

EDGE Terminals showing offline in the morning

000045993 | General Info | Last updated 2026-09-11 | Copitrak

Question:

EDGE Terminal is showing offline in the morning

Answer:

EDGE software running on SAI Tablets will display offline after a reboot. The reboot can stem from Windows Update, a power failure, or various other reasons, and the terminal was restarted.

Enter the UserID / ClientMatter number and select workflow. This will initiate communications, and when you hit END, the offline message should disappear.

If the message doesn't disappear after entering the accounting information, open a new case with Tungsten Support.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45993>