



# MacromatiX – Troubleshooting

## MX Technician Troubleshooting Guide

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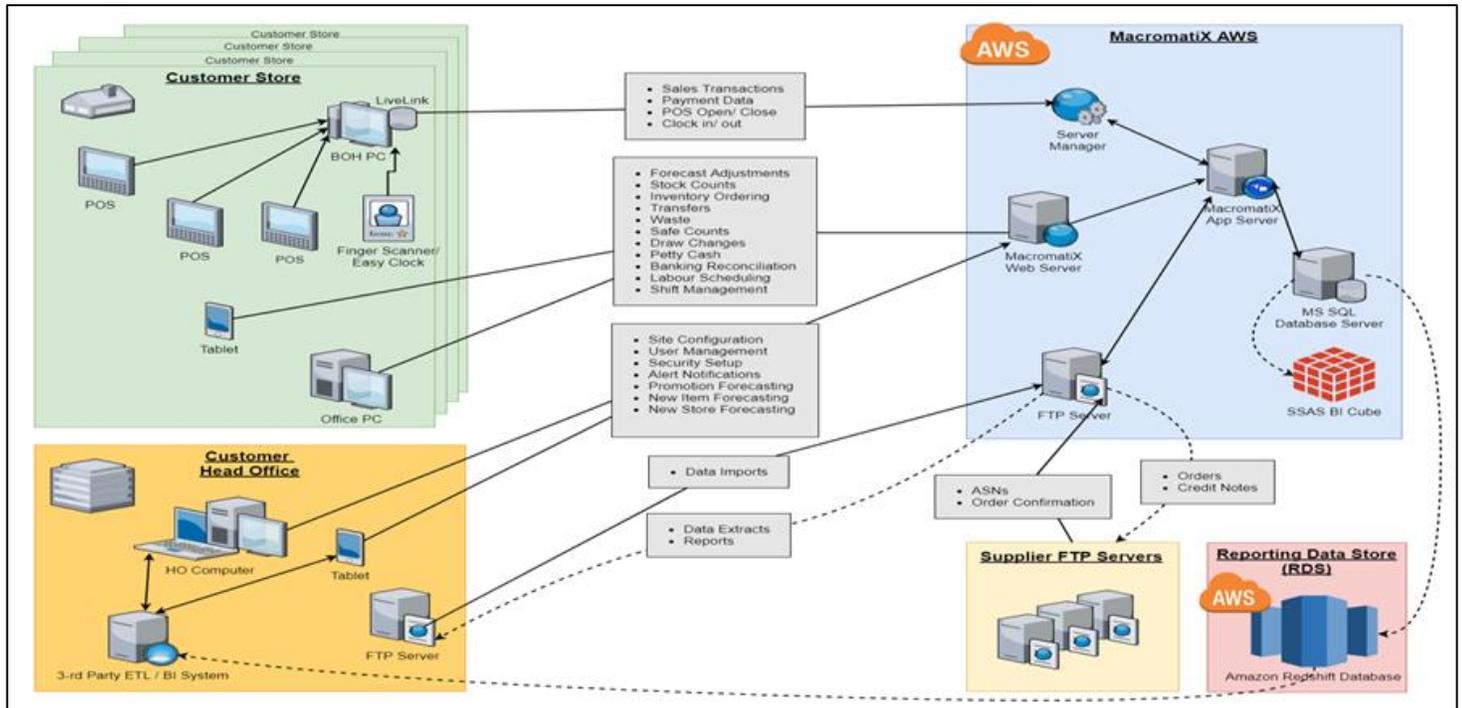
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## Introduction

MacromatiX is a 3<sup>rd</sup> party software installed on the Retail office BOF machine. Which thereafter links to the server manager and thereafter MacromatiX web server. Understanding the architecture will allow a technician to effectively troubleshoot a client's query.

An important note: the standard retail office configurations must be applied in order to have the MacromatiX work efficiently.

Below is a diagram of the Architecture



## List of Troubleshooting possible causes

- Checking polling status
- Current data not uploading to MX website
- Cashier cash-ups not appearing on MX
- Security password configuration
- Work flow completed for current day
- Shipping confirmation not received

## Check POS Polling - Troubleshooting step

Alarm Status colour codes:



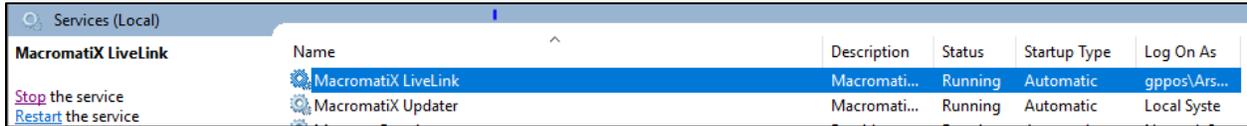
### Step 1

- Go to Retail Office – Reports – sales – Daily report list – Now check when the last day end was completed. (Should day end not be completed the general call center rules will apply)
- Go to Reporting – System Monitor and find the store that requires assistance – check if the live link is Ok and polling. Should the store have any other alarm status other than green follow the proceedings steps.
- Escalate to a senior to check the Dayend table in IBExpert (what to look for in the dayend table: Shift number, Business date and report date)

Reporting	
New Item	 KFC Lab 106 (Soda Fountain/No Breakfast) - Critical
Accounting Export	 KSA005 MARKET STREET (EAST LONDON 2) - Ok
Audit Log	 LiveLink - Ok
Download Centre	 Polling - Ok
Transaction Viewer	 KSA011 NEWTON PARK - Ok
Report Selector	 KSA033 MIDDELBURG NTULI - Ok
Sales Summary	 KSA037 GERMISTON - Ok
Splash Page	 KSA048 BIRCHLEIGH - Ok
Sales Dashboard	 KSA066 JANSEN PARK - Ok
Store Dashboard - Mobile	 KSA085 BRACKENHURST - Ok
<b>System Monitor</b>	
Sales Analyser	

## Step 2

Should the store not be polling – go to services.msc and check that MacromatiX liveLink and Updater are started and running.

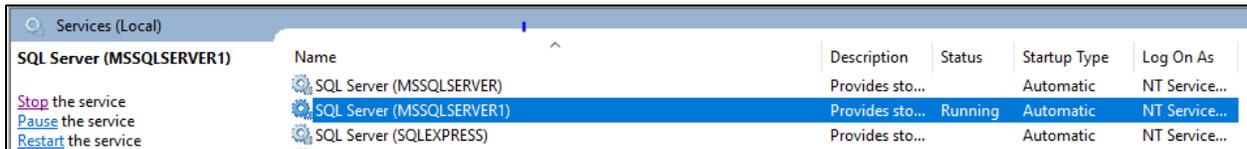


Services (Local)					
	Name	Description	Status	Startup Type	Log On As
Stop the service Restart the service	MacromatiX LiveLink	Macromati...	Running	Automatic	gppos\Ars...
	MacromatiX Updater	Macromati...	Running	Automatic	Local Syste

## Step 3

Check that SQL SERVER/EXPRESS is also started

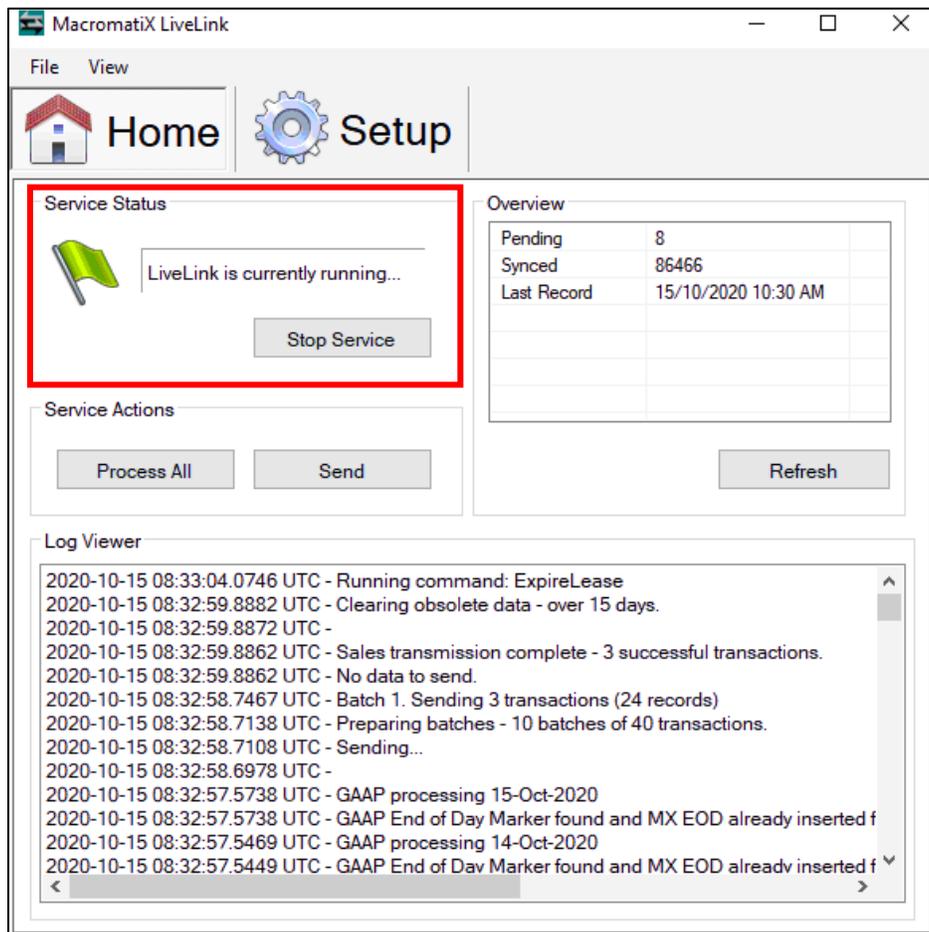
Reboot



Services (Local)					
	Name	Description	Status	Startup Type	Log On As
Stop the service Pause the service Restart the service	SQL Server (MSSQLSERVER)	Provides sto...		Automatic	NT Service...
	SQL Server (MSSQLSERVER1)	Provides sto...	Running	Automatic	NT Service...
	SQL Server (SQLEXPRESS)	Provides sto...		Automatic	NT Service...

## Step 4

- Ensure the Live link application is started – Green flag



## Step 5

- Ensure that the store number contains the KSA number of the specific restaurant
- The configured ID must also have a number – should there be no number restart the MacromatiX Updater in services.msc
- Restart live link after restarting the updater

The screenshot shows the MacromatiX LiveLink Setup window. The window title is "MacromatiX LiveLink". The menu bar includes "File" and "View". The main interface has two tabs: "Home" (with a house icon) and "Setup" (with a gear icon). The "Setup" tab is active, displaying the following configuration sections:

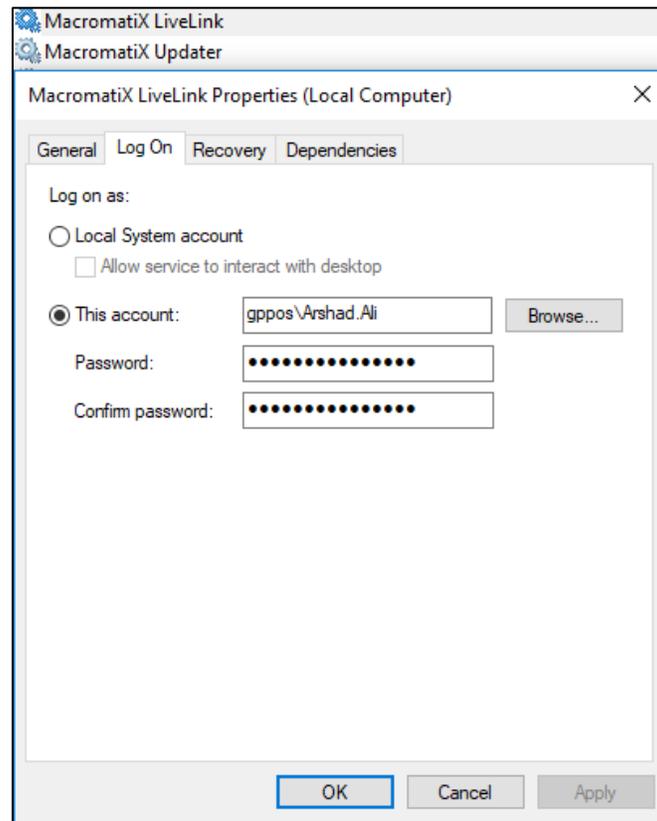
- Store Definition:** Contains fields for "Store Number" (value: KSA1224) and "Configured ID" (value: 225). Below these fields is a "Save & Re-Activate" button.
- Intervals:** Contains fields for "Awake Interval" (value: 2) and "Send Interval" (value: 1). Below these fields is a "Save & Send Info" button.
- Proxy:** Contains a checked checkbox for "Use Proxy Server" with an "Apply" button. Below this are radio buttons for "System proxy" (selected) and "Custom proxy". There is a dropdown menu for "Authentication" set to "Windows\_CurrentUser". Below the dropdown are three input fields for "User name", "Domain", and "Password".
- LiveLink ID:** Contains a text field with the value "1A15487E4121D57535EF1BB35EA78C17A0E699BC" and a "New LiveLink ID" button.

## Step 6

Should the store still not be Ok > Go to services.msc - search for MacromatiX LiveLink – right click go to properties – select the log on tab – ensure the correct windows log in credentials are in **This account**.

**Username: administrator | Password: gaapjhb**

**A note: Do not change credentials without consulting with a senior**



## Step 7

- Escalate to a senior to check the Dayend table in IBExpert (what to look for in the dayend table: Shift number, Business date and report date)

The store polling will be Ok should all steps be followed.

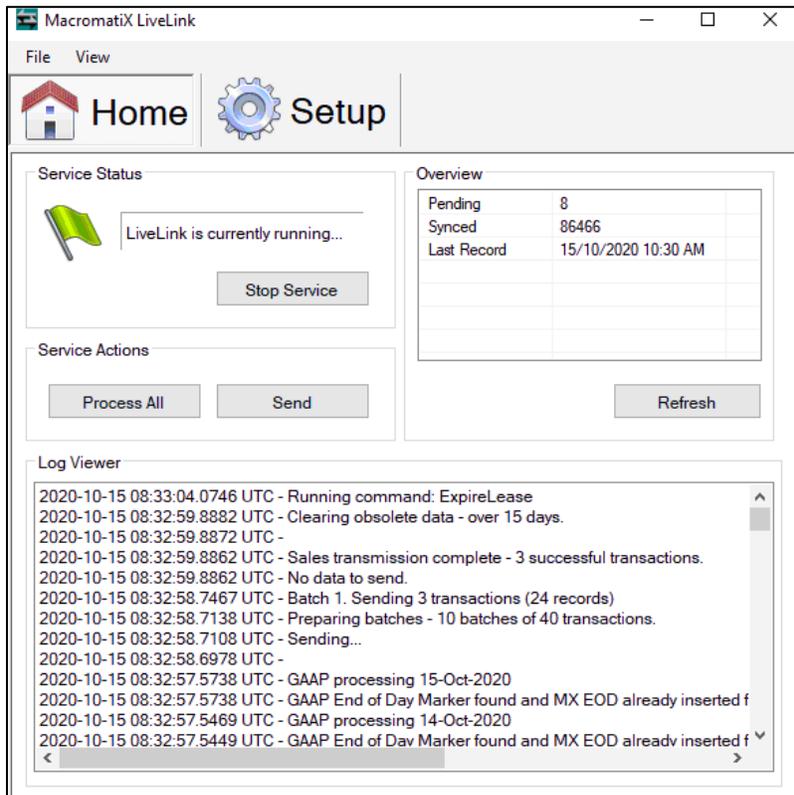
## Current data not uploading to MX website

### Step 1

Ensure that sales importer is running.

### Step 2

Ensure that the live link application is started – if the service is running close and restart the LL(LiveLink) application.



### Step 3

In Service Actions press Process All and then send to ensure that outstanding batches are uploads

After a few minutes (5 to 10 minutes) ask the manager to check and confirm.

## Cashier cash-ups not appearing on MX

### Step 1

Ensure that the client has completed a cashier cashup on retail office.

Cashup – Actions – Cashup – Cashiers

Ensure that the correct cashier code is entered – complete the cashier cashup on retail office.

### Step 2

Log in to the MacromatiX website.

The manager will use the workflow or menu option (Workflow is preferred).

Menu option will be Financial – cashier cashup – Select the storename | week number – Then wait for the page to load and then select a cashier from the reconciliation list.

Screenshot below

**Cashier Cashup**

Store Name: KSA1224 BAMBANANI MALL

Week Number: W: Week 42 Starts: 2020-10-13 | 2020

Day of Week: Thursday, 2020-10-15

Buttons: Report, PDF

**Select Reconciliation:**

----- Select Cashier Settlement - (2 Available) -----

- Cashier Close - 2020 10 15 02:27:50 PM: AMUKELAN (Shift3391)
- Cashier Close - 2020 10 15 02:28:09 PM: LUFUNO (Shift3391)

Buttons: Refresh List, Delete

### Step 3

The manager will be able to see the cashier in question.

A note to techs – when the manager does a cash drop on the till the WPRO(460 onwards) by default reports the drop on retail office.

## Security User

General calls will be logged by the client to have their passwords changed or updated. A note that the RGM (Store manager) does have access to make these changes.

### Step 1

Log in to the MX website with your support credentials

### Step 2

Go to Workforce – Employees – change from corporate to store – Enter the KSA number the store field – select the employee.

Now select a tab call User – enter the password in the reset password field – now authorize with the technicians MX support password.

The screenshot below can be used as a reference

The screenshot displays the MacromatIX web application interface for managing employees. The page title is "Employees". At the top, there is a navigation menu with categories like Financial, Ordering, Counts, Transfer, Waste, Workforce, Operations, Reporting, Inventory Set Up, and Setup. The "Workforce" category is expanded, showing sub-items like Change Password, Employees, Time and Attendance, Labour Schedule, Labour Setup, Labour Rules, Store Labour Allocation, Manage Absence, and Reasons. The "Employees" sub-item is highlighted in red. The main content area shows the "Employee : KAGISO MSIZA" details. There are tabs for "Details", "User", "Job", "Availability", "Emergency", "Security Groups", and "Multi Store Access". The "User" tab is selected, showing "User Logon Details" and "POS Details". The "User Logon Details" section includes fields for "Username" (KAGISO.MSIZA), "Reset password", "Authorization", and a "Reset Password" button. The "POS Details" section includes fields for "POS ID", "POS Password", and "Clock Punch ID". At the top of the page, there is a KFC logo, "powered by MacromatIX", and session information: "Arshad Ali - 4825 Session: 35 mins remaining". The browser address bar shows the URL: "https://kfcza.macromatix.net/MMS\_System\_Employees.aspx?MenuCustomItemID=686".

## Workflow completed for current day

Should the workflow not be available for the user the following steps must be completed.

### Step 1

Ensure that the Day end for the previous day has been completed.

Ensure that the Day end table has data in the business and report date field. (request senior to check).

Ensure that Live link services has been started.

### Step 2

Ensure that no day end gaps are detected. Should there be day end gaps, please escalate to a senior.

## Shipping confirmation not received

Supplier shipping confirmation not received.

### Step 1

Ensure that the live link is started.

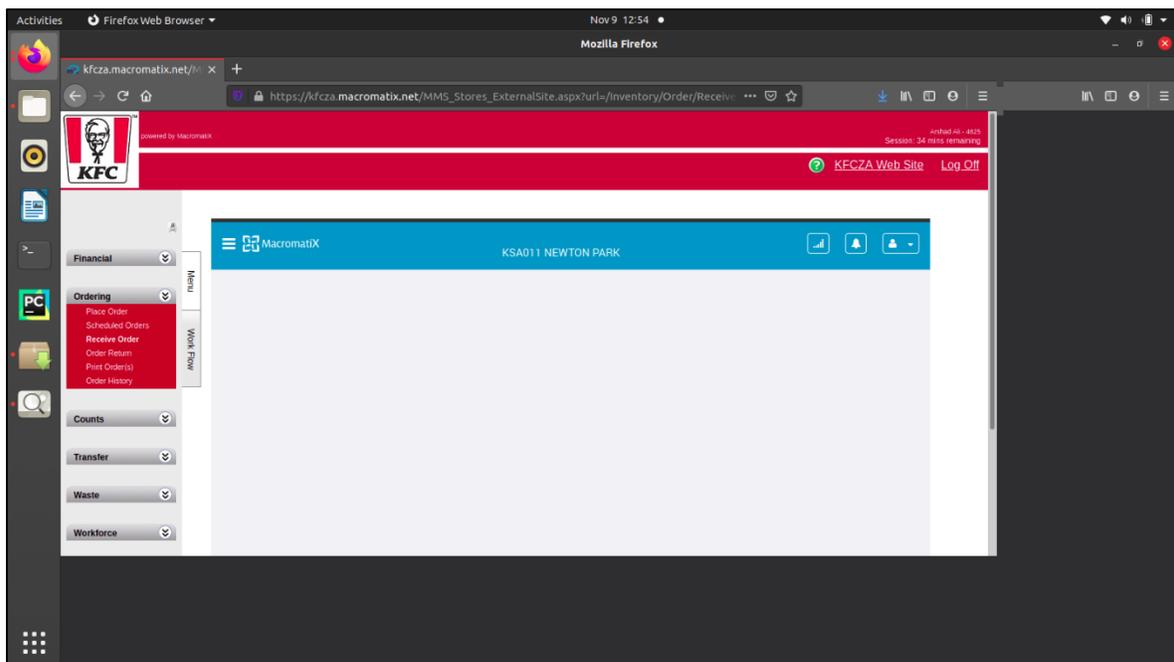
### Step 2

Confirm with Manager the Invoice number, Time of delivery, Epod must signed and value of the invoice.

### Step 3 (Confirm with MX team currently)

When confirmed that no order is reflected under the received order tab, Email:

[DGITWeCare@Digistics.co.za](mailto:DGITWeCare@Digistics.co.za)



After sending an email to DIGITWecare please contact the following number **082 288 2990** between 17h00 and 08h00 and over weekends.

#### Step 4

Once supplier (Digistics) confirm the shipping has been pushed to the SFTP server – The store will need to confirm the order is present in the receive order window.

Example:

