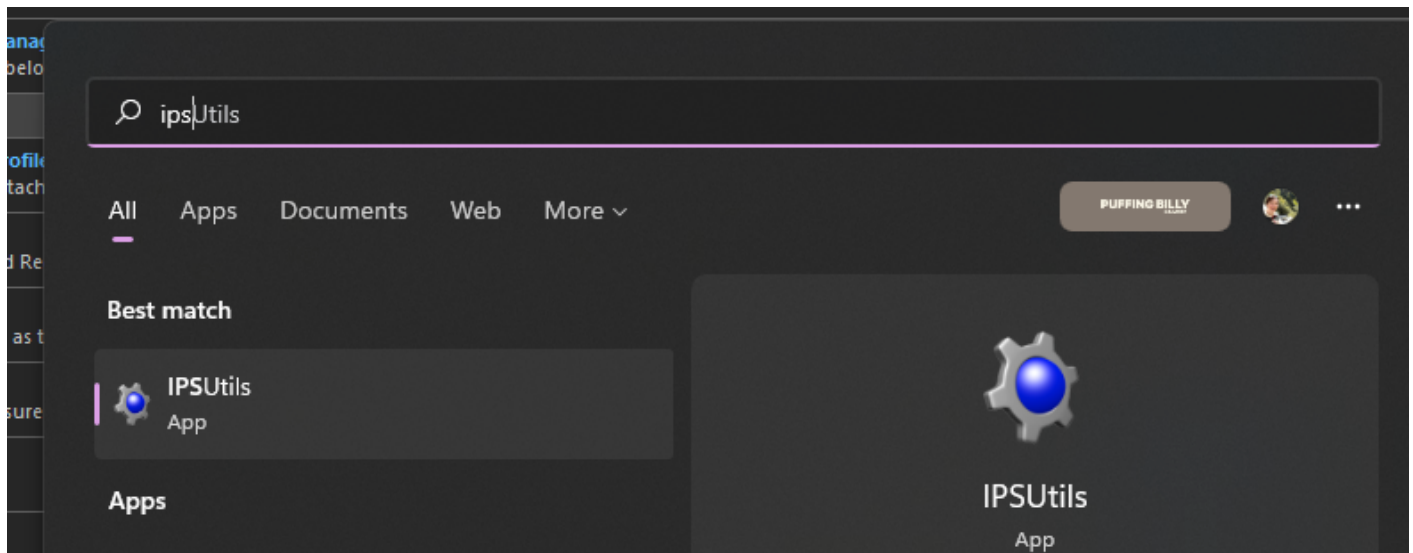


# IdealPOS is not loading properly

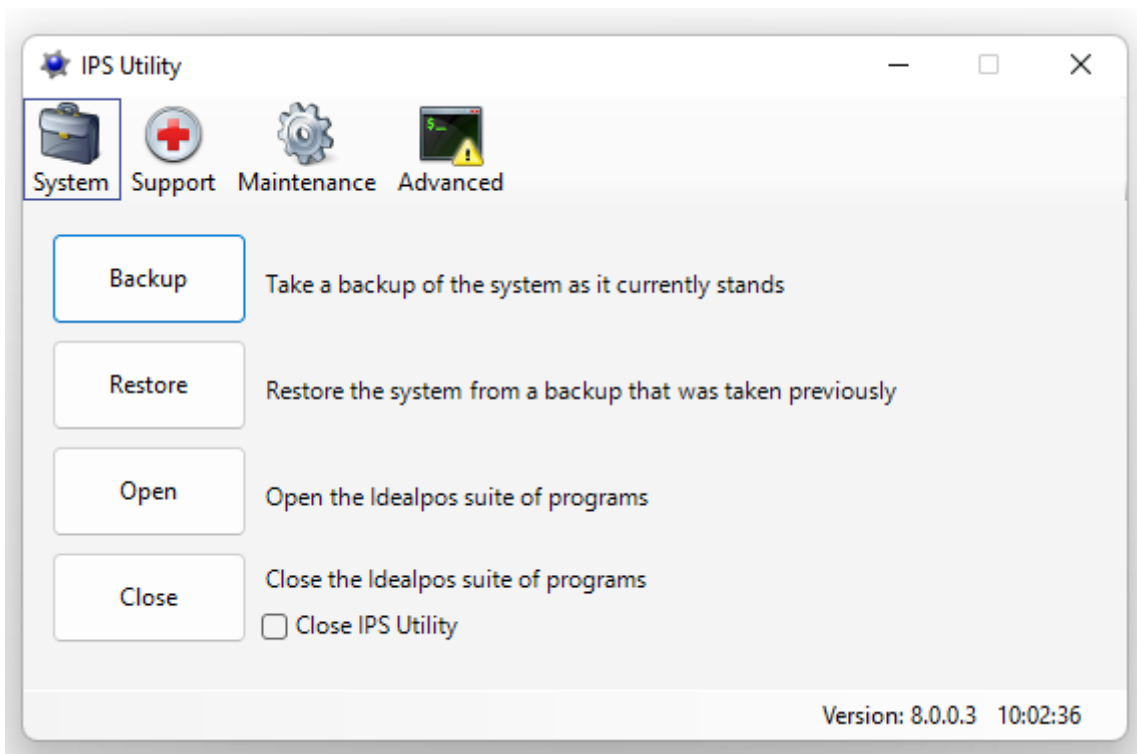
If IdealPOS does not load correctly, or gives an error stating something like "Unable to open IPSClient", or "Unable to connect to SQL Server", there is a small troubleshooting step you can do before contacting IT.

IdealPOS has an integrated troubleshooting utility called IPSUtils, which can run a series of steps to help resolve these common issues.

Search for IPS Utils in the Windows Search Menu



Open it



Under System, select Close, and wait for approximately 10 seconds,

Once 10 seconds has elapsed, select Open **(ONLY ONCE)**

This will kick off a series of steps to open all the required applications for IdealPOS itself to start functioning correctly.

This may take a few minutes.,

If nothing continues to happen, log a ticket with the PBR IT HelpDesk by sending an email to [helpdesk@pbr.org.au](mailto:helpdesk@pbr.org.au)

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