

FREQUENTLY ASKED QUESTIONS

COSEC

What
When
Which
Where
How
Who
Why



Date: 20th May, 2016

Version: V1R1

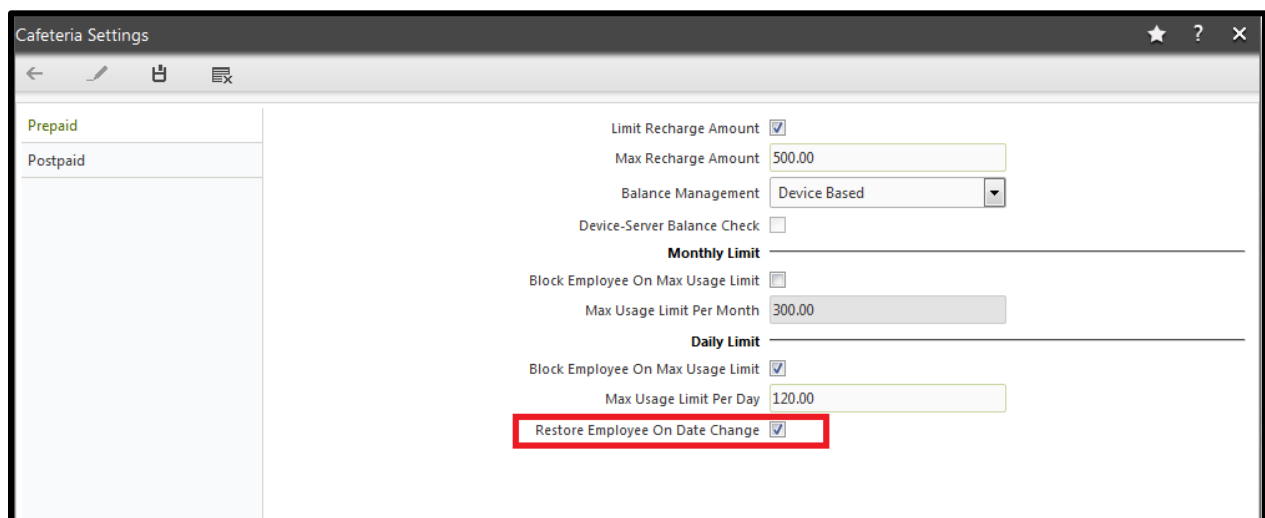
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What to do when blocked cafeteria user is not restored the next day?

If a blocked cafeteria user is not getting restored when the day changes, verify below mentioned settings:

1. Check whether 'Restore Employee On Date Change' flag is enabled or not.

Cafeteria Management → Cafeteria Settings → Prepaid/Postpaid → Restore User On Date Change.



The screenshot shows the 'Cafeteria Settings' window. On the left, there are tabs for 'Prepaid' and 'Postpaid'. The main area contains the following settings:

- Limit Recharge Amount:
- Max Recharge Amount: 500.00
- Balance Management: Device Based
- Device-Server Balance Check:
- Monthly Limit**
- Block Employee On Max Usage Limit:
- Max Usage Limit Per Month: 300.00
- Daily Limit**
- Block Employee On Max Usage Limit:
- Max Usage Limit Per Day: 120.00
- Restore Employee On Date Change: (highlighted with a red box)

2. Cosec Alert Service must be Active.

Admin → System Configuration → Component Status.

It is mandatory to have Alert Service started because Alert service runs the scheduler every midnight to restore the blocked users.

The screenshot shows a window titled 'Component Status' with a table containing the following data:

Component Name	Host IP	Start Time	Stop Time	Stand By MAC	Status	Reset	Edit
COSEC Alert Service	192.168.51.72	30/05/2016 00:00:05			Active	Reset	

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