

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

说明书摘要

本说明书实施例提供一种异常处理方法、电子设备、存储介质及订单管理系统。该方法可以由安装有订单管理软件的 POS 设备执行，其中，订单管理软件支持在具有不同硬件的设备上运行。POS 设备对订单管理软件的运行过程进行监测，在监测到异常事件时可以生成异常事件对应的事件描述信息，并向服务设备发送事件描述信息。服务设备结合 POS 设备的硬件信息对事件描述信息进行分析，得到适用于在 POS 设备上解决异常事件的解决方案，并向 POS 设备发送解决方案。POS 设备从服务设备接收并通过交互界面展示解决方案。

Embodiments of this specification provide an abnormality processing method, an electronic 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 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.

(FIG. 6)