



A Division of Front End Digital Inc

11899 Stepping Stone Drive Fishers, IN 46038
1.800.586.0943

ProfiTouch Technical Article

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Title: Polling inconsistency requires regular reboot of local terminal

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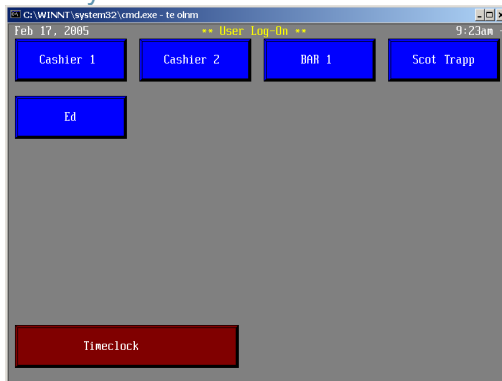
Symptoms: A Support technician has asked that a terminal be rebooted or Home office has difficulty polling the stores for their data. The internet connection does not get established.

Cause: N/A

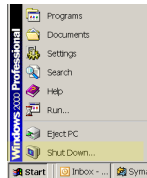
Additional Information: By simply rebooting the terminal, the PCAnywhere software will automatically restart guaranteeing that the data polling process can work correctly.

To reboot a terminal follow these steps:

- At the Server Login Screen press and hold the CTRL key and then press the F10 key on the keyboard.



- Using the mouse (or the Windows Startup key on the keyboard), go to the Windows Start button, Click on Shutdown, choose Reboot from the dropdown list and hit OK.



- Once the system has rebooted, login as POS (no password) as usual.