

TROUBLESHOOT FRED OFFICE SERVICES AND WEB SERVICES

Occasionally, when your computers are left running for a long time, the Fred Office Services or web services might freeze or stop, and need to be restarted. Other underlying causes may apply depending on your pharmacy's software, hardware and networking.

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Common Issues

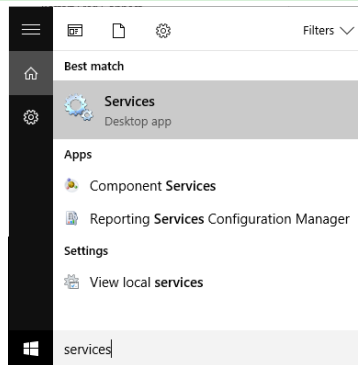
Issue	Example	What to do
You can't log into Fred Office. Labels may not print.		1. Restart Fred Office Services 2. Restart Web Services
An order appears in "Pending Electronic" as "Queued" for an extended time.		1. Restart Fred Office Services 2. Restart Web Services
QuickPad or Fred Debtors does not load as expected.		Restart Web Services
Item quantities and cost price displaying as asterisks in Fred Dispense.		Restart Web Services

Restart Fred Office Services

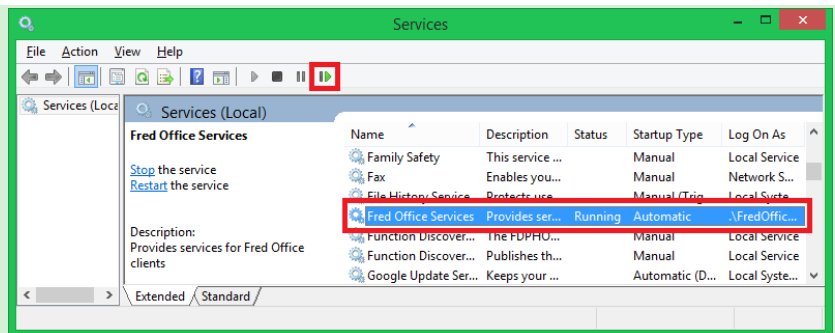
Note: If you use Windows Server Essentials (formerly Windows Small Business Server), contact Fred for help on 1300 73 1888.

1. Exit Fred Office on all computers.

2. On your server, launch the Services app.



3. Select **Fred Office Services**.
4. Click **Restart Service**.
5. Wait for the **Status** column to display **Running**.

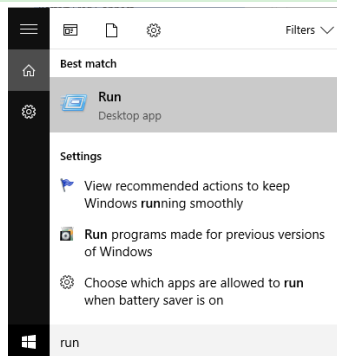


Restart Web Services

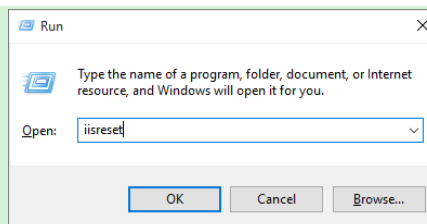
Note: If you use Windows Server Essentials (formerly Windows Small Business Server), contact Fred for help on 1300 73 1888.

1. Exit Fred Office on all computers.

2. On your server, open the Run app.



3. Type `iisreset` then click **OK**.
4. A black window will appear. Wait for it to close.
5. If you still experience issues, follow the instructions under **Restart Fred Connect**.



Restart Fred Connect

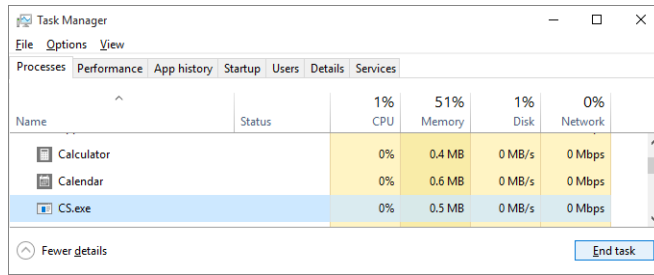
1. On your main dispensary computer, in the System Tray (bottom right), locate the Fred Connect icon.



2. Right-click the icon, then select **Stop**.

If the icon disappears when you go to right-click it:

- a. Press [Ctrl + Alt + Esc] to launch the Task Manager.
- b. On the **Processes** tab, find and select **CS.exe**
- c. Click **End Task**.



3. On your desktop, double-click the **Fred Connect** icon.

Fred Connect appears in the system tray.

When the icon changes from red to blue, Fred Connect is ready to use.

