

## ProfiTouch Technical Article

# 2004-09230014

Title: How to replace the MAIN system

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**Symptoms:** A customer's MAIN server has stopped functioning. All terminals report an error:



Trying To Open File REPORTS\TimeIn.LOK. File In Use!

“Trying to Open File REPORTS\TimeIn.LOK. File In Use!” This error is the generic message indicating that a terminal cannot access the MAIN server for any number of causes.

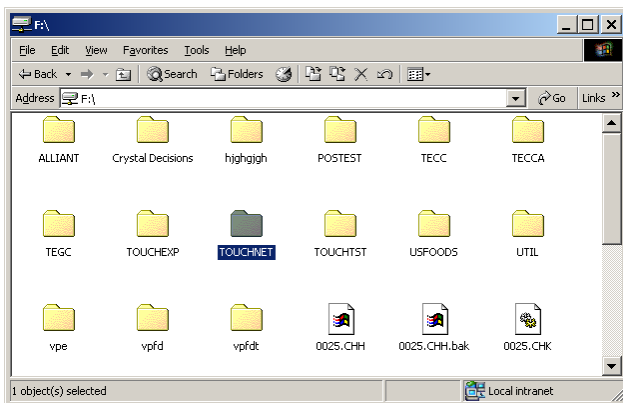
**Cause:** Many. This note however assumes the MAIN terminal is non-functioning.

**Additional Information:** In order to bring the ProfiTouch system back on-line when the MAIN system fails, settings on another computer terminal must be manually adjusted to let the rest of the terminals know it is now the “MAIN” terminal. Occasionally, a “server swap” will be called for even if the MAIN system hasn't failed. In these cases, to prevent data loss, files will need to be copied from the old MAIN to the new MAIN.

### Copying Files

If the old MAIN is available, it will prove valuable to copy key data to the new MAIN.

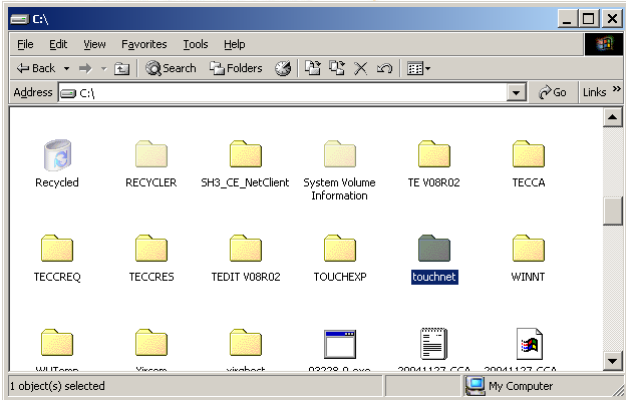
*\*\*Before any data are copied, however, it is extremely important that ALL POS activity cease and all terminals (including any makeline terminals) Log Off from Windows*





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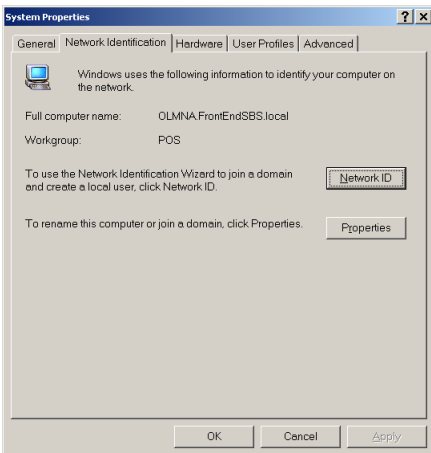
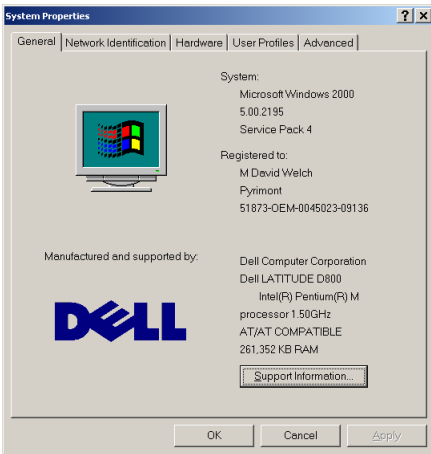
When ready, delete the folder TOUCHNET on the NEW MAIN's C: drive. Then copy the TOUCHNET Folder on the old MAIN C: Drive to the C: Drive of the new MAIN computer.

This may take a few minutes to complete.

When the copy is complete of if the old MAIN was not functioning, then Shut Down the old MAIN computer.

Then Right Click on the "My Computer" icon on the new MAIN and select properties. Choose the Network Identification Tab.

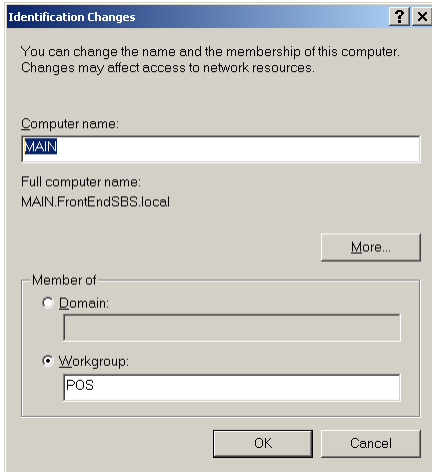
Then select the Properties Button.





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Enter the word “MAIN” into the Computer Name line. Hit OK and hit OK again. Follow the instructions to reboot the computer.

When the computer has rebooted, login and verify proper operation of the ProfiTouch software.

Login all other terminals and verify all ProfiTouch software.