REFRESH STATION – Common Issues/Resolutions

If after following all proper instructions and resolve is not achieved, please contact the National Support Center at support@aarons.com for assistance.

Click on the symptom from the table below to see a step by step guide on how to resolve the issue.

- **The Refresh Station does not have a New Product Line SKU Available**

- **The Refreshed Computer will not Boot into Windows**

- **Refresh Station Reports the Error "SKU Package Failed Validation"**

- **Station Message "There are Problems Connecting to the Internet. Please Check Network Cables" and Other Networking Issues**

- **The Refresh Station is Receiving an Authorization Message**

- **Refresh Station will not Boot Up to the Aaron's "Enter SKU" Screen**

The Refresh Station does not have a New Product Line SKU Available

1. Check the list maintained by BaseChord showing the supported SKUs and their status here: https://docs.google.com/spreadsheets/d/1JM_D8Ap9nvctkrZn4Ynrot8iDdLIyta1_F8NOQS8Kjw/edit?usp=sharing#gid=0

2. If published already then the download may still be in progress. The image packages are over 25GB and may take a week to download. For SKUs not yet published or fully downloaded to the stores they should restore using the manufacturer restore methods as published here: http://computersales.aaronrents.com/default.aspx

3. You are then required to log each restored computer in the Electronics Restore-PC Verification Scan Log for Corporate Stores or the Electronics Restore Log for Franchise Stores.

The Refreshed Computer will not Boot into Windows

The refresh process is designed to restore a specific SKU to factory settings. If an incorrect SKU is entered in the Refresh Environment, it is likely to have problems. Although it may sometimes complete the refresh, it may boot with missing drivers or not boot at all. Ensure that the correct SKU was entered into the refresh environment. If the correct SKU is not available, refer to: Refresh Station does not have a New Product Line SKU Available.

If the correct SKU was used and it still fails, there may be an incorrect setting specified in the UEFI system settings.

1. Hold the hotkey (usually F10 or F2) required to boot into System Settings as specified as the first step in the refresh guide for the SKU.

2. When the System Settings is loaded restore the default settings, disable Legacy Mode, and enable Secure Boot.

3. Then save the changes and exit System Settings.

If this resolves the issue, inspect the refresh guide to see if these steps are missing from the guide. If they are, then contact the National Support Center with an incident request for BaseChord. Have the SKU and specific steps that are missing from the refresh guide ready.

If the PC still fails to boot into Windows, then contact the National Support Center with an incident request for BaseChord. Have the SKU, date and time of the refresh, and detailed description of the problem with what has been done so far ready.

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Refresh Station Reports the Error "SKU Package Failed Validation"

This is a sign of a corrupt or incomplete package download. Sometimes this can be caused by an error in the package source.

If this occurs, there is no troubleshooting that can be done on this. Please contact the National Support Center and request an incident to BaseChord making sure the SKU is noted. BaseChord will be able to remotely check for errors and restart the download.

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Station Message "There are problems connecting to the Internet. Please Check Network Cables and Other Networking Issues

This section will guide you through troubleshooting steps to ensure your refresh stations is connected to the network properly. In most cases we find the refresh station to be either disconnected, or connected improperly, to the network.

Refresh Station Network Cabling
The cabling at the physical Refresh station will be the same with both SonicWall and Meraki Stores. Follow the steps below to ensure this cabling is correct before proceeding to the Meraki or SonicWall steps.

1. Make sure the Refresh station is powered on.

2. Now that the Refresh Station is confirmed to be powered on, double check the cabling. If connected properly, you will see the lights on the port flash.

    a. Make sure that the Internet Port (above the USB Ports) is connected directly to your Firewall or Switch. There should be no switch or device between the station and the Firewall or Switch. Use the Orange Box from the image below for reference. The Firewall/Switch connection will be

confirmed later in this guide.

b. Make sure that the network port to the left of the Internet Port is connected either directly to a device you intend to refresh or to a switch (small network device with multiple ports). A switch can be used to refresh multiple devices at the same time. It can be plugged into any port on the switch. Use the Red box in the image below for reference.
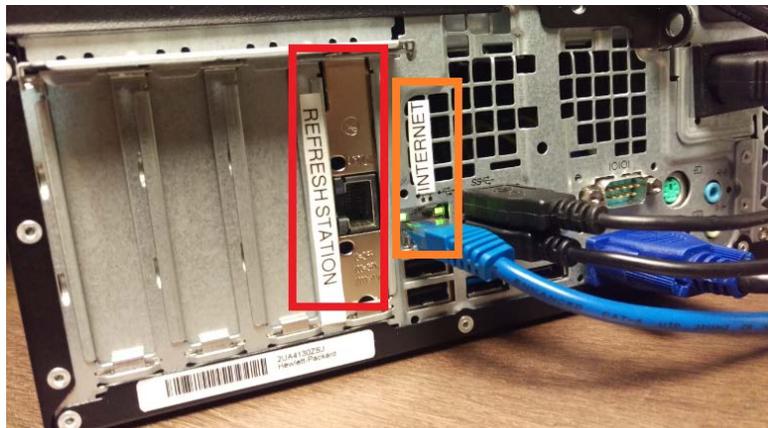
c. Some stations were shipped with a 1-ft gray, male-female cross-over cable (see image below). That cable should NOT be used in the Refresh Station port or in the Internet port. It is not compatible with the Gigabit NIC of the Refresh Station and will cause failures. If it is attached to your Refresh Station remove it, throw it away, and connect all cables directly to their respective network ports.

Meraki (Cisco) Stores
If your store is running on Meraki hardware, you will see two silver boxes labeled as Cisco. The firewall will be a smaller unit with 5 network ports (usually in the back on near your modem), the switch is a larger unit with 24 networks ports (usually found mounted near the Bar). The network cable should be labeled as "QA Bench" or "Refresh Station". This could be either connected to the firewall on port 4, or on the switch on port 22 as cabling varies at store locations.
**If the Cable is not labeled, move to Additional Troubleshooting Steps. Follow the steps for "Cable is not labeled".

1. If the cable is labeled at the Firewall (Small Cisco Box), confirm the cable is connected to port 4 and securely in place. You can unplug the network cable and plug it back in until you hear a "Click". This will confirm it is connected securely.
    a. You should see the lights on the port flash if connected properly.

2. If the cable is labeled at the switch (Large 24 port Cisco Box), confirm the cable is port 22 and securely in place. You can unplug the network cable and plug it back in until you hear a "Click". This will confirm it is connected securely.
    a. You should see the lights on the port flash if connected properly

If you do not see connectivity lights on the Meraki device, or on the Refresh Station, please view the Additional Troubleshooting Steps.

SonicWall Stores
If your store is running on SonicWall hardware, you will see a small silver box with SonicWall in blue letters on the top. This is usually located in the back near the modem. The Refresh Station should be connected directly to this device.

1. The cable should be labeled as "QA Bench" or "Refresh Station". Make sure this cable is connected to X5 on the SonicWall. If it is connected, you can unplug the network cable, and plug it back in until you hear a "Click". This will confirm it is connected securely.

   **If the Cable is not labeled, move to Additional Troubleshooting Steps. Follow the steps for "Cable is not labeled".

My Cable is not Labeled
If the cable is not labeled near the Firewall or switch, it is usually easier to follow the cable back from the refresh to the firewall or switch (switch is only present at Meraki Stores. Follow the patch cable in the internet port (above the USB ports) to the wall port. This port should have a number, letter, or label on it. Go the where the firewall is located and look for a port mounted on the wall or backboard with the matching number, letter, or label on it. If you do not find it near the firewall, check next to the switch (switch is only present at Meraki Stores).

If you are unable to locate the cable, contact the NSC at 678-402-0015 or via email at support@aarons.com.

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The Refresh Station is Receiving an Authorization Message

One of the three scenarios is occurring:

1. The screen says, "**Waiting for Authorization**…" and there is no progress.
    a. Wait up to 5 minutes. The Central Management System may be busy and has not recognized the refresh station yet.
    b. Contact the National Support Center if there is no progress after 5 minutes.

2. The screen says, "**Authorizing**…" and there is not progress at all.

a. Wait up to 10 minutes. The refresh stations is checking for authorization. The system receives updates during this step as well. It can take a while.

3. The screen says, "**An error occurred authorizing this refresh station**."
   a. Please contact the National Support Center.

The Refresh Station will not Boot Up to the Aaron's "Enter SKU" Screen

The refresh station at the QA bench will not boot up to the Aaron's "Enter SKU" screen. This is a possible hardware or configuration problem. Please contact the National Support Center to go through all troubleshooting steps.