

Outline for Solving IT Incidents

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Introduction

The purpose of this guide is to educate store managers on various IT issues and provide the information necessary to correct these issues as they arise. This document provides step-by-step instructions on resolving most basic issues, and is intended for use by any General Manager and Assistant General Manager.

If you find that your issue was not resolved using the steps in this document, this document did not include your particular issue, or you are unsure how to proceed, [please contact Support](#).

Credit Cards are not running at any register

1. Check to see if the Internet is working on a computer in the back office.
 - a. If the Internet is working, restart the Credit Card Processing computer [image]
 - i. Power it down
 - ii. Wait 10 seconds
 - iii. Power it back up
 - b. If the Internet is not working on the computer in the back office, move [to the next section of this document](#).
2. If restarting the credit card machine did not resolve the issue, please [contact support](#).

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The Internet is down

If the Internet is not functioning properly on your computer

1. First check to see if the Internet is working on other computers in the store.
 - a. If the Internet is not working on any computer, move to “**The Internet does not work on any computer**” below.
2. If the Internet is working on other computers
 - a. Check the ethernet cable on your computer to be sure it is connected securely into the computer and the wall jack.
 - b. If the cable is securely plugged into the wall jack and your computer but the Internet is still not functioning, [please contact support](#).
3. If Internet service has returned after checking the ethernet and power cables, you are done.

The Internet does not work on any computer

First, check the switches in the server room:

1. In the server room, check for lights on the switches, which will indicate that the switches are powered up.

2. If there are no lights visible on the switches, they may be disconnected from the power source. To determine whether the switches are plugged in and powered on
 - a. Locate the power cable in the back of each switch box and make sure that it is plugged in securely to the back of the box (i.e. not partially plugged in, hanging out of the socket, etc).
 - b. Next, follow the power cable from the back of each switch box to the power source
 - i. Make sure the power cable is securely connected to the power source
 - ii. Make sure the power source is on
 - iii. Make sure the power source is working by testing it with another device
3. After checking the power cables and power source, test to see if Internet service has returned.
4. If Internet service has returned after checking the power and cables, you are done.

Next, check the firewall in the server room: [image]

1. If the switches are powered up but the internet is still not working, reboot the firewall
 - a. Follow the power cable from the back of the firewall to the power source
 - b. Unplug the power cable from the power source
 - c. Wait 10 seconds
 - d. Plug the power cable back into the power source
2. If Internet service has returned after rebooting the firewall, you are done.

The firewall and switches are both plugged into a working power source, but the Internet is still down

If the firewall and switches are plugged into a working power source but you are still having issues with the Internet, restart the Internet Service Providers equipment.

1. There are two pieces of equipment that will need to be restarted
 - a. A white Windstream device
 - b. A modem
 - i. Most stores have a Comcast modem.
 - ii. WD uses Megapath, HN and MF use Cox.
 - c. If you are unsure where the devices are located, you can follow the cables from the firewall to the modem or Windstream device.
 - d. [image]
2. Restart both the Windstream and Comcast/Megapath/Cox devices

- a. Unplug the device from the wall
- b. Leave the device unplugged for 15 seconds
- c. Plug the device back in and power it up

If restarting the Internet Service Providers equipment resolved the issue, you are done.

The Internet is still not working on any computer in the store

If the Internet is still not working after following the above steps, please [contact support](#).

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Registers in red

If possible, avoid using registers that are in red until the issue is resolved. Do not restart a computer that is in the red.

If register(s) are in the red, check to see if Catapult is working on the back office computers. If Catapult is working on the back office computers

1. Exit out of Catapult on the registers that are in red.
2. You will be prompted with a message "There is transaction data which has not been sent to the database. Please re enter POS mode. If this message continues to appear, contact your administrator."
3. Press "OK" and then press "Exit" to exit out of Catapult.
4. Finally, start Catapult again
5. If Catapult is green, you may begin to use the register.

If Catapult is not working on the back office computers

1. Check to see if the Internet is working in the store.
2. If the Internet is not working in the store, please review the [Internet Is Down section](#)

Restarting Catapult did not work/Catapult is still in red

If you have restarted Catapult but it is still in the red, [contact support](#).

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Registers in yellow

If possible, avoid using registers that are in yellow until the issue is resolved.

If the register is in yellow, check to see if the Customer Service computer is also in yellow. If Customer service is in the yellow

1. Exit out of Catapult on the Customer Service computer
2. You will be prompted with a message regarding the failure to send transactions. Press "OK"
3. Repeat steps 1 and 2 for any registers that are in yellow.
4. If Catapult is green, you may begin to use the register.

Restarting Catapult did not work/Catapult is still in yellow

If Catapult is still yellow, please [contact support](#).

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Various Register issues

Unresponsive Register

If the cash drawer will not open at the end of the transaction, first verify the cables from the receipt printer are securely plugged into the back of the register. Next try turning the receipt printer off and on.

If the register is not responsive, try rebooting it ***only if the register is green.***

- [Click here to resolve issues with registers that are running red](#)
- [Click here to resolve issues with registers that are running yellow](#)

To reboot the register:

1. Hold the power button down until the register turns off [get an image]
2. Power the register back on and log in to catapult.

If the register is still unresponsive, please [contact support](#).

Unresponsive Credit Card Machine

1. If the credit card machine will not take signatures
2. Locate the credit card machine and verify the cables are plugged securely into the machine itself and the register.
3. If the cables are securely plugged into the register and credit card machine but the machine is still unresponsive, try rebooting it. To reboot the credit card machine:
 - a. Process any current credit card transactions manually and then close the line to avoid any further issues with that register.
 - b. Locate and reboot the credit card machine [Get an image]
 - i. Unplug the machine from its power source
 - ii. Wait 10 seconds
 - iii. Plug the machine back in and power it on
4. After the credit card machine has been powered back on, wait a few minutes for the machine to boot up completely.
5. Restart Catapult at the register.

If the credit card machine continues to be unresponsive, please [contact support](#).

Unresponsive Touch Screen

If the touch screen does not accurately recognize where your finger touches the screen (the Touch Screen alignment is off):

1. Exit Catapult
2. Press "Start" then find and select "Control Panel"
3. Finally, locate and select "ELO"
4. Press and release the upper left target. The target should jump to the lower right side of the screen when released.
5. Touch and release the lower right target. The target should jump to the upper right side of the screen when released.
6. Touch and release the upper right target. A check screen should appear after the target is released.
7. Touch and release the green check mark. The check screen should now disappear.
8. Test the screen by touching any area. The cursor should now jump to the point of touch.
9. Close the ELO Control Panel and the Windows Control Panel.
10. Restart Catapult.

If the Touch Screen is still unresponsive, please [contact support](#).

Remove Items From Scale Message

If the register displays a “Remove items from scale” message, complete the following steps in order, until the message disappears:

1. Remove any items from the scale
2. Press the zero/orange light button on the scale
3. Lift the top of the scale off of the unit and clean beneath it to remove any debris
4. Exit Catapult and fully restart the machine.

If you have completed all four steps and the register continues to display the “Remove items from scale” message, please contact support.

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Phones not working

If a phone in your store is not working, first determine how many phones this issue affects by testing each phone individually.

This issue affects only one phone

If you find that the issue has only affected one phone, then reboot the non-working phone:

1. Unplug the power supply or the cable that is connected to the LAN port for the phone, wait 15 seconds and plug it back in.
2. After rebooting the phone, wait until the phone's name appears in the display then try to use the phone.
3. If your phone works after rebooting, you have resolved the issue.

Rebooting the phone did not fix my problem

If the phone is not working, write down any warnings or messages that appeared on the display of the phone and [contact support](#) with this information.

More than one phone/All phones in the store are having the same issue

If this issue affects all phones in the store you will need to reboot the phone server.

1. In the LAN closet, find the black server labeled "Phone Server"
2. Reboot the phone server
 - a. Unplug both of the power cords running into the back of the server
 - b. Wait 10 seconds
 - c. Plug the power cords back in.
3. After plugging the power cords back in, wait five minutes and then test the phones.

If your phones are working, you may begin calling people.

Rebooting the phone server did not fix this problem

If the phones are still not working, please [contact support](#).

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Music is not working

If the music in your store is not working, there may be a problem with the overall sound system. You can check the sound system in your store by doing a test page from the telephones or microphones at the registers.

The paging system works, but the music is still not playing

1. Try turning up the volume with the Pandora remote control.
2. If the volume has been turned up, but the music is still not working, make sure the red and white cables are securely plugged into the proper inputs in the back of the Pandora box. [photo]
3. If the red and white cables are securely plugged in but the music is still not working, reboot the Pandora box
 - a. Unplug the box from the wall
 - b. Wait 10 seconds
 - c. Plug in the box and power it on.

If the music works after checking the volume, cables, and/or rebooting the Pandora box, you have resolved the issue.

If the music still does not work after completing the steps above, [contact support](#).

Neither the paging system nor the music is working

If both the paging system and music are not functioning properly, you may need to restart the amplifier.

1. In the LAN closet, locate the amplifier (the amplifier may be located in a different area of your store. Please check with [support](#) or a store manager to determine its location).
2. Locate the power switch on the amplifier. If the amplifier is powered off, power it back on and test the paging system and music.
3. If the amplifier is on, restart it:
 - a. Power the amplifier off
 - b. Wait 10 seconds
 - c. Turn the amplifier back on

If the paging system and music are now working, the issue is resolved.

Restarting the amplifier did not solve this issue

If the paging system and/or music still do not work, please [contact support](#).

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Printer Is Not Working

If you have issues printing, first make sure that the printer does not have a paper jam.

1. Check for loose paper and debris.
2. On Xerox printers (Phaser or ColorCube), find the panel in the center of the right side of the machine.
 - a. Open the panel door and check the collection tray.
 - b. If the collection tray contains loose debris, empty it and return the tray to the machine.
 - c. Close the panel door and try printing again.
3. If the printer has a maintenance or toner/color message
4. Replace the part that is listed in the message
 - a. These will typically be ink, maintenance kit, toner, and drum.

5. If the printer still does not print, reboot it
 - a. Power the printer off
 - b. Wait five minutes
 - c. Power the printer on
6. Try to print again

If the printer works after powering it off and on, you have resolved the issue.

The printer has been restarted, but still does not print

If the printer does not work, [contact support](#) with the model number, details regarding any error messages, and what you have done to try to fix the issue.

If the printer works after powering it off and on, you have resolved the issue.

The maintenance/toner/color messages are still there after restarting

If the printer does not work, [contact support](#) with the model number, details regarding any error messages, and what you have done to try to fix the issue.

The printer is physically broken or damaged in some way

If the printer is physically damaged, [contact support](#) with details regarding any error messages, the model number of the printer, and the specific part that is broken.

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Security Camera is showing video loss

If a security camera is showing video loss:

1. Enter the LAN room and look for the set of cables and switches that are stored on the top of the racks. These are connected to the cameras.
2. Reboot the cameras by unplugging each cable and plug it back in.
3. If the camera is still showing video loss after rebooting, please contact support.

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Catapult is operating very slowly

If catapult seems to be operating slowly, try closing out of Catapult completely then restarting it. Once Catapult has restarted, test its responsiveness by running the same report or process you were attempting when you noticed it was moving slowly.

If Catapult seems to have increased its processing speed after restarting the program, the issue has been resolved.

If restarting the Catapult program did not resolve the issues with speed, you may need to reboot the computer itself. To do this:

1. Power the computer down
2. Wait a few moments
3. Power the computer back on
4. Restart Catapult and test its speed by running the same report or process you were attempting when you noticed it was moving slowly.

If Catapult seems to have increased its processing speed after restarting the computer, the issue has been resolved.

If restarting the computer did not resolve the issue, [contact support](#). When contacting support be sure to list any steps you made toward fixing the issue (if you restarted Catapult, restarted the computer, etc).

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Power Outages

If your store commonly loses power for more than a few minutes at a time, the power to equipment must be turned off to prevent electrical damage.

1. Turn off any unused POS machines
 - a. Exit Catapult
 - b. Locate and click the start menu
 - c. Choose "Shutdown"
2. Turn off any unused desktop machines by using steps a through c above.

The servers are connected to a large UPS that provides 15 minutes of usable backup so that any transactions can be finished. The desktop computers are

generally connected to a small UPS or surge protectors and benefit from being shut down.

If you have any issues with the registers or desktop computers after a power loss, please [contact support](#).

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Beeping from under desk/register/server room

If you hear a loud beeping noise coming from beneath a desk, beneath the register, or in the server room, there is an issue with the UPS. To resolve this issue:

1. Check the UPS to make sure it is plugged in tightly
2. Press the power button located on top or on the front of the device

If the beeping continues after verifying that the UPS is plugged in, [contact support](#).

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Elf Scanners Are Not Working

If you find that the Elf scanner is having an issue scanning, a full reboot/reset should fix the issue. To do this:

1. Flip the hand held unit so the back is face-up
2. Open the battery compartment and remove the battery
3. Beneath the battery there will be a small button that is soft to the touch. This is the reset button.
4. To restart the machine, press and hold this button until the screen turns off.
5. While the screen is off, reinsert the battery and close the battery compartment.
6. Press and hold the button on the top front of the device to power it back on.

If restarting the device did not resolve the issue, be sure that the battery is fully charged by placing it on the charging rack and testing the device again when the charge light has changed from red to green.

If the Elf scanner continues to have issues, please [contact support](#).

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Janam/Symbol (ScanG) Scanners are not working

If you find that the ScanG scanner is having an issue scanning, a full reboot/reset should fix the issue. To do this:

1. Flip the hand held unit so the back is face-up
2. Open the battery compartment and remove the battery
3. Beneath the battery there will be a small button that is soft to the touch. This is the reset button.
4. To restart the machine, press and hold this button until the screen turns off.
5. While the screen is off, reinsert the battery and close the battery compartment.
6. Press and hold the button on the top front of the device to power it back on.

If restarting the device did not resolve the issue, be sure that the battery is fully charged by placing it on the charging rack and testing the device again when the charge light has changed from red to green.

If the ScanG scanner continues to have issues, please [contact support](#).

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Contacting Support

If you are unable to resolve an issue listed in this guide, please contact support@momsorganicmarket.com. When contacting support, be sure to include the following information:

1. A detailed explanation of the issue you are having
2. Any error messages that appeared on the machine you are having issues with.
3. Any screenshots of the problem, if possible.
4. The steps you have taken to attempt to resolve the problem

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