

FRED.OFFICE TROUBLESHOOTING

MY SCRIPTS ARE NOT FLOWING TO THE POS TILLS

Step 1 - Check the Scripts have arrived from Fred Dispense

- Open Fred Office
- Go to Activity > Scripts
- Check if the scripts have arrived from Fred Dispense

If they have not arrived:

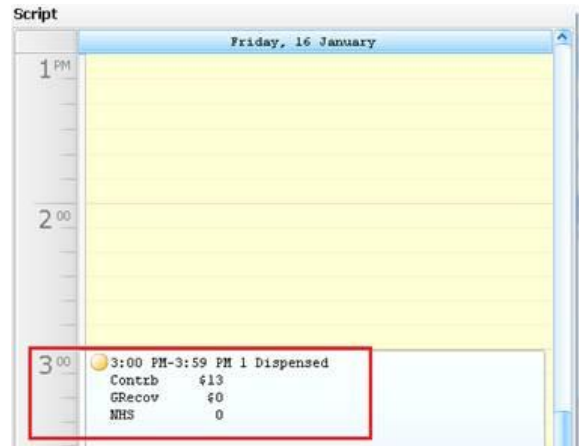
- Proceed to step 2A 'Restart Fred Connect'

If they have arrived:

- Check at your POS Tills to see if scripts have arrived
 - If they are not at the POS tills:
 - Check computer networking
 - Contact Fred Help on 1300 731 888

If you can't log into Fred Office:

- Proceed to step 2B 'Restart Fred Office Services'



Step 2A - Restart Fred Connect

- Go to the main dispensary computer
- Check if the Fred Connect icon appears in the task bar



- Right click and choose "Stop"

If it disappears as you move your mouse over it, use Task Manager to forcibly stop "CS.exe"

- Restart Fred Connect by double clicking the desktop icon



Check if scripts are now appearing in Fred Office > Activity > Scripts

If they have not arrived:

- Contact Fred Help on 1300 731 888

If they have arrived:

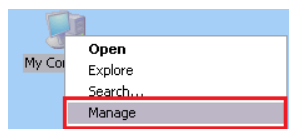
- Check at your POS Tills to see if scripts have arrived
 - If they are not at the POS tills:
 - Check computer networking
 - Contact Fred Help on 1300 731 888

Step 2B - Restart Fred Office Services

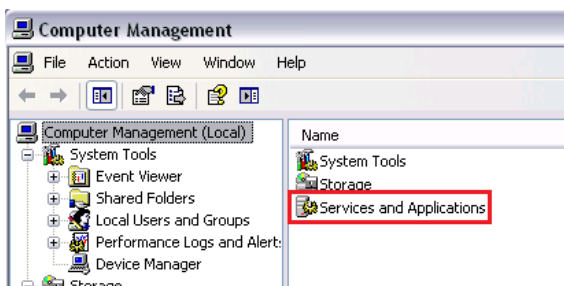
Please Note:

If you have a SBS (Small Business Server) you will need to contact Fred Help on 1300 731 888.

- Go to your main Fred Office machine.
- Right-click on the My Computer / Computer icon and select "Manage".

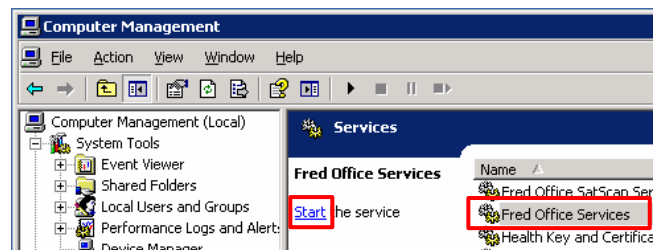


- Double-click "Services & Applications"



- Double-click "Services"

- Select "Fred Office Services"
- Click "Start"



Log into Fred Office and check if scripts are now appearing in Fred Office > Activity > Scripts

If they have not arrived:

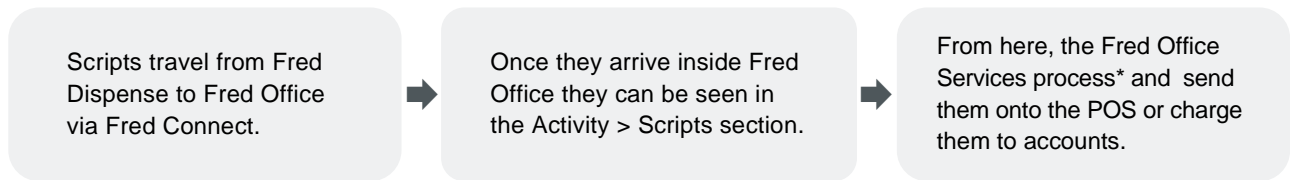
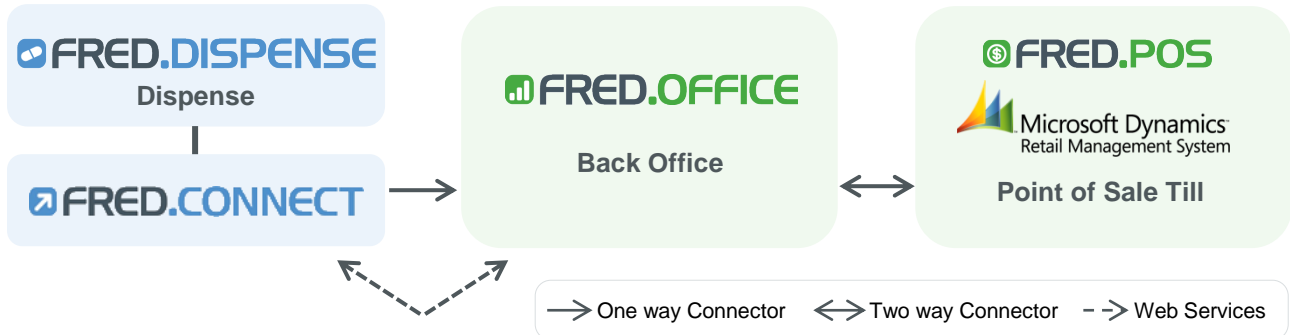
- Proceed to step 2A: 'Restart Fred Connect'

If they have arrived:

- Check at your POS Tills to see if scripts have arrived
 - If are not at the POS tills:
 - Check computer networking
 - Contact Fred Help on 1300 731 888

FRED.OFFICE TROUBLESHOOTING

HOW DO FRED OFFICE SCRIPTS FLOW TO THE POS TILLS?

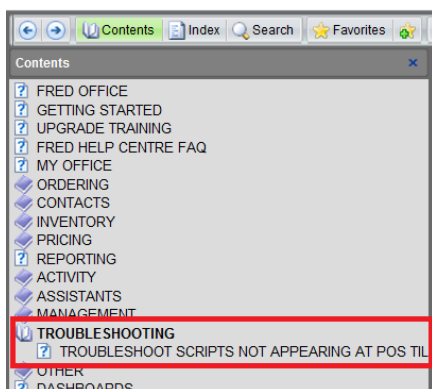
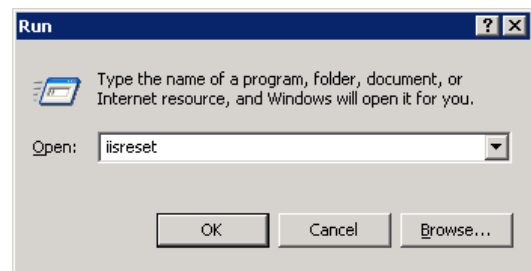


Additionally

QuickPad, Account details and Item information (SOH, Cost prices) which display in Fred Dispense, do so because of Web Services accessed via Fred Connect.

WHAT DO I DO IF QUICKPAD, ACCOUNT DETAILS OR ITEM INFORMATION (SOH, COST PRICES) STOP APPEARING IN FRED DISPENSE?

- Complete step 2A: 'Restart Fred Connect'
- Go to your main Fred Office machine
Please Note: If you have a SBS you will need to contact Fred Help on 1300 731 888
- Click Start > Run
- Type "iisreset" then press Enter



Fred Office F1 Help Troubleshooting

For further information and details (including screenshots to help you) press the F1 key when in Fred Office to access the F1 Help Troubleshooting!