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.

- **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. If you can properly ping the NAS, first try restarting ZoneMinder on the Camera Server with the command found in the Camera Server documentation. You can find this documentation by going on 192.168.100.57 in your web browser. 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. Review the Camera Server documentation for restart instructions.

- **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).