

Bailys Troubleshooting

- **There was a power outage, MICROS is not able to make transactions.**
 1. Ensure that the PfSense router is online, this is the silver computer in the closet, it should have a green light. If the PfSense router is down, there will be no internet connection to the OTD, Bailys Guest, Bailys AP, Bailys Gold, and OTD-EXT will not show up as an available WiFi Connection.
 2. Ensure that the MICROS server is online.
 3. Log into BACKOFFICE VPN, and run the pingServers.bat tool, if one device shows up as 100% loss, there may be a networking issue.
 4. Disconnect from the BACKOFFICE VPN, and try to ping the FiOS router at: 192.168.2.1, ensure that the FiOS router is online.
 5. Log into the FiOS router, and ensure that there is connectivity, ensure that the FiOS router is providing internet access. Check for alerts.
 6. Check the DMZ, ensure that the IP matches the PfSense router. Ensure that the router settings still persist.
 7. Begin re-flashing all devices with config backups.
 8. If issue persists begin contacting Micros, and other professionals who may be able to help.
- **After logging into ZoneMinder, I see that all of the IP addresses for each camera shows up as red.**
 1. Recording on these cameras has unexpectedly halted. Ensure that the NAS is online and properly connected. Try to ping the NAS at 192.168.2.8.
 2. If you can properly ping the NAS, first try restarting the ZoneMinder service on the Camera Server with *sudo service zoneminder restart*
 3. If this does not resolve the issue, the Camera Server may need a full system reboot, as there must have been a connection failure earlier. Reboot command: *sudo shutdown -r now*
- **In Montage View, one of the cameras is showing up black.**
 1. The camera may be dead. Ensure that the camera is properly connected to it's respective RJ-45 jack. Try installing a new camera in it's place, if the new camera works, then the old camera should be sent back to Amcrest for a \$15 RMA.
- **In Montage View, multiple cameras are showing up black.**
 1. One of the Ubiquiti ToughSwitches may have a connection failure, or one of them may have completely failed. Connect WiFi to OTD-EXT, and attempt to ping all IP addresses between 192.168.100.200 to 192.168.100.206. If one of the devices between that range fails to reply, this confirms one of the switches needs to be examined more closely. Please ask Alex where each switch is located, and ensure that a data/sync light is blinking on every port which has a device attached to it.
- **I connected to the VPN, but I am still unable to use the Micros Applications.**
 1. The MICROS server may be down, verify that it is up.
 2. The VPN may not be connecting properly, keep an eye on the VPN Icon in the system tray, if it blinks from green to yellow, then ensure someone else is not connected to the VPN on

another account within the same machine. Ask a System Administrator to check and ensure that your account is the only one active at the moment.

- **I cannot connect to the VPN at all.**
 1. Make sure that the PfSense router is turned on, look for a green light.
 2. If the PfSense server is turned on, make sure that the client is plugged into the internet, or if it's a laptop, ensure that it is connected to either OTD, or OTD-EXT.
 3. Make sure that the computer is not both plugged in to the wall for internet, AND it's WiFi is connected to one of the connections listed above, this can also cause similar issues, only use one connection at a time!
- **I am not able to print.**
 1. Make sure that the printer is turned on.
 2. **Make sure that the VPN is turned OFF!**
 3. Make sure that you are attempting to print to the correct printer.
 4. If 1, 2, & 3 do not resolve the issue, add a new printer utilizing "Printers & Scanners," in Windows. Click on "Add a new printer." If it is unable to locate the printer, have it find the printer by IP address: 192.168.2.5 (Brother) or 192.168.2.11 (OKI).
- **What are the symptoms if FreeNAS goes down?**
 1. Network drive mappings on each desktop will be inaccessible.
 2. ZoneMinder will not be able to create recordings.
- **What are the symptoms if PfSense goes down?**
 1. Micros server will not be able to send out credit card batch.
 2. No internet access on OTD, Bailys Guest, and Bailys Gold.
 3. OTD-EXT won't show up as a WiFi connection.
 4. Camera Server will not be able to make recordings.
 5. FreeNAS will become inaccessible.
- **What are the symptoms if the Camera Server goes down?**
 1. Ping zoneminder.home will fail.
 2. 192.168.100.57/zm will not resolve.
- **What are the symptoms if one of the TOUGH Switches goes down?**
 1. Between two to six cameras will be down.
 2. Inspection of the switch will most likely show something unusual with the status lights.
 3. One of the switches will not ping back properly.
 4. Settings will be incorrect in the switch configuration, if the hardware has not failed, and a system restart did not resolve the issue.
- **What are the symptoms if one of the cameras go down?**
 1. In Montage View in ZoneMinder, one of the video feeds will show up as solid black, or solid blue.
 2. Connection status light on the switch will power completely off for a few seconds and resume activity randomly. Or, the status light may remain powered off.

Emergency Bypassing PfSense

In the event that PfSense goes down, and it is a catastrophic hardware failure, Micros will still need to send out it's credit card batch. In order to still allow this to happen, remove the .3 network patch cable from the PfSense server, and connect it to the FiOS router. The .3 network patch cable can be identified as the cable connecting directly between the Micros server, and the PfSense router. After this is done, go into the Micros server, locate the network adapter configured for 192.168.3.9, and reconfigure the IP to 192.168.2.9. The .100 network will continue to work without PfSense, and the credit card batch should continue to run directly through the FiOS router. Other devices such as the cameras, and WiFi will fail to work, but all Micros operations should continue as normal.

If Micros continues to fail to submit it's credit card batch, there may be an issue with the FiOS router, Frontier ISP, or the server it's self. It is probably best to first determine if the server has internet access at all, if it does, then Contact Micros, if there is no internet access, contact Frontier, as there may be an issue with the network connection, rather than Micros, or the PfSense server. If the Issue has been found to be caused by the ISP, return all settings back to it's original setup, and see if the credit card batch operates properly through the PfSense router.

There is also an ID and contact number on the PfSense router it's self in the closet. This number and ID will allow anyone to gain professional assistance from Netgate in order to bring the system back online.