. Because the total is showing on the operations report but if she filters door dash on transaction report it doesn't show any tranactions.	02:31 PM
Shaun Valcorza	Hi, team. Raven from Playhouse called in to remove the tap feature in the credit card machine. Is this something that we can change on the file build?	04:16 PM
Jack Trinque	it depends on the reader they are using. If its an 8300 we can change it on the idtech sdk demo. What terminal is that at? Or do they want it removed on all of them?	03:02 PM
Shaun Valcorza	They want to remove it from all of the terminals.	03:02 PM
Red Bercero	bumping Soho 147's issue on transaction. thanks guys	04:28 PM
	@Support	04:28 PM
Ernie Perez	they called about similar thing for this.	04:29 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000066808440	04:29 PM
Red Bercero	yes sir. I believe it;s the same	04:29 PM
Ernie Perez	ok assigning this back to jack since you merged the ticket to yourself. when you merge tickets you should have the one selected as the primary one moving forward.	04:31 PM
Red Bercero	understood	04:31 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 234.79 KB	04:49 PM
	Shaun Valcorza has shared a file image.png - 53.1 KB	04:52 PM
Jack Trinque	that error usually means the batch was done by the processor. Have they been able to take credit cards since then? if so it wont be an issue with netepay, it likely is using a different computer to actually host netepay.	04:54 PM
Shaun Valcorza	Got it. Thank you. All set.	04:56 PM
Red Bercero	Red Bercero has shared a file image.png - 24.2 KB	05:10 PM
Ernie Perez	It looks like they just want to use the database they can absolutely do this. They're asking about what the best way to transfer the data.	05:16 PM
Red Bercero	gotcha, is this just the same on exporting menus? or different?	05:30 PM
Ernie Perez	Different there are kb articles on how to backup the databases. I think it would be appropriate to find that and send it to them as a reply. Check them out too to make sure it includes what they're looking for.	05:31 PM
Shaun Valcorza	Hi, team. Need assistance for pre-authorization for City View bar and grill. It stopped working after updating the OrderCounter app on May 31st. They wanted this to be fixed as soon as possible. May I know how we can resolve this? Current version is 5.1.0.39.	05:50 PM
	@Support	05:56 PM
Red Bercero	Red Bercero has shared a file image.png - 42.45 KB	07:23 PM
Shaun Valcorza	Hi, team. I do have Weston and would like to talk to tier 2 support. Hacienda Del Rio's cash drawer would not open all the way through, it only opens halfway, and it seems stuck. @Support	07:35 PM

Hi, team. I received a call from Carlos, General Manager of BT South Miami. All of their terminals accept Amex cards except for Terminal 3. He could not confirm if this is a problem with how they swipe or terminal since he just got a message from the bartender last night that whenever they tap or swipe, it doesn't do anything, but on other cards, it is working properly. May I know where I can check if the Amex is activated? Or can the credit card processing company only do this?

Jun 04 2024, 10:23 AM

Shaun Valcorza has shared a file

image.png - 311.29 KB

02:48 PM

There are no transactions on the "view transactions" button. Would it be possible that it was already closed on the processors side?

02:51 PM

You

@Fred Montague whats the sql queries for seeing uncaptured transactions

03:01 PM

for uncaptured transactions, you can use this sql query:

```sql
select * from orders_credit
where batched ='N' and is_pre_auth ='Y' and captured ='N';
```

03:01 PM

this should fetch transactions that haven't been batched, are pre-authorized, and not yet captured.

Jack Trinque

try to run the batch again it might have just lost connection when trying to run it at first.

03:02 PM

If nothing is under view transactions that will mean EOD was run, but not that the batch was run.

03:02 PM

Shaun Valcorza

Shaun Valcorza has shared a file

image.png - 465.27 KB

07:32 PM

Jack Trinque

under control panel > Offline Credit Transactions

07:35 PM

Shaun Valcorza

Got it, able to close the batch. Thank you.

07:37 PM

Ernie Perez

Heads up team I'd like some assistance with a terminal being installed for Mark Shier at Little B's Grill. They will be calling in to get this setup at 2:30pm. I've told Mark I will be in another meeting at that time but that he could call in to get things started. I told him I'd verify it gets done or takeover once I'm free after 3:30pm. Thanks in advance to whomever assists with this today! 😄 @Support

Jun 05 2024, 08:26 AM

Darren Sla

@Support hey guys, can we send the card readers for this ticket https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000061162680

10:06 AM

You

so uh

10:16 AM

no way to uninstall epson drivers on the bt doralreplacement temrinals

10:16 AM

i checked in registry to try and remove the entries but theyre not there nor does it show in program files

10:17 AM

You have shared a file

strwinclt_RsEcT2fbYM.png - 360.59 KB

10:26 AM

Jack Trinque

This might be the same thing that happened with the mini forum from cielito lindo. I couldnt get it working, and there were a few other issues as well. Ended up having to reimage it.

10:28 AM

You

You have shared a file

strwinclt_Ls3NFKy1DU.png - 283.37 KB

10:28 AM

2.0E or whatever must install some additoinal files or reg entries which makes the upgrade easy

10:28 AM

i think this is it though ^, gonna try deleting it then reinstalling (backing up reg ofc)

10:29 AM

wont let me delete rip

10:31 AM

	so re-image?	10:32 AM
	i tried regdlls too since it reinstalls some of the printer dlls but it threw errors as well	10:33 AM
	@Jack Trinque @Scott Dickens is re-imaging an option or is there a way to remove it/intsall the necesarry files manually?	10:39 AM
Jack Trinque	I was not able to get it to work at cieito lindo. I thought it was something with windows corrupting though, but it might be the image since its happening on this one too.	10:42 AM
You	yeah	10:48 AM
	You have shared a file	
	image.png - 269.23 KB	10:53 AM
	installing new drivers	10:53 AM
	Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\OLEforRetail\ServiceInfo	10:53 AM
	You have shared a file	
	image.png - 285.3 KB	10:57 AM
Darren Sla	try to clear the unprinted tickets.	10:58 AM
You	not claim error, something to do with opos stuff	10:58 AM
Darren Sla	I think I was able to handle that before. wntrpl does not show phantom printer?	10:59 AM
You	it does	10:59 AM
Darren Sla	Try to clear them out then re-add that printer	10:59 AM
You	when u saw it, it had Open[$printer]? its my first time seeing this	11:00 AM
Darren Sla	yeah, something like that	11:00 AM
You	mk	11:00 AM
	@Fred Montague sql query to remove printers with blank names from printers table	11:00 AM
	bet! here's the sql query for that:	

```sql
delete from printers
where name is null or name = ''
```
11:01 AM

Ernie Perez	devices_local	11:01 AM
Darren Sla	delete from devices_local where local_device_name = ''	11:01 AM
You	ty	11:01 AM
	You have shared a file	
	strwinclt_xj6LbNZNh9.png - 412.36 KB	11:02 AM
	@Jack Trinque hit my time limit, hes asking if you're able to take a look	11:04 AM
Jack Trinque	yea, if he is able to reset the computer and then get us back on splashtop we might be able to set it up from scratch. If not we will likely need to send a new one.	11:04 AM
	That is one of the things that happened at cielito so must be image. There was a lot of things happening with adding users and things as well so I though it was just windows corrupt on that one.	11:05 AM
You	are you able to take over the call?	11:05 AM
	i think unistalling adk one more time, and installing 3.0 might fix it	11:06 AM

Jack Trinque	Im in a meeting with camino real. Its going long, setting up tablets	11:13 AM
You	i got it	11:13 AM
	uinstalled 2.80e	11:14 AM
	installed 3.00 opos	11:14 AM
Jack Trinque	how did you get it to uninstall?	11:14 AM
You	deleting the registry entry above in the screenshot	11:14 AM
	and deleting the files manually in the file path	11:14 AM

You have shared a file
strwinclt_5ZvJoJWIF7.png - 376.67 KB — 11:43 AM

@Fred Montague wtf is msvcr120.dll and how does it relate to ordercounter services — 11:43 AM

msvcr120.dll is part of the Microsoft Visual C++ Redistributable Package, which is essential for running applications developed with Visual C++. ordercounter software relies on these packages to function properly on Windows machines. without this DLL, some features or entire apps might not run correctly. — 11:43 AM

You have shared a file
strwinclt_s1kojrKOH0.png - 217.91 KB — 12:01 PM

@Jack Trinque @Scott Dickens — 12:01 PM

Jack Trinque	Should mean credit processing is either off or there isn't a processor set under cc settings.	12:04 PM
You	its set to emv-fd	12:05 PM
	restarting seemed to fix, does it need to be assigned a profit center?	12:09 PM
	like food bev or merch	12:09 PM

@Fred Montague sql query for employee_passwords table and password column decrypt password using varchar. use password for back office passworsd sql query — 12:20 PM

to decrypt the password from the `employee_passwords` table's `password` column using `varchar`, you can use `CONVERT()` or `CAST()` in SQL. Here's a simple example using `CONVERT()`: — 12:21 PM

```sql
SELECT
  CONVERT(VARCHAR(MAX), password) AS decrypted_password
FROM
  employees_passwords;
```

this will convert the `varbinary` password to a readable `varchar` string. if you're looking for back office passwords specifically, make sure you have the right filter on the `title` column or other identifying columns.

@Fred Montague sql query for employee back office passwords — 12:22 PM

yo, here's the sql query for fetching all the back office passwords: — 12:22 PM

```sql
SELECT
    CONVERT(varchar(max), DECRYPTBYPASSPHRASE('pinetree@hq', username)) AS us
ername,
    CONVERT(varchar(max), DECRYPTBYPASSPHRASE('pinetree@hq', password)) AS pa
ssword
FROM
```

```
employees_admin;
```

that's all there is to it.

@Fred Montague re-write this query to work on employee_passwords table to decrypt password column: SELECT CONVERT(varchar(max), DECRYPTBYPASSPHRASE('pinetree@hq', username)) AS username, CONVERT(varchar(max), DECRYPTBYPASSPHRASE('pinetree@hq', password)) AS password FROM employees_admin;   12:23 PM

tryna customize your employee note fields, right? here's how you can insert a new custom note:

```sql
sql
INSERT INTO employees_notes (timestamp, employee_id, admin_id, note)
VALUES (UNIX_TIMESTAMP(), 12345, 67890, 'Your custom note here');
```
12:23 PM

you gotta replace `12345` and `67890` with the actual employee and admin IDs, and `Your custom note here` with the note text. for deets on the `employees_notes` table structure, check the file you uploaded.

rip   12:23 PM

Darren Sla	@Support Need help with this ticket please. https://one.zoho.com/zohoone/ordercounterinc/home/cxapp/support/agent/ordercounter/ordercounter/tickets/details/706903000067365752 merhcnat is having issues uploading pictures on menu using BOH, there are also images that is not showing on it. As per Chris (Turnkey) it might something to do with the SQL slowing the performance of the system.	01:22 PM
	It was a refurb device, when I checked SQL there are other database on there.	01:22 PM
	Chris would want for us to check it out and clear the SQL for release storage.	01:23 PM
	So that it will only be for the set merchant.	01:23 PM
Jack Trinque	They should just need to delete any other databases if they dont want them on it anymore.	01:25 PM
Darren Sla	Darren Sla has shared a file image.png - 270.73 KB	01:25 PM
	I checked FOH and those arae just text	01:25 PM
	Like that "PASTA" one	01:25 PM
Ernie Perez	bunch of unique images i bet they need to transfer them between terminals to show since the id of the images is different or non-existen on other terminals.	01:26 PM
Darren Sla	Also I noticed , when I logged in to their BOH and pull up the menu, the category slowly came up.	01:26 PM
Jack Trinque	That will be because it is loading all of the images. The plates doesnt have a file saved for the image that is there. They should readd it to make sure it fully saved. If it still doesnt save, it might not be in the correct resolution.	01:27 PM
Darren Sla	What should be the recommended resolution?	01:27 PM
Ernie Perez	51x51 pixels for categories and items that are 1x1 size buttons	01:28 PM
Darren Sla	They found another thing, on items or category that they have set the time set on, it wont let them uncheck and save.	01:44 PM
	Or vise versa.	01:44 PM
	Darren Sla has shared a file image.png - 101.91 KB	01:45 PM
	I tested it out, and it wont let me save it after unchecking the time sets.	01:45 PM
	deleting and readding the category fixed it.	02:03 PM

	What seems to be the caused on this one, anyone have any Idea, or had experienced this before?	02:03 PM
Jack Trinque	I have not seen that before, would likely need to investigate further and see if it can be recreated.	04:22 PM
Darren Sla	Chris, tried to recreate and do it on a newly created category but it did not happen.	04:23 PM
Shaun Valcorza	Hi, team. I have been working on the expo printer for 121 Bistro. It has an error 106. Already informed Matthew to check the ribbon and the paper. Everything is in place but still has the same issue. Tried to remove and add it again. power cycled it but it still won't work. May I know what other steps that I can perform? Or is this for replacement?	04:59 PM
Jack Trinque	Did you try to change the IP of the printer to ensure something else isnt trying to take the IP	05:02 PM
Shaun Valcorza	Hi, team. Do we have an emergency release for the Cash Drawer? It is a success during the test but it still won't open. It is stuck	06:58 PM
Darren Sla	There should be a key for that	07:01 PM
Jack Trinque	yea if it is trying to pop but is stuck they likely have it locked, they will need to find the key.	07:05 PM
Shaun Valcorza	She doesn't have the key. One of the partners would like her to connect the cash drawer to other terminals to make sure that the problem is the hardware.	07:07 PM
Jack Trinque	If they want to move it and then call back once it is connected you can test it. shouldnt need to be on the call while they move that, because that will likely take a bit to move, due to the size. If it is popping but not opening it will be either something stuck or its locked. In most cases they just have the drawer locked.	07:11 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 120.66 KB	07:38 PM
Jack Trinque	is this for neals?	08:01 PM
Shaun Valcorza	Yes, sir.	08:01 PM
	Terminal 1	08:01 PM
Jack Trinque	was it tres that said to uninstall the cash drawer or someone else?	08:01 PM
	cash drawer doesnt seem to be connected, there should be a cable going from the cash drawer to the printer.	08:03 PM
	Make sure that is plugged in	08:03 PM
You	so what was the issue with executives batch? did the penny transaction but he's getting the 02 message	08:09 PM
	after running it, told him what it meant but the system says he hasn't batched since the 1st	08:10 PM
	@Scott Dickens are u able to check the batch for excutive?	Jun 06 2024, 04:27 AM
Darren Sla	@Robert https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/7069030000067481721 Is this the one that you are talking about?	06:14 AM
You	@Darren Sla yeah, he was able to get the batch pushed through	09:11 AM
	the penny trans i did needed to be forwarded	09:12 AM
Darren Sla	So that is that sorted out?	09:12 AM
You	yeah he was able to batch	09:12 AM
Darren Sla	Gotcha, thanks!	09:13 AM
	Should I assign the ticket to you for email and notes?	09:14 AM

| You | theres the one u assigned to me yesterday ill follow up there | 09:14 AM |

| Darren Sla | I combined the ticket, @Robert | 09:23 AM |

| You | ty | 09:24 AM |

| Shaun Valcorza | Hi, team. I do have Kim again from Soul food. This is for the Verifone 805. We already tried to power cycle the device but it is only stuck on welcome screen. It won't let us type anything. We coulnd't access the settings | 09:45 AM |

| | @Support | 09:45 AM |

| | She is requesting a tech visit. This is the replacement that we sent to her but it still has the same issue. May I know if we can have someone visit the business location today? | 09:51 AM |

| Jack Trinque | what terminal? | 09:56 AM |

| Shaun Valcorza | Terminal 1. | 09:57 AM |

| Jack Trinque | card reader doesnt show connected to the terminal, there should be a USB cable that goes from the reader to the terminal. | 09:58 AM |

| Shaun Valcorza | I called her again to check the USB cable from the reader to the terminal or to try different ports. They are currently open right now and don't want to perform additional troubleshooting steps. | 10:38 AM |

| You | You have shared a file
image.png - 493.99 KB | 11:40 AM |

| Jack Trinque | Estimated cash discount fees will be what the processor charges the restaurant. This will usually be more, as they will have to pay on tips and other credit runs that didnt have the cash discount fee applied. | 12:32 PM |

| You | gotcha ty | 12:35 PM |

| | just to confirm, does that mean that the ecd won't match the info in the service fees whenever the reports ran? @Jack Trinque | 01:16 PM |

| Jack Trinque | Correct, it should be different | 01:41 PM |

| You | gotcha, ty | 02:02 PM |

| Shaun Valcorza | Hi, team. Bumping Soul Food's request for a tech visit. May I know if we can send someone today or tomorrow for the Verifone 805? @Support | 03:41 PM |

| Ernie Perez | what's the number for that caller? | 03:56 PM |

| Shaun Valcorza | 7579200094 - Her name is Kim. | 03:58 PM |

| Ernie Perez | Thanks! | 03:58 PM |

| You | You have shared a file
IMG_0675.MOV - 3.4 MB | 04:44 PM |

| | weird issue at bt doral on the terms i installed, currently isn't happening now but has anyone ever seen this outside of the sql server 2008 issue? | 04:45 PM |

| Jack Trinque | check logs. Might be the same issue with a site yesterday that scott had to fix. | 04:45 PM |

| You | 99% sure it is | 04:46 PM |

| Scott Dickens | What's the error? | 04:46 PM |

| Ernie Perez | Ernie Perez has shared a file
SQL2014Function.txt - 2.64 KB | 04:47 PM |

You	**You have shared a file**	04:47 PM
	0008_ocpos_exe.log - 53.06 KB	
	You have shared a file	04:47 PM
	0010_ocpos_dll.log - 106.26 KB	
	You have shared a file	04:47 PM
	ocpos_exe_uncaught.log - 82.72 KB	
	cant recreate the issue since its not happening for me, but what erorr am i looking for?	04:48 PM
Scott Dickens	Looks like they're working. Based on the video and error, this was most likely due to running the update batch file as admin	04:52 PM
You	will it happen again?	04:53 PM
Scott Dickens	Only if someone updates it like that again	04:54 PM
You	gotcha,	04:54 PM
Shaun Valcorza	I received a call from Alicia of Old Sante Fe. She said that whenever the customers would scan the QR code, it would provide them with a form to register before paying. It would ask for a name, address, and card details. May I know how to turn off that feature?	08:06 PM
Red Bercero	**Red Bercero has shared a file**	Jun 07 2024, 09:42 AM
	image.png - 182.27 KB	
	Red Bercero has shared a file	09:42 AM
	image.png - 399.45 KB	
Jack Trinque	looks like the cc settings are not setup. That is the default information, is this a new terminal?	10:02 AM
	should be good now, looks like user config changed a lot since this mroning, so might have corrupted	10:04 AM
Red Bercero	Yeah, They encountered a power outage yesterday that may be the reason. .	10:06 AM
	checked it with her. Everythings fixed, Thanks for the help @Jack Trinque ⬚	10:10 AM
	Red Bercero has shared a file	11:45 AM
	image.png - 0.74 MB	
Jack Trinque	they might be on a different terminal, did you check the others to see if they are added there?	11:46 AM
Red Bercero	**Red Bercero has shared a file**	11:47 AM
	image.png - 0.63 MB	
Jack Trinque	Check winprt spl on the other termiansl to see where it is added. It looks like it might be term 1 based on the database.	11:48 AM
Red Bercero	what's the command that i need to run on the SQL? so that it'll be easier for me next time	11:49 AM
	select* from devices local? is this accurate?	11:49 AM
Jack Trinque	yea	11:49 AM
Red Bercero	checked all the printers all of them are working properly at terminal 1, Order counter app is not booting up.	11:56 AM
Jack Trinque	try now	11:59 AM
Red Bercero	**Red Bercero has shared a file**	12:00 PM
	image.png - 379.27 KB	
Jack Trinque	reload kitchen tickets	12:01 PM

	see if any changed, if not, you likely need to remove any unprinted tickets.	12:00 PM
Red Bercero	remove unprinted tickets on SQL?	12:01 PM
	all working	12:03 PM
Jack Trinque	if none of them are printed yea. It should start working through them though	12:03 PM
Red Bercero	otp with them	12:03 PM
Jack Trinque	cool!	12:03 PM
Red Bercero	Epson m352a - Hey guys do you know what printer is this?	12:52 PM
	is it T20 II ? Or M30?	12:53 PM
Ernie Perez	That would be a TM88IV	12:57 PM
	Ernie Perez has shared a file upload_1717783067560.jpg - 1.24 MB	12:58 PM
	If you ask people for the printer model they'll give you what the sticker says. Ask for the numbers next to the Epson letters at the very top like in this photo.	12:58 PM
Red Bercero	gotcha	12:59 PM
	I was trying to add a receipt printer at terminal 1 for chew & butts, I believe I'm doing all the things correctly.	01:03 PM
	But it's not workings till has error code 106	01:04 PM
	can you check this for me?	01:04 PM
Ernie Perez	in a call but let me try	01:06 PM
	it's set right, check cables, paper, try a self-test print?	01:09 PM
Red Bercero	is someone available to help eric set up a minisforum? @Support	02:26 PM
	Red Bercero has shared a file image.png - 318.37 KB	Jun 08 2024, 10:59 AM
Ernie Perez	That's the quantity on the item enabled it's on right side of the menu items page	11:00 AM
	https://ordercounter.zohodesk.com/portal/en/kb/articles/adding-creating-menu-buttons-items	11:01 AM
	it's called request quantity you can remove the checkbox on the item.	11:02 AM
Red Bercero	cool thanks!	11:06 AM
	the insert of credit card reader at Sakura is not working, Already run EMV param and wiped the insides. EMV Param is successful @support this is on terminal 2	11:51 AM
Ernie Perez	Ask them if they have a spare or another terminal they could swap readers with, it's weekend so replacement options would be something that can be discussed with them on Monday at earliest.	11:53 AM
Red Bercero	gotcha. Thanks ernie 🙏	11:53 AM
	@Support credit card tap earlier was not working for the big mansion earlier, I ran EMV Param and it's already fixed but touch screen feature now doesn;t work. Already restarted it to no avail. What do i need to do for this? Thank you.	12:36 PM
	Red Bercero has shared a file image.png - 239.71 KB	12:37 PM
Ernie Perez	There are calibration tests you can do with customer on the terminal. It depends on the terminal they have	

Ernie Perez	There are calibration tests you can do with customer on the terminal. It depends on the terminal they have and what program to run. Usually can find in the system tray of the terminal.	12:37 PM
	Did you restart the terminal or OC?	12:38 PM
Red Bercero	term	12:38 PM
	twice	12:38 PM
Ernie Perez	Check for the touch screen program on the system tray	12:39 PM
Red Bercero	Red Bercero has shared a file image.png - 275.37 KB	12:43 PM
Ernie Perez	Depending on model of terminal it's different so I can't say, but what terminal is this for mansion? I can remote in and check	12:44 PM
	oh nvm 9	12:44 PM
	Calibration is up on the screen now. It's an older one without a separate program and was running off windows.	12:48 PM
	If the calibration does not work, please restart terminal and try calibration again. If that still does not work we will need to discuss replacement and will need terminal details like model and serial number which they can take a photo of on the terminal sticker and send to you.	12:49 PM
Red Bercero	gotcha	12:51 PM
	Hey guys, Can someone help me install a replacement Pax A35? for B&J Seafood. @Support	Jun 09 2024, 10:34 AM
	this is for terminal 1, It's already plugged in.	10:34 AM
	Red Bercero has shared a file image.png - 371.7 KB	10:37 AM
Ernie Perez	This is a new PAX device that is replacing one of their old ones but it looks like it's setup through Tsys transIT and would require a password which I can't get off of their old PAX S300 settings	10:38 AM
Red Bercero	Understood, So what do I need to do?	10:39 AM
Ernie Perez	I saw caller was Kris Gomez, ask him to get with Resolute Payments about having a new VAR sheet for TSYS transIT	10:39 AM
Red Bercero	okay, once we got the new Var sheet for Tsys transit? Who do I escalate this ticket with?	10:41 AM
Ernie Perez	Jack	10:41 AM
Red Bercero	Red Bercero has shared a file image.png - 45.19 KB	11:14 AM
	New business, Chick delight	11:15 AM
Ernie Perez	I don't recognize the partner there. Can you tag Matthew in a reply and let them know that something like this goes through sales team first.	11:16 AM
Red Bercero	Merchant lynx set up?	11:17 AM
	Okay I will.	11:17 AM
Ernie Perez	Maybe they're looking for merchant lynx then	11:19 AM
Red Bercero	yeah they mentioned, Are we not the ones who set up the Install for merchant lynx?	11:22 AM
Ernie Perez	Not for a long while, which is why we should get Matt involved if they want to go through us.	11:25 AM
Red Bercero	Red Bercero has shared a file	

		12:28 PM
	image.png - 439.29 KB	
Ernie Perez	Yes, USB a to micro USB cable is what they need to buy.	01:53 PM
Red Bercero	**Red Bercero has shared a file**	
	image.png - 11.96 KB	03:16 PM
	I was able to fix the latencies earlier but every 10-15 mins there's a new problem that comess up	03:16 PM
	now the problem is they couldnt add tips anymore	03:17 PM
	Red Bercero has shared a file	
	image.png - 0.76 MB	03:17 PM
	cause it already shows completed.	03:17 PM
	this is at terminal 3	03:17 PM
Ernie Perez	that's not the tip screen though, try having them add one from tip screen.	03:18 PM
Red Bercero	yup we were there earlier	03:18 PM
	i run emv param downliad	03:18 PM
Ernie Perez	Check Tier 3 channel, I posted about this issue, it's not resolved until we can clear some more space or upgrade SQL which Scott would need to do.	03:20 PM
Red Bercero	So you spoke with them earlier?	03:20 PM
Ernie Perez	yes	03:20 PM
Red Bercero	what can we do atm for them?	03:22 PM
	cause they're very frustrated	03:25 PM
Ernie Perez	I've cleared some more space	03:29 PM
Red Bercero	gotcha can you please check this transaction ? 26852503 - 25623103	03:29 PM
	transaction id and credit ID	03:29 PM
	im with lisas at the moment.	03:30 PM
Ernie Perez	is that for lisas?	03:30 PM
	what is the issue with transaction?	03:30 PM
Red Bercero	nope	03:30 PM
	for raymonds montclair	03:30 PM
	that the transaction that they want to add tips	03:30 PM
	Red Bercero has shared a file	
	image.png - 444.28 KB	03:31 PM
Ernie Perez	Did they get a receipt for this?	03:38 PM
	Merchant copy of the receipt is what I'm looking for.	03:39 PM
Red Bercero	Tried calling them routed to VM	03:45 PM
Ernie Perez	got it, without that I'm unable to confirm what happened there so just let them know to send it in on the ticket too.	03:47 PM
Red Bercero	yes I left a voicemail.	03:48 PM

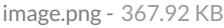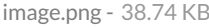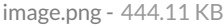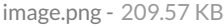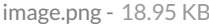| Ernie Perez	they emailed earlier today, send it to that email that you are needing the merchant copy of the receipt to that email for the ticket you have on this.	03:55 PM
Shaun Valcorza	Hi, team. Need assistance for BT South Miami. All of their terminals accept Amex cards except for Terminal 3. He could not confirm if this is a problem with how they swipe or terminal since he just got a message from the bartender last night that whenever they tap or swipe, it doesn't do anything, but on other cards, it is working properly. May I know where I can check if the Amex is activated? Or can the credit card processing company only do this?	Jun 10 2024, 12:39 PM
Jack Trinque	Are they trying to do it as a pre-auth or just paying for an order? i believe pre-auth is a bit different with Amex.	12:47 PM
Darren Sla	@Support hey guys, quick question what should I modify to get the price showing up on the order screen from the barcode that the scale printed?	03:01 PM
	Weight = price .	03:02 PM
	Bumping this^	04:00 PM
	Ignore it, Shaun is asking on tier 1 about it	04:01 PM
Red Bercero	Can we turm off the pre authorization for Feel Good Farms @Support	04:34 PM
Darren Sla	Check BOH pos settings pre-auth	04:37 PM
Dougie Stevens	@Red Bercero did you turn this off for them?	05:17 PM
Red Bercero	lemme check	05:24 PM
	Red Bercero has shared a file image.png - 15.35 KB	05:25 PM
	@Dougie Stevens	05:25 PM
	is this the one that needs to be turned on?	05:25 PM
Dougie Stevens	No, authorize bar tabs	05:26 PM
	turn it off	05:26 PM
Red Bercero	yup Turned it back off	05:28 PM
Dougie Stevens	Wait so they want it on now instead of off?	05:28 PM
Red Bercero	all good	05:29 PM
Shaun Valcorza	Hi, team. Need assistance for Fig and the Olive. Kitchen Printer stop printing after installing the VPN. IP address of the printer is: 169.254.138.218. The use of the VPN is for the RBO. @Support	Jun 11 2024, 09:29 AM
Dougie Stevens	Did you try changing the IP address of the printer?	09:36 AM
	Looks like it was temp issue and its pingin the ip fine	09:38 AM
	Send another test. I just pinged the original IP and refreshed ethernet config and it grabbed the correct IP	09:38 AM
Shaun Valcorza	Hi, team. I need assistance for Luna Cactus. Manuel called, stating that the last online payment for online ordering that he received was May 3rd, and all of the customers are paying at the business location. May I know if someone can check on it?	12:38 PM
Jack Trinque	Yea looks like they only have pay in store added. This is a pretty old account @Scott Dickens do you know if they should have payments setup? Doesnt look like they have any others added at all.	01:07 PM
Scott Dickens	looks like they had auth.net on their 1.0 account	01:10 PM
	i recall getting emails from their 1.0 account recently (like just a few months ago)	01:10 PM

I recall getting emails from their 1.0 account recently (like just a few months ago)   01:10 PM

so maybe they just recently transitioned   01:10 PM

mike will need to move the auth.net over to the 2.0   01:10 PM

Darren Sla

Darren Sla added Sigmund "Syd" Blanco, RJ Uy   Jun 12 2024, 06:25 AM

RJ Uy

Hi guys, is there a T2 support available right now? I have Ralph from NLRS on the phone. He preferred talking to Dougie since there was already an initial conversation with them. But he's flexible to whoever is available. Situation: He wanted to show the included auto tip amount on the check receipt Merchant Name: The Original Cue Shack SOS CODE: 830596540   04:23 PM

I tried helping him out but he insisted on asking for a T2 sup   04:24 PM

@Support   04:25 PM

Shaun Valcorza

Hi, team. I do have one of our partners, Ralph on the line again and he would like to talk to the tier 2 team. I tried to assist him but he insisted on talking to the tier 2 team because he was being pressured by the merchant to have a quick answer. May I know if someone is available? @Support   04:44 PM

Dougie Stevens

sure 505   04:44 PM

Shaun Valcorza

Transferred. Thank you, Dougie.   04:45 PM

RJ Uy

Hi team @Support , I have a call with Raven from Play House, she requested to remove the Tap Pay option permanently and just want the Card Swipe option - for all the terminals. May I know to whom can I assign the ticket?   06:42 PM

Shaun Valcorza

Hi. team. I do have one of our partners Igor on the line. He would like to add a Caller ID for Delivery and Take out for online ordering. May I know how can we do that or assign this ticket? The name of the business is The Pizza Man and they just went live today.   Jun 13 2024, 10:36 AM

@Support   10:36 AM

Jack Trinque

they should be plug and play. Theyll just need to get it connected to the same network and make sure its enabled under back office Settings > Takeout & Delivery   10:53 AM

   11:15 AM

Shaun Valcorza

Thank you, Jack. Already informed Igor about it. He will let us know if there are any issues with it.

Darren Sla

Darren Sla has shared a file

image.png - 12.43 KB   11:34 AM

Jack Trinque

means it cant reach server, might be a slow connection.   11:50 AM

Dougie Stevens

Will someone let me know what's going on with Smokin Moon. Al is saying our update caused issues because that's what he's being told. What issues are happening   11:53 AM

Darren Sla

All set on that   11:53 AM

I was able to work on it   11:53 AM

Dougie Stevens

What was it   11:53 AM

Darren Sla

Net epay was not running   11:53 AM

Cards are not going through   11:55 AM

Dougie Stevens

Still?   11:55 AM

Darren Sla

I was able to run a test with him and Eduardo   11:55 AM

all set   11:55 AM

	Just got a call again from him, saying it is happening again. I am callign the store directly	11:56 AM
Dougie Stevens	Please update this chat if you're still having errors	11:59 AM
Darren Sla	It was just a cashier trying to cash out on a terminal that was not hers	12:01 PM
Dougie Stevens	SMH my head	12:02 PM
Darren Sla	@Support how can I reset an SNBC printer?	01:33 PM
Dougie Stevens	Unsure, model?	01:33 PM
Darren Sla	BTP-R880 NPV	01:35 PM
Dougie Stevens	Interesting, who are you on with while I check?	01:35 PM
Sigmund "Syd" Bl...	Eric from EZINN	01:36 PM
Dougie Stevens	Unsure, we don't provide those. It looks like a thermal printer. They need to factory reset it?	01:37 PM
Darren Sla	The Ip is incorrect, they bought it	01:38 PM
Dougie Stevens	Not from us right?	01:38 PM
Darren Sla	They want it to be set up for kitchen	01:38 PM
	No	01:38 PM
Sigmund "Syd" Bl...	They purchased it to replace their old ones	01:38 PM
Dougie Stevens	I don't even know who EZINN is	01:38 PM
	Oh it's a gary acc	01:38 PM
	Sec let me check something	01:39 PM
	I'm not sure, is there a reset button on it?	01:44 PM
Darren Sla	I was looking at it on web	01:47 PM
	I dont see any	01:47 PM
Dougie Stevens	Do they have the SNBC bynetconfig	01:48 PM
Darren Sla	I was not able to see that on server	01:49 PM
Dougie Stevens	SHould be able to change it now	01:51 PM
Darren Sla	Whats the app that we use to program SNBC again?	02:16 PM
Dougie Stevens	it's on the order counter downloads page	02:17 PM
Ernie Perez	SNBC OPOS	02:17 PM
	Ernie Perez has shared a file 2_BYNetWinConfig.zip - 1.84 MB	02:17 PM
	Ernie Perez has shared a file 1_SNBCOPOS_Win SV4.16-00.zip - 8.96 MB	02:18 PM
	for drivers and bynetconfig for finding the printer on network.	02:18 PM
Dougie Stevens	ordercounter.com/downlaods at the top	02:18 PM
Darren Sla	Darren Sla has shared a file image.png - 80.46 KB	02:31 PM

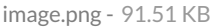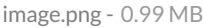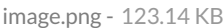| You	cant be reached at all	02:33 PM
	is the printer on	02:33 PM
Darren Sla	I can ping it	02:34 PM
	Darren Sla has shared a file image.png - 242.19 KB	02:40 PM
	But it is failing	02:40 PM
	Darren Sla has shared a file image.png - 94.27 KB	02:41 PM
	What am I missing on this?	02:43 PM
	Anyone?	02:43 PM
Dougie Stevens	You test from byopos m9	02:52 PM
	Ensure you have the other version	02:52 PM
	Dougie Stevens has shared a file image.png - 5.26 KB	02:52 PM
Ernie Perez	@Darren Sla We want this R880 as .20?	02:54 PM
Darren Sla	That .20 is from the old one	02:54 PM
	No	02:54 PM
	That's the ip of the old printer	02:54 PM
Ernie Perez	what IP do you want for this new one?	02:54 PM
Darren Sla	I jsut updated that from 0.251	02:54 PM
Ernie Perez	it didn't take	02:55 PM
	.21 is free	02:55 PM
Darren Sla	interesting	02:55 PM
	Can you try that	02:55 PM
Ernie Perez	see that message	02:55 PM
	did you restart last time?	02:55 PM
Darren Sla	yeah, I went through that	02:55 PM
	yes	02:55 PM
Ernie Perez	ok it's restarting printer	02:55 PM
	now it updated to .21	02:55 PM
Darren Sla	did that restart too	02:55 PM
Ernie Perez	what happened for it to reset to .251?	02:56 PM
	I can ping printer too	02:56 PM
Darren Sla	yep	02:56 PM
	I was able to do that on the 0.251 as well	02:56 PM

	Jesus	02:57 PM
Ernie Perez	works now	02:57 PM
	what's the old .20 note for?	02:57 PM
Darren Sla	That was the old printer	02:57 PM
Ernie Perez	let's get rid of that unless I'm understanding this new printer is the replacement?	02:58 PM
Darren Sla	I agree	02:58 PM
	Yes	02:58 PM
	A new printer	02:58 PM
Ernie Perez	I added it now	03:02 PM
Darren Sla	Thank you!	03:02 PM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 24.92 KB	03:09 PM
Ernie Perez	They need Google Mapping license added for the customer on Partner Portal. Then enable Google Maps Integration on back office under settings>takeout and delivery	03:11 PM
Shaun Valcorza	Thank you, Ernie.	03:12 PM
Red Bercero	Red Bercero has shared a file image.png - 126.42 KB	Jun 14 2024, 09:36 AM
	this is the replacement ones.	09:39 AM
You	to fix that error, have them unplug and plug the card reader ender	09:41 AM
	that error basically means that card reader isnt plugged in	09:41 AM
	if it doesnt work after unplugging and plugging it back end, try a different port	09:41 AM
Red Bercero	card reader ender on the tablet?	09:41 AM
You	o a tablet	09:41 AM
	make sure bluetooth is enabled	09:41 AM
	try to doa credit trans and see if it prompts to allow the vp3300	09:42 AM
Red Bercero	gotcha what else? should be good to go once the bluetooth is good to go?	09:42 AM
You	i believe so, now that i think about it, i cant recall using emv param download for a tablet, it's usually done in oc android processor	09:42 AM
	@Ernie Perez can u confirm	09:42 AM
Ernie Perez	you don't need to download parameters on the tablet once you have it working on the oc android processor	09:50 AM
Red Bercero	gotcha.	09:51 AM
	How could i make the oc android processor working on the tablet just to confirm so I can help them out quickly.	09:58 AM
	Red Bercero has shared a file image.png - 54.0 KB	10:12 AM
Jack Tringue	reader wont connect in there. It connects with cable.	10:13 AM

	reader wont connect in the o.r. it connects with cable.	
Red Bercero	which cable do they need to use on this?	10:14 AM
Jack Trinque	its connected inside the case. Are you on the phone with them right now?	10:15 AM
Red Bercero	yes	10:15 AM
	otp with them.	10:15 AM
Jack Trinque	ok send to 501	10:15 AM
	what is the tablets sos?	10:15 AM
Red Bercero	Red Bercero has shared a file image.png - 5.48 KB	10:16 AM
	Can connect thru splashtop.	10:16 AM
	Red Bercero has shared a file image.png - 17.69 KB	11:16 AM
Ernie Perez	Let them know that we do have different tablets with payment options but that you can assist with the current tablets have them connect those to the chargers to make sure it has battery first and connect them to the wifi.	11:23 AM
	I'm updating thinstuff on it.	11:27 AM
Red Bercero	Thanks for the help 🙏	11:27 AM
Ernie Perez	It will need a reboot on the computer which they can't do while they're open since it would take them completely down while it reboots and downloads and installs whatever windows updates it has as well.	11:28 AM
Red Bercero	I'll let them know about this.	11:30 AM
	Red Bercero has shared a file image.png - 123.73 KB	11:59 AM
Jack Trinque	That printed, just means it was sent not that it fully printed. Check under Kitchen tickets, does it show printed there?	12:34 PM
Red Bercero	Red Bercero has shared a file image.png - 272.36 KB	12:37 PM
Jack Trinque	are one of those the one that you sent?	12:37 PM
Red Bercero	I sent two test orders earlier, None of it is there. I was confused because it shows earlier that it was printed and there's a time stamp on it but it couldn't be found on the kitchen tickets. What command do i need to run on SQL?	12:39 PM
Jack Trinque	you wont need to run anything in SQL, that screen will pull every kitchen ticket that is added to sql. are printers added under the correct station under printer settings?	12:40 PM
Red Bercero	Red Bercero has shared a file image.png - 135.56 KB	12:42 PM
Jack Trinque	If they are using station 5, then yes it should be added there as well	12:42 PM
	what printer station are the items set to print to?	12:44 PM
Red Bercero	OTP with him. should be on terminal 5 as he said.	12:46 PM
Jack Trinque	Not the terminal but the station the items are set to print to. if you go to an item what is the printer set to?	12:46 PM
Red Bercero	He has no Idea, Where can we find that? Should I go to an actual item?	12:51 PM

Jack Trinque	yea, under menu management	12:51 PM
Red Bercero	Red Bercero has shared a file image.png - 367.92 KB	12:52 PM
Jack Trinque	Click the drop down next to printer one and you can see which station it is.	12:52 PM
	top is station 1, then it goes down	12:52 PM
Red Bercero	not used is what it says	12:54 PM
Jack Trinque	It was set to kitchen, which number in the list in kitchen?	12:54 PM
Red Bercero	1	12:55 PM
	but the main concern it's printing on all of the terminals except for term 5.	12:55 PM
Jack Trinque	Perfect, then it is set to print to station 1, so you only need kitchen set under station 1 on printer settings.	12:55 PM
	Kitchen is set under station 1 on printer settings, right?	12:56 PM
Red Bercero	gotcha just reconnect to DB	12:59 PM
Jack Trinque	should be good now. It didnt have the correct server set under db connection	12:59 PM
Red Bercero	if that happens again.	12:59 PM
	Red Bercero has shared a file image.png - 38.74 KB	03:53 PM
	Red Bercero has shared a file image.png - 444.11 KB	05:42 PM
	@Support	05:43 PM
	they're on a dinner rush guys.	05:44 PM
Jack Trinque	There should be a button that says manual entry when they go to enter the gift card number. If they are on a version before that shows then they need to disable the Datacap Stripe Passthrough	05:46 PM
Red Bercero	I believe they're on a version before that.	05:54 PM
	Red Bercero has shared a file image.png - 209.57 KB	05:54 PM
Jack Trinque	no gift stripe, should be at the end of the list youll need to press the side arrow a few times	06:00 PM
Red Bercero	this has already been taken cared thanks @Jack Trinque	Jun 15 2024, 10:18 AM
	Red Bercero has shared a file image.png - 18.95 KB	12:32 PM
Dougie Stevens	I think the only way to make an item accessible to only managers would be to set it to unavailable so that it requires a manager code to use	12:38 PM
Red Bercero	gotcha.	12:38 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 26.37 KB	12:38 PM
	Dougie Stevens has shared a file image.png - 25.54 KB	12:38 PM
Red Bercero	perfect, So we don't have that finger print option that he's referring to yet?	12:39 PM

Dougie Stevens	We do, the finger print readers sound like they're already setup as manager access so they woudl just need to mark the items as unavailable	12:40 PM
Red Bercero	cool, Tysm.	12:40 PM
	Red Bercero has shared a file image.png - 0.84 MB	12:53 PM
Dougie Stevens	What all is plugged into it at the top where the cables are?	12:58 PM
	Other than LAN	12:58 PM
	It looks like it may not be seeing a device properly from the motherboard	01:00 PM
	It looks like it sees the HD, RAM, CPU, touch, and the card swiped (if counted as a keyboard)	01:02 PM
Red Bercero	understood.	01:04 PM
Dougie Stevens	Maybe have them unplug the other USBs and try to reboot	01:04 PM
Red Bercero	'll let you know what's the result after I do that.	01:05 PM
Dougie Stevens	Any word?	01:27 PM
Red Bercero	otp with him.	01:34 PM
Dougie Stevens	Sounds good	01:44 PM
Red Bercero	they said that they can no longer plugged back the POS thru the power outlet. It's too tight as he described. What's the next thing that we can do?	01:46 PM
	they were able to unplug it from the power outlet but they can no longer plug it back in	01:47 PM
Dougie Stevens	Why did they unplug the power? It was just supposed to be the USBs	01:47 PM
	They don't really have any other options if the power cable is unplugged. They have to plug it back in	01:48 PM
Red Bercero	gotcha, I'll let AL know that they're having problems on plugging it back so he's aware.	01:49 PM
	just got off the phone with AL he said that he'll help them @Dougie Stevens	02:08 PM
Dougie Stevens	Al was able to get it back online. It must have been an issue with a USB because once he plugged everything back in it turned back on	02:46 PM
	running a couple of checks on it	02:46 PM
Red Bercero	yup, He called back. He said that there was a system update once he plugged it in.	02:47 PM
	he was at 0% earlier	02:47 PM
Dougie Stevens	Nah it wasn't an update, it blue screened	02:47 PM
	He facetimed me	02:47 PM
Red Bercero	oh okay.	02:47 PM
Dougie Stevens	Go enjoy lunch m9	02:48 PM
Red Bercero	by the way Justin wants to set up his cash register. He just got the Cash register today and was hoping that we can install it today before their soft opening on Monday.	02:49 PM
	It's a new cash register. Deployment? or me?	02:50 PM
Dougie Stevens	It would be deployment since it's a new site. Ernie is working on this one but I should be able to help him out	02:53 PM

	I'm letting him know I will hop on a call with him in about an hour (once you get back from lunch)	02:54 PM
Red Bercero	yup, I can let him know. that you'll be calling in about an hour. I'm just here inside the office since it's raining hard outside.	02:55 PM
Dougie Stevens	I emailed him	02:55 PM
Red Bercero	cool thank you so much.	02:57 PM
	Red Bercero has shared a file image.png - 91.51 KB	Jun 16 2024, 11:35 AM
	phishing email i guess but I'm not sure	11:43 AM
Dougie Stevens	Looks like it to me. Two different email domains and one doesn't even work	11:43 AM
	Dougie Stevens has shared a file 16-06-2024 11_44_19_47.png - 37.35 KB	11:44 AM
Red Bercero	yup should we close this?	11:44 AM
Dougie Stevens	Also nobody purchases from us directly	11:44 AM
	Yes	11:44 AM
Red Bercero	that's what i thought. It's not ebay or amazon haha	11:44 AM
Dougie Stevens	Lmao	11:45 AM
Red Bercero	**Red Bercero has shared a file** image.png - 0.99 MB	11:57 AM
	@Support	11:57 AM
Dougie Stevens	Send pick of details	11:58 AM
	It was the user.config file. Do you know where that is?	12:04 PM
Red Bercero	where is this located so i can check next time. TY	12:16 PM
Dougie Stevens	Sec	12:23 PM
	C:\Users\OCPOS\AppData\Local\OCPOSSuite\OCPOS_- _Point_of_Sale_Sui_Url_pvvvib4uqwccvdzo03t5arvovzmeuseo\1.0.0.0 move the one that doesn't have numbers on it to the desktop and then sort by date and remove the .## at the end of the config file and click yes on the warning that pops up	12:26 PM
	Only rename the most recent one. You'll do this when OrderCounter wont open and usually when you see an error like that and OrderCounter also won't open	12:26 PM
Red Bercero	gotcha, saved it on the notes	12:27 PM
	Red Bercero has shared a file image.png - 123.14 KB	12:49 PM
	https://desk.zoho.com/agent/ordercounter/ordercounter/tickets/details/706903000069814103	12:40 PM
	@Support	12:40 PM
	Can anyone check this for them?	12:48 PM
Dougie Stevens	For sure. What did you check?	12:51 PM
Red Bercero	I just confirmed the steps that he provided but on my end i was not able to make it work.	12:56 PM

	Hey guys, Quick question what program do i run again when checking CRP's terminal I forgot T.T @Support	05:40 PM
Dougie Stevens	Vnc	05:44 PM
Red Bercero	it;s under program files right?	05:46 PM
	found it	05:46 PM
	what's the password again @Dougie Stevens	05:48 PM
	Red Bercero has shared a file image.png - 179.72 KB	05:48 PM
Dougie Stevens	I'm not sure	05:50 PM
	Try Crpndan42	05:51 PM
Red Bercero	it's working	05:52 PM
Shaun Valcorza	**Shaun Valcorza has shared a file** image.png - 0.6 MB	Jun 17 2024, 12:46 PM
	Shaun Valcorza has shared a file image.png - 289.79 KB	12:46 PM
Jack Trinque	Yea its set to wrong reader , if they have an 8300.	12:51 PM
	Secure device should be: EMV_VP8300_DATACAP	12:51 PM
	Manual Entry Secure should be: IDTVP8300_DATACAP_E2E	12:51 PM
Dougie Stevens	Are you sure it's an 8300 m8? They use lane 3000s from Merchant Lynx	12:52 PM
	We didn't provide the readers on this so they shouldn't have gotten any from us	12:52 PM
Jack Trinque	yea make sure that is actually the reader they have. Should show under control panel	12:54 PM
Shaun Valcorza	**Shaun Valcorza has shared a file** image.png - 257.29 KB	12:56 PM
	Shaun Valcorza has shared a file image.png - 51.14 KB	12:56 PM
Jack Trinque	unplug and replug	12:56 PM
	put it in different port if available	12:57 PM
Dougie Stevens	Interesting. I wonder if those work with datacap direct	12:57 PM
	You'll prob have to use a different secure device	12:57 PM
	Well I actually have no clue for sure. Try the normal way and see if it give an error	12:58 PM
	Looks like it came from us, hopefully it works	01:00 PM
Shaun Valcorza	I wasn't able to reach her. Will perform another follow-up soon	01:03 PM
Sigmund "Syd" Bl...	Name: Vinh Business: Pho Real Email: phoreal32514@gmail.com Issue: Fees for the online orders	01:10 PM
Dougie Stevens	Did it take with the parameter download after changing the secure device @Shaun Valcorza	01:06 PM

Red Bercero	Red Bercero has shared a file	01:14 PM
	image.png - 378.66 KB	
Jack Trinque	@Shaun Valcorza try to call her back again please.	01:17 PM
	@Red Bercero what is not working about it	01:18 PM
	@Darren Sla looks like shaun went to lunch can you call them back please.	01:30 PM
Darren Sla	Sorry i was talking to them about something i will have them back	01:32 PM
Red Bercero	@Jack Trinque the rear facing is not working afte he swapped the hard drives	01:36 PM
Ernie Perez	does it not display the image of the rear display on the second monitor? does it not respond to finger touch? does the software not load on the second display?	01:37 PM
Shaun Valcorza	Called her again but only reached the voicemail. Will perform another call in a bit.	01:39 PM
Jack Trinque	@Red Bercero what is not working about it?	01:46 PM
Red Bercero	It doesnt respond to finger touch	01:51 PM
Jack Trinque	run the touch screen configuration tool	01:51 PM
Red Bercero	Understood.	01:52 PM
Shaun Valcorza	Hi, team. I do have Lynd from Willie's Chicken Shack. They would like to set up the POS terminal. They have had the devices for almost 2 weeks now. May I know if someone has a scheduled installation for this business?	02:47 PM
	@Support	02:47 PM
	Hi, team. Bumping this.	03:03 PM
Red Bercero	Red Bercero has shared a file	07:30 PM
	image.png - 223.39 KB	
	@Support	07:30 PM
Dougie Stevens	They probably need API information input	07:38 PM
Red Bercero	how can we install that for them?	07:38 PM
Dougie Stevens	I'm getting it*	07:40 PM
	Go to the support tab > api Past these values in the fields	07:39 PM
	Legacy Location ID: 2423 Legacy API ID: 03074eeb66379b91 Legacy API Key: 153eb1f52eb841dbca90f244d59babfc	07:39 PM
Red Bercero	on it	07:39 PM
Ernie Perez	enabled the reportAPI on this just now	07:41 PM
	Ernie Perez has shared a file	07:42 PM
	image.png - 18.49 KB	
Dougie Stevens	Didn't know that part	07:43 PM
Red Bercero	I'm checking both the greenpoint & malcolm	07:44 PM
	if it's all set as well for the API	07:45 PM
Ernie Perez	or maybe remembering wrong since there is a reportgopher too lol	07:45 PM

Red Bercero	cause he needs 3 locs	07:45 PM
Ernie Perez	added it on all three	07:46 PM
	do you need the api information on the other two locations red?	07:46 PM
Dougie Stevens	Malcom should already have because it's newer	07:46 PM
Red Bercero	I'm checking the greenpoint if it has the same error message earlier	07:47 PM
Ernie Perez	hmm maybe it is reportgopher and I enabled a different thing. they all had reportgopher already but none had reportapi. either way they all have that enabled now	07:48 PM
	im wrong @Dougie Stevens it's reportgopher that enables inbox reports.	07:49 PM
Red Bercero	Red Bercero has shared a file image.png - 212.56 KB	07:50 PM
	oh yeah thanks for the assist @Ernie Perez @Dougie Stevens @Shaun Valcorza ⬚	07:51 PM
Darren Sla	Darren Sla has shared a file image.png - 0.99 MB	Jun 18 2024, 10:09 AM
Jack Trinque	run it again.	10:13 AM
	it did download properly though	10:13 AM
Darren Sla	All good	10:13 AM
	Bad USB port	10:13 AM
RJ Uy	Hi Team @Support anyone who can help? I have a sitiuation from Turnkey Processing. Chris called in saying he is having latency or impactful delays everytime he puts or adds item on his demo. SOS Code: 189681106	03:33 PM
Jack Trinque	anything showing up in logs?	03:35 PM
RJ Uy	RJ Uy has shared a file image.png - 54.69 KB	03:42 PM
Jack Trinque	delete all of the logs, then try to add an item and see if anything comes up	03:43 PM
Darren Sla	RabbitMq not running	03:59 PM
	Trying to install it now	03:59 PM
	All set with Turnkey	04:04 PM
Sigmund "Syd" Bl...	Sigmund "Syd" Blanco has shared a file image.png - 48.58 KB	04:06 PM
	blurry on the side	04:07 PM
	Sigmund "Syd" Blanco has shared a file image.png - 0.84 MB	04:07 PM
Darren Sla	Seems like mechanical error	04:07 PM
Jack Trinque	yea that will be something with printer itself. Have them open the top and make sure nothing is stuck in the roller and printer. They can also try to clean it with a rag to ensure nothing is wrong there.	04:37 PM
Darren Sla	Darren Sla has shared a file image.png - 64.51 KB	05:14 PM
Dougie Stevens	What happens when you click make port?	05:15 PM

Darren Sla	It will allow me to modify/add but after that it wont proceed	05:16 PM
Dougie Stevens	I thought that meant that the IP was already claimed or in use	05:16 PM
	Where?	05:17 PM
Darren Sla	I actually modified the ip on netconfig into that, it was on 118 originally but it did the same thing	05:18 PM
	This for Dar525	05:19 PM

Darren Sla has shared a file
image.png - 143.71 KB

Jun 19 2024, 06:58 AM

@Support anyone can point me to the right direction? — 06:58 AM

@Dougie Stevens I see you're on it, is it because of that OPOS setup app? — 07:14 AM

Dougie Stevens	I think it's fine, the blue circle makes me wonder if it's the printer itself. Did you have them factory reset?	07:15 AM
	Last time I saw that on netconfig was Al's pizza and we had to factory reset for it to turn green	07:15 AM
Darren Sla	At first we did that, to get IP	07:15 AM
Dougie Stevens	There may be something in the device itself hard set	07:16 AM
Darren Sla	But still the same, originally, it was on 118	07:16 AM
	But it was still blue that time tho.	07:16 AM
Dougie Stevens	Have them try factory reset on it	07:16 AM
Darren Sla	Reset hole?	07:17 AM
Dougie Stevens	Dougie Stevens has shared a file	07:17 AM

image.png - 34.94 KB

Yes, they'll power off, hold the reset button, and power on and hold the reset button until it start spitting out paper — 07:17 AM

It does look like a diff version of OPOS though — 07:19 AM

Oh, it's 3.00, that should work fine — 07:19 AM

Sigmund "Syd" Bl...	Name: Chris Phone: 2034438135 Business: Denmo's Famous Email: chris.p@processwithturnkey.com Issue: have a demo account and wants to change the receipt template. Informed him it can only be saved thru partner portal. Chris asking for the deployment team for assistance.	09:23 AM
Jack Trinque	Yea ask him what he wants the information set to and then we can add it in the partner portal	09:28 AM
Sigmund "Syd" Bl...	Sigmund "Syd" Blanco has shared a file	09:45 AM

image.png - 37.61 KB

Jack Trinque	ok should be saved for their demo account. They will need to restart the software on the server and any other terminals to get it to take affect.	09:47 AM
Sigmund "Syd" Bl...	Thanks Jack!	09:48 AM
Darren Sla	@Dougie Stevens device factory reset, gave original IP 192.168.1.118 I set that to static to make sure. Still the same situation, it wont allow me to test the printer on OPOS	09:57 AM
	Anyone can help me figuring this out? for Dar 525?	10:01 AM
	They're already open they need the kitchen printer working	10:01 AM

@Jack Trinque @Scott Dickens — 10:04 AM

@Jack Trinque @Scott Dickens | 10:04 AM

Help please. they dont have a working kitchen printer at the moment. | 10:15 AM

Dougie Stevens | I'm not sure on this one @Jack Trinque do you have time to check? | 10:17 AM

Darren Sla | https://media.tenor.com/_b5Z8_r8d34AAAAC/don%E2%80%99t-make-me-beg.gif | 10:31 AM

@Jack Trinque what did you do? | 10:33 AM

Jack Trinque | changed ip of printer and added it that way. | 10:34 AM

Darren Sla | I did the same thing 5 times | 10:34 AM

What did I miss T_T | 10:35 AM

I did notice that you went for TMport4 | 10:36 AM

@Support what are those things that we need to configure aside from assigning the printer on kitchen making sure that test on opos and wndprtsl is good. However, it wont show anything on kitchen tickets upon sending one . | 10:52 AM

Jack Trinque | youll want to make sure the printer is added under printer settings, and that the item is set to print to that station. | 10:53 AM

Darren Sla | I did | 10:53 AM

Darren Sla has shared a file

image.png - 78.11 KB | 11:02 AM

Darren Sla has shared a file

image.png - 199.87 KB | 11:02 AM

I deleted the printer and re-added it back, | 11:03 AM

Made sure that both wntrpl and opos is working. | 11:03 AM

Still the same | 11:03 AM

Receipt will be acting as the kitchen printer as of the moment | 11:08 AM

this is for Turnkey demo | 11:08 AM

I think they will have a demo for a merchant | 11:08 AM

They're wanting to speak to Deployment directly as per them it is an important Client. | 11:11 AM

Anyone can take care of this?? | 11:11 AM

@Support | 11:11 AM

Jack Trinque | im in another meeting im pulling it up to take a look now | 11:11 AM

Dougie Stevens | Also in a meeting still | 11:11 AM

Darren Sla | 969782496 | 11:11 AM

Sos | 11:11 AM

Jack Trinque | this isnt dar 525? | 11:12 AM

Darren Sla | No | 11:12 AM

Dar525 is all set | 11:12 AM

This is for Turnkey | 11:12 AM

	I think they're setting up a demo	11:12 AM
Jack Trinque	can you disconnect	11:16 AM
Darren Sla	Disconnected	11:16 AM
Jack Trinque	should be good now, they had the backup database set to the same as their server. So it was in backup mode	11:31 AM
Darren Sla	Oh	11:31 AM
	Thanks	11:31 AM
	I would not figure that out. Thanks @Jack Trinque	11:32 AM
RJ Uy	It's working now, thanks Jack!	11:37 AM
Shaun Valcorza	Shaun Valcorza has shared a file image.png - 29.67 KB	12:42 PM
Jack Trinque	They dont have any credit processors setup. That is one of royces sites I believe. They should try to reach out to him to get that setup started.	12:48 PM
Shaun Valcorza	Got it, Jack. Will inform her, thank you.	12:49 PM
RJ Uy	Hey team @Support can anyone help me on this? Caller: Raven from Playhouse Concern: Would like to increase the preauth from $100 , to $200	12:59 PM
Scott Dickens	settings -> POS on the back office	01:01 PM
	very bottom under Advanced Incremental Auth, change incremental auth amount to 200	01:01 PM
RJ Uy	Thanks Scott!	01:05 PM
	RJ Uy has shared a file image.png - 61.02 KB	01:12 PM
	@Scott Dickens	01:12 PM
	They're done restarting the POS	01:13 PM
	All good now	01:16 PM