

Grocery Manager & WinPOSt Maintenance

Task And Troubleshooting Reference Guide

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1. Cleaning WinPOSt Touch Screens

There are two steps to cleaning your touch screens.

1. Use a dry soft cloth to clean the main screen section, ensuring that when you clean, you do not push too hard as this may damage the screen.

Clean thoroughly. If you are unable to remove everything on the screen surface you may use a very lightly dampened cloth.

If you wish to use any cleaning solution, **do not apply directly onto the touch screen**, failure to follow this instruction can cause damage to your screen.

Wipe off any excess after cleaning.

2. Make sure there is no dirt or grime around the edges of the screen.

If you have an IBM SurePOS register:

The infrared grid, crucial to the operation of your touch screen, is located in the dark gloss inner edge of your screen. Any buildup of dirt on this section can cause problems with touch screen functionality.

If you are running a TEC Navikey or NCR Dynakey register:

The best way to clean the edges of these touch screens is to use one of your operator or supervisor cards (or something similar). Gently scrape away any buildup close to the edges.

Once this has been completed, wipe gently again with a soft cloth to finish off.

2. Restarting Your Registers

Shutting down and restarting your registers regularly can help stop any register issues you may have before they occur.

As your registers run on a Windows background this can help keep performance at the level you expect.

Correct procedure for shutting down a register is as follows:

1. **Log the Register Off.**
2. Press the **Shutdown Button** on the **Logon Screen.**
3. Scan your supervisor card if prompted.
4. Wait until the register screen goes black. This means the power is now off.
5. Wait at least 15 seconds.
6. Turn on again by pressing the power button on the register engine (on the front of the box under the counter).

(In the case of the **IBM SurePOS 500** series registers – the white button on the right hand side under the flip open panel).

3. EFT Pinpad Cleaning

Due to the increasing volume of sales that are now electronic, your **EFTPOS Pinpads** will **require regular cleaning**.

Correct procedure for EFT Cleaning is:

Clean the exterior of the **Pinpad** with a soft dry cloth.

If any cleaning solutions are required, ensure they are sprayed lightly onto a cloth and not directly onto the unit.

Pinpad cleaning kits are available through **Worldsmart Retail** with special swipe card cleaners and cleaning solution.

If you would like to order these please contact **Worldsmart Retail** on **(07) 3340 2500** and ask about consumable orders.

Instructions for using a cleaning kit from Worldsmart Retail:

1. Open the sachet containing the card (this is prepared with the cleaning solution already on the card).
2. Insert and remove the card several times from the **Pinpad** to remove any buildup on the **Card Reader**.

The cleaner may be used on two **Pinpads**, (once in each direction).

Once the cleaner is visibly dirty, do not use the cleaner again as it may affect other **Pinpads**.

4. Scanner/Scale Cleaning & Maintenance

Maintaining your scanners and scales is an important part of trading legally in your store.

Scanner/Scales should be kept clean, level and well calibrated.

Should you suspect that one or more of your scanner/scales are out of calibration, contact your scale providers to organise calibration of your units.

To ensure they remain in good working order you should have them checked regularly.

When cleaning, ensure that they are sitting level and the weigh plate is not interfered with by any foreign objects.

1. Remove the scale weigh plate.
2. Clean thoroughly under the weigh plate, removing any foreign materials. Occasionally gently vacuum to remove any buildup of dust.
3. Clean both the underside and the topside of the glass window on the weigh plate with a dry cloth.

If a cleaning solution is required, ensure that you spray onto a cloth and not directly onto the scanner scale unit.

4. Clean the vertical glass window of the scanner in the same manner.
5. Replace the weigh plate ensuring it is sitting evenly.
6. Press the button on the scale to Zero and make sure the scale display returns to 0.000.

5. General Hardware Cleaning

Keeping your computer and registers clean and tidy can help prolong their lifetime and is important in keeping them running efficiently.

1. Dust lightly around all computer components to remove any buildup.
2. On the register engine (the box under the counter in most cases), make sure that all fan vents are clear of debris.

Fan vents are important for the register to operate within their design temperature.

The best way to do this is to dust lightly with the register completely shut down.

Follow the Restart register instructions to shut down correctly.

If dusting is not effective, use a vacuum to carefully remove any buildup.

3. Ensure the register box is in a cool position and all vents are clear from surrounding objects.

It is important there is sufficient ventilation for a register, as excess heat can quickly cause hardware failure.

6. Common Scanner / Scale Error Codes

In the event of a scanner/scale problem, there are several steps that you can take to diagnose the problem yourself.

This may help in quickly returning your store to full operation. If your unit is still showing an error, please call your scale service agent.

Below are the common scanner/scale models, error codes, and actions you can take to correct the problem.

PSC Magellan Scanner/Scales (Model 8200)

Note

(Diagnostic error codes can be found on the Red 7 segment display inside scanner scale unit).

Error 7 – Scale module error.

1. Turn the unit off, check that the scale is level and that the weigh plate is sitting correctly.
2. Check all cables are plugged in underneath the unit.
3. Turn the unit back on and check.

Error 8 – Remote display not connected or functioning.

1. Check all cables and repower scanner scale.

NCR 787x Scanner/Scales (Errors on remote display) –

Error 4 (E_4) – Scanner Scale Calibration Lost.

1. Turn the **Scanner Scale off**.
2. Check that the scale is level and the weigh plate is sitting correctly.
3. Turn the unit back on and check.
4. If there is still an **Error 4**, **contact your scale service agents or NCR.**

For all scales with general problems:

1. **Turn off** scanner scale.
2. **Check all cables** and check scale is sitting level.
3. **Check** that the **weigh plate is sitting correctly**.
4. **Turn back on**.
5. Use '0' button to attempt to zero the scale weight.

If error persists contact support.

7. Troubleshooting EFTPOS with WinPOS

EFTPOS can be difficult to troubleshoot when a problem arises in your store. The reason for this is because there are a number of parties involved. These include **Telstra, Ingenico or Quest and Worldsmart Retail**.

When a problem arises with **EFTPOS** in your register system, there are several things you can do yourself to try and resolve the issue.

Taking these steps may result in the issue being resolved more quickly than by calling for help, (though of course, this option is always available to you).

- **The number one rule for troubleshooting any problem is to reboot your register.**

Whenever you shut down a computer, make sure that you shut it down completely, not just reset it.

A complete computer shutdown ensures that all hardware is completely restarted, and components like the **Com Ports are initialised**.

Com Ports or (communication ports), are the main computer connection to **EFTPOS, Argent** and any **Pinpads** that you may have.

Note

To effectively shutdown the system, find the power pack for your EFTPOS Pinpad and turn it off (for at least 15 seconds) before turning it back on. The same thing applies to your register. In the case of a store with a number of Pinpads, taking this action will reboot the software and reset your terminals configuration.

- **Follow the normal startup procedure for restarting your registers.**
- **Follow the normal startup procedure for restarting the back office computer or EFTPOS Server.**
- If you are running your EFTPOS through a Telstra Argent Terminal Adapter, you can reset this also.
 - i. Unplug the power connector.
 - ii. leave unplugged for at least 15 seconds.
 - iii. Plug back in firmly.

The terminal adapter will run through a sequence of tests and come back to a steady red dot. If the **red display on the top of the argent displays a number**, this indicates a **Telstra** line issue and you should **contact Telstra immediately to diagnose this issue**.

- If you are running dialup EFTPOS it is important to ensure that the line is both connected and has a dial tone. With dialup EFTPOS you can confirm this by taking the following step:
 - i. Plug your dialup line into a standard telephone.

You *should* get a normal dial tone.

If you do not there is a line issue and you should **contact Telstra immediately**.

8. Restarting your Back Office Computer

Rebooting your **Back Office Computer** may resolve many issues. These include hardware and operating system problems, as well as any other software issues.

Follow these steps to **restart your back office**:

1. If possible, Save and Close all programs that are running.
2. If the computer is a Server for other computers such as Back Office, Grocery Manager clients or registers on the network.
 - i. Ensure all client computers on the network are **Logged Off** from the **Back Office Computer** (For Example, **Close down Grocery Manager**).
3. Click the Start button and select **Shut Down**.
4. Select **Shut Down** and **Click OK**.
5. Wait until the computer turns itself off.
6. Wait at least 10 seconds.
7. Turn the computer back on with the power button on the front of the tower or desktop case.
8. Wait for the computer to start back up again. You may be prompted for your password when the computers starts.

9. Switching EFTPOS between Manual and Integrated Modes in WinPOS

When your **EFTPOS** goes **offline** and you are using manual vouchers to put through **EFTPOS** transactions, you can quickly change your register so you can record these transaction without attempting to communicate with the **Pinpad**.

1. Log the **Register Off**.
2. **Log On** with your supervisor number or supervisor card.
3. Select the **EFTPOS Menu**.
4. Select **Manual EFT**.
5. You will be prompted with `Set Manual Mode'. Select **Yes**.
6. Cancel out of your **Supervisor Menu** and **Log the Register** back on as **Normal**.

To change back to **Integrated Mode** follow the same instructions:

1. Log the **Register Off**.
2. **Log On** with your supervisor number or supervisor card.
3. Select the **EFTPOS Menu**.
4. Select **Manual EFT**.
5. You will be prompted with `Set Integrated Mode' . Select **Yes**.
6. Cancel out of your **Supervisor Menu** and **Log the Register** back on as **Normal**.

Note

WinPOS can sometimes switch itself to Manual EFTPOS mode when the Pinpad Goes Offline. Follow these instructions to set WinPOS back to Integrated Mode should this happen.

10. Common EFTPOS Error Codes & Courses of Action

Below is a list of common **PC-EFTPOS** and **Quest EFTPOS** error codes and the correct path to take for contact and resolution of your issues.

Your **Telstra Argent Terminal Adapter** (the blue Telstra box) will give you some indication as to whether there are any problems with the line or at the bank.

Your **Argent** under normal operation should display a single red dot. If there is an error number, this indicates a **Telstra or Bank Issue**.

Common Argent error numbers are:

- Flashing 2 – ISDN Connection Down (Telstra Line Issue)
- Flashing 3 – No Carrier on EFTPOS Com Port (Contact WSR)
- Flashing 6 – D-Channel Failed – Argent or NMS Down (Contact Telstra) Flashing 9 – NMS Failure (Contact Telstra)

Ingenico PC-EFTPOS Common Errors:

- **X0 No Response**

This indicates that a message is being sent from the **Pinpad**, but the **Pinpad** is timing out waiting for a response from the bank.

This usually indicates an incorrect **Merchant or Terminal ID** but can also indicate a communications issue with the bank.

- **System Error 96**

Faulty Pinpad – Usually a symptom of incorrect encryption keys being loaded from the bank.

The **Pinpad** must be sent to be reprogrammed or replaced by your supplier.

- **Z0 No Network Layer or Z7 Link Error**

Usually indicates a connection problem to the Argent. Check the Argent display and restart registers and back office as per instructions.

Quest EFTPOS Common Errors:

E2100 – Com Port Error:

Indicates that the **Pinpad** cannot be addressed on the **Com Port** specified for that **Pinpad**.

- Shut down the register
- Check all cables are connected correctly in the back of the register engine and reboot the register.
- Try to reinitialise the **EFTPOS**.

Contact WSR if problems continue.

11. POS Printer Cleaning & Common Printer Issues

Common Point-Of-Sale Printer Problems are usually caused by one of two issues – incorrect thermal paper rolls being used or a paper jam.

New printers can be sensitive to the type of paper roll used. It is important that good quality thermal paper rolls are used.

Paper rolls that are too narrow can cause a printer show an error. The paper roll may not be detected by the paper sensor. Paper rolls that are too wide will cause a paper jam. Always ensure paper rolls are the correct size, (80mmx80mm).

Poor quality paper rolls also make the printer appear as though it is 'running out of ink'. The latest POS printers do not rely on any ink and are completely thermal.

Thermal heads will eventually wear out after millions of lines of receipt. However, poor quality printing is usually due to poor quality paper rolls and is not a hardware fault.

It is also important to keep your printer clean as a slow and gradual buildup of paper dust can cause a printer to malfunction.

The best approach for cleaning is just a good old fashion **gentle** blow out.

- Open the printer cover
- Remove the paper roll
- Check for any visible paper jams
- Using a small can of compressed air, give the printer a gentle blow out.

Cans of compressed air are available from electronics stores such as **Dick Smith** and **Tandy** for this type of application.

12. Rebuilding Tables in Worldsmart Software

Note

Please ensure that no other PC's are using Grocery Manager before rebuilding tables. Also make sure all import functions are turned off i.e. PB, GM and CM or the JI icon.

Rebuild tables may need to be done if you get one of the following errors:

- **Index out of date**
- **.Val file out of date**
- **Corrupt table other than header**

Which tables need to rebuilt is usually dependant what was happening at the time, or which **Grocery Manager Modules** were being run at the time.

In almost every case you will need to rebuild your Product Table.

If you're getting one of the errors listed above when **Generating Orders**, you may also need to rebuild your **Stock Management Tables**.

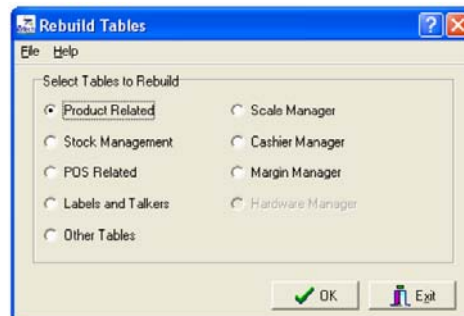
If, after rebuilding the **Product Table** or the **Stock Management Table** you still have issues, you may need to rebuild **POS Related Tables**.

If you get an error **Importing Sales** then rebuild the **Product** and **POS Related Tables**.

To rebuild tables:

1. Select **Grocery Manager**
2. Select **System Configuration**
3. Select **Database Management**
4. Select **Rebuild Tables**
5. Select **'OK'** on the warning message.

A new screen will appear.



Product Related	Contains Product, Department, Commodity Tables etc
Stock Management	Contains Order, Goods adjust and Stocktake Tables.
POS Related	Contains Sales, User, Markdown and Offer Tables
Labels and Talkers	Contains Label and Talker tables

Note

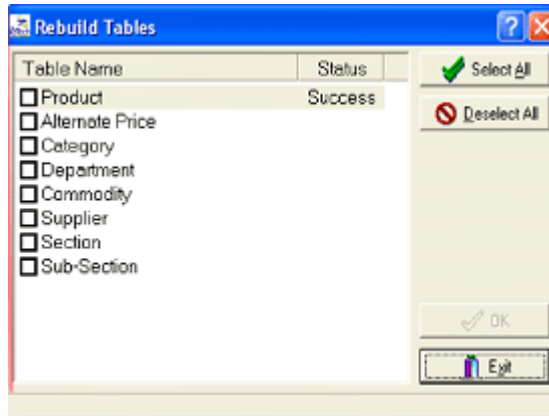
These are the only tables you should need to rebuild.

6. Select which **group of tables** need to be rebuilt, then click OK.

A new screen will appear.



7. You now have a list of tables you can rebuild. Either put a tick in the table you want to rebuild or click the **"Select All"** button in the top right corner and click **'OK'**



When the rebuild is finished the status for all tables rebuilt should show **"Success"**, if the status shows **"Error"** please send in a **Remote Support to Worldsmart Retail.**

12. Troubleshooting Communication Problems & Network Issues

Many **EFTPOS** and **WinPOS** communication errors are related to problems with the computer network in your store.

These can be caused by **Hardware** issues or **Windows** problems.

The same applies if you are running several **Grocery Manager** computers and you have problems accessing the **Grocery Manager** from other computers on the network.

As a general rule from the server – if you have a communication error to one **POS** it is most likely to be that **POS** causing the issue. If you cannot communicate to any **POS** it is most likely something at the back office.

The same applies for client **Grocery Manager** computers. If a problem affects only one client it is most likely that client that is causing the problem. If the problem affects all client computers, then the problem is most likely the server.

Here are some steps you can follow to try and correct these problems:

1. Check that the network cable is plugged in to the computer or register correctly (this is the blue cable with the clear clip-in plug).
2. Follow the instructions to restart the affected computer or register.
3. Find the network switch (this is the box where all the blue cables are joined together, so that all computers can communicate with each other).

Unplug power to this box, leave out for 15 seconds and while unplugged check all cables are plugged in correctly.

Plug power back in.

Note

Your EFTPOS and Epay will stop operating.

4. Try again.

A useful tool in diagnosing register communications issues is the Comms check. This can be done from the Grocery Manager Menu:

1. Select POS Communications.
2. Select POS Utilities.
3. Select Check Communications.

This will show you which register your communications is having problems with.

If problems continue please contact **Worldsmart Retail Support** via a remote support and outline what you have done in this document to attempt to correct the issue.

This will help support staff diagnose and resolve your problem with you.

13. Modem Troubleshooting

Overview

Most **Modem** related problems reported to **Worldsmart Retail** are issues which actually relate to problems with the local PC and are not related to the **Worldsmart Retail** software.

This document details some common **troubleshooting techniques** for tracing **Modem** issues.

In the specific case of the **Modem definitions** being lost within the **Worldsmart Retail Software**, this document describes how to correct this specific issue

Common Troubleshooting

The most common troubleshooting technique for **Modem** issues is to shut the **Modem & PC** down and start them up again:

- Shut down the **PC**
 - i. Go to the **Desktop**
 - ii. Click on the **Start Button**
 - iii. Select **Shutdown**
 - iv. Confirm **Shutdown**
 - v. Select **OK**
- If the modem is an **External Modem**, then physically turn it off
- Turn the **Modem** back on and start the **PC** again

Try disconnecting the phone line from the modem, and plug in a normal telephone.

Use the telephone to call the remote computer phone number that you modem is trying to connect to. Let the remote answer and listen for the normal modem high pitched noise.

If there is no noise, the problem is most likely with the remote, or with the phone line.

This will help you diagnose whether the issue is with the phone line or is the remote computer unavailable.

Microsoft publishes a comprehensive support knowledge base which can assist you with PC problems.

Go to <http://support.microsoft.com> and do a search on words like **Modem** or the words from the error message you are receiving.

For those not on **Windows XP**, the **Microsoft Website** has a **Modem troubleshooter**.

To access the Modem Troubleshooter on Windows XP, follow these steps:

1. Select **Start**, and then Select **Help and Support**.
2. Under **Pick a Help Topic**, Select **Fixing a Problem**.
3. In the left pane, Select **Networking problems**.
4. In the right pane, Select **Modem Troubleshooter**.

If you are still suffering **Modem Issues** and your **Modem Configuration** is correct in **Grocery/Foodstore Manager**, contact your local **PC Technician**.

14. Modem configuration within Grocery Manager

If you get an error message which contains any of the following phrases, it is possible that the modem communications definitions could be lost.

- Unable to find dial up
- Unable to locate modem
- TAPI

To reinstall the modem configurations within Grocery Manager then

1. Select **Grocery Manager/Foodstore Manager**
2. Select **Operation & Maintenance Utilities**
3. Select **Remote Software Maintenance**
4. Select **Remote Support Options**

A new screen will appear:



At the bottom half of your screen you will see **Transfer Configuration & Interface Definitions**.

5. Click on **Transfer Configuration** and you will then see a list of functions.

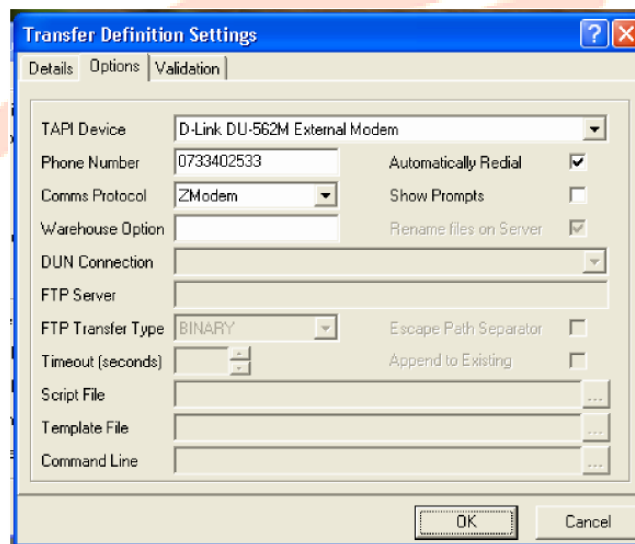
The ones that concern modem communications relate to items like:

**Remote Support, Mailbox Transfer,
AIW/Metcash/Order Transfer, Metcash Mailbox,
Metcash Invoice, Headoffice Transfer.**



6. For each of these modem related items, select an item then select the change button.

This will give you a new screen shown below.



7. The screen has Three Tab Options.

8. Select the Options tab and look at the **TAPI Device**.

If this field is blank or the current modem selected is incorrect then this needs to be corrected.

- i. Click on the down arrow beside the blank box and select your modem.
- ii. Click OK, to save & exit.

9. Do the same for all the other transfer definitions

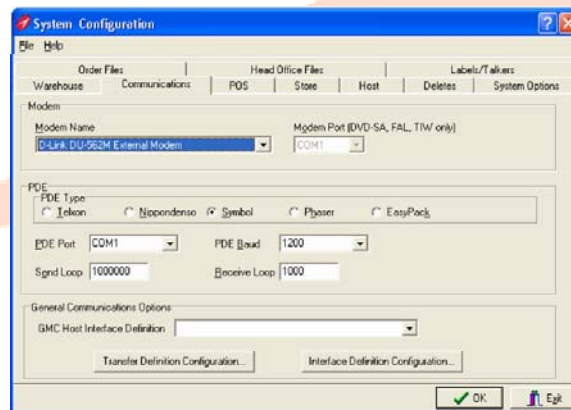
10. Go back to the main menu.

11. Select System Configuration

12. From System Configuration, click on the communications tab

13. Select your modem from the drop down list called **Modem Name**.

14. Select OK to save and exit.



15. Exit out of Grocery Manager, Reopen Grocery Manager and attempt to send your order, send a remote support, or collect an update, etc.

15. Reprocessing Failed Journals

When sales are incomplete for a particular day, it is usually due to a file or table problem that occurred on that day.

If this happens the failed transactions or journals are not lost, but are usually waiting to be reprocessed.

Follow these steps to reprocess failed journals:

1. Double click on your **Journal Import Icon** (the blue flashing JI icon in the bottom right hand corner of your Windows screen).
2. Click on the **Failed Journals** tab.
3. Click the right mouse button on any of the journals in the screen
4. Select **Retry all**.

This will put all journals in the failed folder back in to be reprocessed.

Some journals may reappear as soon as you retry the processing, but these are usually due to blank journals the register has created. This can occur but will not cause you any problems.

Once done check your sales for the affected day again and send a remote support if there are any further problems.

16. Diagnosing Deli/Meat/Fresh Scale Issues (Wedderburn)

Scale communication errors can occur due to several reasons when sending your scale changes from **Scale Manager**.

The best way to check this is by checking the **WCCP.LOG** file that is created from the **Wedderburn Wedge** software.

This file resides in the <C:\RETECH\GM\SCALE> folder (or <W:\RETECH\GM\SCALE>).

By scrolling all the way to the bottom of this file you can check the last communications attempts and see what has occurred. Common errors that occur in this file are:

- **Error Code: 07**

(Cannot find map header for plu 5896) = Print Format on “**Scale tab**” in **Item Maintenance** is not correct.

Compare with another line in that dept to see what it should be set to & change.

- **Error Code: 021**

Usually a hardware fault such as (but not always):

com port settings

Check that cables are connected & plugged into correct port, and scales are switched on.

- **Error Code: 19** (Communication error sending file <C:\RETECH\GM\SCALE\Files\0700>).

Usually scales cannot receive communication.

Check Coms port is correctly configured.

17. Deleting LCK & NET Files

Deleting **LCK & NET** files can help with problems or errors.

Try the follow these steps:

1. Shutdown Grocery Manager / Food Store Manager on all machines.
2. Close the import program. To do this, you need to double click on the flashing icon (PB and GM, and CM if you have debtors interface), this will bring up a screen. Click on exit and answer No to the question.
3. On your desktop's bottom task bar Click on "**Start**" go to "**Find**" or "**Search**" then "**Files or Folders**".
4. Make sure the 'Look in' field has **Local hard drives** selected, or, if you only have a C Drive, **C drive**.
5. In the Named field type the following: ***.lck,*.net,prodchangehist.*** Then click on the "**Find now**" or "**Search**" button.
6. When the search has completed (the magnifying glass will stop moving) click on **Edit** then click **Select All**. This will highlight all files found.
7. Press <Delete> on the keyboard
8. Click **Yes** when asked if you are sure you want to send these items to the recycle bin.
9. Once the files have been deleted, restart your computer by clicking **Start**, then **Shutdown** then **Restart** then **OK**