



# TSB---How-to-Copy-HAL

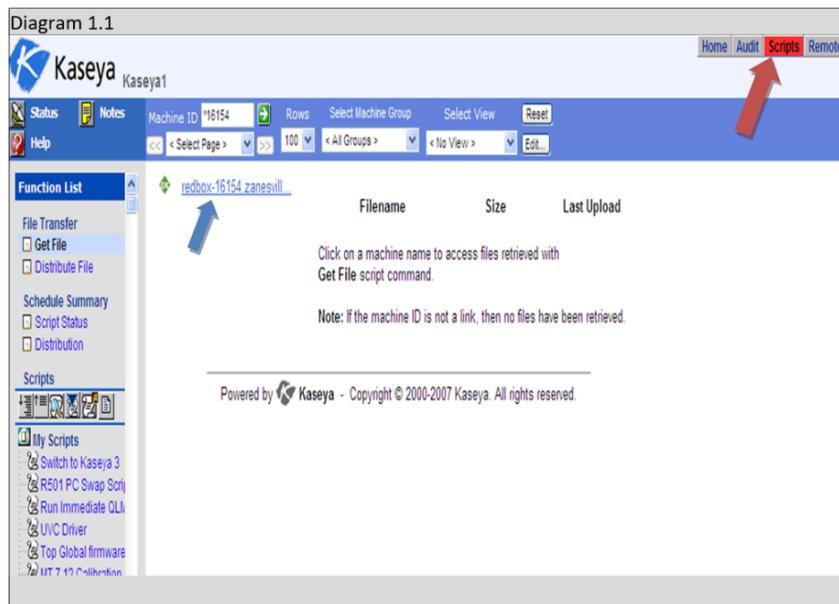
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Contractor

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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.

Diagram 1.1



The screenshot shows the Kaseya web interface. At the top, there is a navigation bar with links for Home, Audit, Scripts (which is highlighted in red), and Remote. Below the navigation bar, there is a search bar with 'Machine ID' and 'Rows' fields, and buttons for 'Select Machine Group', 'Select View', and 'Reset'. Underneath the search bar, there are buttons for 'Select Page', '100', 'Select Groups', 'Select View', and 'Edit'. On the left side, there is a 'Function List' sidebar with options like Status, Notes, Help, and Scripts. The 'Scripts' section is expanded, showing 'My Scripts' with several items listed: 'Switch to Kaseya 3', 'R501 PC Swap Script', 'Run Immediate QLs', 'UNC Driver', 'Top Global firmware', and 'HTT 7 to Calibration'. The main content area shows a table with a single row: 'redbox-16154 zanesill'. The table has columns for 'Filename', 'Size', and 'Last Upload'. A note below the table says: 'Click on a machine name to access files retrieved with Get File script command.' Another note says: 'Note: If the machine ID is not a link, then no files have been retrieved.' At the bottom of the page, there is a footer with the text 'Powered by Kaseya - Copyright © 2000-2007 Kaseya. All rights reserved.'

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

Kaseya Kaseya1

Machine ID 16154 Rows Select Machine Group Select View Reset

Help < Select Page > 100 < All Groups > < No View > Edit...

Function List

- File Transfer
- Get File
- Distribute File

Schedule Summary

- Script Status
- Distribution

Scripts

redbox-16154.zanesvill... Files Uploaded from redbox-16154.zanesville\_oh

Filename	Size	Last Upload
X gamp		

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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

Kaseya Kaseya1

Machine ID 16154 Rows Select Machine Group Select View Reset

Help < Select Page > 100 < All Groups > < No View > Edit...

Function List

- File Transfer
- Get File
- Distribute File

Schedule Summary

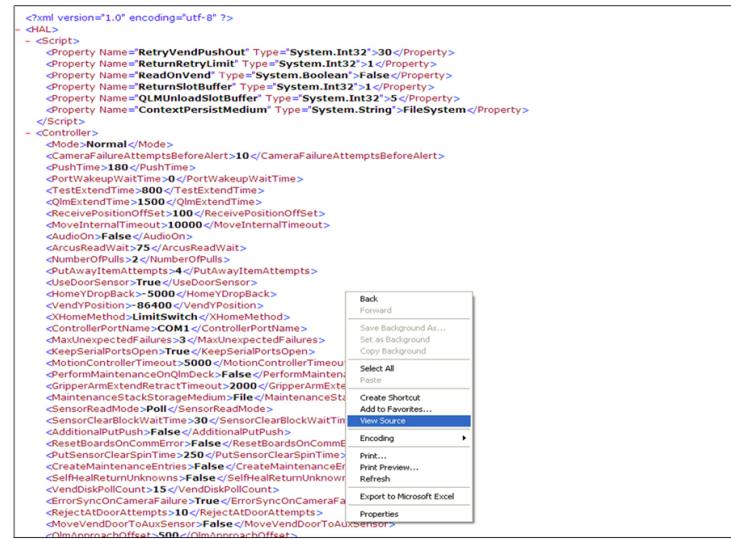
- Script Status
- Distribution

redbox-16154.zanesvill... Files Uploaded from redbox-16154.zanesville\_oh

Filename	Size	Last Upload
X Current folder: gamp!		
X HAL.xml	9.44k (9441)	12:43:41 pm 13-Aug-10
X slotdata.dat	407 (407)	7:46:23 am 19-Jul-08
X systemdata.dat	1.20k (1196)	7:02:56 am 1-Sep-08
X systemdata.dat.bak	1.20k (1196)	8:15:38 am 28-Jul-08

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.

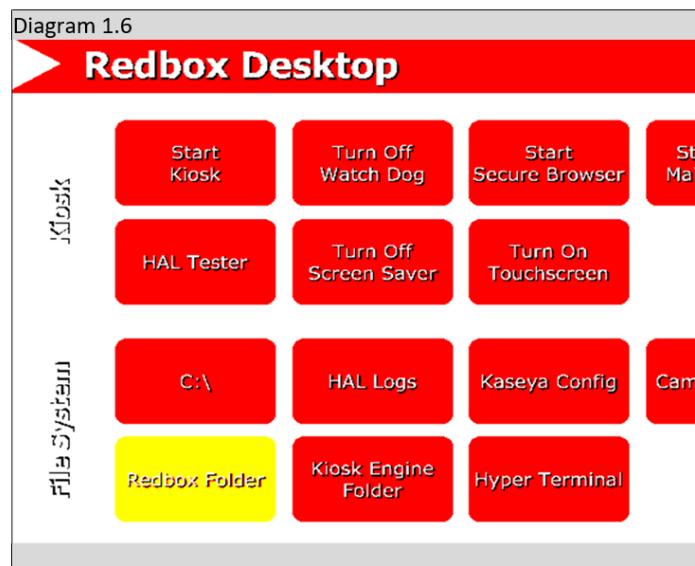
```
http://10.0.4.1/accessredbox.net/install/GetFiles/overal/gamp/HAL_xmP0.18956315573359683 - Windows Internet Explorer
http://10.0.4.1/accessredbox.net/install/GetFiles/overal/gamp/HAL_xmP0.18956315573359683
File Edit View Favorites Tools Help
File [HAL1] - Notepad


<Script>
<Property Name="RetryingPushout" Type="System.Int32">>30</Property>
<Property Name="ReturnKeyIsTie" Type="System.Int32">>1</Property>
<Property Name="ReadenvDont" Type="System.Boolean">>False</Property>
<Property Name="ReturnSloBuffer" Type="System.Int32">>1</Property>
<Property Name="QmUnloadSloBuffer" Type="System.Int32">>3</Property>
<Property Name="ContextPersistMedium" Type="System.String">>fileSystem</Property>
</Script>
<Script>
<Mode Normal>
<CameraFailureAttemptsBeforeAlert>10</CameraFailureAttemptsBeforeAlert>
<PortWakeUpTime>180000</PortWakeUpTime>
<TestExtendTime>800</TestExtendTime>
<QmExtendTime>1500</QmExtendTime>
<MoveInternalTimeout>10000</MoveInternalTimeout>
<MoveInternalFalse>10000</MoveInternalFalse>
<AudioOn>1</AudioOn>
<AudioOff>0</AudioOff>
<PutAwayItemAttempts>4</PutAwayItemAttempts>
<HomeDropBack>5000</HomeDropBack>
<VendyPosition>86400</VendyPosition>
<ControllerPortName>COM1</ControllerPortName>
<ControllerPortName2>COM2</ControllerPortName2>
<MaxUnexpectedFailures>3</MaxUnexpectedFailures>
<KeepSerialPortOpen>True</KeepSerialPortOpen>
<KeepSerialPortOpen2>True</KeepSerialPortOpen2>
<PerformMaintenanceOnQlDeck>False</PerformMaintenanceOnQlDeck>
<GripperArmExtendRetractTimeOut>2000</GripperArmExtendRetractTimeOut>
<GripperArmExtendRetractTimeIn>1000</GripperArmExtendRetractTimeIn>
<SensorReadMode>Poll</SensorReadMode>
<SensorClearLockWaitTime>30</SensorClearLockWaitTime>
<AdditionalPushout>1</AdditionalPushout>
<ResetBoardsonComError>1</ResetBoardsonComError>
<PutSensorClearSpinTime>20</PutSensorClearSpinTime>
<CreateMaintenanceEntries>1</CreateMaintenanceEntries>
<SyncronizeSensor>False</SyncronizeSensor>
<MoveVendDoorToAuxSensor>False</MoveVendDoorToAuxSensor>
<ApproachOffset>500</ApproachOffset>
<ImpickTime>10</ImpickTime>
<ImpickTime2>500</ImpickTime2>
<Gear>
<StepRatio>10</StepRatio>
<PulseRatio>398</PulseRatio>
<SelfHealReturn>
<VendDiskRoller>

```

## 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.

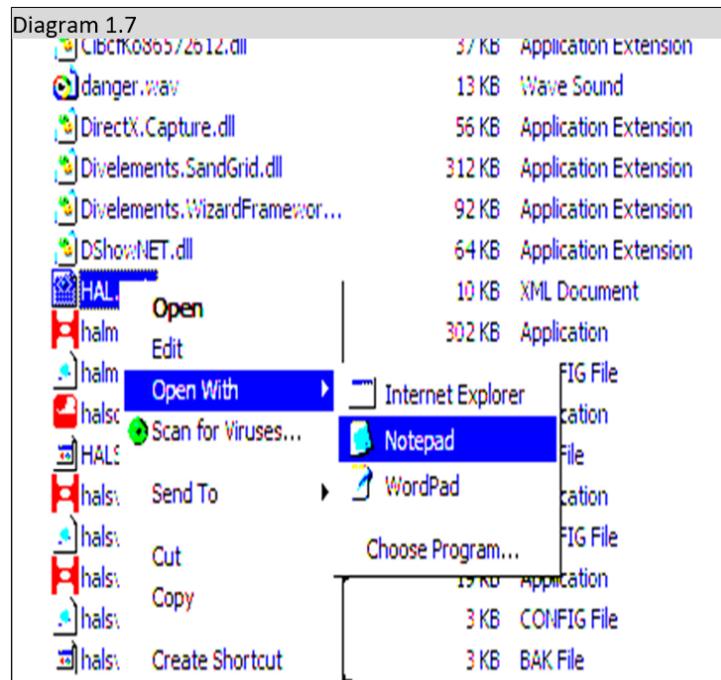


Remote into the kiosk and log in to RBD.

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.



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.

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**Tools/Parts Needed:**

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**Associated TSB's:**

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***Owner*** ***Department***

Created by: <u>Onix Vera</u>	Machine Support
Published by: <u>Elric Zufan</u>	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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