Online Software Support

28th of November 2025

1 Overview

This document outlines the procedure for reporting issues, the required diagnostic information, and available support options including both hourly and fixed-fee plans. Please carefully review this document before raising a support request.

2 Step 1: Basic Troubleshooting

Before raising a support request, please ensure that the following steps have been completed:

- Restart the server.

- Restart the Point of Sale (POS) terminal.

- Restart all connected peripherals (receipts printer, card reader, scanner, etc.).

- Document the issue, including exact steps to reproduce and the conditions under which the issue occurs.

- Ensure that you are running the latest software version.

3 Step 2: Submitting a Support Request

All support tickets must be raised through the online portal:
https://support.epos.sale/

When submitting your request, specify both the **priority level** and whether you require a **Fixed Fee Service**.

Priority Levels

Priority Type	Target Resolution	Description
None Priority	Within 1 month	Non-urgent or general issue
Priority	48 hours–1 week	Operational issue affecting sales
Urgent	Within 48 hours	Critical issue preventing trading

4 Step 3: Required Information

Please provide detailed information when submitting a support ticket:

   a) What is the issue?

   b) What steps were taken to reproduce it?

   c) What happens as a result?

   d) What was expected to happen instead?

   e) Does the issue affect all POS systems or only specific ones?

   f) Is the issue continuous or intermittent? Under what conditions does it occur?

   g) Is this a new issue or a recurring one?

   h) If new, what changes were made before the issue appeared and when was it first noticed?

5 Step 4: Logs and Directories to Include

Attach an archived copy (ZIP or TAR) of the following directories:

```
/opt/quasar/quasar_pos/
/opt/quasar/pos_config/
```

   Include the following log files:

```
/opt/quasar/pos_msg.log
/opt/quasar/pos_error.log
```

6 Step 5: If the Issue Is Not Reproducible

a) Company Backup (.bak)

   1. Open Quasar Admin.

   2. Select the Companies tab.

   3. Highlight your company name and select *Backup*.

   4. Enter password (default: 999).

   5. Attach the backup file (.bak) to your support ticket.

b) Enable Debug Mode

1. Open Quasar POS.

2. Navigate to *Setup ¿ Config Till ¿ General* (default password: 999).

3. Select *Debug* on the left panel and enable it.

4. Save changes and reproduce or wait for the issue to occur.

5. Attach `/opt/quasar/pos_msg.log`.

6. Disable Debug mode again after collecting logs.

7 Step 6: Environmental or Configuration Issues

If the problem appears to be environmental (for example, related to hardware, network, or system setup), remote access may be required. Remote access and on-site services are not included in the Online Support subscription and will be billed separately.

8 Support Packages and Pricing

Online Support Subscription

- £170 per year per seat

- Covers online and email support (average response within one week).

- Includes all software updates while subscription is active.

- Includes 1st, 2nd and 3rd level support/.

- Support is limited to the software only.

- Telephone support or remote support is not covered.

- Urgent support is not covered.

Hourly and Remote Support Rates

Type	Hourly Rate	Resolution Target
None Priority	£64/hour	Within 1 month
Priority	£100/hour	Within 48 hours–1 week
Urgent	£140/hour	Within 48 hours

Notes:

- Charges apply if not under the standard maintenance package

- If under the standard maintenance, charges apply if telephone, remote or urgent support is required.

Minimum charge: 1 hour. Travel time (including fuel) is charged at £50/hour. Additional expenses are billed at cost + 50%.

Fixed Fee Service

If requesting a fixed-fee engagement, it must be specified when raising a ticket along with the priority level. Support is charged at a fixed fee regardless of the time taken (for example, 30 minutes or 5 hours).

Priority Level	Fixed Fee	SLA Target
None Priority	£160	Within 1 month
Priority	£250	Within 2 weeks
Urgent	£350	Within 48 hours

Support will be provided as required, and the client will be invoiced directly after completion. Failure to pay for support services will result in suspension of future assistance until payment is made in full.

Notes:

- Charges apply if reported issue is the standard maintenance package

- If under the standard maintenance, charges apply if Telephone. remote or urgent support is required.

9 Maintenance and Software Requirements

- Before entering a maintenance agreement, the client system must be fully functional and running the latest version.

- Clients operating outdated versions of Quasar POS or Accounts are responsible for purchasing a new licence to reach a supported version.

- Clients are responsible for performing software upgrades themselves unless otherwise stated in a service contract.

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