

System Lockups

Resolution:

We have found two problems. One is the code base log growing too large. The second is a file index that has become corrupt and locks up the system.

There is a utility program and executable (EXE) file that needs to be run on the site.

Version is 7.2.05 *ONLY*

If your site is on a lower version you will need to upgrade. Please contact your Ban-Koe Sales Representative.

Directions for sites on 7.2.05

1. Contact Ban-Koe and request the 7.2.05 CD.
2. Close all Digital Dining programs as well as code base and automation manager.
3. Unzip the file into your Digital Dining Directory.
4. Make sure the DDLaunch.exe and the LaunchPatch.exe are in the same directory.
5. Run the LaunchPatch.exe.
6. Start DDSetup.exe and run a **Repair and Pack**.
7. Copy the new executables on to the POS.
8. You are now ready to restart Digital Dining.

Note: A number of sites have reported that when they lowered their transmit rate to 10mb from 100mb their lockup problems went away.