

## HPFS – FAQ

### Distillery

1. Why Indent for Supply not approved.

ANS:

1. Verify in the system by login in to the application if the IFS is saved or not.
2. Could be a Failure in Connection with central server (Consult Network Admin)
3. If network is up and running still the problem exists (Contact HPFS personal available in the premises)

2. IFS is approved by APBCL but did not received at distillery? How to get OFS now??

ANS:

4. Could be a Network Failure at central server (Consult Network Admin)
5. Could be a Network Failure at Local server (Consult Network Admin)
6. SOA Sync Issue – (Contact HPFS personal available in the premises)

3. Holograms Dispatched by AS Labels but cannot see the details in the system??

ANS:

- a. Login to the application with Valid login
- b. Could be a Network Failure at central server (Consult Network Admin)
- c. Could be a Network Failure at Local server (Consult Network Admin)
- d. SOA Sync Issue – (Contact HPFS personal available in the premises)

4. Issuing SH Spools / SH Carton by scanning Barcode, barcode number is displayed in the SH Spool / SH Carton field but application is not accepting?

ANS:

- a. Barcode Scanner should be configured with Tab – (Contact HPFS personal available in the premises)

5. Logo missing in the print out?

ANS:

- a. Provide Logo to CtelInfosystemsPvt Ltd through mail
- b. Upload logo from Distillery Manager login in Edit Distillery Profile
- c. Open Application in the suitable browser (Details provided in User Manuals)
- d. Contact HPFS personal available in the premises

6. Unable to see TP in the Handheld

ANS:

- a. Check or confirm from Distillery Officer if TP is approved or not
- b. Login to the handheld with appropriate User ID and Password
- c. Check for the Application settings, as provided in User Manual
- d. Check if there is any WIFI Conflict (Settings provided by Motorola)
- e. Check for power connection to wifi router / Booster
- f. Check if Wifi module is disabled in the hand held (How to enable, steps provided by Motorola )
- e. If all the above are checked still the problem occurs Contact HPFS personal available in the premises

7. Why MRP Price is not displaying @ Production?

ANS:

- a. Price did not computed for the product (Contact APBCL Section)
- b. If price is computed at APBCL, still issue occurs Contact HPFS personal available in the premises

8. Why PHP Error displays on the screen?

ANS:

- a. Check if the Application is opened in suitable browser (Suitable browser Details provided in User Manuals)
- b. HPFS application is upgrading to new Version, accessing the application during server under maintenance may show PHP error or CDB Exception.
- c. Repeatedly this occurs Contact HPFS personal available in the premises

9. Why Qty inside the truck is not matching with Scanned Qty in Handheld?

ANS:

- a. Without scanning the case barcode through handheld, case might have shipped into the truck.  
Confirm the Incremental count of **S Qty** displayed in the Handheld
- b. Rescan all the Cases inside the truck to trace the missing Un scanned case.

10. Forgot to change batch number, few cases produced and Printed with wrong batch number on the carton. How to rectify?

ANS:

- a. Verification has to be done by Production Line supervisor before a new Batch starts. Application is not responsible for such mismatch. Management has to take a call to recycle the blend by opening those bottles seal and marking those cases as damaged in the application.

11. While making SH Payment through Payment gateway, suddenly my computer turned off due to power cut, unable to see my transaction? Amount is deducted from my bank account but did not credit in the SH Payment account. What should I now?

ANS:

- a. Make sure system is connected to UPS whenever online transactions are performed from HPFS application. It takes at least 48hrs to verify and complete the transaction, and send back the details by Payment gateway.

12. While making Excise Duty Payment through Payment gateway, suddenly my computer turned off due to power cut, unable to see my transaction? Amount is deducted from my bank account but did not credit in the SH Payment account. What should I now?

- a. Make sure system is connected to UPS whenever online transactions are performed from HPFS application. It takes at least 48hrs to verify and complete the transaction, and send back the details by Payment gateway.

13. **During** Shipment Scanning barcode giving beep sound but scan count is not increasing

- a. Check if there is any WIFI Conflict (Settings provided by Motorola)
- b. Check for power connection to wifi router / Booster
- c. Check if Wifi module is disabled in the hand held (How to enable, steps provided by Motorola )
- d. If all the above are checked still the problem occurs Contact HPFS personal available in the premises

14. Applicator sensor is not working, what should I now??

ANS:

Replace the Sensor provided in spare (Installation guidelines provided in applicator catalog)

15. What should I do if there is 1d printing mismatch on carton.

ANS:

- a. Use reprint module provided in the application.
- b. Follow the steps provided in the user manual

16. Sometimes printer is not printing on the case, what could be the reason???

Case details are available in the application when verified through Reprint case Module

ANS:

Check your Network cable is connected.

If connected, contact the System administrator for further assistant

17. How do I identify if there is any duplicate SH code in the spool.

ANS:

- a. Vision Scanner displays the details of the duplicate SH on the screen

18. During Shipment pop up is displaying in handheld as “Please provide a valid barcode” For every valid case.

ANS:

- a. Check if there is any WIFI Conflict (Settings provided by Motorola)
- b. Check for power connection to wifi router / Booster
- c. Check if Wifi module is disabled in the hand held (How to enable, steps provided by Motorola )
- d. If all the above are checked still the problem occurs Contact HPFS personal available in the premises

19. Transaction Failure, Cannot Complete the Transaction” message appears when clicked on Complete button in Handheld

ANS:

Retry the transaction once more.

Check for the wifi connectivity.

If still problem occurs, contact the system administrator.

20. Reprint case barcode is not printing? What should I do if print in not printing from the printer??

ANS:

Verify if power button is Switched On /Off

21. Reprint case is Printing Blank label.

ANS: Follow the directions as User Manual provided by 1D label printer

22. How to install new printer

ANS: Follow the directions as User Manual provided by 1D label printer

23. After scanning the case on production line , print is not working

ANS: Verify if power button is Switched On /Off

Check if network cable is connected properly or not.

24. Unable to open Vision scanner application, Displaying “Application Not Responding” on the screen

a. ANS: Application is corrupted. Contact HPFS personal available in the premises

25. Unable to access the application, Message displays as “The Connection Timed Out” The Server is taking too Long to Respond

ANS:

- a. Check if URL is entered correctly or not
- b. Server might be switched off
- c. Check for network connections
- d. Check for power connection to wifi router / Booster

26. For Repack operation, handheld is displaying please provide a valid barcode when a case is scanned

- a. Check if there is any WIFI Conflict (Settings provided by Motorola)
- b. Check for power connection to wifi router / Booster
- c. Check if Wifi module is disabled in the hand held (How to enable, steps provided by Motorola )
- d. If all the above are checked still the problem occurs Contact HPFS personal available in the premises

27. For verify operation screen displays Invalid item for a valid bottle

ANS:

- a. Check if there is any WIFI Conflict (Settings provided by Motorola)
- b. Check for power connection to wifi router / Booster
- c. Check if Wifi module is disabled in the hand held (How to enable, steps provided by Motorola )
- d. If all the above are checked still the problem occurs Contact HPFS personal available in the premises

28. Unable to see (+) IFS button on the screen

ANS:

May be you are not authorized to add IFS (Indent For Supply). Check with your system administrator for appropriate role.