PC Swap Troubleshooting

HAL won't start or stop. "Failed to Communicate with HAL"	Make sure HAL is started Transfer over the HAL.xml. If that fails, escalate to TNT.
No HAL.xml on Kaseya	Ask FST for the KID of another kiosk with the same config (VMZ of QLM), use that kiosk HAL.xml and then adjust slot data.
The store installer won't run.	Does the kiosk have comms? Is their store installer up to date? (if not, they must download a new version) Is the file size correct? (possibly corrupted if not, re-download the file) Check the data and time.
Unable to Configure Kiosk.	If not, make sure it's on the install list in the HIVE and has comms.
All the inventory is showing as White Unknowns.	Contact TNT
VMZ is showing as 501 or visa-versa	Make sure the correct HAL.xml is in the kiosk. Send Clear last hardware registry script. Send to TNT.
Serial Board/All Boards Unresponsive	Move the serial cable on the back of the PC to the OTHER serial port.
No inventory Displays on main app.	Change the date/time.
PC Won't power on	Remove power cable for 30 seconds then attempt to power on incase the issue was due to overheating

Purpose:

This document will detail all steps required to replace a PC. Make sure you have updated your thumb drive with the most current version of the HAL store installer.

Tools and Parts:

PC, Thumb Drive, Keyboard

Procedure:

1. ## Copy Files to Thumb Drive

   Transfer the "HAL Installer" folder located on the field drive to your USB key. This must be located on the root of your thumb drive. Be sure to transfer this file while on WiFi and not an air card as the files are very large.

Name	Date modified	Type	Size
.NET Installers	4/26/2019 11:57 AM	File folder	
Brandon and Dan	6/24/2019 8:44 AM	File folder	
Coastal Region	3/7/2019 9:05 AM	File folder	
Deck 7 Repair	3/11/2019 1:32 PM	File folder	
Deskside	4/21/2019 5:34 PM	File folder	
eastern arkansas	2/27/2019 12:03 PM	File folder	
Engineering	4/25/2017 1:30 PM	File folder	
Evansville, IN - Market	2/25/2019 9:09 AM	File folder	
Fleet	2/25/2019 8:45 AM	File folder	
GPS POI Files	3/13/2019 3:52 PM	File folder	
hal backup	2/11/2019 2:17 PM	File folder	
HAL Installer	6/28/2019 9:21 AM	File folder	
HAL Installer - Copy	6/16/2019 2:16 PM	File folder	
HAL XML Backup	4/10/2019 6:15 AM	File folder	
Irma	5/4/2019 11:09 AM	File folder	
Little Rock, AR Market	2/10/2019 6:47 AM	File folder	
Lone Star Region	2/25/2019 11:18 AM	File folder	
Maria	2/7/2018 7:25 PM	File folder	
McAllen Market	8/13/2018 12:30 PM	File folder	
Montana Market	2/6/2017 9:27 AM	File folder	
Mountain Region	5/10/2017 10:07 AM	File folder	

2. **Copy HAL.xml file if PC is working**

If the old PC is still working insert your thumb drive into the old PC. Copy the HAL.xml to your thumb drive. The file extension is:
C:\Program Files\Redbox\halservice\bin
If the PC is completely dead, skip directly to step number 6.

3. **Copy software to your thumb drive**

Once you have a copy of the HAL.xml, proceed to the "HAL Inventory" folder on your thumb drive.

4. **Run inventory tool**

Run the "HAL_Inventory" file. Click the "Export Inventory (OLD PC)" button. This will create a HAL_Inventory.xml file in the HAL inventory folder on your thumb rive. If the HAL service is not running when you are trying to export the inventory, you will receive an error.

5. **Verify**

Make sure the HAL_Inventory.XML file is on your thumb drive and swap the PC as normal.

6. <u>Replace old PC</u>

Remove the old PC and replace with the new one. Be sure to verify the serial cable is in the correct port if there is more than one, as Premio PC's have 2. (*eg. If any USB ports are blue or marked "SS" use the left serial port. If they are all normal 2.0 ports use the right serial port*) Confirm all USB devices for the front and back of the PC are connected along with the Ethernet cable.

7. <u>Network settings</u>

Before you can run the store installer we need to check that our comms are set up. You can do a quick check by navigating to google through a web browser or by pinging google.com in a command prompt window. Below we will go over comms configurations.

8. <u>Configure network settings</u>

Navigate to the network setting:
Control Panel -> Network and Sharing Center -> Change Adapter Settings -> Properties
Select TCP/IPv4 and go to properties. Virtually every router should be set to obtain dynamically, otherwise refer to the chart below.
If these settings are correct and you have no connectivity, please contact Machine support.

Router	Cradlepoint IBR200	Cradlepoint IBR650	Cradlepoint CBR450	Cradlepoint CBA250	Top Global
IP	Dynamic	Dynamic	192.168.0.9	192.168.0.9	172.16.0.2
SM	Dynamic	Dynamic	255.255.255.0	255.255.255.0	255.255.255.0
DG	Dynamic	Dynamic	192.168.0.1	192.168.0.1	172.16.0.1
DNS	Dynamic	Dynamic	192.168.0.1	192.168.0.1	172.16.0.1
Password	Username: **field** Password: **2r3db0x-c3ll**	Username: **field** Password: **2r3db0x-c3ll**	Password: **2r3db0x-c3ll**	Password: **2r3db0x-c3ll**	Username: r3db0x-c3ll Password: **2r3db0x-c3ll**
Default Password	Last 8 digits of the MAC address If you have to use this password, the router isn't on Redbox approved firmware.	Last 8 digits of the MAC address If you have to use this password, the router isn't on Redbox approved firmware.	Last 8 digits of the MAC address If you have to use this password, the router isn't on Redbox approved **firmware**.	Last 6 digits of the MAC address If you have to use this password, the router isn't on Redbox approved firmware.	Username: **public** Password: **public**

9. <u>Run the store installer</u>

Run the store installer setup file from your thumb drive.

If you encounter an error, double check the time and date on the PC and double check comms. If you receive a p999 error, this is generally due to a program running in the background that is interfering with the installation process. This can usually be resolved by taking note of the file extension presented in the error and deleting that folder, then re-running the installer.

To try re-running the store installer, navigate to the C: drive, then delete the ".post -install" file and the "Redbox" folder. Open command prompt and type "services.msc" scroll down to "Redbox Hardware Abstraction Layer" and "Redbox Store Manager Service", set both of these services to "disabled".

Reboot the PC and re-run the store installer. Be sure to set the services back to Automatic (delayed) after the installer is finished.

- **Store Installer notes for Windows 10 PC**

While the store installer "process" is really identical for a WES7 or Win10 system, the store installer for windows 10 is unique and different from the WES7 store installer. (If the wrong one is used it will fail with error indicating wrong OS immediately)

The data.zip file will continue to be common to either platform.

- Store installers are located at following location:

\\corp.redbox.com\field_ops\HAL Installer\

With *example* naming conventions below on the files indicating OS type and installer revision

Name
data.zip
Windows7-Store-Installer-3.0.1.50-setup.exe
Windows10-Store-Installer-3.1.0.48-setup.exe

Redbox Store Installer 3.1.0.49 Setup   ✕
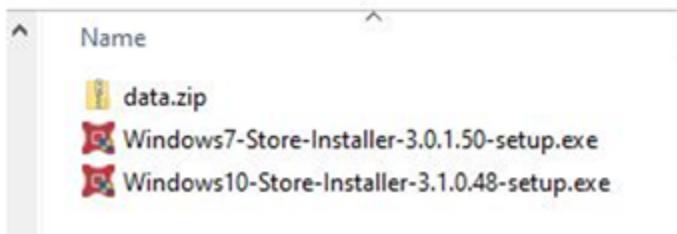
Welcome to the Redbox Store Installer Setup

This setup package will help you to install the Redbox Store Installer 3.1.0.49 software package.

To continue, click Next.

Next >   Cancel

Redbox Store Installer 3.1.0.49 Setup ✕

Select Data File Location

ℹ Data.zip was found:

If you would like to select a different data file, click Browse.

| E:\Installer\data.zip | Browse... |

[Next >] [Cancel]

**Redbox Store Installer 3.1.0.49 Setup** ✕

Select Kiosk Type

ℹ Please select a kiosk type:

◉ R630 - 90 slots per deck and VMZ machines

◯ R504 - 72 per deck, wide slot machines
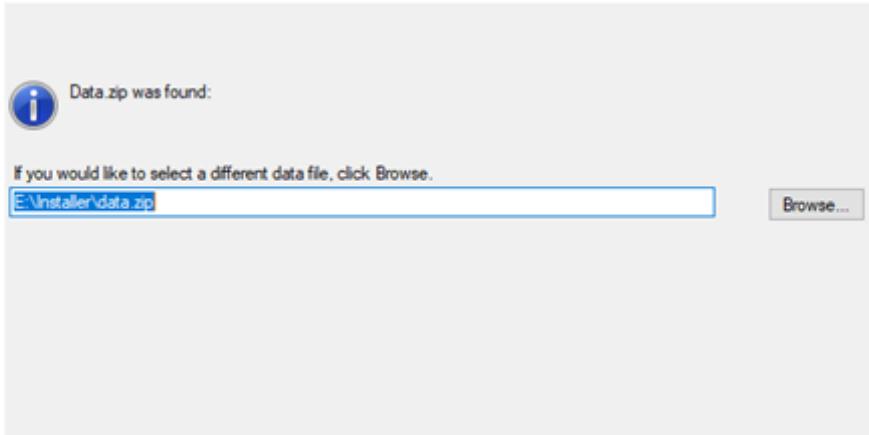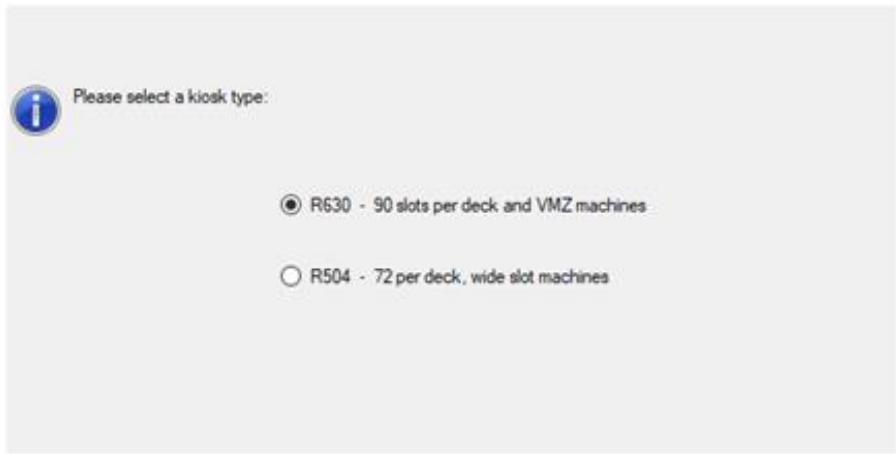
[Next >] [Cancel]

Set Date and time
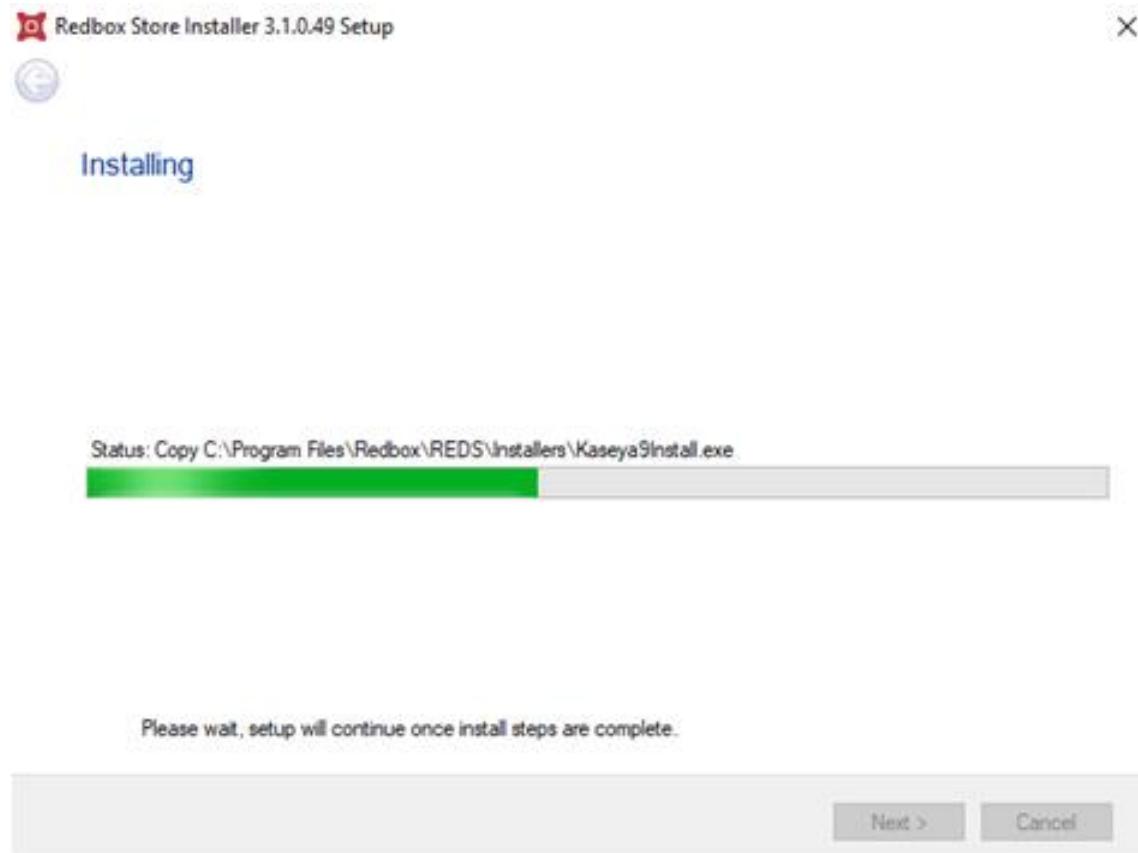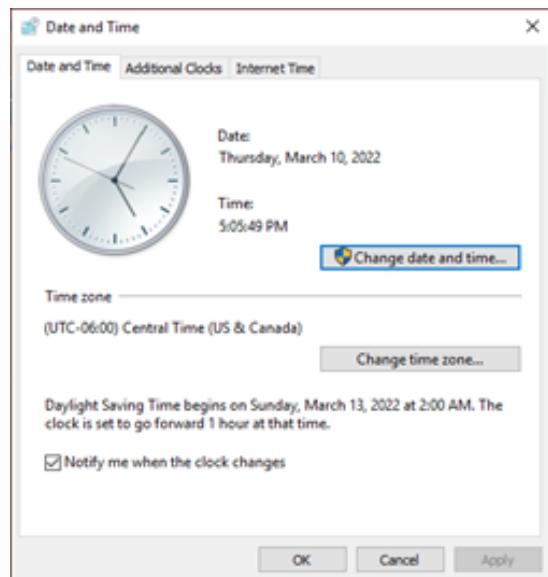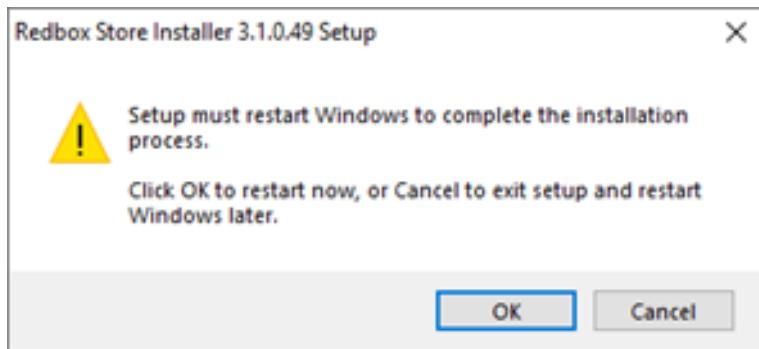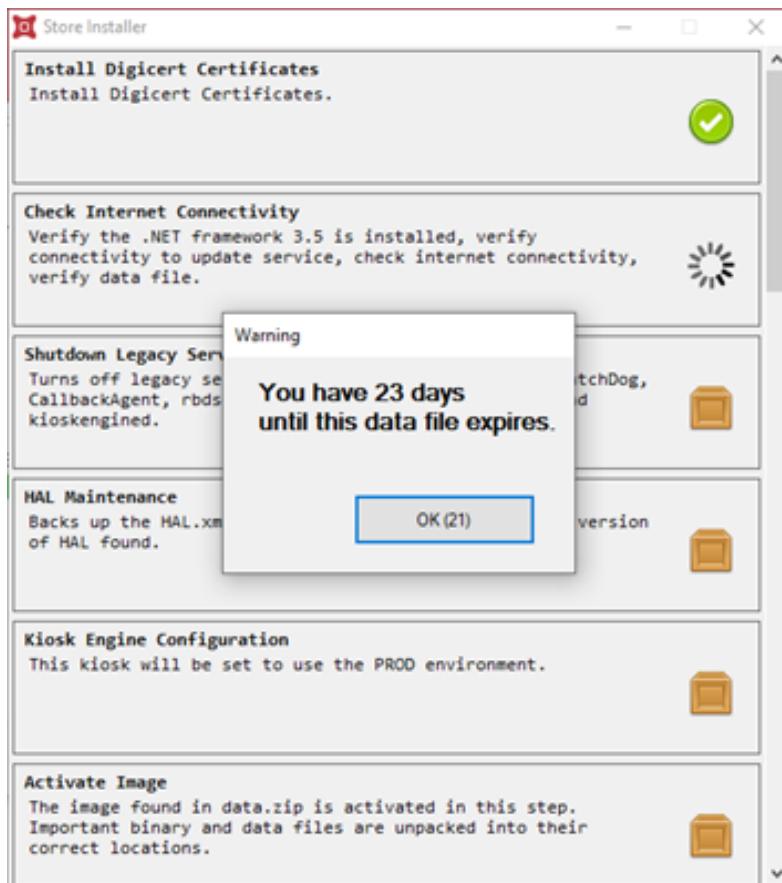
10.   **Copy Hal.xml**

If you were able to retrieve the HAL.xml from the old PC, transfer the HAL.xml. (*right click, open with, notepad, select all text and cntrl + c*) do the same procedure on the new PCs HAL.xml (*C:\Program Files\Redbox\halservice\bin*) paste the information into that file and save the file. If the old PC was not accessible, skip this step.

11.   **Configure kiosk**

Click the "configure kiosk" button on the Redbox desktop. Before proceeding be sure the kiosk is on the install checklist in the Hive. Follow the prompts and select the correct address, market, banner etc,

and then allow the PC to reboot.

12.   **HAL.xml**

If you were unable to retrieve the xml from the previous PC, contact machine support to retrieve the backup from Kaseya. If kiosk doesn't Init, check the Serial Port connection. If there are 2 ports, try the other port and restart Hal.

13.   **Import Inventory**

Make sure the HAL service is running. Open "Hal_Inventory" on your thumb drive. Click on "Import Inventory (NEW PC)".

14.   **Verify Inventory**

Once the import is complete, log into FMA to check the inventory has been imported. If it has not, or you did not have access to the old PC, you will need to run a full maintenance sync after you've done the KFC.

15.   **Devices**

Be sure to confirm the correct driver is installed for the correct device and that the devices are configured correctly. For example, if the kiosk has a 5th gen camera, the AVEO driver should be removed from device manager and the camera should be configured correctly through HAL tester. If the kiosk has an EMV device, confirm it is in device manager correctly etc. Double check all USB devices and their drivers/configuration such as the touchscreen, arcus etc. After the install please perform a KFC and test transaction to confirm all devices are working correctly.