CONQUEROR X: HOW TO REBOOT SERVER SERVICES

AUGUST 2022 – REVISION 2

OVERVIEW

ROLE OF THE CONQUEROR SERVER SERVICES

- ✓ Conqueror runs in a client-server model. Conqueror terminals (Front Desks, Point-of-Sales (POS), and Back Offices) need a local area network (LAN) connection to the Conqueror server. The Conqueror server is defined as a Conqueror computer running the server *services,* which are required in order to run the Conqueror client application.

SYMPTOMS

- ✓ If a Conqueror terminal is unable to connect to the Conqueror server, an error message will be displayed when trying to open the Conqueror application:

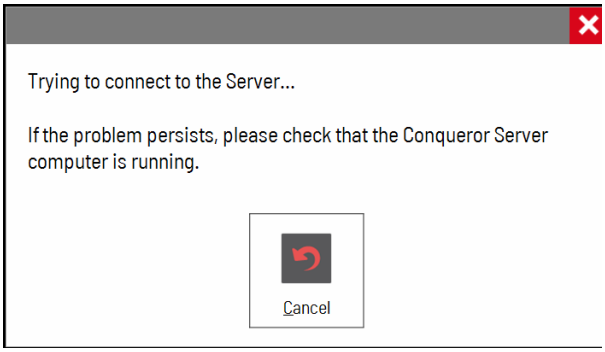


Figure 1: Conqueror terminal unable to connect to Conqueror server.

FIRST RESPONSE TROUBLESHOOTING

DIAGNOSING CONQUEROR SERVER SERVICES

- ✓ The first step in troubleshooting Conqueror connection issues is to ensure that the Conqueror server is powered-on and the Conqueror services are running. Using the following guidelines, we can assess the status of the Conqueror server:
  - Locate the computer running the Conqueror services – this can be identified by a *Q* icon in the bottom, right corner of the Windows desktop taskbar. If the computer is powered-off (no power

light illuminated on the front of the computer), power the system on by pressing the power button.

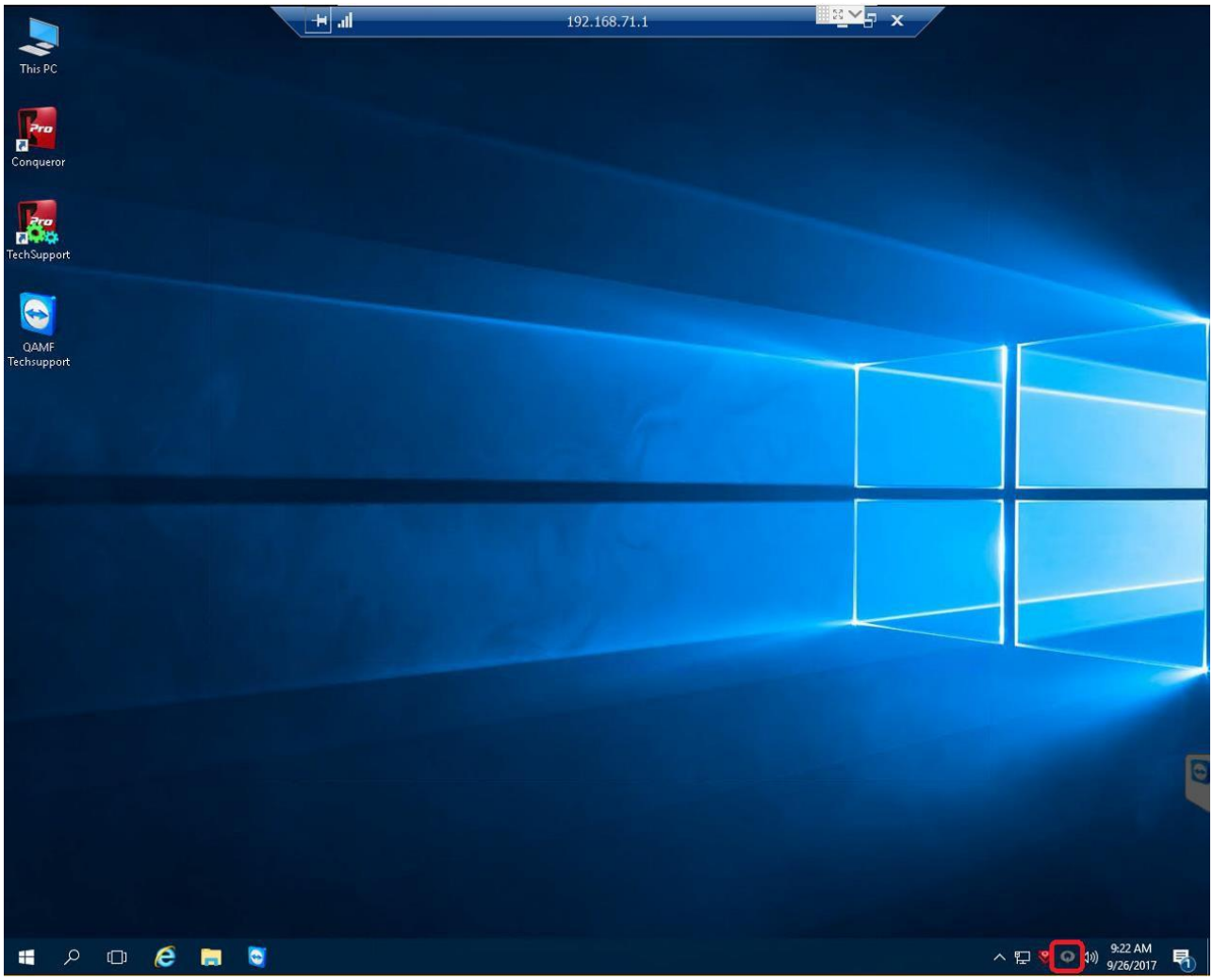


Figure 2: *Highlighted in red* – The Conqueror server monitor

The color of the *Q* (server monitor) can indicate the status of the server.

- ✓ When the server is operating normally, the *Q* will be *green*.
- ✓ When the server is booting, the *Q* will be *yellow.*
- ✓ When the services are stopped, the *Q* will be *red* or *gray.*

1. RESTARTING THE CONQUEROR SERVER SERVICES

✓ If the *Q* is *gray* or *red*, please follow the below operation:

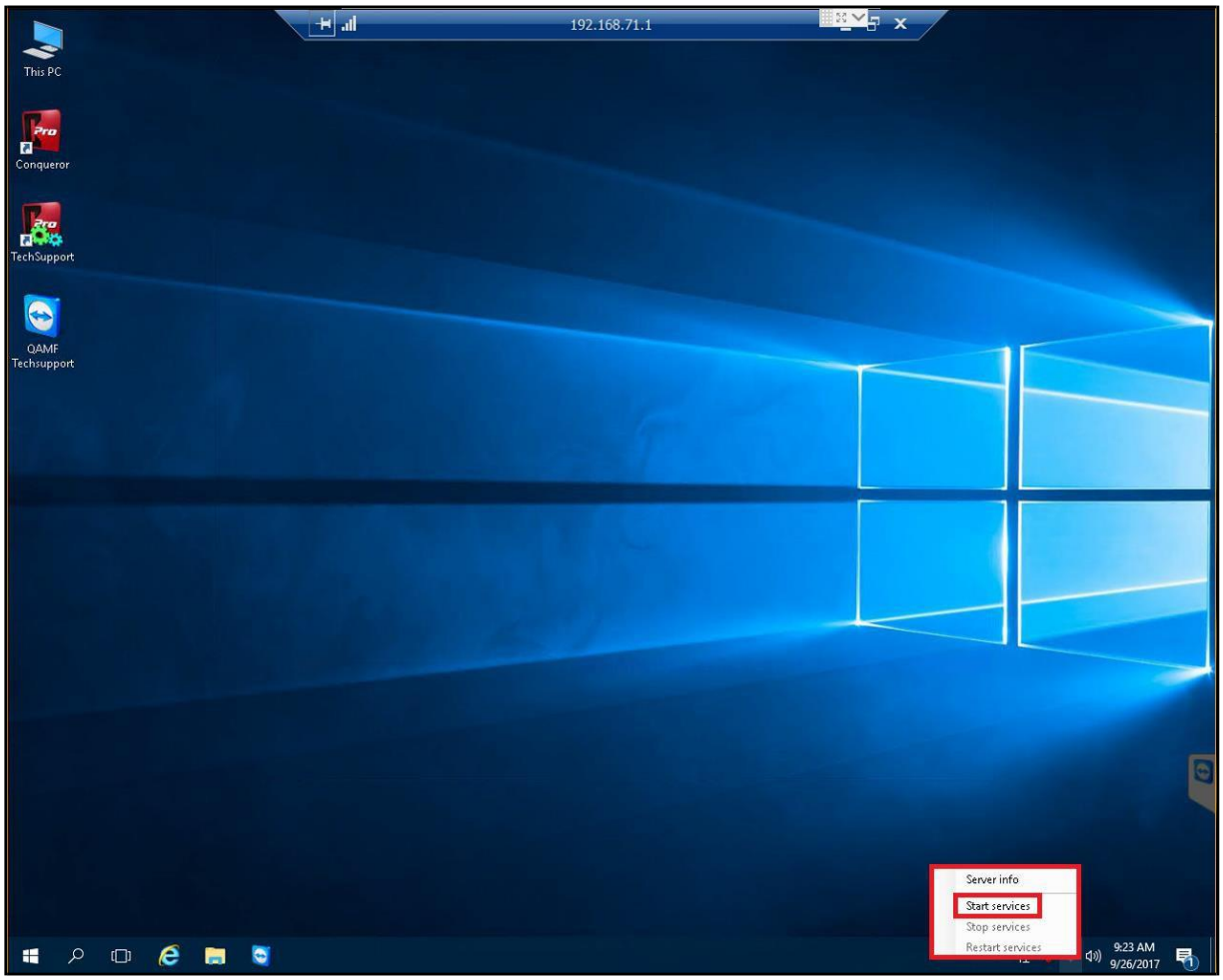
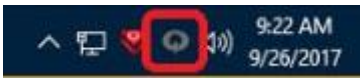


Figure 3: Restarting the Conqueror Services – Visual Reference

✓ Using the server computer's mouse, right-click the *Q.*

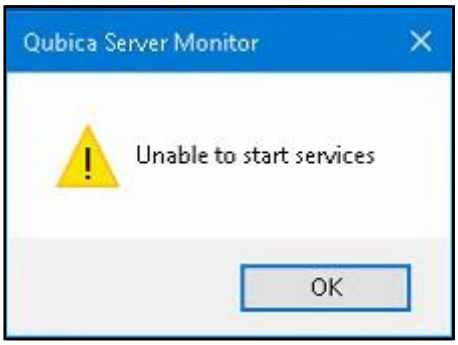
- *If the Q is Gray:* On the pop-up box, press ***Start*** *Services.*



- *If the Q is Red:* On the pop-up box, press ***Restart*** *Services.*

✓ This operation will tell the server to start any halted services.

If any point during the restart procedure of the *gray* or *red Q* there is an error message such as the error below, please follow the next step, *2. Rebooting the Conqueror Server*. If there is no error message, proceed to *3. Conqueror Services Booting*



2. REBOOTING THE CONQUEROR SERVER

✓ If the process of rebooting the services is unsuccessful, or there is an error message displayed, the next troubleshooting step will be to fully reboot the Conqueror server computer itself. In order to perform this process, please follow the below steps:

Figure 4: Example of the reboot steps from a Windows 10 desktop

✓ Press the *Windows / Start Button.*
✓ Press the *Power Icon..*
✓ Press *Restart* on the options menu.

The computer will begin to reboot. This process can take a few minutes to complete. When the system restarts, you may click the profile named *Default* which will not require a password.

3. CONQUEROR SERVICES BOOTING

✓ Once the services have been restarted (*1. Restarting the Conqueror Server Services)* or the server itself has been restarted (*2. Rebooting the Conqueror Server)* the *Q* will begin to change colors indicating that services' status.

- *If the Q is Yellow:* This means that the Conqueror services are ***booting*.**

- *If the Q is Green:* This means that the Conqueror services are ***started and ready to go*!**

Please Note: *If the Q turns red between the yellow and green statuses, this is not cause for alarm.* Place your mouse cursor over the *Q* – the message should read ***Daily Task is Still Running.***

If the Q remains red for an extended period of time or the services will not start – please call QubicaAMF Technical Support immediately.