

Contingency Planning Guide

ScrapRight encourages all of our customers to have a backup plan in place for the rare circumstances when downtime may occur due to internet or power outages, or other potential disruptions in service. Please watch these short videos by RD3 and act accordingly to ensure that you are never left in a situation where you cannot be doing tickets. There are links to items that you can purchase below that will allow you to have a good contingency plan in place.

Internet Outages

Backup plan for continuing ticketing transactions when experiencing an internet outage.



In the case of an internet outage, ScrapRight highly suggests that every hosted yard has an iPad and a bluetooth printer ready as a backup plan so you can continue to perform buyside ticketing transactions. Though this will work in offline mode and without AC power, it is also recommended that you **connect your iPad to a hotspot** on your phone or by other means.

To be prepared for situations where there is also a power outage, a battery operated portable printer will still allow you to print tickets and is the preferred printer for such situations.

Print TWO copies of tickets! One for you and one for the customer.

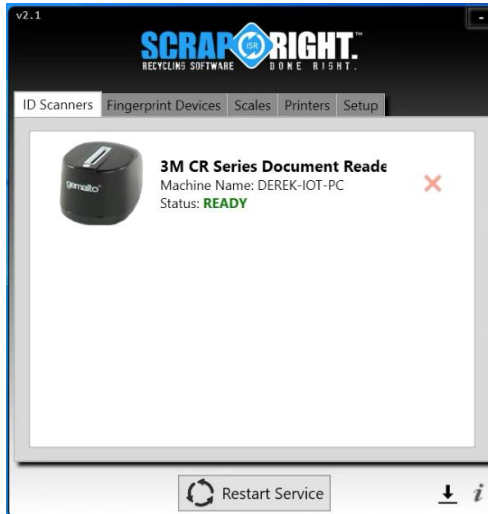


While switching over to the iPad App, make sure to pay the tickets to finalize them.

When internet connection comes back, go back to your regular setup and double check that your tickets have synced successfully.

Drivers License Scanner:

Make sure the IoT Agent is running. You can check for it in the Windows tray in the bottom right corner of the screen. It looks like a little blue circle with either a green (it's running) or red dot (if it's disconnected). If you click on it, it will open this window.



If the IoT Agent says "Disconnected" plug the scanner back in or unplug and plug it back in

Restart the IoT Agent service

Make sure it is assigned to the workstation or that they are using the correct workstation in SR if they get the warning to please connect a device.

Finger Print:

Make sure IoT Agent is running



If IoT Agent says “Disconnected” plug the scanner back in or unplug and plug back in
Restart IoT Agent service

Make sure it is assigned to the workstation or that they are using the correct workstation in SR if they get the warning to please connect a device.

IP Cameras:

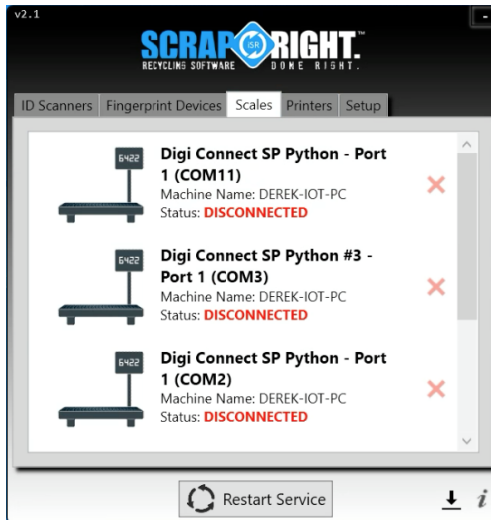
Unplug and plug it back in. For PoE cameras, just unplug the CAT6 cable. For non-PoE cameras, do both power and the CAT6 cable.

Make sure the IoT Agent is running!

Make sure it is assigned to the workstation or that they are using the correct workstation in SR if they get the warning that it cannot reach the camera.

Scales:

Make sure IoT Agent is running



If IoT Agent says “Disconnected” plug the scale’s serial to IP device back in or unplug and plug it back in

Restart IoT Agent service

Make sure it is assigned to the workstation or that they are using the correct workstation in SR if they get the warning to please connect a device.

ATM:

Restart the ATM service

Double check the count of money and make sure it is entered correctly

Check and clear any jams

QB:

If an account name changed, it needs to match in Admin > Organization > Synchronization.

Restart the QB service

Open task manager and check if RR.SRQBSync is there, then right click and select "end"

Next, go to C drive > ScrapRight > ScrapRightQB, and start the RR.SRQBSync exe