

ABNORMALITY PROCESSING METHOD, ELECTRONIC DEVICE, STORAGE MEDIUM, AND ORDER MANAGEMENT SYSTEM

ABSTRACT

Embodiments of this specification provide an abnormality processing method, an electronic
5 device, a storage medium, and an order management system. The method can be performed by a
POS device in which order management software is installed. The order management software
supports running on devices with different hardware. The POS device monitors a running process
of the order management software, and when detecting an abnormal event, can generate event
description information corresponding to the abnormal event, and send the event description
10 information to a service device. The service device analyzes the event description information with
reference to hardware information of the POS device, to obtain a solution suitable for resolving
the abnormal event on the POS device, and sends the solution to the POS device. The POS device
receives the solution from the service device, and displays the solution through an interaction
interface.

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[Fig .6]