TSB---How-to-Copy-HAL

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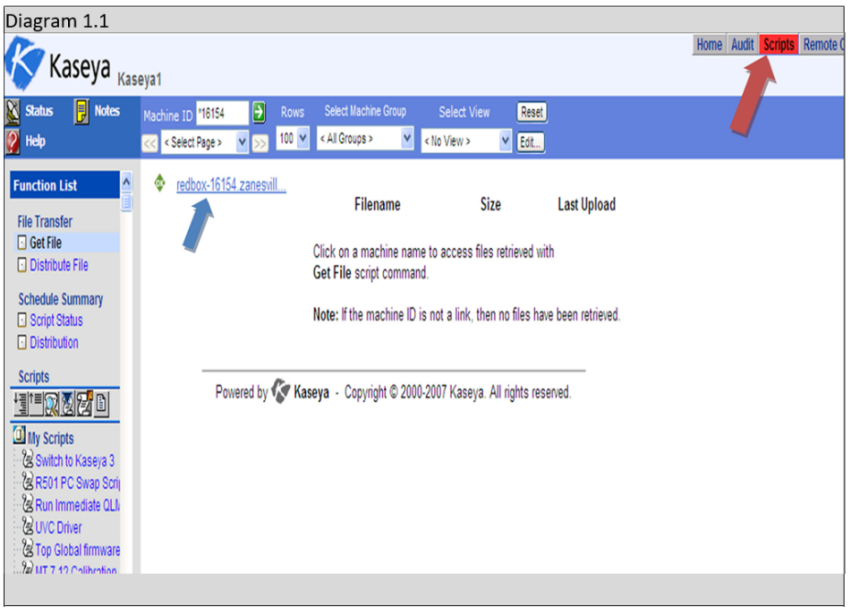
***Description*:** The purpose of this TSB is to show how get the HAL.xml file that is backed up on the Kaseya server and how to copy it over to a new PC.

1. **Get the HAL.xml file on Kaseya server.**

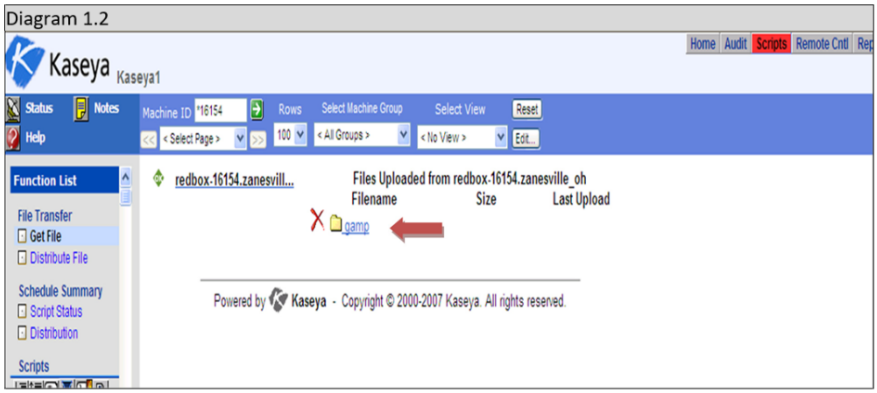


Enter the machine ID and go to the scripts tab. The Machine ID should be highlighted if there are any files backed up on the server

Click on the machine ID(blue arrow) to retrieve files that have been backed up

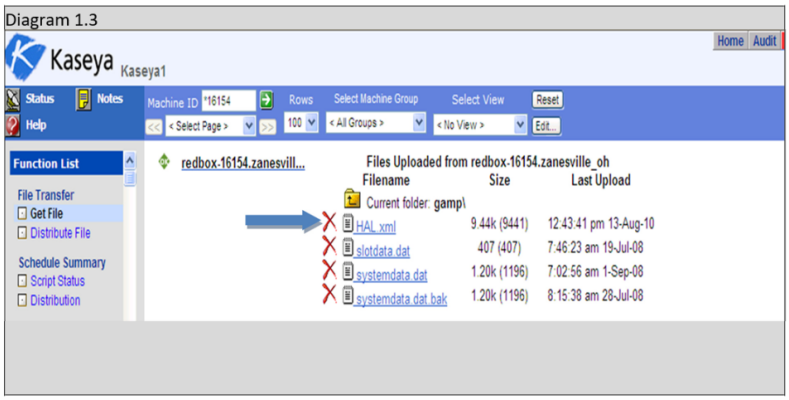
Note: If the machine ID is not hyperlinked then there are no files backed up on the server for that kiosk. Try checking different kaseyas to see which kaseya the HAL.xml was backed up on. Kiosk does not have to be online to retrieve files that are backed up.

Diagram 1.2



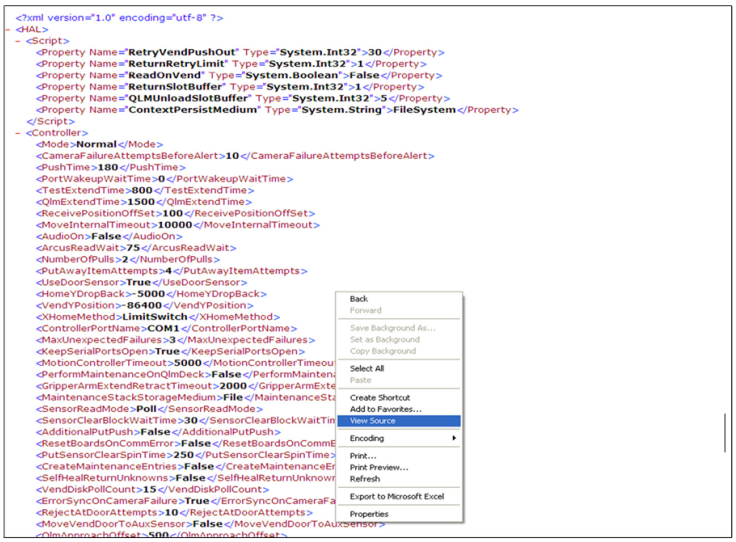
This will pull up the GAMP
folder. Click on the gamp folder to get to the files that have been backed up.

Diagram 1.3



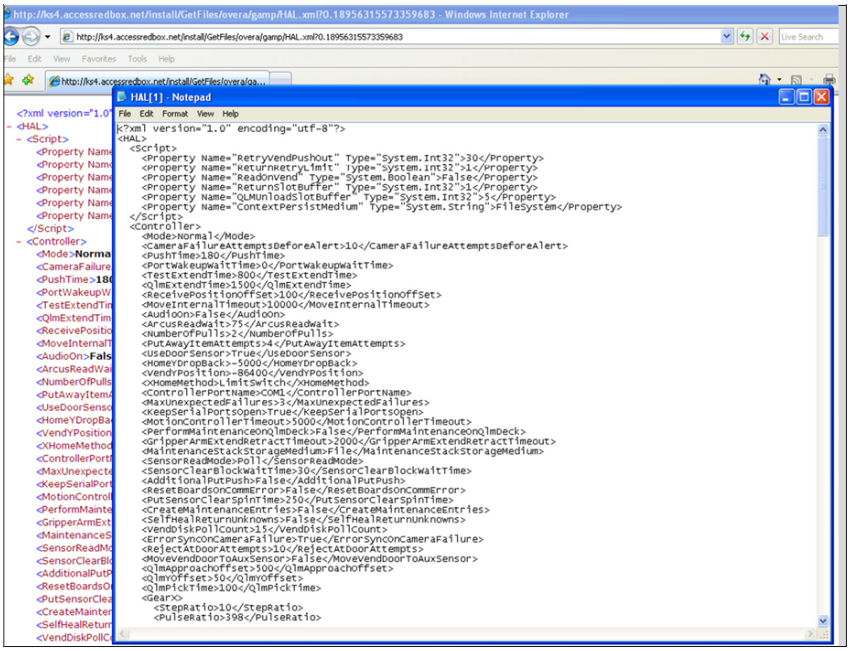
Note that you have located the HAL.xml file, open the HAL.xml to view the text in the new window on your browser.

2. Copy HAL.xml to kiosk



Right Click in the window and select “View Source”. (Diagram 1.4)

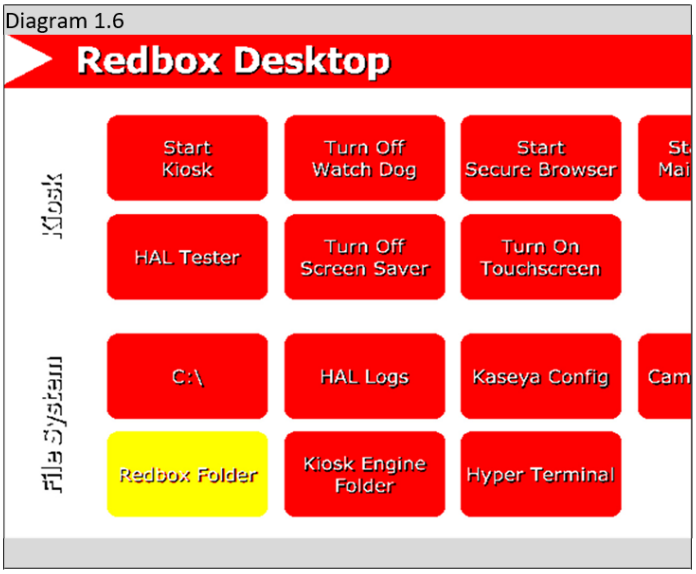
This will allow you to view the HAL.xml file with notepad.



HAL.xml opened with Notepad

Once we opened the text file for the HAL.xml we can now copy it over to the Redbox folder on the PC.

Diagram 1.6



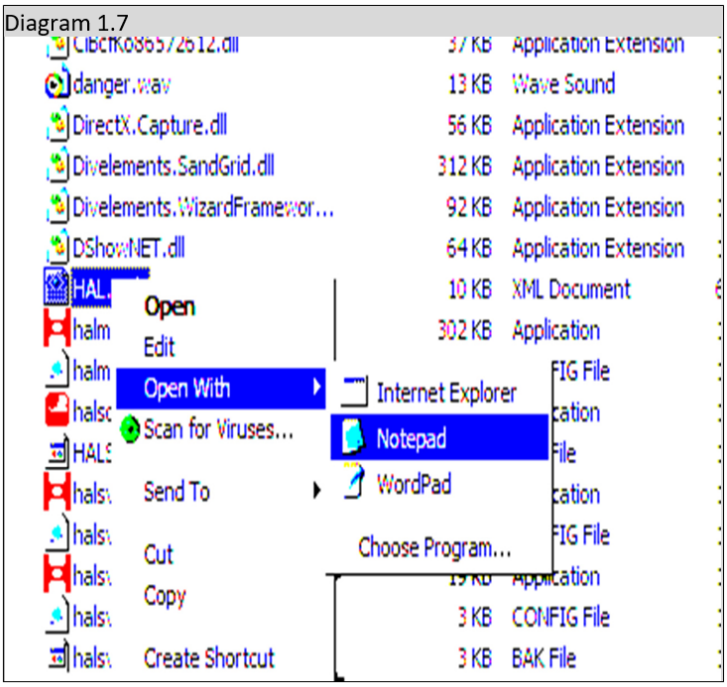
Remote into the kiosk and log in to RBD.

In RBD select the Redbox folder. (Diagram 1.6)

The HAL.xml will be in this file location:

C:\Program Files\Redbox\Hal service\bin\HAL.xml.

Diagram 1.7



Find the HAL.xml file in the bin folder. Right click on the file and open it with notepad (Diagram 1.7)

Now both HAL.xml files should be open with Notepad, the one from kaseya and the one in the bin folder.

Copy all the text from the backup HAL.xml you opened from Kaseya and paste it in HAL.xml text file located in the “bin” folder. This will be replacing the HAL.xml text already saved on the kiosk with the text from the HAL.xml you opened in Kaseya. Make sure to save file.

Now that the HAL.xml has been copied onto the PC from Kaseya, restart the HAL service; sync some slots to verify the slot data is ok.

Tools/Parts Needed:

Associated TSB's:

Owner	***Department***
Created by: Onix Vera	Machine Support
Published by: Elric Zufan	Machine Support

Revision#	Date	Description
1.0.0	4/10/2011	Document created
1.0.1	8/19/2011	Minor document changes
1.0.2	2/21/2012	Minor document changes

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