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
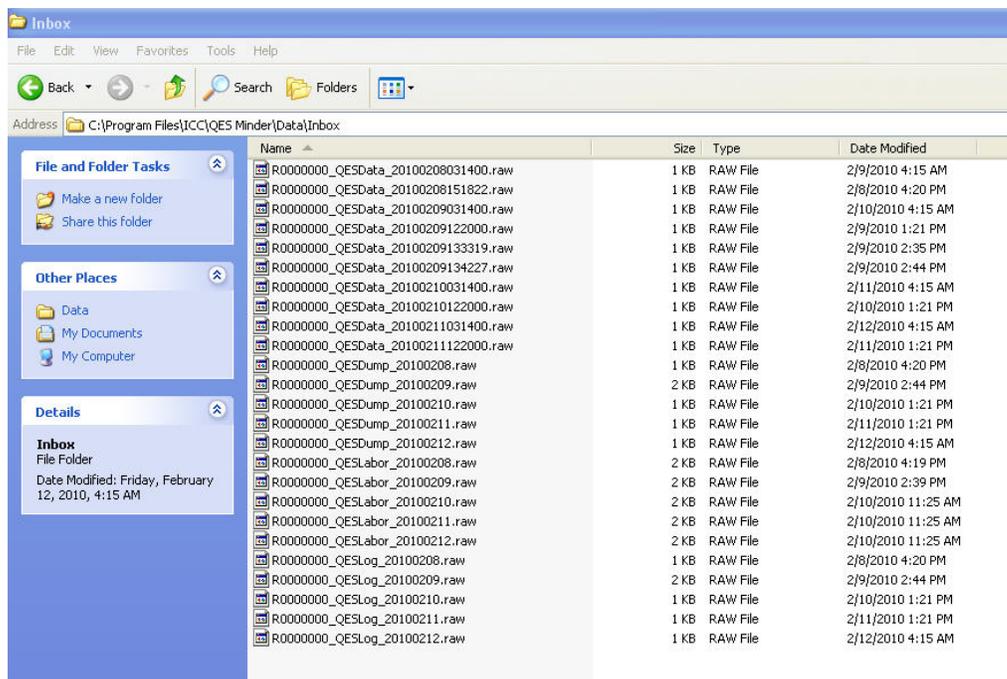
3. If there are no files in the directory, Go to step# 7

4. Access the following directory:

> C:\Program Files\ICC\QES Minder

> Run the program:
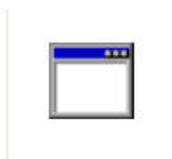
QESftp.exe

5. A DOS screen will appear with files that are being transferred to our server
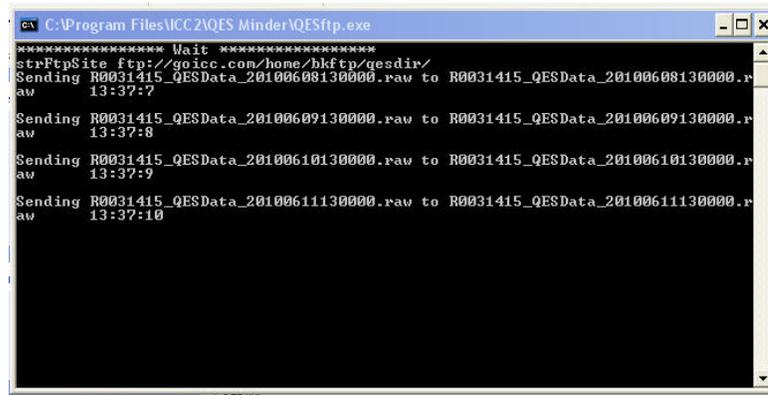
6. Wait unit the screen closes and recheck the directory
   C:\Program Files\ICC\QES Minder\Data\Inbox to make sure it is empty.

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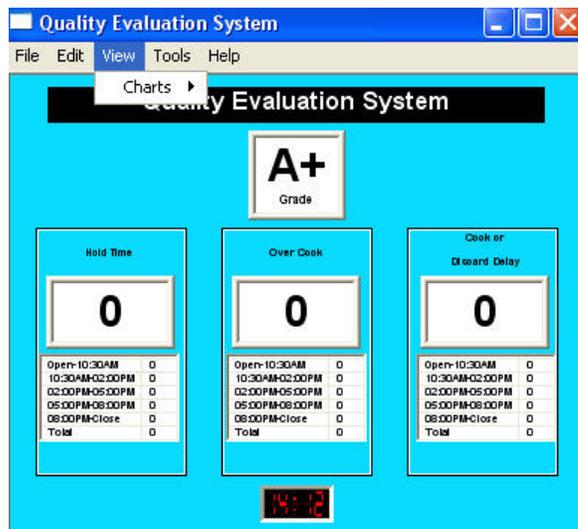
   If there are no recent charts, Go to Step #8

   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:

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
Leave start date as is
Click Next

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