



Environmental Concerns

When a site is experiencing ongoing system issues, there are different variables that can be the cause. Sometimes the source can be found right away, but usually it requires a series of troubleshooting procedures to identify the problem. Some common examples of environmental issues are:

- Corrupt trans logs. This is one of the worst and as a result you may have loss of data for the day and sales and cash have to be recreated off of receipts.
- Items not showing up consistently on remote printers
- Tax on a check may calculate improperly
- Terminals reboot or freeze and have to be rebooted to get them to come back on line.
- Terminals are locked up after End of Day and have to be rebooted to begin operations for the day.

There are more but these are some of the most common. When these problems occur the cause is typically one or more of the following:

- Power – Most common issue is neutral to ground voltage is exceeding the .25 volt max. If this voltage is bad enough and left alone long enough two things will occur. Corrupt operating system or damage to the main board.
- Cable – Most common issues are bad or faulty ends (RJ45). The other is the cable does not pass the 100mb test. Not every cable company has a tester that can give you a printed report certifying the cable for 100mb.
- Staff – Untrained or undisciplined managers making frequent changes and refreshing the system after the system has been started for the day.

If you installed your point of sale system without the recommendations Abacus provided on initial install specific to power, cable and training, then we recommend the following course of action.

Debouts

Abacus will analyze the log files of your system and attempt to discover a pattern to determine what is occurring. The cost of this will be \$195.00 if you have not purchased a call center agreement.

Site Survey

Based on the results of the debouts analysis, Abacus will perform a site survey. There is a charge of \$250 for these services, so Abacus will require your approval. Upon approval, a service call will be scheduled and an Abacus technician will visually inspect the network. The technician will look at multiple areas of the network, including checking for multiple hubs, inspecting CAT5 cables for any visible wear and tear, and checking to see if any devices other than Aloha have been added to the network.

Power: Unclean power plays a major role in the deterioration of a network. While on site, the technician will also determine what the Aloha devices are plugged into and what devices are sharing an outlet that may cause noise. Devices such as blenders, coolers, frozen drink machines, etc, all cause noise on a network. POS systems require a clean power environment to operate reliably. In many cases, even if isolated dedicated circuits exist, the power is not clean due to a faulty ground, added devices or restaurant equipment on the circuit. Abacus strongly recommends using power conditioning over dedicated isolated circuits. The links below contain the recommended specifications and information for electrical cabling and Ground Guard power conditioning:

http://www.abacuspos.com/electrical_cabling.html

http://www.abacuspos.com/Ground_Guard_Power_Conditioners.html

Cabling: If cabling is not wired correctly, you will experience issues on the network. The following link includes the correct cable specifications for the Aloha infrastructure:

http://www.abacuspos.com/network_wiring.html

Cabling Professional Site Survey

If there is a cabling issue, Abacus will recommend that you contact a cabling professional or Abacus can contact one for you. An Abacus technician can meet with the cabling professional on site upon your approval of the service call charge.

Power Management Professional Site Survey

If necessary, Abacus will recommend a power professional to analyze the power on your network with special equipment. Upon your approval of the service call charge, the appointment will be made to perform the analysis to check for electrical noise on the network. An Abacus technician can meet the power professional on site with your approval.

Re-imaging the System

If power issues are severe enough, the system will need to be re-imaged to remove corruption caused by the unclean power. You will be informed and an Abacus technician will perform the service call upon your approval of the service call charge.