

# CONQUEROR MAXIMIZATION INSIDER

## **TECH TIP: Maximizing Your Conqueror Experience Achieving Optimal Performance for the Front of Your House**

In previous articles we discussed how the cornerstone of a healthy, successful center is a solid preventative maintenance plan for the back of the house. From general cleaning to belt replacement, most centers have a set, scheduled routine to keep the back of their house running like the well-oiled machine it is. The idea that your pinspotters need care on a regular basis is rarely questioned. What is neglected at times is the idea that the front of your house needs the same type of regular care that gets dedicated to the back of the house. The computers your center relies on for Conqueror to function, the battery backups that protect those computers against a sudden power failure, the cables that connect everything together, and the environment these separate elements inhabit, all contribute to how easily your staff can perform their most important job... ensuring the customer has an amazing experience and is eager to come back for more.

Just like with the back of your house, consistency is key. The maintenance required in the front of your house does not need a skilled mechanic. These types of tasks are ones the desk staff can perform before the start of the business day. The best person to assign this type of maintenance is a reliable worker who is comfortable around computers.

When starting a front of the house maintenance routine, plan a regular day when your center has the lowest business volume. Most maintenance to your computers and front-end components is fast and easy to complete. However, these are the systems that control the function of your center. When choosing a day to maintain these systems, always choose the day where any issues uncovered during regular maintenance will have the least impact.

The most basic components that make up the front of your house are the Conqueror computers and server. When these are not properly maintained a center can suffer productivity loss due to sluggish performance or other issues. Given how important they are to the operation of your center, the Conqueror computers make a great component to center the regular maintenance routine for the front of your house around.

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One of the best practices in maintaining your computer's health is making sure they are rebooted at least once a week. When you reboot a computer system you are emptying erroneous data that might be stuck in the computer's memory, clearing basic errors, allowing updates to run, and returning the system to a fresh operating state. These activities allow your computer to function more quickly and can fix glitches you are experiencing during use. Do not neglect your Conqueror server when you are rebooting your computers. The Conqueror server is the heart of your front-end operations. Making sure to regularly reboot your Conqueror server and computers will help keep Conqueror running in peak condition.

Consider powering your computers down completely during the reboot and taking a moment to check around them. The most dangerous components to computer health are heat, conductive liquids, and electrical surges. Examine the area around the computers to ensure there is no clutter and the space has good air flow for cooling. If the computer is located somewhere there are liquids present, such as a bar, make sure the computer is positioned to minimize the risk of exposure to those liquids. Take a can of compressed air and blow out any dust or obstructions that have accumulated in the computer's vents. Dust the area where the computer is stored so dust from the surroundings is not sucked back into the computer when it is in use.

Check to see if your computer is connected to a UPS (Uninterruptible Power Supply) or battery backup.

UPS are a necessary component in all QubicaAMF front-end set ups. In the case of a power outage, the UPS protects your computers from suffering electrical surge damage. It also gives you the steady supply of power you need to save your work and properly shut your computers down when the power has failed elsewhere.

The UPS units provided by QubicaAMF have two different sets of electrical receptacles. Only one side performs the battery backup functions, the other side



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is a dedicated power strip. Make sure the computer, monitor, and any network switch needed for the computer to function are plugged into the side of the UPS that serves as a battery backup. Do not plug extra devices into this side of the UPS. Devices such as laser printers draw a lot of power. This can drain the UPS causing issues with device operation. A UPS, as with any battery, can lose function over time. Make sure to press the test button and verify the UPS is operating properly when you are doing your regular front of the house maintenance. If the performance of the UPS is questionable, replace the unit.

The older a bowling center is, the more changes tend to occur on the network that the front of the house operates on. The cables that connect your network together can easily end up tangled and nearly impossible to trace. Examine the cables which your Conqueror network runs on to determine where each one goes. Make sure each cable is labeled to ease any future troubleshooting or network changes. Where possible remove cables that are no longer in use from your network. Bundle and clean up the cabling in your center, then use zip ties to keep it orderly. Take a photo of the cabling or do a network diagram for ease of reference. This will help you avoid problems if you need to disconnect the cables or troubleshoot a network problem.

With even these few steps, you can form a strong, lasting routine to keep your computers and Conqueror network running at their maximum potential. Your staff's productivity will benefit from the smooth operation of the computers and the orderly maintenance of the work area. Meanwhile, having the front and back of your house running in well maintained harmony will lead to results your business and your customers can feel.

If you are seeking additional best practices for your center, make sure to check out our training resources page and live virtual training sessions accessible through your [QPortal](https://qportal.qubicaamf.com/) page at <https://qportal.qubicaamf.com/>.