Common Problems

- The intouch batch file on the terminal is just a blank box
- Print jobs are stuck spooling in the print queue
- Only Takeaway showing on the main screen
- Meal Deals keep disappearing
- The screen is upside down or turned on its side
- Internet order arriving doesn't make a sound

The intouch batch file on the terminal is just a blank box

The intouch batch file contains :-

@ECHO OFF
: TOP
IF EXIST \\server\c\winci\wcimain.exe (xcopy \\server\c\winci\data*.* c:\winci\data\ /D /Y) ELSE GOTO TOP
IF EXIST \\server\c\winci\wcimain.exe (xcopy \\server\c\winci\audit*.* c:\winci\audit\ /D /Y) ELSE GOTO TOP
IF EXIST \\server\c\winci\wcimain.exe (\\server\c\winci\wcimain.exe /s /f \\server\c\winci\) ELSE GOTO TOP

and is loop looking for \\server\c\winci\wcimain.exe and if it can't see this on the network the box will stay blank.

It can be one of a few things that you need to check on the Windows setup.

In network and sharing check that the network is set to private and if not in Windows 10 you can just click on it and change it. In Windows 10 if you go into settings>Network and Internet and click on Ethernet and then the name of the connection and change it to private from public.

Alternatively in Network and Sharing Centre click on Change advanced sharing on the top right and in Private Turn on network discovery and Turn on file and printer sharing. In All Networks set file Sharing to Enable file sharing for devices that use 40- or 56-bit encryption (This is if one of the terminals is XP as XP uses lower encryption) and Turn off password-protected sharing.

If none of this has worked Aaron found that if you try Editing the registry key

AllowInsecureGuestAuth

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanWorkstation\Parameters

And changing the value to 1.

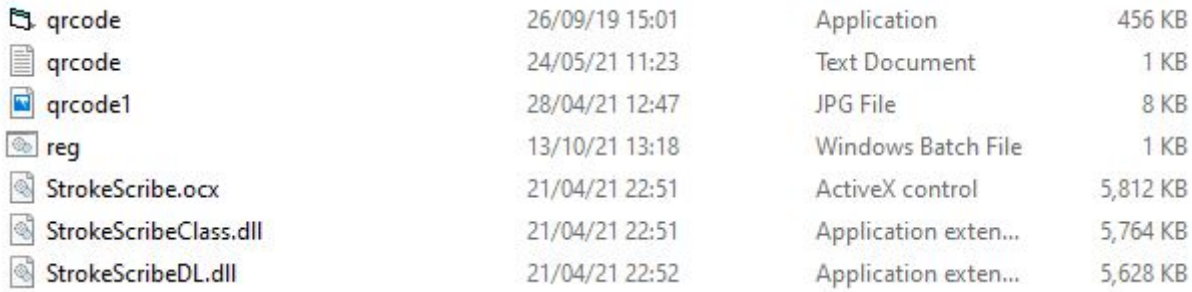
If it isn't there add it and restart.

Print jobs are stuck spooling in the print queue

If print jobs are stuck spooling in the print queue it could be the QR code files that need copying and registering.

The files are in the intouch folder on the fileserver and a folder called QR CODE FILES within it.

The contents of the folder should be what is in the image below.



qrcode	26/09/19 15:01	Application	456 KB
qrcode	24/05/21 11:23	Text Document	1 KB
qrcode1	28/04/21 12:47	JPG File	8 KB
reg	13/10/21 13:18	Windows Batch File	1 KB
StrokeScribe.ocx	21/04/21 22:51	ActiveX control	5,812 KB
StrokeScribeClass.dll	21/04/21 22:51	Application exten...	5,764 KB
StrokeScribeDL.dll	21/04/21 22:52	Application exten...	5,628 KB

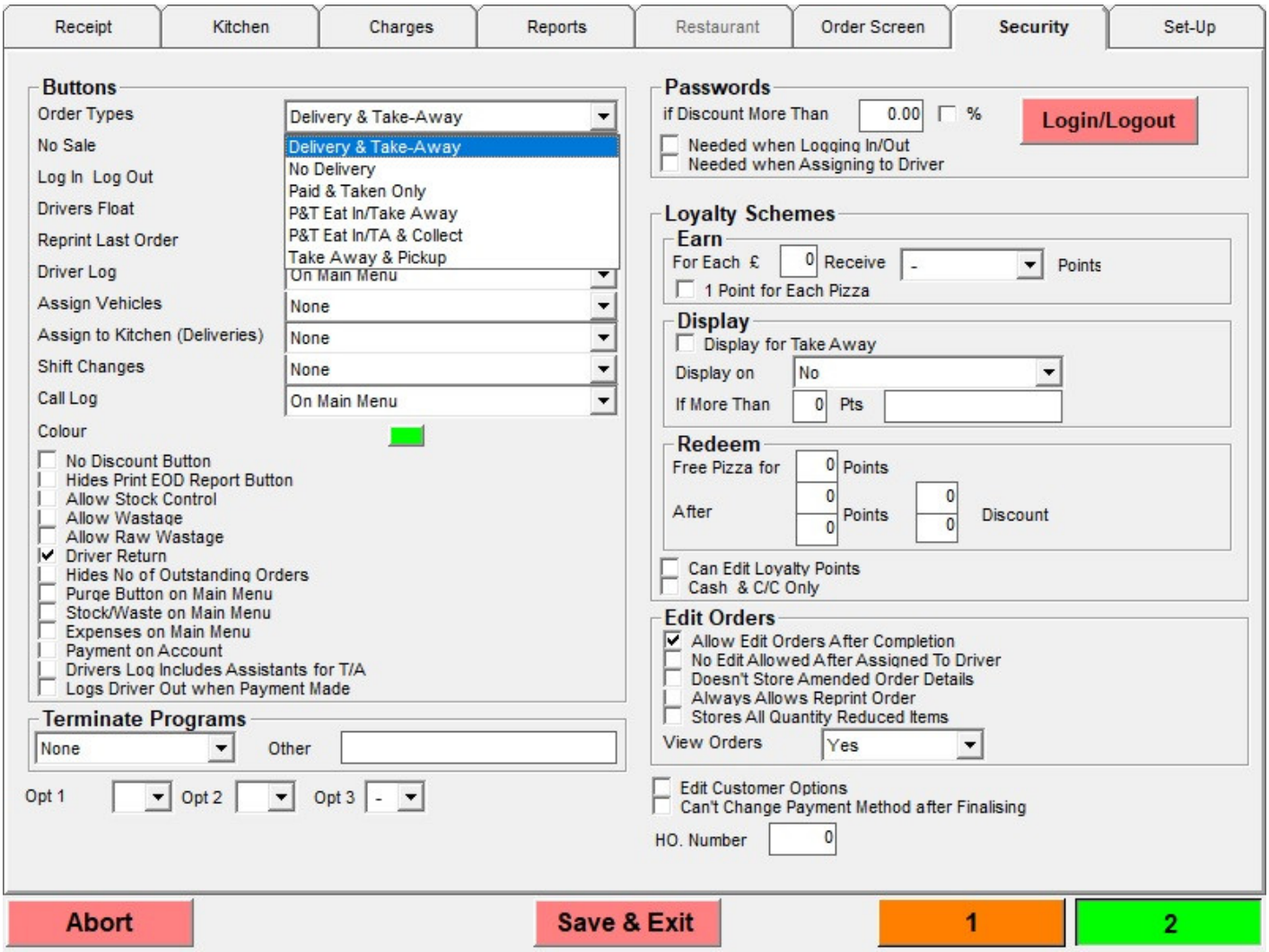
Copy the contents of this folder to the WINCI folder and then run the reg.bat file to register the files.

Only Takeaway showing on the main screen

This can be one of a couple of things.

Either the option in the security section of option is set to something other than "Delivery & Takeaway" or there is no customers file.

If you check the option in the security section of options in 2 at the bottom right you should see the following screen.

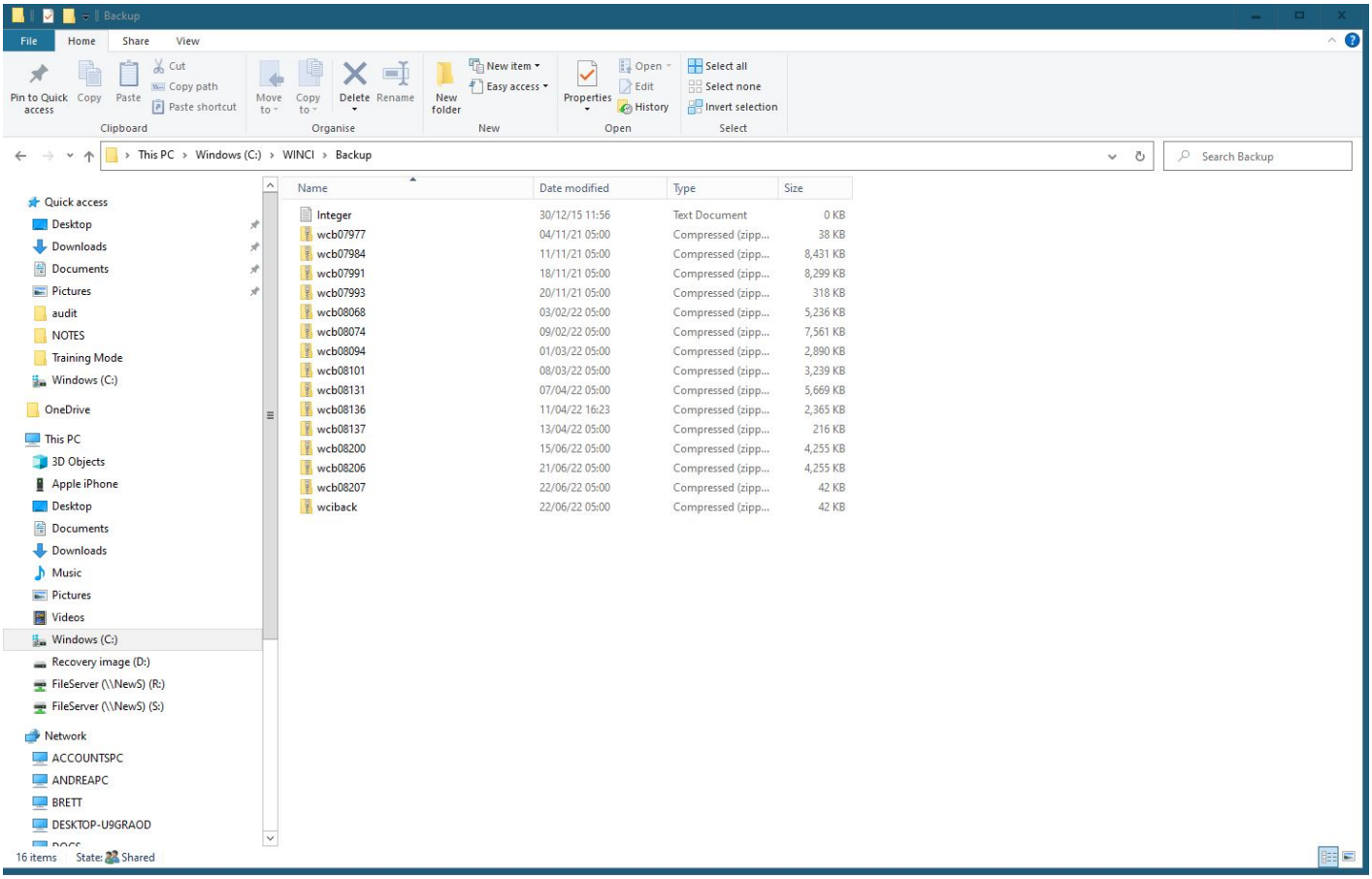


Anything other than the top choice (Delivery & Takeaway) will get rid of Delivery. Assign to Driver

and Payment by Driver.

If this is OK the problem may be to do with the customer file. It can either be corrupt or has been damaged and is empty.

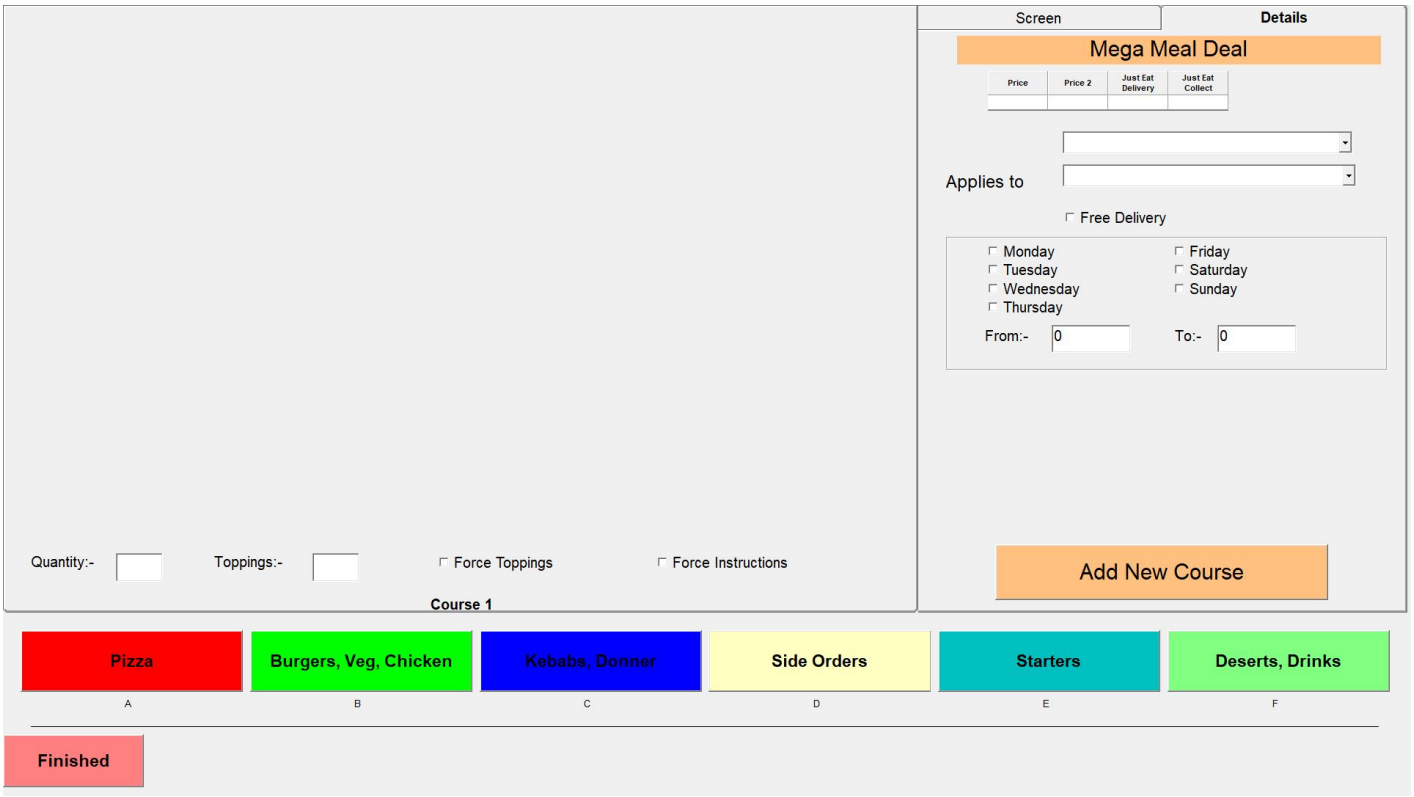
Try replacing it from either last nights backup or one of the older ones if that has the same problem.



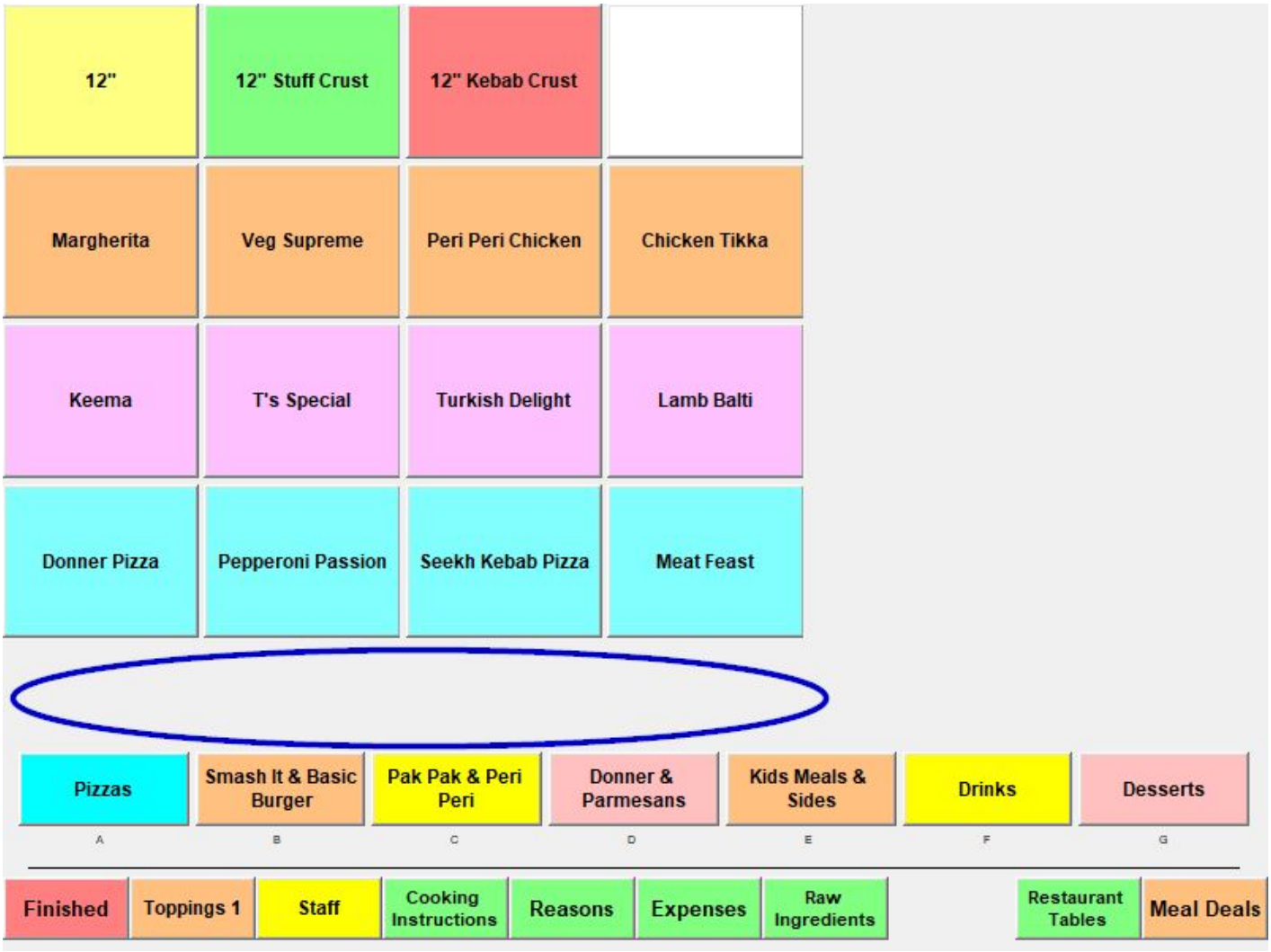
Meal Deals keep disappearing

If the meal deals keep disappearing when they have been added it can be a problem with the wcibuttnd.dan file.

When this happens when you go into the meal deal everything is blank, like below, rather that with a new deal it is usually filled in with the price being 0.



To fix this delete the button that was setup, right click beneath the buttons in the grey space (Highlighted below) and re-enter the meal deal.

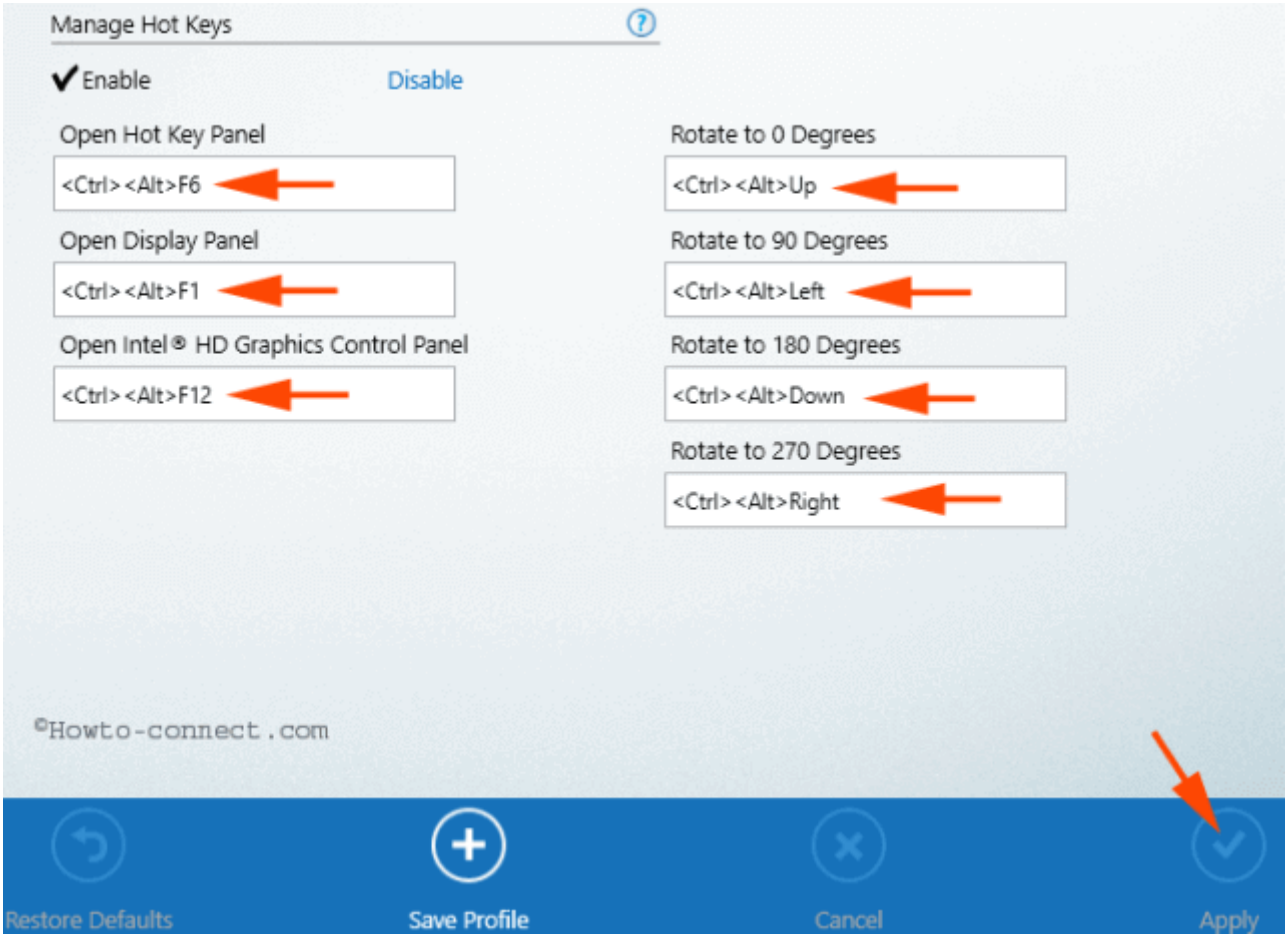

12"
12" Stuff Crust
12" Kebab Crust
Margherita
Veg Supreme
Peri Peri Chicken
Chicken Tikka
Keema
T's Special
Turkish Delight
Lamb Balti
Donner Pizza
Pepperoni Passion
Seekh Kebab Pizza
Meat Feast
Pizzas
Smash It & Basic Burger
Pak Pak & Peri Peri
Donner & Parmesans
Kids Meals & Sides
Drinks
Desserts
A
B
C
D
E
F
G
Finished
Toppings 1
Staff
Cooking Instructions
Reasons
Expenses
Raw Ingredients
Restaurant Tables
Meal Deals

The screen is upside down or turned on its side

A customer may call to say the display is either upside down or turned on its side.

If you login it may appear normal to you. This is usually a setting in the display driver and in the intel display driver there is a hotkeys setting that will do this if left enabled. If it is disabled it will prevent this happening in the future.

In the intel Display Driver somewhere will be a page similar to what is below.



If you disable the hot keys after changing the screen back to normal it should happen again.

The screen above may be different on different versions of Windows and different versions of the driver.

Internet order arriving doesn't make a sound

When internet orders arrive the system can make an intermittent sound to alert the staff there is an order there.

If the sound isn't being made there are a few things to check.

First make sure the beep.wav file is in the winci folder. If this isn't there you can get a copy in the intouch folder of the shared drive.

If the sound still isn't being played the speakers may be muted.

At the bottom right near the time on the Windows taskbar there should be a little speaker icon and this has a cross it is muted.

image-1689449376181.png

Image not found or type unknown

To unmute it click on it and click on the speaker to unmute.

image-1689450278695.png

Image not found or type unknown

Sometimes windows sets it to mute automatically when it starts up. To get around this there are a couple of files in the fileserver in the intouch folder in a folder called unmute. Copy the nircmd file to the Windows folder and the unmute batch file to the integer folder and make a shortcut to the batch file in start-up and this should make windows unmute on start-up.