

Best Practices – SMP/7900 EOD / Registers Not Communicating



Top 5 Help Desk Calls

The Top 5 calls listed here are usually related. Registers not communicating and locked up registers can cause the EOD or SOD to not run. Read below for ways that you can make your store End of Day ready.

1. EOD / SOD did not run
2. EOD / SOD failed
3. Registers are not communicating
4. Register locked up
5. PC offline on register

Follow the below steps before leaving each evening.

Be End of Day Ready

Ensure communication between both registers and the back office PC

1. Check each register for pending orders and clear
2. Make sure each register is not in manager mode
3. Both registers should be at the Login Screen
4. Open SMP and do a do a Network Device Query
 - a. Open System Manager
 - b. Double-Click Network Device Status
 - c. Click on Query (both registers will be selected)
 - d. One or both registers will indicate “online” status
5. **If errors appear go to step 6**, if not you are finished and can close SMP

If one or both registers are still not communicating

6. Power registers off and on for 30 seconds
7. Reboot your back office PC (perform a shutdown and power off/on PC)
8. Open SMP and do a do a Network Device Query
 - a. Open System Manager
 - b. Double-Click Network Device Status
 - c. Click on Query (both registers will be selected)
 - d. One or both registers will indicate “online” status
9. **If errors appear go to step 10**, if no errors you are finished and can close SMP
10. If problems persist call the Kahala Brands POS Heldesk at 1-877-811-3811