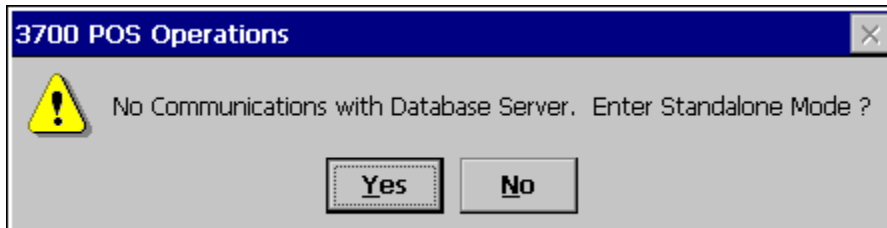


What to do if you get a “No Communications with Database Server. Enter Standalone?” Error Message

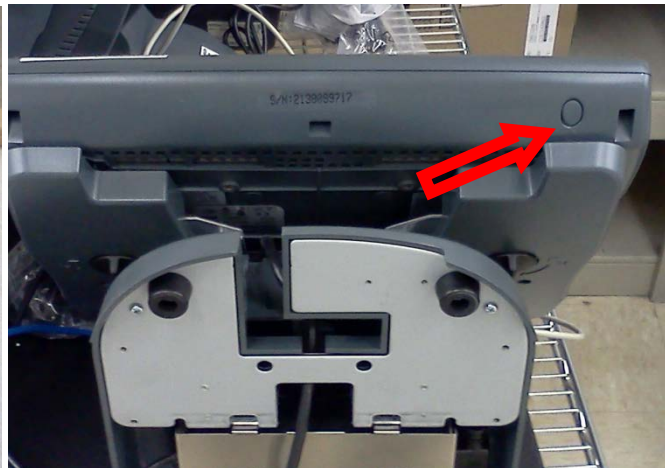
- 1) If you receive the following message on your Micros Workstation, the first thing to do is press “No” and see if the error pops back up. If after about 10 seconds the error does not return, and you can successfully sign in, the issue is resolved. If not, please go on to Step 2.



- 2) If the error message remains after pressing “No”, this means the workstation is not communicating with the Micros Server. Next you will reboot the workstation to see if the error comes back after boot up. See pictures below for the location of the power button on your machine. Press and hold the power button for 10 seconds or until the screen goes black. To turn the power on, press and release the power button. Upon reboot, if the error message does NOT come back up and you can successfully sign in, the issue is resolved. If it returns, please go on to Step 3.



Workstation 4



Workstation 5

- 3) Please check and see if this error message is popping up on the other terminals as well. Check each station and make sure you can sign in without this error message.

If the issue is with a single workstation, move on to Step 4.

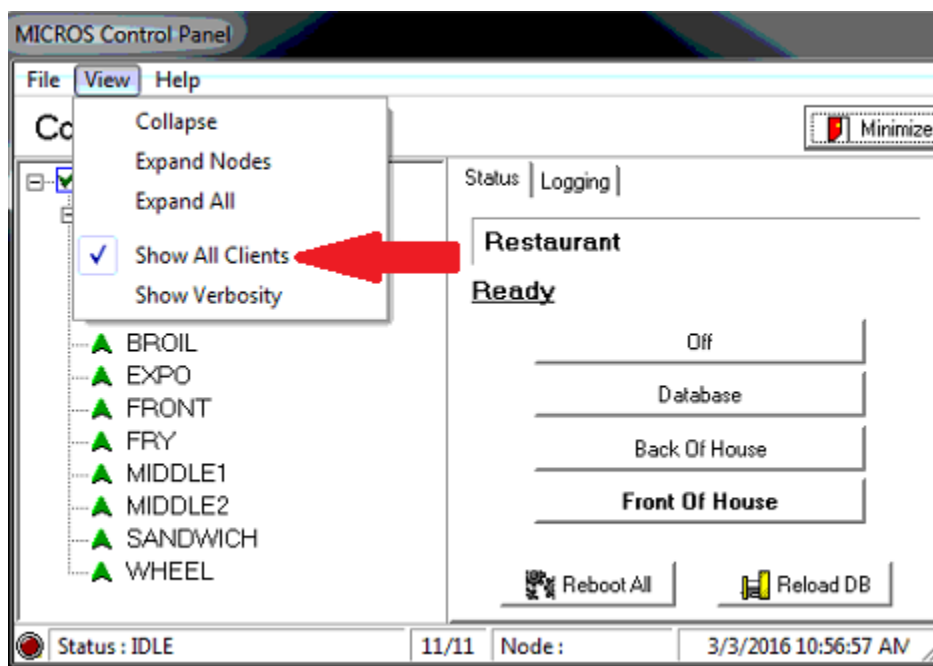
If this message is on ALL workstations, the issue is most likely networking and you will need to check the network devices like the Micros Switch. In this case, please move on to Step 5.

If the issue is with a single workstation, move on to Step 4.

- 4) Go to the Back Office Micros Server and locate and open the MICROS Control Panel Icon on the Computer Desktop.



Once it is open, click on the “View” option at the top and make sure the “Show All Clients” option has a check mark next to it. If not, click on it. You will see a list of all workstations listed and those in use should all have a Green Arrow next to them, indicating they are active and communicating. Locate the workstation you are having issues with and check to see if it has a Green or Red arrow. If Green and still not communicating, please call customer support. If red, move on to Step 5.




- 5) Locate the Micros Network Switch/Router. This is what allows all of the Micros Terminals to communicate with the Micros Server (it may or may not have a sticker indicating it is this device). It will look similar to the device pictured below. Reboot the switch by unplugging the power, wait a few seconds and then plug the power back in. DO NOT PRESS THE RESET BUTTON ON THIS DEVICE. Once the Switch/Router is back up, go check the workstation (or workstations) and press the “No” button on the error message again. If it does not return and you can sign in normally, the issue is resolved. If it returns, move on to Step 6. If you are not able to find this device, please contact Spark Customer Support (855-478-6351).



- 6) There may be more than one device that looks like this in your office or networking location. If rebooting the first device does not work, try the other devices that may be the Micros Switch, following the instructions in step 5. If there are multiple workstations still not communicating, please move on to Step 7. If this is a single workstation, please move on to Step 8.
- 7) Reboot the Micros Server to see if it will regain network communication. Please follow the instructions we have provided for "How to Properly Reboot the Micros Server". Once the Server has come back up completely, check the workstations and again press "No" on the error message. If the issue is still not resolved, please contact Spark Customer Support (855-478-6351).
- 8) **IF A SINGLE WORKSTATION IS NOT COMMUNICATING:** Check the network cabling. There will be an ethernet cable plugged into the workstation that most likely plugs into the wall. See picture below. Make sure this cable is plugged in securely to the wall or whatever it is plugged into. Unplug the cable from the wall and plug back into the same port (do not try a different port). Try pressing the "No" button again on the error message to see if you can sign in. If not, move on to Step 9.



- 9) Check the ethernet cable's connection to the Workstation. This will involve taking the Workstation off of its stand. You may just need to pull the workstation up off of the stand or there may be levers on the back of the stand that need to be turned so the workstation can come off. If you are not able to get the workstation off of the stand or are not comfortable doing so, please contact Customer Support. If you are able to get the workstation off, find where all of the cables connect and check the port where the Ethernet connection is plugged in. See the screen shots below; your workstation may not look exactly the same as the pictures, but this symbol  will be next to the port. Check to see if there are lights on this port (green or orange color). If not, unplug and re-plug this Ethernet cable from the port. If the port lights up, try pressing the "No" button on the error message yet again to see if you can sign in. If the port has lights, but you still get the error message, contact Customer Support.

If the port will not light up, there is most likely an issue with the cabling. If you are able to, you can try replacing the network cable with another Ethernet cord (called a Cat5 Patch Cable). The issue could be anywhere between the workstation all the way to the Network Switch we discussed earlier. Please contact Customer Support for additional troubleshooting and to review options. Please make sure to discuss the steps you have already performed.

Connection WITH Port Lighting Up



Connection with NO Port Lighting Up

