

ICC Troubleshooting Document

No QES Data Online

If you are experiencing no QES Data Online, please verify files are being pushed up to our ftp site.

To verify this, follow the steps below:

1. Using My Computer or Windows Explorer, access the following directory:

C:\Program Files\ICC\QES Minder\Data\Inbox

2. If there are files present in this directory as in the example below, Go to step# 4

🕽 Inbox			
File Edit View Favorites Tools Help			
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ddress 🛅 C:\Program Files\ICC\QES Minder\Data\Inbo	¢		
Name 🔺	Size	Туре	Date Modified
File and Folder Tasks 🔕 🗟 R0000000_	QESData_20100208031400.raw 1 KB	RAW File	2/9/2010 4:15 AM
R0000000	QESData 20100208151822.raw 1 KB	RAW File	2/8/2010 4:20 PM
Make a new folder	OESData 20100209031400.raw 1 KB	RAW File	2/10/2010 4:15 AM
Share this folder	QESData 20100209122000.raw 1 KB	RAW File	2/9/2010 1:21 PM
B R0000000	QESData 20100209133319.raw 1 KB	RAW File	2/9/2010 2:35 PM
R0000000	QESData_20100209134227.raw 1 KB	RAW File	2/9/2010 2:44 PM
Other Places	QESData 20100210031400.raw 1 KB	RAW File	2/11/2010 4:15 AM
🕞 Data	QESData 20100210122000.raw 1 KB	RAW File	2/10/2010 1:21 PM
Mu Desuments	QESData_20100211031400.raw 1 KB	RAW File	2/12/2010 4:15 AM
R0000000	QESData_20100211122000.raw 1 KB	RAW File	2/11/2010 1:21 PM
My Computer	QESDump_20100208.raw 1 KB	RAW File	2/8/2010 4:20 PM
🖬 R0000000_	QE5Dump_20100209.raw 2 KB	RAW File	2/9/2010 2:44 PM
R0000000	QESDump_20100210.raw 1 KB	RAW File	2/10/2010 1:21 PM
Decails Contract Records	QESDump_20100211.raw 1 KB	RAW File	2/11/2010 1:21 PM
Inbox 🖬 R0000000	QESDump_20100212.raw 1 KB	RAW File	2/12/2010 4:15 AM
File Folder	QESLabor_20100208.raw 2 KB	RAW File	2/8/2010 4:19 PM
Date Modified: Friday, February 🔤 🐻 R0000000_QESLabor_20100209.raw	QESLabor_20100209.raw 2 KB	RAW File	2/9/2010 2:39 PM
12, 2010, 4:15 AM	QESLabor_20100210.raw 2 KB	RAW File	2/10/2010 11:25 AM
🖬 R0000000	QESLabor 20100211.raw 2 KB	RAW File	2/10/2010 11:25 AM
🖬 R0000000_	QESLabor_20100212.raw 2 KB	RAW File	2/10/2010 11:25 AM
🖬 R0000000	QESLog_20100208.raw 1 KB	RAW File	2/8/2010 4:20 PM
🖬 R0000000	QESLog_20100209.raw 2 KB	RAW File	2/9/2010 2:44 PM
🖬 R0000000_	QE5Log_20100210.raw 1 KB	RAW File	2/10/2010 1:21 PM
🖬 R0000000	QESLog_20100211.raw 1 KB	RAW File	2/11/2010 1:21 PM
R0000000	QESLog_20100212.raw 1 KB	RAW File	2/12/2010 4:15 AM

- 3. If there are no files in the directory, Go to step# 7
- 4. Access the following directory:

C:\Program Files\ICC\QES Minder

Run the program:



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QESftp.exe 7/15/10 5. A DOS screen will appear with files that are being transferred to our server



6. Wait unit the screen closes and recheck the directory

C:\Program Files\ICC\QES Minder\Data\Inbox to make sure it is empty.

If the directory is empty Go to step # 7

If the directory has less files then when originally checked (QESftp.exe pushed some of the files), Go to Step #4

If all the files still remain in the Inbox Go to step #8

7. If there are no files in the Inbox, check for Charts in the QES application on your BOH computer:



If there are no recent charts, Go to Step #8

If there are recent charts, there is no QES Online data due to the QES Web Database. We are currently working to resolve this and the target date for resolution is August 1st, 2010.

8. There are multiple reasons why a BK will stop transmitting data:

A. Verify QES Minder has been configured correctly:

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Open QES Minder

Go to Edit—End of Day Task Verify: Internet Connection—Broadband EOD error message box is checked Click OK

Go to Edit—BK number Verify: BK number assigned to the store is entered and correct for that store Click OK

B. Verify there are no hardware issues:

KM is not being shut off at closing BOH computer is not being shut off at closing Bad connection from BOH computer to KM—Test by sending forecast to KM Poor or No Internet connection at BK—Test your Internet connection

C. Verify there are not computer issues:

Go to Start—Settings—Control Panel and Open Locate—Scheduled Tasks,double-click Verify—Scheduled Task is configured: At1, 3:14am everyday (if not continue to D)

Go to Start—Settings—Control Panel and Open

Locate—Windows Firewall, double-click

Verify—Windows Firewall is configured: QESftp.exe is listed in the Exceptions tab; also verify Exceptions

for other firewall applications such as Norton, McAfee, AVG, etc. (if not continue to E)

D. Add scheduled Task

Go to Start—Settings—Control Panel and Open Locate—Scheduled Tasks, double click In Scheduled Tasks, double-click Add Scheduled Task to run wizard Click Next Click Browse Go to C:\Program Files\ICC\QES Minder\Select QES.exe and click open Names the task "QES End-of-Day" and choose to perform this task daily Click Next Make the start time between when the store is closed overnight or 24 hours before start of the new day. Choose to perform task every day

Choose to perform task every day Leave start date as is Click Next

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On the username/password screen, must enter a username and password for the task to run properly—

Windows will not execute the task if password is blank.

The original Windows username and password must the one used, cannot just enter anything. If no user name or password known use:

For the username, enter: NT AUTHORITY\SYSTEM Leave the password blank: Click Next Click Finish Right-click the new QES end-of-day tasks and select properties At the end of the Run line add a space the/x so the whole Run line should read: "C:\Program Files\ICC\QES Minder\QES.exe"/x Click OK If prompted for username and password again, make sure they are correct and click OK

E. Add QESftp to Exceptions tab in Windows Firewall

Go to Start—Settings—Control Panel and Open Locate—Windows Firewall, double-click Go to Exceptions tab Click add a program Click Browse—Local C—Programs Files—ICC—QES Minder and choose QESftp Path should read: C:\Program Files\ICC\QES Minder\QESftp Click OK