Top 20 Issues
Troubleshooting Tips

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10/1/2013

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The Top 20 Issues

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Anything in bold italics explained on the bottom page.
#1 Receipt Printer Won’t Print

1. *Soft reboot* your computer. While this step may take a couple of minutes, it will often resolve the problem.

2. Check the printer power supply. Make sure the cord is plugged in to the back of the printer and the outlet securely. There is a small box (power adapter) attached to the power cord between the printer and the outlet. Make sure that it is plugged in firmly. There are 3 points of failure.

3. Check the printer connection to your computer. Follow the cable that is plugged into the all-in-one unit, computer tower, or laptop and make sure that it is plugged into the printer and the computer properly. There are two points of failure here.
4. Turn the printer off and on. This will often times reestablish the connection between the printer and the computer.

5. First turn the printer off. Then hold down the “Feed Paper” button and while doing so, turn the printer back on (a receipt should print out.) Then flip the power button on and off again before you do another test print. Below is a picture of what the test receipt should look like. This clears the memory of the printer.
Advanced Problem Solving: Call LPA or continue at your own risk

6. Within Windows go into Start and select Printers and Faxes on the right.
7. If you see your receipt printer there, right click and go to properties. Do a test print from there.
8. If a receipt prints from there, go into Counterpoint and go to Setup > POS > Devices and look for Crystal Receipt Printer and do a test from there. If a receipt prints from there, run a test transaction.
9. If you do not have a printer in Printers and Faxes in Windows. Go into Counterpoint and then go to Setup > POS > Devices and look for OPOS printer. Do a test print from there. If it works, do a test transaction.
10. If you go into Setup, then POS, then Devices and don’t see what is explained above, you may have the new device framework. It will show you multiple locations with a drop down arrow next to it. Find your location and click on the arrow. You should see “current” next to the name of your station. Current is the station you are currently working on. If you click the drop down arrow next to your current station it should have cash drawer, a printer, and your credit card swipe. If you click on these there should be test buttons. You can click on each one of the buttons and do a test. You may have to enable it before you test. Look for the enable button. This is right next to the test button.

11. The last option you have if your printer is still not printing is **un-installing and re-installing** the driver for the printer. Please call LPA Retail Systems if you have any problems with this.
#2 Cash Drawer Won’t Open

1. **Soft Re-boot** your computer. While this step may take a couple of minutes, it will often resolve the problem.

2. Ensure the cash drawer cable is connected properly on both ends. This could be connected at two places: from the cash drawer to the receipt printer or from the cash drawer to the machine. It depends on how you are set up in Counterpoint.
3 Go into Counterpoint, select Setup, then POS, then Devices, and look under the “Cash Drawer” section. To the right of the screen you should see a test button. You can hit this button to see if the cash drawer pops. If it does then you can go back into touch screen and do a test transaction to see if it works. If the test button is not highlighted then there is no cash drawer configured. You then need to configure your cash drawer. Click the configure button and you can then adjust your cash drawer settings. If you need any assistance with this then please call us here at LPA.

4 (Applicable only if cord is plugged directly into the machine and you have a 15XX or an All-In-One unit.) you can go to Start, then Control Panel, then click on 15XX hardware
5 There is a cash drawer opening test you can do here. You want to select the OPOS tab. Then in the drop down box you want to select which port your cash drawer is plugged into. Follow the cash drawer cable that plugs into your machine. If it is CD 1 then select RSDirect.CD1. If it is in CD2 then select RSDirect.CD2. The hit open cash drawer.
6  If the cash drawer opens here then go into Counterpoint and to Setup > POS > Devices and do a test. If your cash drawer pops here then go into Touch Screen and do a test transaction. If it does not pop go up to step C under #2 and follow those steps.

#3 Credit Card Swipe Won’t Read Credit Cards

1  **Soft Re-boot** your computer. While this step may take a couple of minutes, it will often resolve the problem.

2  Sometimes reader may become dirty. Clean with a soft cloth and/or air canister.
3. If you have a 15XX or an All-In-One unit, you can go to Start, then Control Panel, then 15XX hardware settings and go over to the OPOS tab. Click on MSR drop down button, select RSMR, and click test. Then swipe your card. If data shows up here, go back into CounterPoint and go to Setup, then POS, then Devices, and make sure that there is something configured under MSR. You can do a test here as well. If you are unable to click the test button then there is no RSMR configured. To configure you can click the configure button. If you swipe the credit card on the keyboard then there keyboard wedge should be selected. If you have an All-In-One-Unit or a 15XX then this setting should be RSMR.
4. You can also test your credit card swipe within notepad. Depending on how your Credit Card is set up. Just open up notepad and swipe your card. This will tell you that the swiper at least works and will help you determine what the issue is.

5. Please call LPA if you need any assistance with this.

#4 Frozen Computer or Frozen Application

1. **Soft Re-boot** your computer if it is frozen if it is possible. While this step may take a couple of minutes, it will often resolve the problem. If you are unable to do a Soft Re-boot then you need to do a **Hard Re-boot**. If an application is frozen, proceed to step B.

2. If an application is frozen, press and hold CTRL-ALT DELETE in that order, go into task manager, and select applications. Highlight the application that you are trying to close and hit “End Task.” This should shut down the program. Then go ahead and start the program back up.
3. If the program freezes multiple times, you can *un-install or re-install* the program if you know how. Sometimes an update may not go through all the way or there can be certain files that are corrupt and a fresh install will do the trick. If you have any issues with any of this please do not hesitate to call LPA.
#5 Frozen RDP/Cloud CounterPoint Session

1 Press and hold CTRL-ALT-END in that order. This will allow you to log off at the host site, which will end the session that is frozen. If you don’t do this, when you log back in, the RDP/Cloud will still be frozen. This works 99.9% of the time.

2 If this doesn’t work, please call LPA Retail Systems.

#6 Reports Printer Won’t Print

1 **Soft Re-boot** your computer. While this step may take a couple of minutes, it will often resolve the problem.

2 Turn the reports printer off and then back on.

3 If your printer is physically connected directly to your computer with a cable, make sure all of the cables are connected firmly and correctly.

4 Make sure you are selecting the correct printer when printing.
5. Go to Start, then select the “Run” button, and type in services.msc. Look for the printer spooler service and restart the service. Then try and print again.
6. If your reports printer still will not print, please call LPA Retail Systems.

#7 Does Your System Have A Virus?

*Signs:* Slow computer, pop-ups, constant freezing, slow startup

1. If you have an Anti-Virus program such as AVG or Norton you can go ahead and run a scan. Your Anti-Virus program should be scheduled to run every day after hours to prevent viruses from getting larger and catching them right away. You can always run a scan right away though without waiting until the scheduled scan starts. Keep running the scans until they come back with no threats. Then you have successfully removed the virus.

2. If you are able to navigate to the internet, try to download Malware Bytes if you don’t have it already. Malware Bytes is a different kind of virus protection that can work hand in hand with AVG or Norton Antivirus. There is a free
version out there that works great. The link is below. 

http://www.malwarebytes.org/products/malwarebytes_free. If you don’t have any Antivirus software from LPA Retail Systems, you can download a free version of an Antivirus program called AVG. Here is the link to that program: http://free.avg.com/us-en/homepage. Install and run both of these programs if you are able to, however the virus may stop you. Sometimes viruses block installs and will not allow you to get on the Internet to prevent you from removing them. They are trying to protect themselves. Or they will “claim” that if you pay this amount of money you can then go back on the Internet. You can run AVG and Malware Bytes at the same time and they will pick up different threats. They are a great way to remove viruses. It is best to have these on your computer before the virus hits so you will not have to worry about them being blocked on install. Pictures of AVG & Malware Bytes are below.
3. If you believe your computer is infected and you want to isolate it from your network and the internet, unplug your Ethernet cable (the cable that looks like a larger phone jack) from your computer and disconnect from wireless. Sometimes the virus needs the Internet and will calm down a bit. The virus won’t be gone, but sometimes they need an internet connection to function properly and will not work without an Internet connection. This will also prevent anyone from entering your system or will remove them if they have already hacked into your system. Someone who is in your system will be immediately removed if your computer is the gateway. They will always need the Internet to access your system and if you unplug the Internet you are closing the door on them. Once again the virus may still be there infecting the actual PC but anyone who is actually in your system will get cut off. This is also a great time to do another scan. If you already have these programs mentioned above downloaded you can run them again while there is no Internet connection. If you are unable to download and install them directly
from the Internet because the virus or infection is blocking you see below. Once any of the scans come back clean you can then plug in your Internet again and resume your work.

4. If you are unable to download these programs on the infected computer, try downloading the above Malware Bytes and AVG on another computer and use a USB flash drive to transfer the program and install it on your computer. Then once again run scans with both programs at the same time until you are no longer see any threats. Then you can plug the Internet back in and resume your work.

5. If you are unable to do any of the above steps you can put the computer in what they call “Safe Mode”. To do this you re-boot your computer. When the computer is booting up hit F8 repeatedly until you see the below screen. Then select “Safe Mode”. This brings up the computer with the bare minimum processes to run. Once you are in this mode attempt to install and run AVG & Malware Bytes until they come back with no threats. Once this is completed just re-boot your computer again and it will come back up in normal mode. You can resume your work and the virus should be gone.
WARNING: THIS WILL DELETE ALL FILES STORED ON THE COMPUTER. USE AS A LAST RESORT ONLY.

6. If you still unable to remove the virus. The best course of action is to wipe the computer clean and re-install windows. You will want to make sure everything is backed up when you do this. If you need any assistance on this there are Microsoft Knowledge base articles on how to do this according to your version of software and you can call us here at LPA Retail.

#8 Slow Computer

1. **Soft Re-boot** your computer. While this step may take a couple of minutes, it will often resolve the problem.
2. Check your hard-drive disk space. Click on Computer or My Computer and look for C drive or local disk C, right-click and then click on properties. This should tell you the amount of GB you have left. If this number is low, (over 80% of your memory used) you must either delete files or move them onto an external hard-drive.

3. You can also De-Frag your hard-drive, which puts similar files together and speeds up the rate at which your computer can access them. If you have Windows 7, hit Start, type “Disk Defragmenter” (without quotes) into the search box, and hit de-frag. If you have Windows XP:
   - Open My Computer.
   - Right-click the local disk volume that you want to defragment, and then click Properties.
   - On the Tools tab, click Defragment Now.
   - Click Defragment.
4. Delete unwanted programs that you no longer need by going to start, then Control Panel, and Un-install Programs.
5. Run an Anti-Virus scan to ensure you don’t have a virus.

6. You can also install more memory on your computer. Go to Computer or My Computer and right click on the icon and go to Properties. This should tell you how much memory you have. If you have the maximum amount of memory and are still experiencing a slow computer, you may need to purchase a new computer if it’s old or **wipe it clean and re-install windows (Advanced)**. If this is a brand new computer, you could have a hardware problem. If this is the case, check if it’s under warranty and then replace it.

7. Another common issue is you need to keep your windows up to date with patches and updates. You can always check for updates at the link below. Sometimes after updating you have to re-boot your computer to have the updates go through. If this is not done then your computer can become really slow. I would recommend re-booting your computer once a week if not every morning or before you leave to go home every day. This will allow ample time for the updates to go through.

#9 No Email or Unable to Send/Receive Email

1. Open and Close your email program. If you are using a web base email log in and log out.

2. **Soft Re-boot** your computer.

3. Check to see if you have Internet Connection after you re-boot. Open up a web page and browse to www.google.com or whatever website you would like. If you have Internet then move on to the next step. If you do not have Internet re-boot your modem and router and then try again. If Internet works after the router and modem re-boot then check your email again.

4. If you still do not have email at this point we should re-check your settings or make sure that it is not a password issue. This depends on what kind of application you are using. The easiest way to figure this is out is to do a Google search for your email provider which will walk you through checking your settings and passwords.
5. Sometimes it can be a setting that was changed that you were unaware off or your password expired and the application can no longer connect to the server. Please call us at this point or if you have any local IT in your building that you can work with.

#10 Counterpoint SQL Running Slow

1. Run the RefreshViews.sql script, located in the SCRIPTS directory below the top-level CounterPoint SQL directory.
2. Update Statistics and Rebuild Indexes on the CounterPoint SQL database as part of Microsoft SQL Server's Maintenance plan.
   - Click here for more on performing maintenance tasks on CounterPoint SQL databases.
3. Go to Start/ Run and run CLICONFG. Make sure TCP/IP is the only protocol enabled and both checkboxes on the same tab are unchecked. Also, click the Alias tab and add an alias for the server for the TCP/IP library. Use 1433 as the port number, unless the default Microsoft SQL Server port has been changed.
4. The workstation must be able to ping the server by both the server name and the IP address. The server's IP address must be static, not dynamic (it must remain the same each day, even after a reboot). When pinging the server's name it must respond with the proper IP address.
5. When Ticket Entry Event Logging is enabled CounterPoint SQL will run more slowly as every action made in Ticket Entry is logged in minute detail for troubleshooting purposes.
   - Ticket Entry Event Logging should only be enabled when instructed to do so by CounterPoint Technical Support.
#11 Item Not On File When Scanning into POS

1. Re-boot your computer. While this step may take a couple of minutes, it will often resolve the problem.

2. Most likely the scanner needs to be programmed or lost its programming. We will have to send you a set of program barcodes to re-program your scanner to read your tags correctly. Please call us here at LPA with your make and model of your scanner and we can email or fax you the barcode programming sheets. They may also be in the manual if one came with your scanner.

#12 The Message DBNETLIB Connection Open ... Connect () SQL Server Does Not Exist Or Access Denied Is Given When Trying To Start CounterPoint (Title?)

1. Make sure the SQL Server (Microsoft SQLSERVER) and SQL Server Browser services are running on the Microsoft SQL server. To do this you need to go to start > run > and type is services.msc. Then look for SQL Server browser and SQL Server (MSSQLSERVER) are running. When you select the name of the service and look to the left, if you see “Start” then the select start and the service should now be running. If you see stop or restart this means the service is already running but you can restart the service and then check to see if the issue is resolved.
2. If the server's name has been changed edit the connection string and change the server name to match the new server name by following these steps:
   i. Open the SQL Script Utility
   ii. Click File, and select Companies Editor
   iii. Highlight the connection string until you see the ellipse button
   iv. Click on the ellipse button to bring up the Data Link Properties window
   v. On the Connection tab change the server name
   vi. Click OK to save

3. Set permissions on the CPSQL directory to full access for all users.
4. Go to **Start/ Run** and run **CLICONFG**. Make sure TCP/IP is one of the enabled protocols. If already set, click the Alias tab and add an alias for the server for TCP/IP. Use 1433 as the port number.

5. If the error is given on a Windows XP Pro or a Windows 2003 workstation with Service Pack 2 installed, make sure the Windows Personal Firewall is disabled. All firewalls must allow access for MS SQL not just CounterPoint SQL.

6. The workstation must be able to ping the server by both server name and IP address. The server’s IP address must be static, not dynamic (it must remain the same each day, even after a reboot).

7. If this error occurs on a standalone or offline workstation, review any network connection setup and turn off static IP and set DNS to obtain server address automatically.

8. If you have any issues on how to change these settings or how to do anything in this document please call us here at LPA.

#13 Invalid Login

1. This message is a generic message given when a user fails to log into CounterPoint SQL and has several potential causes:

   - The user has been disabled.
   - The wrong password has been entered.
   - The fingerprint scanned by the Biometric device is not recognized or not on file for the user ID.
   - The driver used for the Biometric device has become corrupt.
2. Go to Setup, then System, then Users and review the user setup for the user getting the error. The Login disabled check box is on the Main tab. This check box should be unchecked for all valid CounterPoint SQL users. The user will be unable to login until the Login disabled check box is cleared. This setting is on the Main tab of the Company setup (Setup, then System, then Company).
   - **Note:** A user can be automatically disabled when the number of failed login attempts allowed is exceeded.
3. If the user has forgotten their password, a new one can be set on the Main tab of the user's setup (Setup, then System, then Users). Click on the Set Password button to enter a new password or click on the Require Password Change check box to allow the user to reset their password at the next login attempt.
4. Set the fingerprint for the user by selecting the Require Password Change check box from the user setup (Setup/ System/ Users). If there is no Scan Finger prompt when prompted to enter a new password then the Biometric drivers are not installed or are corrupted.
5. Remove and then reinstall the drivers for the Biometric device.
6. Any issues with any of these steps please call LPA Retail.

### Cannot create system lock file: /TEMP/SYSLCK.DAT

#### #14 Invalid TLV Record

1. Make sure the Crystal install folder and all files and sub-directories are set to Full Control permissions for all Windows users and groups. The location of the registry keys depend on the version of Crystal and the operating system. 
   - **Advanced:** Continue at your own risk.
   - HKEY_Local Machine/ Software/ Business Objects
   - HKEY_Local Machine/ Software/ Crystal Decisions
   - HKEY_Local Machine/ Software/ WOW3264Node/ Business Objects
   - HKEY_Local Machine/ Software/ WOW3264Node/ Crystal Decisions
These are registry keys mentioned above.

2. Log into the workstation giving the error as Administrator and run workstationsetup.exe from the top-level CounterPoint SQL directory on the workstation giving the error. This will update the drivers on the workstation.

3. Either delete the default workstation setup under Setup, then System, then Configuration, then Workstation preferences, or make sure that the user logs into the default drawer.

#16 Maximum Number of Users Exceeded

1. This error can be issued when the number of licensed users has been reached and a new user is attempting to access CounterPoint SQL. This error can also be given when the resources and locks files are not updated properly. If CounterPoint is exited improperly, these files do not get updated.

2. **System/ Views/ Resources and Locks** is a utility used to determine how many users are currently using a CounterPoint SQL user license. Compare the number of users you have logged in with the User count listed in Setup/ System/ Registration.

3. Get everyone out of CounterPoint SQL and then go to the top-level **CounterPoint SQL directory and the top-level company directory** and delete the resources and locks files. To be more clear, there are four files in each directory:
   - Resources.dat
   - Resources.idx
   - Locks.dat
   - Locks.idx
4. Should the error continue, Please call us here at LPA.

#17 Error – “Can't Access Top Level Directory or Unable to Access Top Level Directory” SQL

1. **Soft Re-boot** the computer that is having the error.
2. Make sure your server is on (the computer you always have to have on for CounterPoint to work).
3. Make sure you’re connected to the Internet via wireless or check to see that your Ethernet cable is plugged in. See “No Internet” Also you can just open up Internet Explorer, Google Chrome, or Mozilla and browse to a website other than the one that just popped open or your home page. This will show if you have an internet connection. Go to Start, then Run, and type in: “\Server Name” – without quotes. If a password is requested, make sure you put a check mark next to save credentials.
4. Next go to Start, then Run, then type “CMD” once the black box opens type “Ping Server Name” – without quotes—to verify that your computer can see your server. You are looking for replied or timed out. Replied means that it can see your server. Timed out means it can’t.
5. To find your server name go to your server. Look for “My computer” or “Computer”, right click and go to properties. Look for Full Computer Name and that is your server or computers name. Example: \OFC1 or jeremyspc
6. At this point if you are still having issues, please call us here at LPA.

#18 “No Internet Connection”

1. If all computers in your company are unable to connect to Internet:
2. You probably have two boxes that you need to get Internet from. A router and a modem. Your modem is from your ISP or Internet provider such as Comcast or Qwest. Your router can be from LPA Retail Systems. Common names on a router are Linksys, Watch guard, and Cisco. You need to find the power on both
of these boxes and unplug both of them for about 30 seconds. Then plug in the modem first and then the router. Wait about 5 minutes and then try your Internet again.

3. If that doesn’t work, call your ISP or Internet provider and verify with them that everything is working on their end. Sometimes there is an issue with them getting Internet to you.

4. If your provider verifies you have Internet, but it still isn’t working, please call LPA Retail.

5. If a single computer is having issues connecting to the Internet:

6. Re-boot the computer that is having the issue.

7. Make sure your Ethernet cable is plugged into the back of your computer or make sure that you are connected to wireless Internet.

8. In the bottom right corner of your computer you should see a little monitor or double monitor with a red x through it or an exclamation point depending on which version of Windows you have. Right click on that and, if you have Windows 7, you should see “Troubleshoot”. Click that and windows may fix the problem by itself or it will tell you why it is having issues with the Internet. If you have Windows XP you can right click on it and look for “Repair,” this will do the same thing. It may fix it or may advise you what the cause of the issue is. You can follow the steps Windows gives you. It may also tell you that it is unable to do anything and can’t find the problem. At this point, please call LPA Retail Systems

#19 Error “Drawer Session Already In Use” SQL

1. This message is frequently seen when CounterPoint SQL is exited improperly, whether by power failure, ending the CounterPoint task, fatal error message or another method other than escaping the menus or by clicking the Exit button. When CounterPoint SQL is exited improperly, the resources and lock files are not updated properly.
2. This message may also be seen when another user is logged into ticket entry using the drawer session. When this is the case, the message is legitimate and needs no correction.

3. Get everyone out of CounterPoint then go to the top-level CounterPoint directory and the top-level company directory and delete the resources and locks files.

4. There will be four files in each folder that you need to delete.

   Resources.dat
   Resources.idx
   Locks.dat
   Locks.idx

5. If you having issues deleting these files, make sure again that everyone is out of Counterpoint and if need be re-boot the server.

#20 Error “Station Already In Use”

1. This message is frequently seen when CounterPoint SQL is exited improperly, whether by power failure, ending the CounterPoint task, fatal error message or another method other than escaping the menus or by clicking the Exit button. When CounterPoint SQL is exited improperly the resources and lock files are not updated properly.

2. This message may also be seen when another user is logged into ticket entry using the drawer session. When this is the case, the message is legitimate and needs no correction.

3. Get everyone out of CounterPoint then go to the top-level CounterPoint directory and the top-level company directory and delete the resources and locks files.

4. There will be four files in each folder that you need to delete.

   Resources.dat
Resources.idx
Locks.dat
Locks.idx

5. If you having issues deleting these files, make sure again that everyone is out of CounterPoint and, if need be, re-boot the server.

**Soft Re-boot**

1. A soft re-boot is a re-boot or restart that allows all programs and applications to closed down gracefully. This restart will wait for everything to shut down properly before it goes to restart.
2. **Windows 7**: To shut down the computer click on the Start Button > Click Shutdown. To restart click on the Start Button > Click on the arrow and then click restart.

3. **On a window XP**: click Start > Turn off Computer button and select restart. To shut down click on Start > Turn off Computer and select shutdown.
Hard Re-boot

1. A hard re-boot is a last resort re-boot, restart or shutdown. This is when nothing is responsive on your machine. This will close everything immediately and you may lose information that has not been saved. This is usually your only option when CTRL –ALT-DELETE does not work.

2. To do this you need to find your power button on your computer and hold down it down for about 20 seconds. Your computer should then shut all the way down. Once the computer has shut down you can then power the computer back on. On a 15XX the power button is underneath the unit. If you tilt the unit back the power button should be under there.

Ping

1. The ping command is a command that you can do to find out if your computer can talk with your server or the Internet. For example: if you attempt to open up Counterpoint and you are getting an error the server cannot be found then you would use this command. Also if you are unable to access the Internet you can use this command as well to find out if where the problem lies.

2. To do this you want to click Start > Run > and the type in CMD. This will bring up a black box where you can type ping //server name or ping //lparetailserver for example. Another example you can do is ping www.google.com. Screen shot below.
Top Level Directory

1. Your Top Level Directory is where all your Counterpoint information is stored. This can be your settings and several other elements that Counterpoint needs to run. Depending on the version you are running it can be in different places. Two places to look are.

C:\Counterpoint

or C:\Program Files (x86)\Radiant Systems\CounterPoint\CPSQL.1.

2. To find out where your top level is exactly you can right click on your counterpoint icon and look in the Target information. This will tell you where it is located.

3. You will also sometimes need your company directory which is within your Top Level Directory. Example:

C:\Program Files (x86)\Radiant Systems\CounterPoint\CPSQL.1\TopLevel\LPA
**Un-install & Re-install**

1. Sometimes you need un-install & re-install an application. To do this you can go to:
2. Start > Control Panel > Add or Remove Programs or Programs & Features. Select the program you want to un-install and click un-install. Screen shots below.
Avoiding the Problems Before They Happen

Verifying Offline Ticket Entry

It is highly recommended that you perform the following procedure to ensure that your Offline Ticket Entry (OTE) system is functioning normally. This critical CounterPoint option allows you to continue point of sale operations in the event that communication is lost with your CounterPoint server.

This process should be performed at least monthly on all registers with OTE and any time prior to a large sale, special event or planned network or server maintenance.

If your server controls internet access and is unavailable be certain that OTE is configured to use a backup analog modem for credit card processing.*

1. On the register(s) exit live CounterPoint and double click the icon for OTE to open the program.

2. Log into OTE using your normal CounterPoint username and password, verify that your workgroup is correct, enter Touch Screen and complete a sale and record the ticket number. Make sure the sale is for a small dollar amount and do a return ticket to offset the sale. Note any deficiencies.**
3. Verify that all peripherals function as required, noting any deficiencies, and exit OTE.**

4. Enter back into CounterPoint using your live icon, wait 20 min and then verify that the sale is present and accurate by reprinting the ticket in Touch Screen or from the main menu go to Point of Sale, Tickets, Edit List.

* Contact Support@lparetail.com if you are unsure of the status of your analog modem backup.

** Contact Support if you are unable to login with your normal CounterPoint username and password, if any peripherals are not functioning properly, you cannot process credit/debit cards, or you do not see the OTE sale show up in your live system.

**Top Troubleshooting Issues for IPOD/IPHONE/IPAD**

The basic troubleshooting steps, referred to as the Three R’s, are "Restart, Reset, and Restore." This is for any IOS devices such as an IPOD, IPHONE, or IPAD

You may want to perform these steps if your device is frozen, if an app is not performing the expected function, or if there is any other issue you think is software related and not hardware related. A hardware related issue would be my headphone jack is not producing sound or the home button is not working when I push it.

**IMPORTANT:** Software troubleshooting is the first step in determining whether or not it is a hardware issue. Example: If you have a white screen on your phone and are unable to get around it. You restart the phone and it works. This is a software issue. If you restart the phone, reset the phone, and restore the phone and there still is a white screen. Then this is hardware issue.

Be sure to do these steps in order. For example, if a simple restart solves your problem, you would not want to take such a drastic measure as restoring your device and erasing...
the data. Moving on to the first step, the first thing you want to closing an re-opening an application.

**First Step – Close/Re-Open Application**

There are two ways that you can close apps on any of the devices depending on what version you have.

If you have IOS 7- Double tap the home button. (This is the button at the bottom of your phone with a square in it.) This will bring up any application you have open and it will look like this in the below screenshot.

To close an application simply flick the application up and it will disappear and close.

If you have anything below IOS 7 it is a little different to close the application but along the same lines.

To close and re-open an application on a device under IOS 7 you need to double tap the home button. (This is the button at the bottom of your phone with the square in it.) You will see a screen that looks like this below.
Now hold your figure on one of the applications until you see the applications start to wiggle and there will be a red minus sign on them. Another picture is below.

You can now hit the red minus button and this will close out the application.

This is how you close out an application on both versions of IOS. If you would like to know what version you are running you can go to Settings > General > About > Version.

Once you have close out of the application you can now re-open the application and see if the issue has been resolved. If the issue hasn’t been resolved you can move on to the next step below.
Second Step - Restart

Hold the power button (the button on top) down until the red "Slide to Power Off" slider appears. Slide your finger across the screen.

You should see this slider switch

After the device is powered off, hold down the power button for a few seconds until the Apple boot logo appears; this means the device is turning back on.

If this restart does not work than here is another restart below called a hard reset.

Hold the home and power buttons at the same time until the Apple boot logo appears. No data will be lost. People think that a reset will wipe the data on their device due to the phrase "Reset," thinking that it will "reset" all of their data. Reset is actually just a force reboot of the device, but packs more of a punch than a simple restart.

If this does not solve the issue then our next step is a restore.

Third Step - Restore

There are two ways to do a restore: In iTunes or directly from the device (iOS 5 or later)

If at all possible we should try the reset all settings on the device first.

On the Device:
You can go to Settings > General > Reset > and erase all content and settings. This will bring the phone back to factory default.
Choosing the Erase All Content and Settings option will not reload the iOS like an iTunes restore would, however if the cause of your issue is some corrupted data, then this will take care of it. Try running your device for a little while with nothing installed on it, and test the various built-in apps. If the problem persists, you can try an iTunes restore. If it’s solved, try loading your data back manually, little by little, to help determine what the problem is. If this doesn’t work try restoring through iTunes.

In iTunes:
The device should be plugged into a computer with iTunes loaded on it. Open the iTunes application, and locate the DEVICES menu on the left, then select your device. There should be a button to restore on the main page. If you choose to restore your device make sure you have a backup available. This should be done automatically. YOU WILL LOSE ALL YOUR INFORMATION IN THE RESTORE PROCESS.

There are two options when doing a restore: "Restore from Backup" and "Set Up as New Device." First, you want to try restoring from a backup, as this method will not cause a loss of data, as long as you have a recent backup. This will show up either in iTunes or on the device (After selecting Restore from Backup, you will be able to choose from a list of devices and backups. These backups are accessed based on any backups performed on your computer (if restoring using iTunes), or by signing in with your Apple ID (if restoring from an iCloud backup on your device).

If the problems still is not fixed, you will have to repeat the process, except "Set Up as New Device." This will set up the device as if it were fresh out of the box. Purchased media will be able to be re-downloaded without you being double charged as long as you sign in with the same Apple ID. If you are having difficulty restoring or have forgotten the passcode on your device, see this Apple article for help.

http://support.apple.com/kb/ht1808

http://support.apple.com/kb/HT1414
Restoring from Back up could be a potential problem because you are putting the corrupt or whatever is causing the issue back on the phone. If you Set Up as a New Device this will put brand new software on there and there will be no bugs. You can then load your contacts and applications back on manually or sync them like you did when your first received your phone.

If none of the above steps work then your phone has a hard-ware issue.

The best thing to do at this point would be to call Apple or call an Apple Store and set up an appointment. Let them know what is going on and they will advise you of your replacement options.

Network Issues

Doing a reset or restore may fix most issues, but for network-related issues, there are a couple more things to try. Having slow connections, no email, bad cell signal, slow download rates. These steps could help resolve those issues.

1) Try opening Settings. The option at the very top is Airplane Mode. Turn this on, wait a few seconds, and turn it back off.

2) Tap on the Settings icon, and select the General menu. Scroll to the bottom and tap on Reset, and finally "Reset Network Settings." The device will take a minute or so to reboot, and then hopefully the network issues are resolved.

If you decide to do Reset Network Settings it will erase all currently save WI-FI passwords that you currently have stored in the device. It will not erase any content and settings. When the device comes back up you can connect to WI-FI as you normally would but you will have to re-enter the credentials.