Introduction (Slide 1)

SAY: Hello and welcome. Today we will be covering how the networking/site layouts work and how to utilize them when troubleshooting an error. In this particular session, we will be focusing on the error message: Remote Service is Down (KB).

- Time: 30 Mins
- This module contains:
- ☒ Lecture
- ☐ Activity
- ☒ Discussion

PowerPoint

Petro – Error Message - Remote Service Is Down | Salesforce

Instructional Objectives

1. Demonstrate the process of locating the Remote Service is Down KB article
2. Display the process of a correct card transaction on the network diagram
3. Discuss the process of troubleshooting Remote Service is Down
4. Demonstrate the necessary probing questions to be asked throughout the process
5. Identify potential points of failure on the network throughout the process

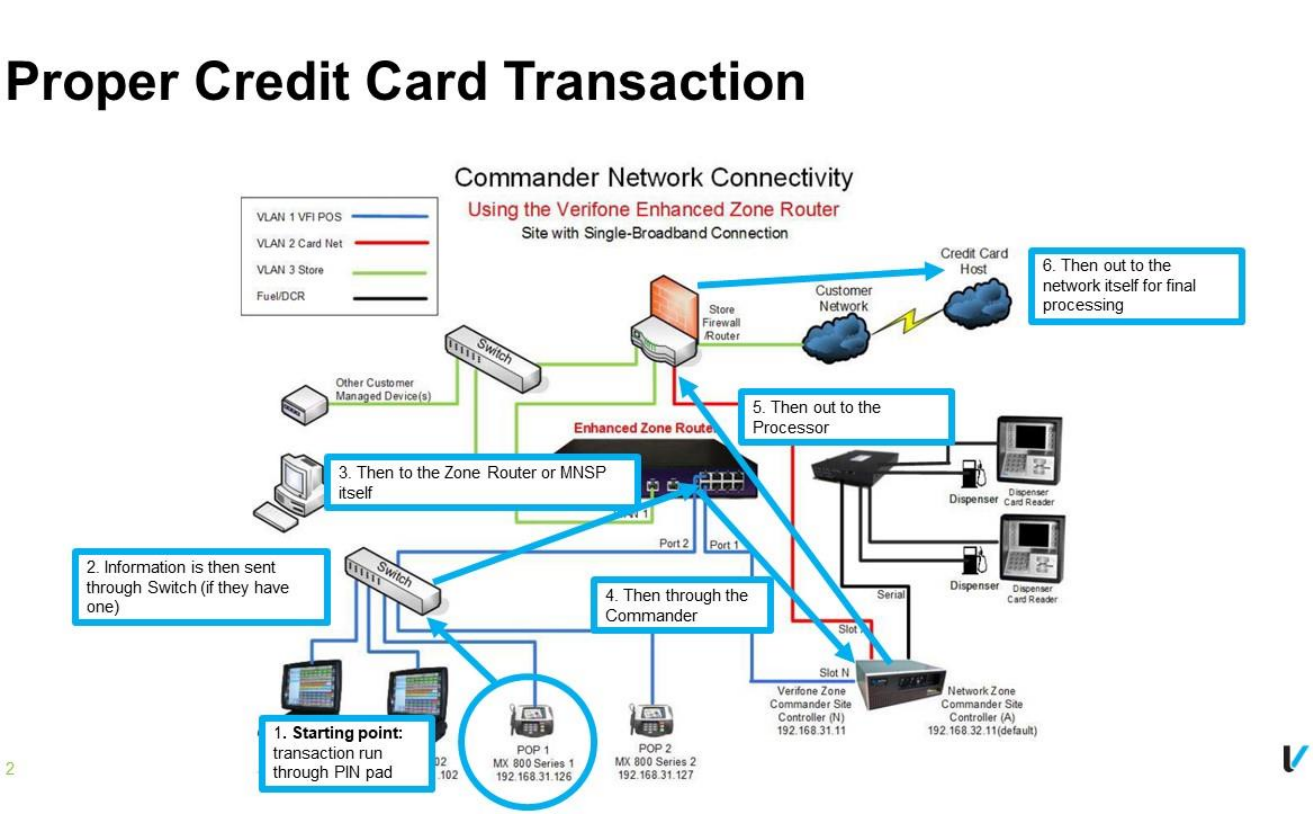
KEYS TO SUCCESS

- Record this session for agents to reference in the future
- Encourage notetaking to help prep the agent for the teach-back activity
- Describe the importance of understanding the networking layouts when it comes to troubleshooting system errors
- Explain that by understanding how the devices on the network diagram connect, it will make the process of troubleshooting all system errors more efficient
- Ensure that agents have a solid understanding of networking devices and their functions prior the coach and share. If not, take time to coach agents on this prior to facilitating the coach and share.

CONSIDER

- The agent activity following this facilitation will consist of a teach-back where the agent locates and utilizes the Remote Service is Down KB – reference the KB as needed throughout instruction
- You may enroll the agents participating in the Coach and Share Participant course within Verifone Academy
- Once the agents have completed the teach-back activity in the next session, provide them the completed rubric containing their score along with any feedback on their performance.
- Review the material prior to your coaching session. Add any additional information you would like to include to the “Notes” page at the end of this Instructor Guide.

Slide 2: Proper Card Transaction



- Touch on the importance of understanding what it looks like when everything is working properly

DO: Demonstrate the correct process for a card transaction.

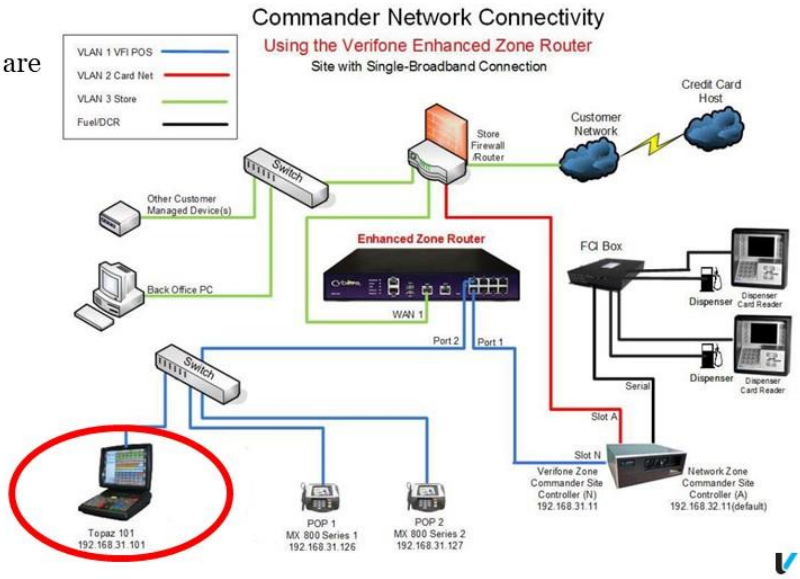
DO: Walk through the steps of a card transaction and show the connectivity between each of the devices on the network diagram.

Move to next slide

Slide 3: An Error Has Occurred – What are the Next Steps?

An Error Has Occurred – What are the Next Steps?

- Determine whether the site has multiple Registers. If so, determine if all Registers are impacted
- In this case, assume the site only has one register



DO: Demonstrate the process of asking the first probing question: How many registers are on site?

ASK: What would the follow-up question would be if there are multiple Registers on site?

Answer: "Are all Registers on site experiencing the same error message?"

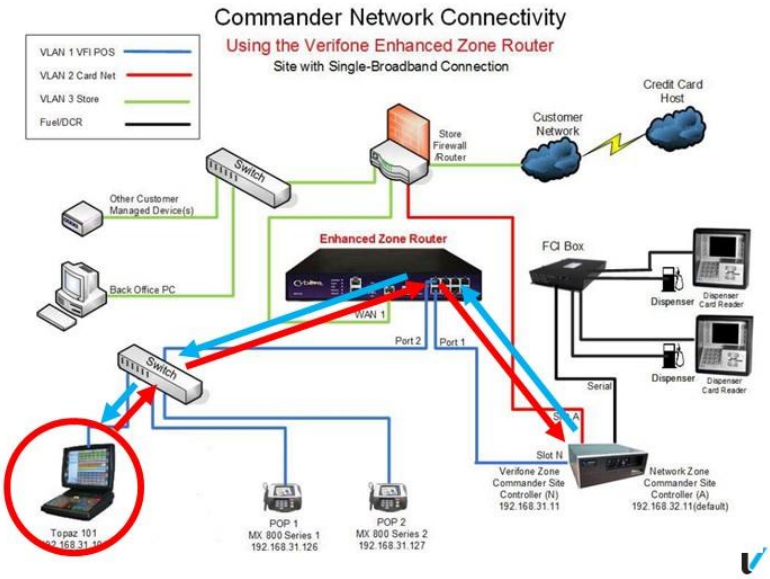
- Touch on the difference between all Registers experiencing the error message *Remote Service is Down* vs just a single Register experiencing the error

Move to next slide

Slide 4: If One Register is Impacted:

One Register is Impacted

- Enable a Helpdesk Login Token



4

- Begin to walk through the troubleshooting process, starting with the first step: Enabling Login Token (reference KB if necessary)

DO: Reference the diagram and walk the agent through the process of a successful request for a Login Token (from Register, to Switch, to Enhanced Zone Router or MNSP, to Commander, and back).

ASK: Where are the potential points of failure if the Helpdesk Login Token fails based on the correct process I just demonstrated?

- *Answers:*
  - *Between the Register and the Switch*
  - *The Switch itself*
  - *Between the switch and the Enhanced Zone Router or MNSP*
  - *Between the Enhanced Zone Router or MNSP and the Commander*

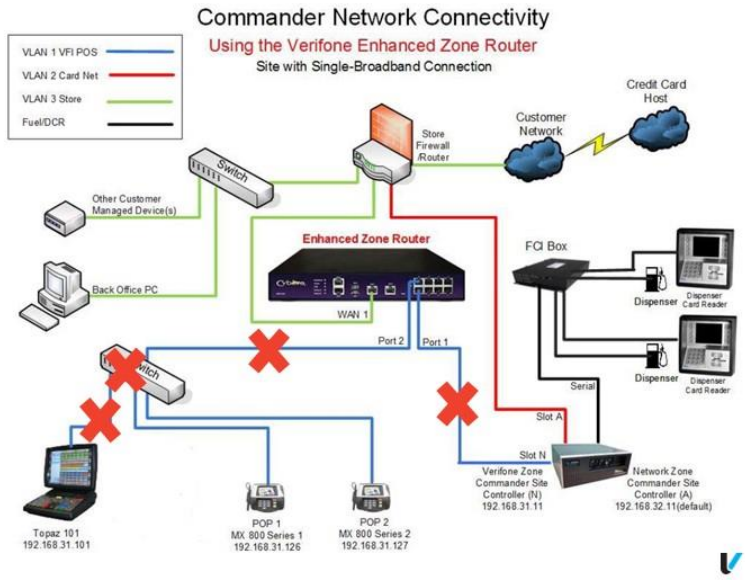
DO: If the agent does not answer correctly, or gets the answers partially correct, move on to the next slide that displays the correct points of failure.

Move to next slide

Slide 5: If the Login Token Fails

Login Token Failure

- Potential points of failure



DO: Reference the diagram on the slide and show the potential points of failure

- *Between the Register and the Switch*
- *The Switch itself*
- *Between the Switch and the Enhanced Zone Router or MNSP*
- *Between the Enhanced Zone Router or MNSP and the Commander*

ASK: If the login token fails at a site that has multiple registers but just ONE register is down, where is the breakdown likely happening?

Answer: Between the Register and the Switch

If the agent answers *incorrectly*:

- Explain the breakdown is likely happening between the Register and the Switch

If the agent answers *correctly*:

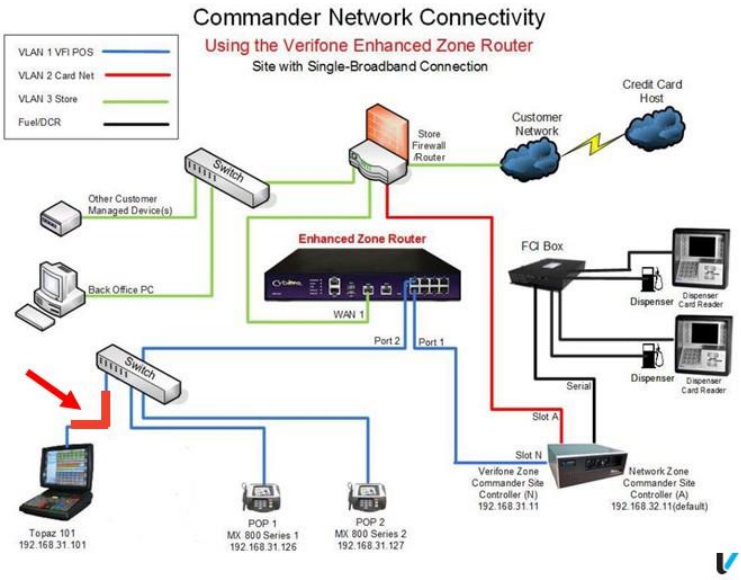
- **ASK:** Why is the breakdown likely happening between the Register and the Switch?

Move to next slide

Slide 6: Reseat the Ethernet Cable

Reseat the Ethernet Cable

- If the Login Token fails, reseat the ethernet cable on the Register



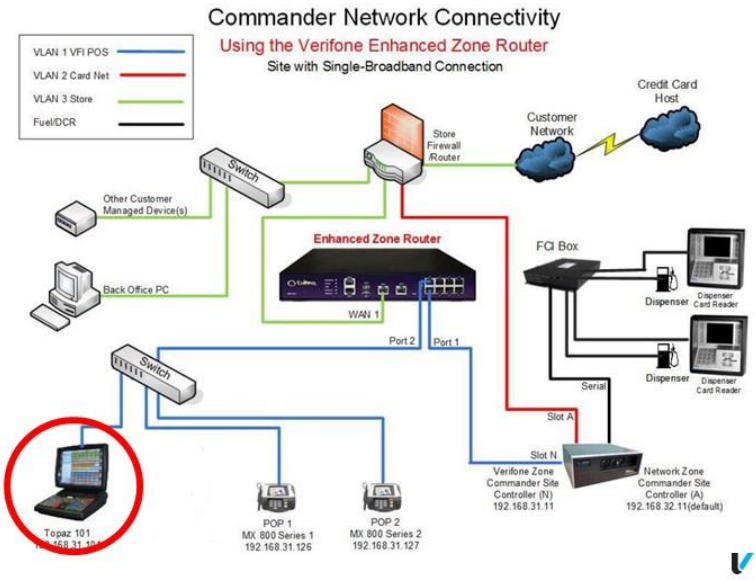
- Explain the next step, reseating the ethernet cable (reference the KB if necessary)

Move to next slide

Slide 7: Power Cycle the Register

Power Cycle the Register

- If the Login Token fails, reseat the ethernet cable on the Register
- If the Login Token fails again, power cycle the Topaz/Ruby2 (Register)



- Explain the next step if the Login Token fails again, power cycle the Registers (reference the KB if necessary)

ASK: Why would power cycling the Register be the next step after reseating the connection?

Answer: If reseating the connection doesn't work, then it likely wasn't the cabling causing the issue, but the Register itself

DO: If the agent answers incorrectly, explain that if reseating the connection doesn't work, it shows that it is not a cabling issue.

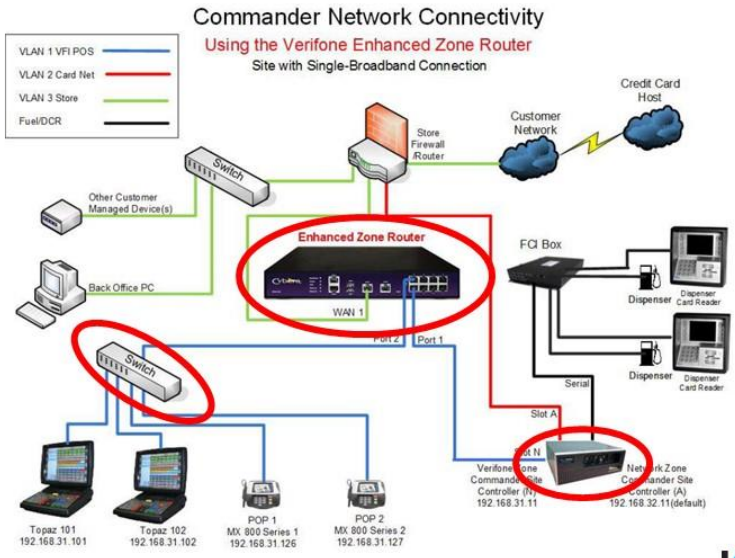
- Explain the next steps if power cycling the Registers doesn't work (contact Tier 3)

Move to next slide

Slide 8: Multiple Registers Impacted

Multiple Registers Impacted

- Enable a Helpdesk Login Token on each Register



8

- Transition into the troubleshooting process if more than one Register is down (Enabling Helpdesk Login Token on all Registers) (reference the KB if necessary)
- Explain that the point of failure is going to be something the Registers have in common

ASK: Which devices do both registers have in common?

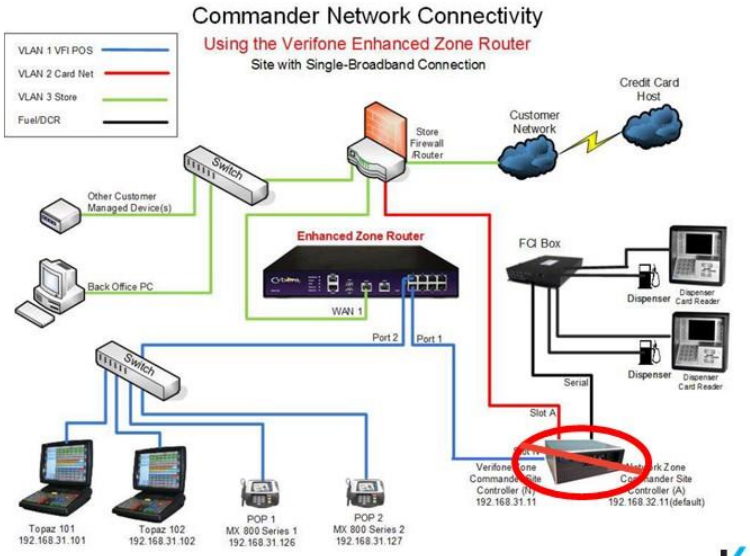
- *Answer: Switch, Enhanced Zone Router or MNSP, and Commander*
- Touch on the likelihood of the Switch being the point of failure if multiple registers are down

Move to next slide

Slide 9: Check Power Status

Check Power Status

- If the Login Token fails, check that the Commander has power and that it is at A9



9

- Explain the next step, checking the Commander (reference the KB if necessary)

ASK: What would it mean if the Commander *has* power?

- *Answer: It can be ruled out as the point of failure*

ASK: What would if mean if the Commander *doesn't* have power?

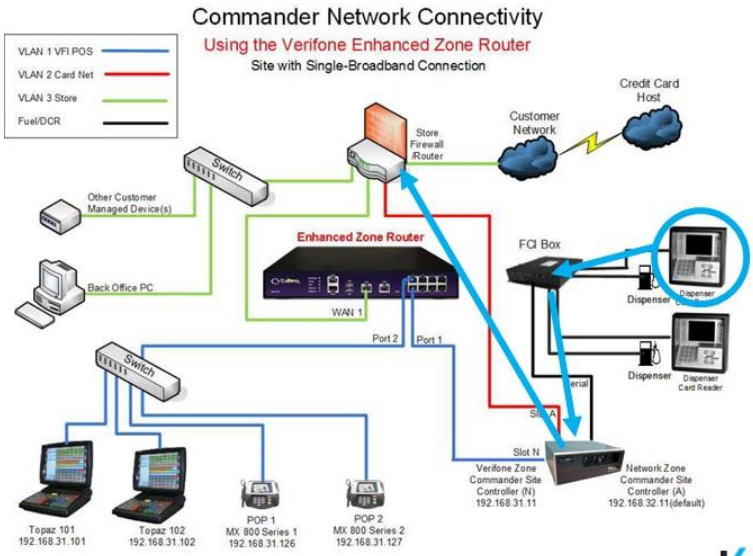
- *Answer: The Commander is the point of failure*

Move to next slide

Slide 10: Check Zone Router and Switch

Check Zone Router or MNSP and Switch

- If power exists in both the Enhanced Zone Router or MNSP and the Switch, determine if the pump Dispenser Card Readers (DCR's) are still working



10

- Explain the next step, checking the Enhanced Zone Router or MNSP and Switch (reference the KB if necessary)
- Explain the next step if power is there, determine if pump Dispenser Card Readers (DCR's) are still working

DO: Demonstrate asking as a probing question – Are the pump Dispenser Card Readers still working?

DO: Demonstrate that DCR's take a different networking path than registers on the network diagram.

ASK: What is different about the path's the DCR's take?

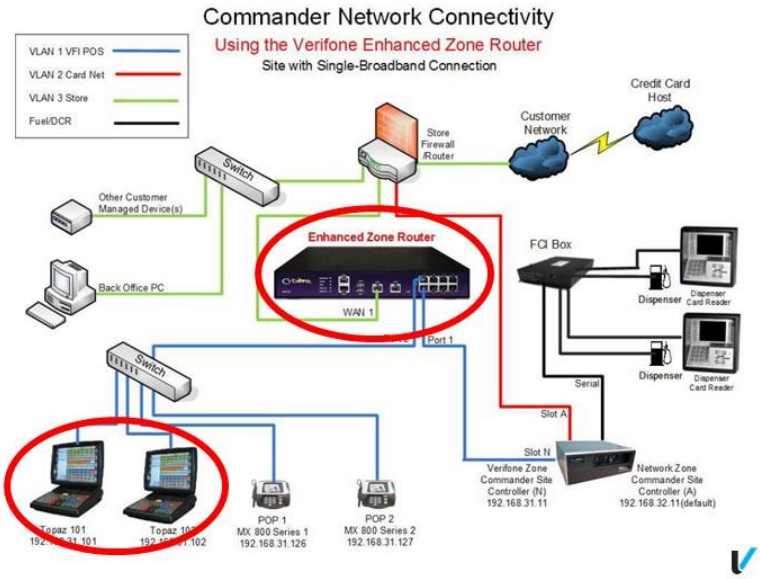
- *Acceptable answers:*
  - *They go through the FCI*
  - *They don't go through the Enhanced Zone Router or MNSP*
  - *They go through the Processor*
- Touch on if the DCR's *are not* working (reboot Commander – potential point of failure)
- Touch on if the DCR's *are* working (check Enhanced Zone Router or MNSP and Switch again)

Move to next slide

Slide 11: Remote Service is Still Down

Remote Service is Still Down

- Power cycle Enhanced Zone Router or MNSP and Terminals (Registers)



11

- If remote service is still down: next step is to power down Enhanced Zone Router or MNSP and Registers (reference the KB if necessary)
- Explain next step once powered back on (enabling a Helpdesk Login Token gain)

ASK: If remote service is still down, what would the next step be?

- *Answer: contacting Tier 3 for additional support*

SAY: Next time we meet you are going to be provided with the same situation, the Remote Service is Down error, and you will be asked to teach it back to me as I taught it to you.

Pause and ask if there are any questions.

Instructor Notes: