

Gift Card

Not Activated

Gift Card "Not Activated"

This may appear as an error but may not necessarily be an error.

The Gift Card is running on the computer using SQL Server Lite. When the computer is rebooted, SQL Server needs time to start all the required services before it will fully load the Gift Card feature.

Sometimes, the TabWizard software will open faster than the Gift Card server causing this so called error.

Solution

Confirm the error by selecting OK

Log into the TabWizard software with your password

From the bottom, select >Settings >Exit

Double-click the TabWizard icon on the Desktop

Problem solved

Still not working?

The Gift Card feature runs as a server on Console1 while network console(s) communicate the Gift Card feature through an IP Address.

Are you on Console1?

Did the network change recently?

New Modem, Router?

The error "Gift Card Feature is not Active" could mean the License file for the Gift Card Feature is corrupt (unusual) but it is best to check.

1. If in TabWizard, select >Settings >Exit
2. Select the Windows Start button
3. Click Windows Explorer
4. On the left window panel, locate the "Utilities" folder
5. Click on the "Utilities" folder, then, click "Gift Card" folder
6. Double-click the file name "Gift Card Utility"
7. Does the 2nd line down read "Activation: The gift card feature has been activated successfully" ?
8. If so, select the button "Get Version" and wait while it retrieves the version...
9. If the status reads "Received Version: 2018.12.9". This is good. This is what we want to see.
10. Close the utility
11. Open TabWizard and try again

If the status above reads something different than "Received Version: 2018.12.9", we need to dig further...
