QWICKSERVE INSTALLATION MANUAL

For System Administrators

Version 5.0
11/21/2018

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ABOUT THIS DOCUMENT

This document provides detailed guidance on how to set up the DC Box to communicate with QwickServe and configure the QwickServe settings. It also provides solutions to the most common problems that system administrators and Petrosoft users can encounter when setting up and working with QwickServe.

The document is intended for system administrators and external contractors and/or vendors providing installation and administration services on behalf of Petrosoft customers.

Change History

Version	Description	Date	Author
1.0	Initial release of the document	11/21/2018	Stefano Fina

Acronyms and Abbreviations

Name	Description
KDU	Kitchen display unit, a QwickServe device that provides foodservice operators with a workflow and information to complete orders. KDUs allow operators to present complete preparation instructions for items and orders, displaying detailed information about ingredients, preparation steps and specific cooking time.
SSOT	Self-service ordering terminal enabling users to place orders themselves. Once orders are placed at the SSOT, they become visible at QwickServe KDUs.

QWICKSERVE DC BOX INSTALLATION

To install and configure the DC Box, you need to perform the following activities:

1. Set up DC Box
2. Activate QwickServe
3. Upload PLUs
4. Set up QwickServe devices

Setting Up DC Box

To set up the DC Box, follow the steps:

1. Install the DC Box.

2. Update the DC Box build. To do this, use the following commands:

```
mount -o remount,rw /dev/sda1 /opt
wget -O /tmp/dc.tar 'http://ubuntu.petrosoftinc.com/dc_main/DC.tar';
mkdir -pv /opt/sbin/DC;
cd /opt/sbin/DC;
tar -xvf /tmp/dc.tar;
chmod -R 0777 /opt/sbin/DC/qwickserve/*
cp -r /opt/sbin/DC/qwickserve/crscripts/*.sh /opt/sbin/
cd /opt/sbin/DC/qwickserve/https;
/bin/sh activation.sh update;
/bin/sh /opt/etc/init.d/S80lighttpd restart;
reboot
```

3. Run the `cd/jffs/CR` command. Make sure that the files are added to this directory.

```
root@CSO-DCBox:/jffs/CR# ls
Bos                         download_process.log
CrBackup                    errors.log
Current                     last.isinet.date
Export                      orders_number_generator.txt
Import                      parameters.conf
PJR                         parsedPJR.txt
backup.request              payments.txt
backup_download.log         qwickserve.log
currentshiftdownload.date   qwickserve_payments.log
download.current.log        qwickserve_upload.log
download.log                upload_process.log
```

Activating QwickServe

To activate QwickServe, follow the steps:

1. Log in to C-Store Office.

2. Go to **Data Entry** > **Dashboard** > **Station Options** > **Cash Register**.

   Result: The **Station : Options : Cash Register** form opens.

3. In the **Direct Connect Options** section, click the **Activate DC Box** button.

4. At the first step of the wizard, select the **QwickServe Gateway settings** check box.

5. At the next step of the wizard, check the generated script.

   Depending on the connection type, do one of the following:

   a. If the connection is two wire, copy the entire script, paste it to the DC Box console and run the script.

   b. If the connection is one wire, follow the directions below (this is the same as a regular one wire connection).

One Wire Connection Settings

1. Connect the DC301 to the ISP router (the Zone Router's WAN1 should be connected here).

   a. **Internet** port to open the port on the ISP router.

   b. Use a switch if needed.

2. Ping DC301.

3. Log in to DC301 and do the following:

   a. Run the `dcb [$Last2Octects]` command.

   b. Run the `ifconfig` command.

      vlan2 will be on the same network as the ISP router.

   c. Open `vi ping.sh` and insert the following code:
   ```
   for i in $(seq 254);
   do
   ping -W 1 -c 1 X.X.X.$i | grep 'from' &
   done
   arp -n -a | grep ether
   ```
      where `X.X.X` is the network on vlan2.

   d. Run the `sh ping.sh` command.

      i Locate the Cybera Zone Router (*BC:B8:52* MAC address).
      ii If there are two devices with this MAC, typically the last octet with the higher number is the Zone Router.

   e. In C-Store Office, go to the **Station : Options : Cash Register** form > **Activate DC Box** wizard. Copy the content of the activation script before `&&`.

   f. Run the `vi /tmp/cso_dcbox.sh` command.
   ```
   -   :%s/192.168.31.11/x.x.x.x/
   -   <Shift><Z><Z>
   ```
      Where `x.x.x.x` is the Zone Router IP. This will replace the 192.168.31.11 IP from the script with the Zone Router IP.

   g. Run the `sh /tmp/cso_dcbox.sh` command.

Uploading PLUs

You need to upload PLUs to the cash register.

The upload procedure differs for different types of cash registers:

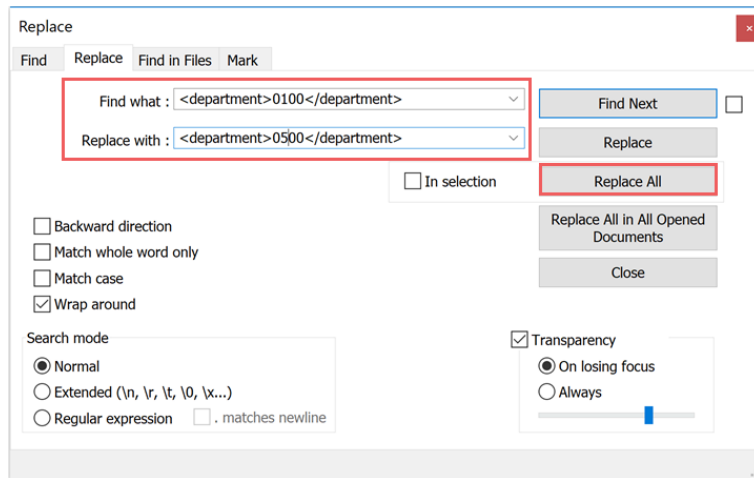- Sapphire/Commander
- Passport

Sapphire/Commander

To upload PLUs files to the Sapphire/Commander cash register, follow the steps:

1. Open the PLUs file using Notepad++.

2. Gather information on the following 3 attributes to match the locations needs:
   - *<department>0100</department>* = Department number.
     The default department number for QwickServe is 100. If 100 is occupied, choose a different department number.
   - *<pcode>400</pcode>* = Product code.
     Sapphire = 7, Commander = 400.
   - *<domain:taxRate sysid="1"/>* = Tax ID.

3. If the QwickServe Department and Category have never been set up in C-Store Office, create them. Make sure to assign the proper tax code.

```
<upc>00000000090018</upc>
<upcModifier>000</upcModifier>
<description>Qwickserve Order 1</description>
<department>0100</department>
<fee>0</fee>
<pcode>400</pcode>
<price>1.00</price>
<flags>
    <domain:flag sysid="8"/>
</flags>
<taxRates>
    <domain:taxRate sysid="1"/>
</taxRates>
<SellUnit>1.000</SellUnit>
```

4. Copy one line of code you would like to edit.

5. From the main menu in Notepad++, select **Search** > **Replace**.

6. Paste the copied line of code in the **Find what** and **Replace with** fields.

7. Edit the line in the **Replace with** field to match the new attribute.

8. Click the **Replace All** button.

9. After completing your edits, save the file as 'PLUs'.

10. Open Site Configuration Manager and go to **Tools** > **Import Configuration Data** > **Browse**.

11. Select the directory where the PLUs is located and choose **Select**.

12. Under the **Select Data To Import** window, select 'PLUs'.

13. Click **Import**.

14. Go to **Manager** > **PLUs** > **Retrieve PLUs**.

15. Go to **Department** and select **QwickServe**.

16. Select **Retrieve Page**.

17. Make sure that QwickServe Order numbers have been uploaded with the proper attributes.

Passport

To upload PLUs for the Passport cash register, go to step 6 of the procedure above and follow the remaining steps of the procedure.

Setting Up QwickServe Devices

To set up QwickServe devices, log in to the QwickServe SSOT using TeamViewer.

If the most recent version of the QwickServe application is not installed, do the following:

1. Go to **SharePoint** > **Petrosoft** > **Products and Services Repository** > **QwickServe** > **Certification**.
2. Download the most recent version of the QwickServe application.

   > **NOTE!** The same installation file is used for QwickServe SSOT and QwickServe KDU. The QwickServe Terminal PIN determines in which mode the application will function.

3. In TeamViewer, click **File trans**.
4. Transfer the QwickServe APK file to the SSOT.
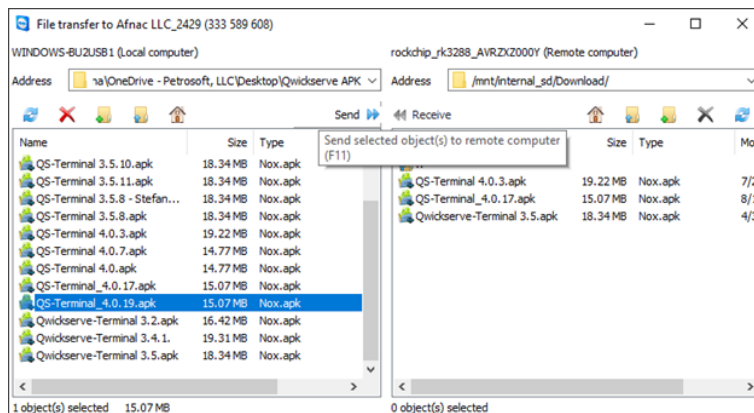
5. On the SSOT, open **ES File Explorer**.
6. Open the QwickServe APK file that you have transferred and click **Install**.
7. When the installation process is complete, click **Done**.
8. Drag the QwickServe application to the main screen for the customers.

To set up the QwickServe application, follow the step:

1. Open QwickServe. If prompted to enter the Terminal PIN, do the following:

   a. In **C-Store Office**, go to **Product Switcher** > **QwickServe** > **Device Management**.

   b. Select the correct station location.

   c. Populate the **Device Name** field, for example, *Order Station #1*.

   d. In the **Device** list, select the necessary option:

   - *Terminal* - for a QwickServe SSOT.
   - *Prepstation* - for a KDU/Prepstation.
   - *Embedded* - for the QwickServe application on SmartPOS.

e. Click the **Create** button.

Result: The PIN is created and displayed for the added device. Enter the newly created PIN in QwickServe on the SSOT.
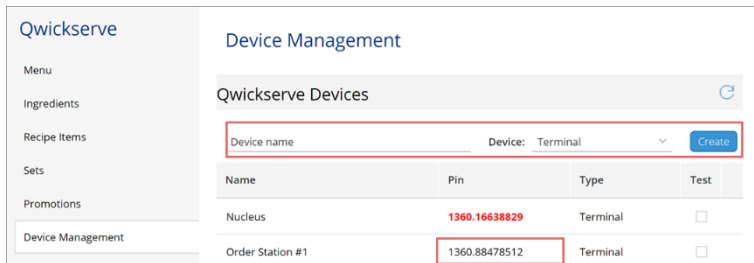
2. In QwickServe, go to the settings menu: hold the top bar for 5 seconds and then enter the login PIN, usually 1111.

3. On the **Settings** tab, check the **Network State** field and make sure that the green circle is displayed next to it.
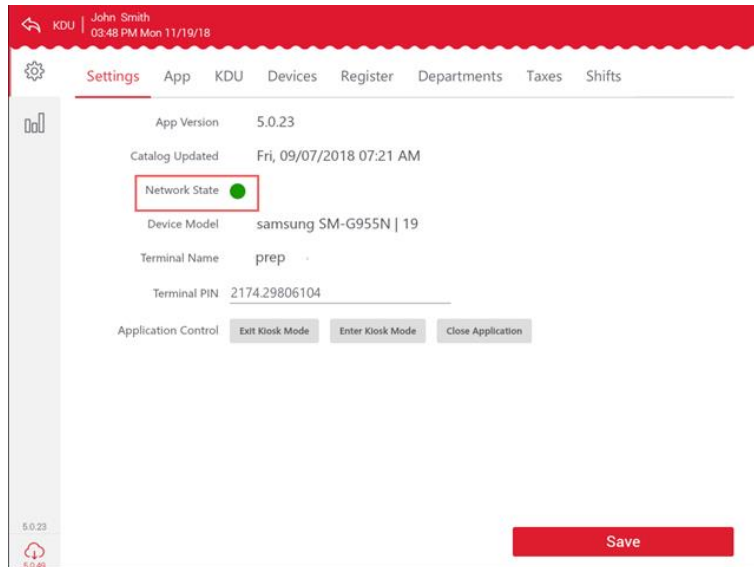
4. Open the **Register** tab and select the proper connection type:

   - *DC Box* – make sure that the DC Box IP address and the green circle indicating a healthy connection are displayed.

   - *SmartPOS* – in the **POS IP** field, type the IP address of the SmartPOS terminal to which the QwickServe device will be connected.

5. (For DC Box mode) In the **Sync Order Numbers** field, set the toggle to the On position if there are two or more QwickServe SSOT devices in the network.

6. In the **Default Department** and **Default Category** fields, select *QwickServe*.

7. Select the **Print Barcodes** check box.

8. Leave other check boxes not selected.

9. Click the **Save** button.
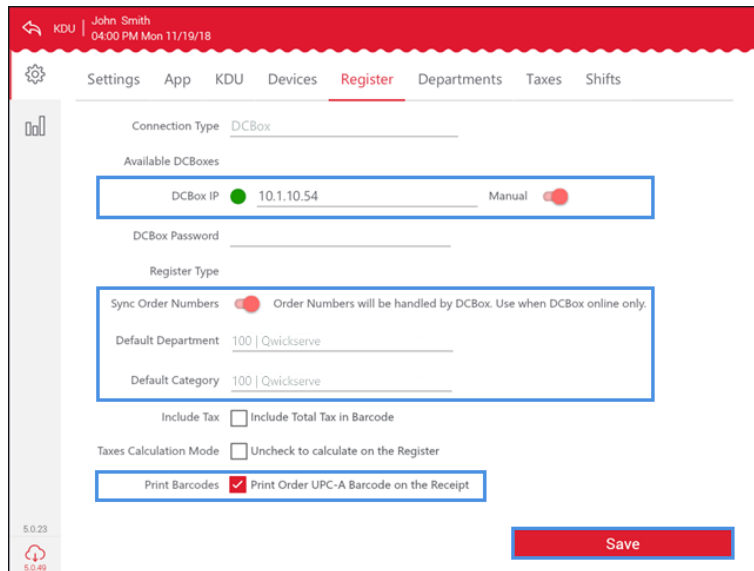
10. Open the **Devices** tab.

11. At the top right corner of the **Devices List**, click the plus icon and select **Internal Printer**.

12. Click the **Internal Printer** line and choose the proper device model:

    - *Aclas* - original order station manufacturer. The customer can identify them by their white colored casing.

    - *Zonerich* - current and most common order station manufacturer.

13. On the **Internal Printer** line, click the **Documents** column and select *Customer Receipt*.

14. Click the plus icon to discover additional LAN printers. QwickServe will display printers as MAC addresses on non-SmartPOS devices and IP addresses on SmartPOS devices. Select the necessary LAN printer.

    For SmartPOS, go to step 16.
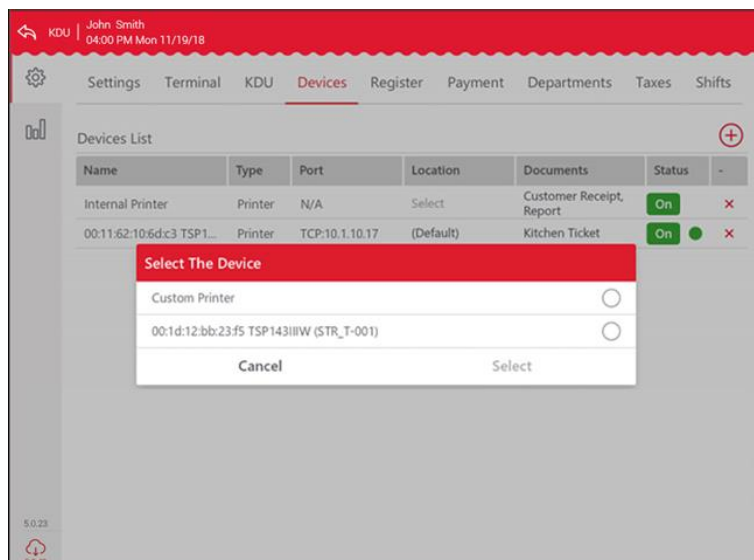
15. In the **Documents** column on the **Internal Printer** line, add the Kitchen Ticket.

16. If QwickServe Embedded is used on SmartPOS, follow the next steps to add a printer.

    You have added a LAN printer to your SmartPOS device with QwickServe Embedded in step 15. Although this printer is already in the Device List, it will not work properly if you do not complete the steps below:

    a. Click the plus icon and select **Custom Printer**. Populate the fields to replicate the information from the LAN printer discovered in step 14.

    b. Delete the LAN printer discovered in step 14.

    c. Add the Customer Receipt and other required documents to the LAN printer.

17. Open the **Settings** tab and click the **Save** button.

18. Click the back arrow icon to return to the QwickServe main menu.

19. Repeat the steps above for all remaining SSOTs and KDUs. The KDUs only need the printers set up if the customer plans printing receipts from them (this is a rare situation).

20. On each SSOT, print a test order.

21. Let the cashier scan the order at the cash register and mark it as paid.

22. Make sure that the price is correct and the correct tax is applied at the cash register.

23. Make sure that the paid status is working. To do this, perform the following operations:

    - On DC301, run the following commands:
    ```
    cd /jffs/CR
    cat payments.txt
    ```
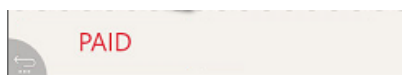

    Here you can see the UPCs that have been paid for.

    - On the KDU:

    This is an unpaid order.

    This is a paid order.

REPROGRAMMING FLASH DRIVE/DC BOX

There are three different ways to reinstall the flash drive. All three of these ways can be tried over the VPN, however, there is a high risk that the installation process will fail, and it will be necessary to complete the installation process locally through a customer's laptop.

Method A. Reinstalling Flash Drive without Wiping DC301

To reinstall the flash drive without wiping the DC301, do the following:

1. Connect to the DC301 over SSH.
2. Run the `mkfs.ext2 /dev/mapper/crypt` command.
3. Run the `top` command to check the progress.

Method B. Reinstalling Flash Drive with Activation Script

To reinstall the flash drive by running the activation script, do the following:

1. In C-Store Office, go to **Data Entry** > **Dashboard** > **Station Options** > **Cash Register** > **DC Activation Log** and clear the activation log.
2. Open the command prompt and ping the VPN IP (for example, 10.249.8.239).
3. Connect to the DC301 over SSH.
4. Run the `nvram get mac` command.

> ⚠️ **WARNING!** Save the MAC address for emergency purposes.

5. Run the `sh /etc/config/activation.sh` command.

> ⚠️ **WARNING!** This process takes approximately 20 minutes. The VPN will go down.

6. To check the progress, follow the DC Activation Log and VPN ping status.
7. When the VPN returns online, log in to the DC Box and run the `cd /jffs/CR` command.
8. Run the `cat parameters.conf` command. Make sure that the parameters in the file match the parameters specified in C-Store Office.
9. Update the build.

Method C. Installing Flash Drive by Wiping DC Box

To install the flash drive by wiping the DC Box, do the following:

1. In C-Store Office, go to **Data Entry** > **Dashboard** > **Cash Register** > **DC Activation Log** and clear the activation log.
2. Open the command prompt and ping the VPN IP (for example, 10.249.8.239).
3. Connect to the DC301 over SSH.
4. Run the `nvram get mac` command.

> ⚠️ **WARNING!** Save the MAC address for emergency purposes.

5. Run the `mtd erase nvram` command.
6. Run the `reboot` command.

> ⚠️ **WARNING!** After rebooting, the memory is erased.

7. To check the progress, follow the DC Activation Log and VPN ping status.
8. Update the build.

INSTALLING DC301 USING LAPTOP

Prerequisites

The laptop must have an Ethernet port.

Installation Process

To install and configure the DC Box using a laptop, follow the steps:

1. Plug the Internet cable into the INT Port on the DC Box, and the POS cable to the laptop Ethernet port.
2. On laptop, go to **Network & Internet Settings**.
3. Click **Ethernet** and select the Ethernet connection to the DC Box.
4. Click the LAN and select **Properties**.
5. Select **Internet Protocol v4** and click **Properties**.
6. Enter the IP address for the adapter to be used:
   - For Passport: 10.5.60.100
   - For Sapphire: 192.168.31.100
   - For first time install on the LAN: 192.168.7.100
7. Click the **OK** button and then click the **Close** button.
8. Open the command line.
9. Ping and connect to:
   - For Passport: 10.5.60.15
   - For Sapphire: 192.168.31.15 or .16
   - For first time install on LAN: 192.168.7.1
10. Look for the adapter.
11. Connect to the DC301 over SSH locally.
12. Ping the VPN to see if the activation script will work.
13. Run the DC Activation script without QwickServe selected.
14. Run the DC Activation script with QwickServe selected.

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TROUBLESHOOTING

This section describes the most common tasks and problems that you may come across when setting up and using QwickServe.

- I need to activate QwickServe
- Orders are not completing
- Paid status is not working
- Updating the build of DC301
- Printer is not printing
- I need a Terminal PIN
- I cannot access QwickServe in C-Store Office
- Prices are displayed incorrectly in the QwickServe menu
- Images are not displayed on the SSOT
- Categories, recipes or ingredients are missing from the menu
- The tax is not applied at the cash register
- Prices are scanned incorrectly
- The touch screen is dead, discolored or is not responding
- QwickServe orders are showing up as cancelled in spoilage reports
- I need to clear a large number of QwickServe orders from the KDU

I Need to Activate QwickServe

To activate QwickServe, follow the steps:

1. In C-Store Office, go to **Data Entry** > **Dashboard** > **Station Options** > **Cash Register**.
2. In the **Direct Connect Options** section, click the **Activate DC Box** button.
3. At the first step of the wizard, select the **QwickServe Gateway settings** check box and click the **Next** button.
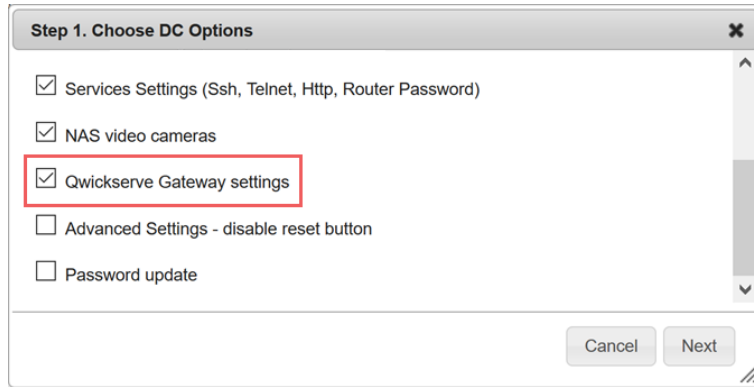
4. At the second step of the wizard, copy the entire activation script and paste it to the DC301 console.

5. After the DC Box reboots, make sure that QwickServe files have been added to the *jffs/CR* directory.

Orders are not Completing

> **NOTE!** To temporarily allow QwickServe orders to complete without using the DC Box, open the QwickServe application, go to settings, open the **Register** tab and disable the **Sync Order Numbers** option.

To resolve the problem, follow the steps:

1. Log in to C-Store Office and check the DC Box status.

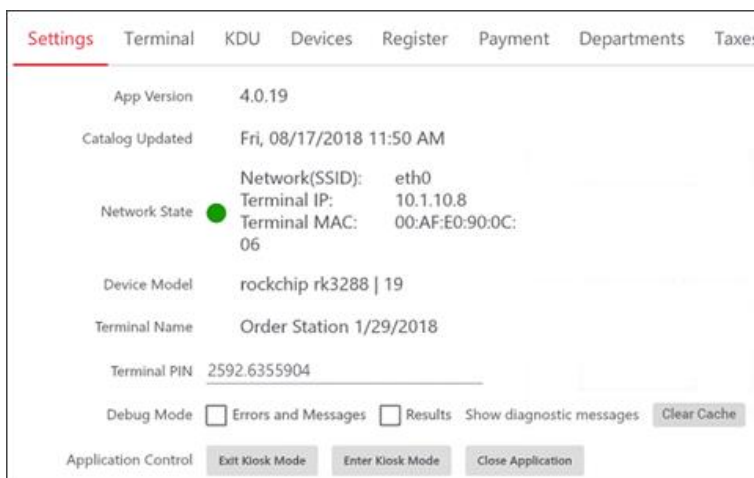2. If the DC Box is down, log in to the DC Box and run the following command:

```
cd /jffs/CR
```

3. If the *jffs/CR* directory does not load, reboot the DC Box and try again. Make sure that the flash drive is plugged into the DC Box.

   If the flash drive cannot be read, the drive must be reprogrammed.

```
root@CSO-DCBox:/jffs/CR# ls
Bos                             download_process.log
CrBackup                        errors.log
Current                         last.isinet.date
Export                          orders_number_generator.txt
Import                          parameters.conf
PJR                             parsedPJR.txt
backup.request                  payments.txt
backup_download.log             qwickserve.log
currentshiftdownload.date       qwickserve_payments.log
download.current.log            qwickserve_upload.log
download.log                    upload_process.log
```

4. If the */jffs/CR* directory loads, run the `cat parameters.conf` command. Inspect the file to see if the parameters match the parameters specified in C-Store Office.

   If the data does not match, update the build.

5. Check the following files for errors:

   - *qwickserve.log* – shows the order number, total tax, total price, loyalty currency used and the QwickServe department ID.

   - *payments.txt* – shows the UPCs of orders that have been paid for.

   - *qwickserve_payments.log*

   - *qwickserve_upload.log*

   - *orders_number_generator.txt* – shows the most recent order number used when the **Sync Order Numbers** option is enabled in the QwickServe application.

6. Using TeamViewer, log in to the QwickServe SSOT.

7. Go to the **Settings** menu and verify that **Network State** is active and the green circle is displayed next to this field.

8. If the circle is gray, make sure that the Internet is working at the location.

9. Make sure that the network layout is correct.

Settings	Terminal	KDU	Devices	Register	Payment	Departments	Taxes

App Version	4.0.19
Catalog Updated	Fri, 08/17/2018 11:50 AM
Network State ●	Network(SSID): eth0 Terminal IP: 10.1.10.8 Terminal MAC: 00:AF:E0:90:0C:06
Device Model	rockchip rk3288 | 19
Terminal Name	Order Station 1/29/2018
Terminal PIN	2592.6355904
Debug Mode	☐ Errors and Messages ☐ Results Show diagnostic messages Clear Cache
Application Control	Exit Kiosk Mode Enter Kiosk Mode Close Application

10. Open the **Register** tab. Make sure that the correct connection type is selected.

   For DC Box:

   a. Check if there is a green circle indicating a healthy connection. If the circle is gray, the DC Box is not communicating with the terminal.

   - Make sure that the Internet is working at the location.

   - Troubleshoot the network layout, update the build/script.

   b. The **Sync Order Numbers** option must be enabled if there are two or more SSOTs in the network.

   For SmartPOS:

   a. Make sure that the correct IP address for SmartPOS is specified.

11. Make sure that **Default Department** and **Default Category** are set to *QwickServe*.

12. Make sure that the **Print Barcodes** option is enabled.
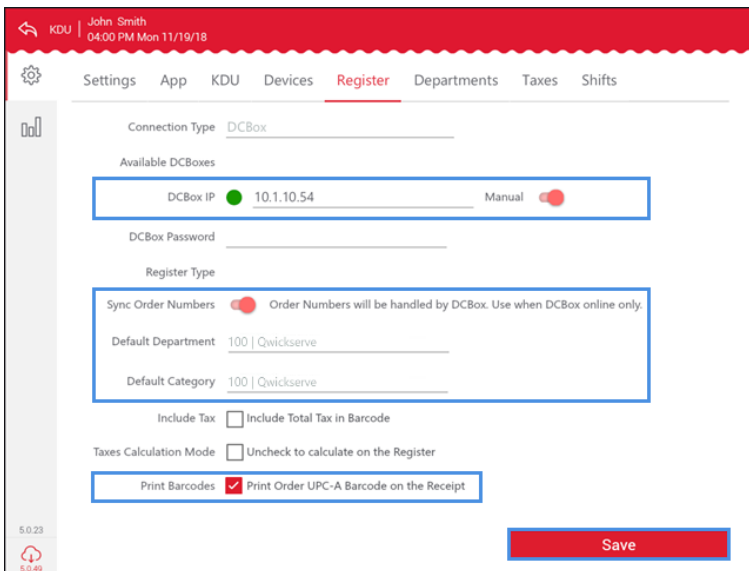
13. On each SSOT, print a test order.

14. Let the cashier scan the order at the cash register and mark it as paid.

15. Make sure that the price is correct and the correct tax is applied at the cash register.

16. Make sure that the paid status is working. For more information, see Paid Status is not Working.

Paid Status is not Working

To resolve the problem, follow the steps:

1. Connect to the DC Box over SSH.

2. Run the `cd /jffs/CR` command.

3. Run the `cat payments.txt` command.

Check which UPCs are currently in the *payments.txt* file.

4. Run the `vi parameters.conf` command and do the following:

   - Make sure that the settings in the file match the settings specified in C-Store Office.

   - Modify the file if needed, save and exit (**SHIFT Z Z**).

   - Reboot the DC Box.

5. Confirm that the paid status is working. You can check it in the following ways:

   On DC301

   a. Run the `cd /jffs/CR` command.

   b. Run the `cat payments.txt` command.

```
root@CSO-DCBox:~# cd /jffs/CR
root@CSO-DCBox:/jffs/CR# cat payments.txt
"299068003690","299070008775","299069002395","299071003991","299073006372","2990
74011962","299075001993","299076001992","299077005777","299078001990","299079001
999","299080001995","299082003690","299081002199","299083002296","299085002881",
```

   On Kitchen Display Unit

   This is an unpaid order.

   This is a paid order.

If the paid status is not working, continue to Updating Build of DC301.

Updating Build of DC301

If there is still no paid status, update the DC Box build. To do this, follow the steps:

1. Run the following commands:

```
mount -o remount,rw /dev/sda1 /opt
wget -O /tmp/dc.tar 'http://ubuntu.petrosoftinc.com/dc_main/DC.tar';
mkdir -pv /opt/sbin/DC;
cd /opt/sbin/DC;
tar -xvf /tmp/dc.tar;
chmod -R 0777 /opt/sbin/DC/qwickserve/*
cp -r /opt/sbin/DC/qwickserve/crscripts/*.sh /opt/sbin/
cd /opt/sbin/DC/qwickserve/https;
/bin/sh activation.sh update;
/bin/sh /opt/etc/init.d/S80lighttpd restart;
reboot
```

2. Activate the QwickServe using the script as described above.

3. On the SSOT, print a test order.

4. Let the cashier scan the order at the cash register and mark it as paid.

5. Make sure that the price is correct and the correct tax is applied at the cash register.

6. Make sure that the paid status is working (repeat the procedure for paid status validation described above starting from step 5).

Printer is not Printing

To resolve the problem, follow the steps:

1. Make sure that the site has a working Internet connection and DC Box/SmartPOS connection.

2. If there is a LAN printer, make sure that it is plugged into an Ethernet switch.

3. Make sure that the printer has a roll of paper installed correctly:

   - Internal printer - paper feeds from top. If the door is left open, the printer will beep.

   - LAN printer - paper feeds from bottom.

4. Open the QwickServe application and go to **Settings** > **Devices**.

5. Make sure that the LAN printer status is on and connected, and the internal printer is on.

6. Make sure that the **Documents** column is populated with the correct document to print.

7. Click the name of each printer and determine that the correct device model is selected:

   For internal printer:

   - *Aclas* is the original Order Station manufacturer. The customer can identify them by their white colored casing.

   - *Zonerich* is the current and most common Order Station manufacturer.

8. Return to the QwickServe menu and print an order. If it is not printed, go to step 9 of this procedure.

9. Return to the QwickServe settings menu and open the **Devices** tab.

10. Delete all devices from the list by clicking the red cross icon to the right of the device.

11. Click the plus icon and select **Internal Printer**.

12. Click **Internal Printer** and choose *Aclas* or *Zonerich* as described above in step 7.

13. On the **Internal Printer** line, click the **Documents** column and select **Customer Receipt**.

14. Click the plus icon to discover additional LAN printers. QwickServe will display printers as MAC addresses on non-SmartPOS devices and IP addresses on SmartPOS devices. Select the necessary LAN printer.

    For SmartPOS, go to step 16.
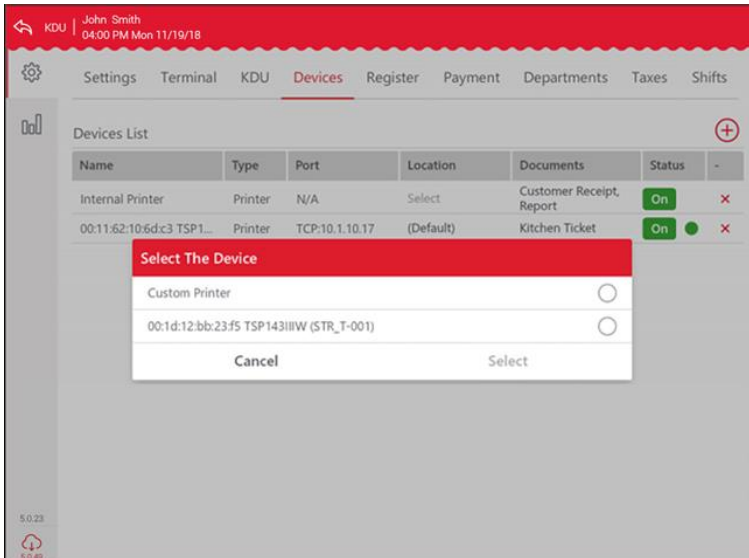
15. In the **Documents** column on the **Internal Printer** line add the Kitchen Ticket.

16. If QwickServe Embedded is used on SmartPOS, follow the next steps to add a printer.

    You have added a LAN printer to your SmartPOS device with QwickServe Embedded in step 14. Although this printer is already in the Device List, it will not work properly if you do not complete the steps below:

    a. Click the plus icon and select **Custom Printer**. Populate the fields to replicate the information from the LAN printer discovered in step 14.

    b. Delete the LAN printer discovered in step 14.

    c. Add the Customer Receipt and other required documents to the LAN printer.

17. Open the **Register** tab and make sure that the **Print Barcodes** check box is selected.

18. Open the **Settings** tab and click the **Save** button.

19. Click the back arrow icon to return to the main menu.

20. Repeat the steps above for all remaining SSOTs and KDUs. The KDUs only need the printers set up if the customer plans printing receipts from them (this is a rare situation).

21. On each SSOT, print a test order.

I Need a Terminal PIN

There are two ways to create a terminal PIN.

Method 1

To create a Terminal PIN, follow the steps:

1. In C-Store Office, go to **Product Switcher** > **QwickServe** > **Device Management**.
2. Select the correct station location.
3. Populate the **Device Name** field, for example, *Order Station #1*.
4. In the **Device** list, select the correct device type:
   - *Terminal* - for a QwickServe SSOT.
   - *Prepstation* - for a KDU/Prepstation.
   - *Embedded* - for the QwickServe application on SmartPOS.
5. Click the **Create** button.

   Result: The PIN is created and displayed for the added device. Enter the newly created PIN in QwickServe on the SSOT.

Method 2

To create a Terminal PIN, follow the steps:

1. In C-Store Office, go to **Data Entry** > **Dashboard** > **Station Options** > **QwickServe**.
2. Populate the **Device Name** field, for example, *Order Station #1*.
3. In the **Device** list, select the correct device type:
   - *Terminal* - for a QwickServe SSOT.
   - *Prepstation* - for a KDU/Prepstation.
   - *Embedded* - for the QwickServe application on SmartPOS.
4. Click the **Create** button.

   Result: The PIN is created and displayed for the added device. Enter the newly created PIN in QwickServe on the SSOT.

I Cannot Access QwickServe in C-Store Office

To enable access to the QwickServe module in C-Store Office, check the following:

1. Make sure that QwickServe permissions are granted to the user account. Do the following:

   a. At the top right corner of the C-Store Office home page, click your account name and select **General** > **Employees**.

   b. In the **Employees list report** form, select the necessary employee record.

   c. Click **Login and Password**.

   d. Next to the **Role** field, click the **Advanced** link.

   e. Make sure that the **QwickServe** and **QwickServe Account access** permissions are granted to the user account.
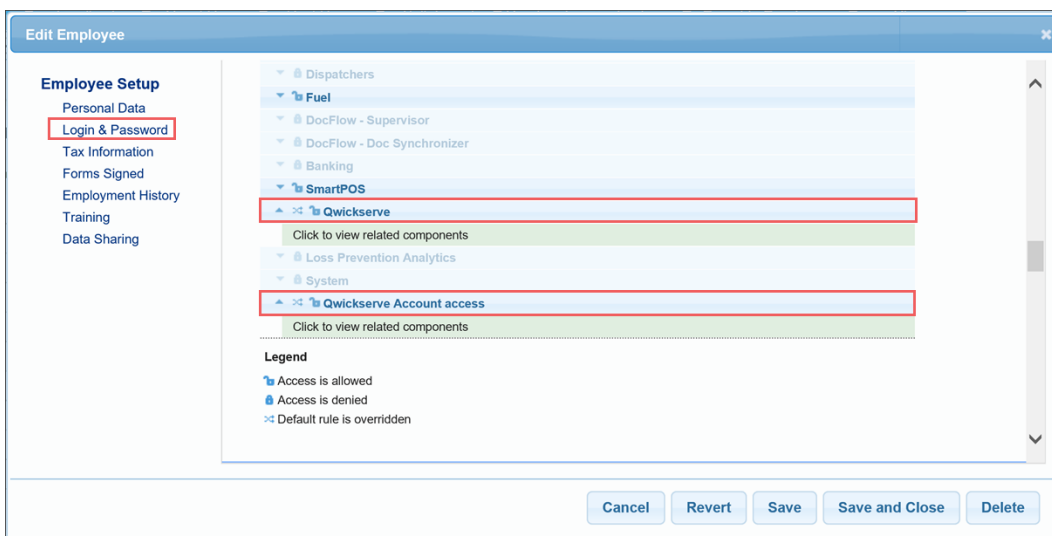
2. Make sure that QwickServe has been added to the System Account. Do the following:

   a. Log in to C-Store Office using the system account.

   b. At the top right corner of the C-Store Office home page, click the system account name and select **General** > **Setup Account**.

   c. Scroll down to the **Petrosoft products** section and make sure that the QwickServe product is added for the account.
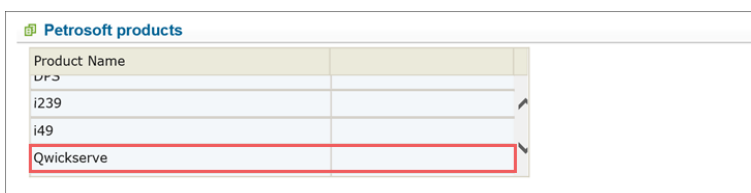
3. In C-Store Office, go to **General** > **Product** and make sure that **QwickServe** is selected.

Prices are Displayed Incorrectly in QwickServe Menu

To resolve the problem, follow the steps:

1. In C-Store Office, go to **Product Switcher** > **QwickServe** > **Recipe Items**.
2. Check the prices listed in C-Store Office and compare them with the prices displayed on the QwickServe SSOT.
    a. If the prices match, there is no problem. Instruct the customer to update their QwickServe prices using the QwickServe module, not the Price Book.
    b. Confirm that the QwickServe version is up to date.
    c. If prices do not match, change a price and click the **Accept Changes** button.
    d. If the menu did not update, go to step 3.
3. Log in to the QwickServe SSOT using Teamviewer 11.
4. Go to the settings menu and then find the terminal name.
5. In C-Store Office, go to **Product Switcher** > **QwickServe** > **Device Management**. Select the terminal name from step 4 and click the red delete cross icon to delete the terminal.
6. Create a new Terminal PIN. For more details, see I Need a Terminal PIN.
7. On the SSOT, in the settings menu, click the terminal PIN. Delete one character from PIN and click **Yes**. The application will be closed.
8. Open the QwickServe application.
9. Enter the newly created terminal PIN.
10. If the menu is not updated or loaded, check the Internet connection.
11. Go to ES File Explorer and delete all QwickServe folders.
12. Repeat steps 5 through 9.

Images are not Displayed on SSOT

This is a common problem due to errors with our server. Create an escalated ticket and assign to Tier 0 Victoria Podolna to re-upload the images to the menu.

Categories, Recipes or Ingredients are Missing from Menu

To resolve the problem, follow the steps:

1. In C-Store Office, go to **Product Switcher** > **Qwickerve**.
2. Click the necessary image of the category, recipe or ingredient.
3. Click the power icon.
4. Make sure that the item is active on the menu.
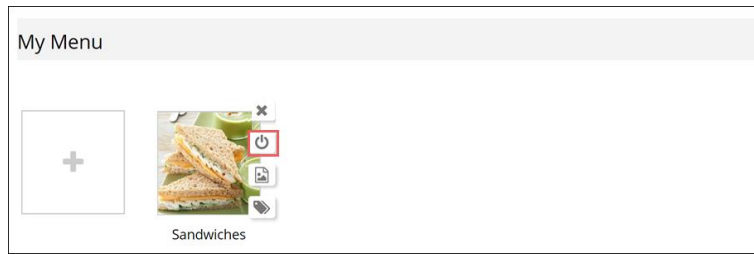
5. Make sure the **Department** and **Category** fields are populated.

6. If the missing item is a recipe, make sure there is a price of $.01 or greater populated in the correct location.
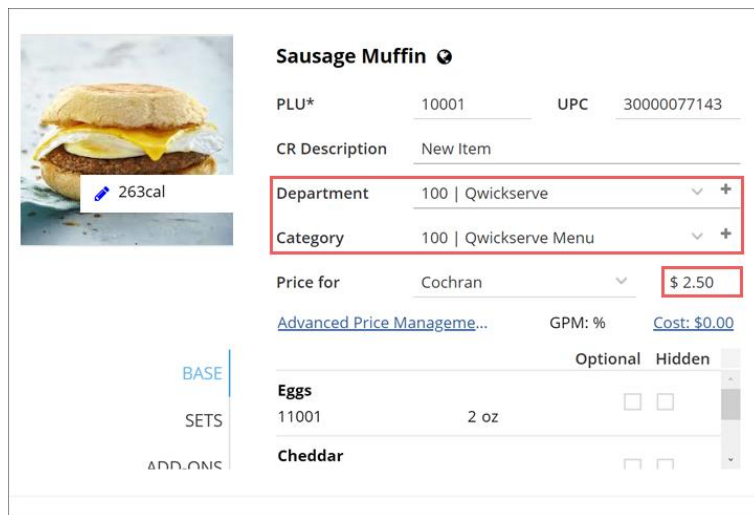
Tax is not Applied at Cash Register

To resolve the problem, follow the steps:

1. In C-Store Office, go to **Price Book** > **CR Departments** > **Departments Taxes**.

2. Apply the tax to the QwickServe department.

3. Log in to the sites Command Client: https://10.249.12.136/ConfigClient.html.

4. Examine the QwickServe Order UPCs to see if the stores tax is applied.

5. To add taxes to QwickServe Order UPCs, upload PLUs to the cash register.

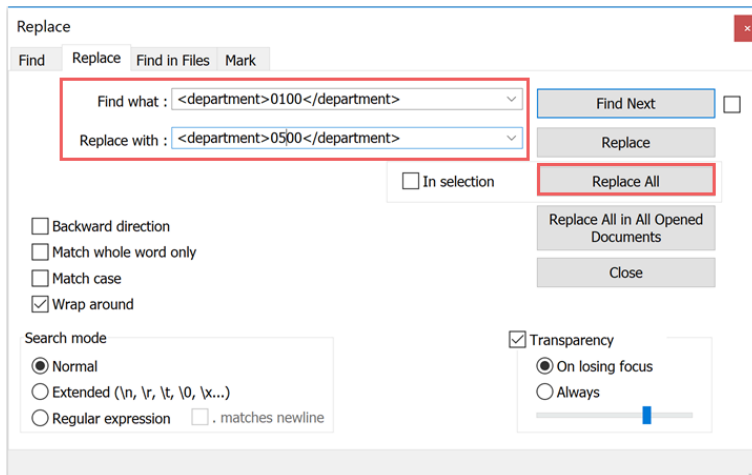**For Sapphire/Commander**

1. Open the PLUs file using Notepad++.

2. Gather information on the following 3 attributes to match the locations needs:
   - *<department>0100</department>* = Department number.
     The default department number for QwickServe is 100. If 100 is occupied, choose a different department number.
   - *<pcode>400</pcode>* = Product code.
     Sapphire = 7, Commander = 400.

- *<domain:taxRate sysid="1"/>* = Tax ID.

3. If the QwickServe Department and Category have never been set up in C-Store Office, create them. Make sure to assign the proper tax code.

```
<upc>00000000090018</upc>
<upcModifier>000</upcModifier>
<description>Qwickserve Order 1</description>
<department>0100</department>
<fee>0</fee>
<pcode>400</pcode>
<price>1.00</price>
<flags>
     <domain:flag sysid="8"/>
</flags>
<taxRates>
     <domain:taxRate sysid="1"/>
</taxRates>
<SellUnit>1.000</SellUnit>
```

4. Copy one line of code you would like to edit.

5. From the main menu in Notepad++, select **Search** > **Replace**.

6. Paste the line of code into **Find what** and **Replace with** fields.

7. Edit the line in the **Replace with** field to match the new attribute.

8. Click the **Replace All** button.

9. After completing your edits, save the file as 'PLUs'.

10. Open Site Configuration Manager and go to **Tools** > **Import Configuration Data** > **Browse**.

11. Select the directory where the PLUs is located and choose **Select**.

12. Under the **Select Data To Import** window, select 'PLUs'.

13. Click **Import**.

14. Go to **Manager** > **PLUs** > **Retrieve PLUs**.

15. Go to **Department** and select **QwickServe**.

16. Select **Retrieve Page**.

Make sure that QwickServe Order numbers have been uploaded with the proper attributes.

Prices are Scanned Incorrectly

To resolve the problem, follow the steps:

1. Confirm what exactly the customer means. Is the ticket only missing the tax? Have the customer recently changed the prices but they are not up to date on the terminal? Is the ticket completely scanning random numbers?

2. Print a test order. What is the UPC?

   ```
   Sapphire, Ruby, Commander and Radiant are weighted UPCs
   UPC: 299xxx0yyyyc
   Order Number: xxx (001 to 999)
   Price: yyyy (0001 to 9999)
   Check Digit: c


   Passport, SPOS
   Type: Regular
   UPC: 09999900xxxc
   Order Number: xxx (001 to 999)
   Check Digit: c
   ```

3. If the printed UPC is wrong, log in to the QwickServe application.

4. Make sure that the QwickServe application is up to date.

5. Go to QwickServe settings and open the **Register** tab. Make sure that the correct connection type is selected.

6. Make sure that there is an active connection with the DC Box or SmartPOS.

7. If using the DC Box, enable the **Sync Order Numbers** option.

8. Connect to the DC301 over SSH.

9. Run the `cd /jffs/CR` command.

10. Run the `vi parameters.conf` command and make sure that the parameters file is correct and up to date.

11. Update the build. For more information, see Updating Build of DC301.

12. Reboot the DC301.

13. Activate QwickServe. For more information, see I Need to Activate QwickServe.

14. Reboot the DC301.

Touch Screen is Dead, Discolored or is not Responding

To resolve the problem, follow the steps:

1. Reboot the terminal.

2. Check the following:

   - Is the power cable plugged in? Does the power brick have power?

   - Do you hear any noise when booting?

   - Is anything displayed on the screen?

3. Tilt the screen upwards and feel underneath the screen for small wires. Push down on the wires to make sure they are plugged in.

4. RMA or replace if needed.

QwickServe Orders are Showing up as Cancelled in Spoilage Reports

To resolve the problem, follow the steps:

1. In C-Store Office, go to **Data Entry** > **Dashboard** > **Station Options** > **Misc** > **QwickServe Settings**.

2. Select the **Skip cancelled orders** option.
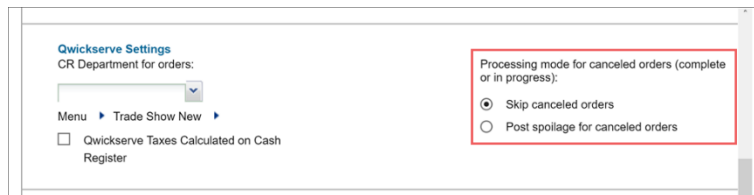
3. Scroll down the form and click the **Save** button.

I Need to Clear Large Number of QwickServe Orders from KDU

1. Log in to the KDU using Teamviewer.

2. Open ES File Explorer.

3. Find the QwickServe PIN folder. It is usually located in */sdcard/qwickserve*.
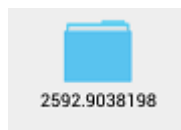
4. Hold the mouse on the folder and click **Delete** at the bottom of the page.

5. Open the QwickServe application.

6. Manually clear the remaining orders from the screen.