

Troubleshooting idine smart

Idine smart does not launch/open when tapping or clicking on the idine icon

Using File-explorer, check (click and open) the webserver file; it should have the server IP address mentioned.

Unable to get Wi-Fi signals on my PDA

- a. *Check if the access point has power (electricity).*
 - b. *On the main screen, tap **Settings** and then tap **Wireless Control** and ensure Wi-Fi is turned On.*
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While placing order, Wi-Fi disconnected and idine smart restarted and loaded the Login screen.

*Please check if the connectivity is stable between access points and the server. To check this, you can ping the IP address of any system that is on the network using the **Command** window on your computer.*

Wi-Fi signal strength is good; idine smart takes unusually a long time to load and the floors are not displayed.

This usually happens when there is no connection between the access point and the server/switch. Ping the access point from any system that is connected to the network to check the connectivity.

Side-station printer unable to print

Use your desktop idine 2.5 application to check the side-station printer configuration. Also check if any table is being configured to the side-station printer.

IP address conflict

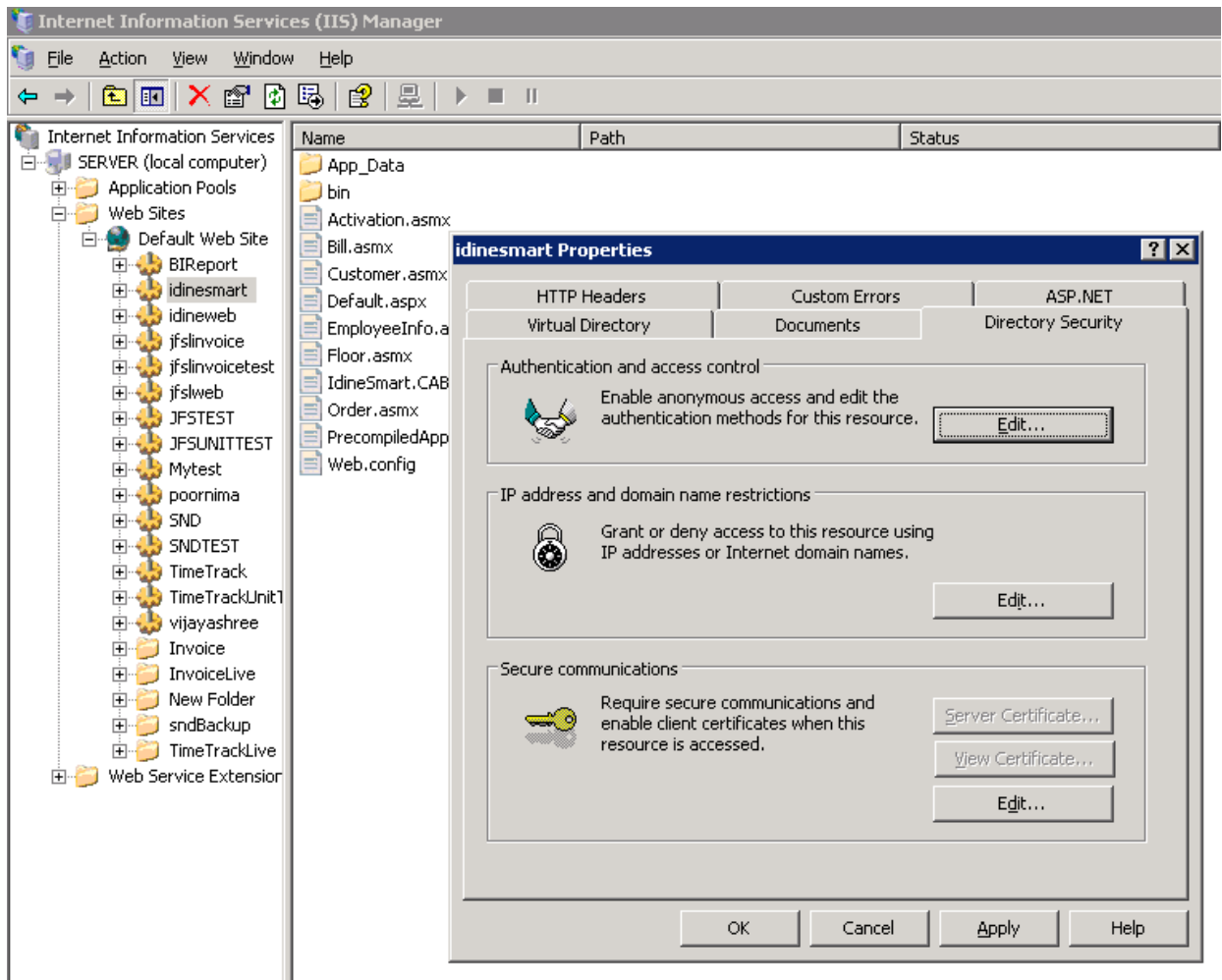
Please refer the IP address noted down on paper along with the assigned IP addresses on the devices/systems and change accordingly.

Printer not found

There are 3 different solutions you can try –

- *Checking if specified administrator login information*
- *Restarting IdinePrintService*
- *Restarting the webservice*
- *Checking if printer is configured in your computer*

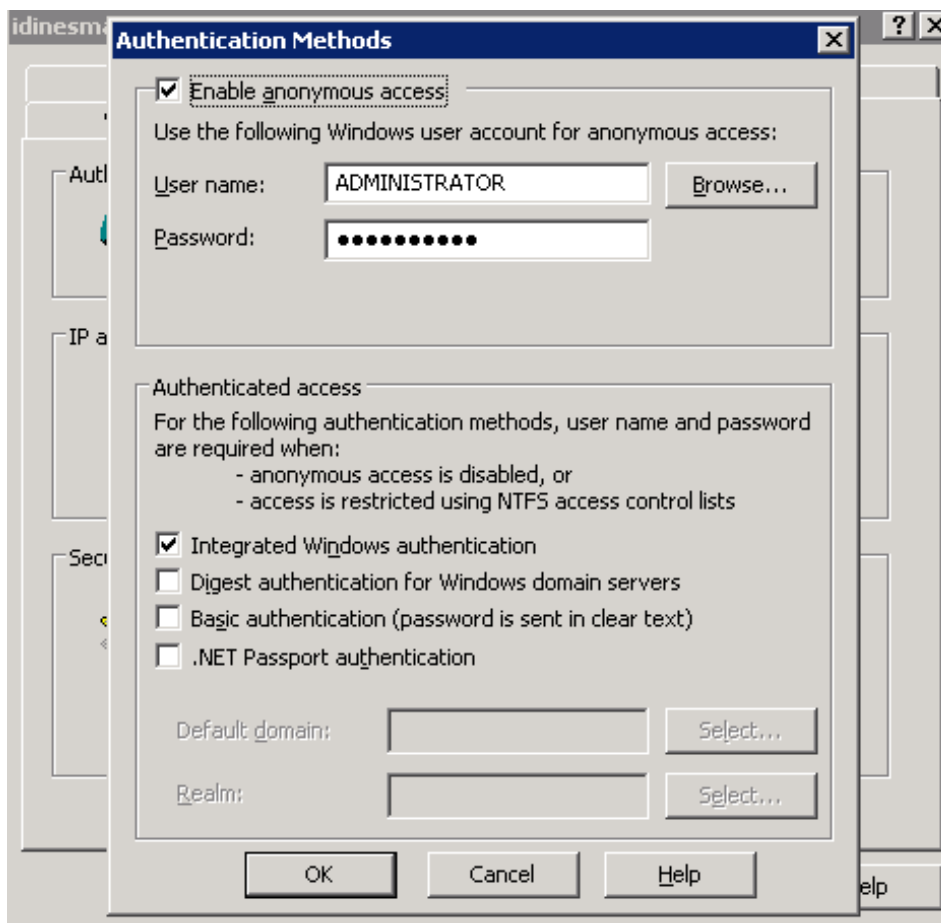
Check administrator login info –



1. Hold the **Window** key down on your keyboard and hit the **R** key, or click the **Start** button and click **Run** to access the **Run** window.
2. In the **Open** field, type **inetmgr** and hit **Enter** on your keyboard or click **OK**.
3. In the **Internet Information Services** window, click and expand the list of your local computer (Usually it is your computer name), click **Websites** to expand the list, and then click **Default website** to expand the list.
4. On the left-pane, right-click on **idinesmart**, click **Properties**.
5. In the window that just popped up, click the **Directory Security** tab.
6. In the **Authentication and access** control section, click **Edit**.

7. Just confirm if **Enable Anonymous access** check-box is checked.
8. Make sure in the **User name** and **Password** box, you should have the Administrator's user id and Password.

NOTE: You may have a restricted user's (who does not have administrator rights) login information in the user name and password field. Please clear the field and type the administrator's login information. This means the administrator is allowing the application to run smoothly.



Restarting IdinePrintService in your computer –

1. Click **Start** and then click **Run**, or hold your **Windows** key down on your keyboard and then hit the **R** to access the **Run** window.
2. Type **services.msc** and click **OK** or hit **Enter** on your keyboard.

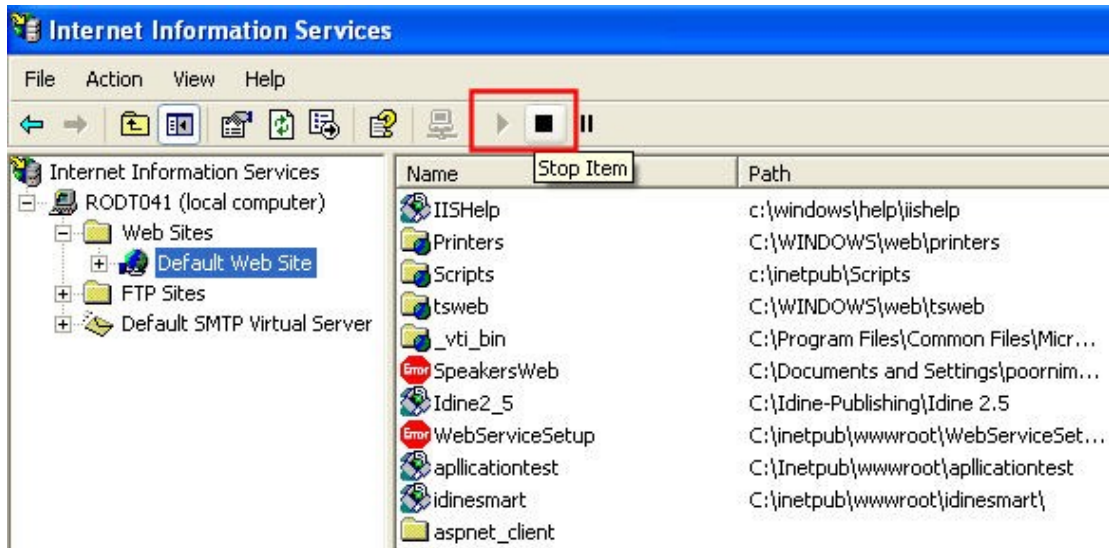
3. In the **Services** window, scroll down the list and locate **IdinePrintService**.
4. Right-click on **IdinePrintService** and click **Stop** to stop the service, and then right-click again and click **Start** to start the service.

NOTE: Confirm if the service has been started by checking its status from the **Status** column.

5. Close all the windows.

Restart the webservice on your computer –

1. Hold the **Window** key down on your keyboard and hit the **R** key, or click the **Start** button and click **Run** to access the **Run** window.
2. In the **Open** field, type **inetmgr** and hit **Enter** on your keyboard or click **OK**.
3. In the **Internet Information Services** window, click and expand the list of your local computer (Usually it is your computer name), click **Websites** to expand the list, and then click **Default website** to select it.
4. On the top of the window, click the **Stop** button to stop the webservice.



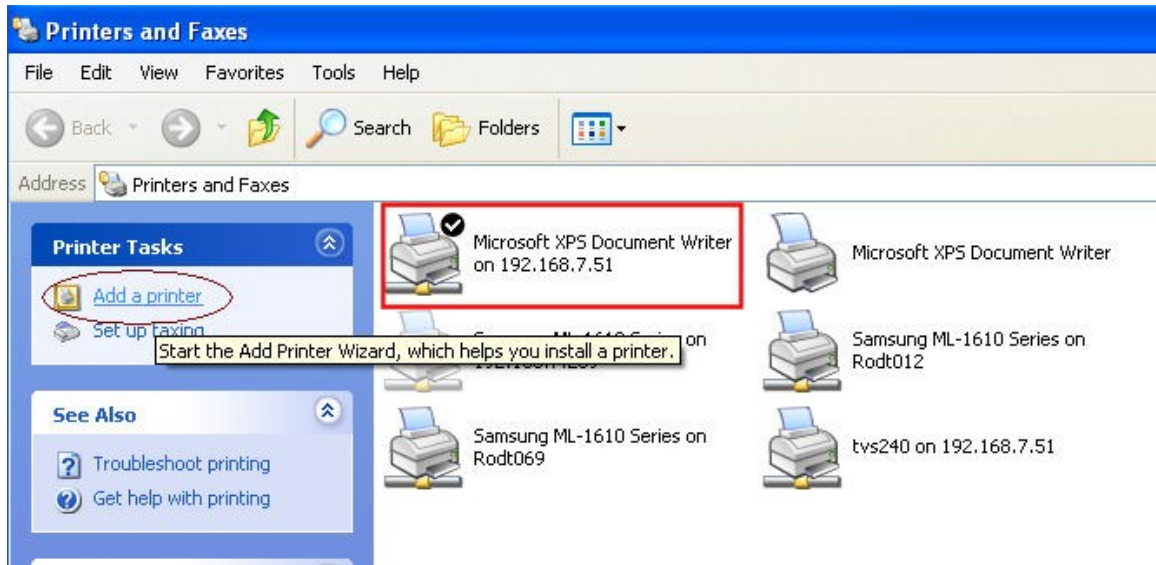
5. After it stops, click **Start** to start the webservice again.
6. Close all the windows.

Checking if printer is configured in your computer –

You have to have a printer configured in your to be able to print tickets.

To check if you have a printer:

1. Click **Start** and then click **Printers and Faxes**.
2. Locate the name of the printer in the **Printer and Faxes** window, and it should have a small black color **tick mark** as seen in the screenshot.



NOTE: If you do not locate a printer here, you have to add one. Or if you do not see a black-check mark on the printer you wish to use, you have to set it as default printer.

To set your printer as default:

Right-click on your printer name in the **Printers and Faxes** window, and click **Set as Default Printer**.

Confirm if you see the black check-mark on your printer's name.

Unable to print to printer [\\<printer name>](#)

Check if the port number mentioned in the configuration files is right.

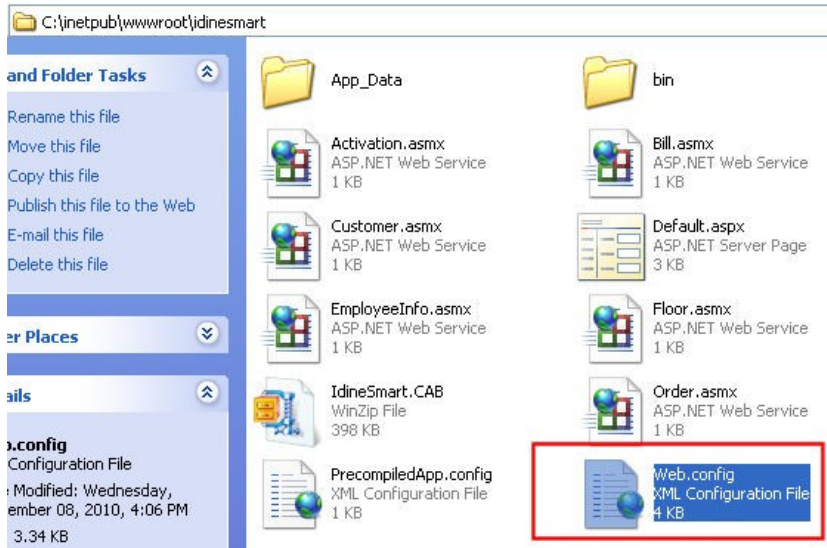
Two files to check –

- Web.Config.xml
- IdinePrintService.exe.config.xml

To check in the Web.Config.xml:

1. Click **Start** and then click **Run**.
2. Type **inetmgr** and click **OK**.

- From the **Internet Information Services** window, right-click on **idinesmart** and click **Open**.
- Right-click on the **Web.Config.xml** file and open it with **Notepad**.



- Ensure the port number mentioned in the code is **9087**.

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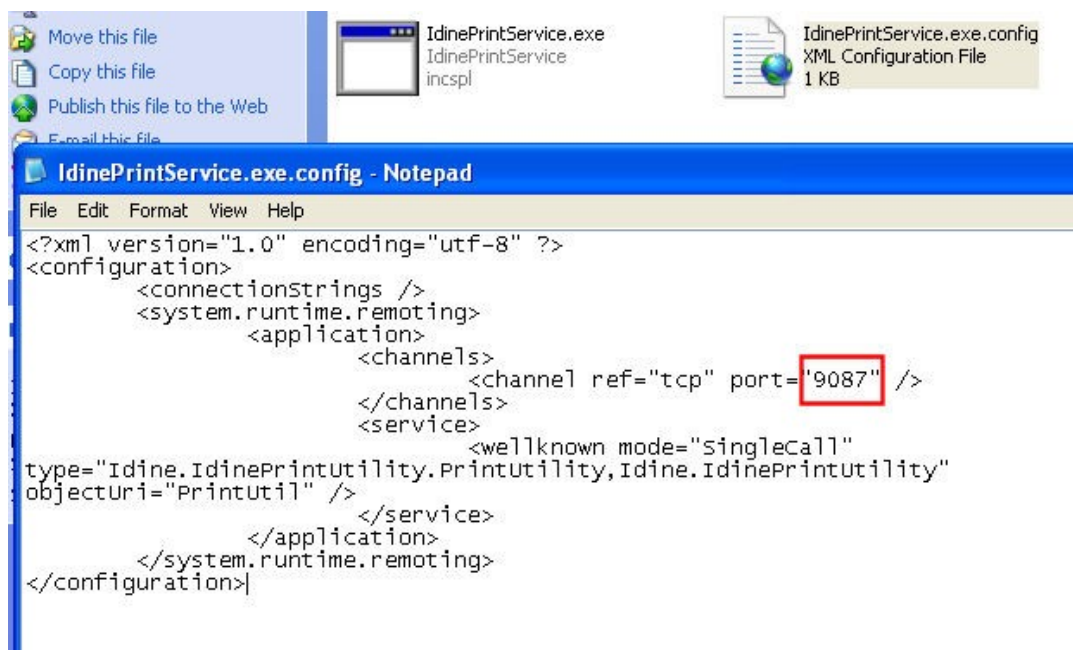
Web.config - Notepad
File Edit Format View Help
<?xml version="1.0"?>
<!--
  Note: As an alternative to hand editing this file you can use the
  web admin tool to configure settings for your application. Use
  the website->Asp.Net Configuration option in visual studio.
  A full list of settings and comments can be found in
  machine.config.comments usually located in
  \Windows\Microsoft.Net\Framework\v2.x\Config
-->
<configuration>
  <appSettings>
    <add key="MySqlDAL" value="Idine.MySqlDAL"/>
    <add key="ErrorMessages" value="~/App_Data/Message.xml"/>
    <add key="ErrorLog" value="~/App_Data/ErrorLog.xml"/>
    <add key="PrintFiles" value="~/App_Data"/>
    <add key="ActivationDetailsCopyPath" value="C:/ACTIVATION_DETAILS"/>
  </appSettings>
  <connectionStrings>
    <add name="mysqlConnectionString" connectionString="user=
binary flags=false;"/>
  </connectionStrings>
  <system.runtime.remoting>
    <application name = "IdineBLL">
      <client>
        <wellknown type="Idine.IIdinePrintutility.IPrintutility,Idine.
url="tcp://localhost:9087/Printutil"/>
      </client>
      <channels>
        <channel ref="tcp" port="0"/>
        <clientProviders>
          <formatter ref="binary"/>
        </clientProviders>
      </channels>
    </application>
  </system.runtime.remoting>
  <system.web>
    <!--
      Set compilation debug="true" to insert debugging

```

- Click the **X** button and close all the windows.

To check IdinePrintService file –

1. On your hard-drive, go to the path **C:\Program Files\incsp\ldinePrintSetup**.
2. Right-click on the file **ldinePrintService.exe.config.xml** and open it with **Notepad**.
3. Ensure the port number mentioned in the code is **9087**.



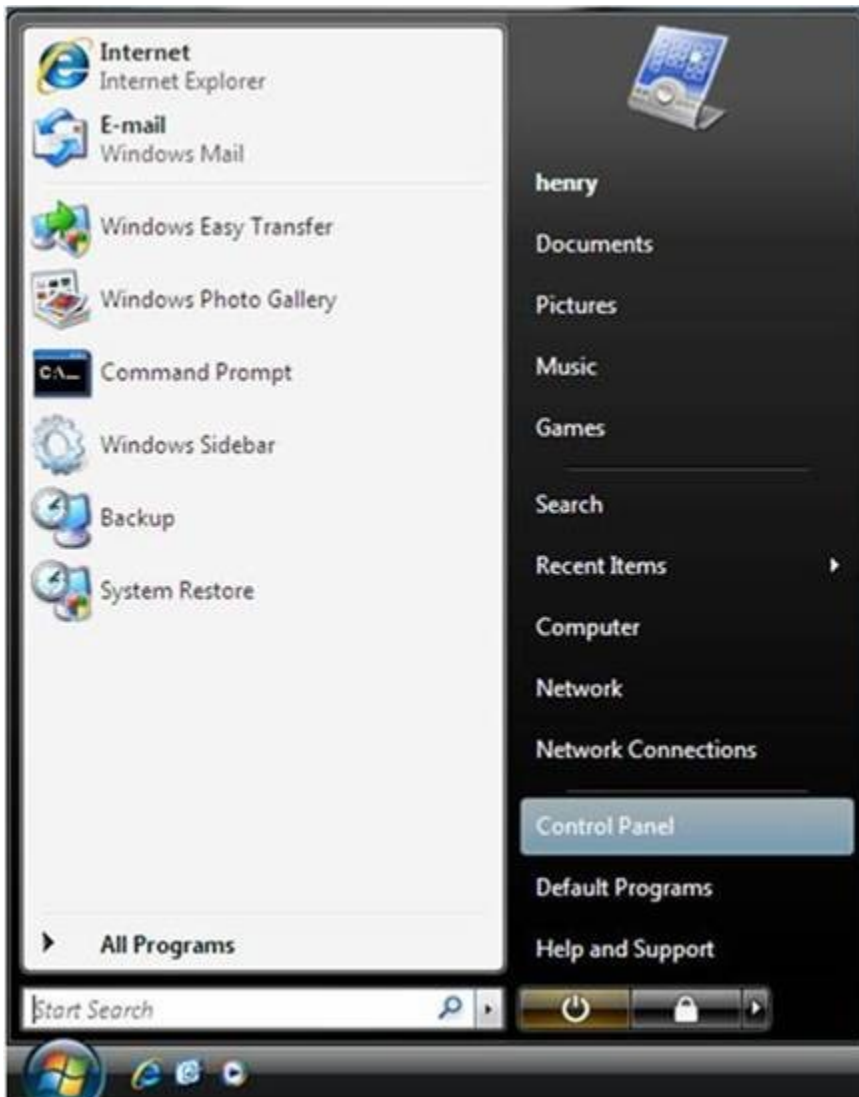
4. Click the **X** button and close all the windows.

Installing IIS on your computer that has Windows Vista or Windows 7

Login to your computer with the Administrator Windows login account.

Installing IIS

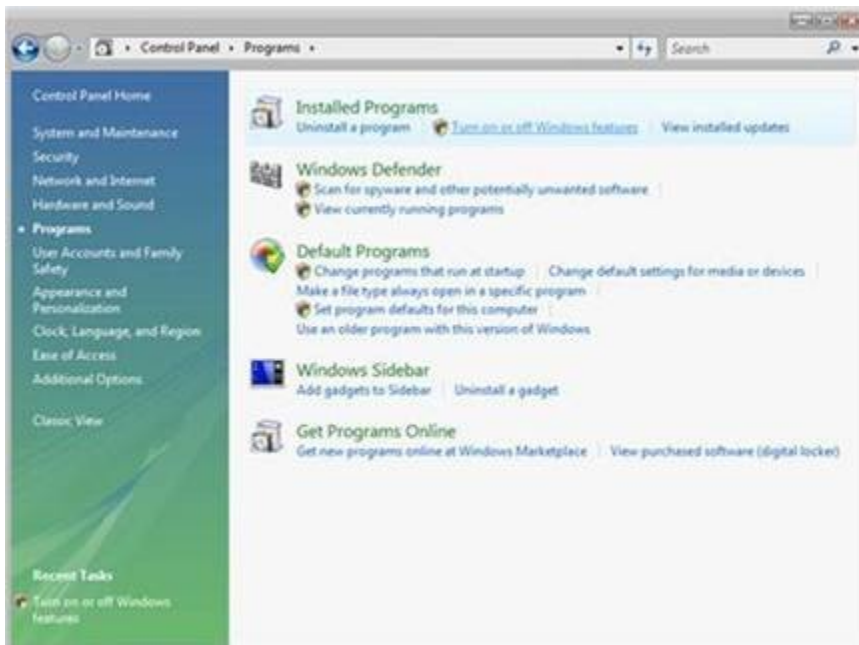
1. To open the Windows Features dialog box, click **Start**, and then click **Control Panel**.



2. In the **Control Panel**, click **Programs**.



3. Click **Turn Windows features on or off**.



- You may receive the Windows Security warning. Click **Allow** to continue. The **Windows Features** dialog box is displayed.



- Click on the + to expand **Internet Information Services**. Additional categories of IIS features are being displayed. Select **Internet Information Services** to choose the default features for installation.



6. Click the + to expand the additional categories displayed, and click to place check mark on **Web Management Tools** option.



7. If you are installing IIS 7 for evaluation purposes, you may want to select additional features to install. Select the check boxes for all IIS features you

want to install, and then click **OK** to start installation.



8. Click **OK** to complete the installation and close all windows.