



SQUIRREL TROUBLESHOOTING FOR TACIT ORDERING

Version 1.0

[Abstract](#)

This document provides troubleshooting information for the Squirrel integration with Tacit

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Overview

This document describes troubleshooting information for the Squirrel integration with the Tacit platform for mobile / Web and kiosk ordering.

The Tacit online platform can be setup in several different ways to satisfy the operational needs of our clients. The troubleshooting guide below describes how operators know there is an issue, how to identify the details of the issue for support purposes and how

How do I know we have an error?

All orders processed by customers are displayed in the back-office in the order monitor.

We calculate totals by querying the Squirrel DB directly, so it is possible that a user may calculate their totals successfully, but when placing their order, it fails to inject in the POS through the Squirrel XML Gateway, due to one of multiple reasons:

- Squirrel XML Gateway is not running or it is not running on the port configured
- There are fewer Squirrel XML Gateway licenses than processes submitting requests
- An item or a payment type is not configured correctly
- The store ran out of an item and the x86 item was not correctly configured

If customers place orders that cannot successfully inject on the POS, you will see the errors in the order monitor in the back-office:

- Order status is POS Failed on the menu items list
- Order failure reason id displayed on the menu item details

When providing information to support, the following information is required:

- Location
- Date and if possible, approximate time
- If the order is in the order monitor, a screenshot, or the order number

 PICK UP 1361514	Guest pick up: 19 Feb 2023, 05:43 PM Placed: 19 Feb 2023, 05:12 PM Payment: \$ 64.53 More details	C80713460	 PAID	MESSAGE 																												
 PICK UP 31626951	Guest pick up: 19 Feb 2023, 05:42 PM Placed: 19 Feb 2023, 05:11 PM Payment: \$ 100.77 Less details	716.200.7497	 POS FAILED	MESSAGE 																												
Payment Method: Discover **** 1278: \$100.77 Tacit Order ID: 31626951 <div style="border: 2px solid black; padding: 2px;">POS error message: Missing account for payment: 9</div> POS resubmit count: 1 POS resubmit dates: 2/19/2023 7:20:29 PM																																
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 PICK UP	Guest pick up: 19 Feb 2023, 05:24 PM Placed: 19 Feb 2023, 04:53 PM	C27147051		MESSAGE 																												

Figure 1: Order monitor error

Squirrel XML Gateway not running on the configured port

We generally use the port 5014 to inject orders into the Squirrel POS. This is the port documented with Squirrel support and as far as we know, it is not used by other Squirrel partners.

However, depending on the client setup, this port can be configured in the Squirrel proxy config:

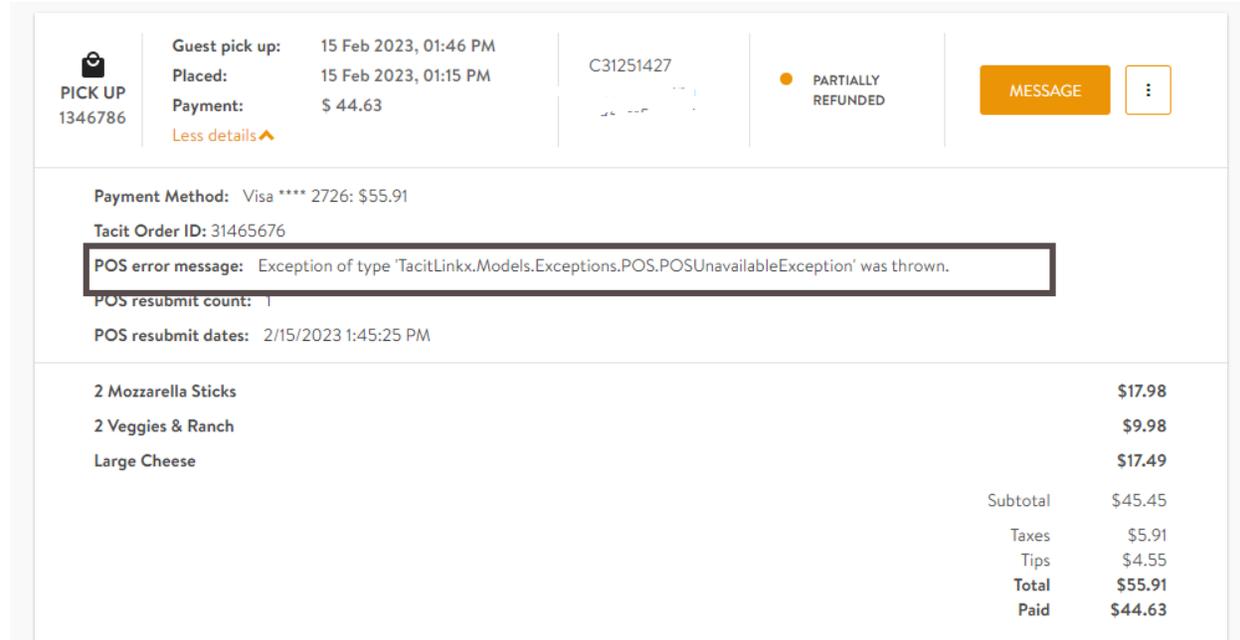
C:\maegan\SquirrelProxy\TacitLinkx.Squirrel.WinSrv.exe.config

```
<appSettings>
```

```
<add key="BaseAddress" value="http://localhost:8086/" />
<add key="XmlGatewayIpAddress" value="127.0.0.1" />
<add key="XmlGatewayRequestPort" value="5014" />
```

...

If the Squirrel XML Gateway is not configured on the right port, we will see an error message in the order monitor as follows:



The screenshot shows an order monitor interface for a 'PICK UP' order (ID: 1346786) placed on 15 Feb 2023 at 01:15 PM. The order is partially refunded. A red box highlights the following error message:

POS error message: Exception of type 'TacitLinkx.Models.Exceptions.POS.POSUnavailableException' was thrown.

Below the error message, the order details are listed:

2 Mozzarella Sticks	\$17.98
2 Veggies & Ranch	\$9.98
Large Cheese	\$17.49
Subtotal	\$45.45
Taxes	\$5.91
Tips	\$4.55
Total	\$55.91
Paid	\$44.63

Figure 2: POS unavailable exception in order monitor

In this case, the customer payment is processed accurately, but the order is not injected into the POS.

Cause:

- This issue can only occur at the initial installation, or if something changed in the POS environment (new wireless PIN Pads added, or in-restaurant tablets)

What to do in this case:

- Check the Squirrel XML Gateway configuration in C:\Squirrel\PosData\Gateway.ports and the configuration of the proxy in the Squirrel proxy config file and ensure the port configured in the Squirrel proxy is also configured in Gateway.ports
- Restart the Squirrel XML Gateway, in case ports are configured correctly
- Restart the Tacit services on the POS back-office

Restart the Squirrel XML Gateway and the Tacit services

We recommend that the Squirrel XML Gateway is setup as a service.

To restart the gateway, on the POS back-office machine:

1. Go to Task Manager and end the SqGateway.exe process
2. Go to Services and Start the SqGateway service

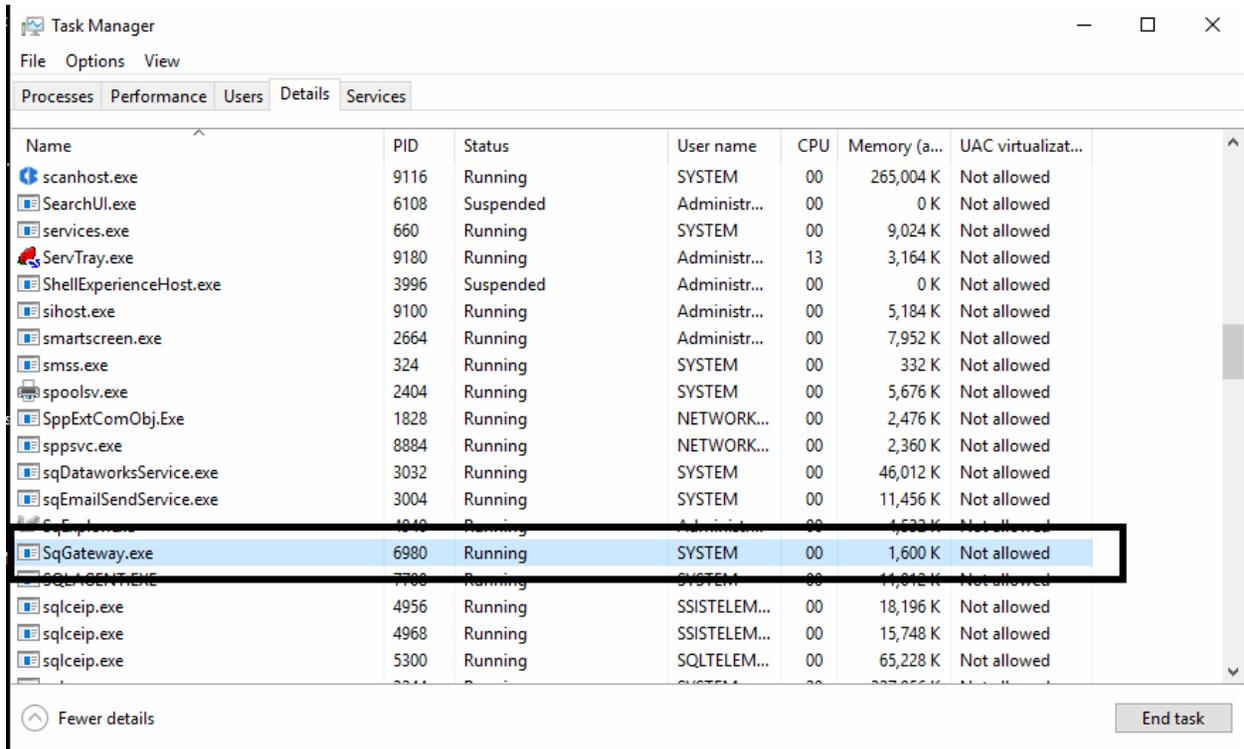


Figure 3: Kill the Squirrel XML Gateway service in Task Manager

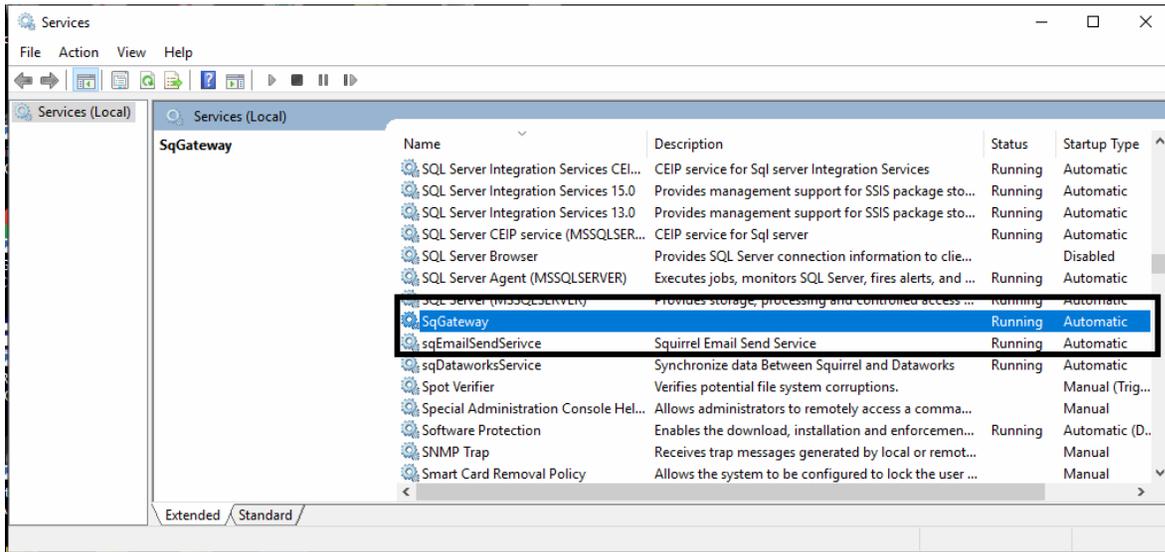


Figure 4: Restart the Squirrel XML Gateway in Services

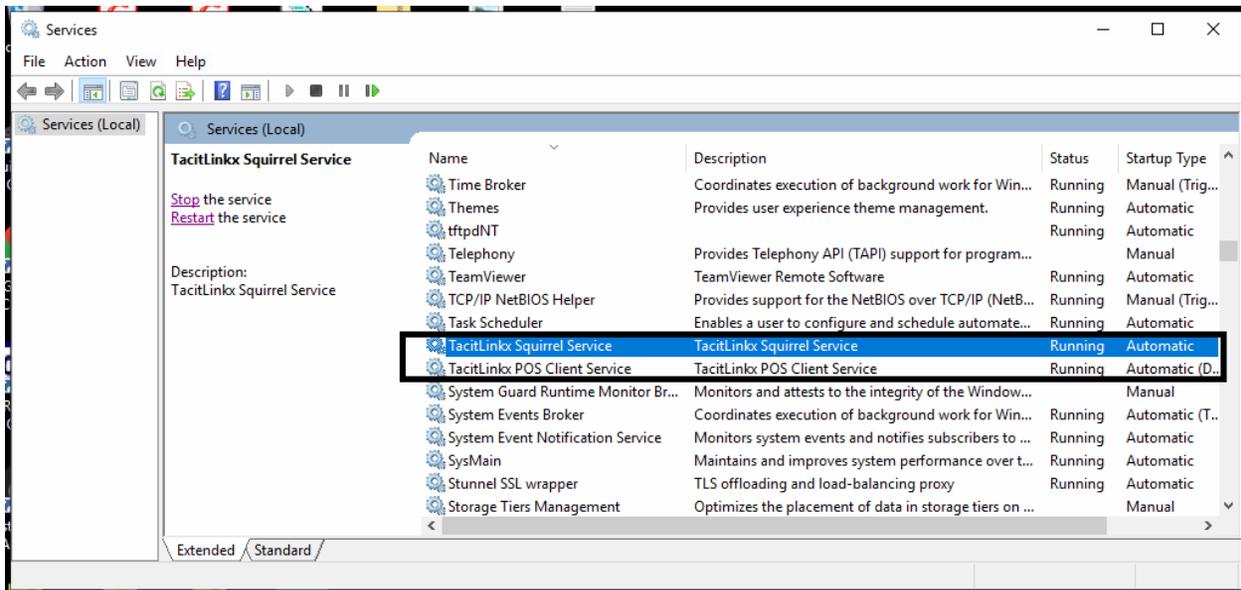


Figure 5: Restart Tacit services in Services tab

Please note that in order to perform these actions, the Windows user must be have an administrator role on the POS back-office machine.

After restarting the Squirrel XML Gateway, you can resubmit the order to the POS from the order monitor, by tapping RESEND TO POS from the right-side menu.

Number	Details	Customer	Status	Actions																										
Uber Eats 31656819	Uber Order ID: Sarah J. 31656819 Pick Up: Pickup by courier Placed: 20 Feb 2023, 01:06 PM Payment: \$ 45.89 Less details	UberEats Guest 800.616.9156	POS FAILED	<input type="button" value="CANCEL"/> <input type="button" value="RESEND TO POS"/>																										
Payment Method: UberEats: \$45.89 Tacit Order ID: 31656819 POS error message: Exception of type 'TacitLinkx.Models.Exceptions.POS.POSUnavailableException' was thrown. POS resubmit count: 4 POS resubmit dates: 2/20/2023 2:35:50 PM, 2/20/2023 2:36:18 PM, 2/20/2023 2:38:34 PM, 2/20/2023 4:01:27 PM																														
<table border="0"> <tr> <td>Boneless Wings</td> <td style="text-align: right;">\$18.99</td> </tr> <tr> <td> Danny's Whole Hog Roasted Garlic BBQ (GF)</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>All-Day Breakfast</td> <td style="text-align: right;">\$15.99</td> </tr> <tr> <td> Scrambled</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td> brkfst potatoes</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Mac n' Cheese Bites</td> <td style="text-align: right;">\$13.99</td> </tr> <tr> <td> 3 KETCHUP Ketchup</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td> 2 CUTLERY PACK Cutlery Pack</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Subtotal</td> <td style="text-align: right;">\$48.97</td> </tr> <tr> <td>Taxes</td> <td style="text-align: right;">\$4.92</td> </tr> <tr> <td>Discount</td> <td style="text-align: right;">\$8.00</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">\$45.89</td> </tr> <tr> <td>Paid</td> <td style="text-align: right;">\$45.89</td> </tr> </table>					Boneless Wings	\$18.99	Danny's Whole Hog Roasted Garlic BBQ (GF)	\$0.00	All-Day Breakfast	\$15.99	Scrambled	\$0.00	brkfst potatoes	\$0.00	Mac n' Cheese Bites	\$13.99	3 KETCHUP Ketchup	\$0.00	2 CUTLERY PACK Cutlery Pack	\$0.00	Subtotal	\$48.97	Taxes	\$4.92	Discount	\$8.00	Total	\$45.89	Paid	\$45.89
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Total	\$45.89																													
Paid	\$45.89																													
Order Notes: Please check order contents are correct																														

Figure 6: Resubmit order from the order monitor

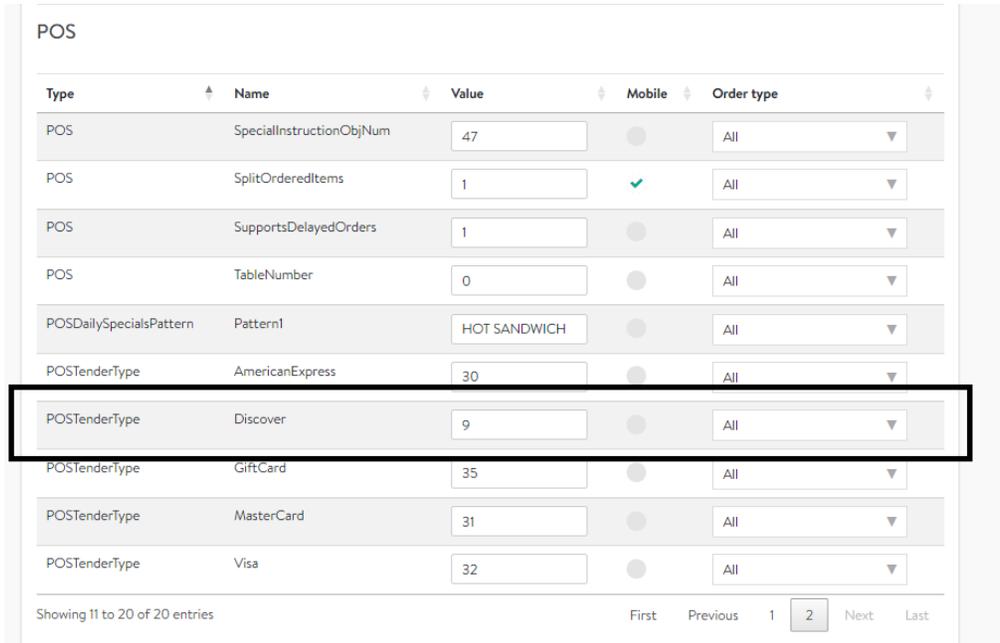
Payment type not configured correctly

If an item or payment type is not configured correctly, this error will be visible in the POS failure reason in the Order Monitor.

Number	Details	Customer	Status	Actions																												
PICK UP 31626951	Guest pick up: 19 Feb 2023, 05:42 PM Placed: 19 Feb 2023, 05:11 PM Payment: \$ 100.77 Less details	Tiffany Shoemaker 716.200.7497	POS FAILED	<input type="button" value="MESSAGE"/> <input type="button" value="..."/>																												
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Figure 7: Incorrect payment type

Payment types are defined in restaurant settings: Brands & Locations -> Edit Location -> Settings -> POS section



Type	Name	Value	Mobile	Order type
POS	SpecialInstructionObjNum	47	<input type="radio"/>	All
POS	SplitOrderedItems	1	<input checked="" type="checkbox"/>	All
POS	SupportsDelayedOrders	1	<input type="radio"/>	All
POS	TableNumber	0	<input type="radio"/>	All
POSDailySpecialsPattern	Pattern1	HOT SANDWICH	<input type="radio"/>	All
POSTenderType	AmericanExpress	30	<input type="radio"/>	All
POSTenderType	Discover	9	<input type="radio"/>	All
POSTenderType	GiftCard	35	<input type="radio"/>	All
POSTenderType	MasterCard	31	<input type="radio"/>	All
POSTenderType	Visa	32	<input type="radio"/>	All

Showing 11 to 20 of 20 entries

First Previous 1 2 Next Last

Figure 8: Payment type definition in restaurant settings

Cause:

- The Discover payment type is not defined as a Regular payment type in Squirrel.

To resolve this issue:

- Setup a new Squirrel regular tender in the Squirrel back-office before the next start of day
- After the next start of day, configure the new payment type cross reference from the Squirrel back-office

Item not configured correctly

If an item is not configured correctly or mapped correctly, you will see the following error in the order monitor:


 18030401

Skip Order ID: Abdikadir ***** 18030401

Pick Up: Pickup by courier

Placed: 18 Jan 2022, 07:33 PM

Payment: \$ 64.89

[Less details](#) ^

CanadInns Skip
The Dishes
855.200.7547

● POS FAILED

MESSAGE

⋮

Payment Method: SkipTheDishes: \$64.89

Tacit Order ID: 18030401

POS error message: No such item: -34779

Quesadilla	\$16.99
Sweet Potato Fries	\$2.99
Ultimate Double-Smashed Cheeseburger	\$17.99
Beef Chili	\$0.00
Sweet Potato Fries	\$2.99
Mushrooms	\$1.99
No bacon, no tomatomatoes	
Basket O' Wings	\$14.99
Honey Garlic	\$0.00
Subtotal	\$57.94
Taxes	\$6.95
Total	\$64.89
Paid	\$64.89

Order Notes: *See Tablet for special instructions*

Figure 9: Item not configured correctly

This item could be a menu item mapped in the menu, or the x86 item configured in the Squirrel proxy config file:

```

<appSettings>
  <add key="BaseAddress" value="http://localhost:8086/" />
  ...
  <add key="MenuItem86Prefix" value="x86 " />
  <add key="MenuItem86" value="-34779" />
    
```

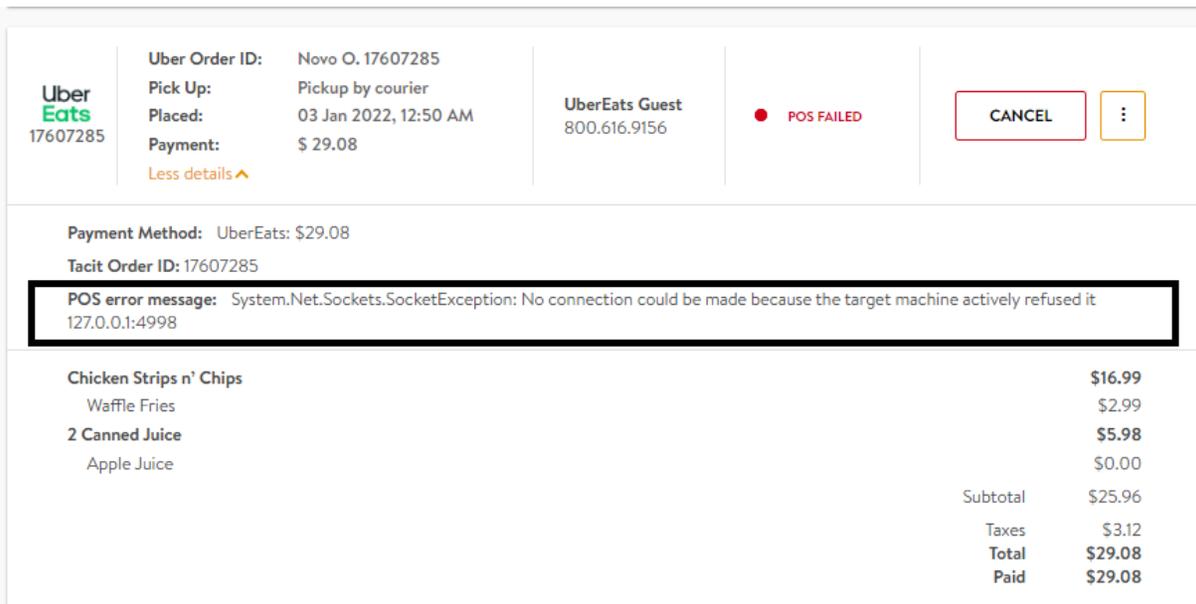
If the item is the x86 item, it must be updated with a \$0 open price & open name item from the POS. The item should be taxable with the food province tax.

If the missing POS ID is from a menu item, it is an item that was setup for the online department, but was removed from the POS for this department.

Squirrel XML Gateway not running or blocking

If the Squirrel XML Gateway is running on the configured port, but it is not operational or there is another process using it, you will see the error below in the order monitor.

In this example, we are connecting to the gateway on port 4998, which is the default Squirrel port for the XML Gateway.



 17607285	Uber Order ID: Novo O. 17607285 Pick Up: Pickup by courier Placed: 03 Jan 2022, 12:50 AM Payment: \$ 29.08 Less details	UberEats Guest 800.616.9156	● POS FAILED	<input type="button" value="CANCEL"/> <input type="button" value="⋮"/>
Payment Method: UberEats: \$29.08 Tacit Order ID: 17607285				
POS error message: System.Net.Sockets.SocketException: No connection could be made because the target machine actively refused it 127.0.0.1:4998				
Chicken Strips n' Chips				\$16.99
Waffle Fries				\$2.99
2 Canned Juice				\$5.98
Apple Juice				\$0.00
Subtotal				\$25.96
Taxes				\$3.12
Total				\$29.08
Paid				\$29.08

Figure 10: Squirrel XML Gateway not accessible or blocking

To resolve this issue, you need to restart the gateway and place a test order to make sure the issue is corrected.

Department not found

Although this error is more cryptic, it is due to the Squirrel XML Gateway being offline, or the connectivity to the POS back-office from our Azure platform.


 28037170

DoorDash Order ID: Kris V 28037170

Pick Up: 11 Nov 2022, 02:24 PM

Placed: 11 Nov 2022, 01:59 PM

Payment: \$ 31.34

[Less details](#) ^

DoorDash Guest
855.973.1040

● POS FAILED

⋮

Payment Method: DoorDash: \$31.34

Tacit Order ID: 28037170

POS error message: Nonexistent table: Dpt 0 Tbl -1

"Where's the Beef " Burger	\$18.99
Tavern United's Signature English Cut Chips	\$0.00
2 VINEGAR Vinegar	\$0.00
KETCHUP Ketchup	\$0.00
Donut Holes and Dipping Sauce	\$8.99
Subtotal	\$27.98
Taxes	\$3.36
Total	\$31.34
Paid	\$31.34

Figure 11: Wrong department

To resolve this issue, you need to:

- Restart the Squirrel XML Gateway
- Restart the Tacit services