EPSON

111-56-URM-006

TrueOrder™ KDS

Configurator Troubleshooting

About this Guide

This guide identifies some of the common issues when using the TrueOrder KDS on-board Configuration Utility aka Configurator. Many issues are network related, so it is expected the reader has basic knowledge of computer network and has reviewed the Configurator User Manual.

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1. <u>Overview</u>

This is a troubleshooting guide that can be consulted if the TrueOrder KDS Configuration App does not work as expected. If the troubleshooting suggestions are implemented and the issue is not resolved, then Epson should be contacted for technical support.
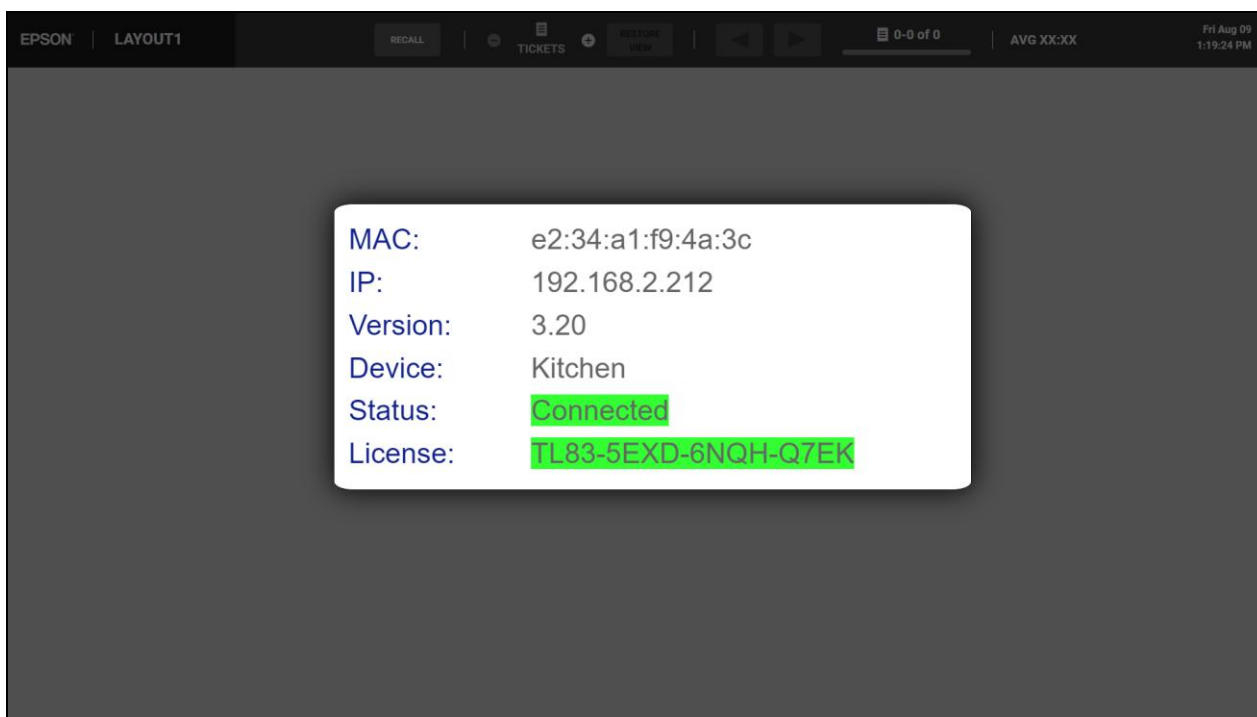
1.1. Terminology

KDS – Kitchen Display System
POS – Point of Sale
Chit – The print job typically sent to kitchen printers with the items to cook/prepare.
AIO – All in One

## 1.2. KDS Software

The KDS Firmware version can be referenced on the splash screen on KDS device power up, or when summary key is pressed 3 times on the bump bar, or if a touchscreen then tapping on the logo in the upper left corner of the screen:

MAC:	e2:34:a1:f9:4a:3c
IP:	192.168.2.212
Version:	3.20
Device:	Kitchen
Status:	Connected
License:	TL83-5EXD-6NQH-Q7EK

2. <u>Unable to Discover KDS device(s)</u>

The TrueOrder KDS Config wizard can be used to discover devices or devices can be discovered by clicking the (+) Add New Device button. The KDS Config utility tries to find devices on the current network. If devices cannot be found the following message will be shown:
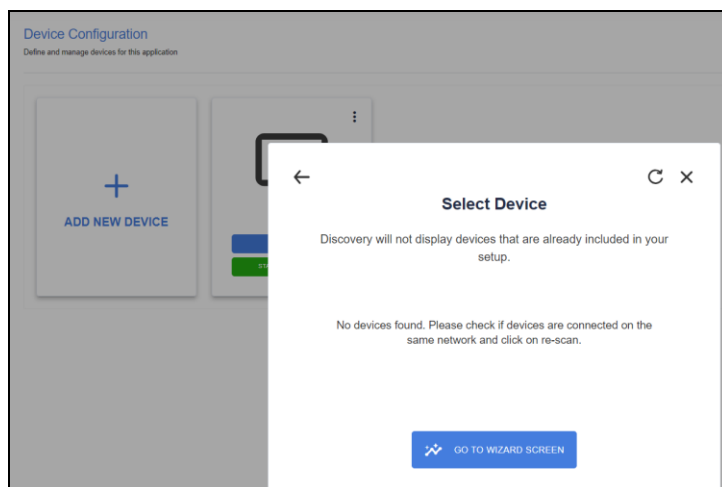
2.1. KDS Device is Not Powered On

Make sure the power supply is plugged in and the KDS AIO or KDS Controller Box is switched on. Check the power input ports and confirm that the power supply cable is plugged in. Please consult the hardware manual of the manufacturer of the particular device for any further troubleshooting steps.

2.2. KDS Device is Not Connected to the Network

Make sure the PC is connected to the network. This can be either by using an Ethernet cable or over Wi-Fi.

2.3. PC is Not Connected to the Same Network as the KDS Devices

2.3.1. Physical Network

Make sure the PC and the KDS device(s) are connected physically to the same network switch or router. Usually via an ethernet cable unless the PC is connected to the network wirelessly. Check that the KDS devices are connected to the same Wi-Fi router (via Ethernet cable).

Figure 2.3.1.1: A typical 2 station KDS with a configuration PC or Tablet

2.3.2. Logical Network

Make sure that all devices and the PC/Laptop are on the same logical network segment, that means their network settings are similar so that they can talk to each other. The main network settings are IP Address and Subnet Mask. These need to correlate to allow for communication.

Subnet Mask: PC/Laptop accessing the KDS configuration app needs to have the same subnet mask as the KDS devices.

IP Address: Same segment (network address) as the KDS devices, different host address.

For example:

	Printer	Setting computer
Subnet mask	255.255.255.0	255.255.255.0
IP address	192.168.192.168	192.168.192.2

### 2.3.2.1. Adjusting PC Network Settings (Windows 10)

To see your PC's network settings, click on the network icon on the right side of the taskbar:
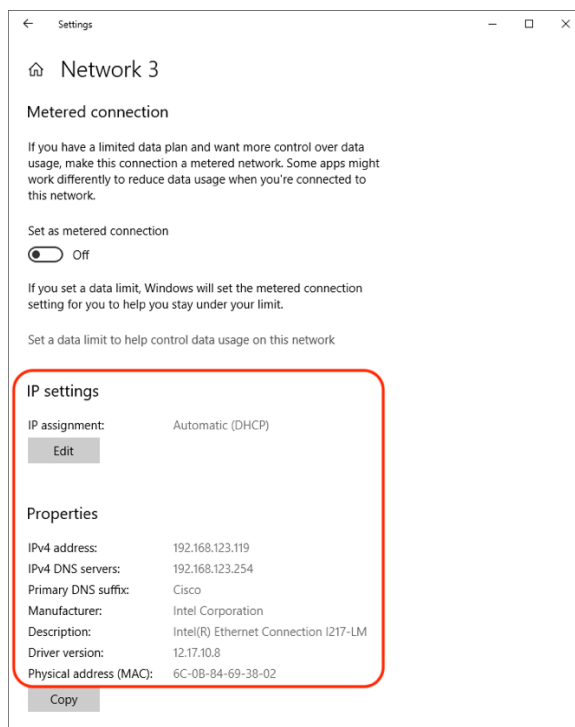

Then select the network connection you want to see/modify, for example the wired connection (note: your network connections will most likely look different):

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This will open the Ethernet Settings page. Click on the same Network again:
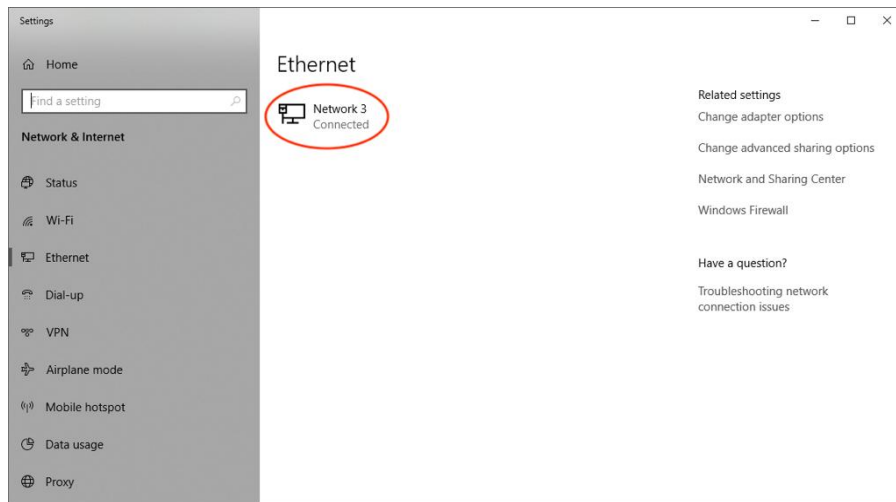

This will then show the settings for that specific network. Scroll down until you see the IP Settings and Properties:


Click Edit to change as required.

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2.3.2.2. Adjusting KDS Device Network Settings

To check the network settings of the KDS devices click on the Devices configuration:
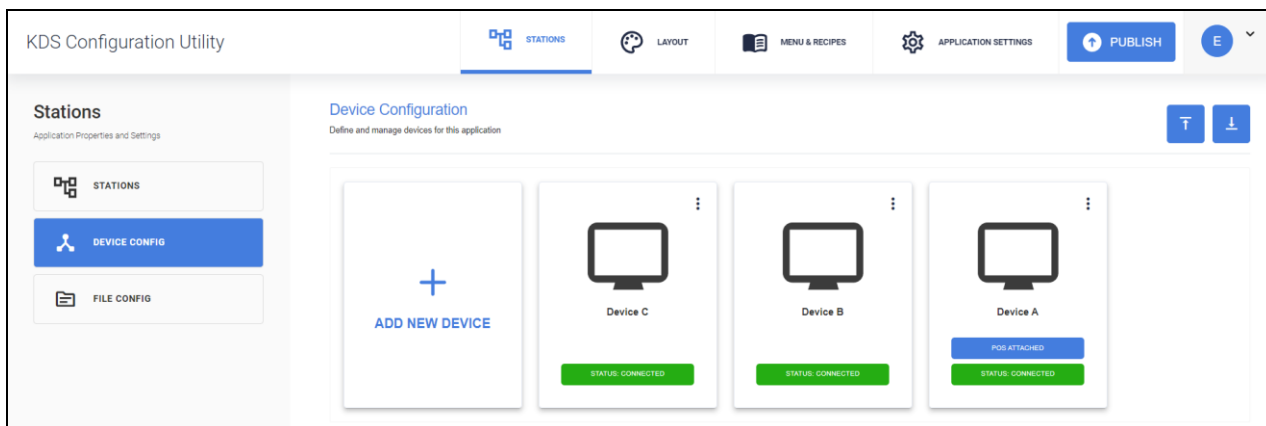
Then click each device's more options icon (3 dots) and select Edit IP Settings to check/adjust the network settings:
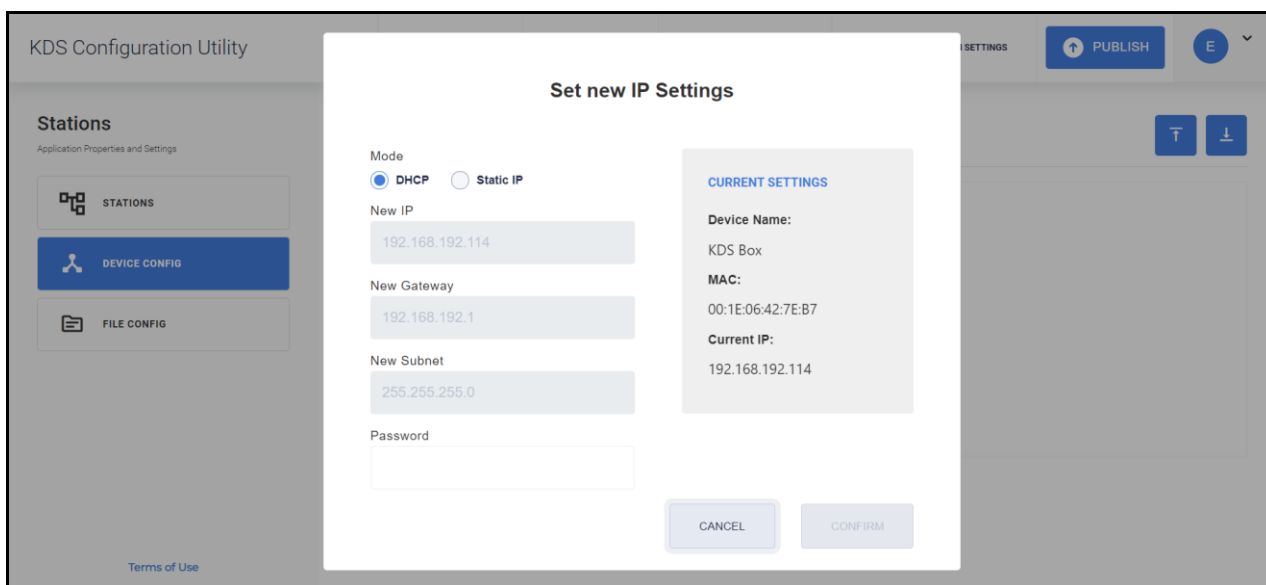
For KDS network requirements please refer to the separate document: *KDS Network Requirements-User Manual*

Please note: Whenever any network router settings, network connection or hardware changes, please refresh the Config WebApp to ensure proper functioning of the app.

3. <u>KDS Device is Offline</u>

This issue will occur when the user is making changes to the KDS settings but one or more KDS devices are not responding. When the user is clicking on "Publish" button the error message "POS Device is not connected" will show in case the POS Attached device is offline.

In the KDS Configuration Web App, devices will then show as offline with STATUS: ERROR in red as shown below:
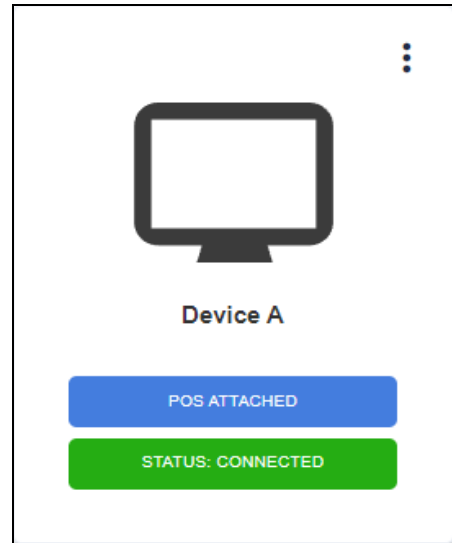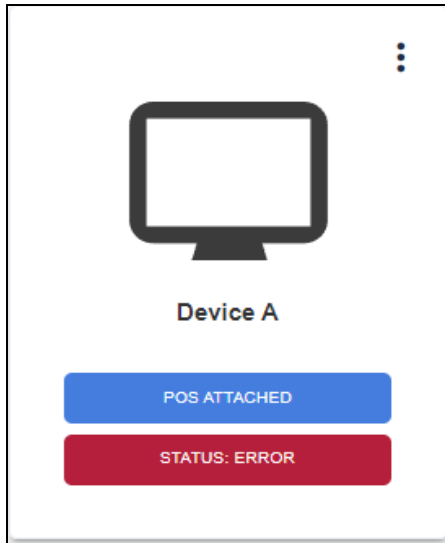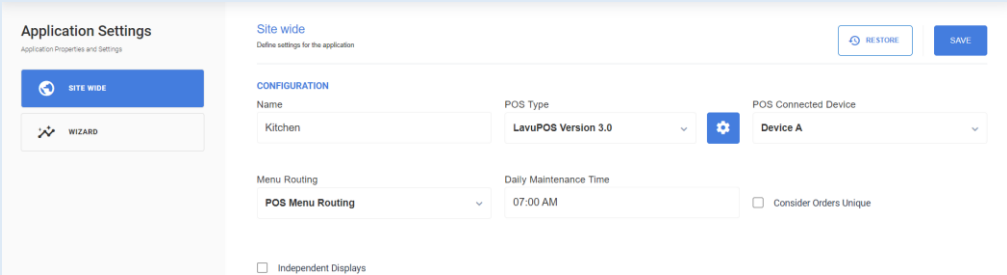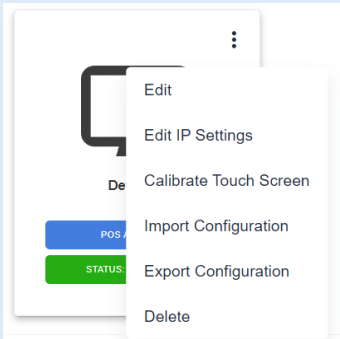

Solution: Ensure that the KDS Config web app is switched on and has the proper network connection. For details, refer to section 1.2:

4. Unable to Apply Settings

After clicking on "Publish" the KDS Config web app will perform several checks on the configuration to ensure that it is valid. In some cases, KDS Config web app will show error messages even before publishing the settings. Please make the corrections before proceeding with the configuration.

The following table shows the possible error messages and what to do to fix them:

Error Message	Solution
POS Connected not Configured!	One of the KDS devices needs to be the POS Connected device. It can be any device in the system. Select the device in the drop-down menu "POS Connected Device" under Application Settings:
The POS Device is not connected.	The device selected as POS Connected Device isn't connected. Select a different device or check the connection.
Some of your devices appear to have the same IP address.	Check all KDS devices and their IP addresses. They must all be unique. If they are not, change one of the duplicate ones by clicking on the wrench icon:

You have not selected any POS Type under System Wide Settings.	The POS type must be specified. Go to "Application Settings" and select one under POS Type:
At least one KDS device is required in the setup!	A KDS system consists of at least one KDS device. Please select one by clicking the "+ ADD NEW DEVICE" icon In the DEVICE CONFIG tab:
One or more devices are not bound to an existing station.	A KDS system consists of at least one KDS station. Please select one by clicking the "+ ADD NEW STATION" icon In the STATIONS tab:
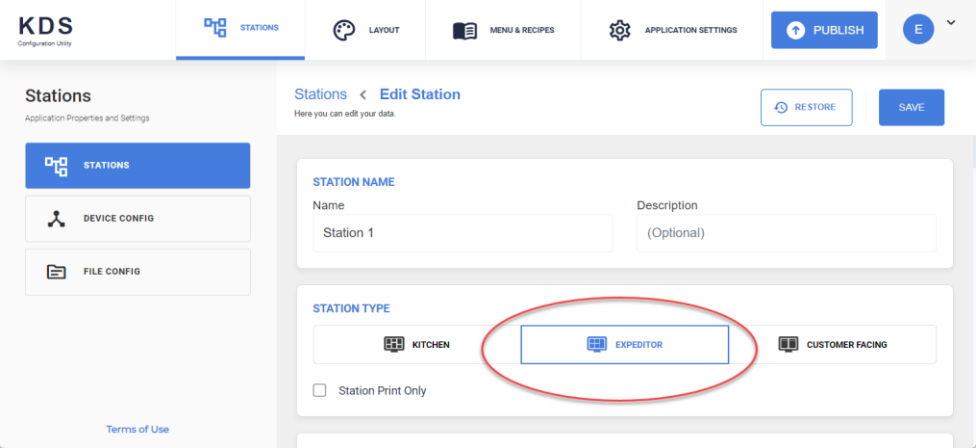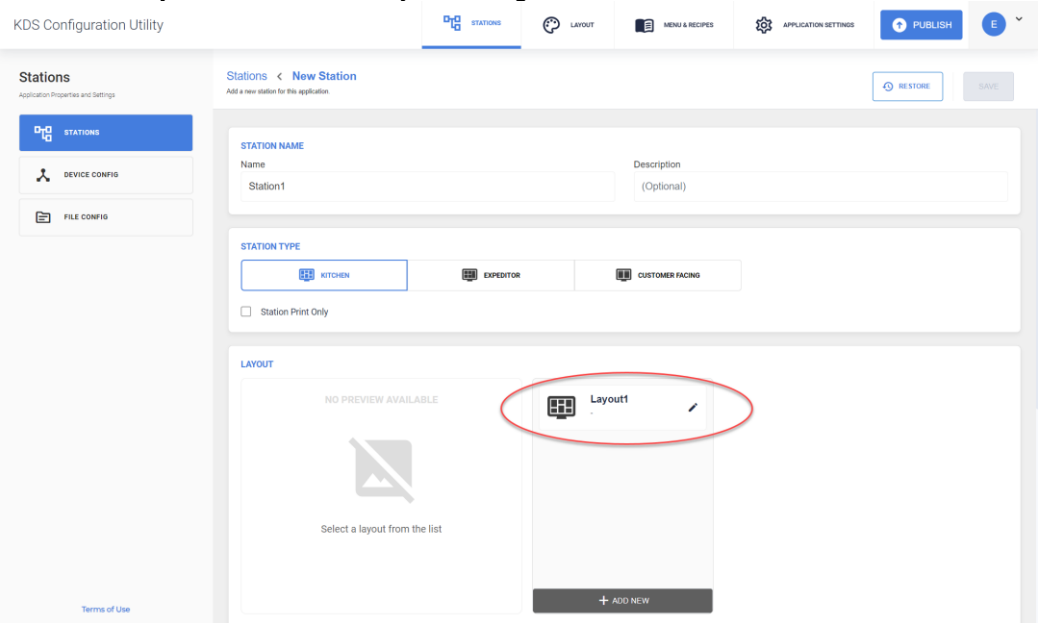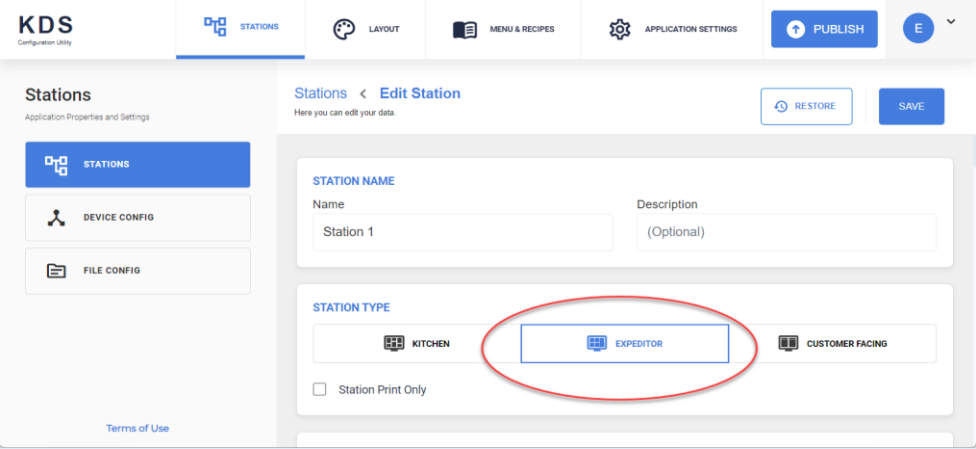
Inconsistent xml file. Please, check it.	The KDS Config XML file imported isn't valid. Please make sure you have a valid KDS Config XML file.
At least one station must be set as a non-Expeditor. Please make this correction and try again.	If the KDS system has only one station, this station cannot be configured as Expeditor. De-select the "Expeditor" button in the Stations tab under Config Utility: Alternatively, add a second KDS device. You can then make one of them an Expeditor station.
One or more stations have no grid configured. Please check and try again.	Select the Layout in the Stations tab under configurations while setting up the station. Please add a new Layout if there is no Layout configured.

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In a multi-screen setup, at least one display must be set as non-expeditor.	If the KDS system has multiple stations, these stations cannot all be configured as Expeditor. De-select the "Expeditor" button for at least one station on the Stations tab under Configuration:
Logo file size exceeding 1Mb, please choose a smaller file.	Please ensure that the logo file size meets the requirements of Max: 1Mb size.
Logo format must be png or jpg/jpeg	Please ensure that the logo file is meets the file type requirements.

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