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ProfiTouch Technical Article

2005-0106001

Title: How to restart the PC Anywhere Host

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Symptoms: You cannot use PCAnywhere to connect to another terminal for training or troubleshooting.

Cause: Typically, this is caused by the PC Anywhere host service being stuck open by a previous connection. It can also be caused by someone manually stopping the host from the service icon by the clock on the Windows Task Bar.

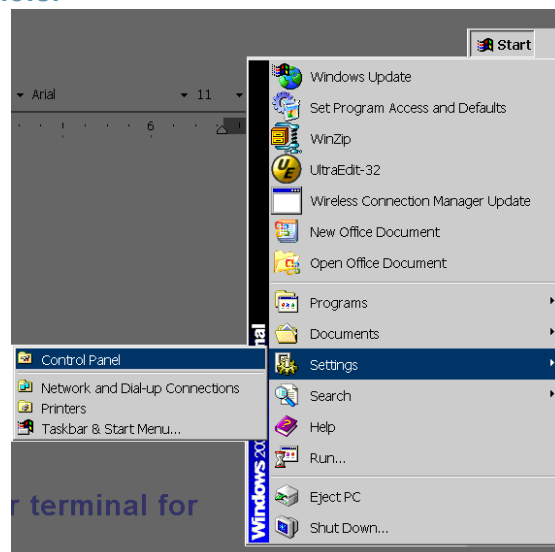
Additional Information:

Step 1 – Log off from “pos” and Log in as “admin” or “administrator”

- Depending on the target terminal, you may have to log the terminal off from the current user (“pos”) and log in as a different user. Pyrimont Customers have typically selected the “admin” user as the store-level administration user. If you are attempting to restart the PC Anywhere service on a “non-office” terminal, you must be sure you are logged in with the proper login. Be advised that some Pyrimont Customers don’t allow store-level personnel to log into a terminal as “admin” or “administrator”.

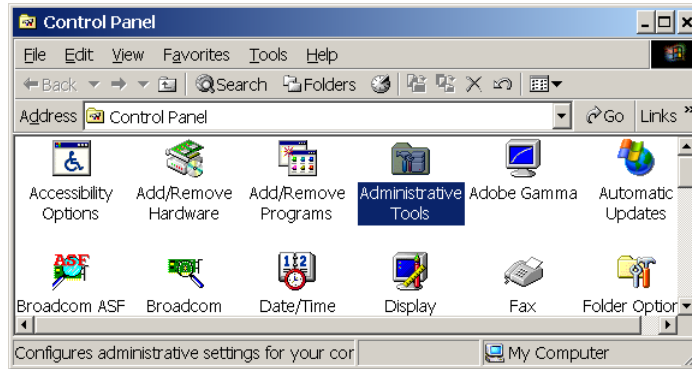
Step 2 – Launch the Control Panel and access the Windows Administration Tools.

- Once logged into the terminal with the proper user then:
- Click the Windows “Start” Button; click to “Settings” and click to “Control Panels.”

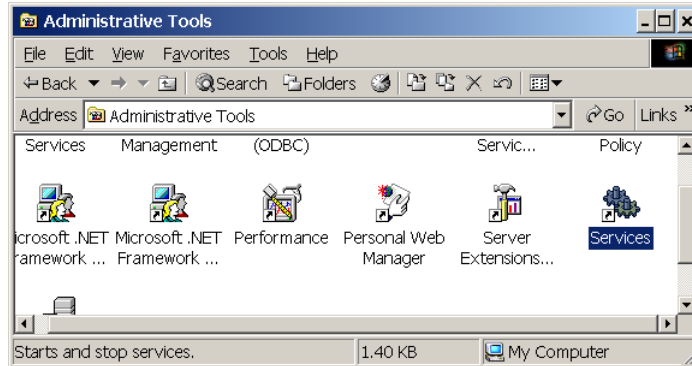


www.pyrimont.com It's possible. It's Pyrimont.

- Double click on the “Administrative Tools” icon.



- Double click on the “Services” icon.



- Single click on the “pcAnywhere Host Service” line and use the “VCR” “Stop and “Start” buttons on the top of the Services window to stop and restart the service as need be.

