Troubleshooting Guide

Before You Call

If you are having issues with your MicroSale system, please refer to these common problems and solutions for help. If you need further assistance, the 24/7 support team will be happy to assist.

NETePay - "NETePay Offline" Message

1. NETePay is installed on one register, usually the file server. Exit MicroSale to the Windows desktop (Managers Menu > Register Setup > Exit to Windows).

2. Confirm Internet connection is up:
   a. To check: click on your browser (Chrome, Edge, etc), If it takes you to a website, the internet is working.

3. Restart NETePay
   a. Double-click the NetePay icon on the Windows desktop. (the icon will be one of the two, depending on your version of NETePay). It will be located on 1 computer only; Usually the file server.
   b. Restart MicroSale after NETePay is restarted.

NETePay (EMV)- "No Device Found", "Failed to Connect", etc.

1. If this is a USB device, unplug the device from the computer and plug it back in for Windows to detect
2. Confirm NetePay is running. Restart NetePay (on computer running NetePay)

PAX "Failed to Connect", "Receive Error", PAX does not initialize when trying to tender a transaction.

1. Restart PAX device. While it is booting up it will display the IP address. **Write down the IP address.**
2. In MicroSale, got to Managers Menu > Registers Setup > Terminal Configuration > Credit Card Setup > PAX, click the drop-down to select your device (computer).
   a. **Is the IP address different that what you saw on the PAX terminal?**
   b. If it is not, save and try to process a card. If yes, then type in the correct ip address and 'Save" when finished.

"Cannot Connect to Server"

One or more register is unable to connect to file server.

1. If only one register is failing to connect. Restart that register.
2. If all registers are failing to connect to the server, restart the file server. Once the file server restarts completely, then try starting MicroSale on all registers again.

Sales Not Emailing or Posting to Web Portal

On the main register (typically your back office or file server), exit MicroSale to the Windows desktop (Managers Menu > Register Setup > Exit to Windows).

Confirm Internet connection is up. To check this, click on Start→ All Programs→Internet Explorer. If it takes you to the MicroSale website then the Internet is working.

Printer Stopped Working

Receipt. Confirm printer is powered on. Check printer for error lights. Check for sufficient paper. Make sure no cables are loose or disconnected.

Kitchen. Confirm printer is powered on. Check printer for error lights. Check for sufficient paper. Make sure no cables are loose or disconnected including network connection.

Report Printer. Confirm printer is powered on. Check printer for error lights. Check for sufficient paper. Make sure no cables are loose or disconnected.

ChefTab Kitchen Video not receiving orders

1. Restart ChefTab
2. Check to make sure cables are not disconnected or loose

If restarting and checking cables does not work, the IP address may have changed:

1. On the Cheftab unit, go to the MGR menu. Password is 9999.
2. Select Android Settings.
3. Choose wifi if it's wireless or Ethernet if it's plugged in with an Ethernet cable.
4. If wifi, choose the network it's connected to. It'll say 'connected' under the name of the network.
5. Write down IP address.
6. The Cheftab unit is installed in Windows as a remote, or "Kitchen" printer. Go to the port settings and enter the new IP address.

   Changing Port Settings (in Windows)

   From the desktop > Start > Printers and Devices. Right-click on the printer named "Kitchen Video" (or, the name of your Cheftab device), and go to Properties. Click on the Ports tab and then click the button that says "Configure Port". Change the IP address to the new one obtained from the actual Cheftab device. Save.

Gift Cards- "No connection to any server" Error

1. Exit MicroSale to the Windows desktop (Managers Menu > Register Setup > Exit to Windows
2. Confirm Internet connection is up. To check this click on your browser (Chrome, Edge, etc) If it takes you to a website then the Internet is working.
3. Restart GIFTePay. Look for the GIFTePay icon on the Windows desktop. It will be located on 1 computer only. Usually the file server. Double-click it to start GIFTePay. Restart MicroSale afterwards.

Menu, Employee, and Discount changes not updating on other workstations

1. Make sure that you saved your work in the respective section. Confirm by going back into the maintenance area (menu maintenance, employee maintenance, etc.) on the register that changes were made from to ensure your changes are there.
2. On stations not updated go to Managers Menu > "System Refresh"
3. On the ID screen click the "Log On" button

Windows Updates Locked up computer

> ⚠️ **Do not attempt to reboot the PC during updates or it could cause catastrophic damage to the operating system.**

Unfortunately, when updates start, the best policy is to let the updates complete.

To prevent this from happening again during hours of operation, schedule the updates:

Select Start > Settings > Update & Security > Windows Update. Select Schedule the restart and choose a time that's convenient for you. Note: You can set active hours to make sure your device only restarts for updates when you're not using your PC.

MicroSale Support

We are always here to help. This document is designed to provide quick self-help. If you would prefer to work with a technician, or you have an issue not addressed in this document, please contact the support team.

Phone: 813-681-1875 or 844-454-4900

**if a technician does not immediately answer, please leave a voicemail to automatically start a support case in the queue.

Email: support@microsale.net