

Issues

MYSQL service is automatically shutting down

Steps:

- check for corrupted tables
 - the service automatically shuts down if the system tries to access a table that is already corrupted
 - corrupted tables can be a result of hardware deterioration or if the unit is always shut down improperly
 - possible solutions:
 - try and recover all tables using `innodb_force_recovery`
 - check if the unit needs to be replaced/upgraded
 - we need to inform the user to shut the unit down properly
- check for hardware
 - check hard drive health
 - from experience, IBdata and the database tables have a high chance to get corrupted if the hard drive has very low health (<85%) which is why the drive health should be kept at >90%
 - if the harddrive health is too low, suggest to HD that the harddrive be replaced and the POS to be re-setup
 - check RAM usage
 - Client could have many open browser tabs or they're using another software eating up the RAM.
 - check for viruses or malware which can eat up the unit's resources
 - MySQL shuts down automatically if the available RAM is below a certain level.
 - Inform client to avoid using the unit for other purposes than for the POS especially for the older units.
 - check system files
 - check system files by running `'sfc /scannow'` to check system files integrity.
- check for system events
 - forced shutdown - user should shut exit the pos and shut the unit down properly. If not, this can easily cause data base corruption and affect hard drive health too
 - system error - solution can be case to case

After troubleshooting

- remind user to backup data consistently for all terminals even if there're no errors encountered especially if drive health is less than recommended value

Sample Mantis issues:

1. [Unhandled exception has occurred in your application](#)

Issues

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