Box-Office issues, checklist

Symptoms

- Cannot print, cannot pay by card, cash-desk doesn't open when paying cash

Analyse

- Is the device manager status picture clean ? (without red cross or blue dots)
    - Blue dots: SecuTix is still trying to connect to the Device Driver Manager. This should not take more than 30s, except if you see a java progress bar (update of the device driver manager is in progress)
    - Red cross: SecuTix was not able to connect to the Device Driver Manager, see the checklist below
    - No indication on top of the printer logo: all good

Checklist

- Is the device driver manager started ?
    - Could be an issue with the installation of the Firefox package?
    - Could be a certificate issue
        - Reinstall the Firefox pack, see How to install the SecuTix kit (Firefox and Device Manager)
- An anti-virus that is too strict could block the communication between Firefox and the Device Driver Manager.
    - Try to temporarily deactivate the anti-virus and check again to see if it now work. If it's the case, find the way to configure the anti-virus to trust Firefox and the Device Driver Manager.
    - "ESET Security" is such an anti-virus that has shown to block communication with the device driver manager.
    - "McAffee" also, at least at one client, caused some issues.
- Has there been any changes of the configuration of these PC in the last days ?
    - Try to deduce what could impact the system.
- Did the operators wait until the connection is established (no more blue dots on the icon) ?
    - The icon (printer with blue dots) should move to printer without blue dots (and no red cross) after less than one minute.
- Do you have a proxy that could block the device driver manager to connect to secutix.com ?
- Sometimes, the Boca driver needs to be installed. So if all else fails, check that it's the case and that the Boca is correctly displayed in the Windows Spooler.
    - See Thermal ticket printer (BOCA) for the classic Boca installation steps
    - See Boca Printing Problems