Retail Management Hero Installation Guide

Contact Information

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For more information or support, contact your RMH Partner.

Contents

RMH apps

App	Icon	Description
Store Manager		Store Manager is the back-office app that you use to manage your store's inventory, suppliers, purchase orders, reports, and other store tasks. It is also used to set up registers and configure POS functionality.
POS		POS is the store-front app installed at registers that you use to enter and process customer sales.
Store Administrator		Store Administrator is a back end app that you use to connect, backup, and manage the Store Manager database.
MLM		MLM (multi-license module) is a back end app that you use to activate licenses for the Store Manager database and POS lanes.
Store Loyalty Manager		Store Loyalty Manager is the app that you use to manage a single-store customer loyalty programs.
Central Manager		Central Manager is the head office app that you use to centrally manage the inventory, suppliers, purchase orders, reports, and other store tasks for multiple stores.

App	Icon	Description
Central Administrator		Central Administrator is a back end app used to connect, backup, and manage the Central Manager database.
Central Server		Central Server is a communication server that provides server-side communication to transfer data between the Central Manager database and Store Manager databases. You can use the Central Server app to configure and manage the Central Manager database connection, Central Server services, retry attempts for job processing, and logging.
Central Client		Central Client is a communication client that provides store-side communication to transfer data between the Store Manager database and Central Manager database. You can use the Central Client app to configure and manage the Store Manager database connection, Central Client services, the Central Server connection, retry attempts for job processing, and logging. The Central Client app also contains a consistency checker which you can run manually or on a schedule to check for and process missing sales, orders, purchase orders and transfers, drops and payouts, and time clock entries.

App	Icon	Description
Central Loyalty Manager		Central Loyalty Manager is the app that you use to manage central store customer loyalty programs.

System requirements

Operating system

The operating system must be fully installed and configured with the latest service packs and hot fixes. Single store installations (Store Manager, POS, and Store Loyalty) are compatible with a 32-bit operating system. However, multi-store installations (Central Manager, Central Client, Central Server, Flash Bridge, Store Manager, POS, and Central Loyalty) require a 64-bit operating system and are not compatible with a 32-bit operating system.

- Windows 11 (Professional)
- Windows 10 (Professional or Enterprise)

or

- Windows Server 2025
- Windows Server 2022
- Windows Server 2019

> **Warning!** Although RMH apps have been known to work on Windows 10/11 (Home), the Home version of the Windows operating system is not recommended for running production workloads. In addition, Windows 10/11 Home is not recommended for hosting Microsoft SQL Server.

Microsoft SQL Server

The SQL Server must be fully installed and configured with the latest service packs and hot fixes.

- Microsoft SQL Server 2022 Standard (Recommended)
- Microsoft SQL Server 2019 Standard
- Microsoft SQL Server 2022 Express
- Microsoft SQL Server 2019 Express

> **Note:** Microsoft SQL Server Standard is required for databases that are 10GB or larger. Ensure firewall ports have been configured to allow TCP/IP traffic from Microsoft SQL Server.

Hardware

You will need to increase memory as database size increases. These are the requirements for Retail Management Hero only; consider the resource requirements of all applications on the computer and increase memory and processor power accordingly.

Installed	Memory Minimum	Memory Recommended	Processor Minimum	Processor Recommended
Store Manager and POS standalone	4GB	>=8GB	Intel i3 or similar	Intel i5 or higher
Store Manager and POS with: ▪ Store Losyalty Manager	4GB	>=8GB	Intel i3 or similar	Intel i5 or higher
Central Manager stan-	4GB	>=8GB	Intel i3 or similar	Intel i5 or higher

Installed	Memory Minimum	Memory Recommended	Processor Minimum	Processor Recommended
dalone				
Central Manager with: ■ Central Loyalty Manager	4GB	>=8GB	Intel i3 or similar	Intel i5 or higher
Microsoft SQL Server standalone	4GB	>=8GB	Intel i5 or similar	Intel i7 or higher
Microsoft SQL Server with: ■ Store Manager and/or ■ Central Manager	8GB	>8GB	Intel i5 or similar	Intel i7 or higher
Microsoft SQL Server with: ■ Store Manager ■ Central Client Assistant	4GB	>=8GB	Intel i3 or similar	Intel i5 or higher
Microsoft SQL Server with: ■ Central	4GB	>=8GB	Intel i5 or similar	Intel i7 or higher

Installed	Memory Minimum	Memory Recommended	Processor Minimum	Processor Recommended
Server ■ Central Server Assistant				
Central Server standalone	4GB	>=8GB	Intel i5 or similar	Intel i7 or higher

Disk space

Application	Minimum Disk Space
POS	50MB
Store Manager	300MB
Central Manager, Central Server, Central Server Assistant, Central Client Assistant	200MB
Loyalty	150MB

Other system requirements

Application	Requirement
POS	POS for .NET **Note:** POS for .NET is different from the .NET Framework. It is a library that enables communication between OPOS devices like electronic cash drawers, printers, scanners, and scales. You can install POS for .NET from the installation

Application	Requirement
	wizard (Setup.exe).
POS, Store Manager, Central Manager, Central Server, Central Client, and Flash Bridge apps	.NET Framework 6.0 Install the following: ■ ASP.NET Core Runtime 6.0 (Windows x64) ■ .NET Desktop Runtime 6.0 (Windows x64) Alternately, install the .NET SDK (Windows x64), which provides all runtimes in one download package.
All Central Manager deployments	RMH Central should only be deployed in environments with internal connectivity across the stores. This can be accomplished either by a virtual private network (VPN) or by any other intranet solution offered through your Internet Service Provider (ISP). **Note:** The Flash-based Central Manager and Central Client also require a route to the internet for license validation. If you need to run these apps in environments where internet access is restricted, you should deploy an internal license server.

Check which .NET components and versions are installed

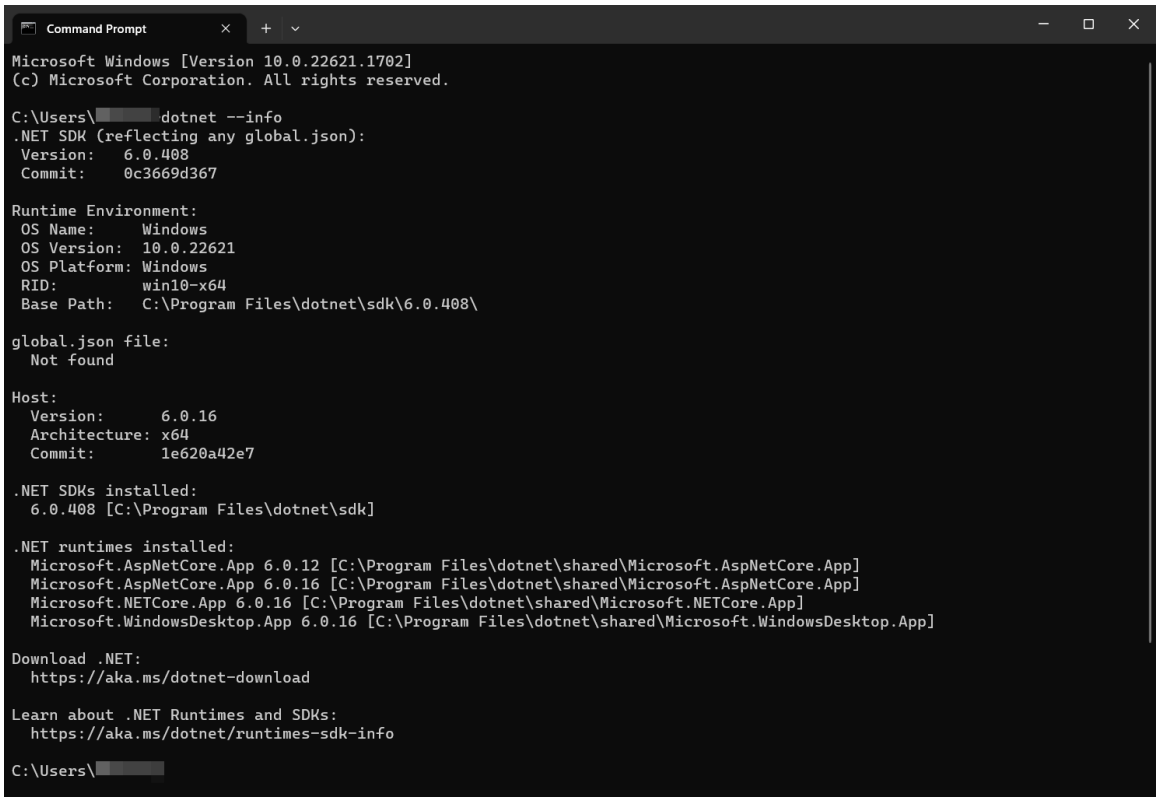
To check which .NET components are installed on a computer and what version they are:

1. Open **Command Prompt** or **Windows PowerShell**.

2. Type the following command and press **Enter**. The .NET components and versions are listed.

   ```
   dotnet --info
   ```

   > **Note:** The parameter has two dashes (--) in front of it, not one.

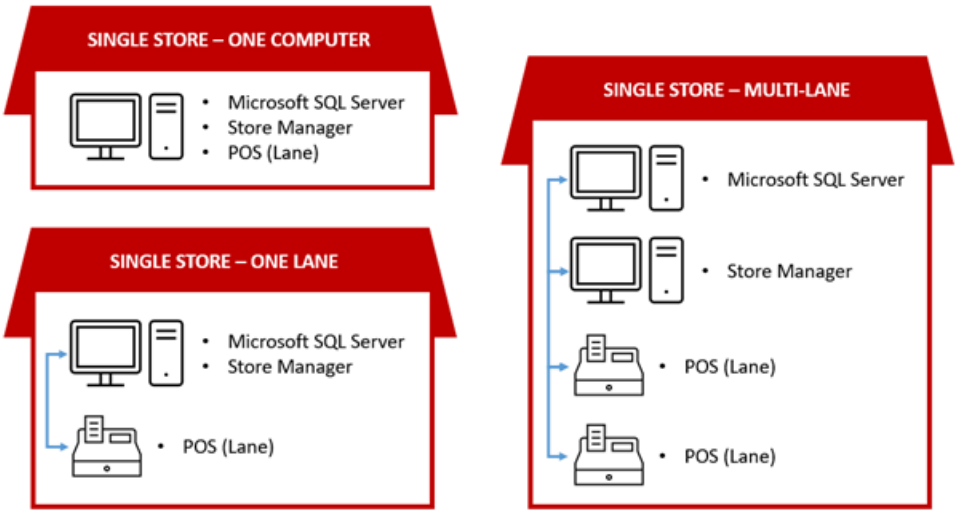


Deployment options

Single store deployments

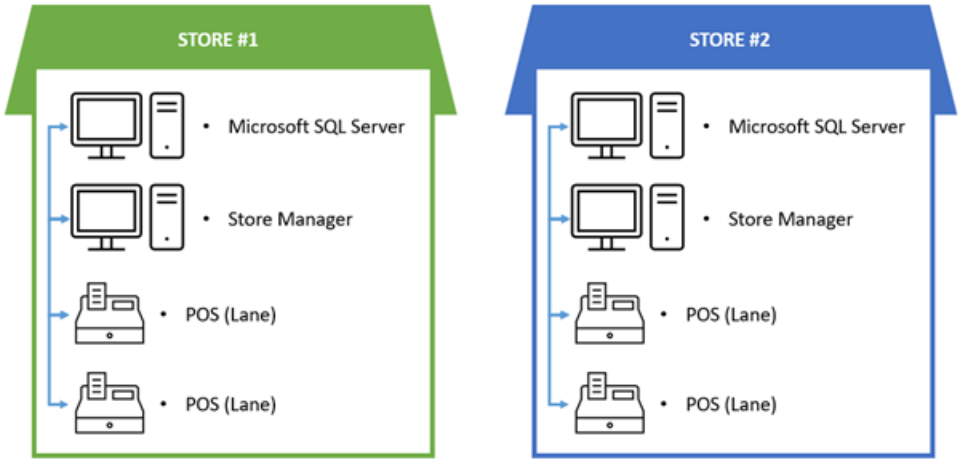
A single store deployment can be as simple as one computer running Microsoft SQL Server, Store Manager, and POS. However, the most common single store deployment is slightly more complex, with back office computers running Microsoft SQL Server and Store Manager, and separate computers on the floor running POS.

Examples of single store deployments



You can also have multiple single store deployments, where you install Store Manager and POS in each store, and the apps in each store operate independently of each other. In other words, each store has its own Store Manager database, and data is not shared between the databases.

Example of a multiple single store deployments



You can install Microsoft SQL Server, Store Manager,and POS on the same computer. However, as you add more POS lanes to your store, it is recommended that you install and run your Microsoft SQL Server on a standalone computer with sufficient memory and processing power to accommodate a larger store database and more transactions.

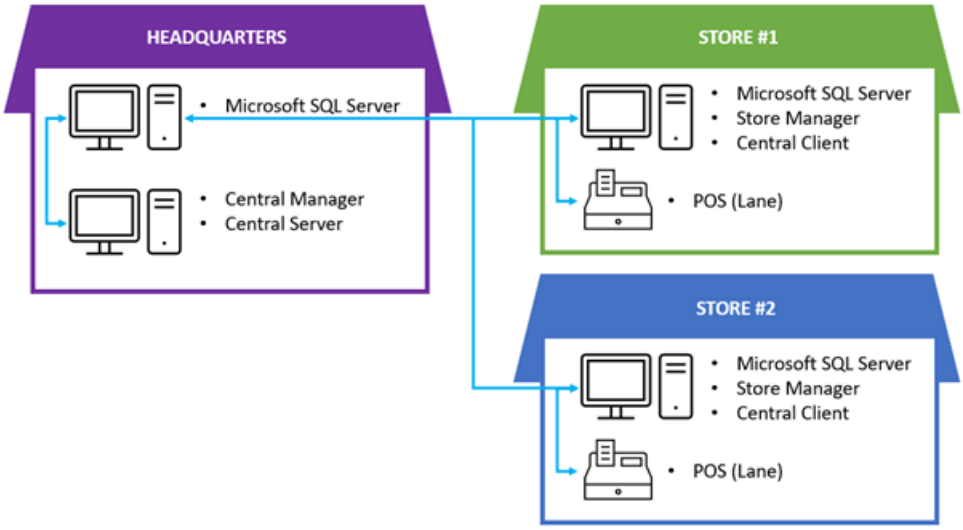
Multi-store deployments

In a multi-store deployment, you install Microsoft SQL Server and Central Manager on computers at a central administrative location, e.g., company headquarters. You then install Microsoft SQL Server, Store Manager, and POS in each store. Central Manager has its own database and each store has its own Store Manager database.

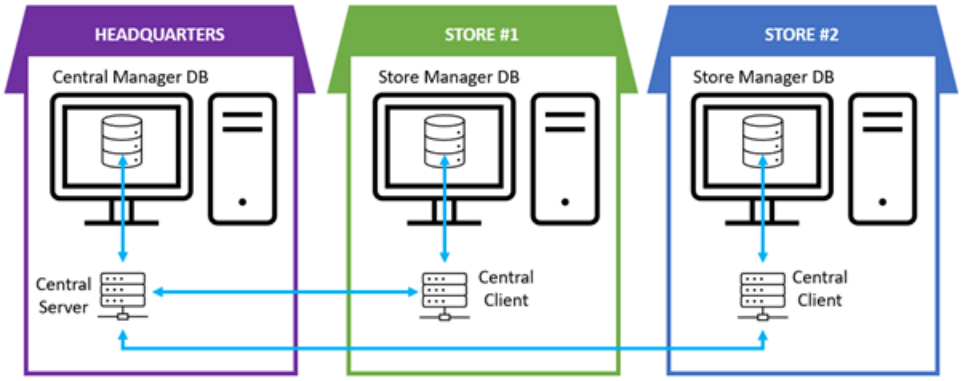
Key store operations, such as inventory management, merchandising, and purchasing, are controlled from the Central Manager app. Data is synchronized between Central database and the Store Manager databases using jobs, which are processed by services.

Server services, which are managed using the Central Server app, manage server-side communication between Central Manager and the Store Manager apps. Client services, which are managed using the Central Client app, manage store-side communication between the Store Manager apps and Central Manager.

Example of a multi-store deployment with Central Manager



Example of Central Manager and Store Manager database communication



The Flash Bridge app must be installed on any computer running an RMH app (such as Store Manager, POS, Central Manager, and Loyalty). The Flash Bridge app enables communication between the apps and acts as a vault where jobs are stored until they can be processed by Central Server and Central Client.

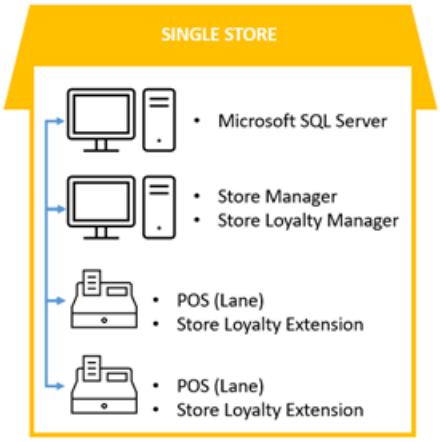
In multi-store deployments it is recommended that you install and run Microsoft SQL Server on standalone computers with sufficient memory and processing power to accommodate larger databases, worksheet processing, and more store transactions.

Loyalty Manager deployments

In a single store deployment with Store Manager and POS (or multiple single store deployments), you need to install Store Loyalty Manager on the same computer as Store Manager. You also need to install the Store Loyalty Extension in every POS lane. The Store Loyalty Extension enables communication between POS and Store Loyalty Manager.

> **Note:** The Store Loyalty Extension is installed using the same MSI file that you use to install Store Loyalty Manager. If the installation wizard detects that POS is installed on the computer, it will only install the Store Loyalty Extension.

Example of a single store deployment of Store Loyalty

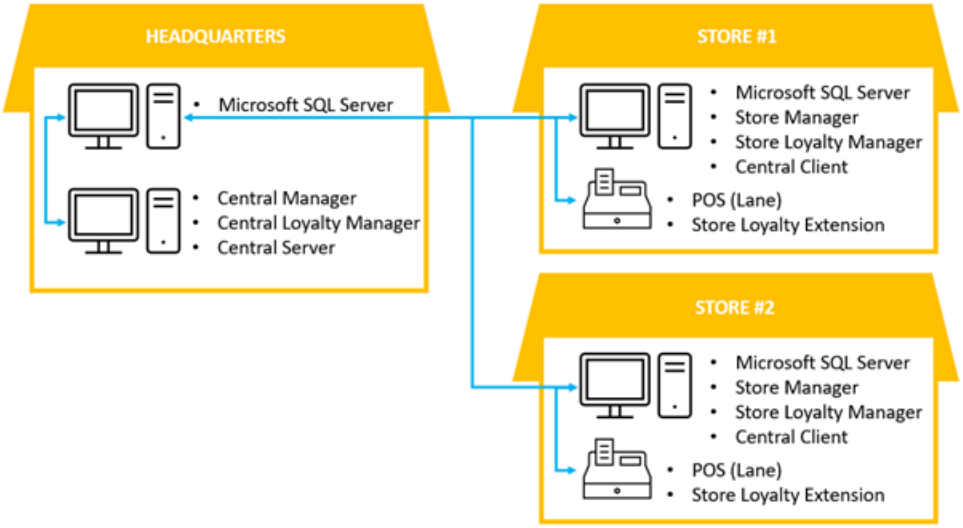


In a multi-store deployment with Central Manager, you need to install Central Loyalty Manager on the same computer as Central Manager. You also need to install Store Loyalty Manager on the same computer as Store Manager and the Store Loyalty Extension in every POS lane. Loyalty programs can only be created in Central Loyalty Manager.

> **Note:** The Store Loyalty Extension is installed using the same MSI file that you use to install Store Loyalty Manager. If the installation wizard detects

> that POS is installed on the computer, it will only install the Store Loyalty Extension.

Example of a multi-store deployment of Central Loyalty



Single store installations

Single store installation checklist

Use this checklist as a guideline if you are performing a new (clean) installation. Refer to the specific installation procedures for detailed installation steps. Refer to Upgrade RMH for upgrade information.

Step 1	**Review the system requirements and perform any upgrades.** All computers must meet or exceed the minimum system requirements.
Step 2	**Perform Windows updates on all store computers and registers.** Ensure all computers are updated with the latest service packs and hot fixes.
Step 3	**Install the .NET Framework or .NET SDK.** .NET must be installed on any computer that will run an RMH app (Store Manager, POS, Central Manager, Central Server, Central Client, Flash Bridge). The system requirements identify which version of .NET is required for the apps.
Step 4	**Install Microsoft SQL Server.** The system requirements identify which version of SQL Server is required.

	You must enable TCP/IP and open port 1433 if SQL Server is installed on a remote computer.
Step 5	**Download the latest RMH release package and extract all files.** Review the release notes and readme for the release package. Determine if there are any known issues that could potentially impact the store's business operations.
Step 6	**Install Store Manager.**
Step 7	**Configure the connection to SQL Server and the store database.**
Step 8	**Connect to SQL Server and store database.**
Step 9	**Install MLM.**
Step 10	**Activate the Store Manager and POS licenses.**
Step 11	**Connect to the licensed store database and force install tables.**
Step 12	**Install POS for .NET on any computer that will run the POS app.**
Step 13	**Install POS.**

Install .NET

The RMH apps are built using the .NET Framework and rely on .NET runtimes to function. You must install either the two specific .NET runtimes identified below or the .NET SDK (which contains all runtimes) on any computer running an RMH app (Store Manager, POS, Central Manager, Central Server, Central Client, Flash Bridge).

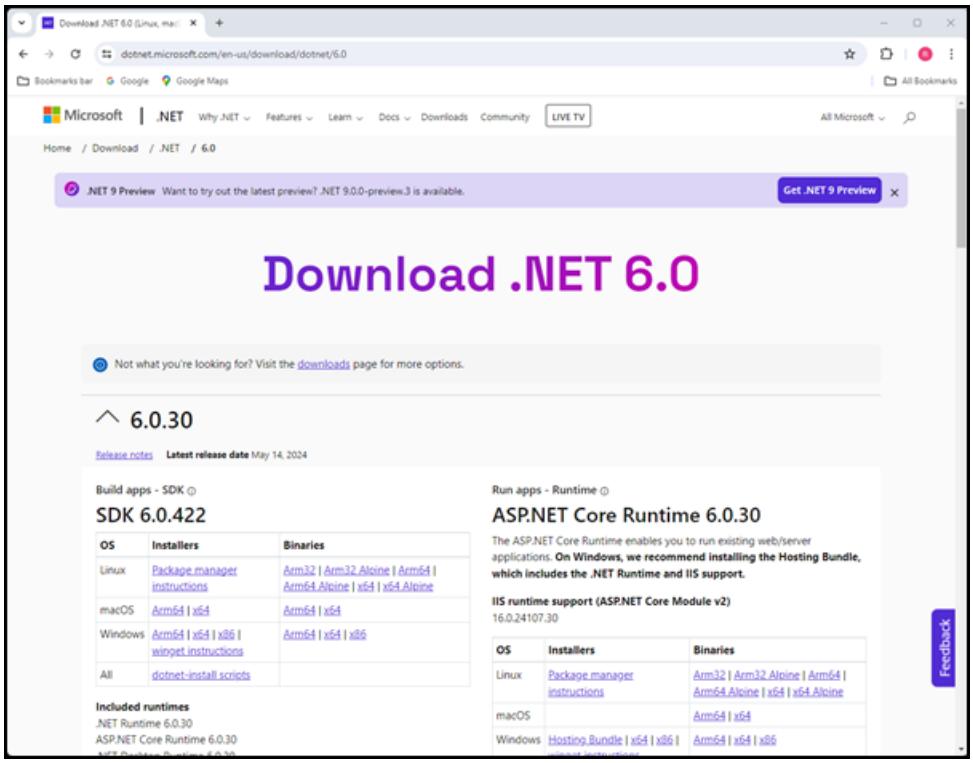
- ASP.NET Core Runtime 6.0 (Windows x64)
- .NET Desktop Runtime 6.0 (Windows x64)

or

- .NET Software Development Kit (SDK) 6.0 (Windows x64)

This topic demonstrates how to install **.NET SDK 6.0**. It is provided as an example only. Refer to the official Microsoft documentation when you install .NET in stores.

1. Go to https://dotnet.microsoft.com/en-us/download/dotnet/6.0.

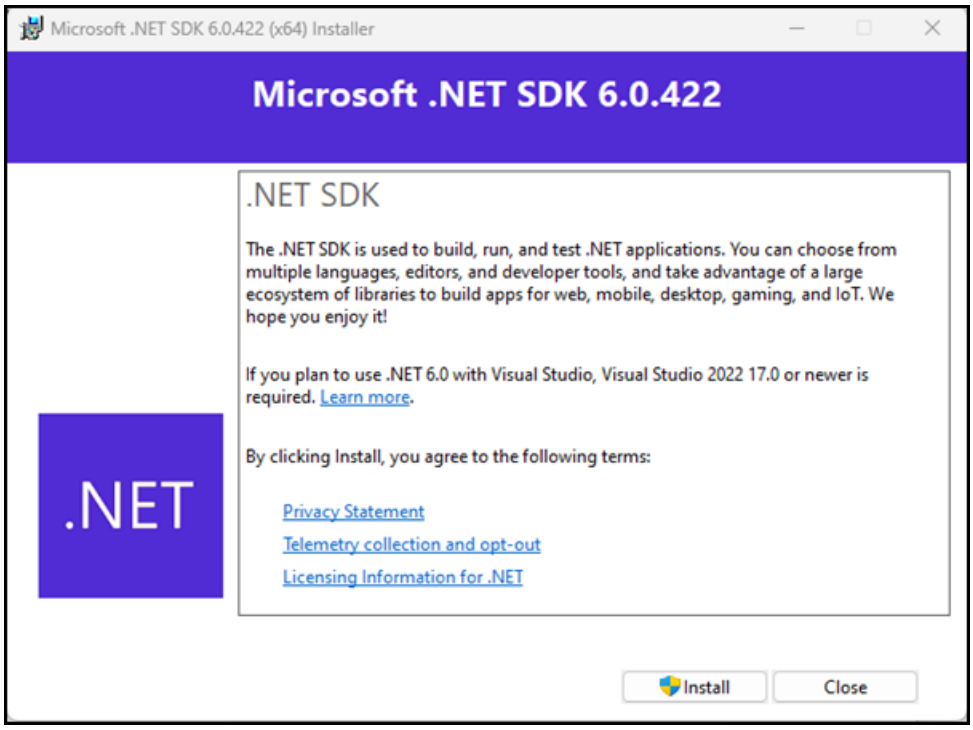


2. Under **Windows Installers**, click **x64**.

3. Go to your **Downloads** folder.

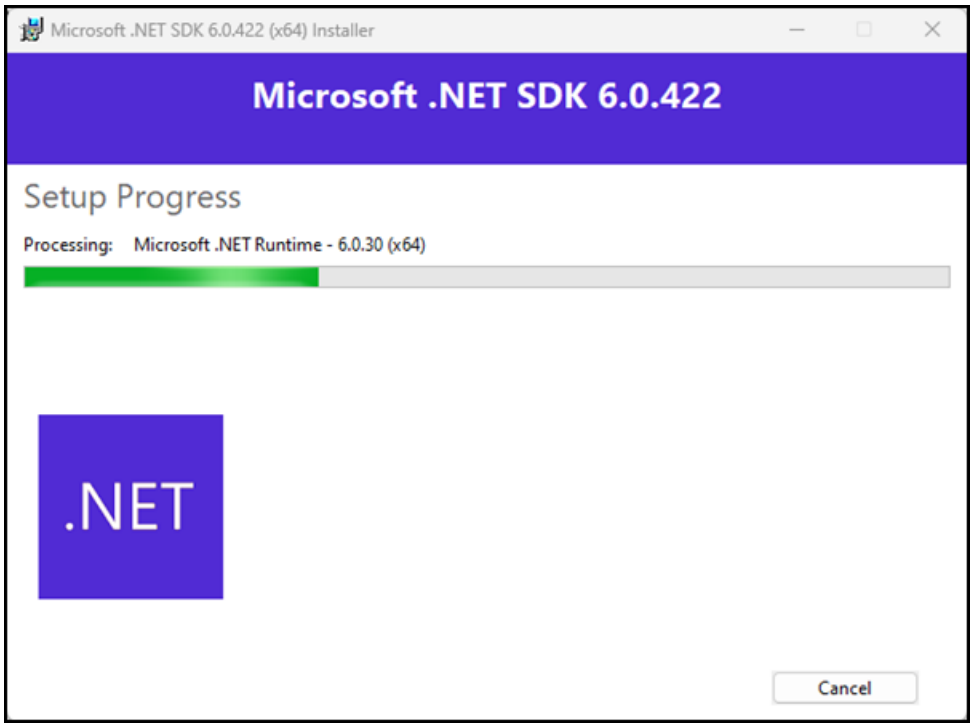
4. Double-click the .NET SDK installation executable.

5. Click **Install**.

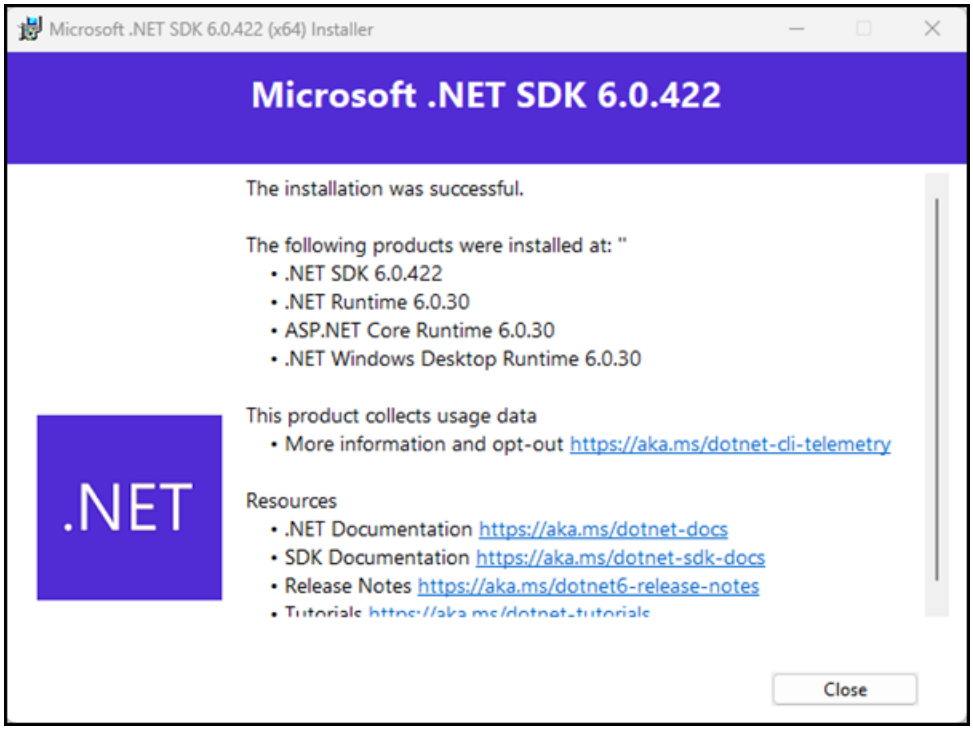


6. If prompted **Do you want to allow this app to make changes to your device?**, click **Yes**.

7. Wait while installation is completed. This may take a few minutes.



8. Click **Close**.



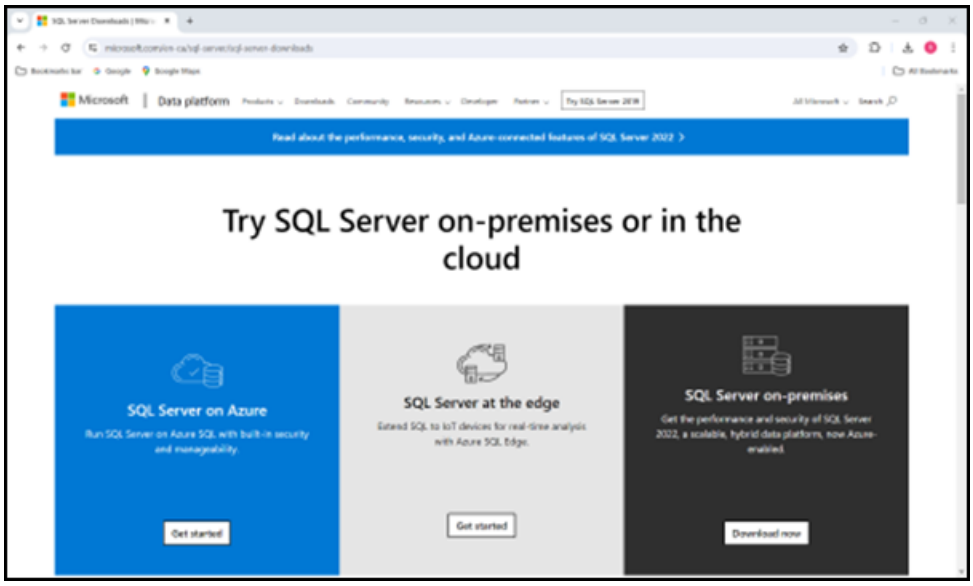
Install Microsoft SQL Server

The RMH apps used Microsoft SQL Server for data storage. You must install a version of Microsoft SQL Server that is capable of meeting the store's current and future needs for data storage, memory, and processing power.

> **Pre-requisites:** Refer to the System requirements and the RMH and SQL Server FAQ for more information.

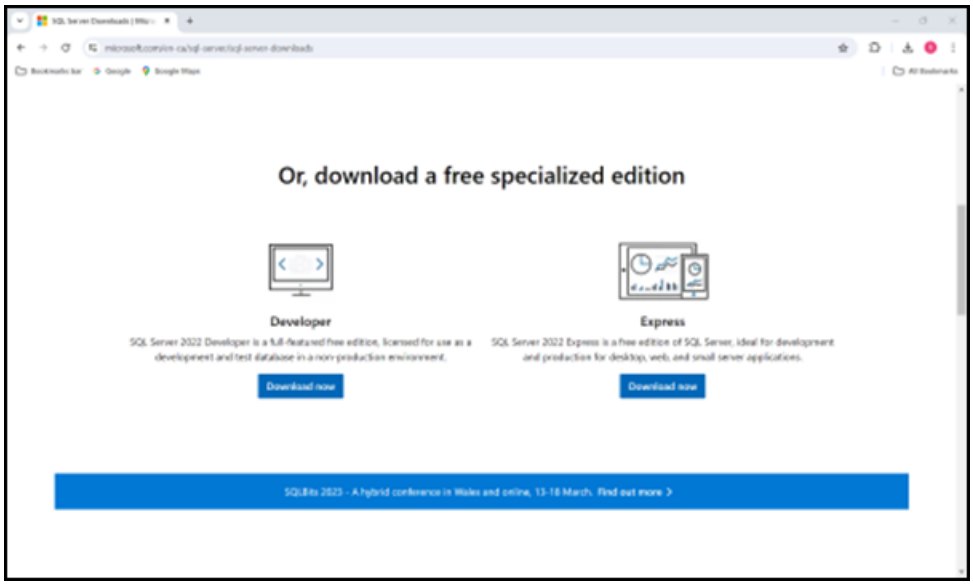
This topic demonstrates how to install **Microsoft SQL Server Express**. It is provided as an example only. Refer to the official Microsoft documentation when you install SQL Server in stores.

1. Go to https://www.microsoft.com/en-us/sql-server/sql-server-downloads.

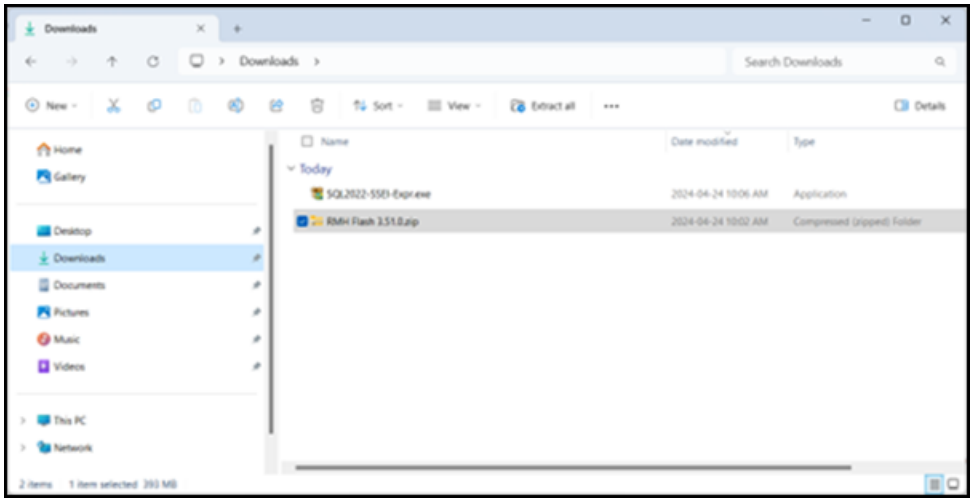


2. Under **Express**, click **Download now**. The setup executable is downloaded to your computer.

> **Warning!** This procedure demonstrates how to install Microsoft SQL Server Express. This version of SQL Server may not be sufficient to meet a store's needs for data storage, memory, and processing power.



3. Go to your **Downloads** folder.

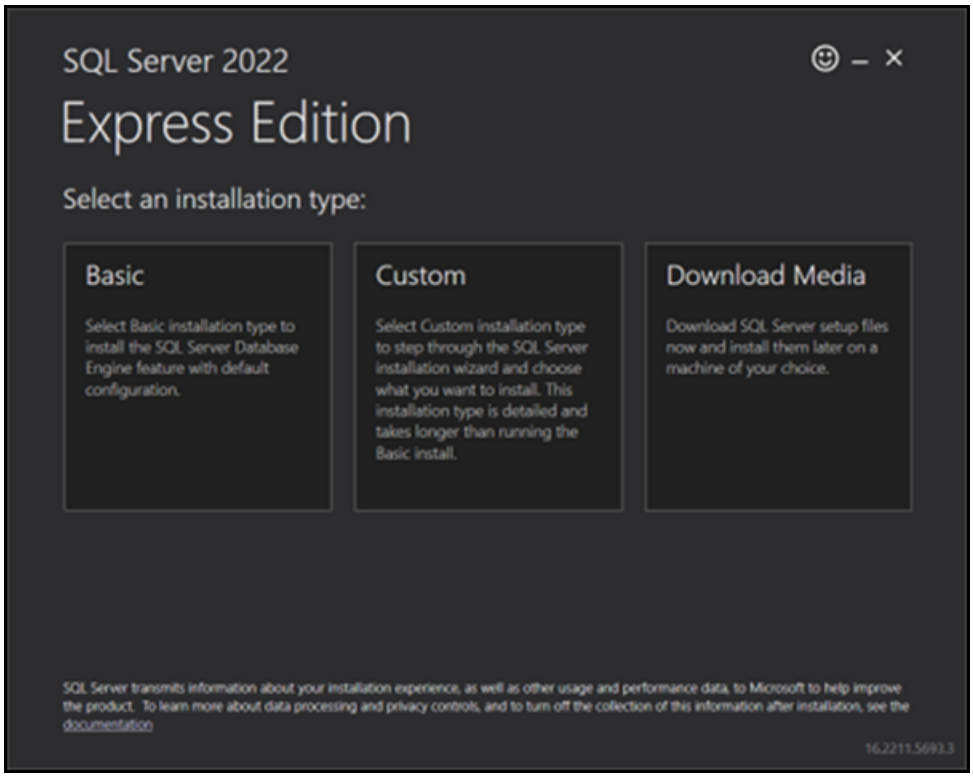


4. Double-click the Microsoft SQL Server setup executable.

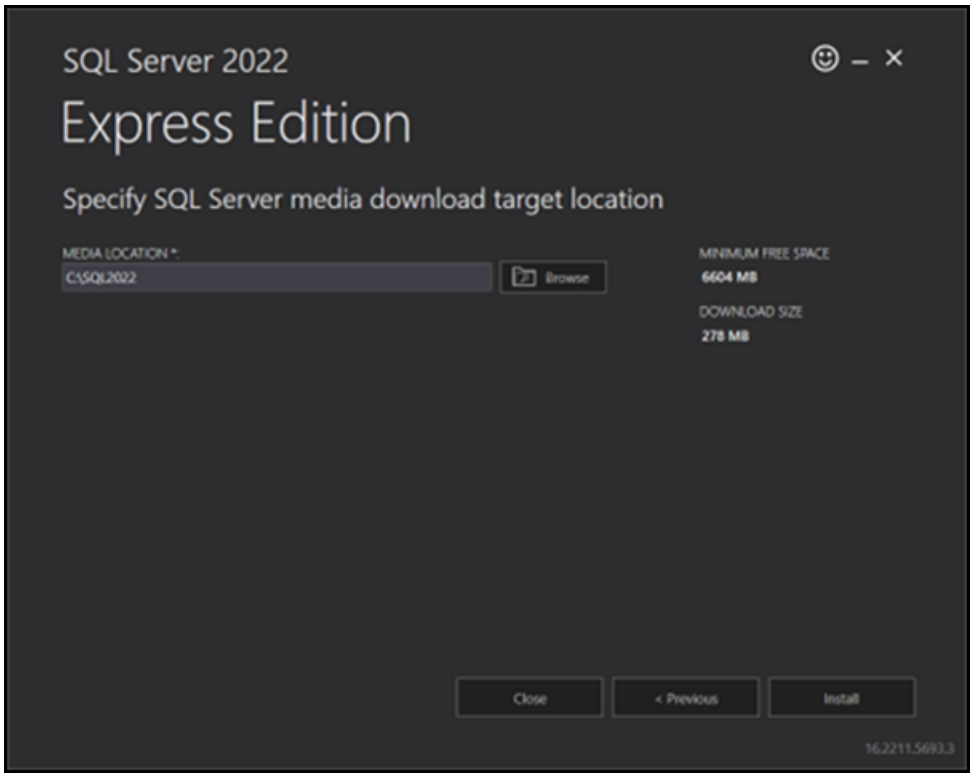
5. If prompted **Do you want to allow this app to make changes to your device?**, click **Yes**.

6. On the **Select an installation type** screen of the installation wizard, click **Custom**.

> **Note:** You must select **Custom** so you can select the features you want to install, configure the instance name, and select the authentication mode.

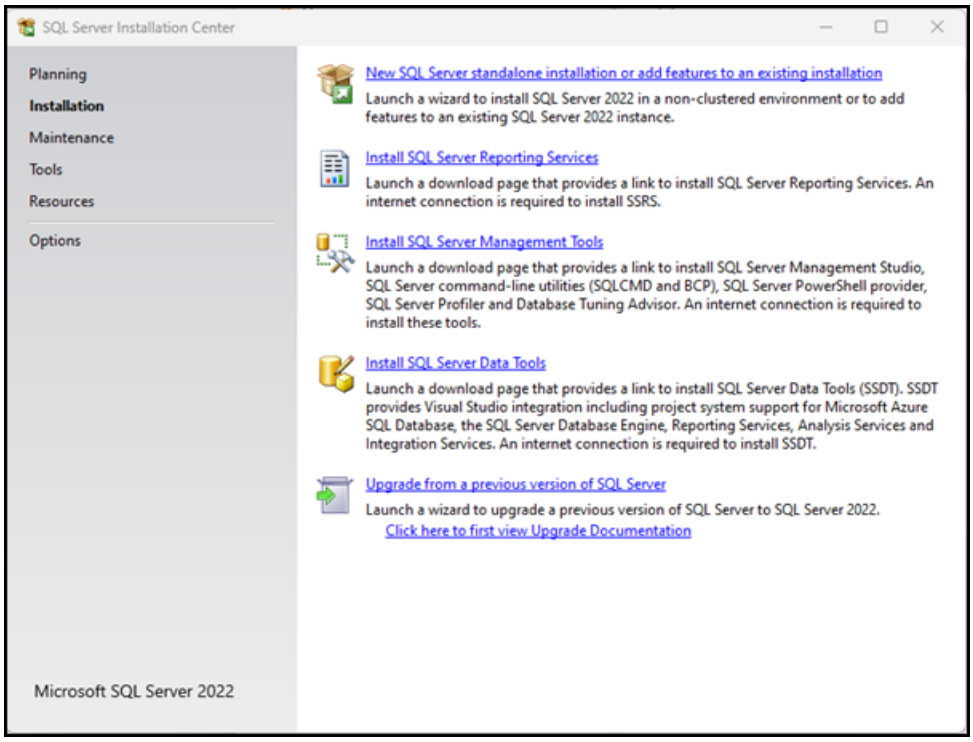


7. On the **Specify SQL Server media download target location** screen of the installation wizard, select a download location for the installation package.

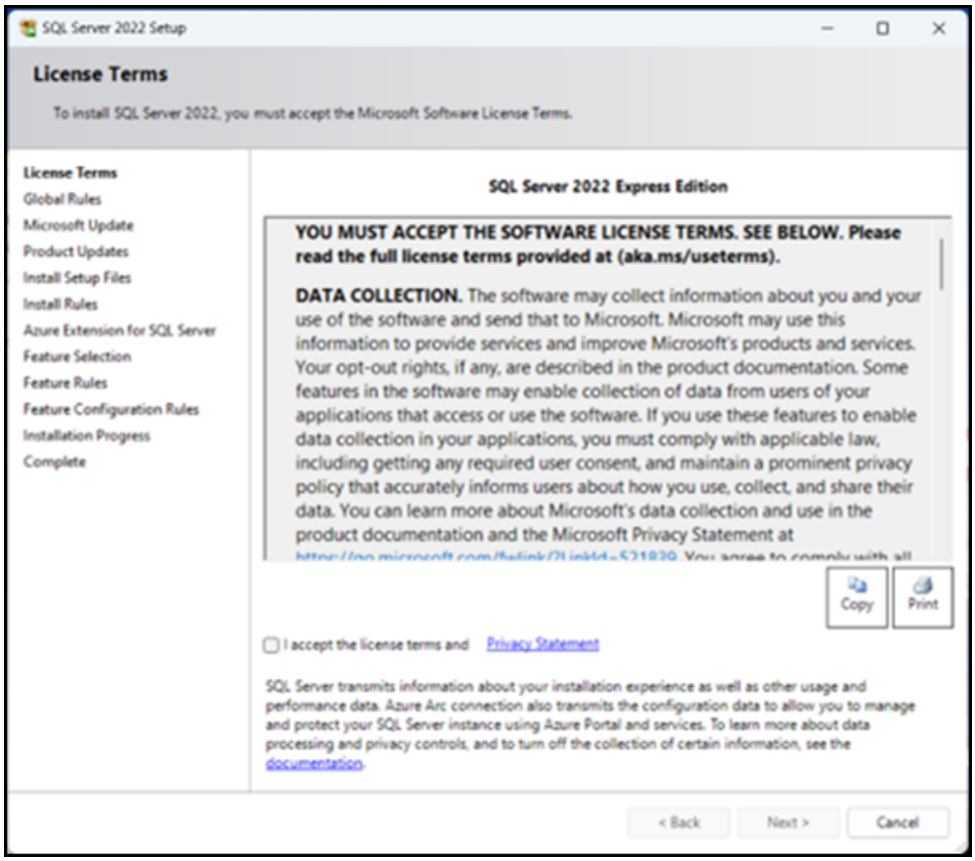


8. Click **Install**. The installation package is downloaded and the **SQL Server Installation Center** dialog displays.

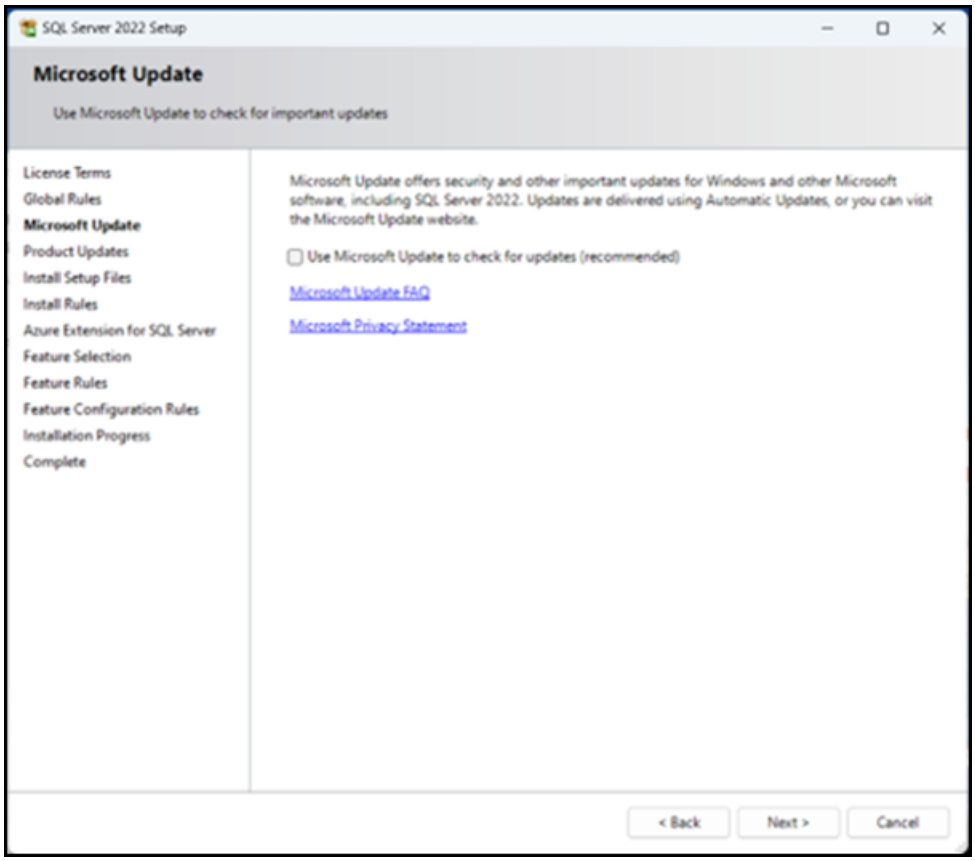
9. Click **New SQL Server standalone installation or add features to an existing installation**.



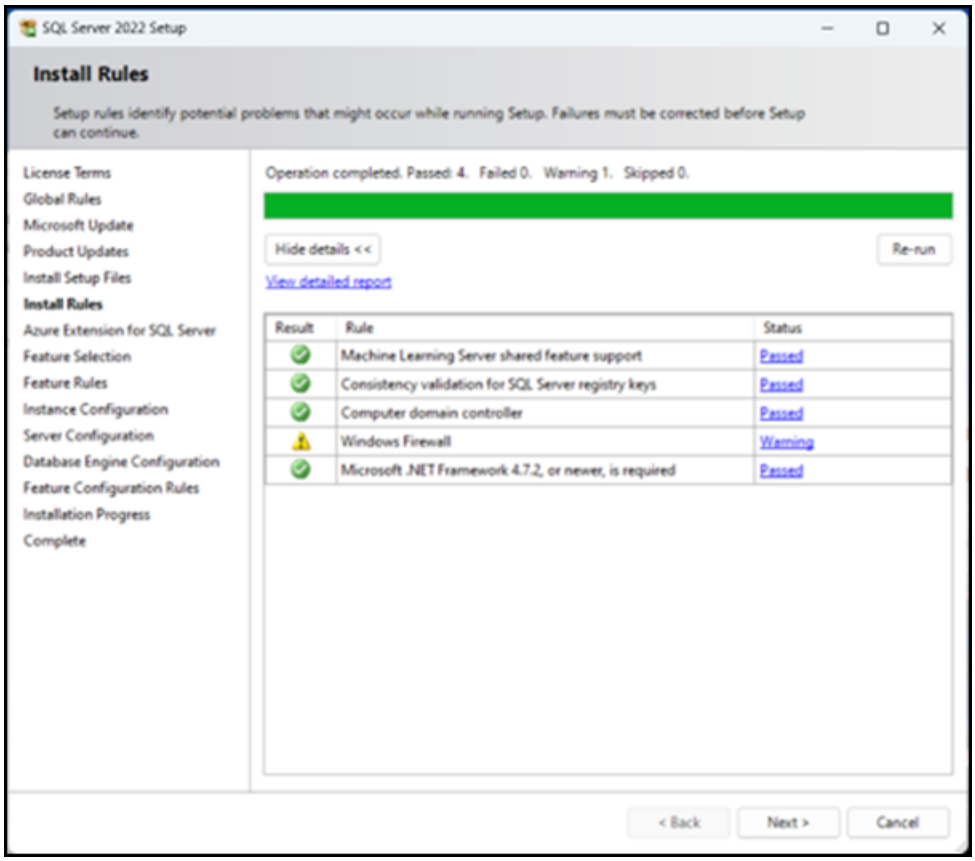
10. On the **License Terms** screen, select **I accept the license terms and Privacy Statement** and click **Next**.



11. On the **Microsoft Update** screen, select **Use Microsoft Update to check for updates** and click **Next**.

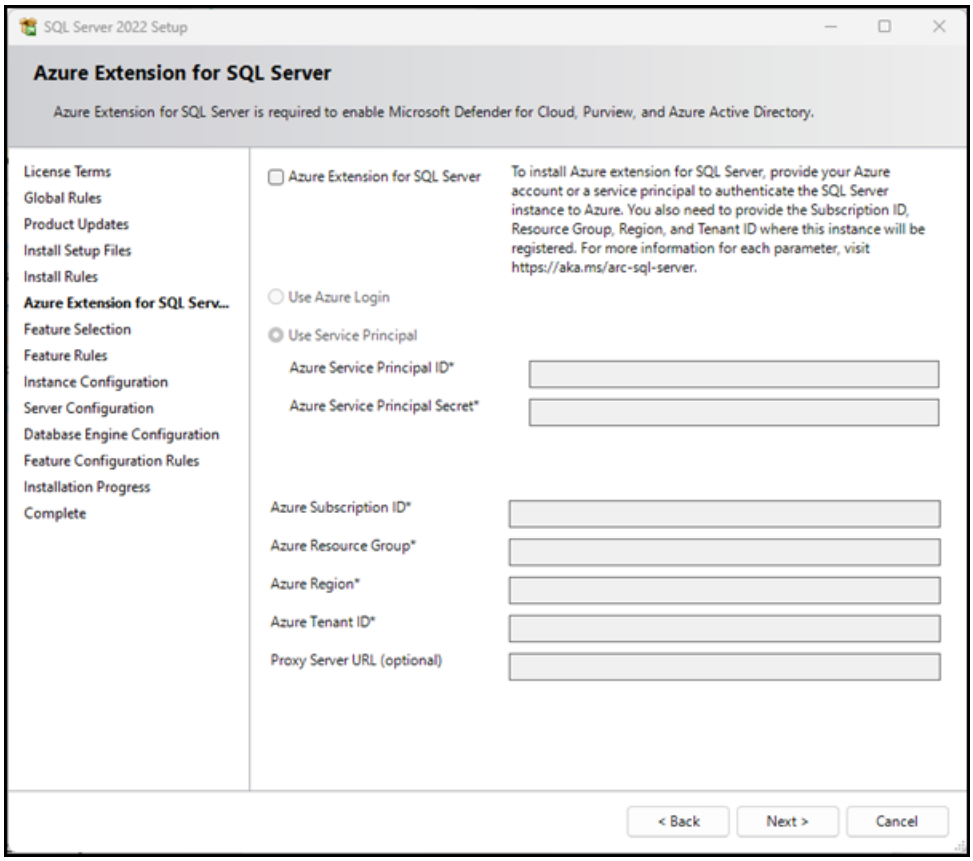


12. On the **Install Rules** screen, review any issues that were identified and fix them, then click **Next**.

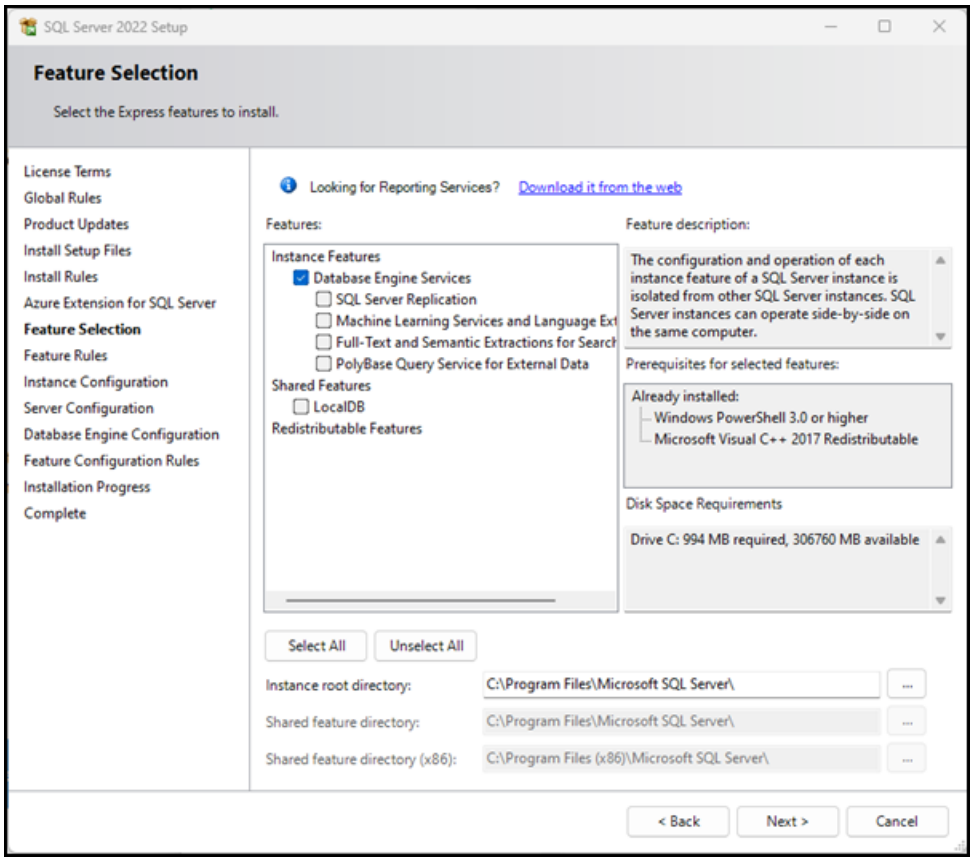


For example, there is a Windows Firewall warning because port 1433 is not open, which will prevent remote access to Microsoft SQL Server.

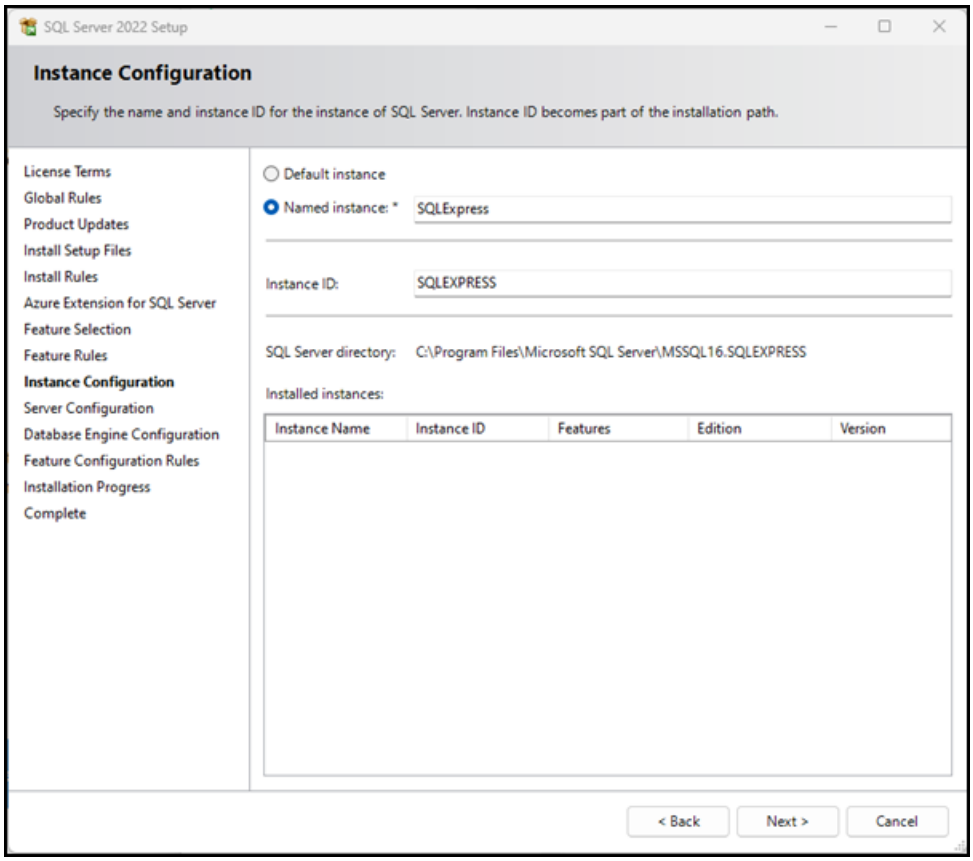
13. On the **Azure Extension for SQL Server** screen, clear the checkbox beside **Azure Extension for SQL Server** and click **Next**.



14. On the **Feature Selection** screen, select **Database Engine Services**, clear all other check marks, and click **Next**.

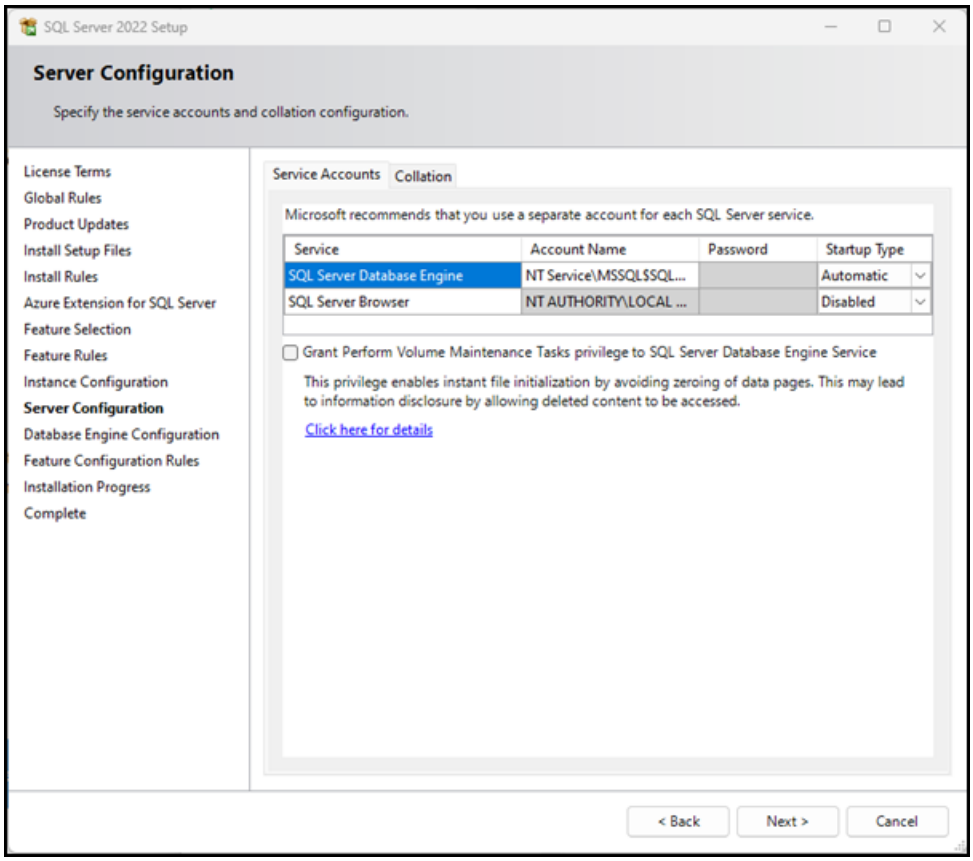


15. On the **Instance Configuration** screen, enter a different **Named instance** if desired and click **Next**.



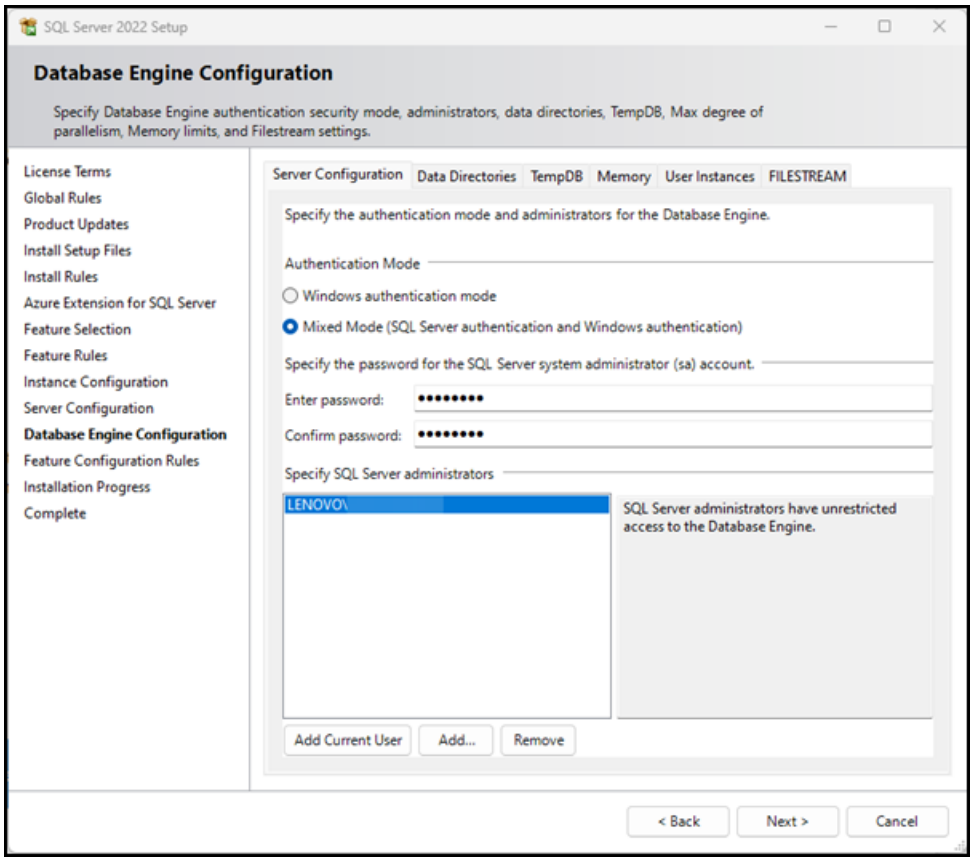
16. On the **Server Configuration** screen, accept the defaults and click **Next**.

> **Note:** You do not need to enter a **Password** or change the **Startup Type**. You also do not need to select **Grant Perform Volume Maintenance Tasks privilege to SQL Server Database Engine Service**.

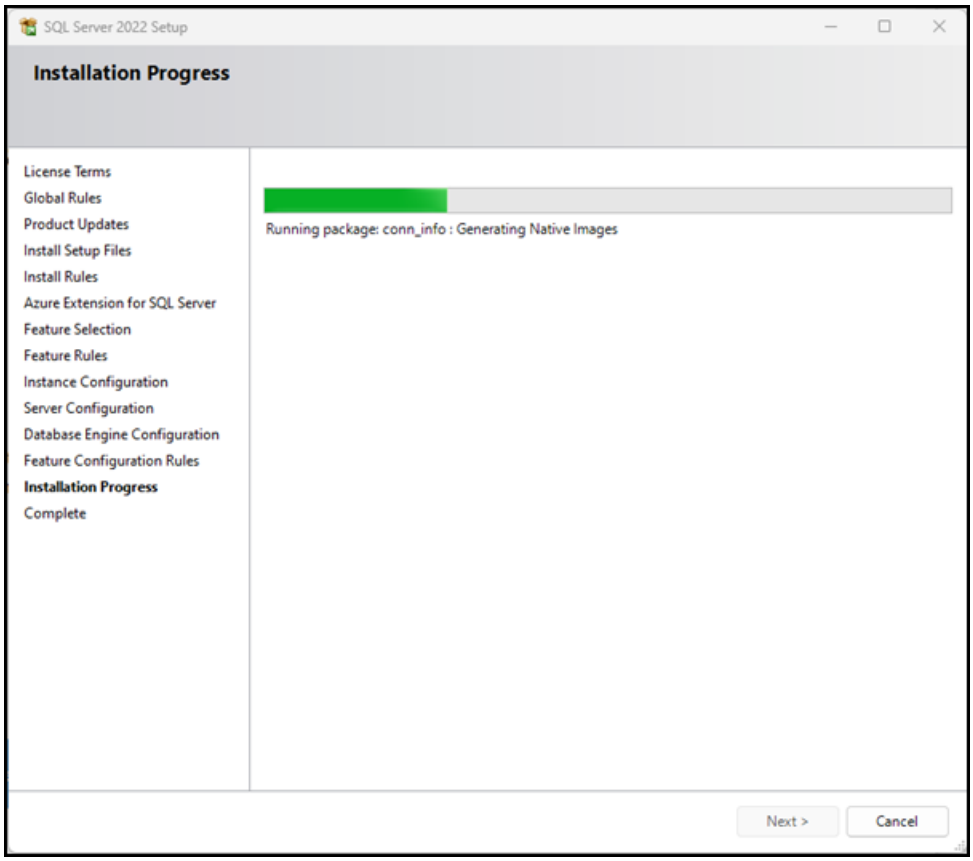


17. On the **Database Engine Configuration** screen, select **Mixed Mode** and enter a password.

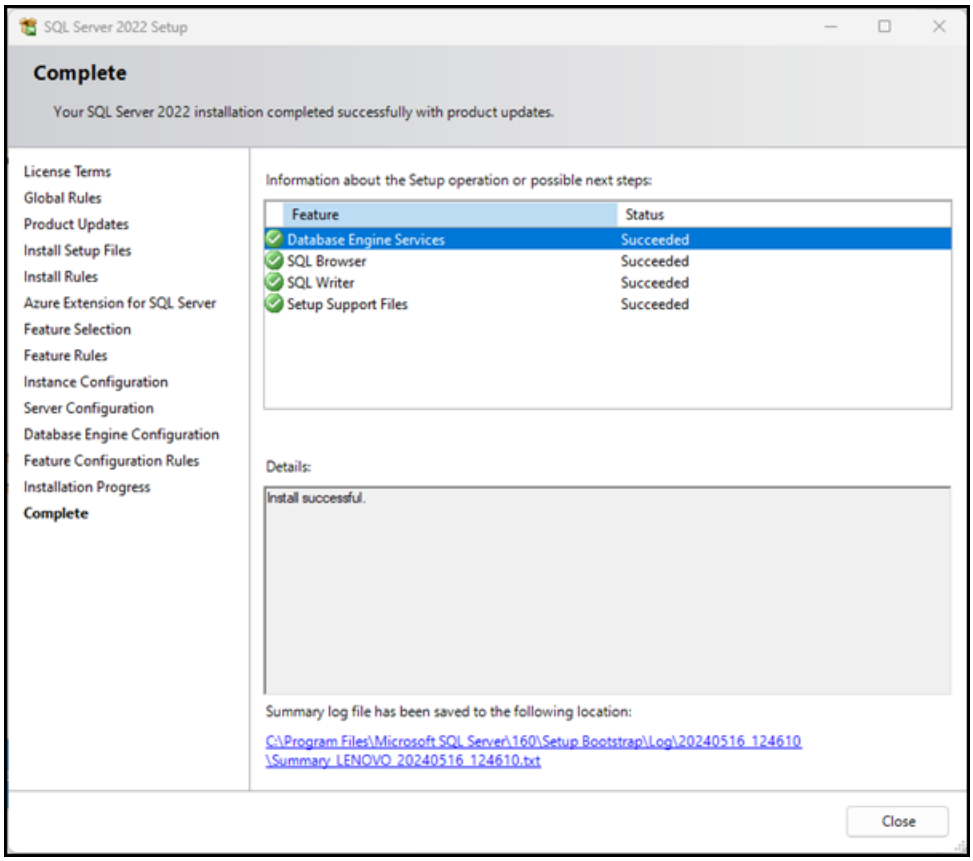
> **Warning!** This is the most critical step in the installation. When you connect to the SQL Server, you want to use SQL Authentication. If you use Windows Authentication, the owner of the database will be the Windows user. If you use SQL Authentication, the owner of the database will be a SQL user.



18. Wait while installation and configuration are completed. This may take a few minutes.



19. On the **Complete** screen, review the installation results.



20. Click **Close**.

> **Note:** If the Microsoft SQL Server instance is installed on a remote computer, you will need to enable TCP/IP and open port 1433 to allow the RMH apps to communicate with SQL Server.

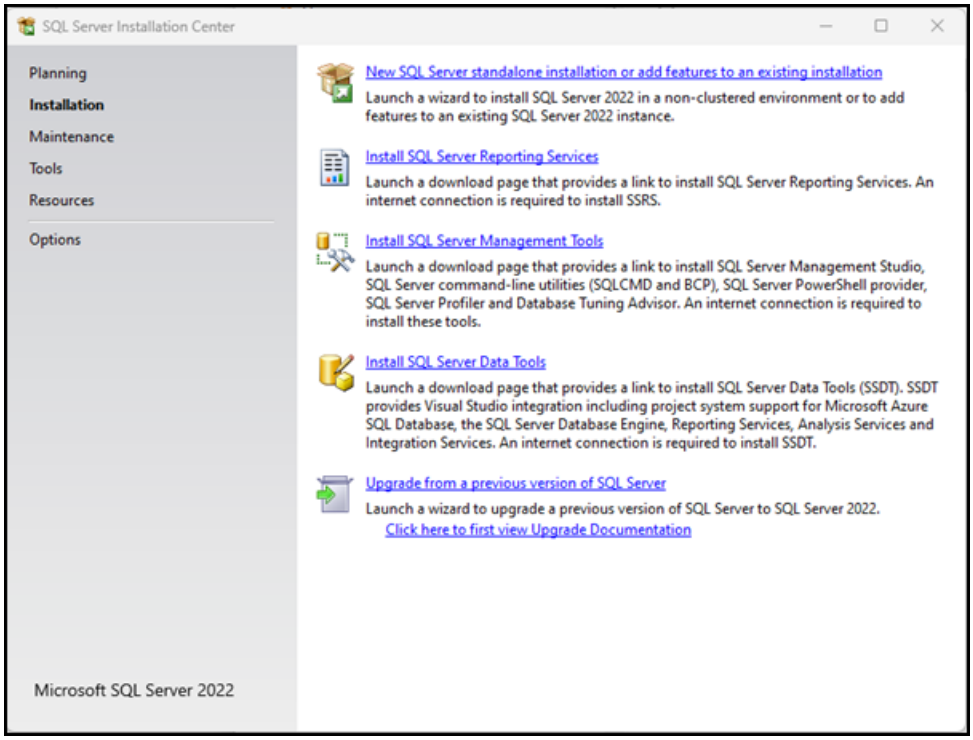
Install Microsoft SQL Server Management Studio (Optional)

Installing Microsoft SQL Server Management Studio (SSMS) is optional. You do not need to use SSMS to backup, restore, connect, or configure the RMH store or central databases. Instead, you can use the RMH Store Administrator or RMH Central Administrator apps to manage the RMH databases. However, if you are already familiar with SSMS, you may prefer to use it for database management.

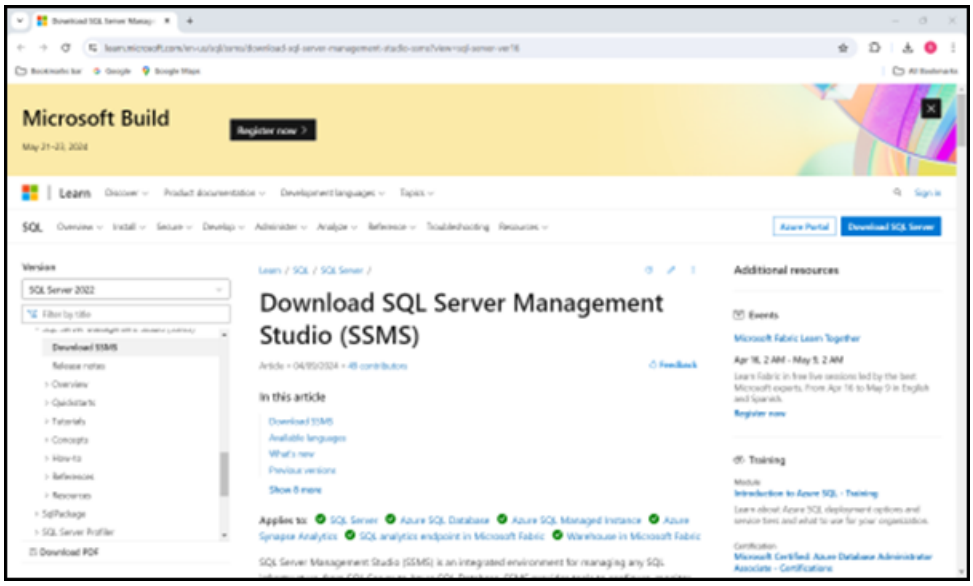
This topic demonstrates how to install **SSMS**. It is provided as an example only. Refer to the official Microsoft documentation if you install SSMS in stores.

1. Download and open the SQL Server installation package.

2. On the **SQL Server Installation Center** screen, click **Install SQL Server Management Tools**.



The link opens a web page where you can download SQL Server Management Studio.



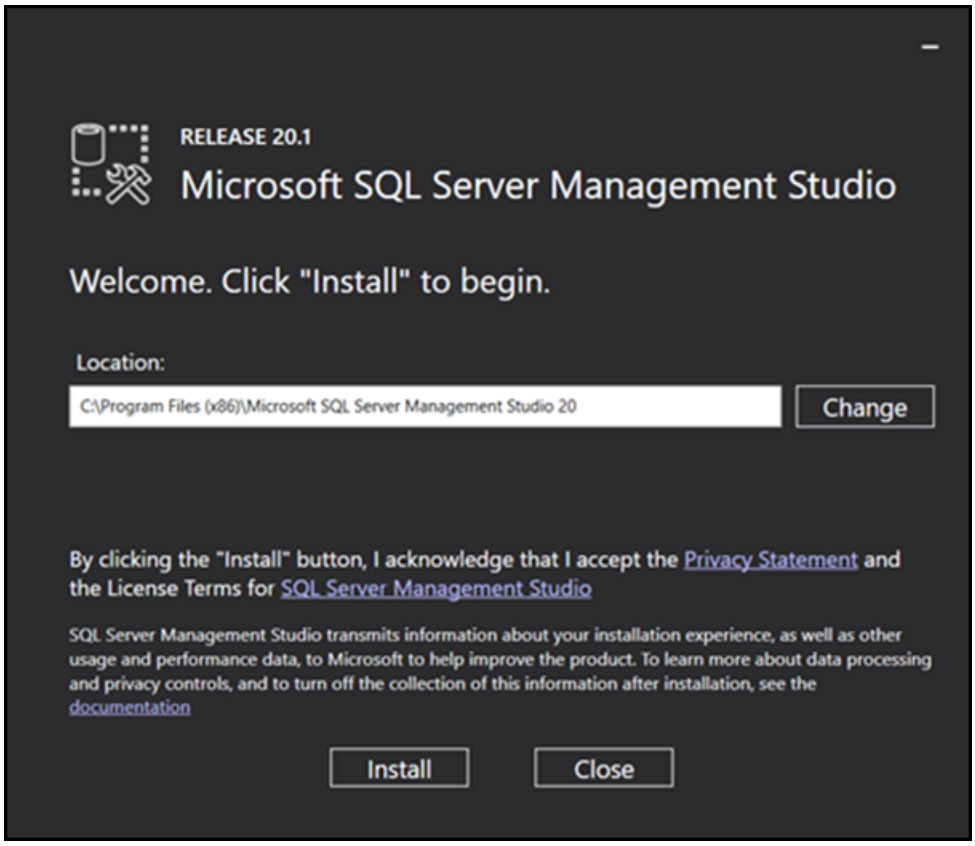
3. Click **Download SSMS**.

4. Click **Download SQL Server Management Studio (SSMS)**.

5. Go to your **Downloads** folder.

6. Double-click **SSMS-Setup-ENU.exe**.

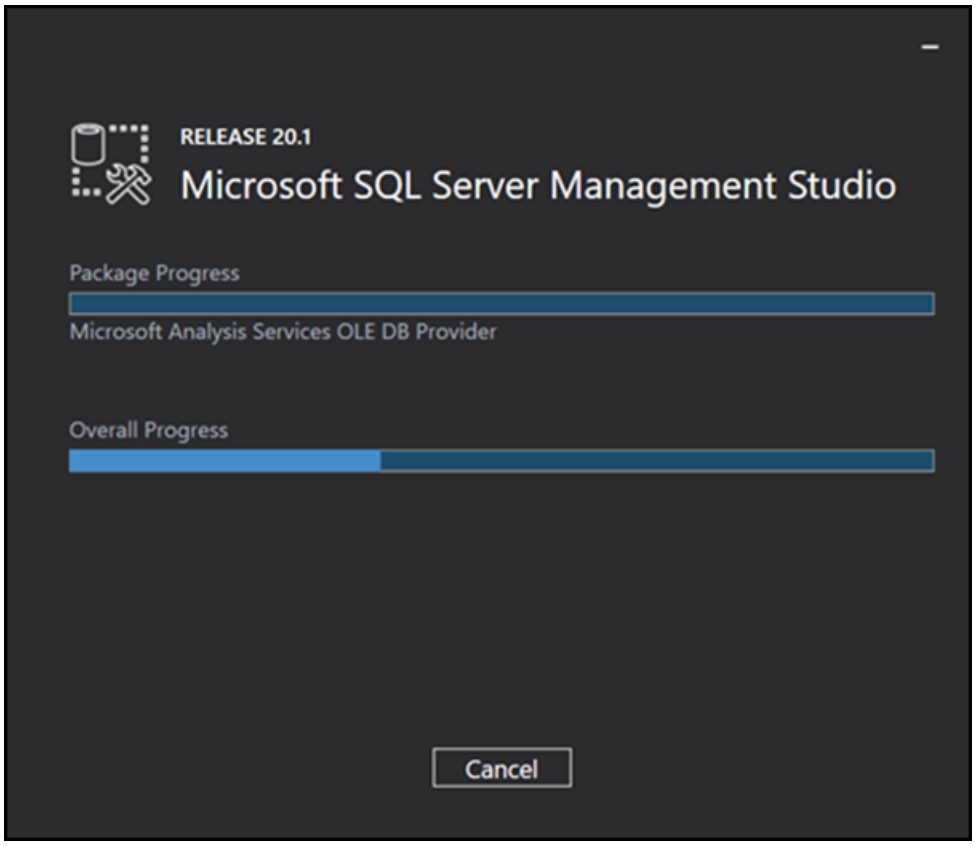
7. On the **Welcome** screen, select the location where you would like to install SSMS.



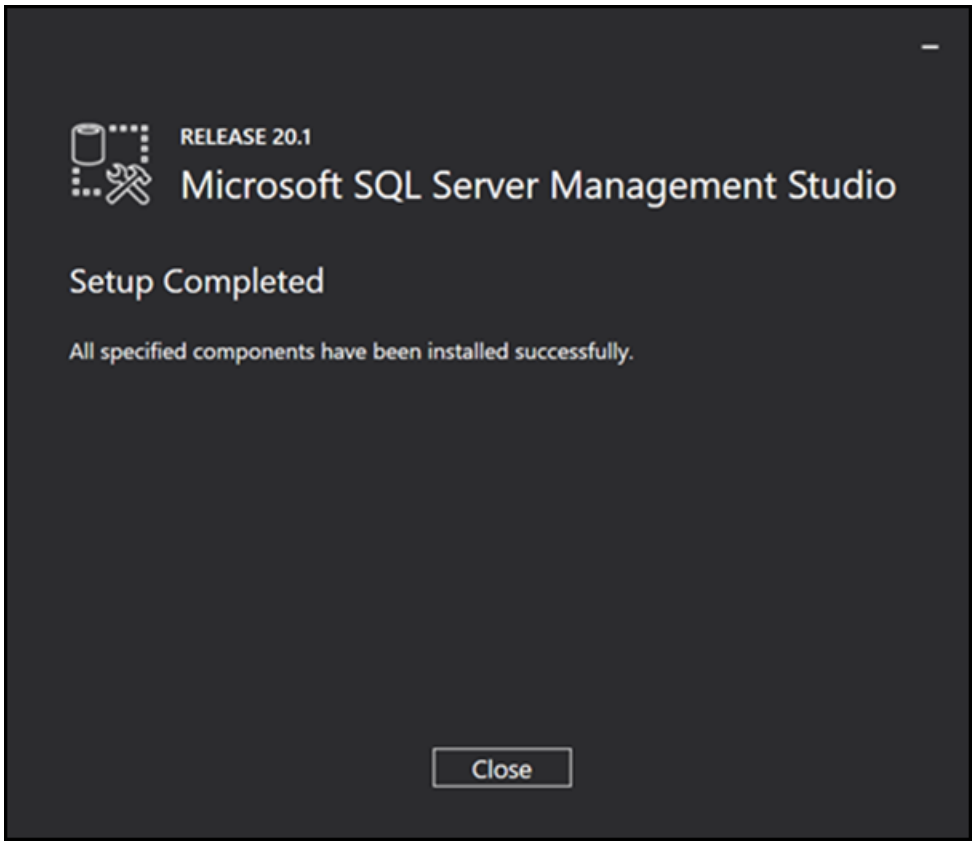
8. Click **Install**.

9. If prompted **Do you want to allow this app to make changes to your device?**, click **Yes**.

10. Wait while installation and configuration are completed. This may take a few minutes.



11. On the **Setup Completed** screen, click **Close**.

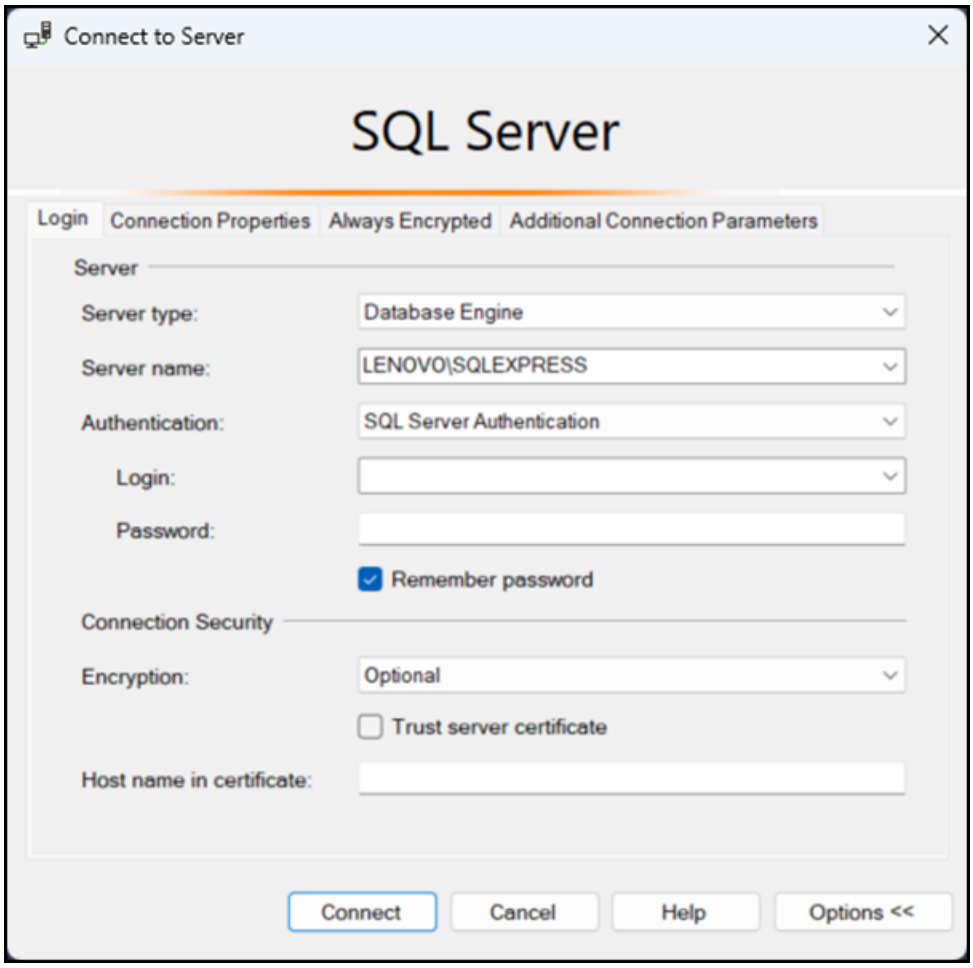


12. Open **SSMS**.

> **Note:** If you had a previous version of SSMS installed, you may be prompted to import your SSMS user settings.

13. From **Authentication** drop-down, select **SQL Authentication**.

> **Warning!** If you use Windows Authentication, the owner of the database will be the Windows user. If you use SQL Server Authentication, the owner of the database is the system account.



14. Enter the **Login** and **Password** for the system account.

15. (Optional) Select **Remember password**.

16. From the **Encryption** drop-down, select **Optional**.

17. Click **Connect**.

Enable TCP/IP and open port 1433

In most cases, Microsoft SQL Server will be running on a remote computer. You need to enable TCP/IP for the SQL Server instance and open port 1433 in the Windows fire-wall to allow the RMH apps to communicate with SQL Server.

This topic demonstrates how to enable TCP/IP in **SQL Server Configuration Manager** and how to open port 1433 in **Windows Defender Firewall**. It is provided as an example only. There are many ways to enable TCP/IP and open port 1433. Refer to the official Microsoft documentation for managing protocols and opening ports.

Enable TCP/IP

1. Open **SQL Server Configuration Manager**.
2. In the left pane, expand **SQL Server Network Configuration**.
3. Click **Protocols for <SQL Server instance name>**.
4. In the right pane, right-click **TCP/IP** and select **Enable**.
5. A warning dialog displays with the message **Any changes made will be saved; however, they will not take effect until the service is stopped and restarted**. Click **OK**.
6. In the left pane, click **SQL Server Services**.
7. In the right pane, right-click **SQL Server <SQL Server instance name>** and select **Restart**.

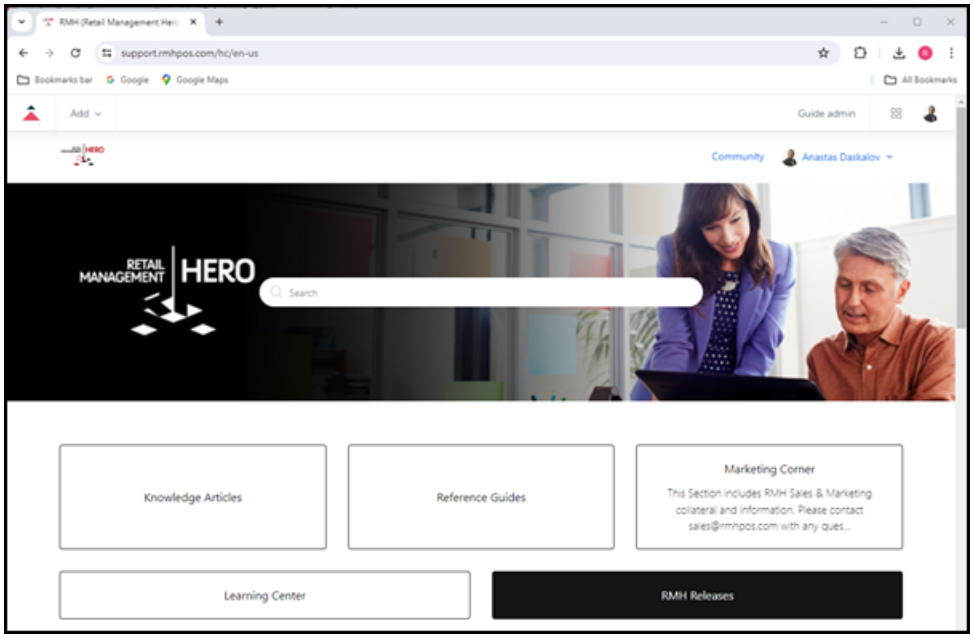
Open port 1433

1. Open **Windows Defender Firewall with Advanced Security**.
2. Click **Inbound Rules**.
3. Under **Actions**, click **New Rule**.
4. Select **Port** and click **Next**.
5. Select **TCP**.

6. Select **Specific local ports**, enter **1433**, and click **Next**.
7. Select **Allow connection** and click **Next**.
8. Accept all defaults (Domain, Private, Public) and click **Next**.
9. Enter a **Name** for the rule.
10. (Optional) Enter a **Description** for the rule.
11. Click **Finish**.

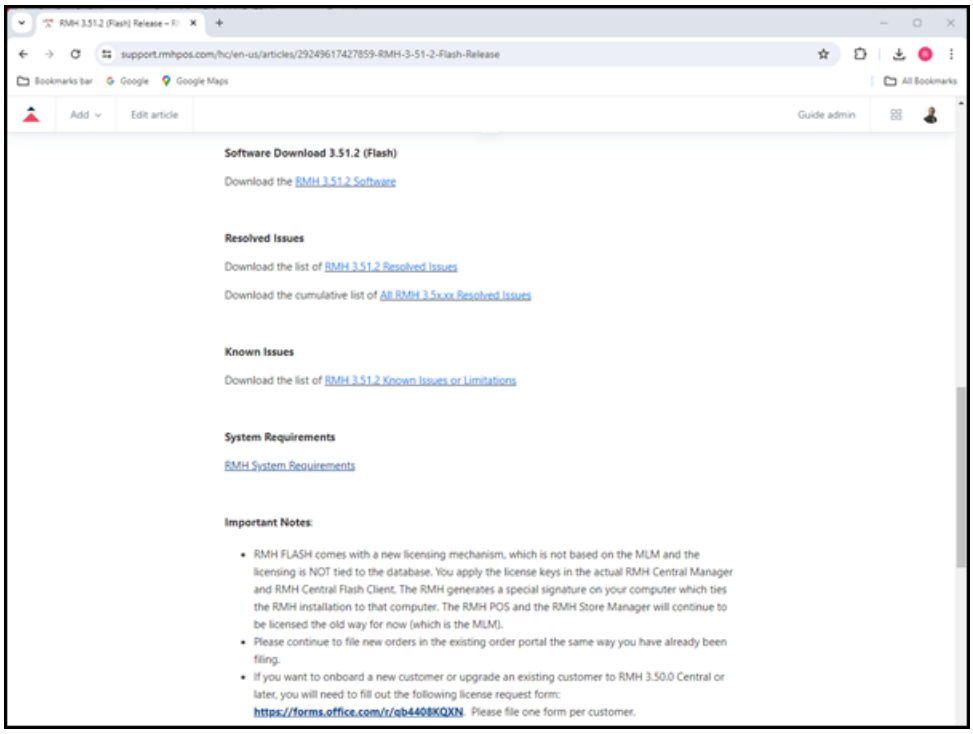
Download the RMH release package

1. Go to support.rmhpos.com.
2. Click **RMH Releases**.



3. Click the link for the release package.

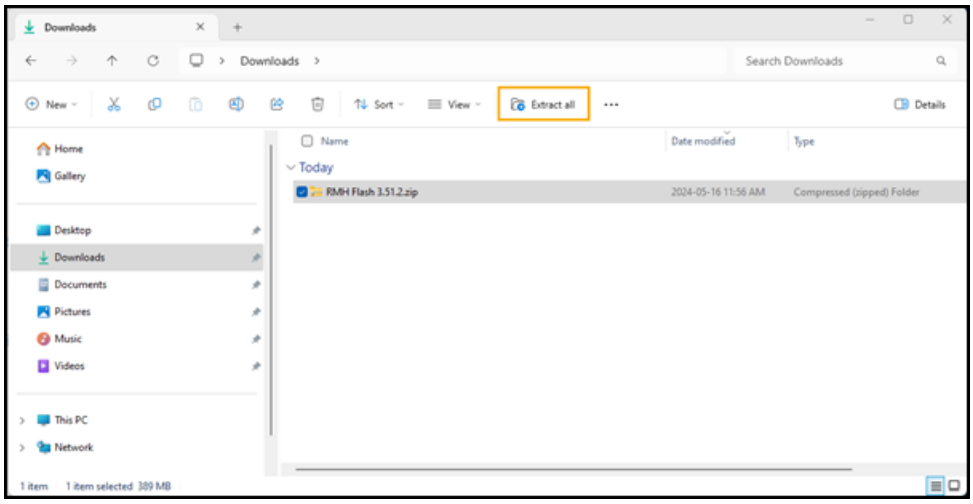
4. Download and review all **Resolved Issues** and **Known Issues** to determine whether installing this version of the RMH apps is appropriate for the store.



5. Under **Software Download**, click the link to download the release package.

6. Go to your **Downloads** folder.

7. Select the release package and click **Extract all**.



8. Click **Browse**, navigate to the location where you want to extract the release package files, and click **Select Folder**.

9. Click **Extract**.

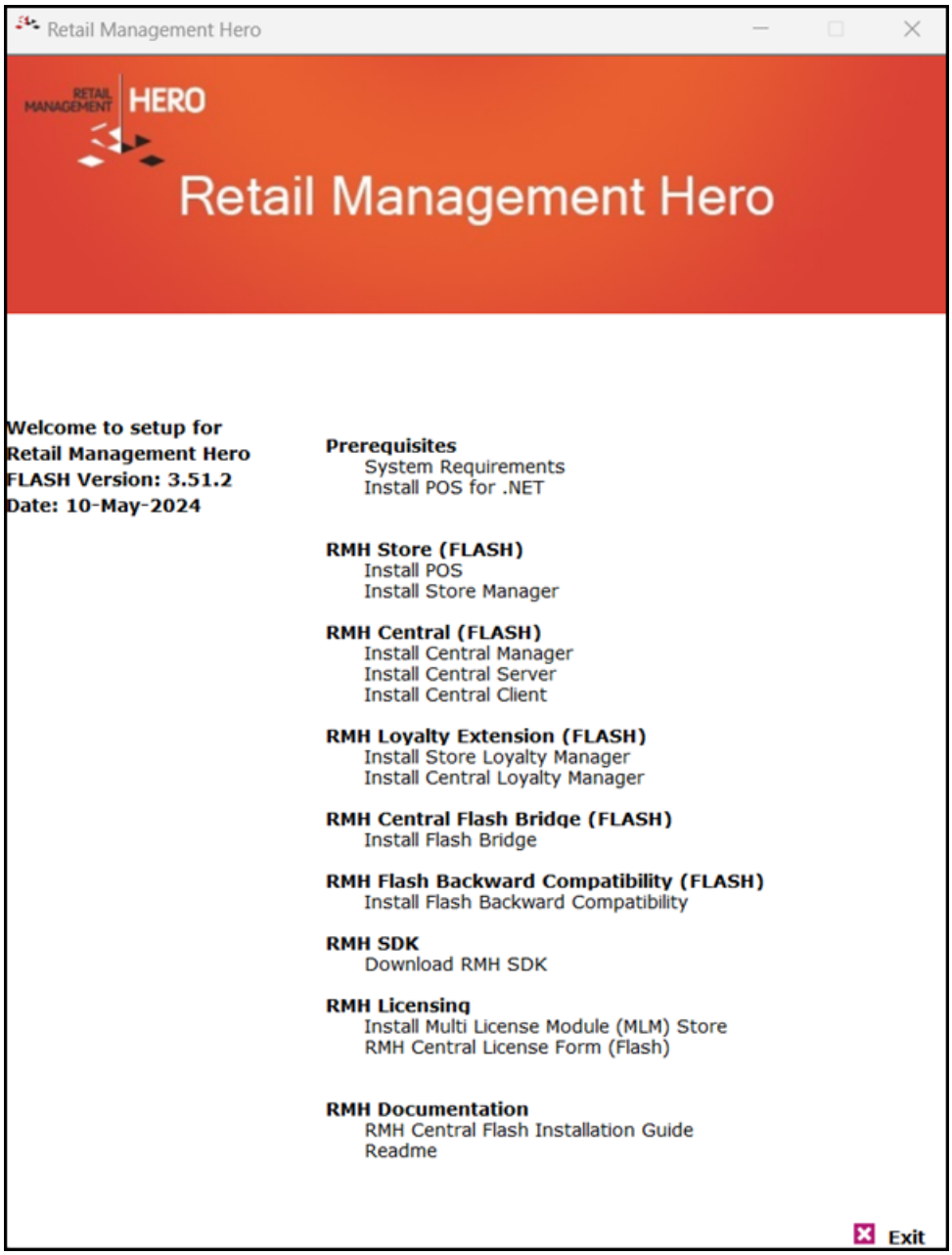
Install Store Manager

> **Pre-requisites:** You must install .NET on any computer running an RMH app. Refer to Install .NET for more information.

1. Go to the location where you extracted the release package files.

2. Double-click **Setup.exe** to open the setup wizard.

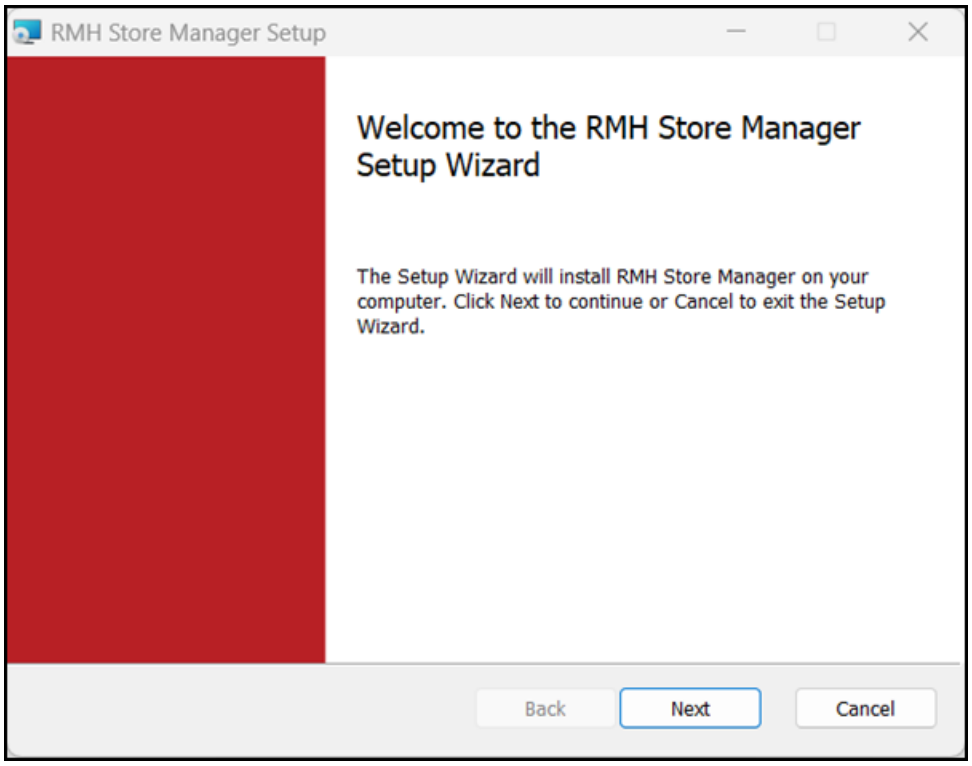
> **Note:** You must have administrative privileges on the computer to install RMH apps.



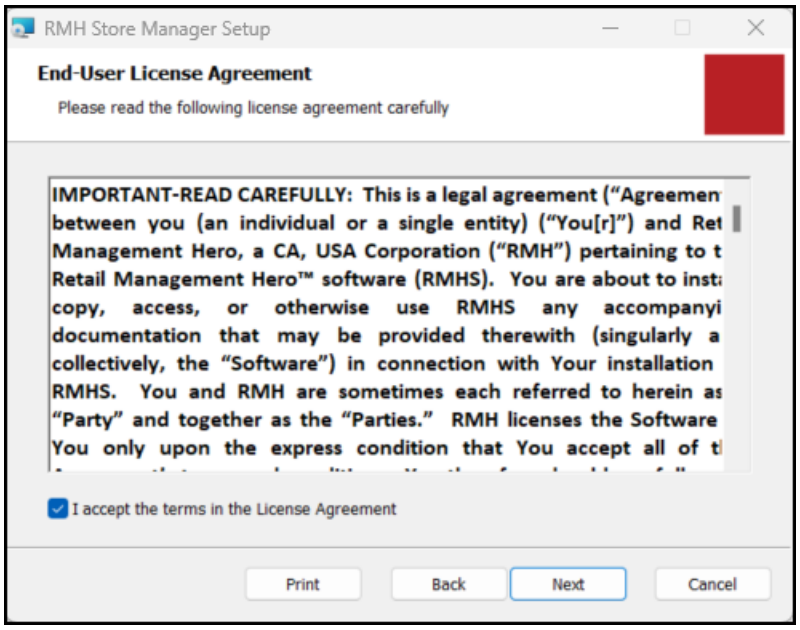
3. Under **RMH Store (FLASH)**, click **Install Store Manager**.

> **Note:** Alternately, you can go to the **RMH Store Manager** folder and double-click **RMH.Store.Manager.msi**.

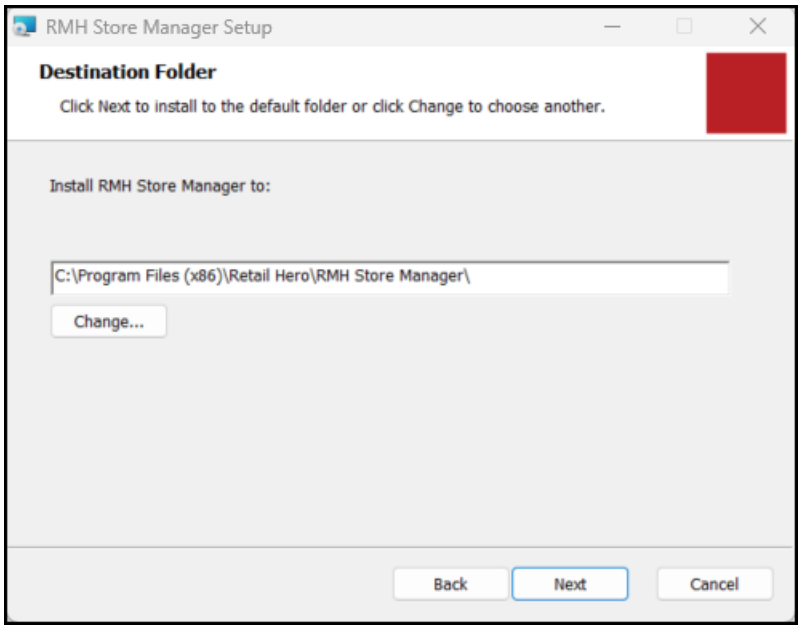
4. Click **Next**.



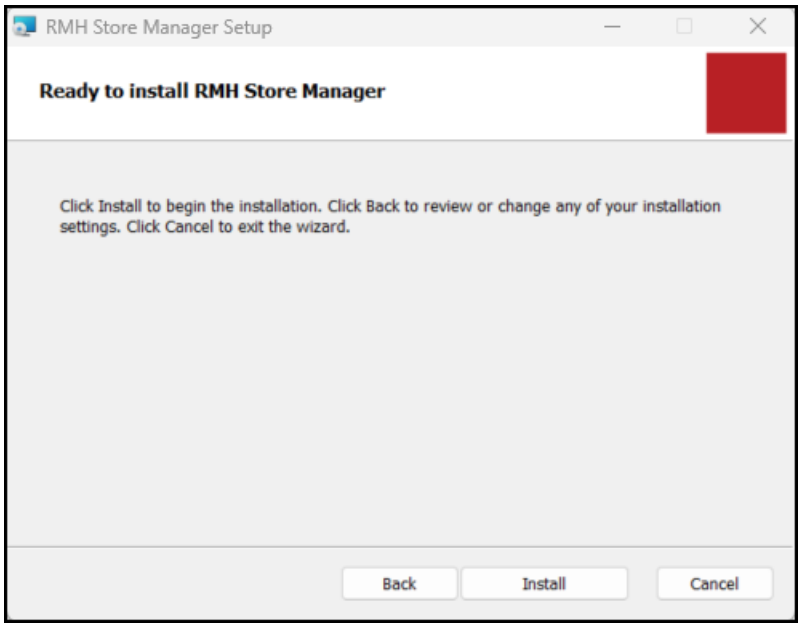
5. On the **End-User License Agreement** screen, select **I accept the terms in the License Agreement**, and click **Next**.



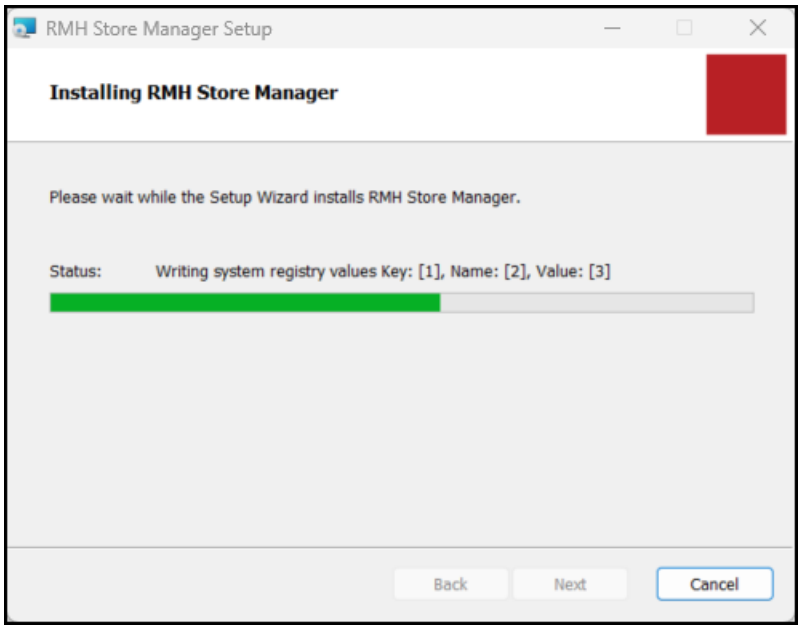
6. On the **Destination Folder** screen, select the installation folder for Store Manager and click **Next**.



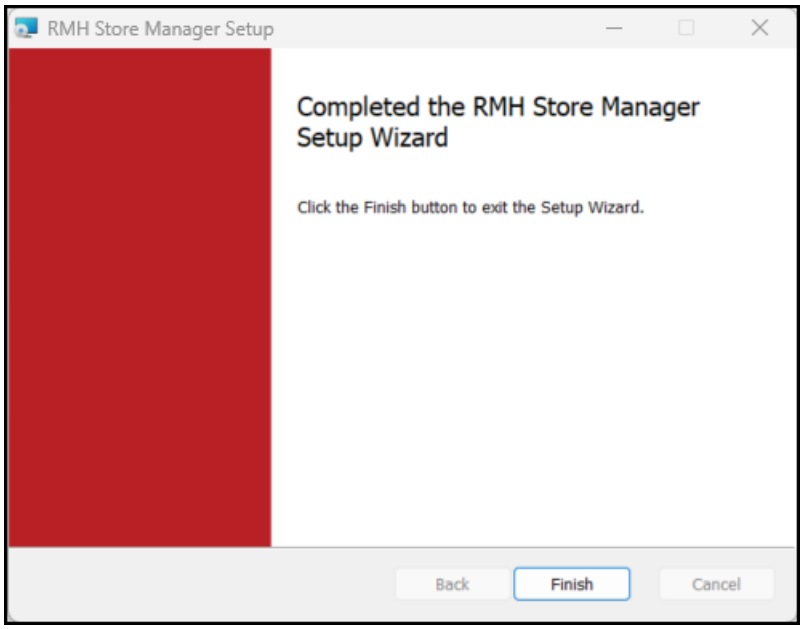
7. Click **Install**.



8. Wait while installation is completed. This may take a few minutes.



9. Click **Finish**.



Configure the connection to SQL Server and the store database

Pre-requisites: You must restore or create the store database prior to connecting to it. You can use the sample store database to start. You can find sample store

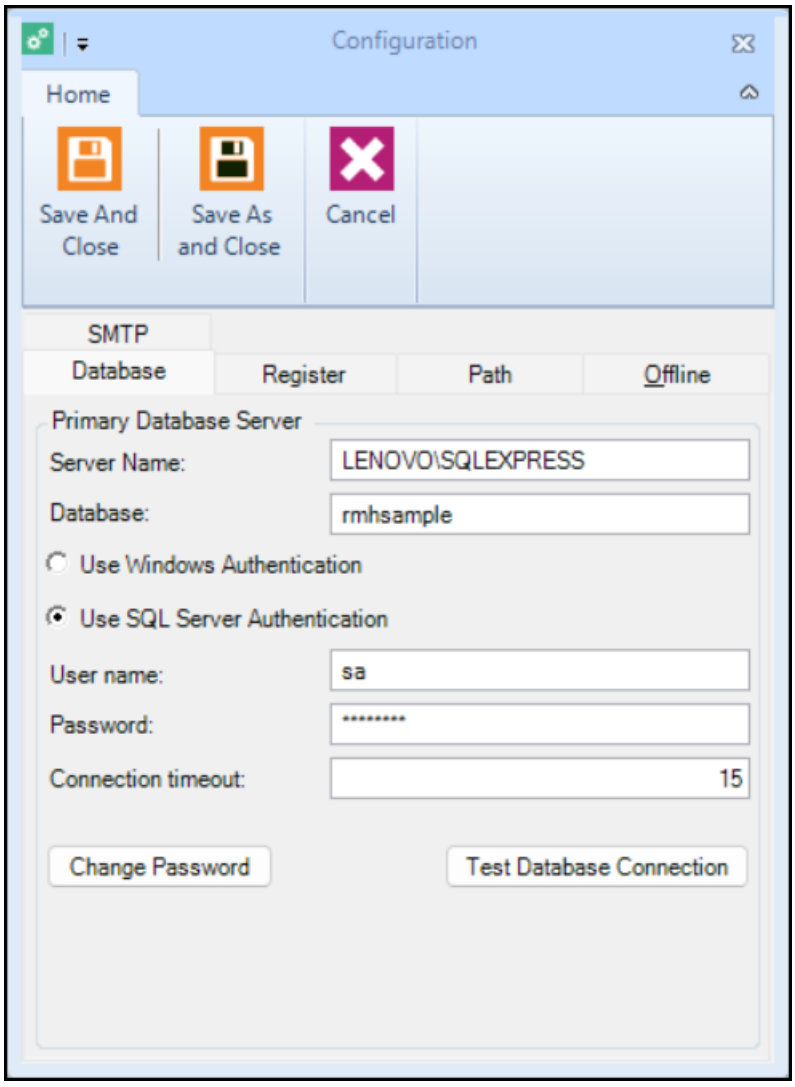
databases under **C:\Program Files (x86)\Retail Hero\RMH Store Manager\DBFiles**.

1. Open **Store Administrator**. The shortcut should be available on your desktop.

2. Click **Configuration**.

3. In the **Server Name** field, type the **host name** of the computer where you installed SQL server, a backwards slash (\), and the name of the SQL Server instance.

> **Note:** If you installed Microsoft SQL Server, POS, and Store Manager on the same computer, you can enter a period, (local), or localhost into this field.

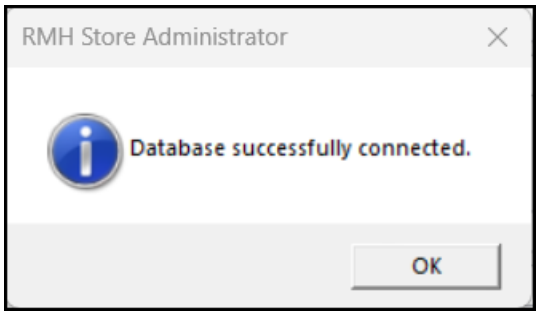


4. In the **Database** field, type the name of the store database.

5. Select **Use SQL Server Authentication**.

6. Enter the **User name** and **Password** for the system account.

7. Click **Test Database Connection**. You should see the message **Database successfully connected**.



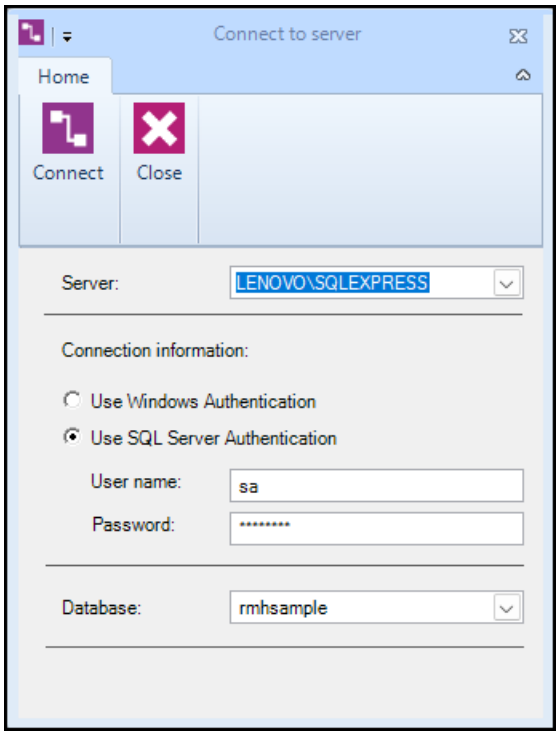
8. Click **Save And Close**.

Connect to SQL Server and the store database

1. Open **Store Administrator**. The shortcut should be available on your desktop.

2. Click **Connect**.

3. In the **Server** field, select the **host name** of the computer where you installed SQL server and the name of the SQL Server instance.



4. Under **Connection information**, select **Use SQL Server Authentication**.

5. Enter the **User name** and **Password** for the system account.

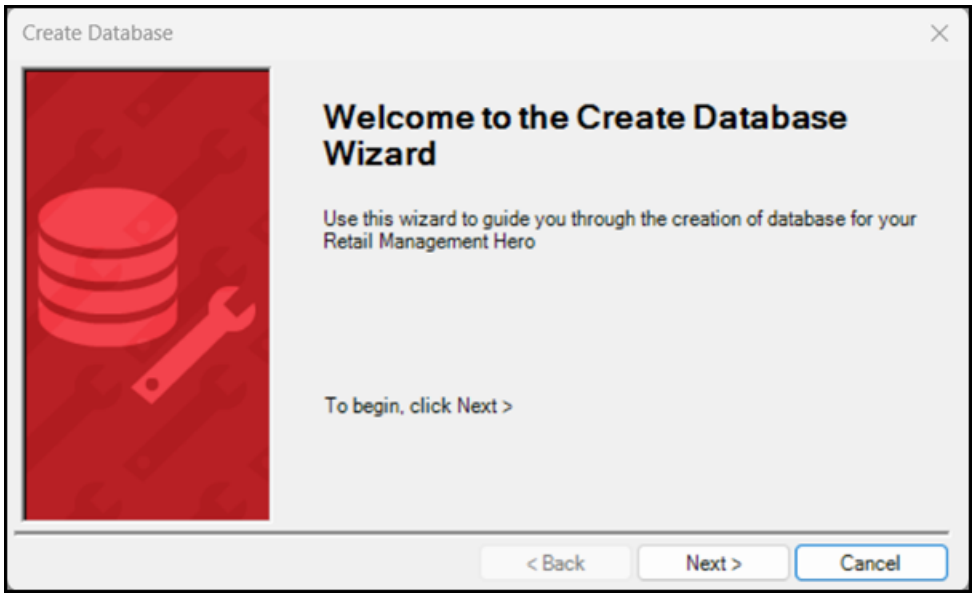
6. From **Database**, select the store database.

7. Click **Connect**. You will notice that the functions in the **Database** menu are now accessible.

Create a new store database (Optional)

1. In **Store Administrator**, on the **Database** menu, click **Create**.

2. Click **Next**.

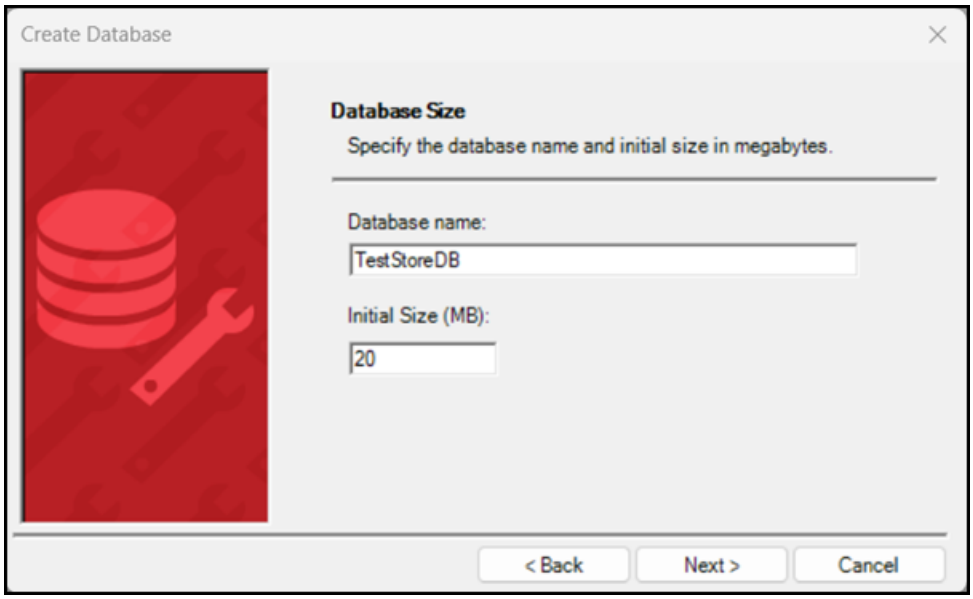


3. On the **Database Size** screen:

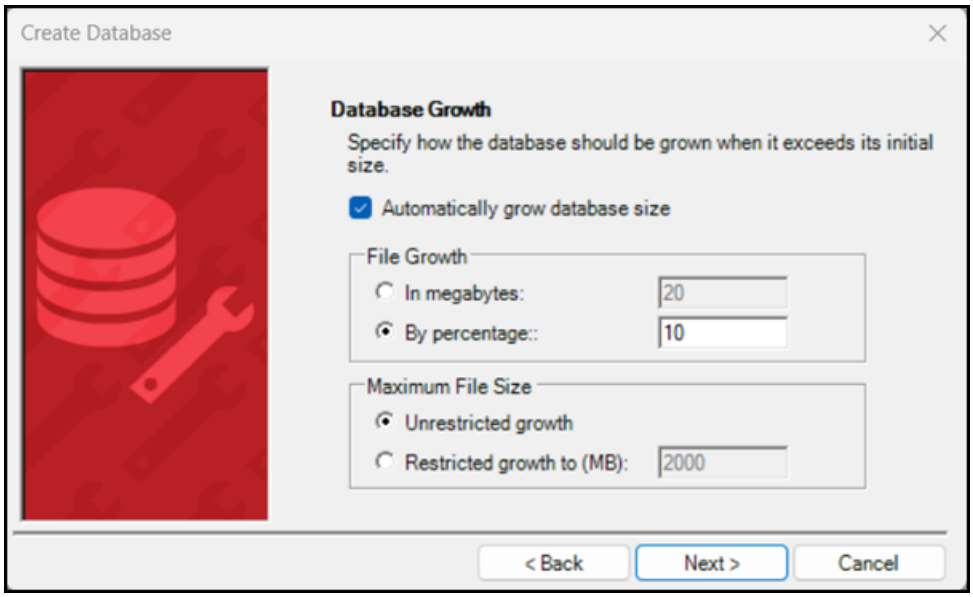
    a. In the **Database name** field, type a name for your store database.

    b. Do not change the **Initial Size (MB)** field. This just sets the initial size of the store database.

    c. Click **Next**.



4. On the **Database Growth** screen, accept the defaults and click **Next**. The store database size will automatically increase as required.



5. On the **Populate Database** screen:

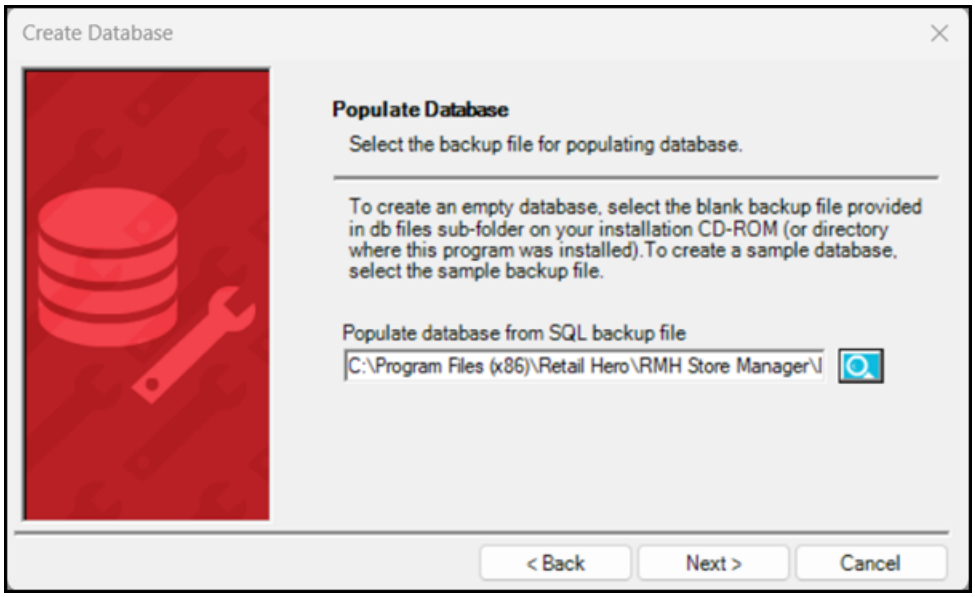
   a. Click the **Browse** icon.

   b. Select a database backup file.

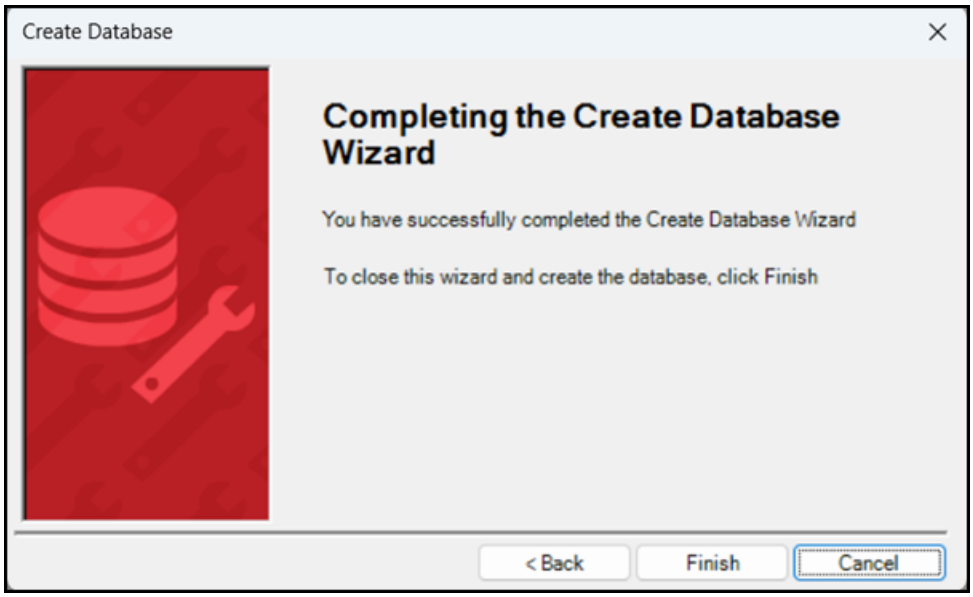
   c. Click **Open**.

   d. Click **Next**.

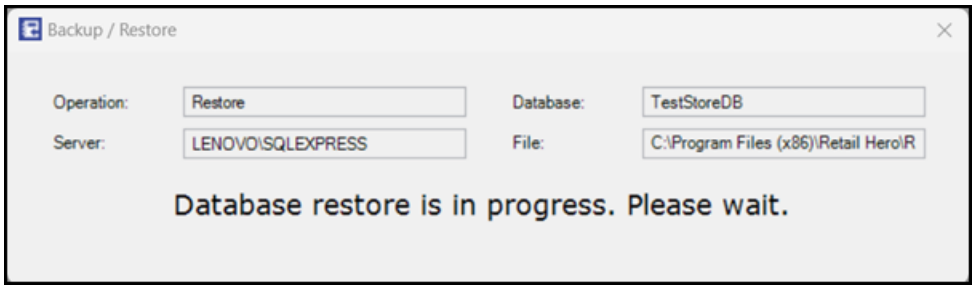
> **Note:** You can select any Store Manager database backup file, including the **rmhdb.bck** or **rmhsample.bck** databases located under **C:\Program Files (x86)\Retail Hero\RMH Store Manager\DBFiles**.



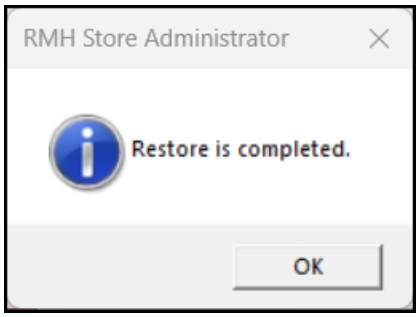
6. Click **Finish**.



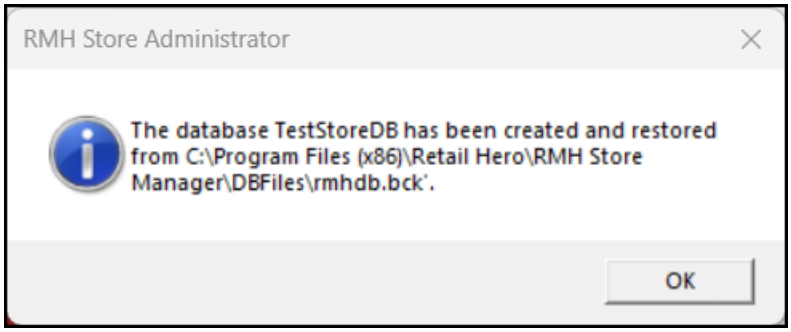
7. Wait while Store Administrator restores the backup. This may take a few minutes.



8. Click **OK** when the restore is complete.



9. Click **OK** when the database creation is complete.



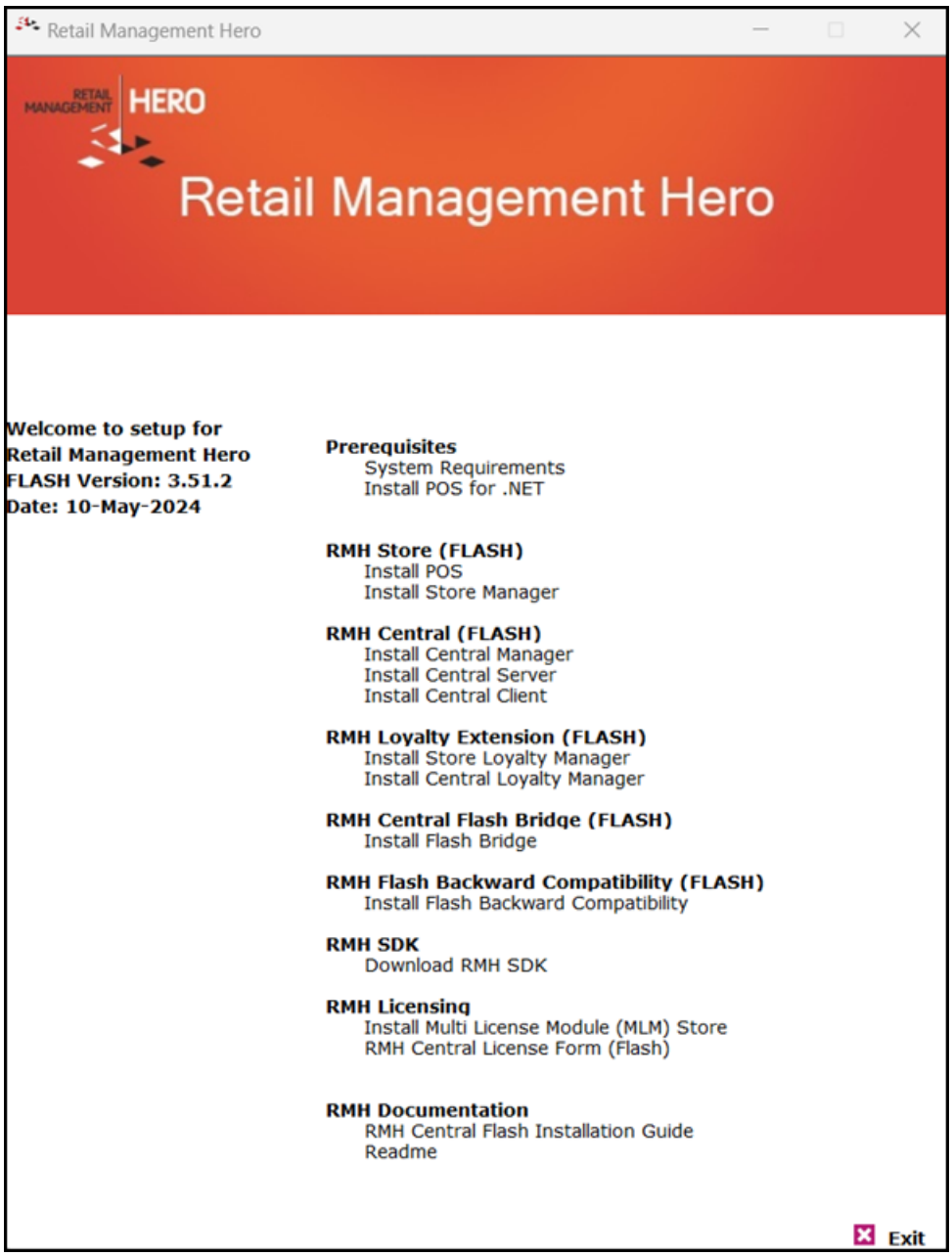
> **Note:** To switch to the new database, click **Configuration**, enter the database name in the **Database** field, click **Test Database Connection**, and if the connection is successful, click **Save And Close**.

Install MLM

1. Go to the location where you extracted the release package files.

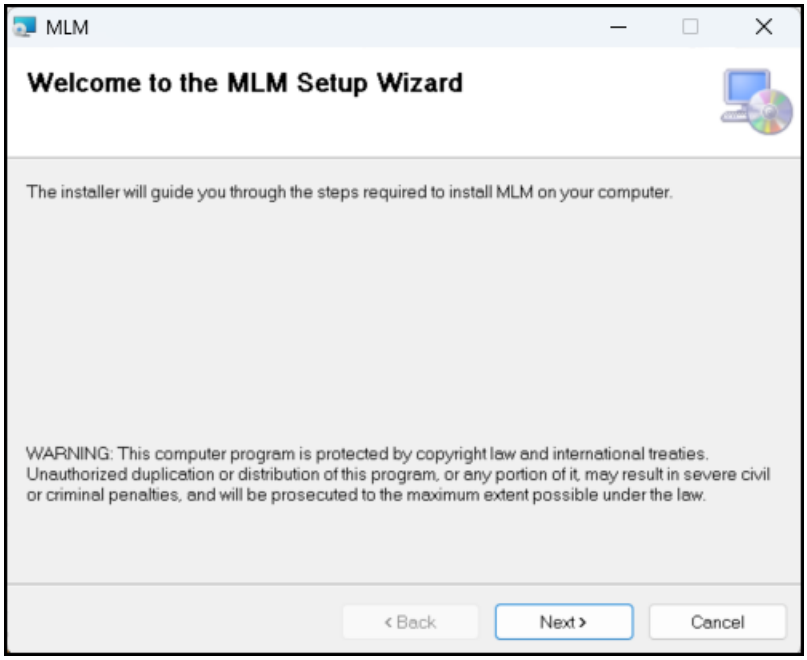
2. Double-click **Setup.exe** to open the setup wizard.

> **Note:** You must have administrative privileges on the computer to install RMH apps.

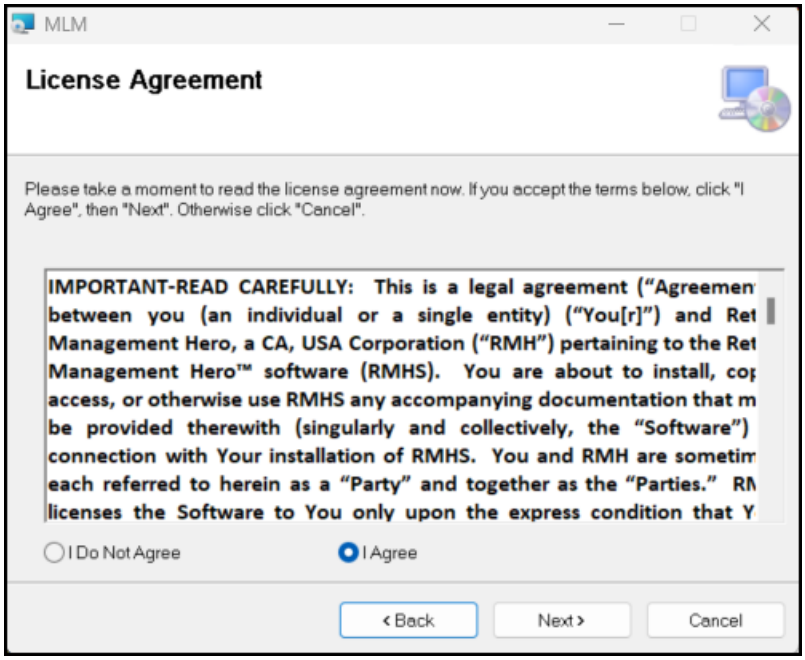


3. Under **RMH Licensing**, click **Install Multi License Module (MLM) Store**.

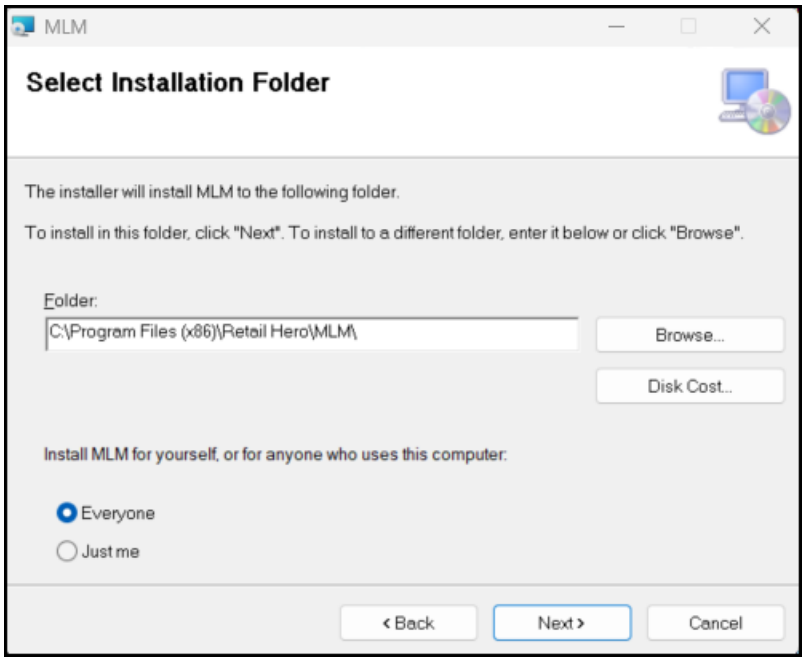
4. On the **Welcome to the MLM Setup Wizard** screen, click **Next**.



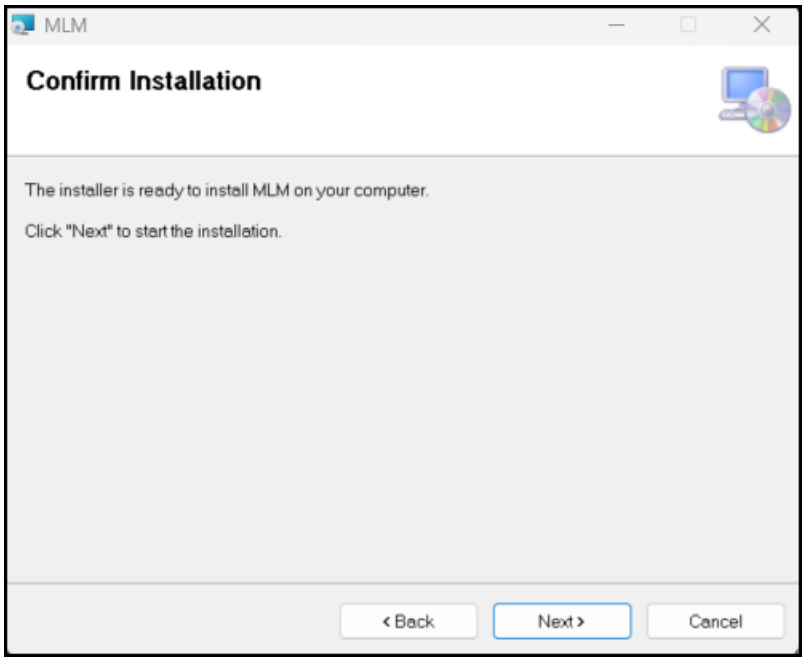
5. On the **License Agreement** screen, select **I Agree**, and click **Next**.



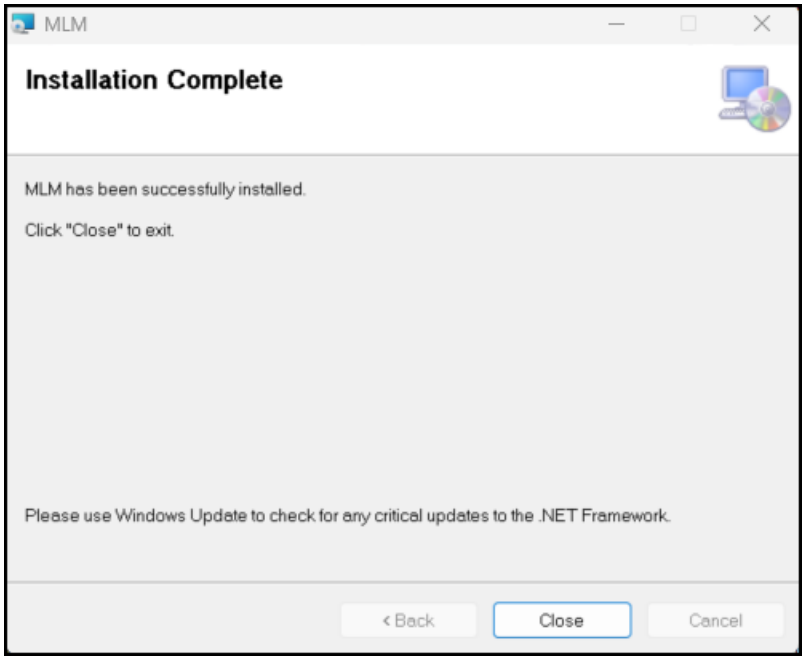
6. On the **Select Installation Folder** screen, select the installation folder for MLM, select **Everyone**, and click **Next**.



7. On the **Confirm Installation** screen, click **Next**.



8. On the **Installation Complete** screen, click **Close**.



Activate the Store Manager and POS licenses

1. Open **MLM**. The shortcut should be available on your desktop.

2. On the **Configuration** screen:

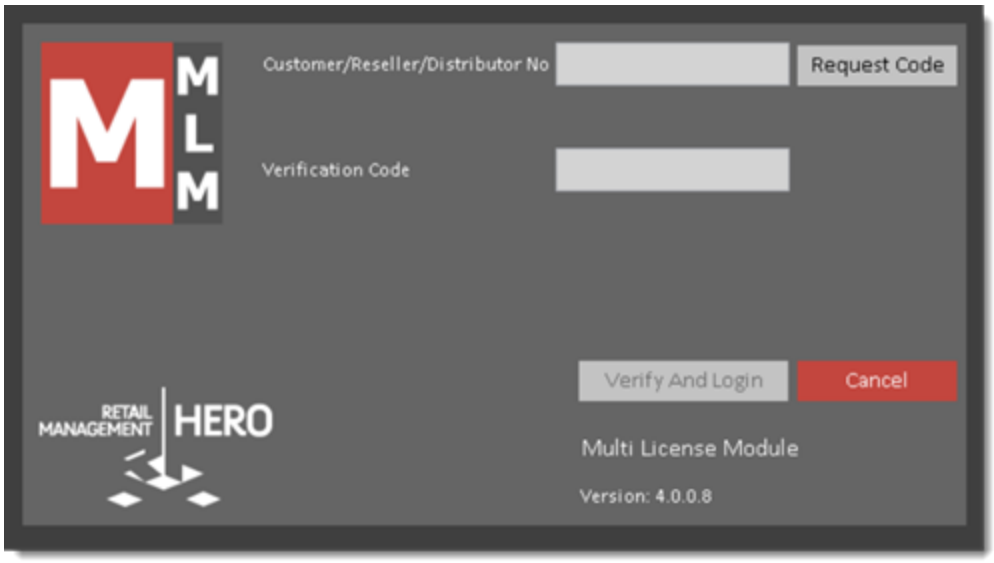
    a. Confirm that the MLM is connecting to the correct SQL Server instance and database.

    b. Select **Use SQL Server Authentication** and enter the **User name** and **Password**.

    c. Click **Test Database Connection**.

    d. If the connection is successful, click **Save And Close**.

3. In the **Customer/Reseller/Distributor No** field type your number.



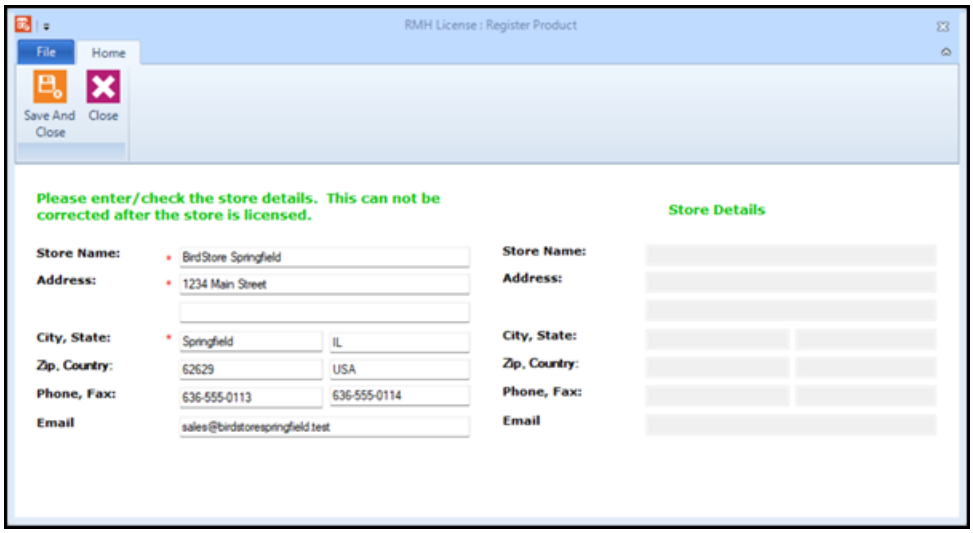
4. If this is the first time you are activating a license for the database, enter your email address into the **Email** field.

5. Click **Request Code**. A verification code is generated and sent to your email. Go to your email and copy that code.

6. In the **Verification Code** field, type or paste the verification code.

7. Click **Verify And Login**.

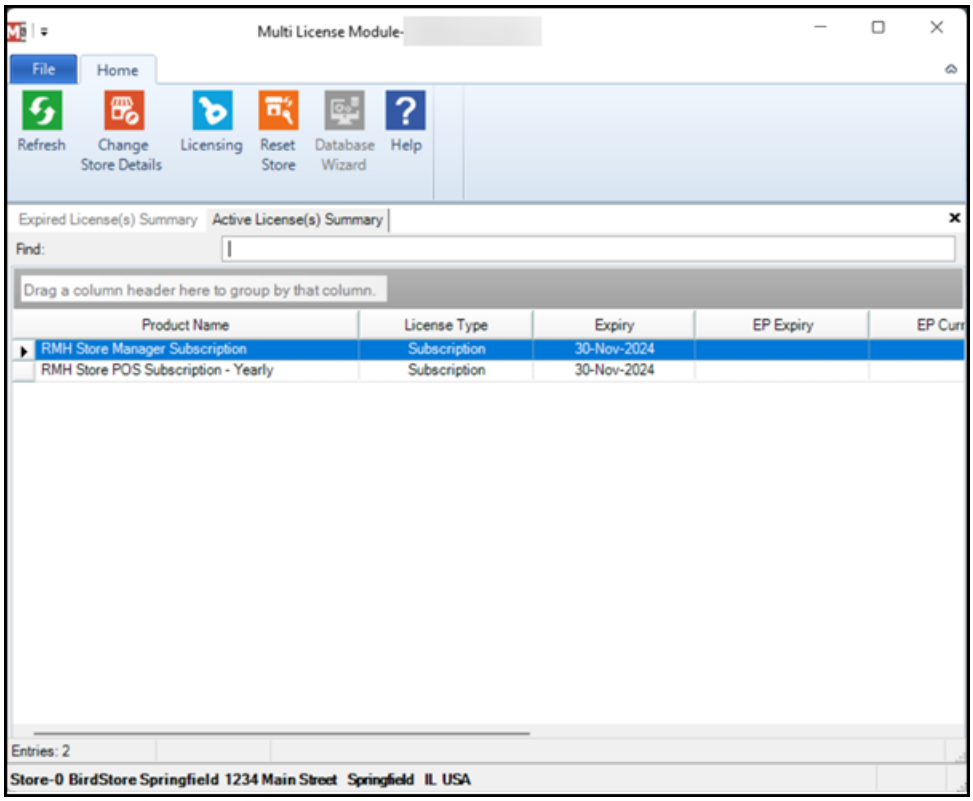
8. If this is a new store database, enter the store details and click **Save And Close**.



9. Click **Yes** to confirm the store details.

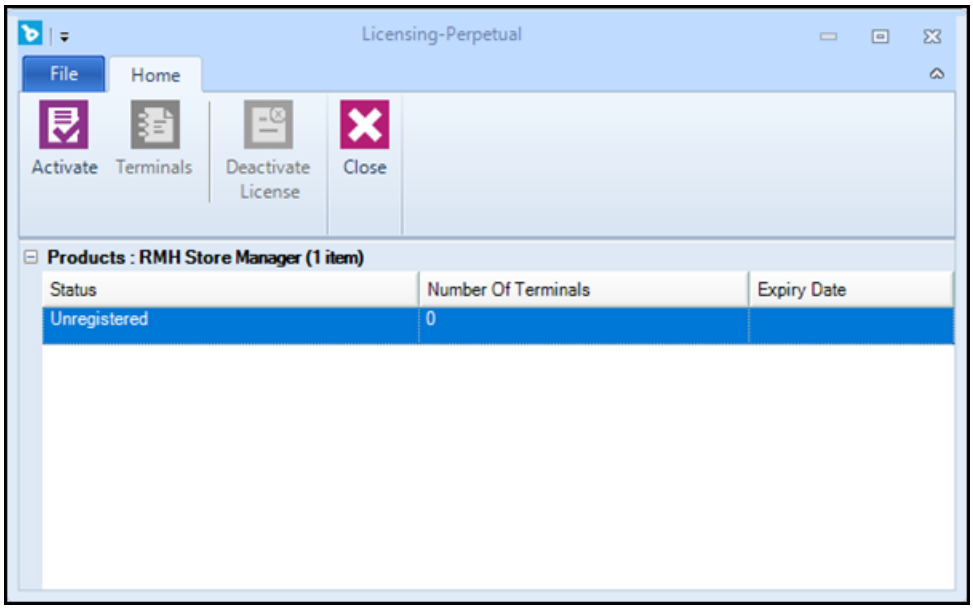
10. In the **Product Name** column, select your **Store Manager** license type (**Base Pack** or **Subscription**).

> **Note:** Always enable your Store Manager license type (Base Pack or Subscription) before you enable registers.



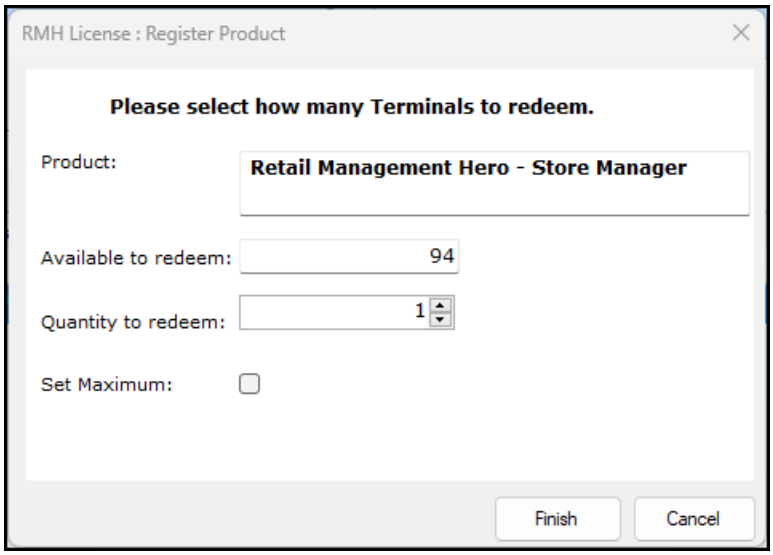
11. Click **Licensing**.

12. Under **Status**, select the **Unregistered** line.



13. Click **Activate**.

14. From **Quantity to redeem**, select **1**.

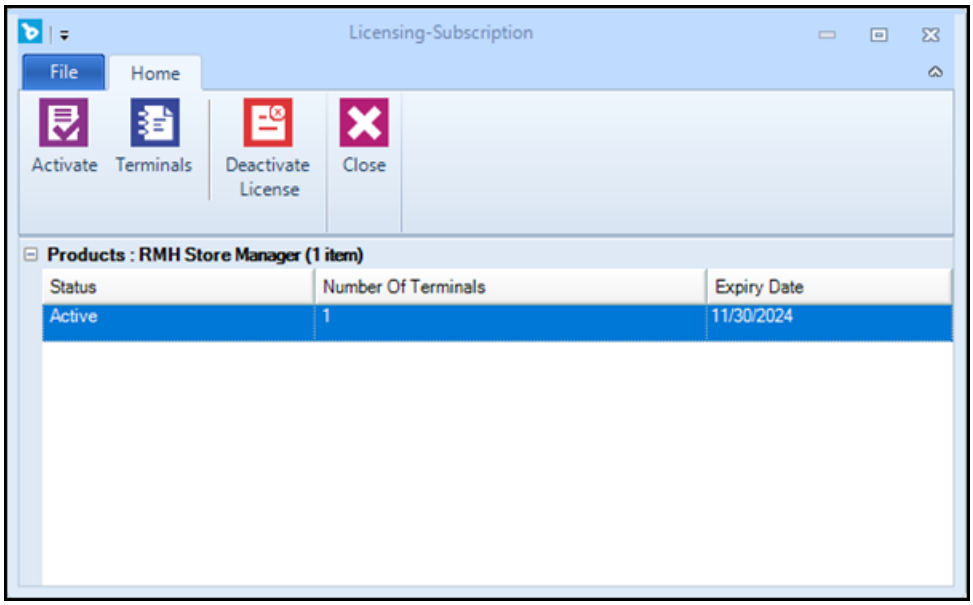


15. Click **Finish**.

16. Click **Yes** to confirm.

17. Click **OK**.

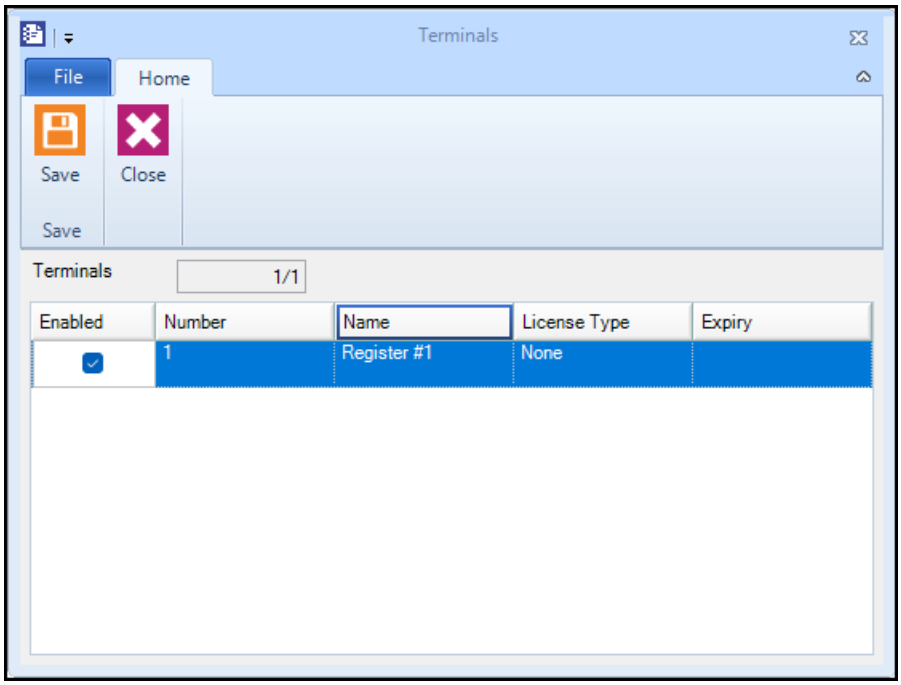
18. Under **Status**, select the **Active** line.



19. Click **Terminals**.

20. In the **Enabled** column, click the check box beside **Register #1**.

> **Note:** In new installations of Store Manager and POS, one register is pre-defined so you can activate your Store Manager license and get started using the system. If you want to enable additional registers, you must first set up the additional registers in Store Manager using **Setup** | **Hardware** | **Register List** and then enable those registers in MLM.

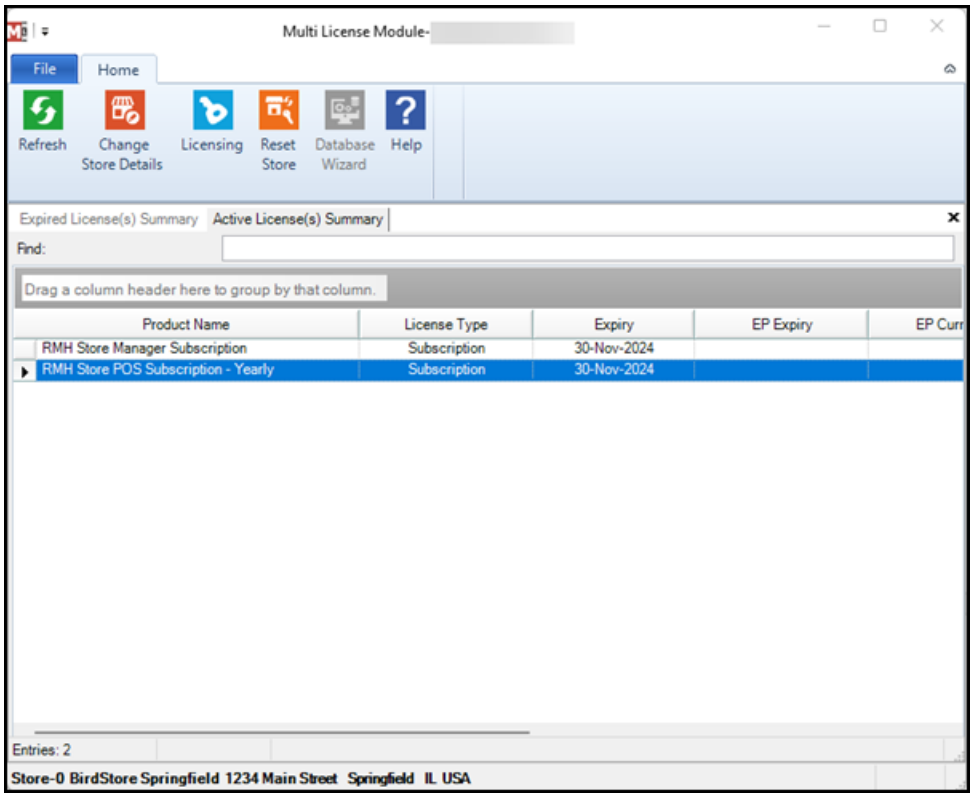


21. Click **Save**.

22. Click **OK** to confirm.

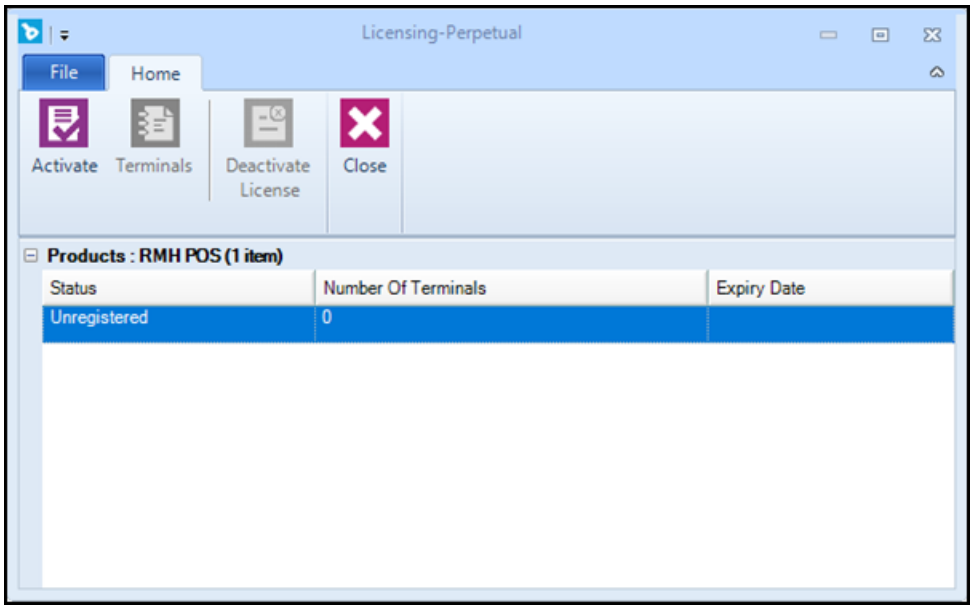
23. Click **Close**.

24. In the **Product Name** column, select your **POS** license type (**Base Pack** or **Subscription**).



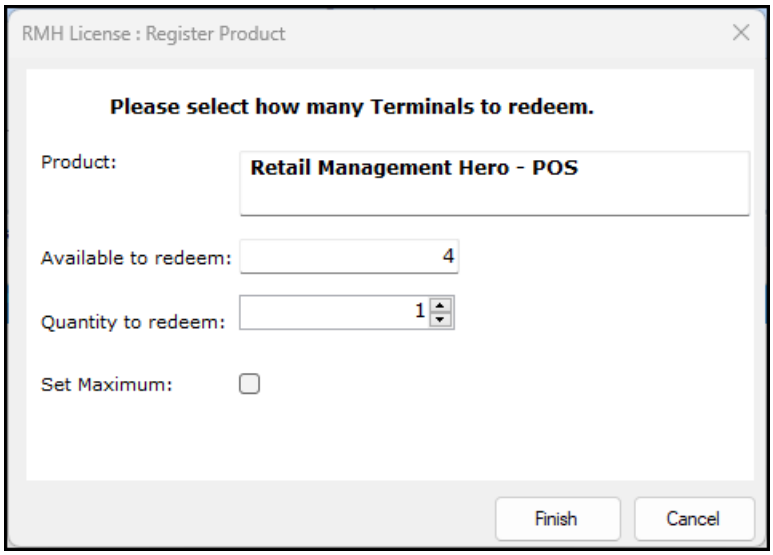
25. Click **Licensing**.

26. Under **Status**, select the **Unregistered** line.



27. Click **Activate**.

28. From **Quantity to redeem**, select **1**.

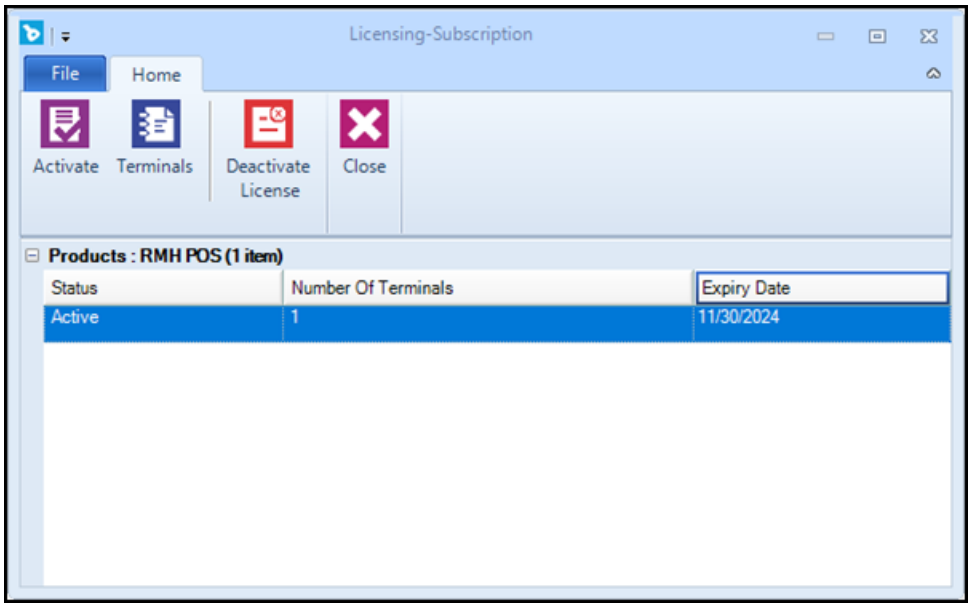


29. Click **Finish**.

30. Click **Yes** to confirm.

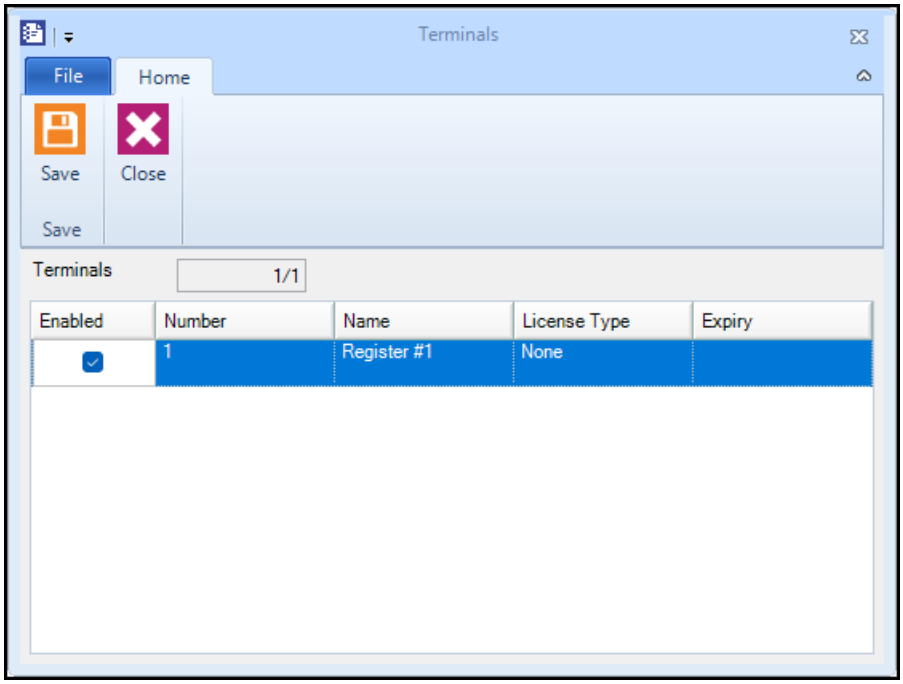
31. Click **OK** to confirm.

32. Under **Status**, select the **Active** line.



33. Click **Terminals**.

34. In the **Enabled** column, click the check box beside **Register #1**.



35. Click **Save**.

36. Click **OK** to confirm.

37. Click **Close**.

    Your license keys for Store Manager and POS are now activated and you can open and use the applications. You can safely exit MLM.

Connect to the licensed store database and force install tables

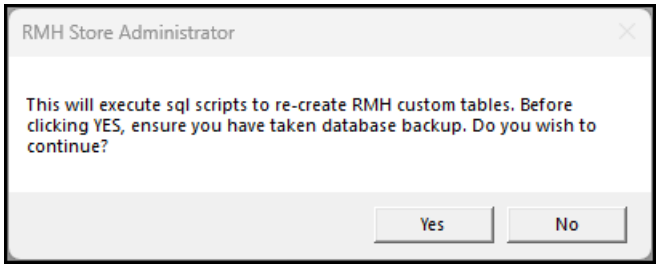
> **Tip:** You can run Force Install Tables as an executable in Command Prompt or PowerShell. This allows you to update or repair the store database without opening Store Administrator or Store Manager. Refer to Run Force Install Tables as an executable for more information.

1. In **Store Administrator**, connect to the licensed store database. Refer to Connect to SQL Server and the store database for more information.

2. In the **Database** pane, click **Force Install Tables**.

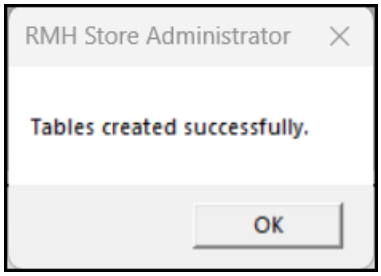
   > **Note:** Starting with release 3.11.14, the Force Install Tables function will no longer create the SYNCGUID column in the RMH or third party app tables. The Prepare Database function will create the SYNCGUID column in the RMH table, but it will no longer create it in third party app tables.

3. Click **Yes** to continue.



4. Wait while Store Administrator executes the SQL scripts to create RMH custom tables in the store database. This may take a few minutes.

5. Click **OK** to close the confirmation dialog.

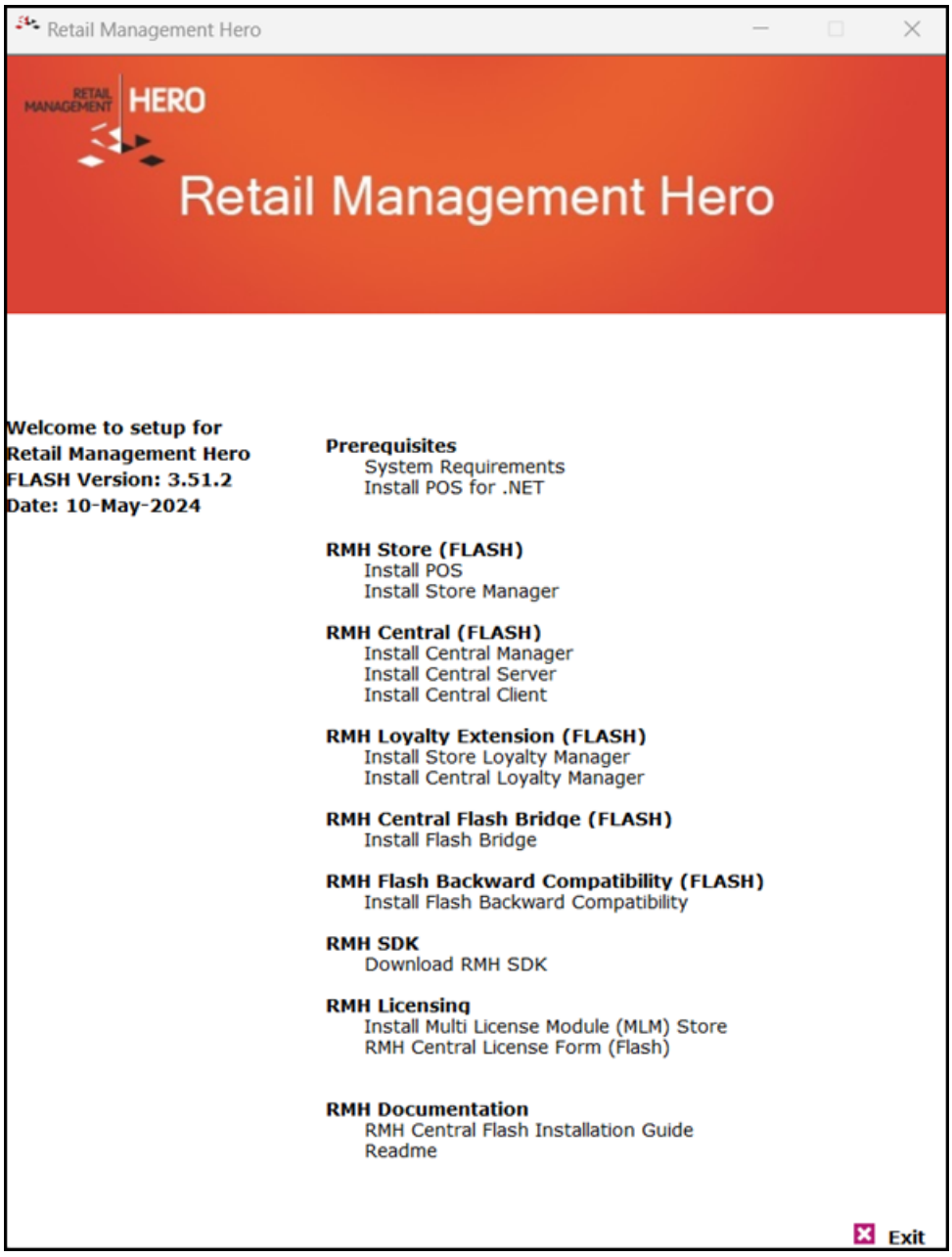


Install POS for .NET

You must install POS for .NET on all computers where POS is installed.

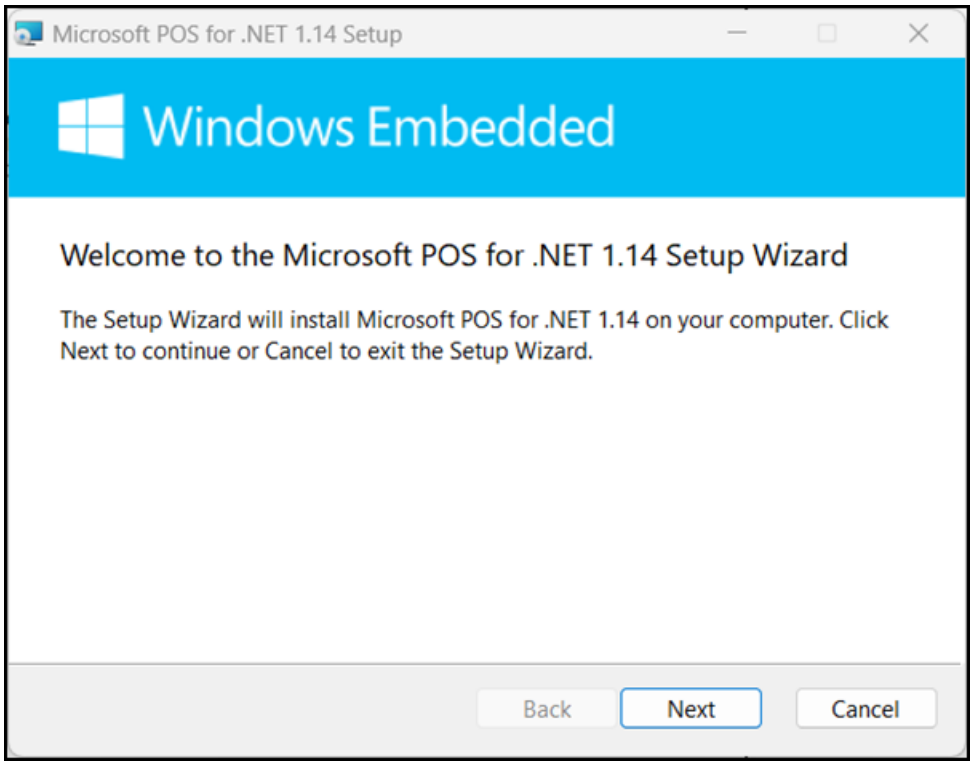
1. Go to the location where you extracted the release package files.
2. Double-click **Setup.exe** to open the setup wizard.

> **Note:** You must have administrative privileges on the computer to install RMH apps.

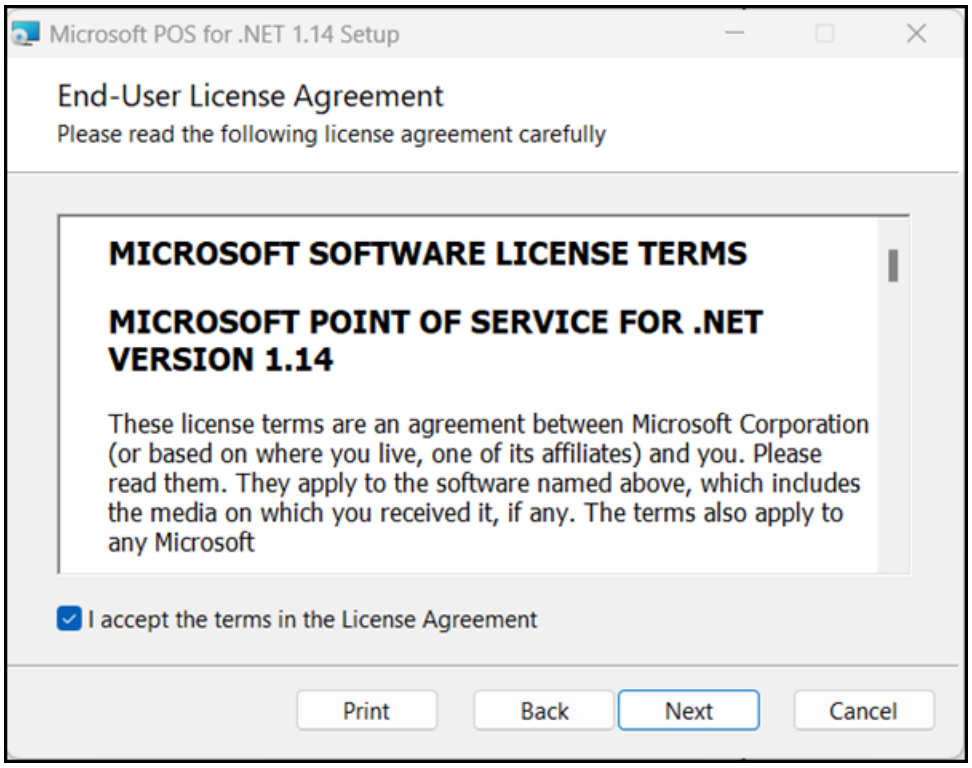


3. Under **Prerequisites**, click **Install POS for .NET**.

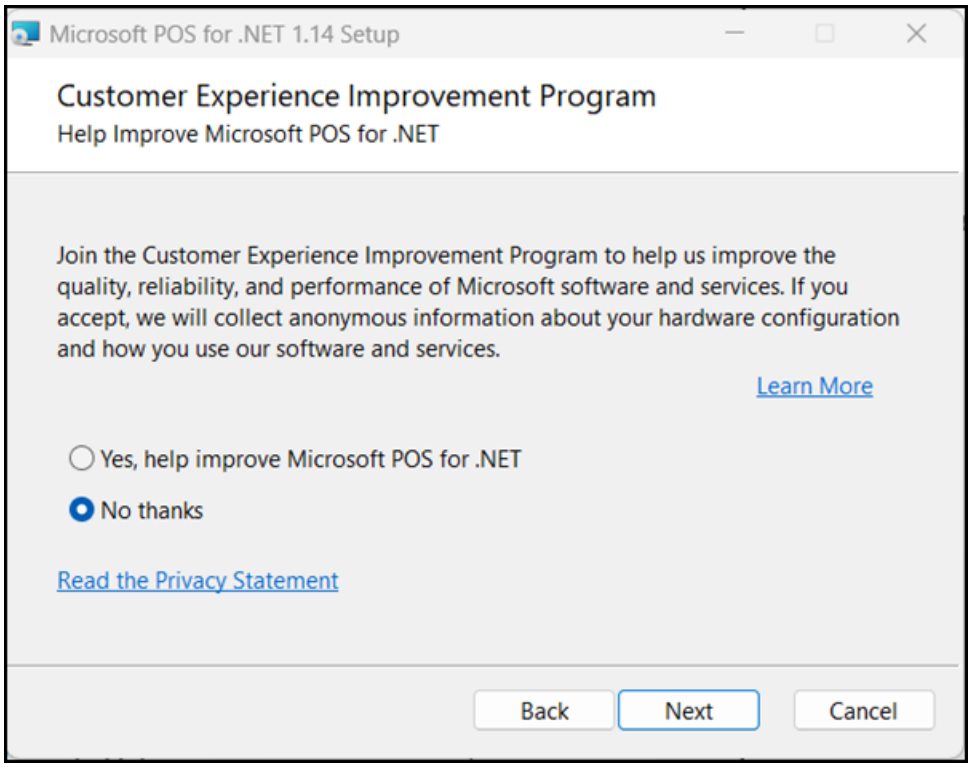
4. Click **Next**.



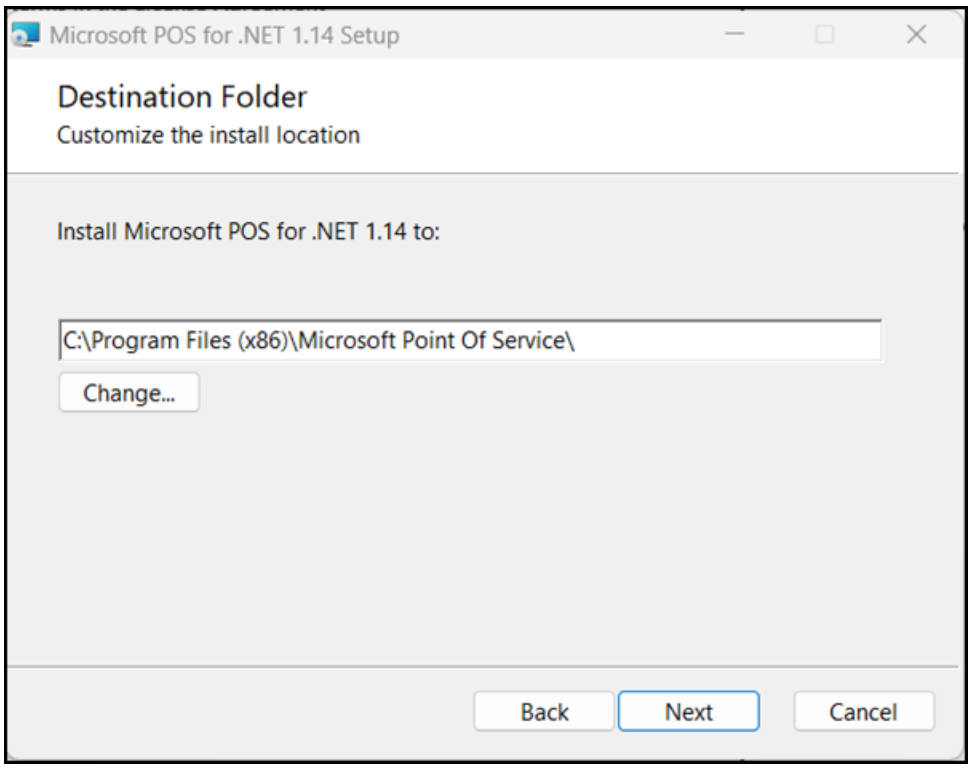
5. On the **End-User License Agreement** screen select **I accept the terms in the License Agreement** and click **Next**.



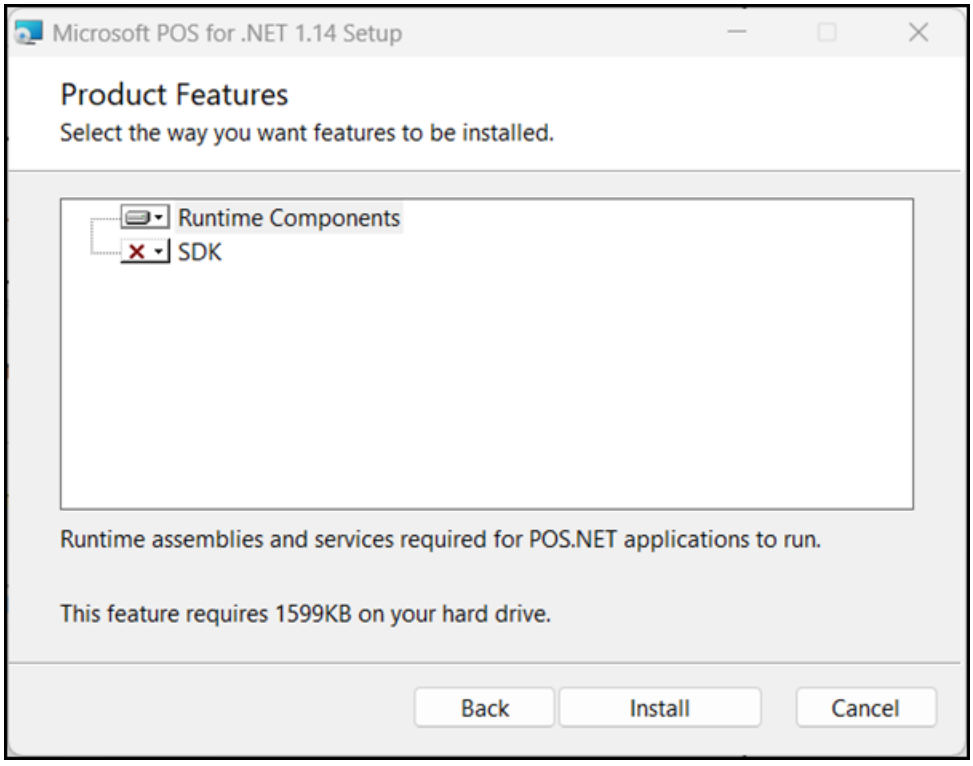
6. On the **Customer Experience Improvement Program** screen, select **No thanks** and click **Next**.



7. On the **Destination Folder** screen, select the installation folder and click **Next**.

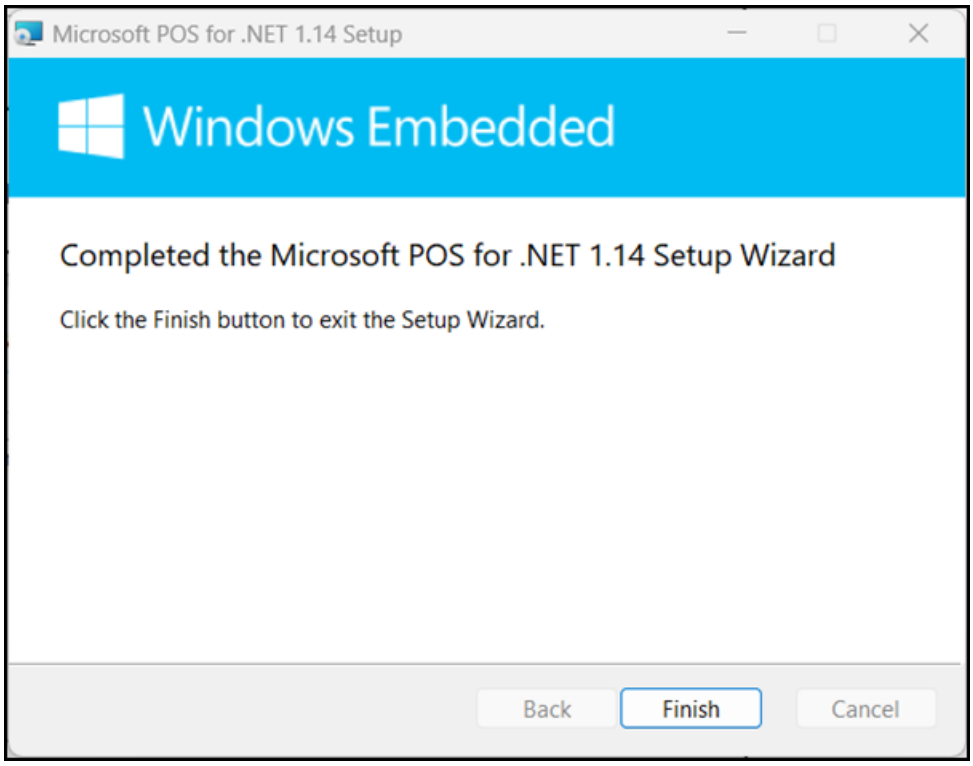


8. On the **Product Features** screen, accept the defaults and click **Install**.



9. Wait while installation is completed. This may take a few minutes.

10. Click **Finish**.



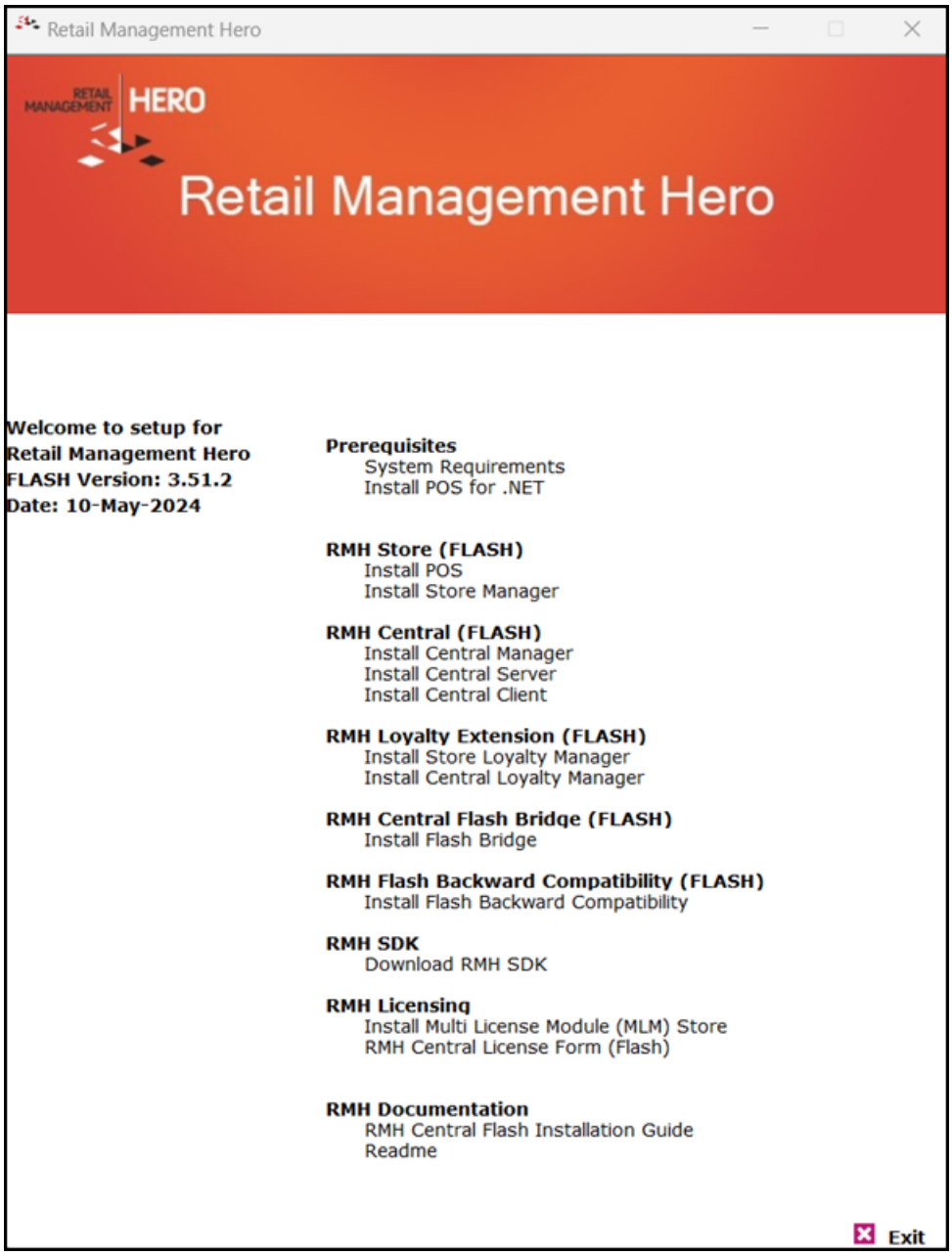
Install POS

> **Pre-requisites:** You must install .NET on any computer running an RMH app. You must also install POS for .NET on any computer running POS. Refer to Install .NET and Install POS for .NET for more information.

1. Go to the location where you extracted the release package files.

2. Double-click **Setup.exe** to open the setup wizard.

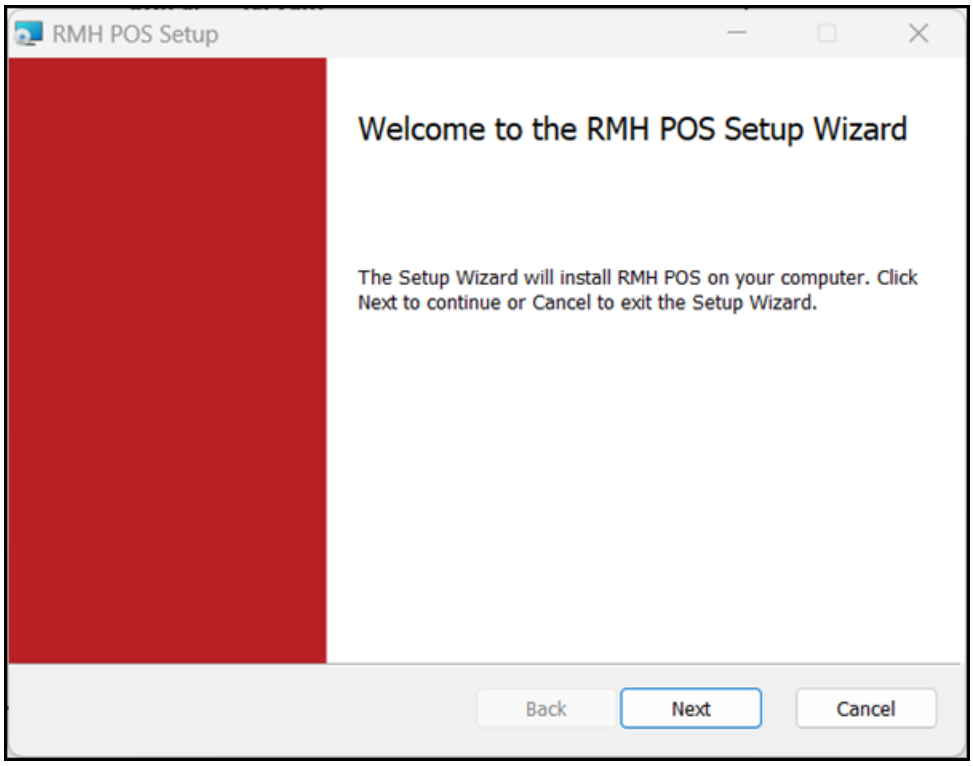
   > **Note:** You must have administrative privileges on the computer to install RMH apps.



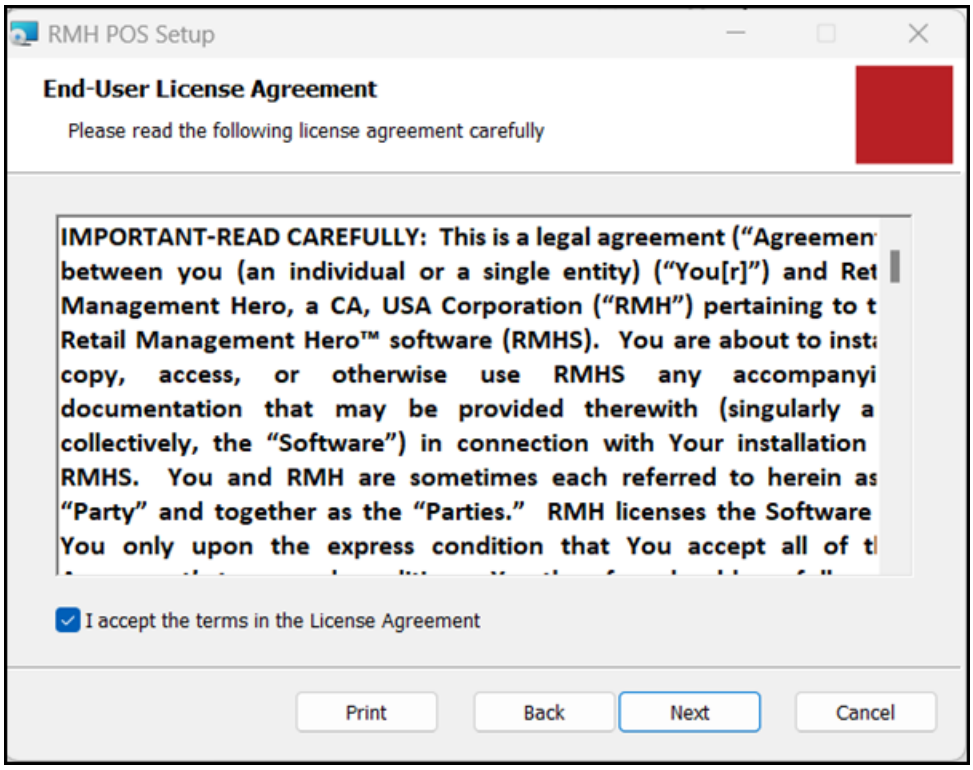
3. Under **RMH Store (FLASH)**, click **Install POS**.

> **Note:** Alternately, you can go to the **RMH POS** folder and double-click **RetailHero.POS.Setup.msi**.

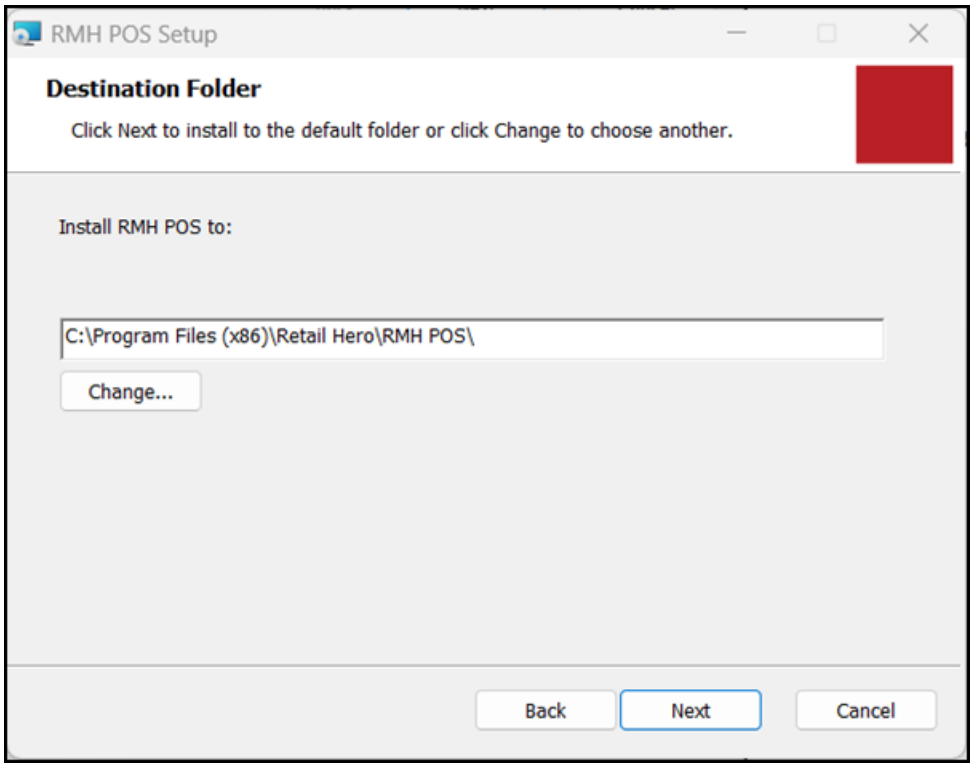
4. Click **Next**.



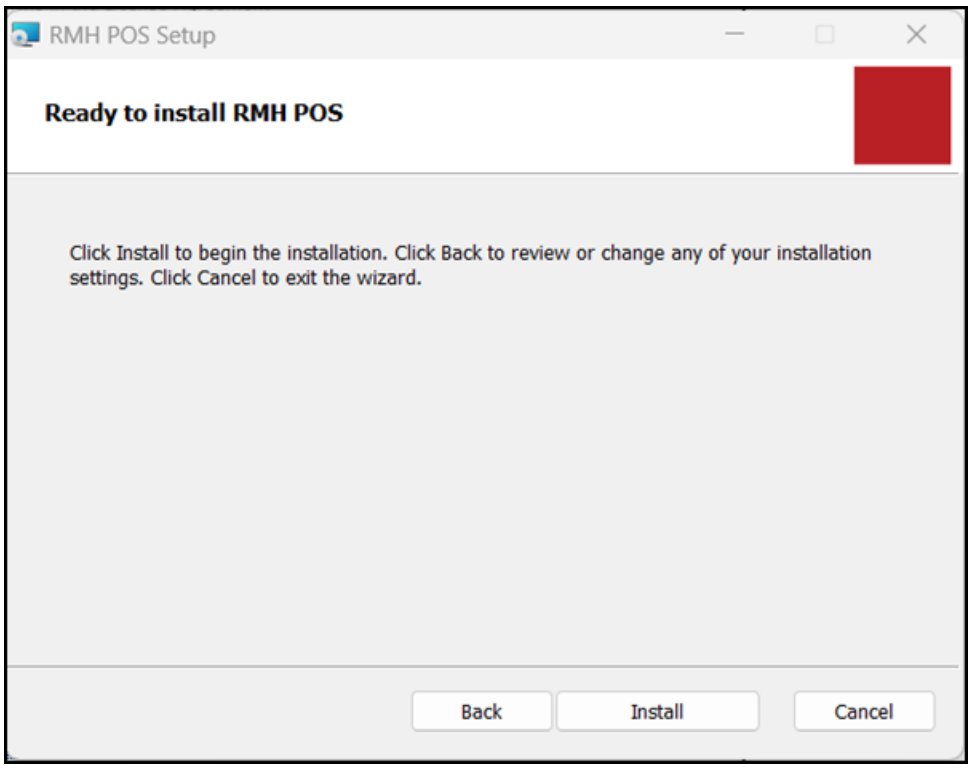
5. On the **End-User License Agreement** screen select **I accept the terms in the License Agreement** and click **Next**.



6. On the **Destination Folder** screen, select the installation folder for POS and click **Next**.

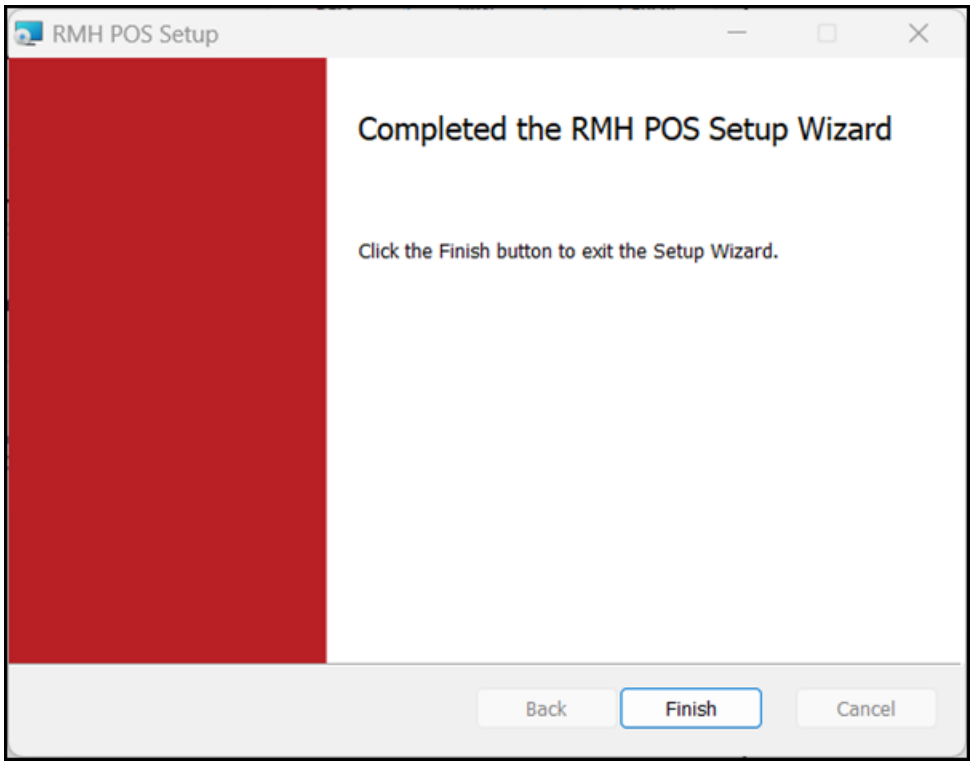


7. On the **Ready to Install RMH POS** screen, click **Install**.



8. Wait while installation is completed. This may take a few minutes.

9. Click **Finish**.



Multi-store installations

Multi-store installation checklist

Use this checklist as a guideline if you are performing a new (clean) installation. Refer to the specific installation procedures for detailed installation steps. Refer to Upgrade RMH or Upgrade Classic Central to Flash Central for upgrade information.

Step 1	**Review the system requirements and perform any upgrades.** All computers must meet or exceed the minimum system requirements.
Step 2	**Perform Windows updates on all computers.** Ensure all computers are updated with the latest service packs and hot fixes.
Step 3	**Install the .NET Framework or .NET SDK.** .NET must be installed on any computer that will run an RMH app (Store Manager, POS, Central Manager, Central Server, Central Client, Flash

	Bridge). The system requirements identify which version of .NET is required for the apps.
Step 4	**Install Microsoft SQL Server.** The system requirements identify which version of SQL Server is required. You must enable TCP/IP and open port 1433 if SQL Server is installed on a remote computer.
Step 5	**Download the latest RMH release package and extract all files.** Review the release notes and readme for the release package. Determine if there are any known issues that could potentially impact the store's business operations.
Step 6	**Install Central Manager.**
Step 7	**Configure the connection to SQL Server and the Central database.**
Step 8	**Connect to SQL Server and the Central database and force install tables.**
Step 9	**Activate the Central User license.**
Step 10	**Install and configure Central Server.**
Step 11	**Prepare the Central database and start server services.**
Step 12	**Install Store Manager.**
Step 13	**Install and configure Central Client.**
Step 14	**Activate the Central Connector license.**
Step 15	**Prepare the store database and start client services.**
Step 16	**Install and configure the Flash Bridge.** The Flash Bridge must be installed on any computer that will run an RMH app (Store Manager, POS, Central Manager, Central Server, Central Client).
Step 17	**Configure Store Manager to operate with Central Manager.**
Step 18	**Install POS for .NET on any computer that will run the POS app.**
Step 19	**Install POS.**

Install .NET

The RMH apps are built using the .NET Framework and rely on .NET runtimes to function. You must install either the two specific .NET runtimes identified below or the .NET SDK (which contains all runtimes) on any computer running an RMH app (Store Manager, POS, Central Manager, Central Server, Central Client, Flash Bridge).

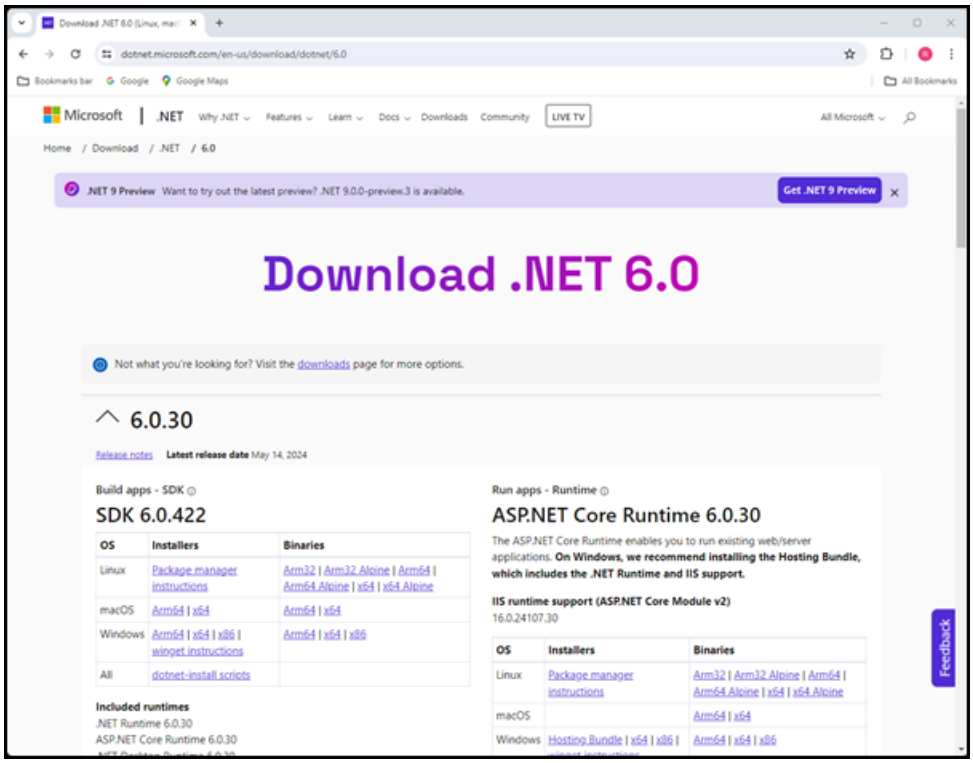
- ASP.NET Core Runtime 6.0 (Windows x64)
- .NET Desktop Runtime 6.0 (Windows x64)

or

- .NET Software Development Kit (SDK) 6.0 (Windows x64)

This topic demonstrates how to install **.NET SDK 6.0**. It is provided as an example only. Refer to the official Microsoft documentation when you install .NET in stores.

1. Go to https://dotnet.microsoft.com/en-us/download/dotnet/6.0.

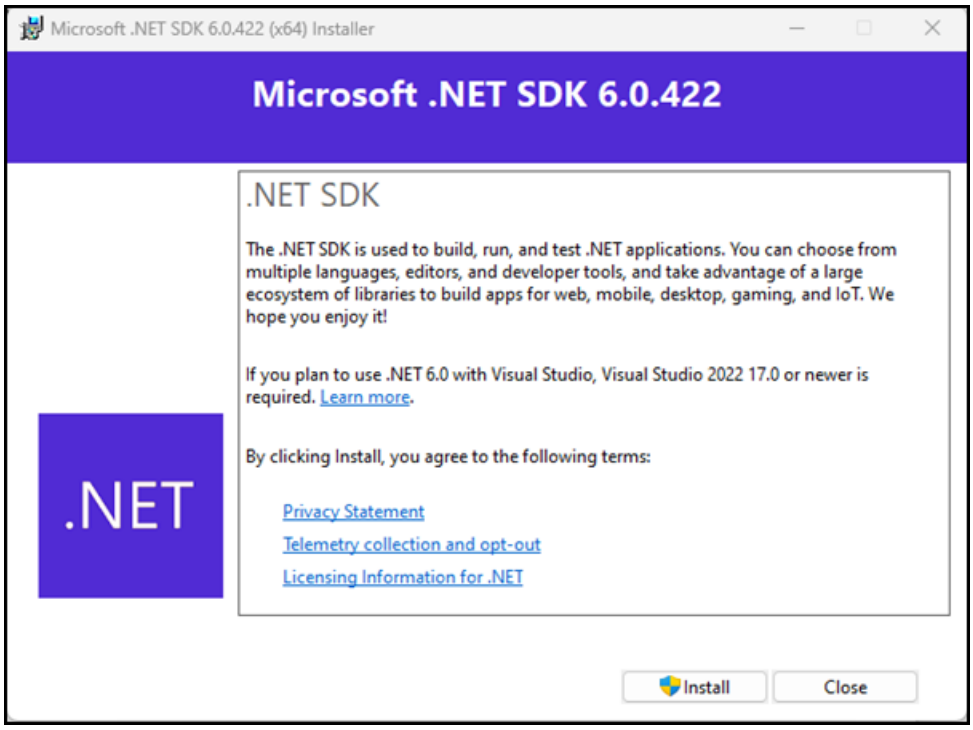


2. Under **Windows Installers**, click **x64**.

3. Go to your **Downloads** folder.

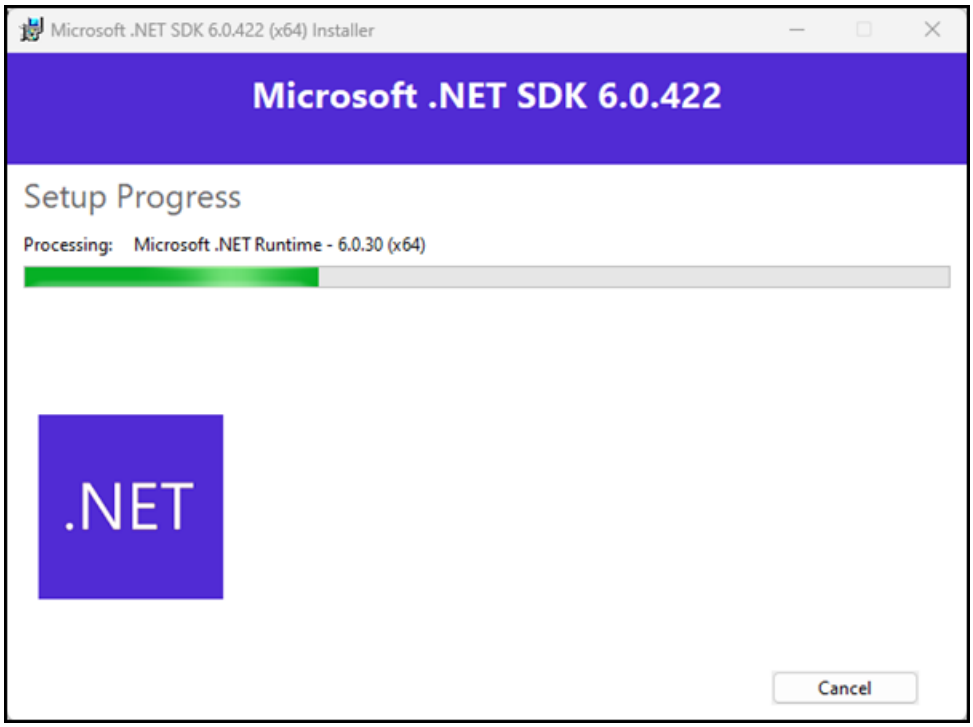
4. Double-click the .NET SDK installation executable.

5. Click **Install**.

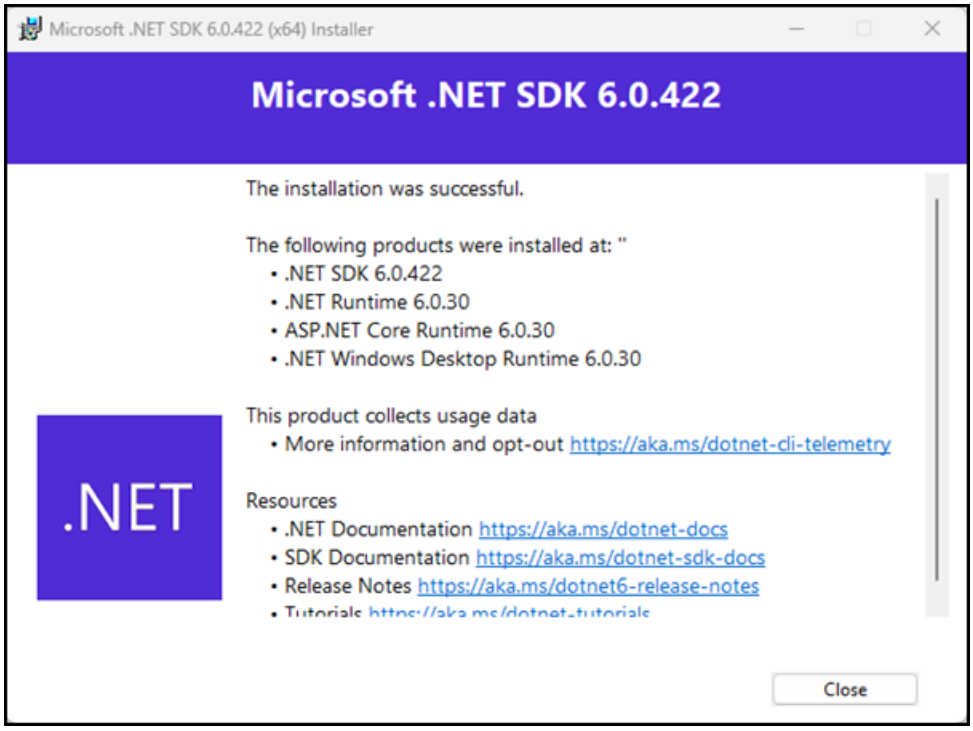


6. If prompted **Do you want to allow this app to make changes to your device?**, click **Yes**.

7. Wait while installation is completed. This may take a few minutes.



8. Click **Close**.



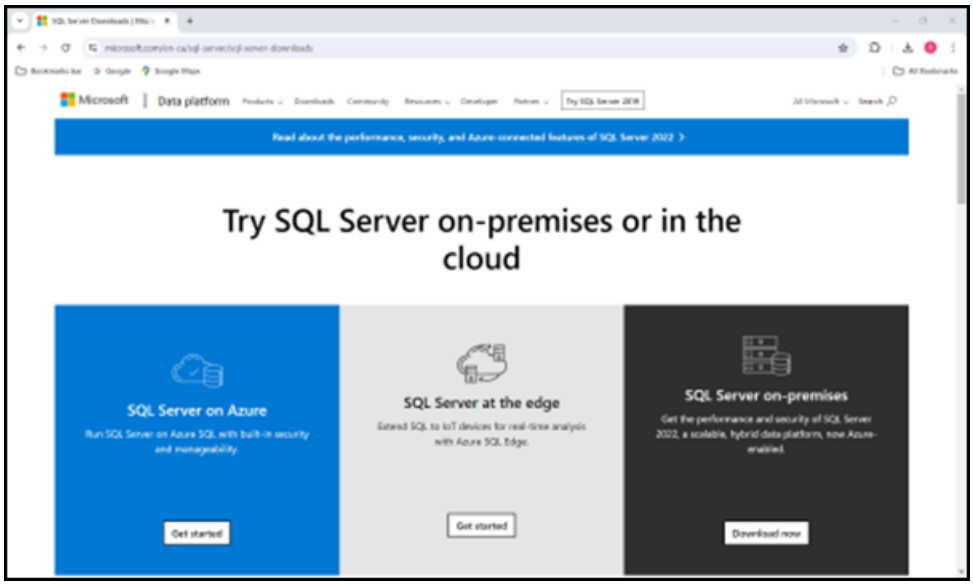
Install Microsoft SQL Server

The RMH apps used Microsoft SQL Server for data storage. You must install a version of Microsoft SQL Server that is capable of meeting the store's current and future needs for data storage, memory, and processing power.

> **Pre-requisites:** Refer to the System requirements and the RMH and SQL Server FAQ for more information.

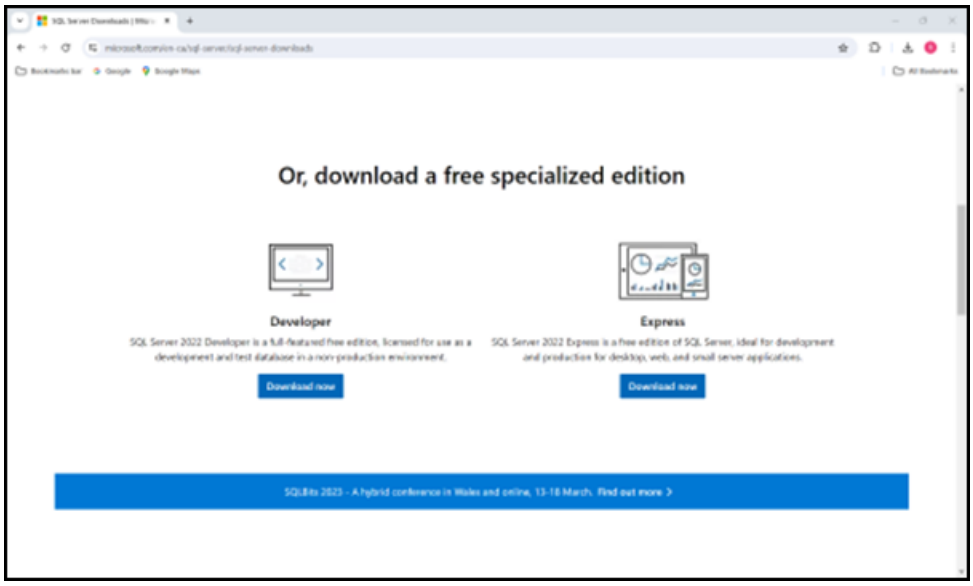
This topic demonstrates how to install **Microsoft SQL Server Express**. It is provided as an example only. Refer to the official Microsoft documentation when you install SQL Server in stores.

1. Go to https://www.microsoft.com/en-us/sql-server/sql-server-downloads.

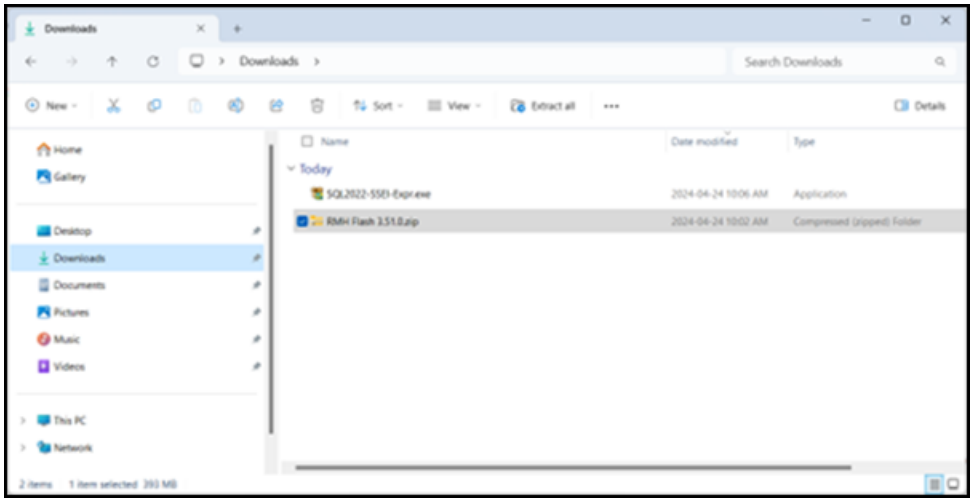


2. Under **Express**, click **Download now**. The setup executable is downloaded to your computer.

> **Warning!** This procedure demonstrates how to install Microsoft SQL Server Express. This version of SQL Server may not be sufficient to meet a store's needs for data storage, memory, and processing power.



3. Go to your **Downloads** folder.

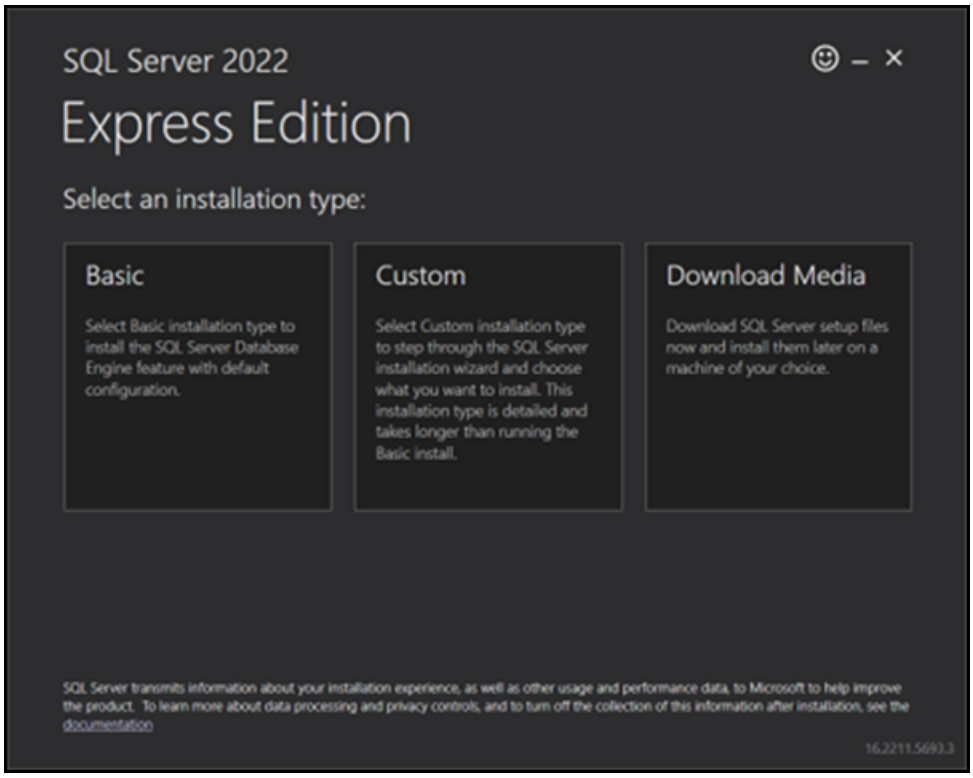


4. Double-click the Microsoft SQL Server setup executable.

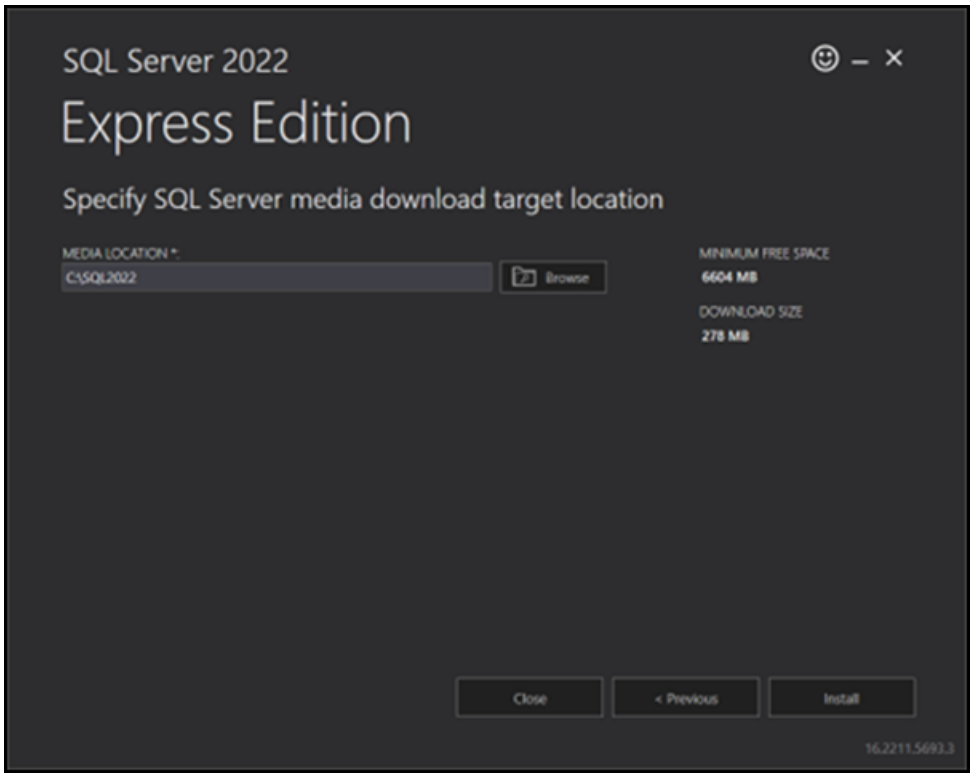
5. If prompted **Do you want to allow this app to make changes to your device?**, click **Yes**.

6. On the **Select an installation type** screen of the installation wizard, click **Custom**.

> **Note:** You must select **Custom** so you can select the features you want to install, configure the instance name, and select the authentication mode.

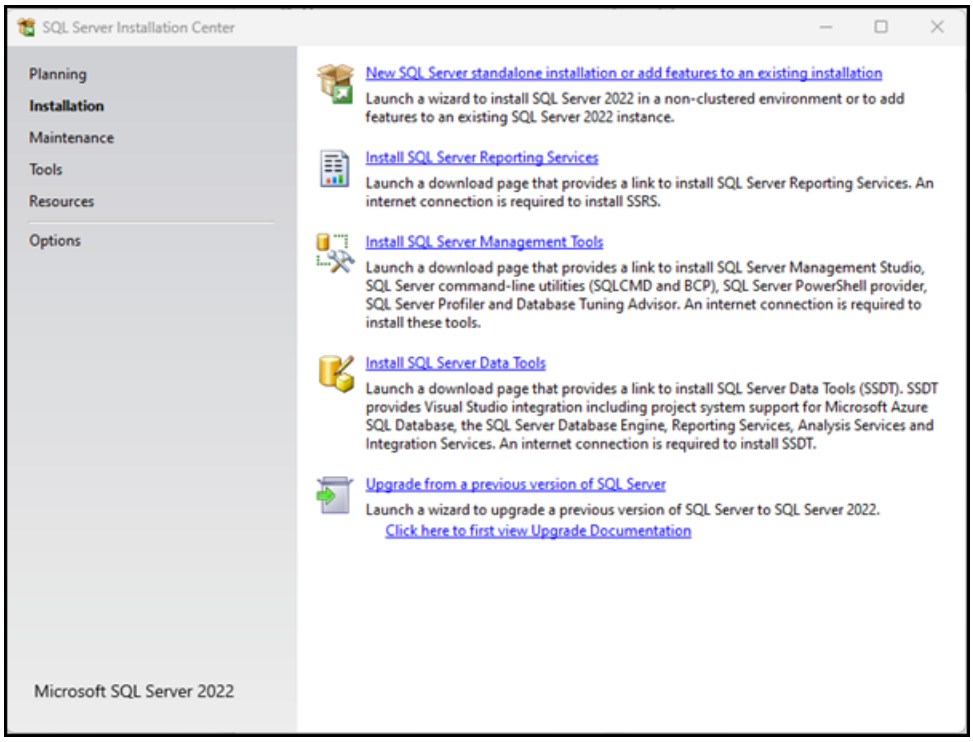


7. On the **Specify SQL Server media download target location** screen of the installation wizard, select a download location for the installation package.

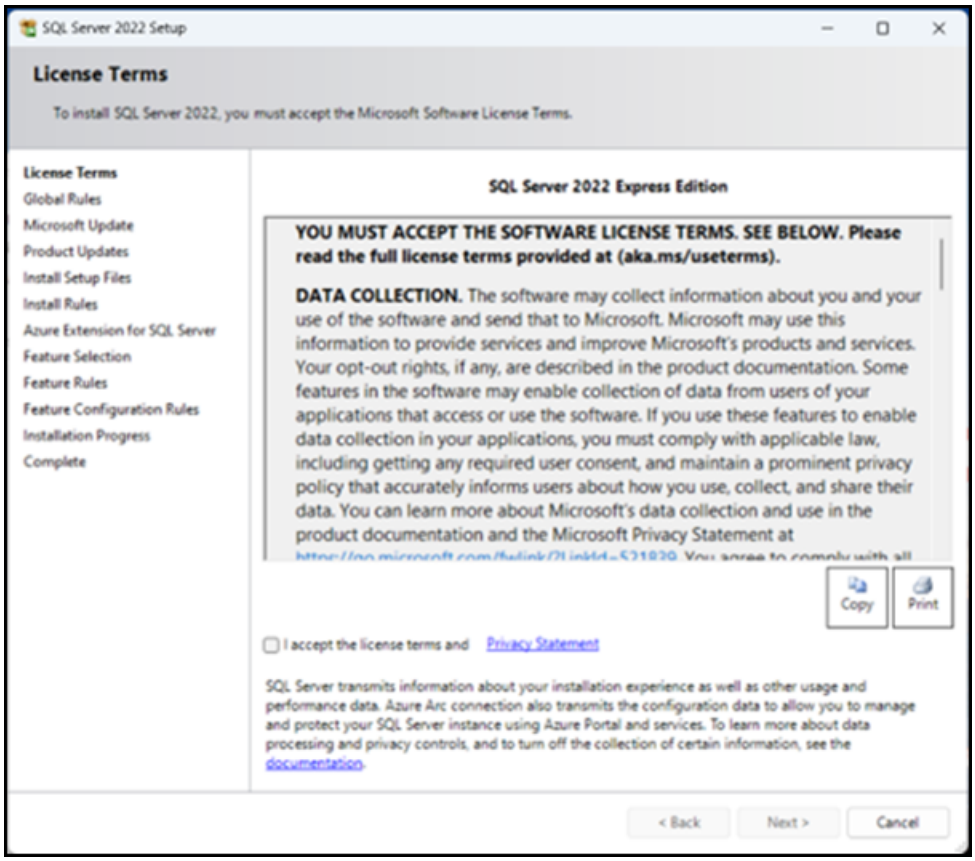


8. Click **Install**. The installation package is downloaded and the **SQL Server Installation Center** dialog displays.

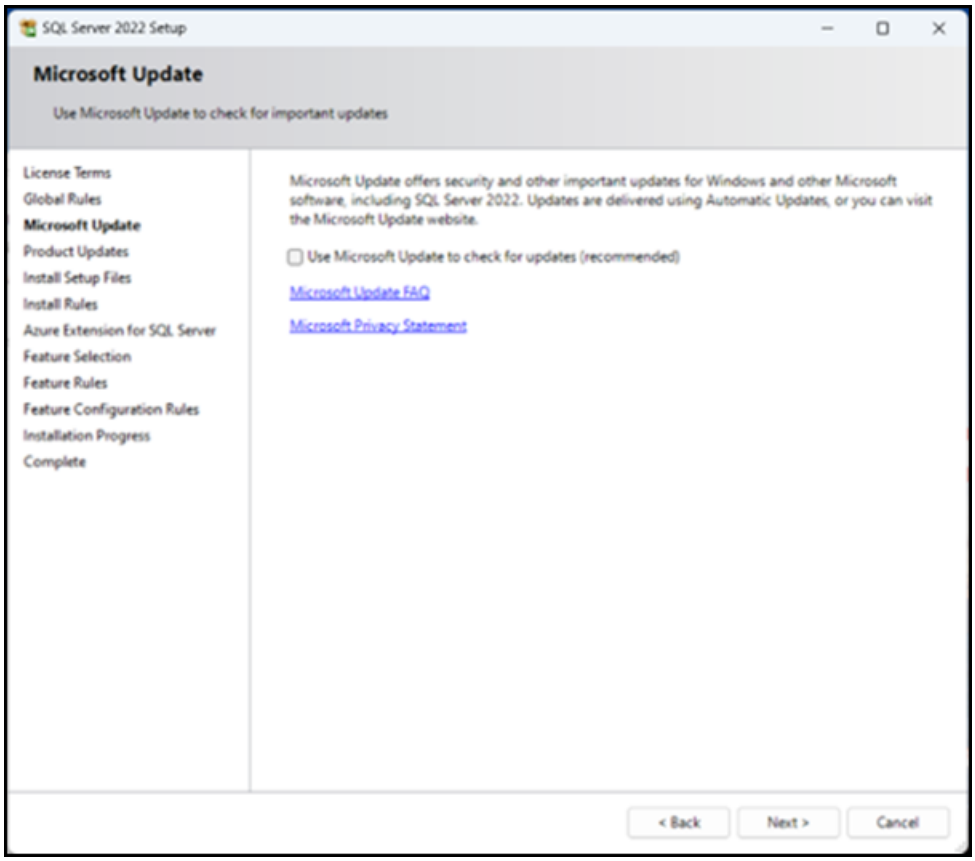
9. Click **New SQL Server standalone installation or add features to an existing installation**.



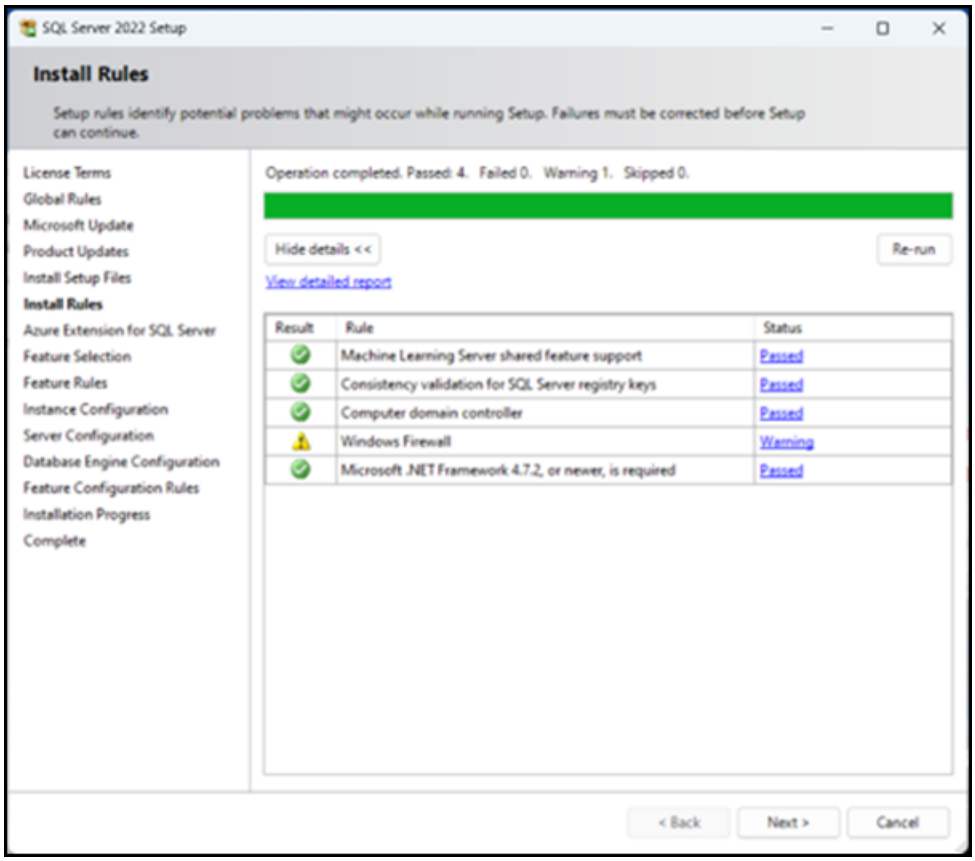
10. On the **License Terms** screen, select **I accept the license terms and Privacy Statement** and click **Next**.



11. On the **Microsoft Update** screen, select **Use Microsoft Update to check for updates** and click **Next**.

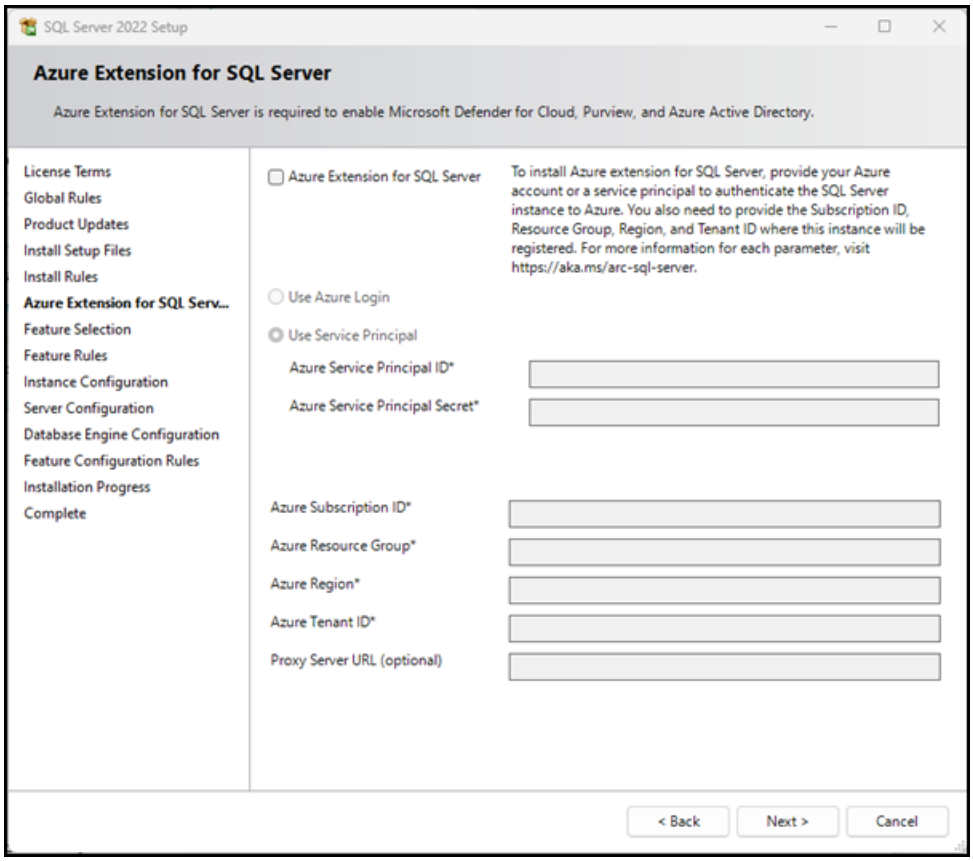


12. On the **Install Rules** screen, review any issues that were identified and fix them, then click **Next**.

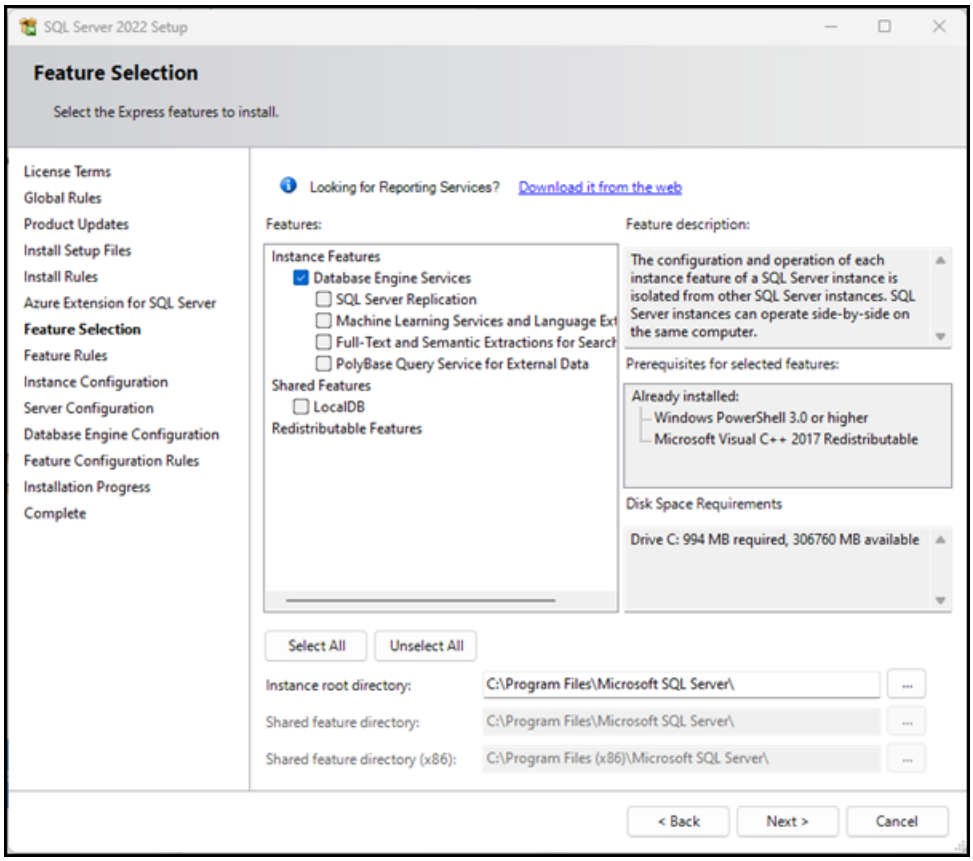


For example, there is a Windows Firewall warning because port 1433 is not open, which will prevent remote access to Microsoft SQL Server.

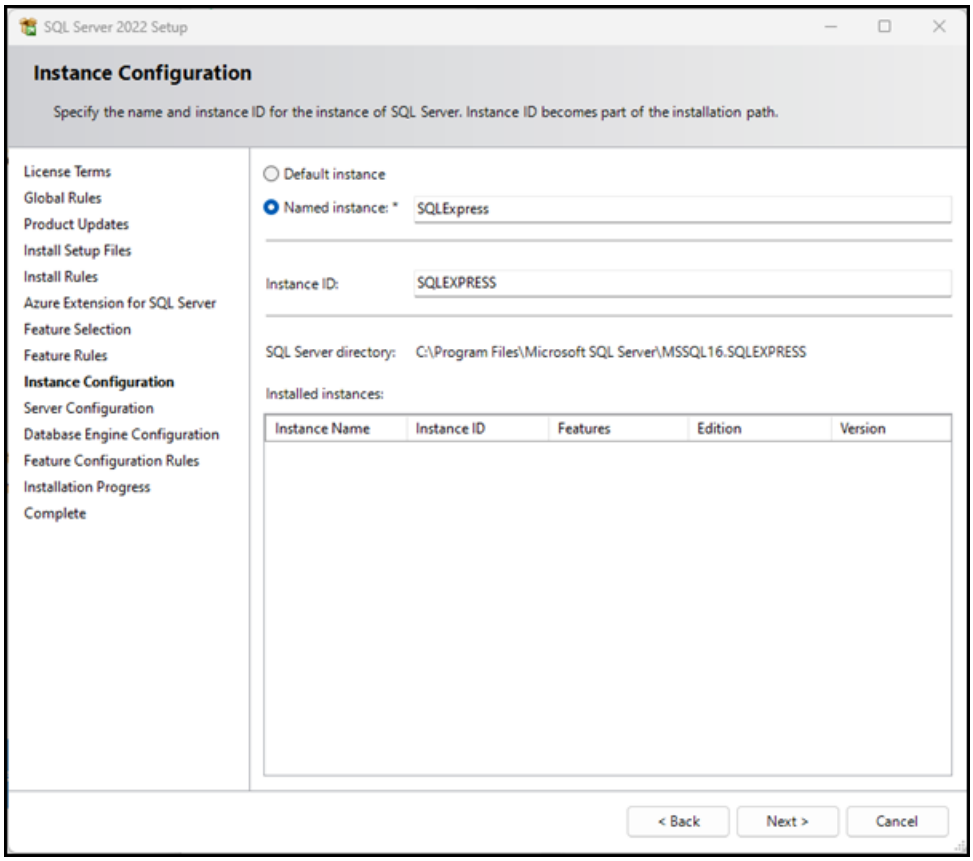
13. On the **Azure Extension for SQL Server** screen, clear the checkbox beside **Azure Extension for SQL Server** and click **Next**.



14. On the **Feature Selection** screen, select **Database Engine Services**, clear all other check marks, and click **Next**.

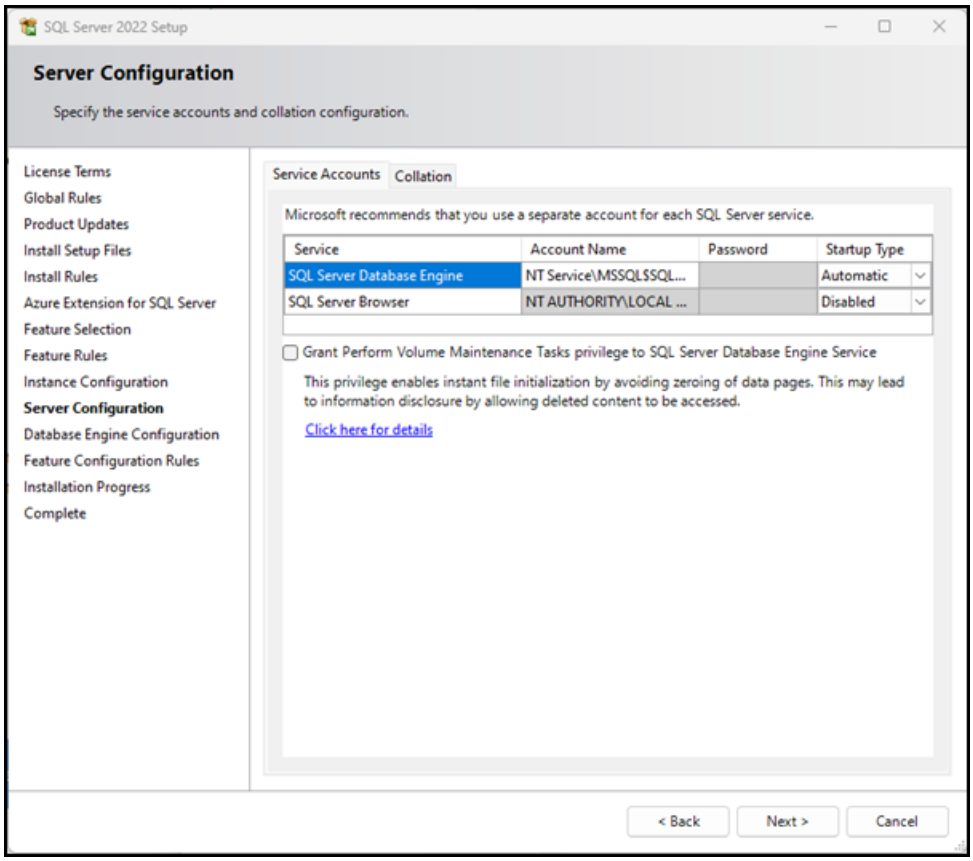


15. On the **Instance Configuration** screen, enter a different **Named instance** if desired and click **Next**.



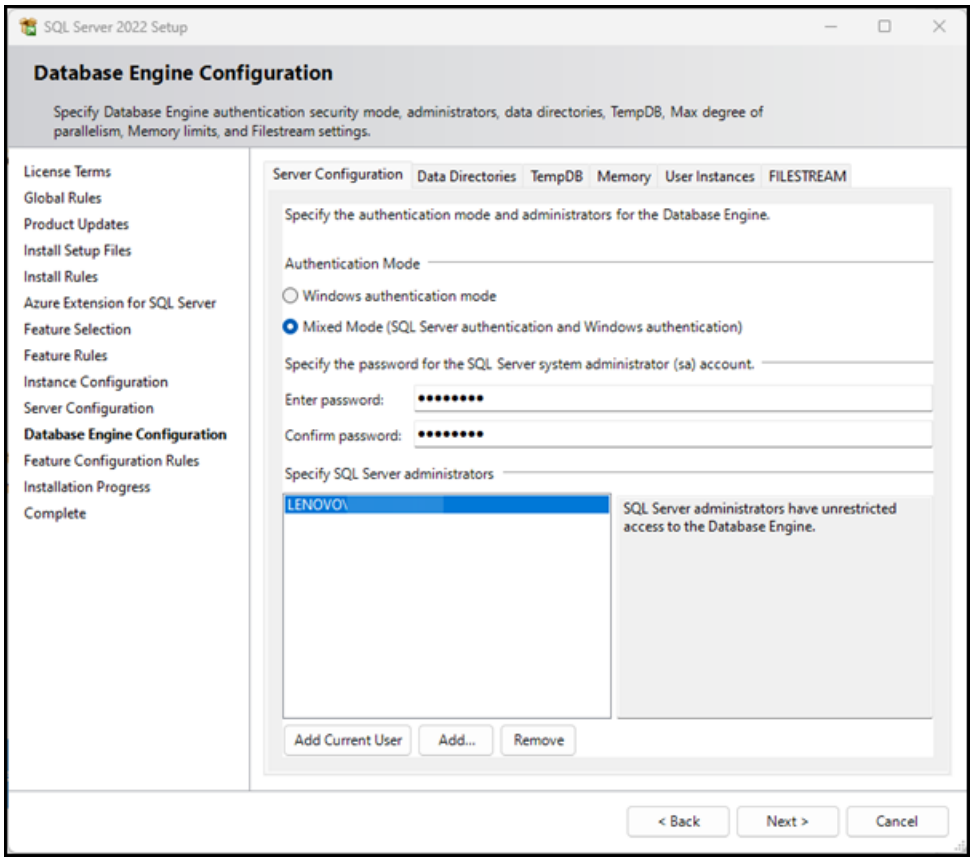
16. On the **Server Configuration** screen, accept the defaults and click **Next**.

> **Note:** You do not need to enter a **Password** or change the **Startup Type**. You also do not need to select **Grant Perform Volume Maintenance Tasks privilege to SQL Server Database Engine Service**.

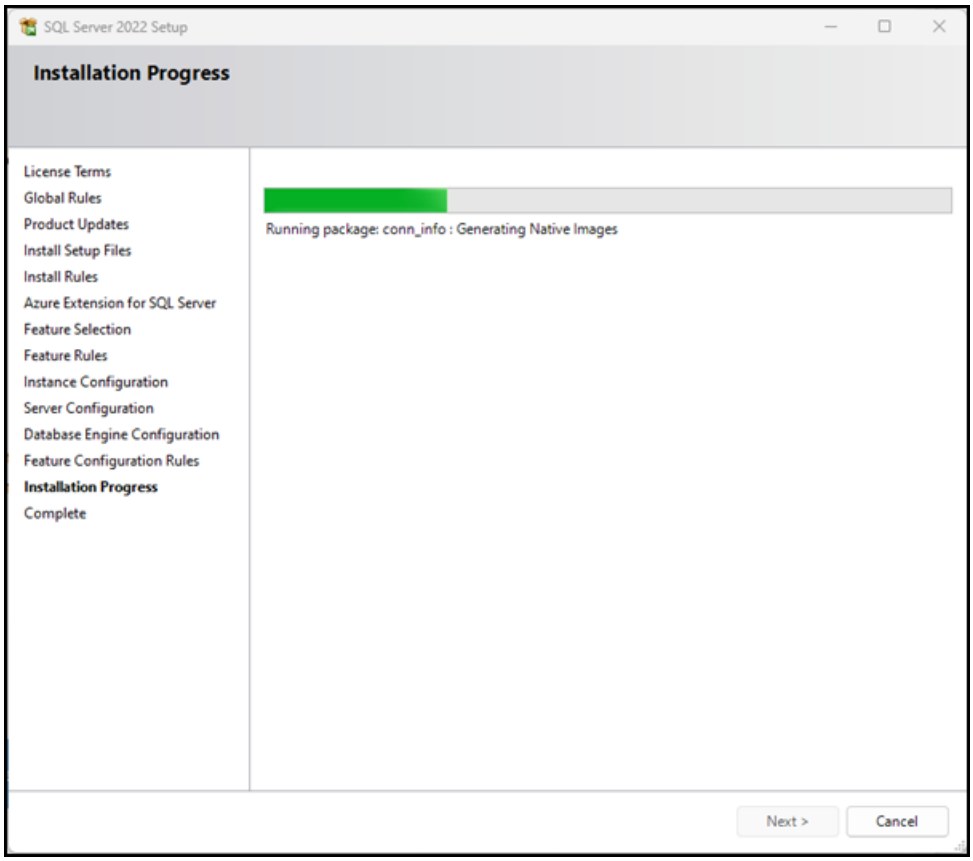


17. On the **Database Engine Configuration** screen, select **Mixed Mode** and enter a password.

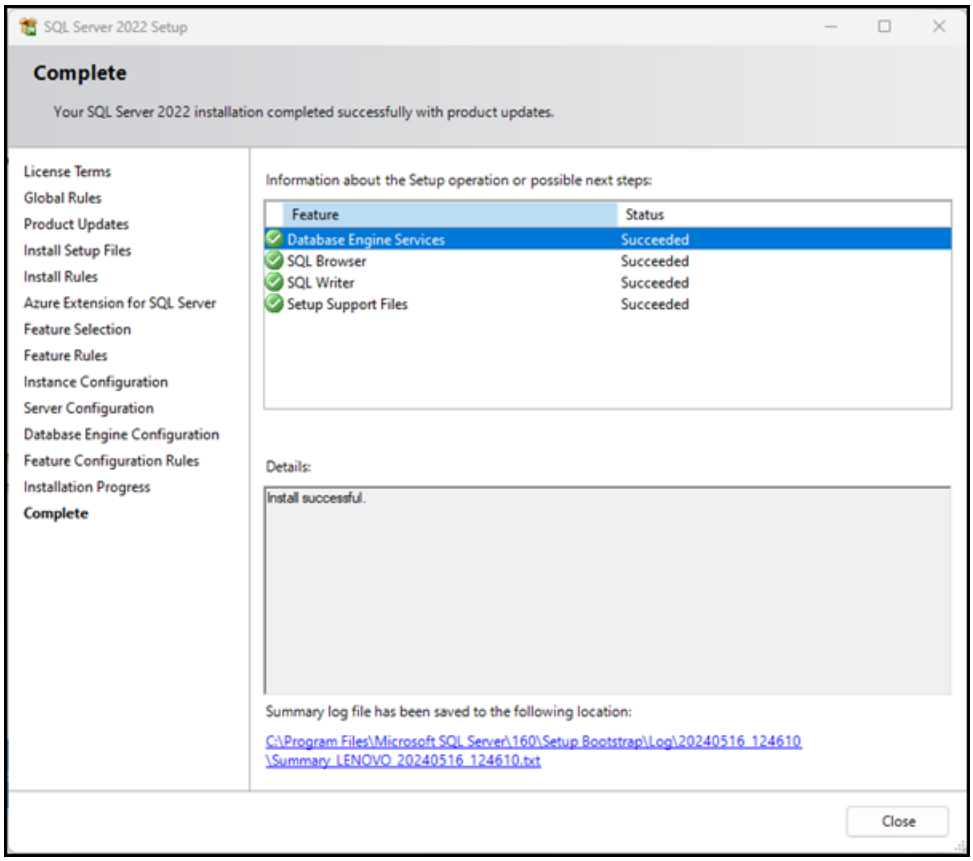
> **Warning!** This is the most critical step in the installation. When you connect to the SQL Server, you want to use SQL Authentication. If you use Windows Authentication, the owner of the database will be the Windows user. If you use SQL Authentication, the owner of the database will be a SQL user.



18. Wait while installation and configuration are completed. This may take a few minutes.



19. On the **Complete** screen, review the installation results.



20. Click **Close**.

> **Note:** If the Microsoft SQL Server instance is installed on a remote computer, you will need to enable TCP/IP and open port 1433 to allow the RMH apps to communicate with SQL Server.

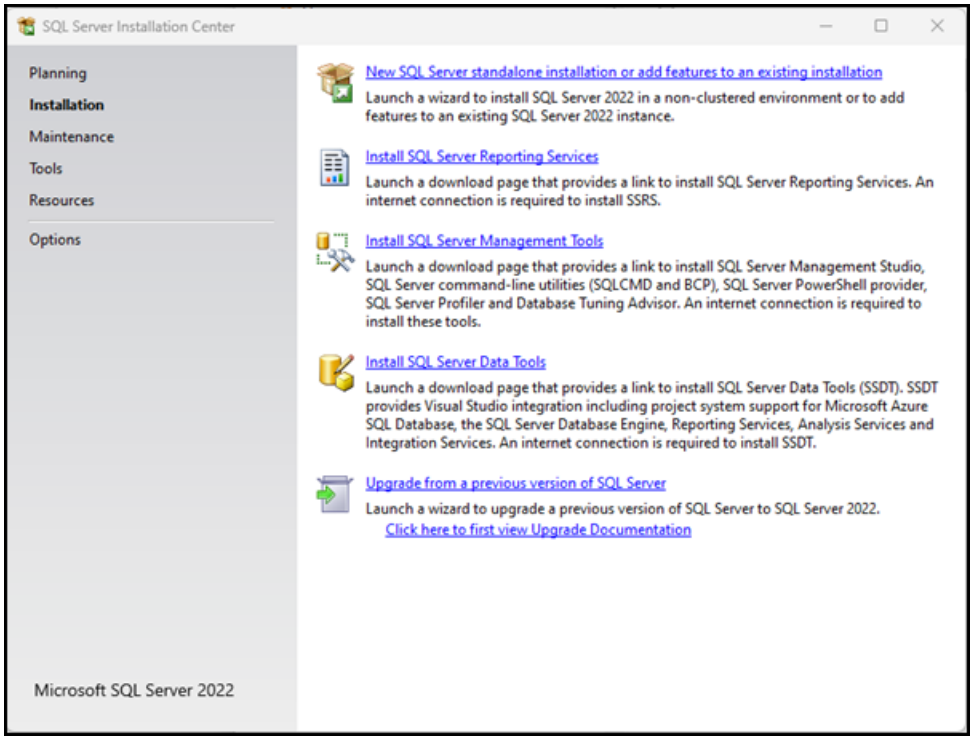
Install Microsoft SQL Server Management Studio (Optional)

Installing Microsoft SQL Server Management Studio (SSMS) is optional. You do not need to use SSMS to backup, restore, connect, or configure the RMH store or central databases. Instead, you can use the RMH Store Administrator or RMH Central Administrator apps to manage the RMH databases. However, if you are already familiar with SSMS, you may prefer to use it for database management.

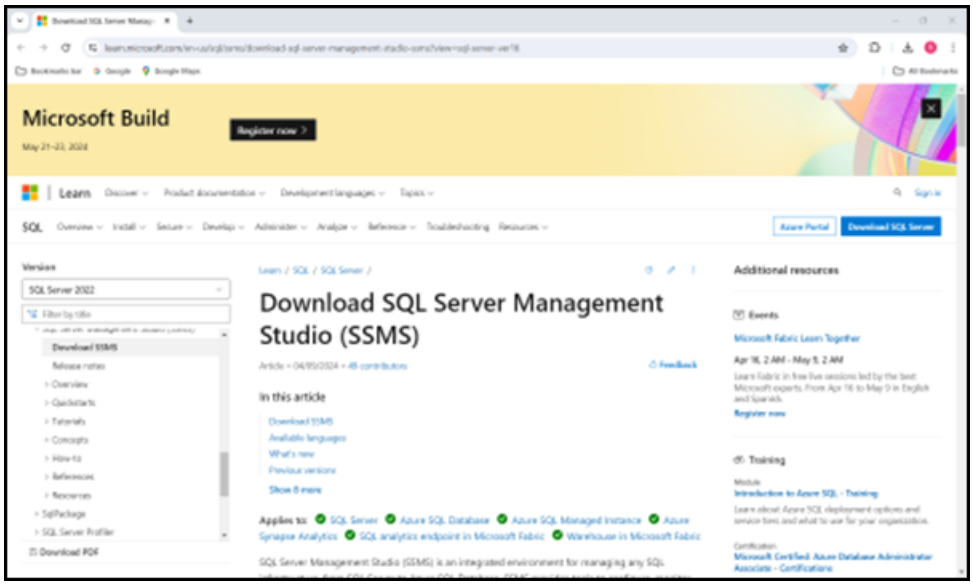
This topic demonstrates how to install **SSMS**. It is provided as an example only. Refer to the official Microsoft documentation if you install SSMS in stores.

1. Download and open the SQL Server installation package.

2. On the **SQL Server Installation Center** screen, click **Install SQL Server Management Tools**.



The link opens a web page where you can download SQL Server Management Studio.



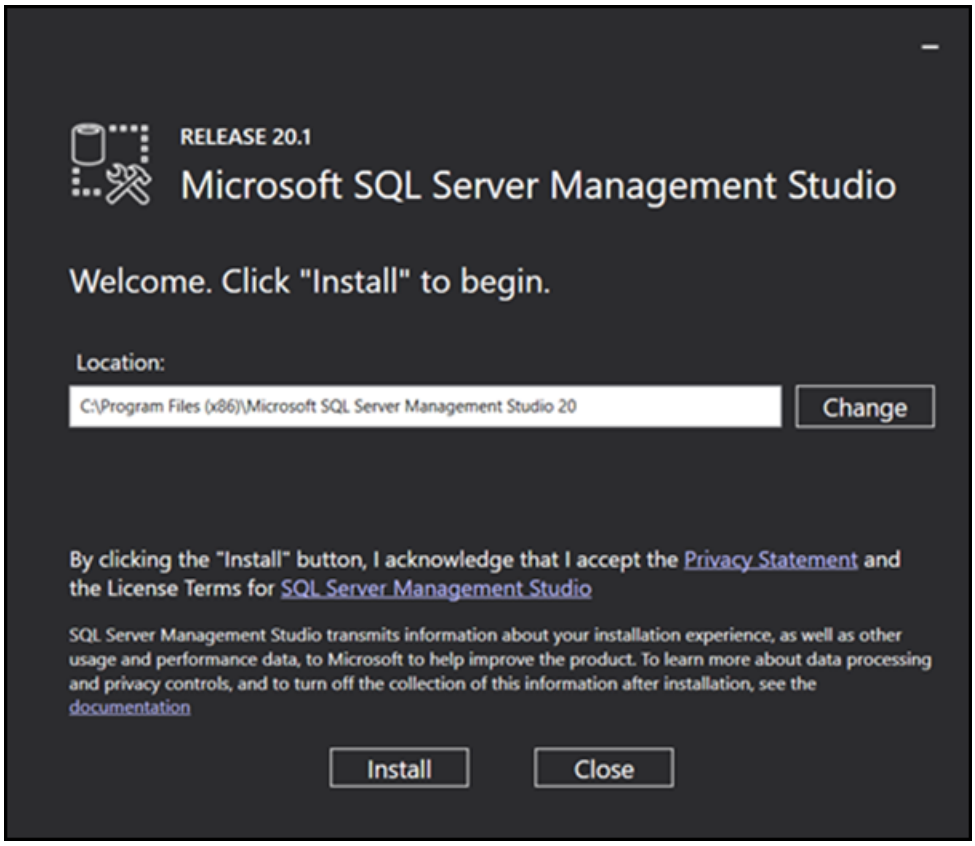
3. Click **Download SSMS**.

4. Click **Download SQL Server Management Studio (SSMS)**.

5. Go to your **Downloads** folder.

6. Double-click **SSMS-Setup-ENU.exe**.

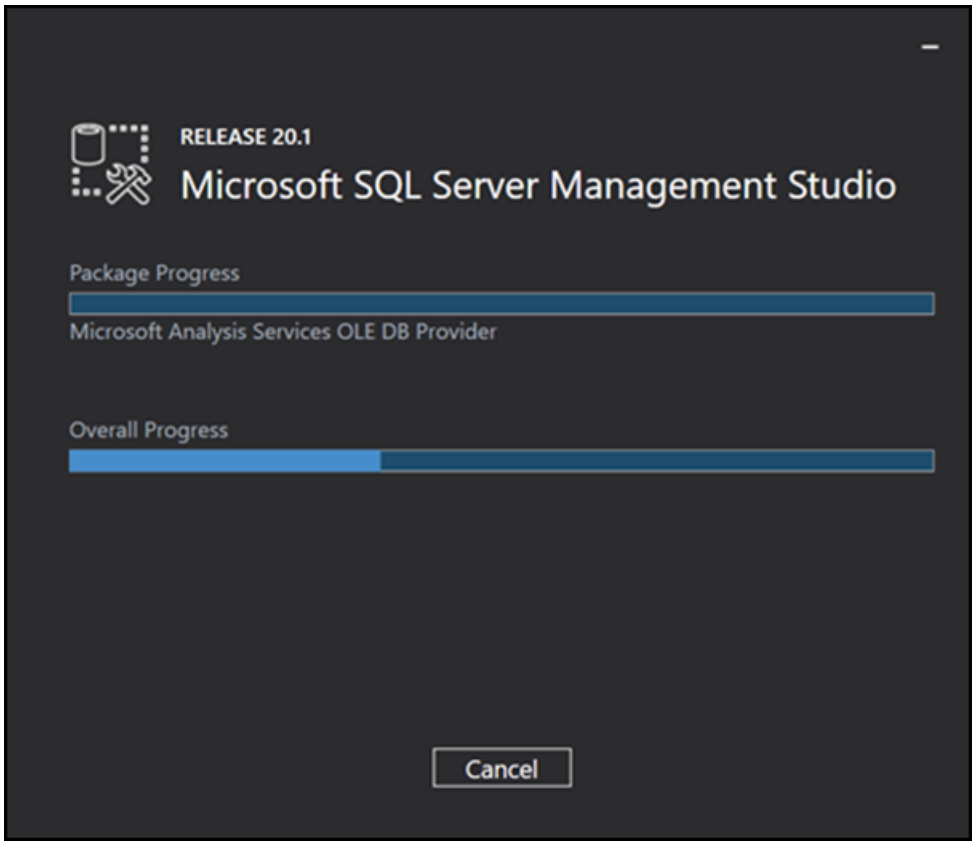
7. On the **Welcome** screen, select the location where you would like to install SSMS.



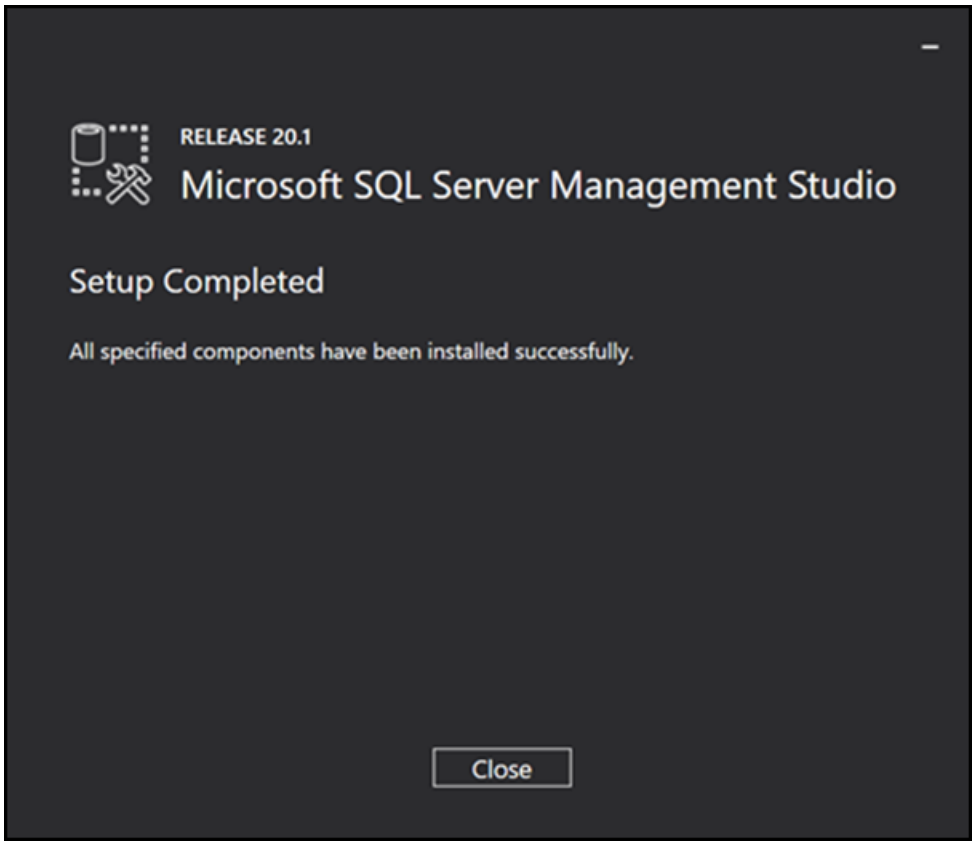
8. Click **Install**.

9. If prompted **Do you want to allow this app to make changes to your device?**, click **Yes**.

10. Wait while installation and configuration are completed. This may take a few minutes.



11. On the **Setup Completed** screen, click **Close**.

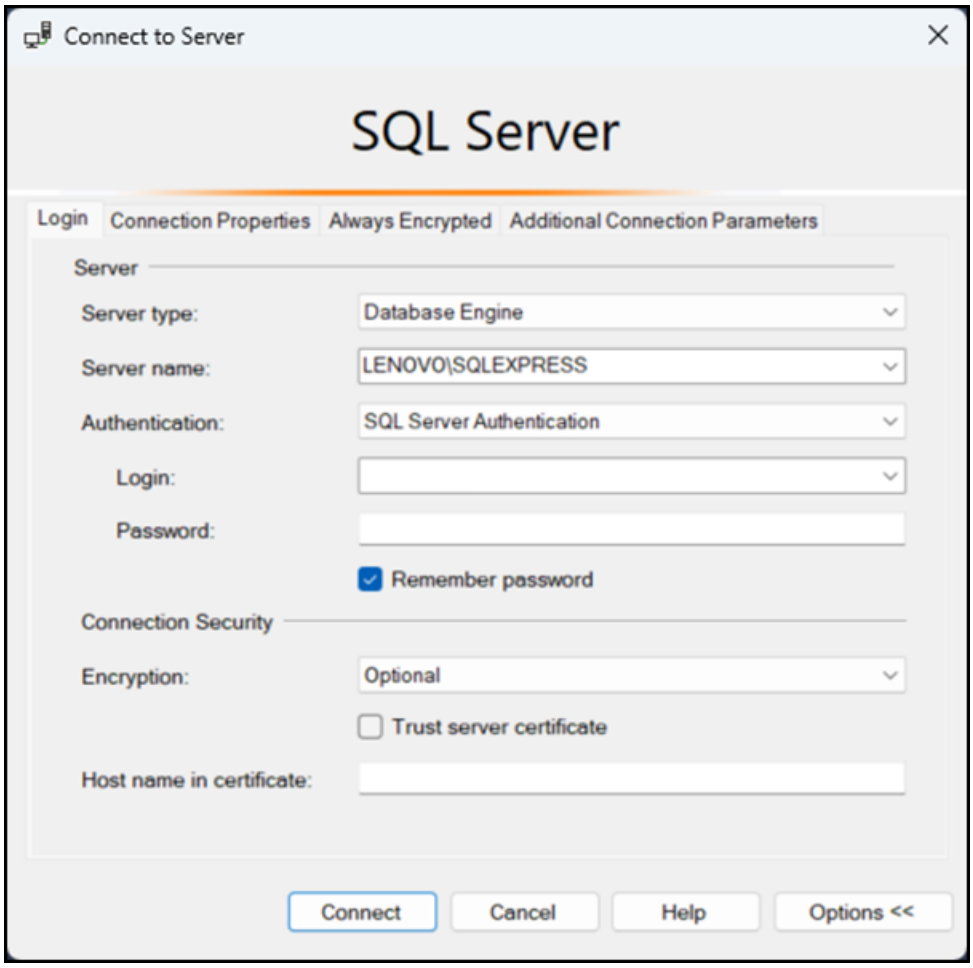


12. Open **SSMS**.

> **Note:** If you had a previous version of SSMS installed, you may be prompted to import your SSMS user settings.

13. From **Authentication** drop-down, select **SQL Authentication**.

> **Warning!** If you use Windows Authentication, the owner of the database will be the Windows user. If you use SQL Server Authentication, the owner of the database is the system account.



14. Enter the **Login** and **Password** for the system account.

15. (Optional) Select **Remember password**.

16. From the **Encryption** drop-down, select **Optional**.

17. Click **Connect**.

Enable TCP/IP and open port 1433

In most cases, Microsoft SQL Server will be running on a remote computer. You need to enable TCP/IP for the SQL Server instance and open port 1433 in the Windows fire-wall to allow the RMH apps to communicate with SQL Server.

This topic demonstrates how to enable TCP/IP in **SQL Server Configuration Manager** and how to open port 1433 in **Windows Defender Firewall**. It is provided as an example only. There are many ways to enable TCP/IP and open port 1433. Refer to the official Microsoft documentation for managing protocols and opening ports.

Enable TCP/IP

1. Open **SQL Server Configuration Manager**.
2. In the left pane, expand **SQL Server Network Configuration**.
3. Click **Protocols for <SQL Server instance name>**.
4. In the right pane, right-click **TCP/IP** and select **Enable**.
5. A warning dialog displays with the message **Any changes made will be saved; however, they will not take effect until the service is stopped and restarted**. Click **OK**.
6. In the left pane, click **SQL Server Services**.
7. In the right pane, right-click **SQL Server <SQL Server instance name>** and select **Restart**.

Open port 1433

1. Open **Windows Defender Firewall with Advanced Security**.
2. Click **Inbound Rules**.
3. Under **Actions**, click **New Rule**.
4. Select **Port** and click **Next**.
5. Select **TCP**.

6. Select **Specific local ports**, enter **1433**, and click **Next**.

7. Select **Allow connection** and click **Next**.

8. Accept all defaults (Domain, Private, Public) and click **Next**.

9. Enter a **Name** for the rule.

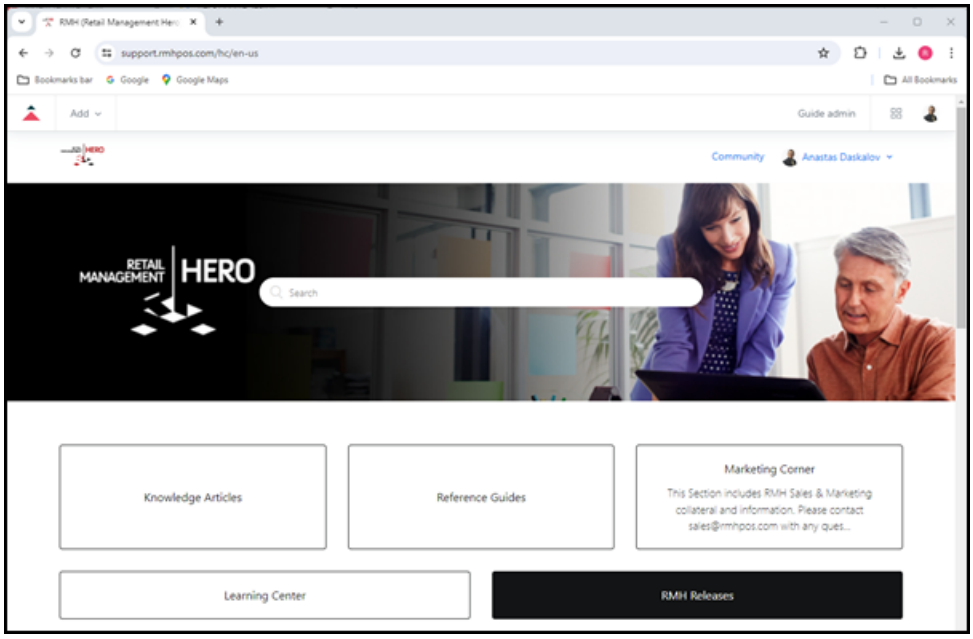
10. (Optional) Enter a **Description** for the rule.

11. Click **Finish**.

Download the RMH release package

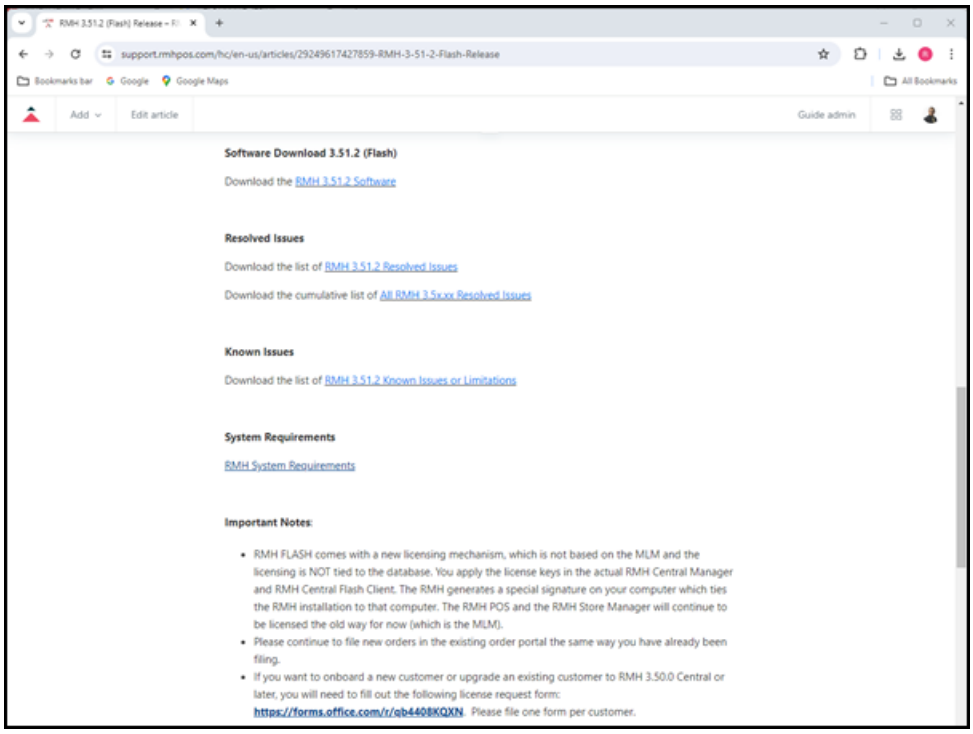
1. Go to support.rmhpos.com.

2. Click **RMH Releases**.



3. Click the link for the release package.

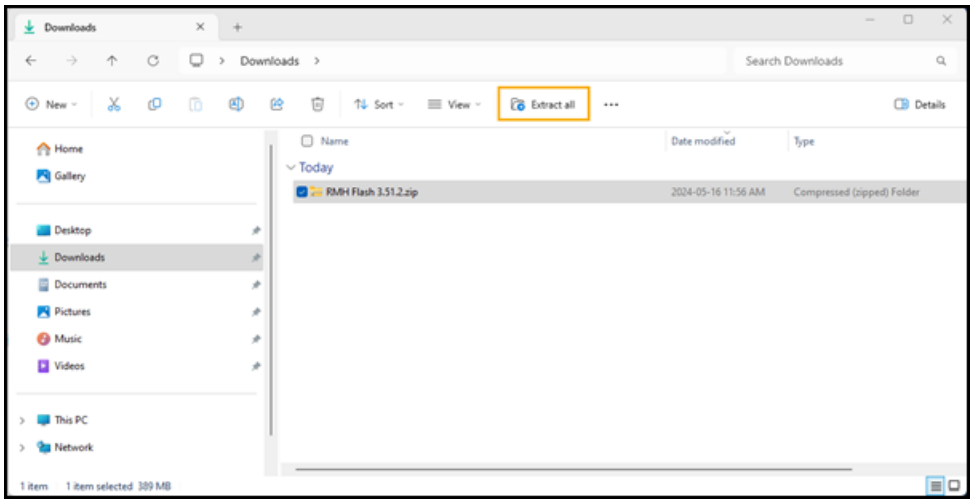
4. Download and review all **Resolved Issues** and **Known Issues** to determine whether installing this version of the RMH apps is appropriate for the store.



5. Under **Software Download**, click the link to download the release package.

6. Go to your **Downloads** folder.

7. Select the release package and click **Extract all**.



8. Click **Browse**, navigate to the location where you want to extract the release package files, and click **Select Folder**.

9. Click **Extract**.

Install Central Manager

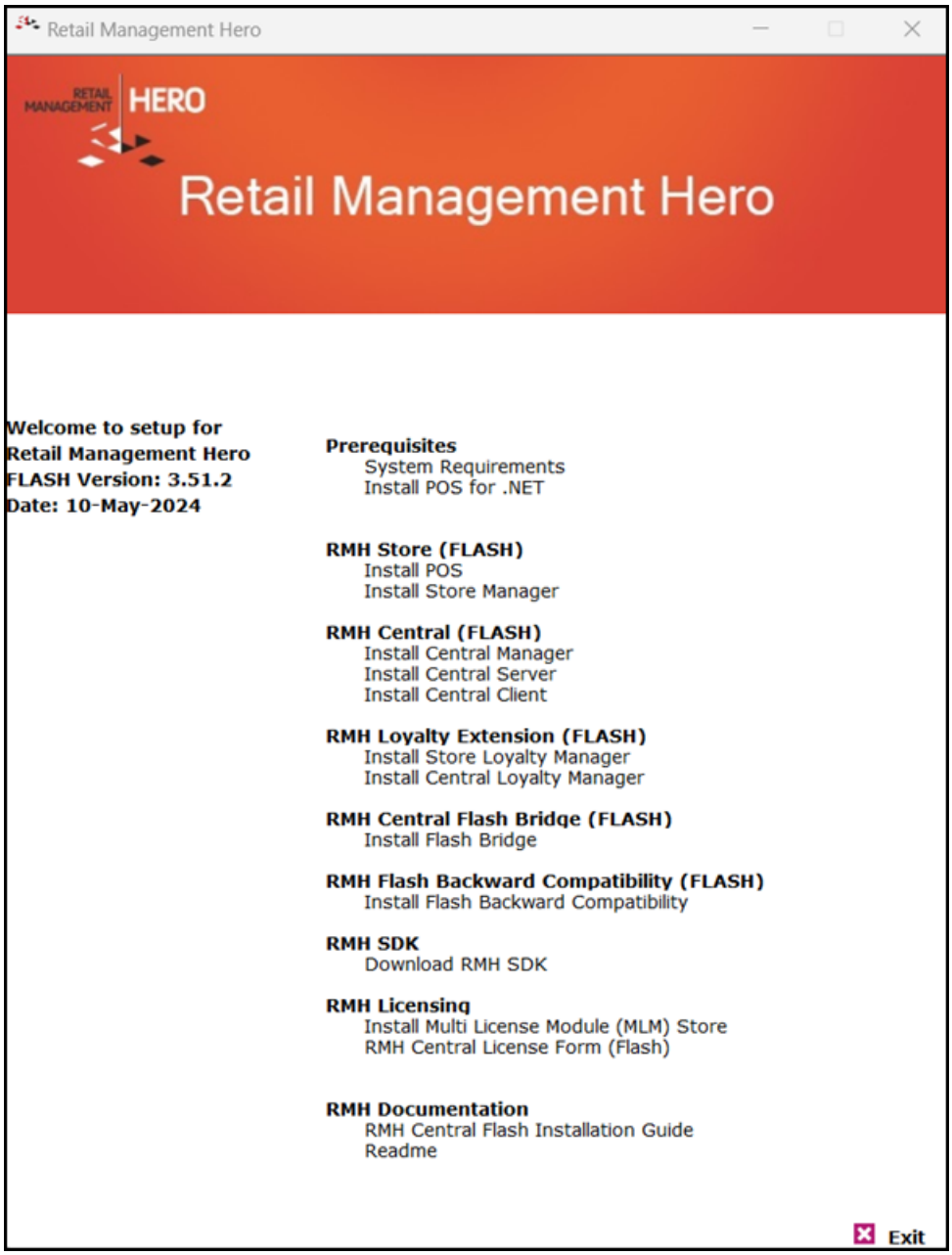
Pre-requisites: You must install .NET on any computer running an RMH app. Refer to Install .NET for more information. You must also install the Flash Bridge app on any computer running Central Manager. Refer to Install and configure the Flash Bridge for more information.

Tip: You may find it helpful to refer to the RMH Flash Applications Installation Checklist for more information about installing and licensing the Flash-based product suite.

1. Go to the location where you extracted the release package files.

2. Double-click **Setup.exe** to open the setup wizard.

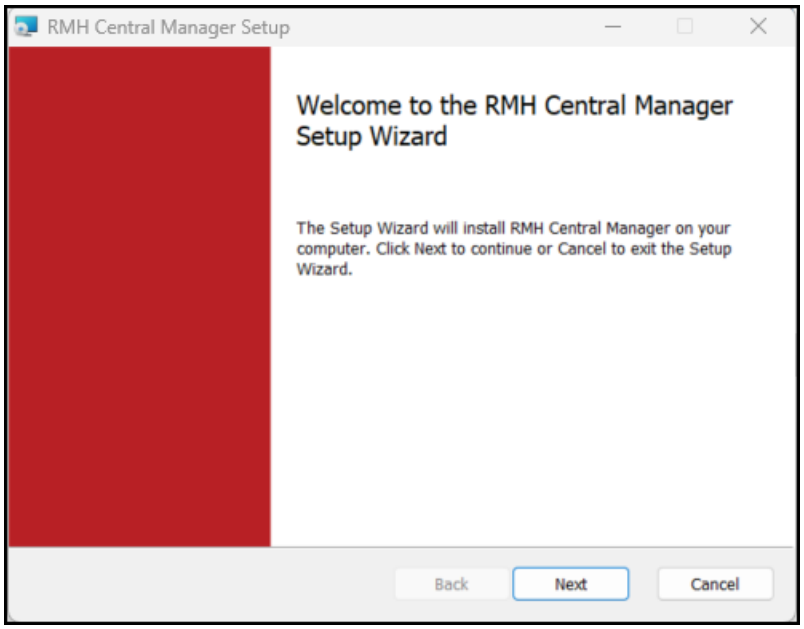
> **Note:** You must have administrative privileges on the computer to install RMH apps.



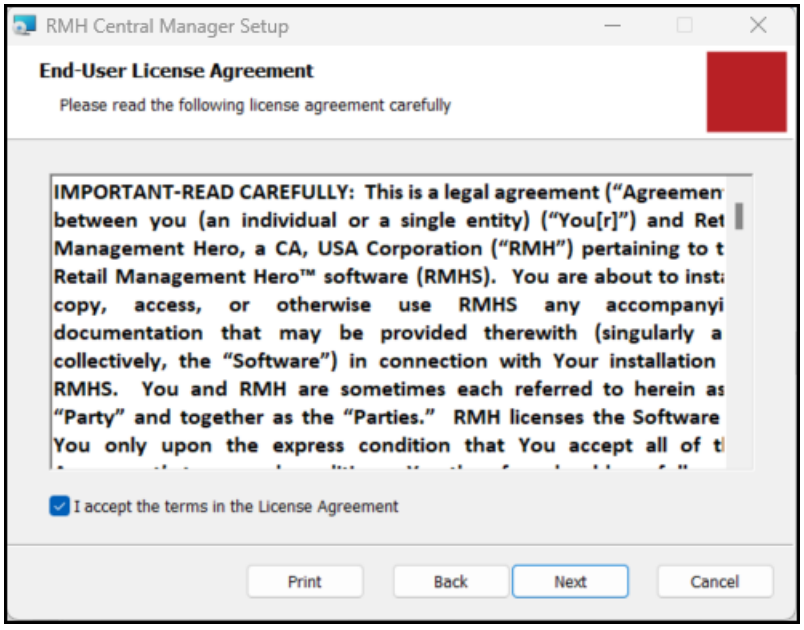
3. Under **RMH Central (FLASH)**, click **Install Central Manager**.

> **Note:** Alternately, you can go to the **RMH Central Manager** folder and double-click **RMH.Central.Setup.msi**.

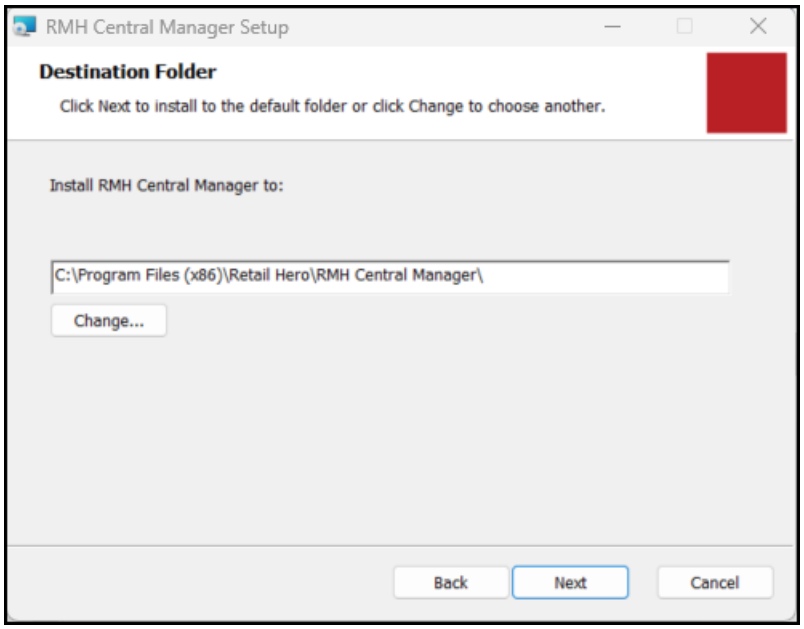
4. Click **Next**.



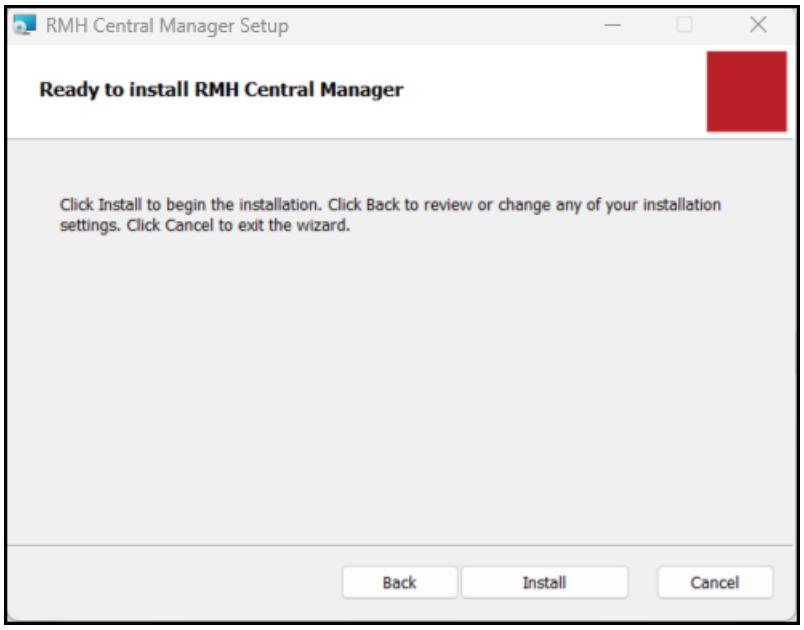
5. On the **End-User License Agreement** screen, select **I accept the terms in the License Agreement**, and click **Next**.



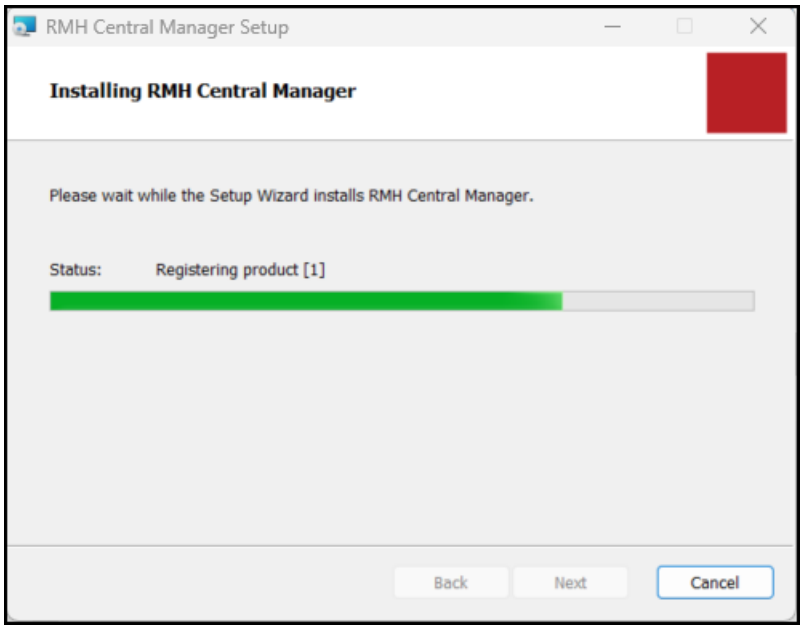
6. On the **Destination Folder** screen, select the installation folder for Central Manager and click **Next**.



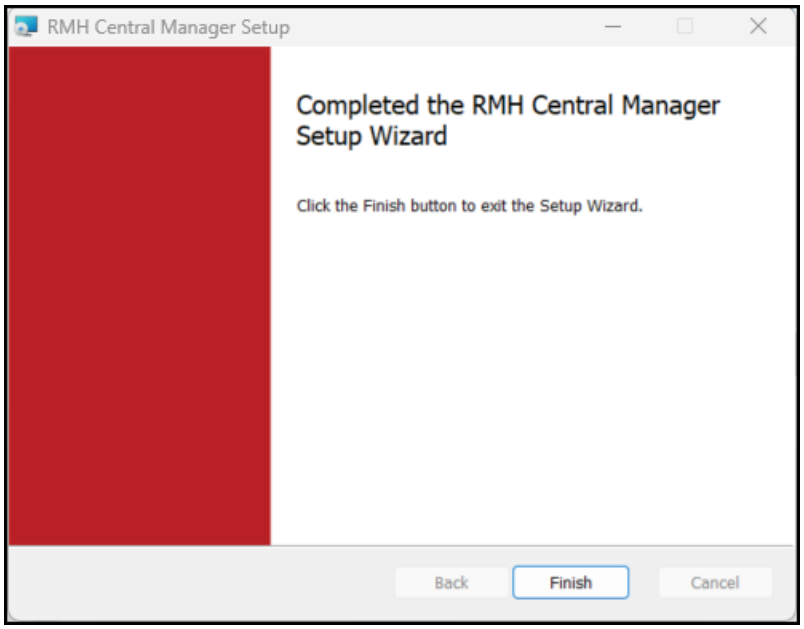
7. Click **Install**.



8. Wait while installation is completed. This may take a few minutes.



9. Click **Finish**.



Configure the connection to SQL Server and the Central database

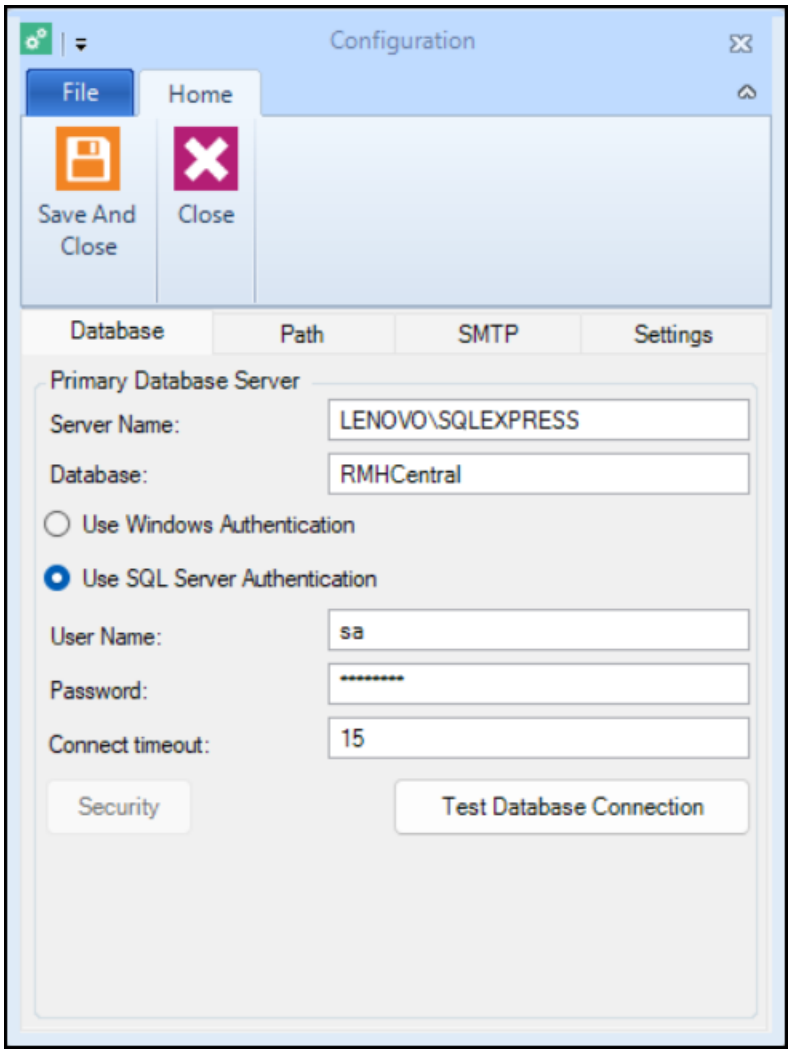
Pre-requisites: You must restore or create the Central database prior to connecting to it. You can use a sample Central database to start. You can find sample

> Central databases under **C:\Program Files (x86)\Retail Hero\RMH Central Manager\DBFiles**.

1. Open **Central Administrator**. The shortcut should be available on your desktop.

2. Click **Configuration**.

3. In the **Server Name** field, type the **host name** or the **IP address** of the computer where you installed SQL Server, a backwards slash (\), and the name of the SQL Server instance if you are using a named SQL Server instance.

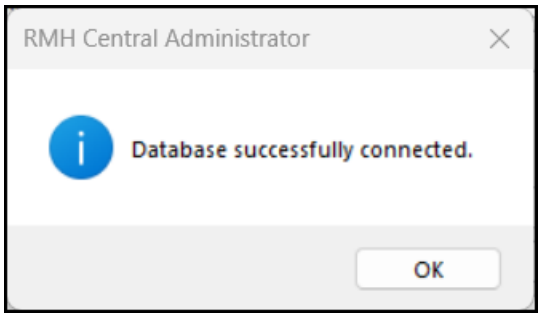


4. In the **Database** field, type the name of the Central database.

5. Select **Use SQL Server Authentication**.

6. Enter the **User name** and **Password** for the system account.

7. Click **Test Database Connection**. You should see the message **Database successfully connected**.



8. Click **Save And Close**.

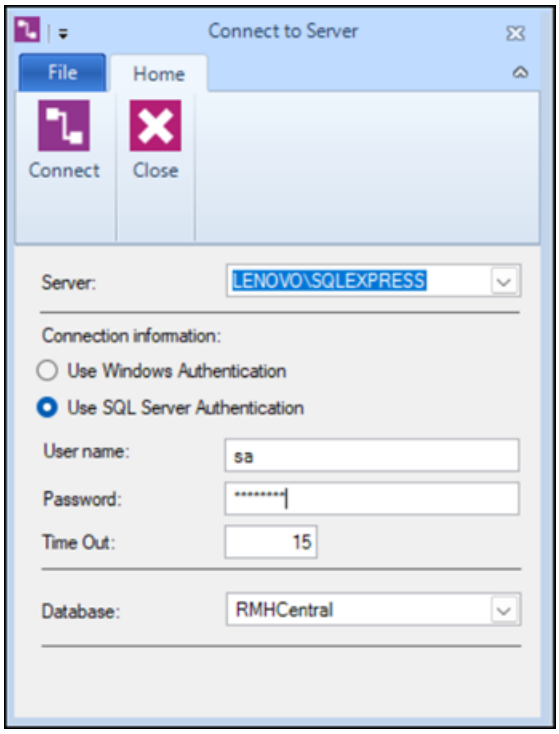
Connect to SQL Server and the Central database and force install tables

> **Tip:** You can run Force Install Tables as an executable in Command Prompt or PowerShell. This allows you to update or repair the Central database without opening Central Administrator or Central Manager. Refer to Run Force Install Tables as an executable for more information.

1. Open **Central Administrator**. The shortcut should be available on your desktop.

2. Click **Connect**.

3. In the **Server** field, select the **host name** of the computer where you installed SQL server and the name of the SQL Server instance.



4. Under **Connection information**, select **Use SQL Server Authentication**.

5. Enter the **User name** and **Password** for the system account.

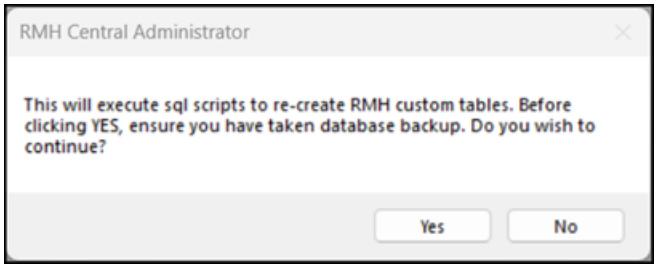
6. From **Database**, select the Central database.

7. Click **Connect**. You will notice that the functions in the **Database** menu are now accessible.

8. In the **Database** menu, click **Force Install Tables**.

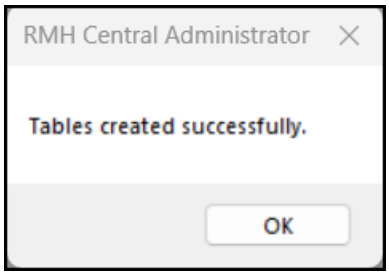
> **Note:** Starting with release 3.11.14, the Force Install Tables function no longer creates the SYNCGUID column in the RMH or third-party app tables. The Prepare Database function will create the SYNCGUID column in the RMH table, but it will no longer create it in third party app tables.

9. Click **Yes** to continue.



10. Wait while Central Administrator executes the SQL scripts to create RMH custom tables in the Central database. This may take a few minutes.

11. Click **OK** to close the confirmation dialog.



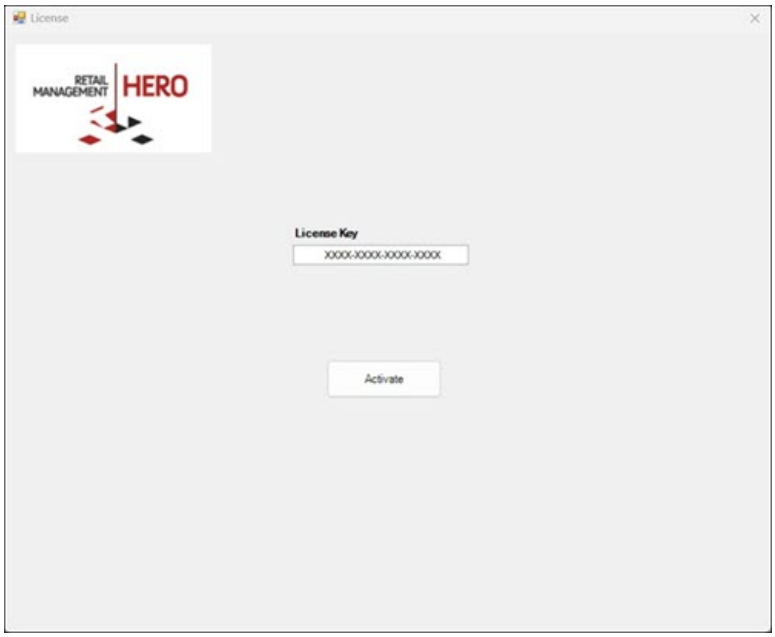
Activate the Central User license

The license key for Central Manager is a floating user license key. With floating user license keys, when you open an app, the app claims an available license. When you close the app, the license is released. If all available user licenses are claimed, additional users cannot open and use the app until one of the floating licenses is released or more licenses are purchased.

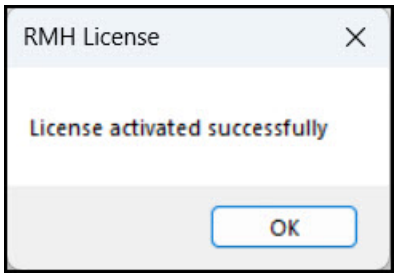
> **Warning!** The Central Manager and Central Client apps use license keys issued from the new RMH Order Portal. If you have older licenses that were issued from MLM, use the following form to request new licenses: https://-forms.office.com/r/qb4408KQXN.

1. Open **RMH Central Manager**. The shortcut should be available on your desktop.

2. Enter the license key and click **Activate**.



3. Click **OK**.



Install and configure Central Server

> **Pre-requisites:** You must install .NET on any computer running an RMH app, including Central Server. Refer to Install .NET for more information. You must also install the Flash Bridge app on any computer running Central Server. Refer to Install and configure the Flash Bridge for more information.

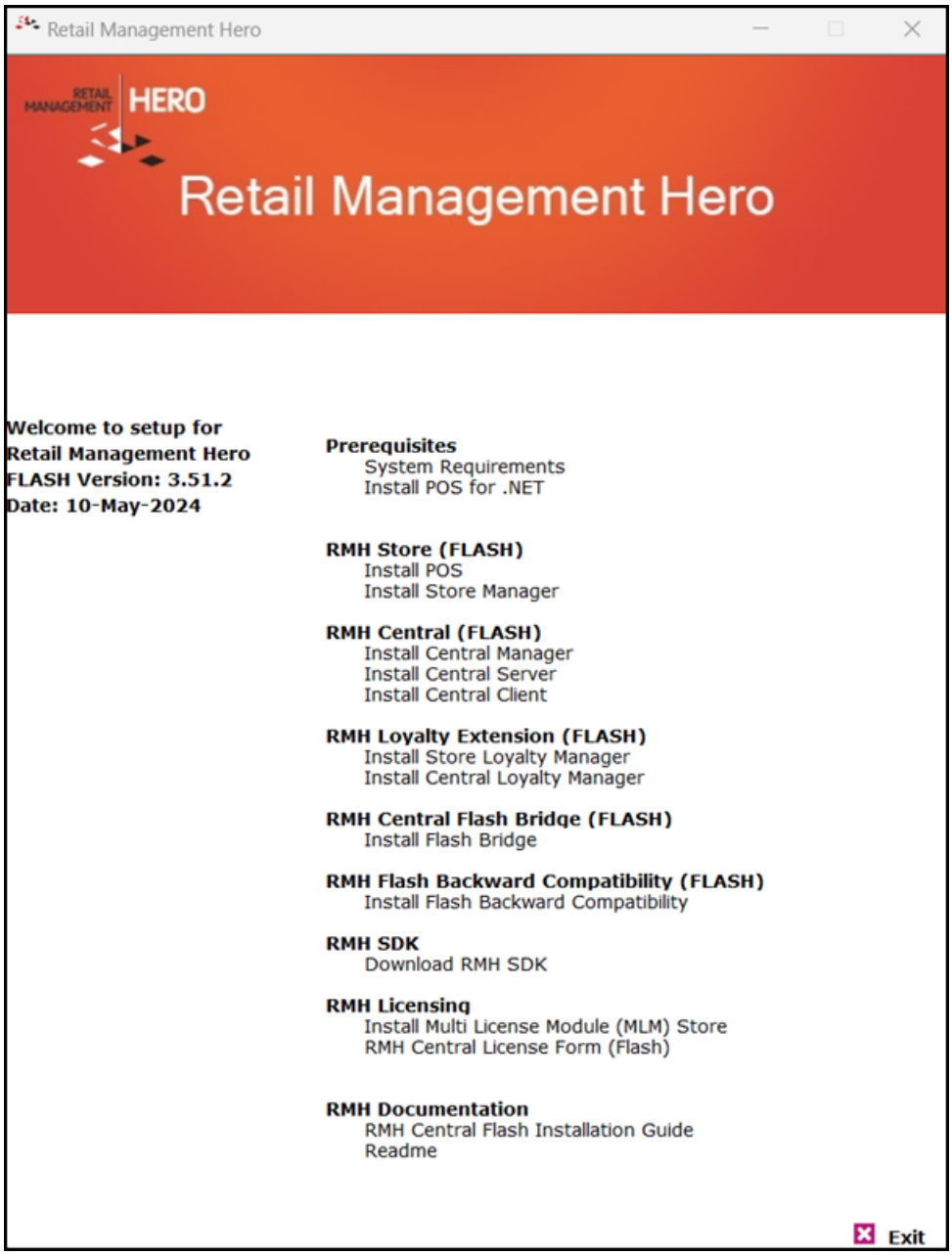
You can install Central Server on the same computer where Central Manager is installed, but it is recommend that you install it on a store server.

> **Tip:** You may find it helpful to refer to the RMH Flash Applications Installation Checklist for more information about installing and licensing the Flash-based product suite.

1. Go to the location where you extracted the release package files.

2. Double-click **Setup.exe** to open the setup wizard.

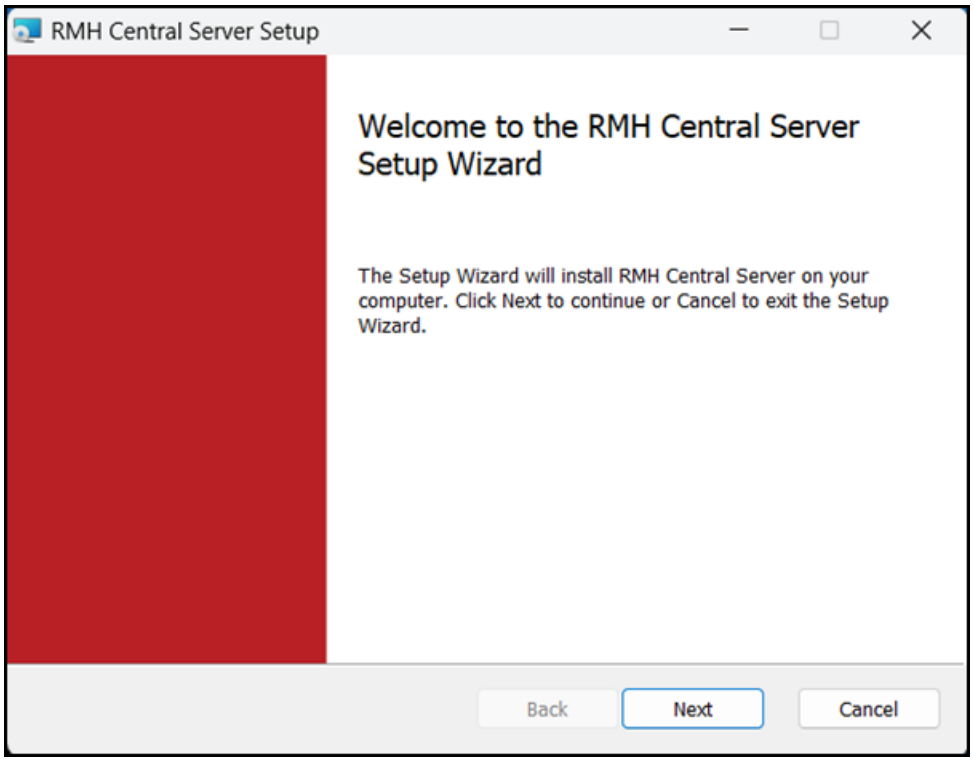
   > **Note:** You must have administrative privileges on the computer to install RMH apps.



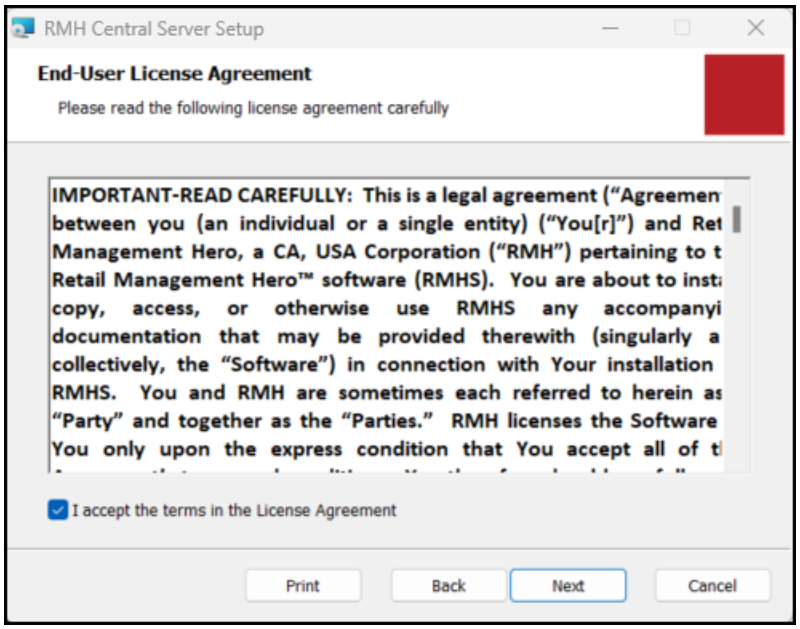
3. Under **RMH Central (FLASH)**, click **Install Central Server**.

> **Note:** Alternately, you can go to the **RMH Central Server** folder and double-click **RMH.Central.Server.Setup.msi**.

4. Click **Next**.

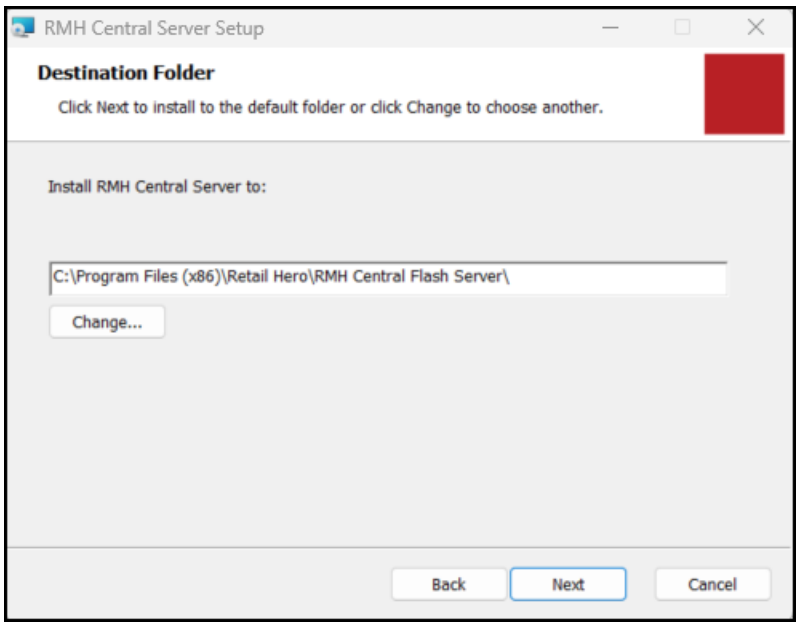


5. On the **End-User License Agreement** screen, select **I accept the terms in the License Agreement**, and click **Next**.

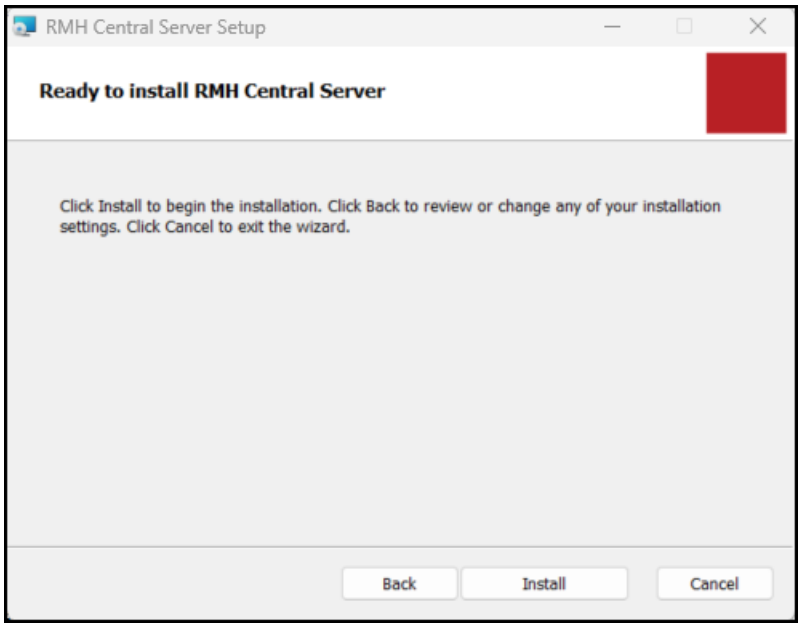


6. On the **Destination Folder** screen, select the installation folder for Central Server and click **Next**.

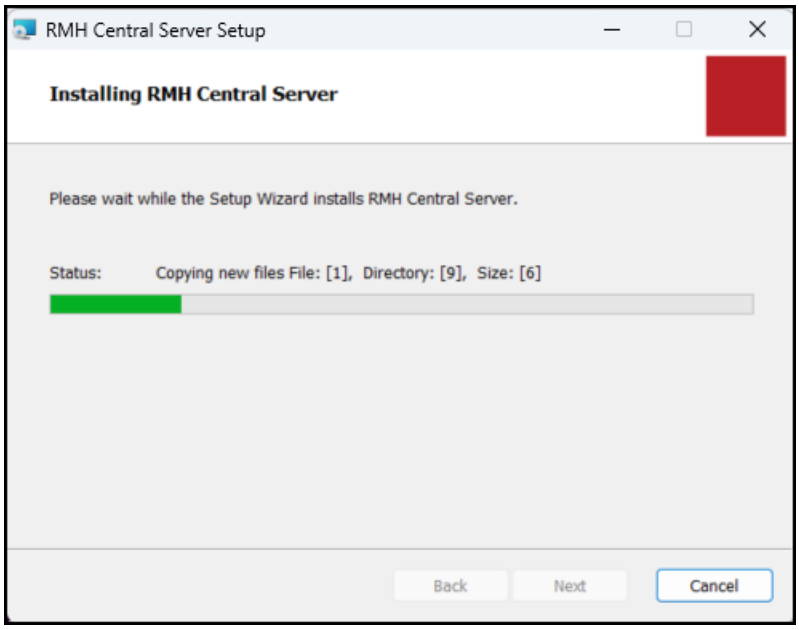
> **Note:** If the RMH Central Server (and the Worksheet Processor) are not installed on the same computer as the SQL Server, worksheet processing may be affected by time zone differences between the two computers.



7. Click **Install**.

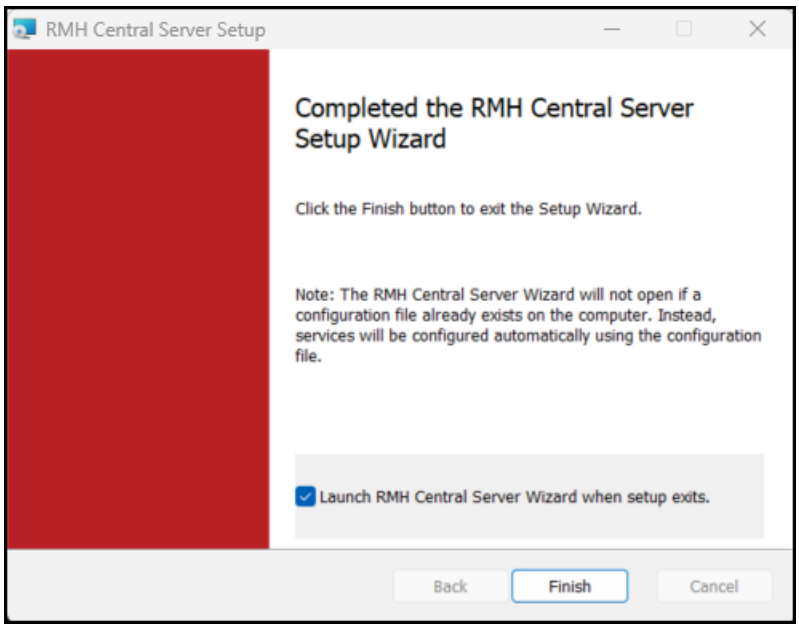


8. Wait while installation is completed. This may take a few minutes.



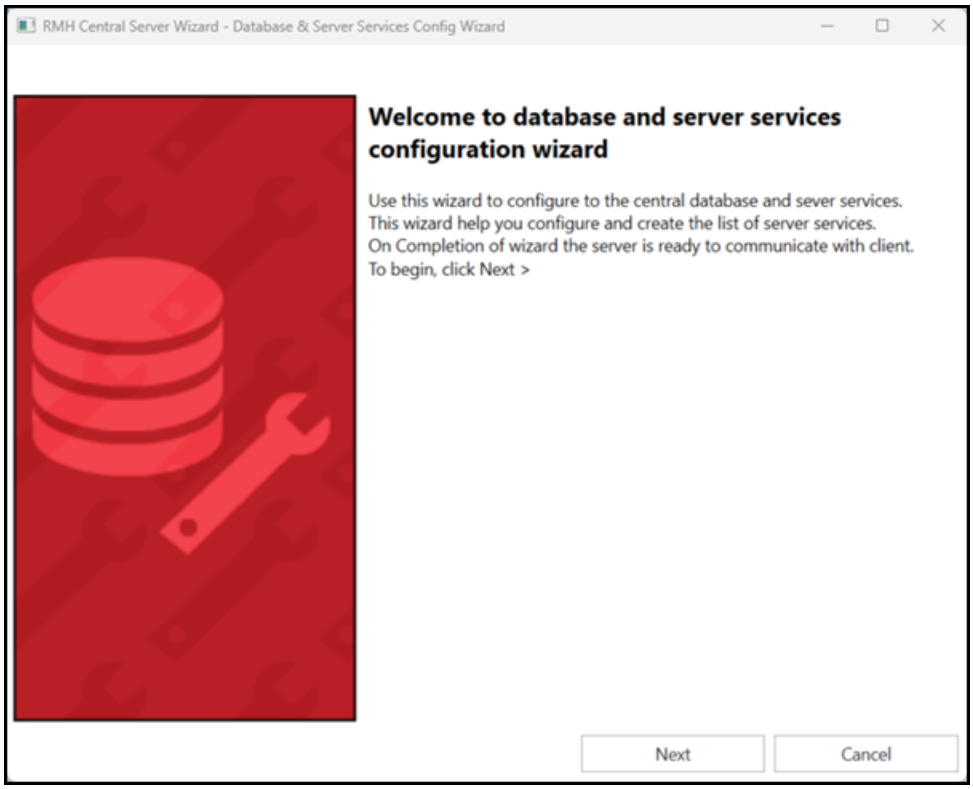
9. Confirm that **Launch RMH Central Server Wizard when setup exits** is selected and click **Finish**.

> **Note:** If a configuration file already exists on the computer, the RMH Central Server Wizard will not open even if this option is selected. Instead, services are configured automatically using the configuration file.



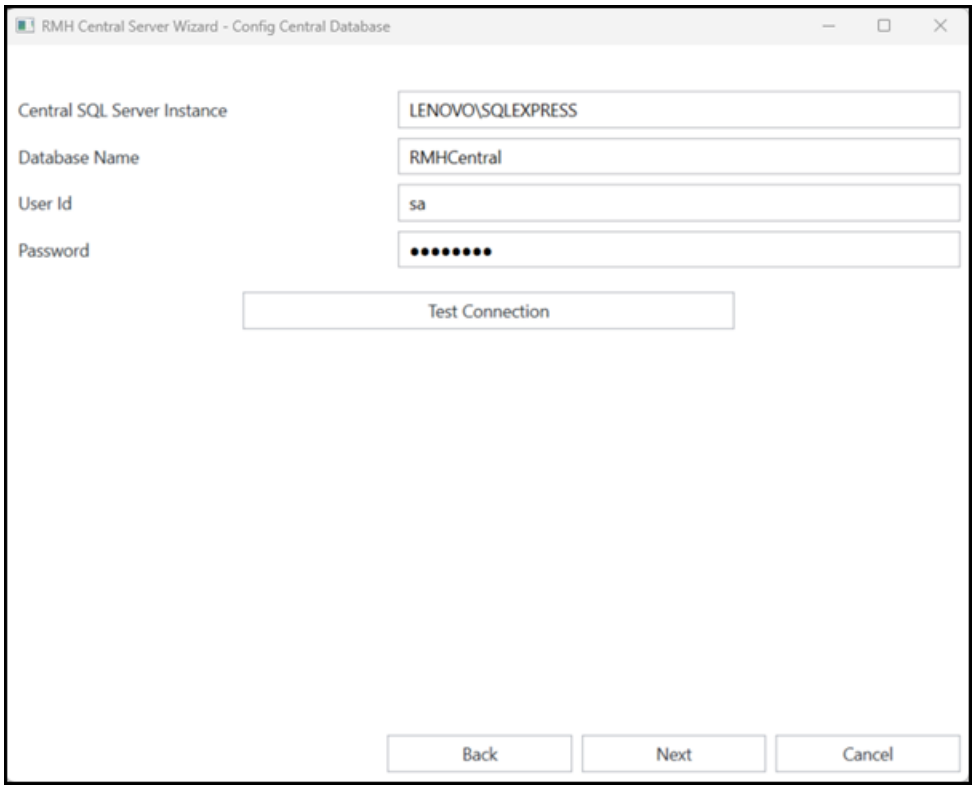
> **Tip:** You can manually launch the **RMH Central Server Wizard** using the **RMH.Central.Communication.Central.Wizard.exe** executable, which is usually located under **C:\Program Files (x86)\Retail Hero\RMH Central Flash Server**.

10. Click **Next**.

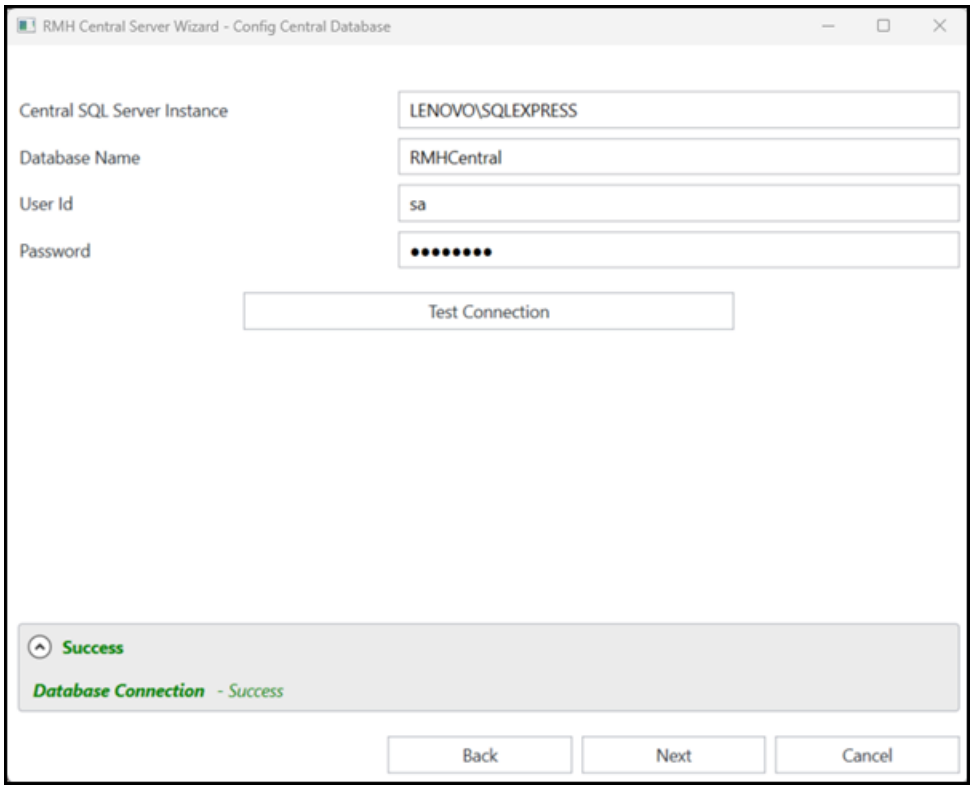


11. Configure the connection to the SQL Server and the Central database.

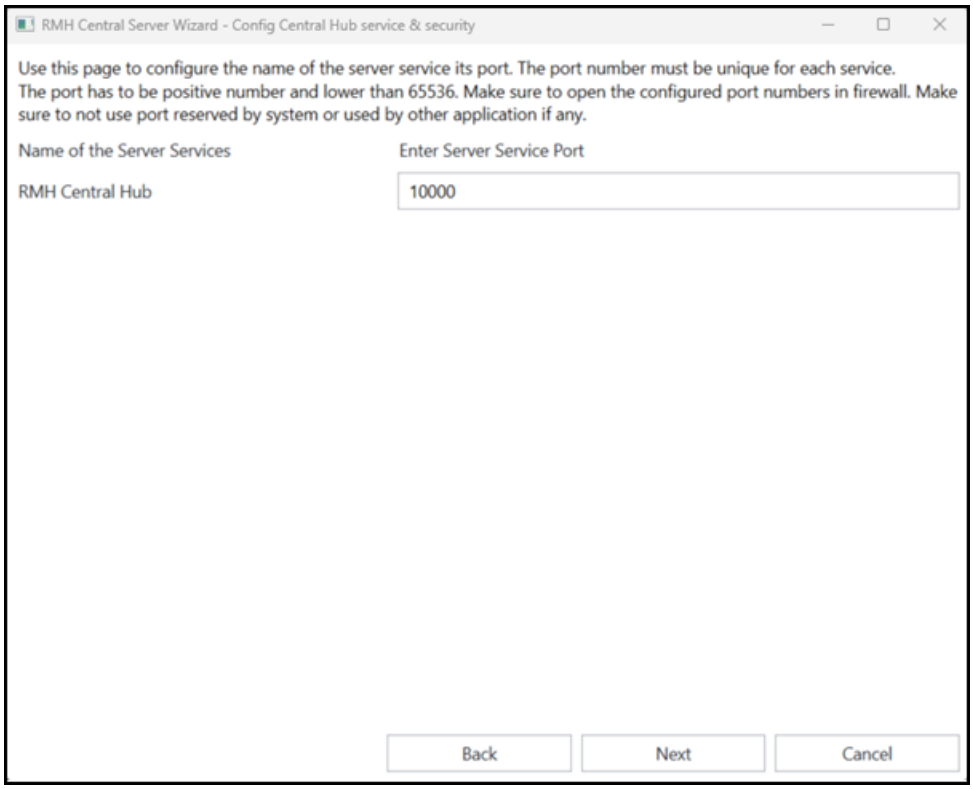
    - **Central SQL Server Instance:**Enter the **host name** or the **IP address** of the computer where you installed SQL Server, a backwards slash (\), and the name of the SQL Server instance if you are using a named SQL Server instance.
    - **Database Name:** Enter the name of the Central database.
    - **User ID:** Enter the **User name** for the system account.
    - **Password:** Enter the **Password** for the system account.



12. Click **Test Connection**. If the connection to the SQL Server and Central database is successful, click **Next**.



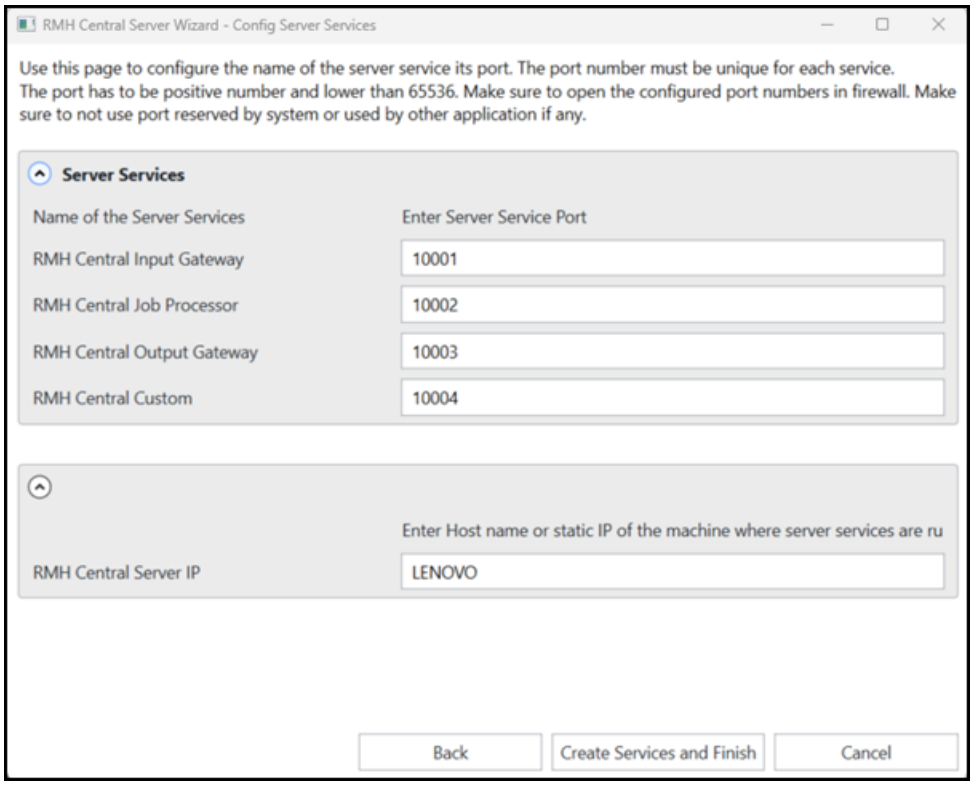
13. Enter the port for **RMH Central Hub**, e.g., 10000, and click **Next**.



14. Enter the ports for **Central Server Services** and click **Next**.

    - RMH Central Input Gateway
    - RMH Central Job Processor
    - RMH Central Output Gateway
    - RMH Central Custom

    > **Note:** Enter a unique port number for each service. If you are using the Backward Compatibility Extension, ensure the port numbers used for the Flash Central Server app are different from the port numbers used for the non-Flash Central Server app. Refer to Use the Backward Compatibility Extension with Flash for more information.



15. Enter the **RMH Central Server IP**. This is the **host name** or **IP address** of the computer where the server services are running.

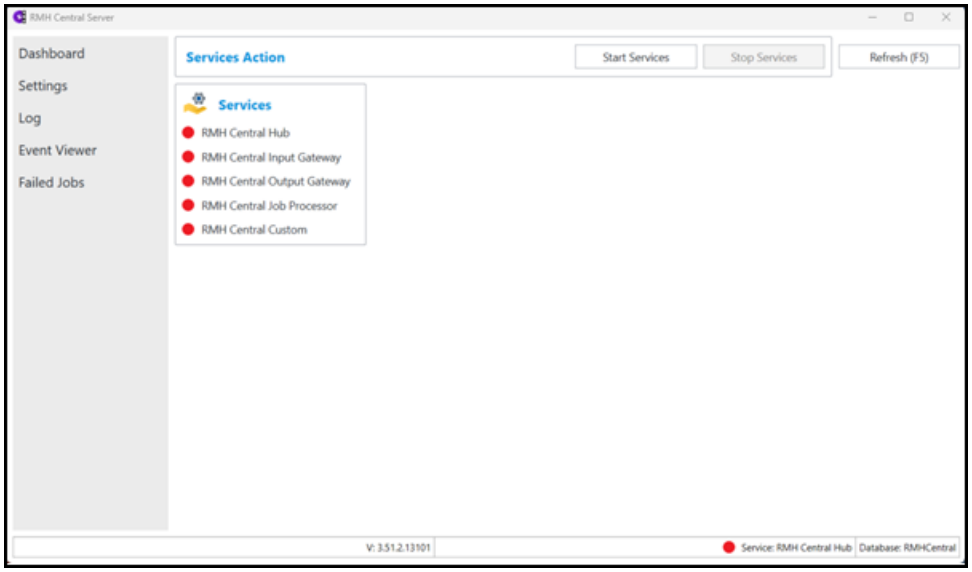
16. Click **Create Services and Finish**. The services are configured.

17. Click **OK**.

Prepare the Central database and start server services

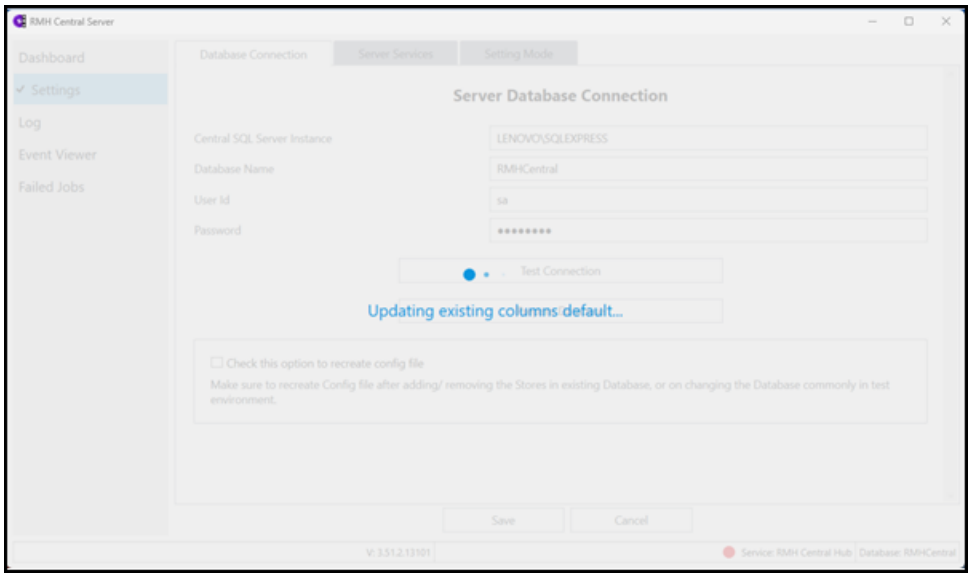
1. Open **Central Server**. The shortcut should be available on your desktop.

2. Click **Settings**.

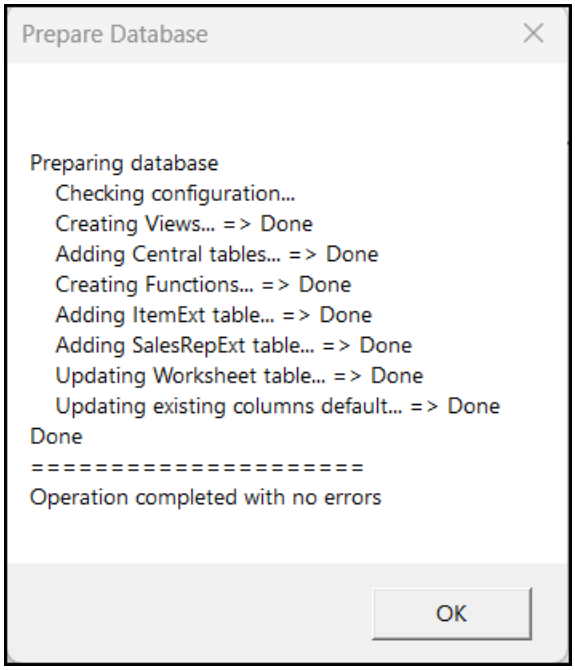


3. Go to the **Database Connection** tab and click **Prepare Database**.

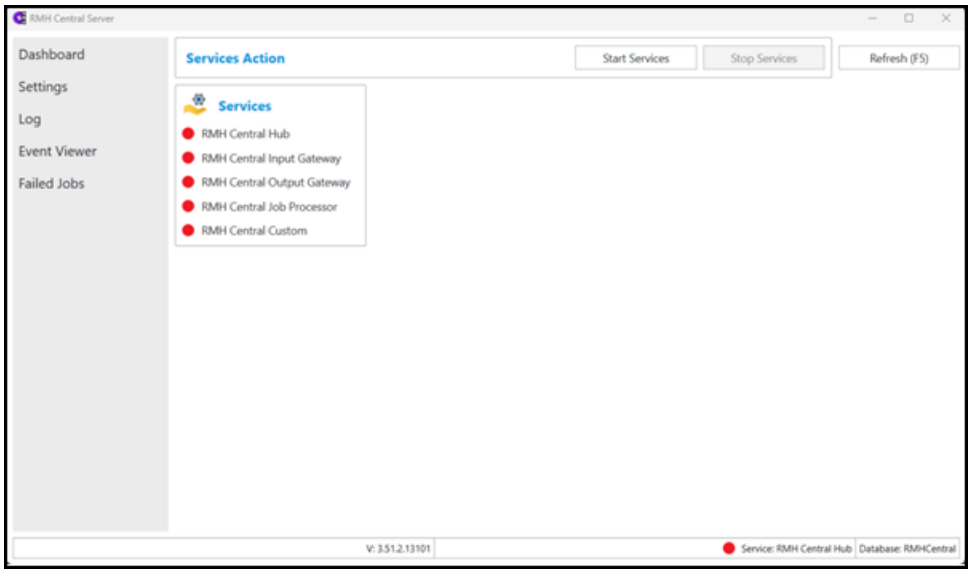
4. Wait while the database tables are updated. This may take a few minutes.



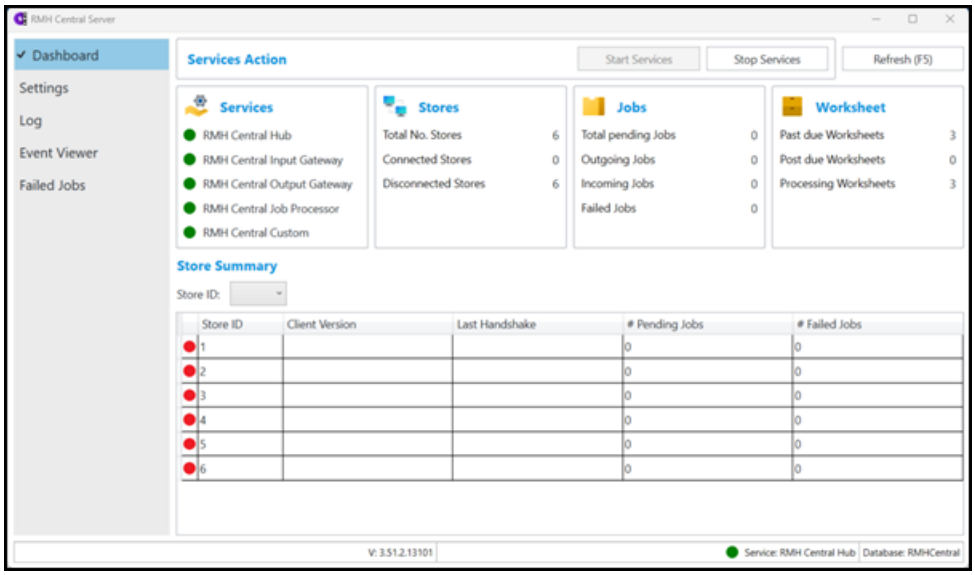
5. Click **OK**.



6. Click **Dashboard**.



7. Click **Start Services**. You should see the server services change from red (stopped) to green (running).



Install Store Manager

> **Pre-requisites:** You must install .NET on any computer running an RMH app. Refer to Install .NET for more information.

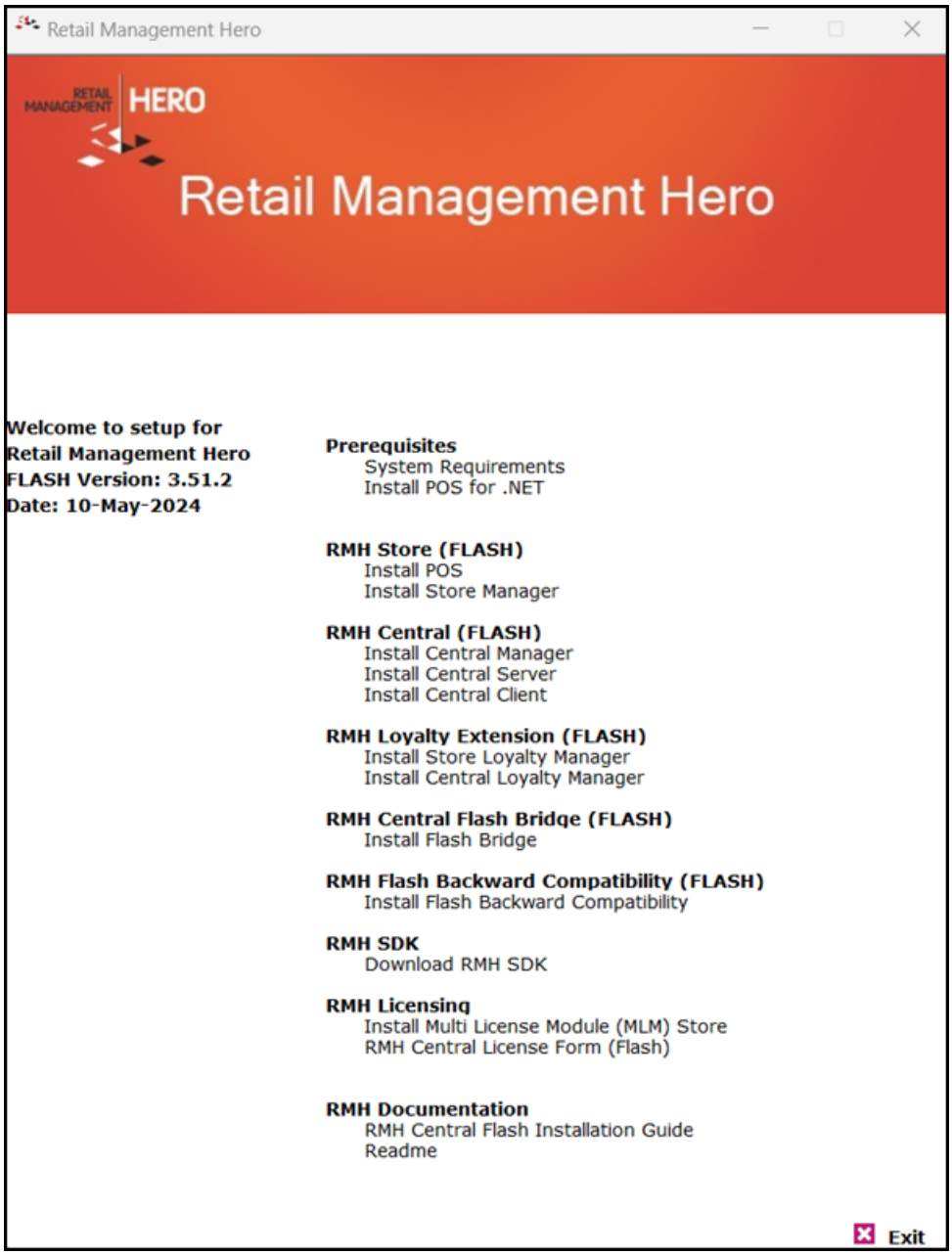
> **Warning!** If you change the database you must create the config file in Central Client. Refer to Modify the Central Client settings for more information.

If you change the database - or if you add, remove, or deactivate a store - you must recreate the config file in Central Server. Refer to Modify the Central Server settings for more information.

1. Go to the location where you extracted the release package files.

2. Double-click **Setup.exe** to open the setup wizard.

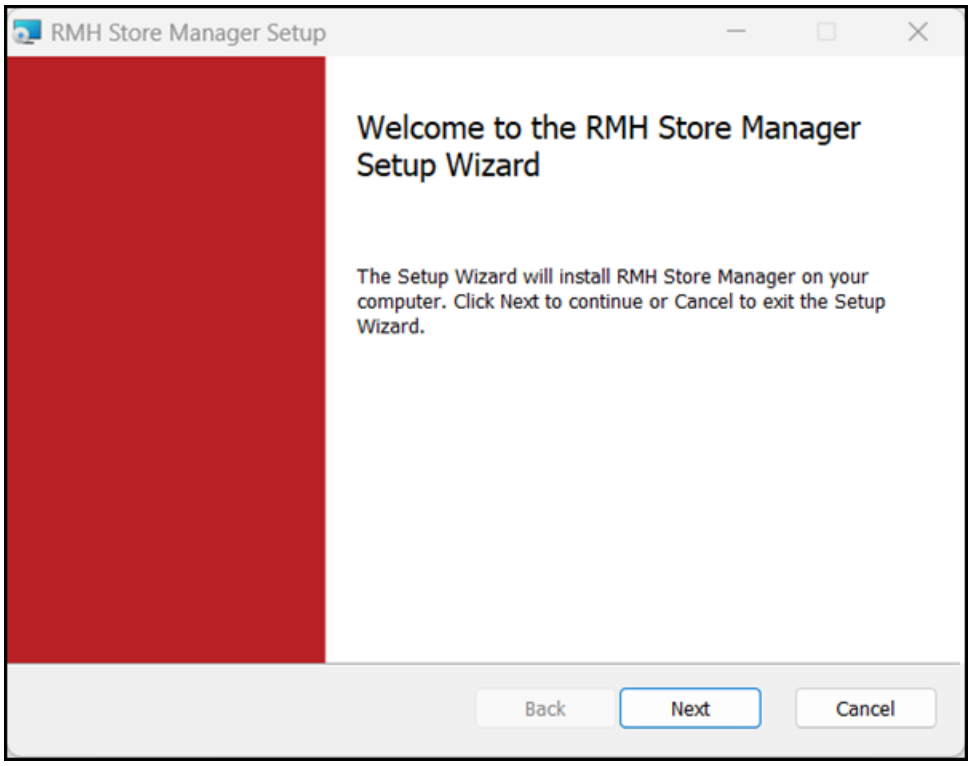
   Note: You must have administrative privileges on the computer to install RMH apps.



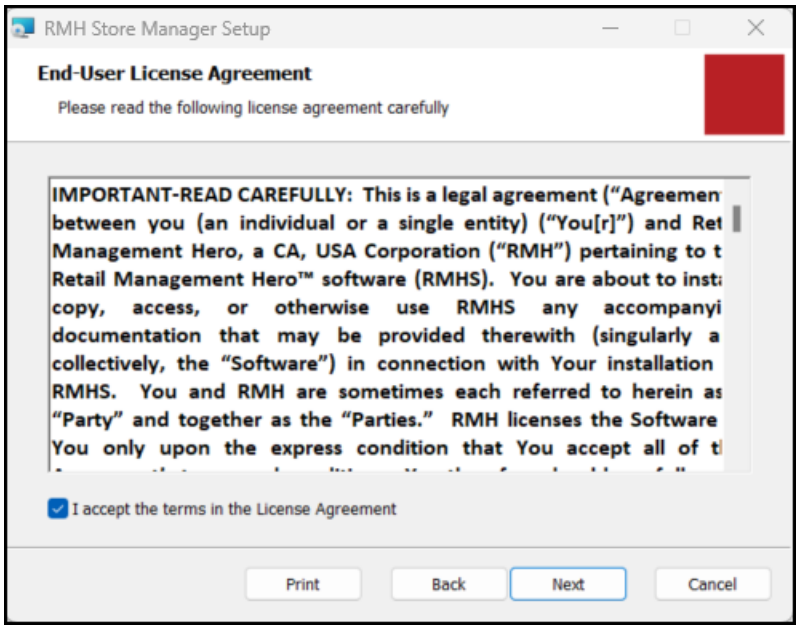
3. Under **RMH Store (FLASH)**, click **Install Store Manager**.

> **Note:** Alternately, you can go to the **RMH Store Manager** folder and double-click **RMH.Store.Manager.msi**.

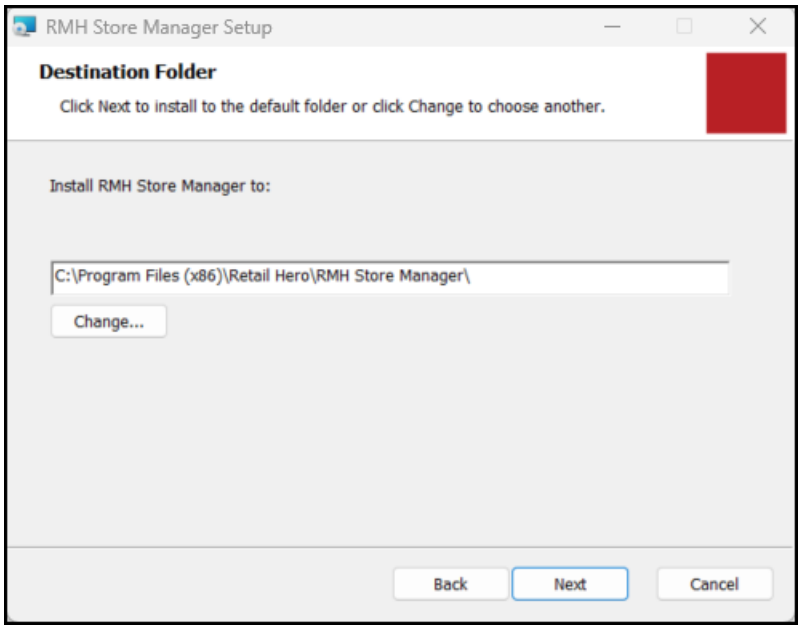
4. Click **Next**.



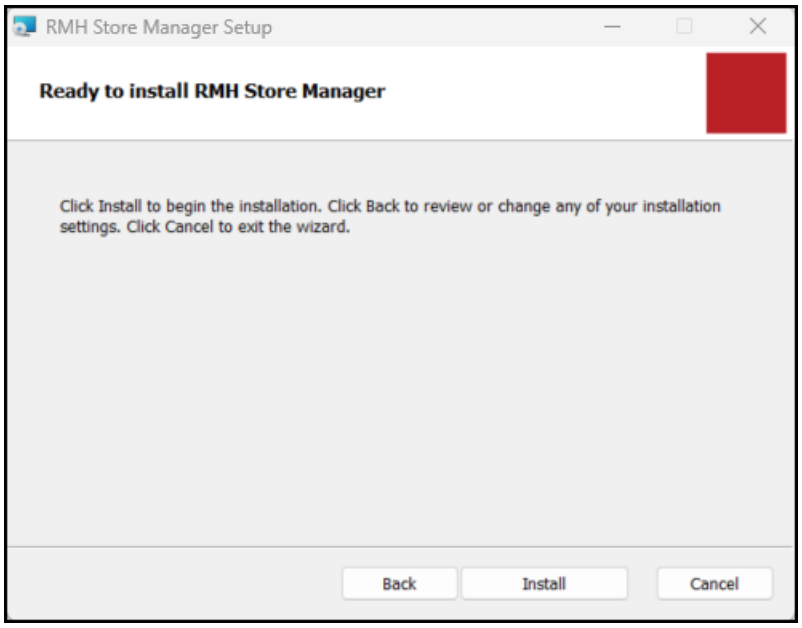
5. On the **End-User License Agreement** screen, select **I accept the terms in the License Agreement**, and click **Next**.



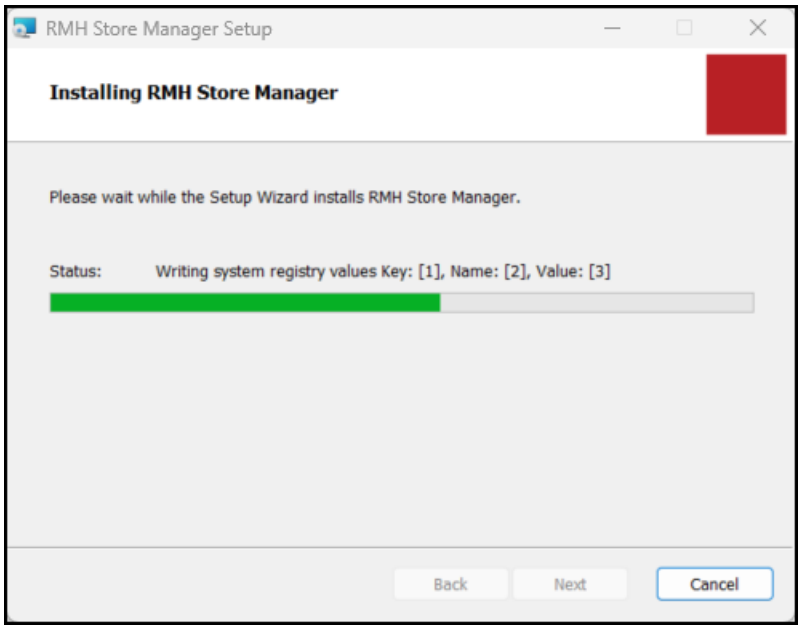
6. On the **Destination Folder** screen, select the installation folder for Store Manager and click **Next**.



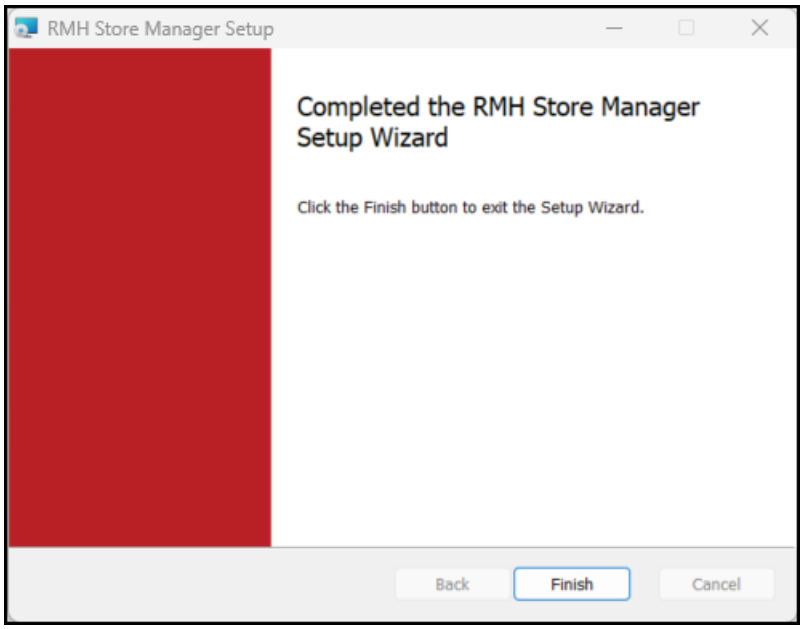
7. Click **Install**.



8. Wait while installation is completed. This may take a few minutes.



9. Click **Finish**.



Install and configure Central Client

Pre-requisites: You must install .NET on any computer running an RMH app, including Central Client. Refer to Install .NET for more information. You must also

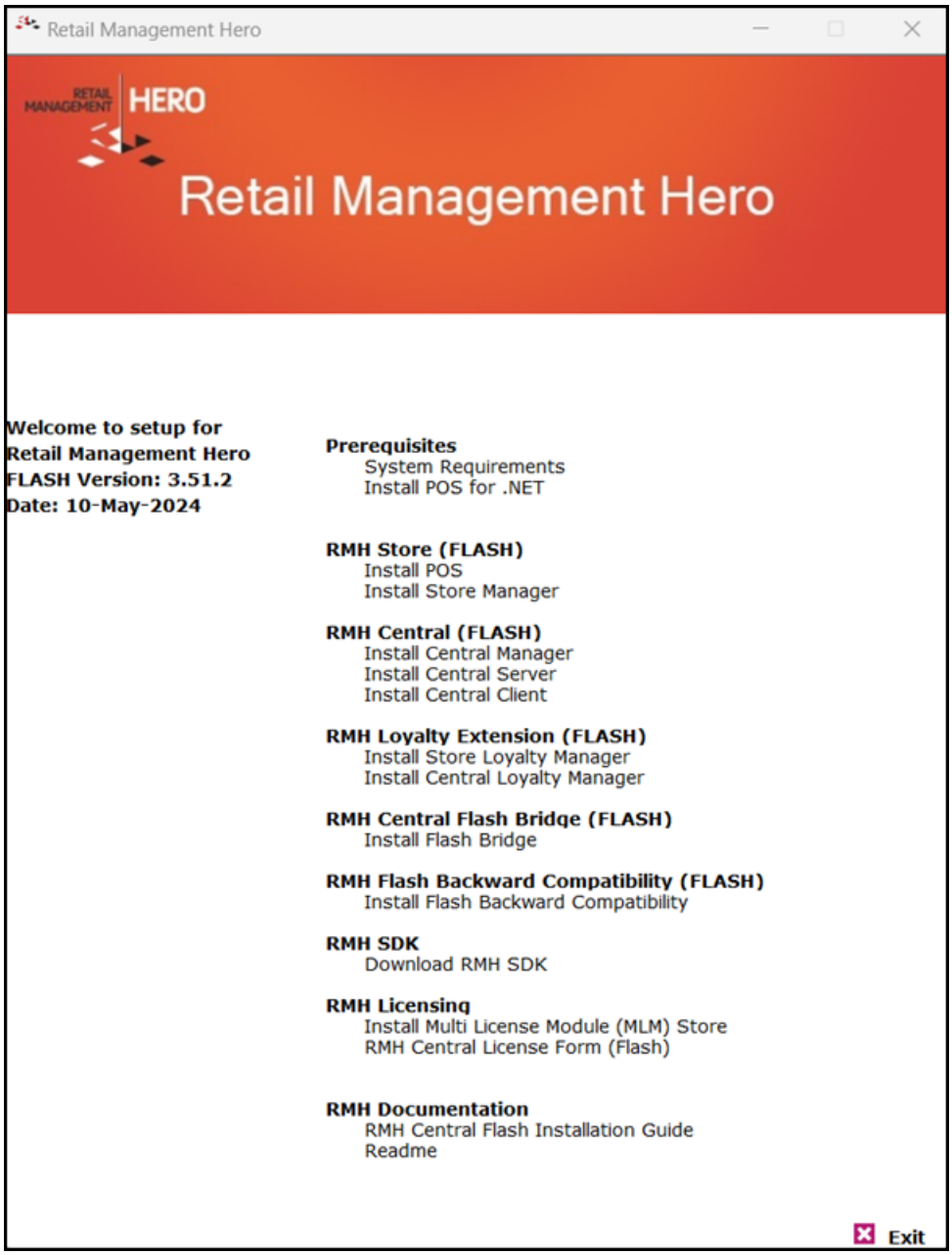
Install the Flash Bridge app on any computer running Central Client. Refer to Install and configure the Flash Bridge for more information.

You can install Central Client on the same computer where Store Manager is installed, or on a store server, management computer, or standalone computer.

> **Tip:** You may find it helpful to refer to the RMH Flash Applications Installation Checklist for more information about installing and licensing the Flash-based product suite.

1. Go to the location where you extracted the release package files.
2. Double-click **Setup.exe** to open the setup wizard.

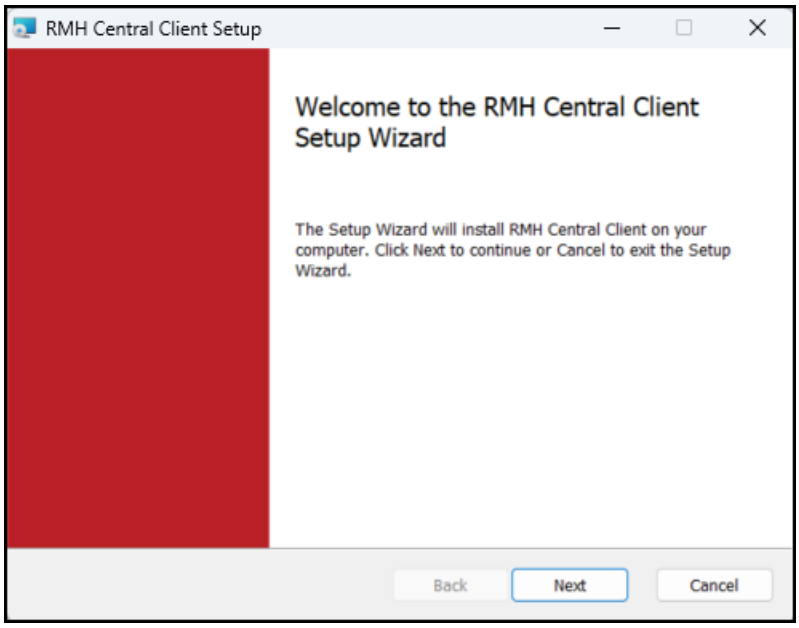
   > **Note:** You must have administrative privileges on the computer to install RMH apps.



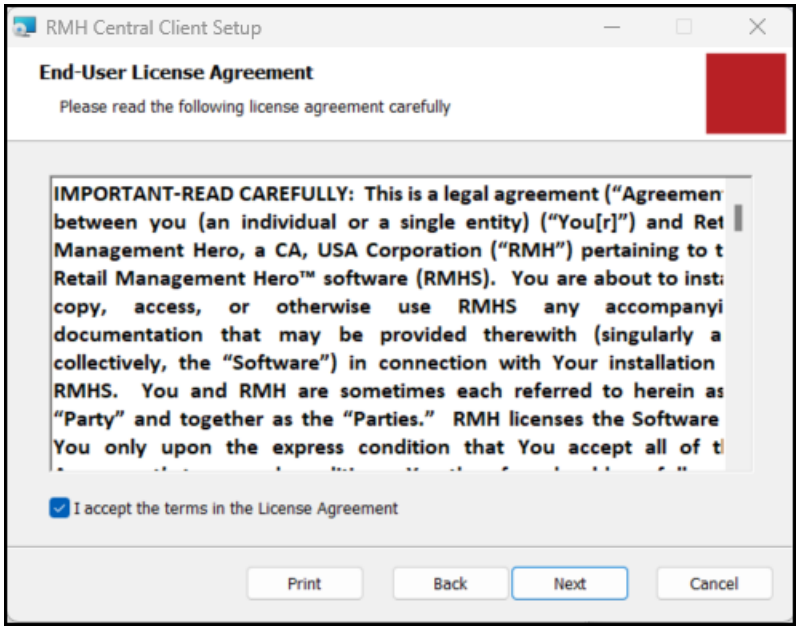
3. Under **RMH Central (FLASH)**, click **Install Central Client**.

> **Note:** Alternately, you can go to the **RMH Central Client** folder and double-click **RMH.Central.Client.Setup.msi**.

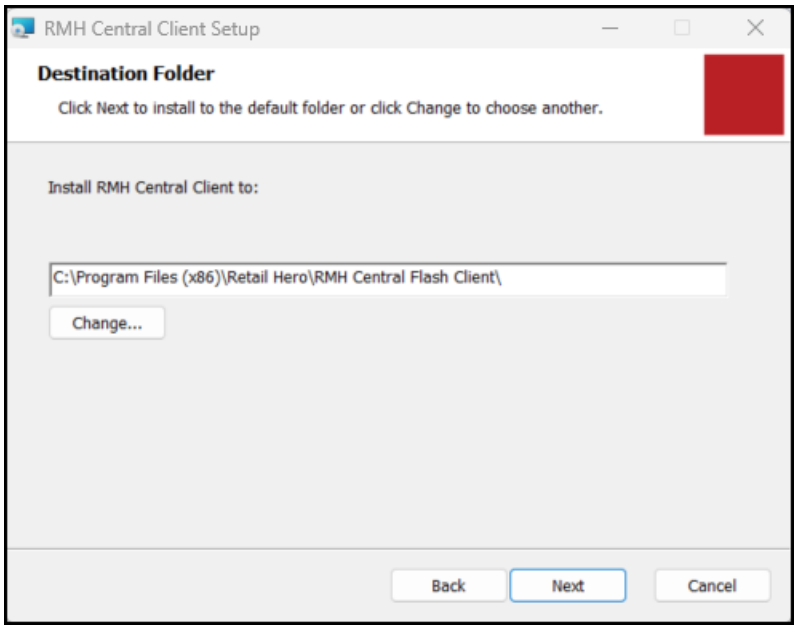
4. Click **Next**.



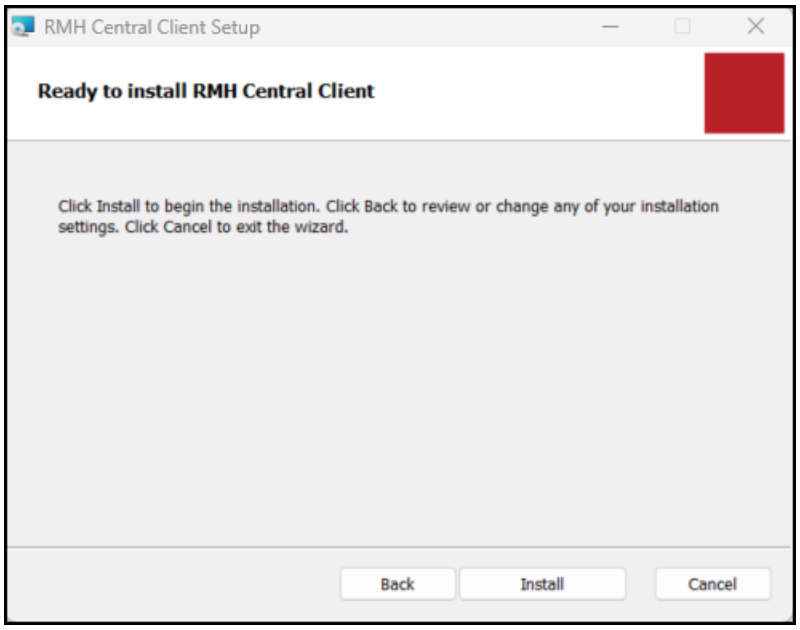
5. On the **End-User License Agreement** screen, select **I accept the terms in the License Agreement**, and click **Next**.



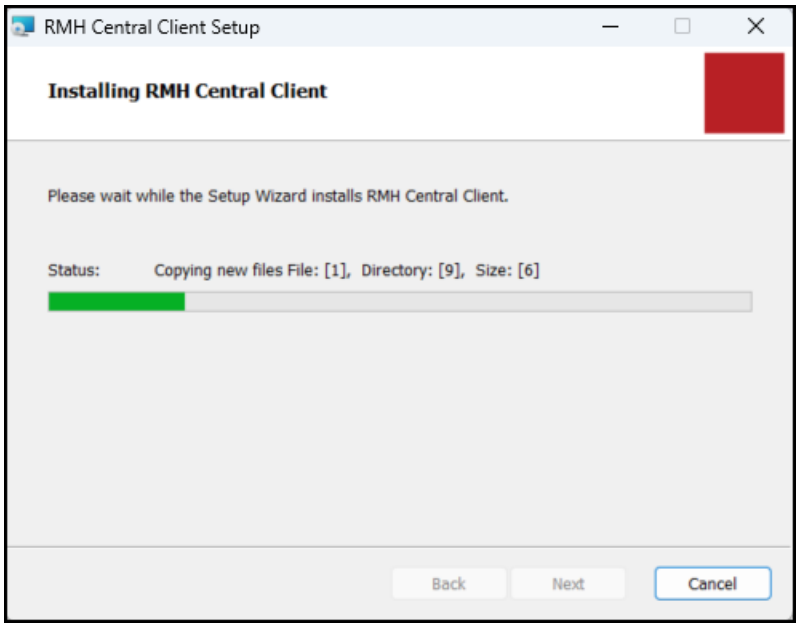
6. On the **Destination Folder** screen, select the installation folder for Central Client and click **Next**.



7. Click **Install**.

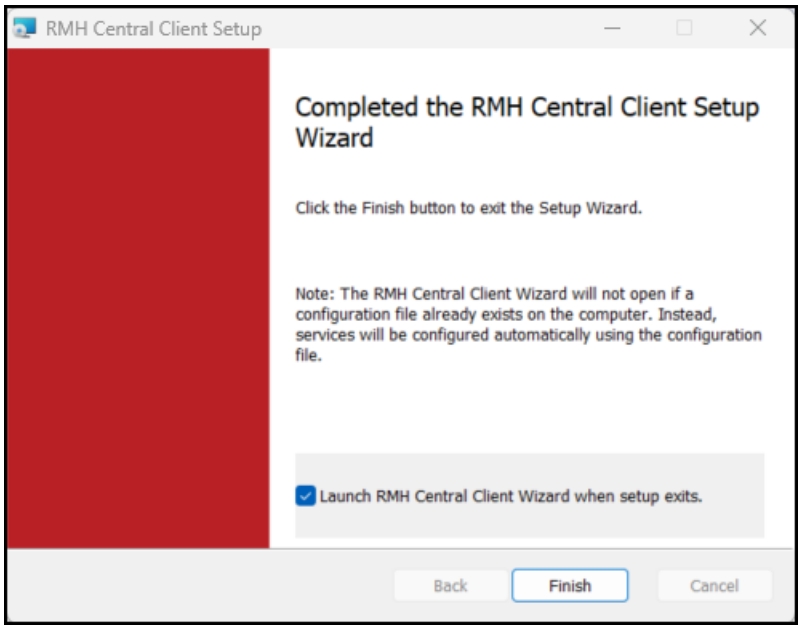


8. Wait while installation is completed. This may take a few minutes.



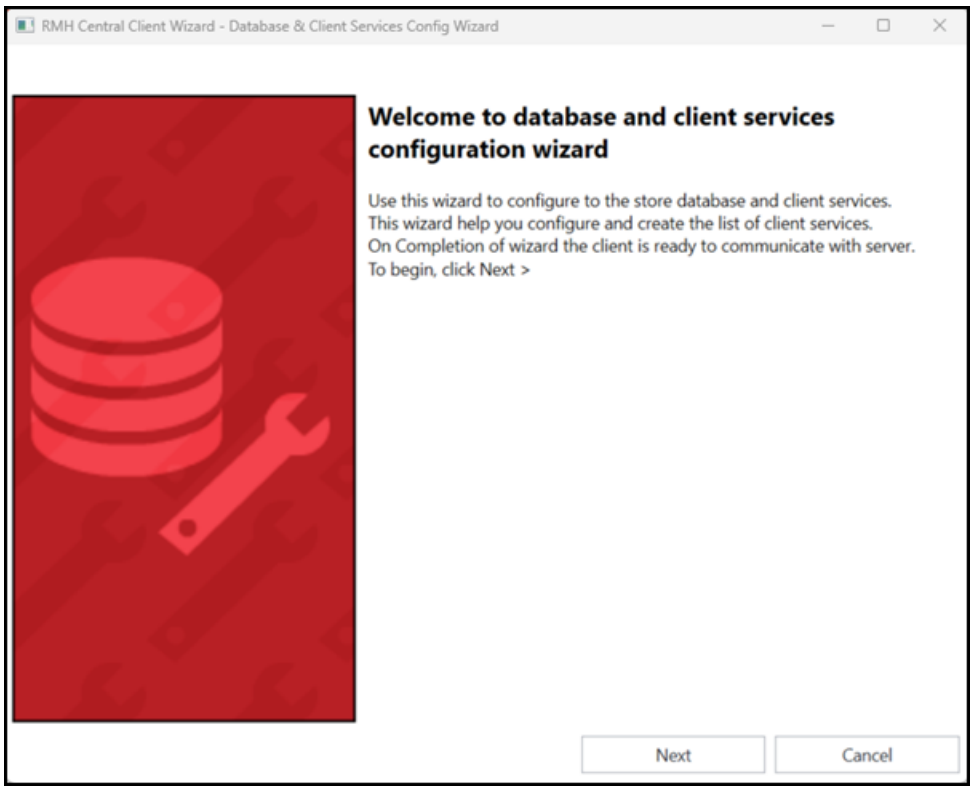
9. Confirm that **Launch RMH Central Client Wizard when setup exits** is selected and click **Finish**.

> **Note:** If a configuration file already exists on the computer, the RMH Central Client Wizard will not open even if this option is selected. Instead, services are configured automatically using the configuration file.



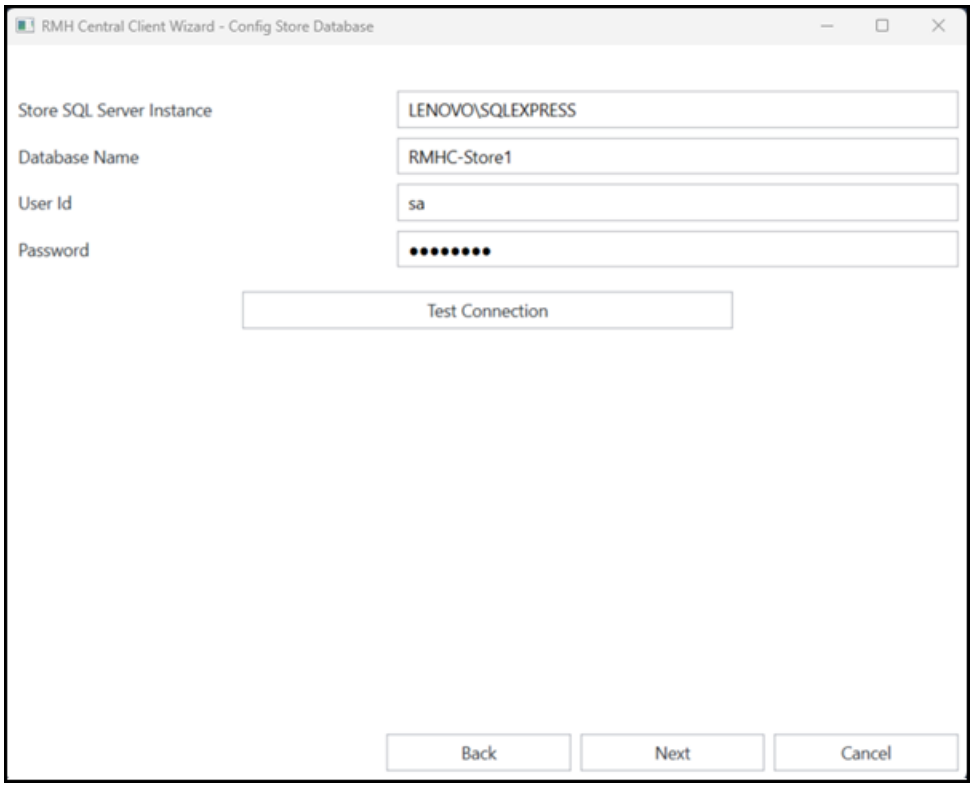
> **Tip:** You can manually launch the **RMH Central Client Wizard** using the **RMH.Central.Communication.Store.Wizard.exe** executable, which is usually located under **C:\Program Files (x86)\Retail Hero\RMH Central Flash Client**.

10. Click **Next**.

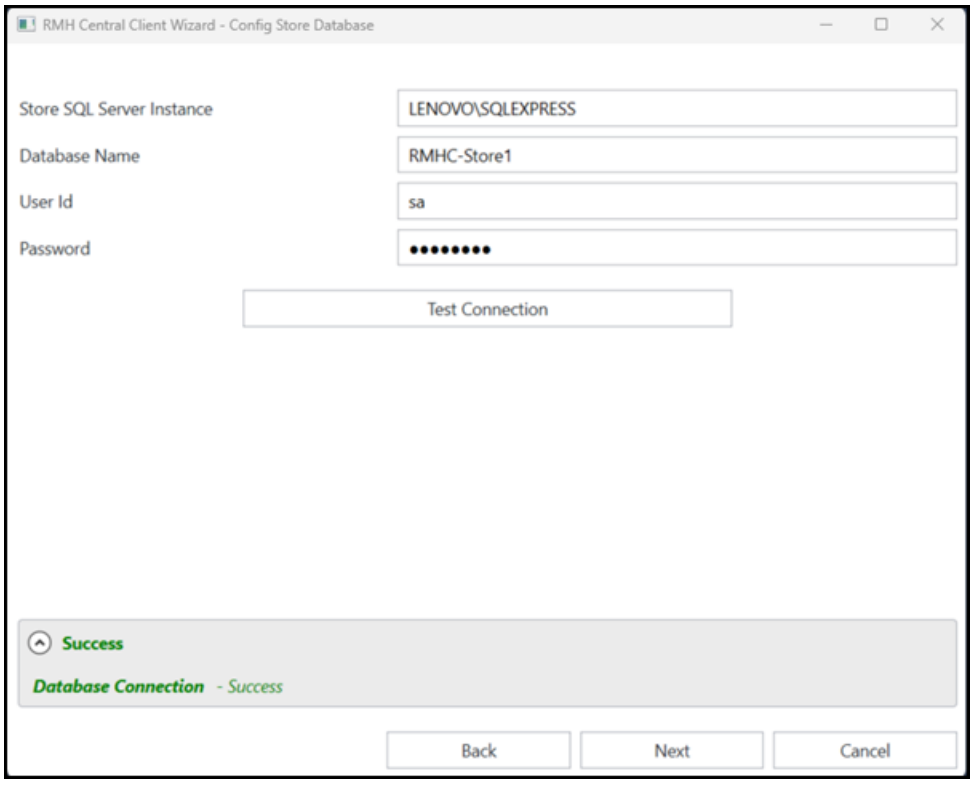


11. Configure the connection to the SQL Server and the store database.

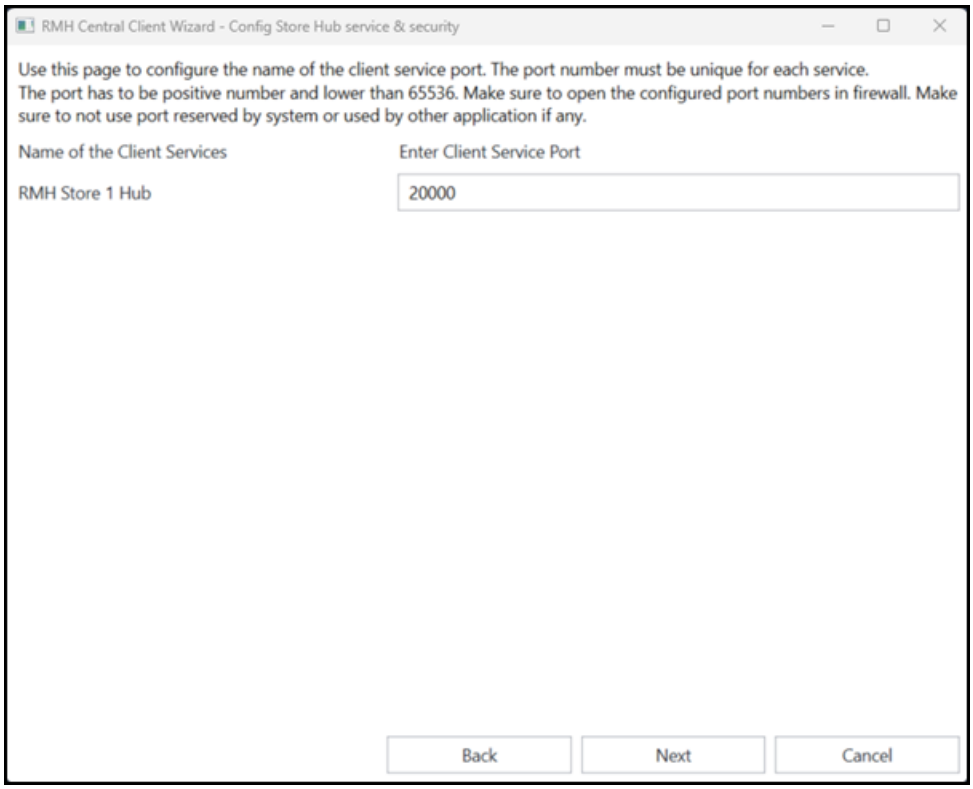
    - **Store SQL Server Instance:** Enter the **host name** or the **IP address** of the computer where you installed SQL Server, a backwards slash (\), and the name of the SQL Server instance if you are using a named SQL Server instance.
    - **Database Name:** Enter the name of the store database.
    - **User ID:** Enter the **User name** for the system account.
    - **Password:** Enter the **Password** for the system account.



12. Click **Test Connection**. If the connection to the SQL Server and store database is successful, click **Next**.

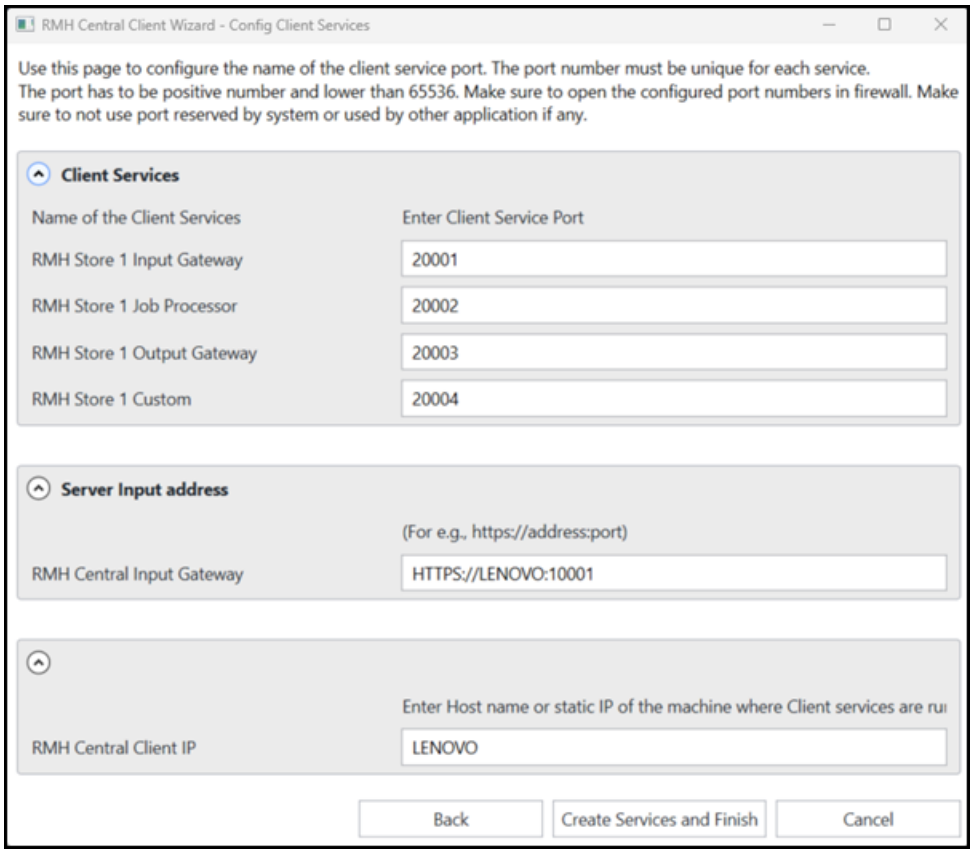


13. Enter the port for **RMH Store Hub**, e.g., 20000, and click **Next**.



14. Enter the ports for **Central Client Services** and click **Next**.

    - RMH Store 1 Input Gateway
    - RMH Store 1 Job Processor
    - RMH Store 1 Output Gateway
    - RMH Store 1 Custom



15. Enter the **RMH Central Input Gateway**. This is the host name or static IP address of the computer where the server services are running and the port for the RMH Central Input Gateway service.

    > **Note:** You must use the same port that you entered in the **RMH Central Input Gateway** field when you configured the Central Server services.

16. Enter the **RMH Central Client IP**. This is the host name or static IP address of the computer where the client services are running.

17. Click **Create Services and Finish**. The services are configured.

18. Click **OK**.

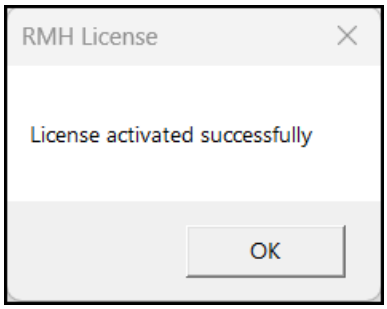
Activate the Central Connector license

> **Warning!** The Central Manager and Central Client apps use license keys issued from the new RMH Order Portal. If you have older licenses that were issued from MLM, use the following form to request new licenses: https://-forms.office.com/r/qb4408KQXN.

1. Open **RMH Central Client**. The shortcut should be available on your desktop.

2. Enter the license key and click **Activate**.

3. Click **OK**.

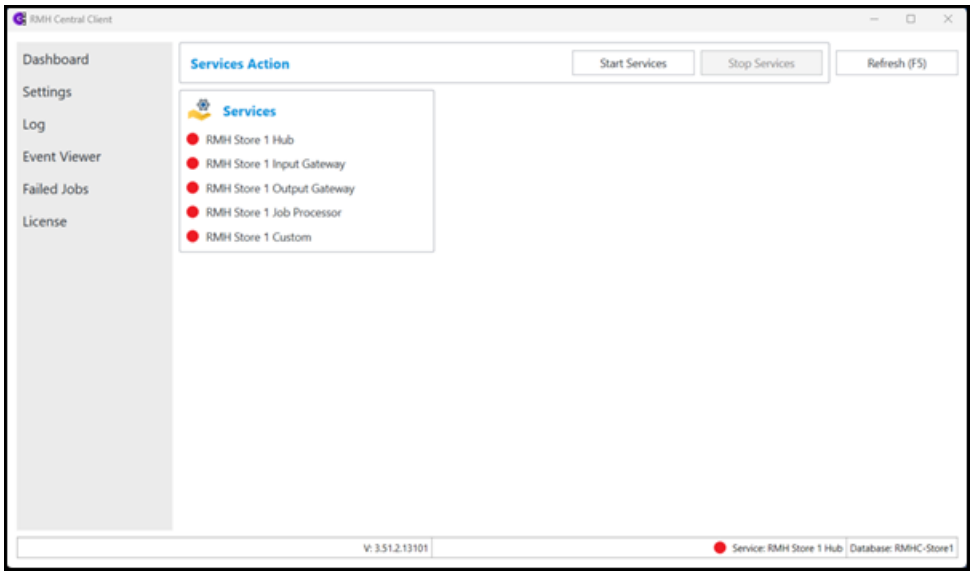


Prepare the store database and start client services

> **Pre-requisites:** You must activate the Central Connector license key before you can open and use Central Client.

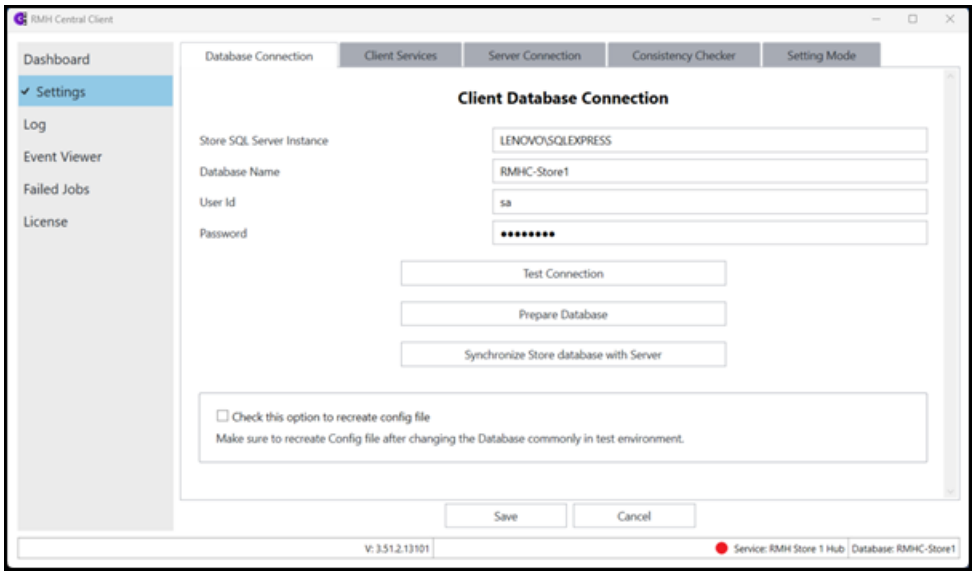
1. Open **Central Client**. The shortcut should be available on your desktop.

2. Click **Settings**.

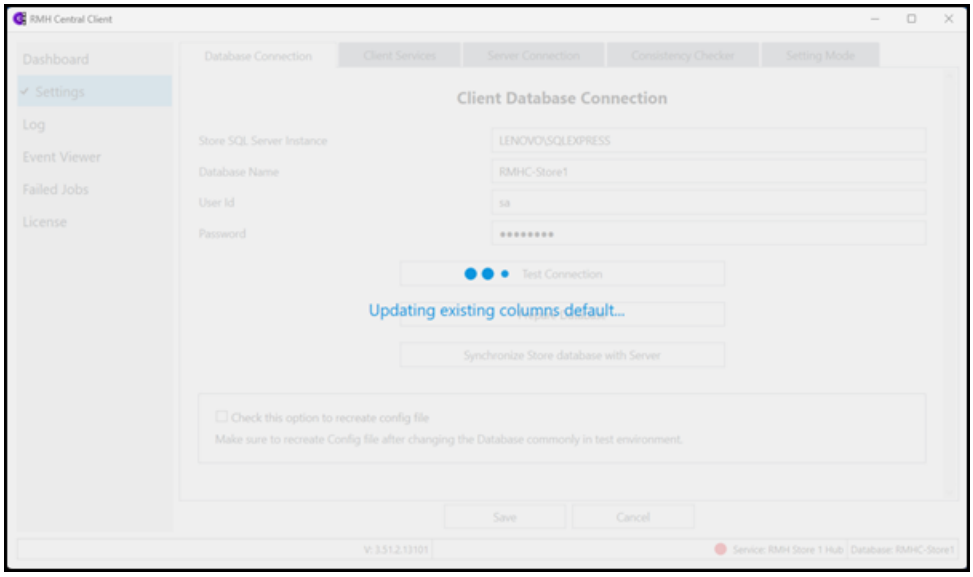


3. Go to the **Database Connection** tab and click **Prepare Database**.

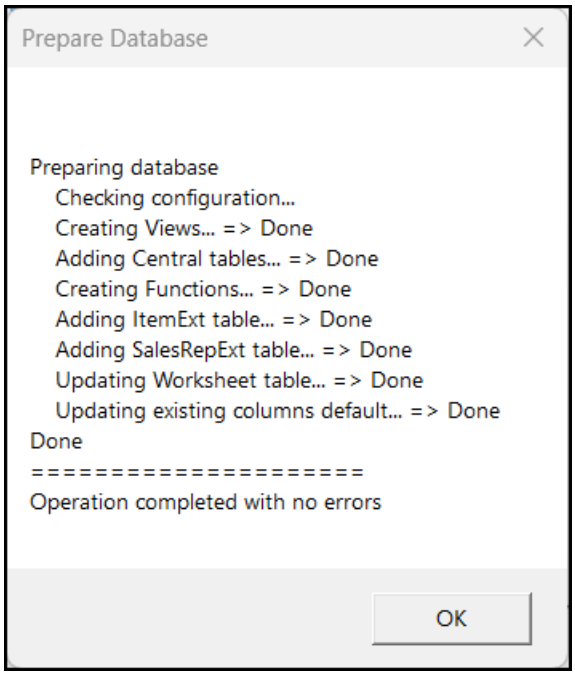
> **Warning!** Clicking **Prepare Database** modifies the store's database schema so it is compatible with Central Manager. After you click **Prepare Database**, the store's database will no longer be compatible with RMS Store Operations.



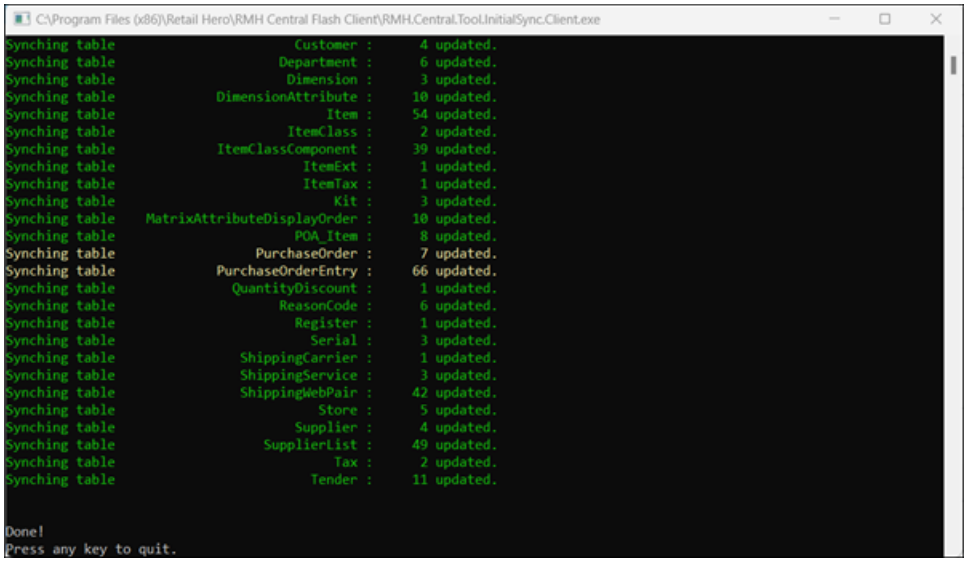
4. Wait while the database tables are updated. This may take a few minutes.



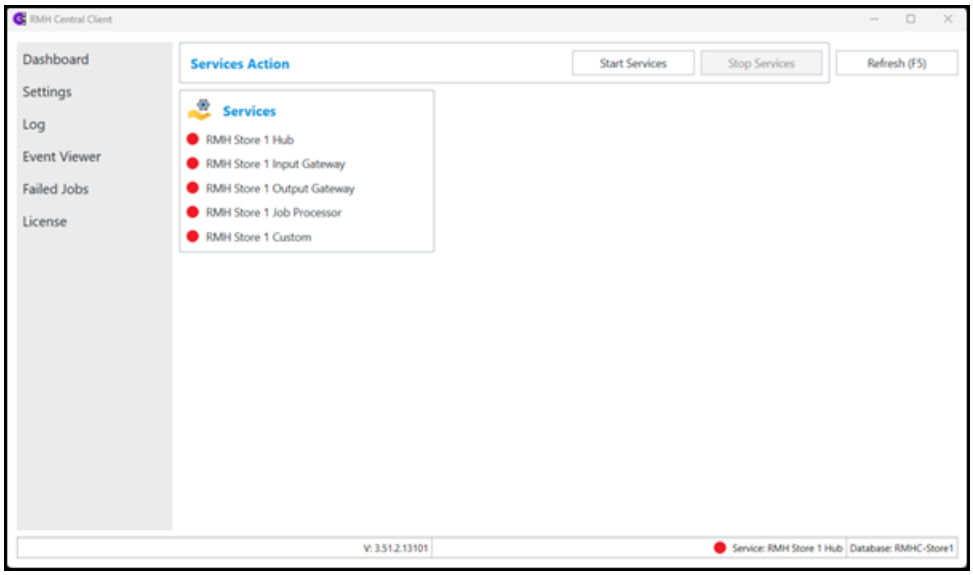
5. Click **OK**.



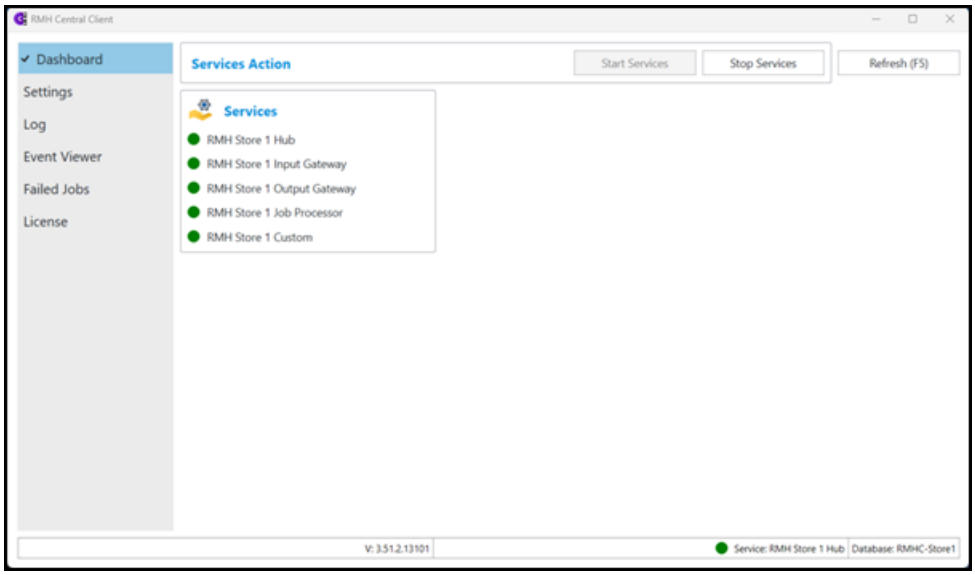
6. Click **Synchronize Store Database with Server**. After the tables have been synchronized, press any key to exit the Command Prompt.



7. Click **Dashboard**.



8. Click **Start Services**. You should see the client services change from red (stopped) to green (running).



Install and configure the Flash Bridge

The Flash Bridge app must be installed on any computer running a centrally-managed app (Central Manager, Central Server, Central Client, centrally-managed Store Manager, centrally-managed POS, Central Loyalty Manager). The Flash Bridge app acts

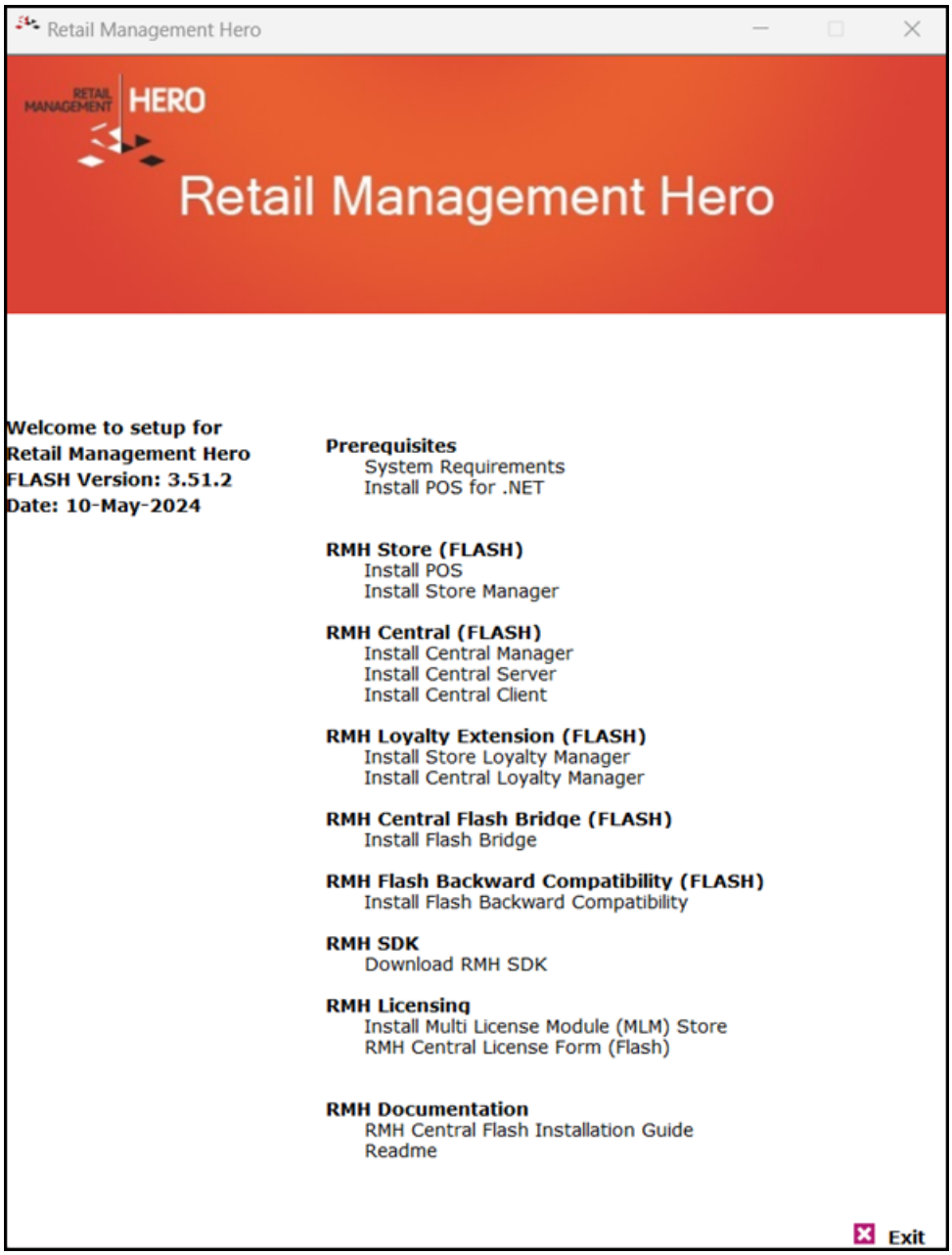
as a vault where packages are stored until they can be processed and synchronized between Central Client and Central Server. The Flash Bridge app is not required in single-store installations.

> **Tip:** You may find it helpful to refer to the RMH Flash Applications Installation Checklist for more information about installing and licensing the Flash-based product suite.

To install the Flash Bridge app:

1. Go to the location where you extracted the release package files.
2. Double-click **Setup.exe** to open the setup wizard.

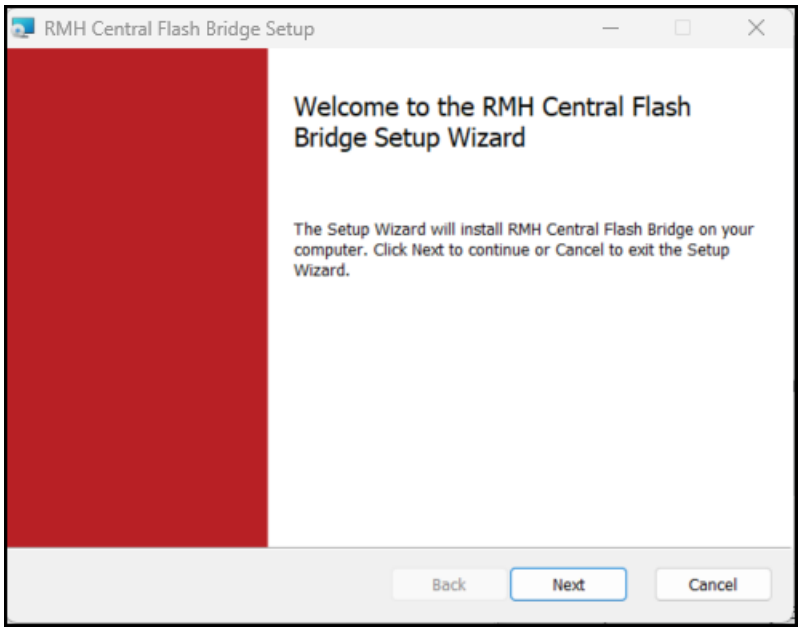
   > **Note:** You must have administrative privileges on the computer to install RMH apps.



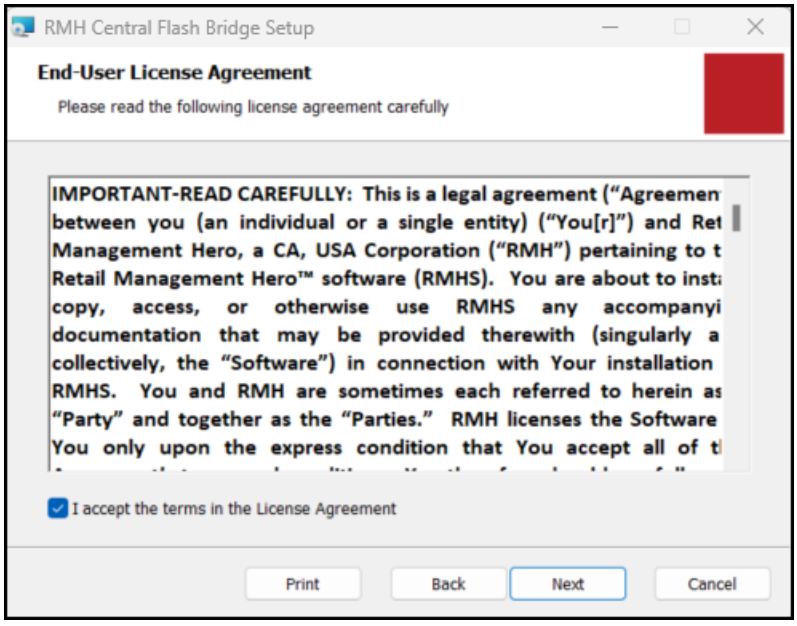
3. Under **RMH Central Flash Bridge (FLASH)**, click **Install Flash Bridge**.

> **Note:** Alternately, you can go to the **RMH Central Flash Bridge** folder and double-click **RMH.CentralFlashBridgeAppInstaller.msi**.

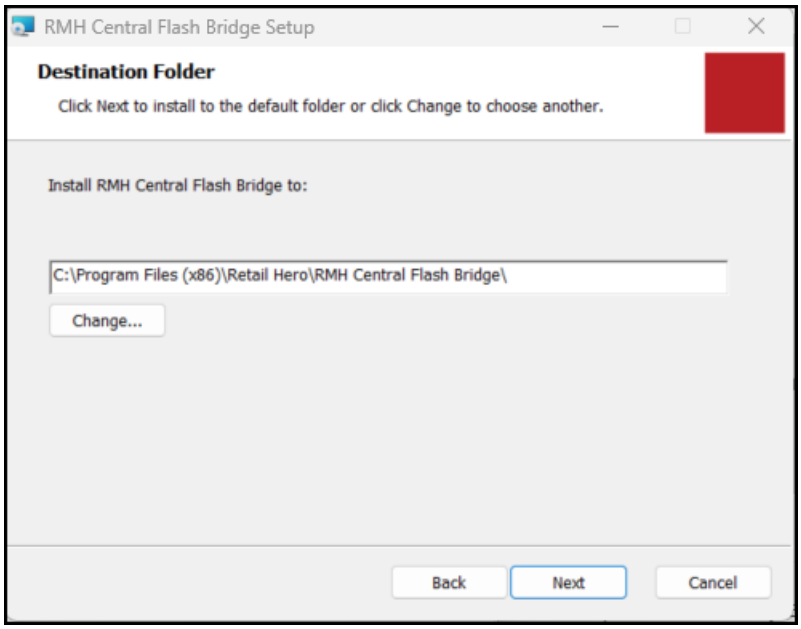
4. Click **Next**.



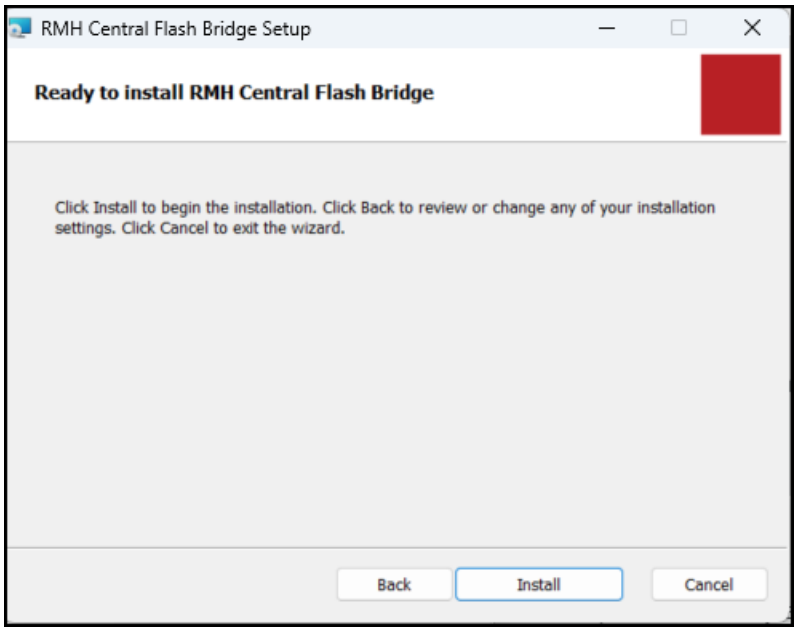
5. On the **End-User License Agreement** screen, select **I accept the terms in the License Agreement** and click **Next**.



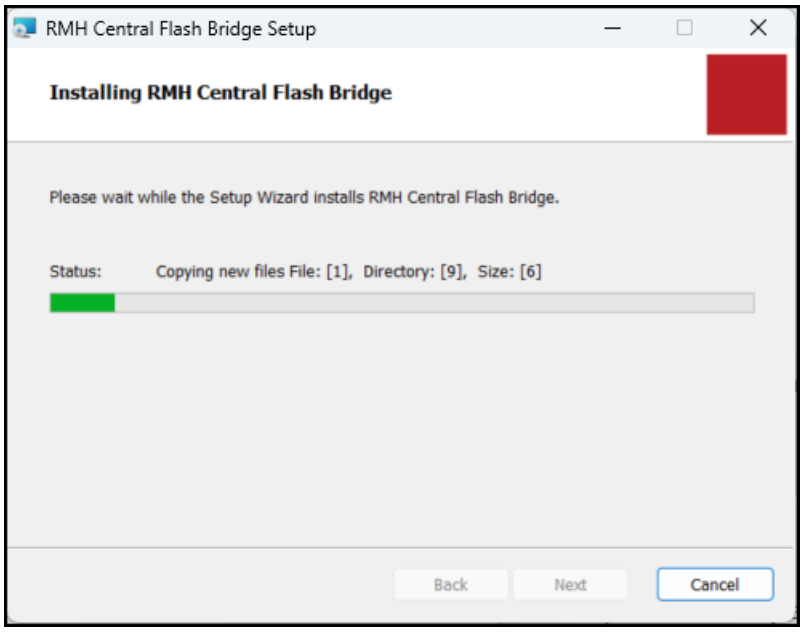
6. On the **Destination Folder** screen, select the installation folder for Flash Bridge and click **Next**.



7. Click **Install**.

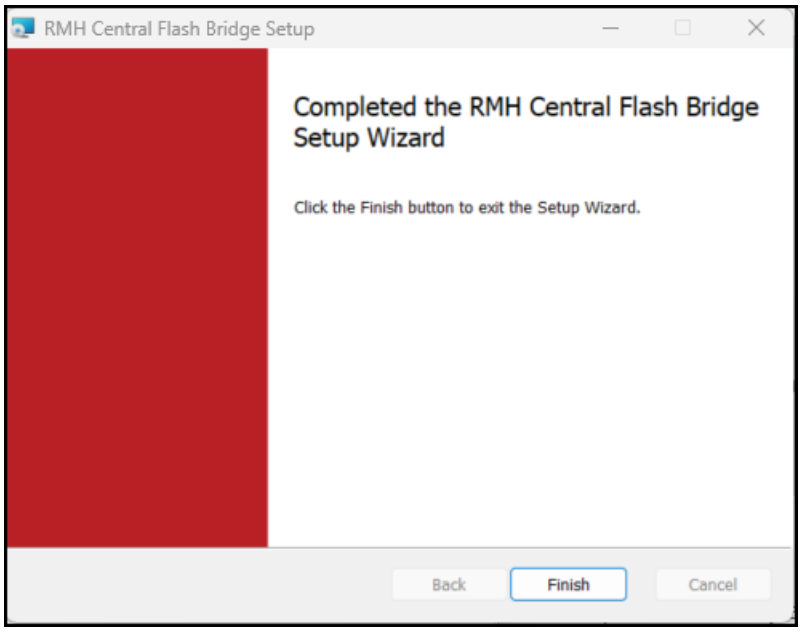


8. Wait while installation is completed. This may take a few minutes.



9. Click **Finish**.

> **Note:** If there are jobs waiting to synchronize, you will see a shortcut to the Flash Bridge app in the computer's system tray.



To configure the Flash Bridge app for Central Client and Central Server:

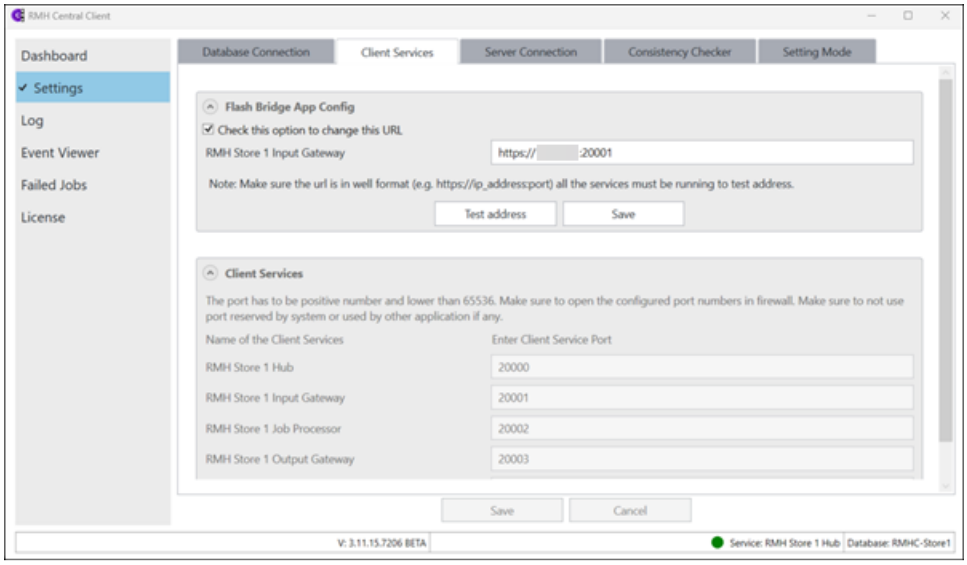
1. Open **Central Client** or **Central Server**.

2. Click **Settings**.

3. For **Central Client**, do the following:

    a. On the **Client Services** tab, select **Check this option to change this URL**.

    b. Enter the host name and port for the **RMH Store [number] Input Gateway**.



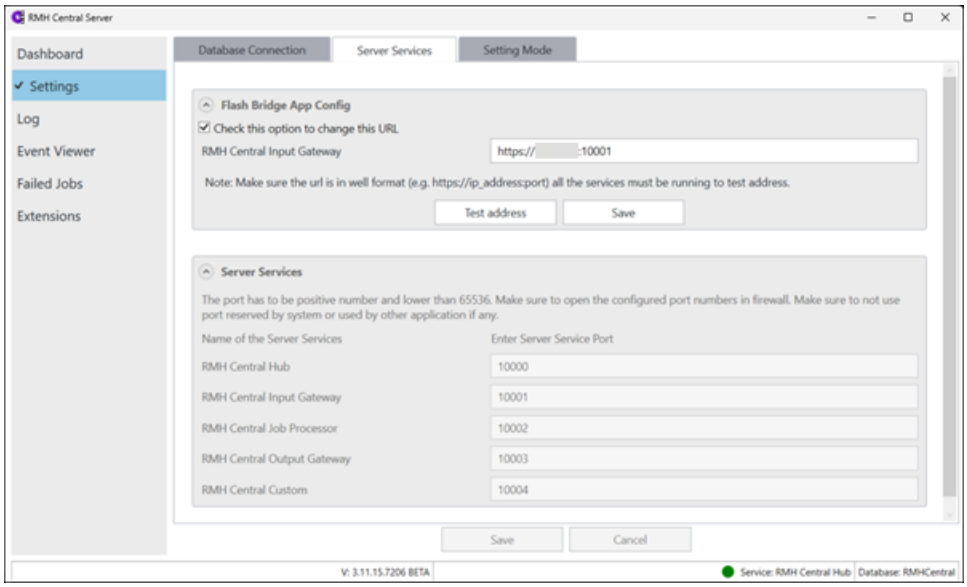
    c. Click **Test address** to verify the address.

    d. Click **Save**. The host name and port are saved to the Store Manager database. The Flash Bridge app will use this host name and port to send data packages/jobs to the Central Client to synchronize to Central Server and Central Manager.

4. For **Central Server**, do the following:

    a. On the **Server Services** tab, select **Check this option to change this URL**.

    b. Enter the host name and port for the **RMH Central Input Gateway**.



c. Click **Test address** to verify the address.

d. Click **Save**. The host name and port are saved to the Central Manager database. The Flash Bridge app will use this host name and port to send data packages/jobs to the Central Server to synchronize to Central Client/stores.

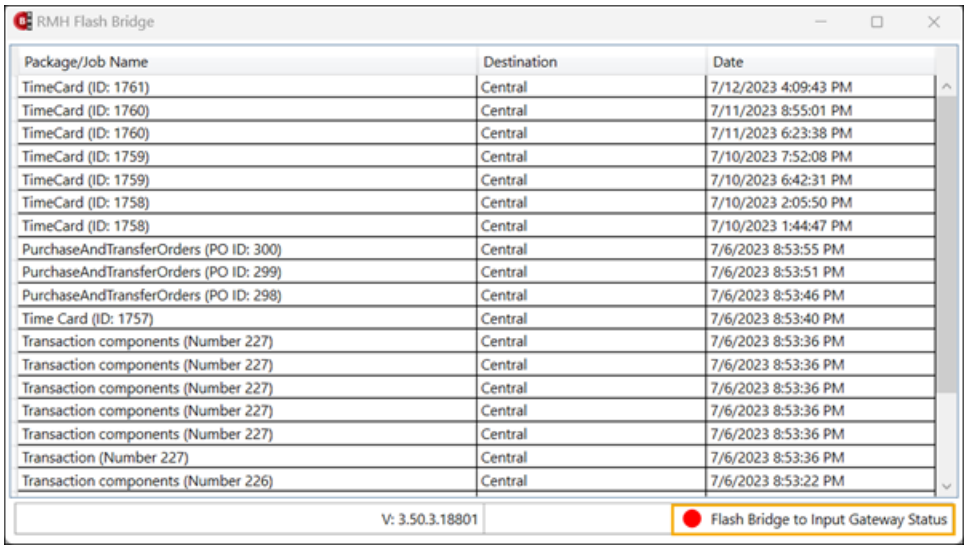
To check if the Flash Bridge app is connected:

1. Open the **system tray**.

2. Double-click the **Flash Bridge** icon.

> **Note:** If the Flash Bridge icon is not visible in the system tray, open **Settings**, click **Personalization** | **Taskbar**, and expand **Other system tray icons**. Beside **RMH.Central.FlashBridge.Application**, drag the slider to **On**. You will need to restart the computer for the icon to display in the system tray.
>
> 
>

3. Check the connection status indicator in the bottom right corner of the **RMH Flash Bridge** window. If the indicator is green, the Flash Bridge is connected. If the indicator is red, the Flash Bridge is not connected and no packages are being processed and synchronized between Central Client and Central Server.

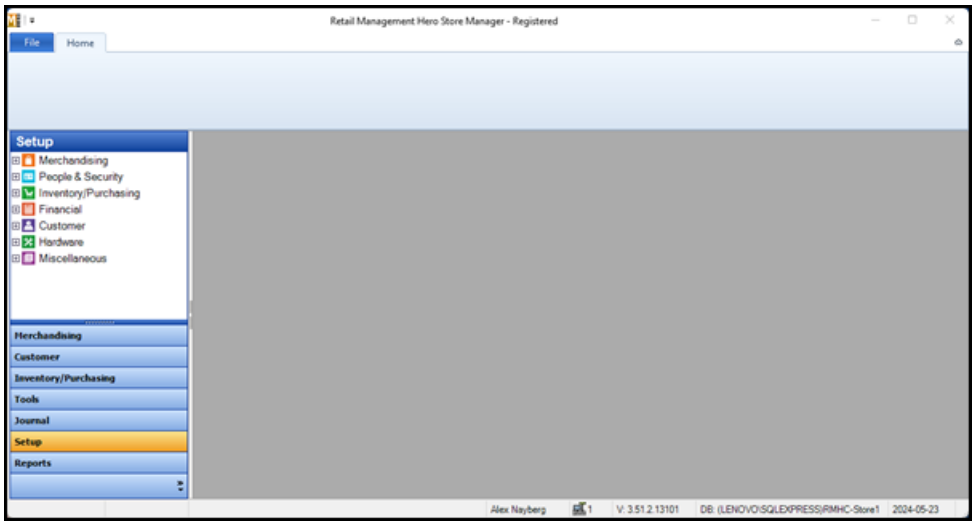


Configure Store Manager to operate with Central Manager

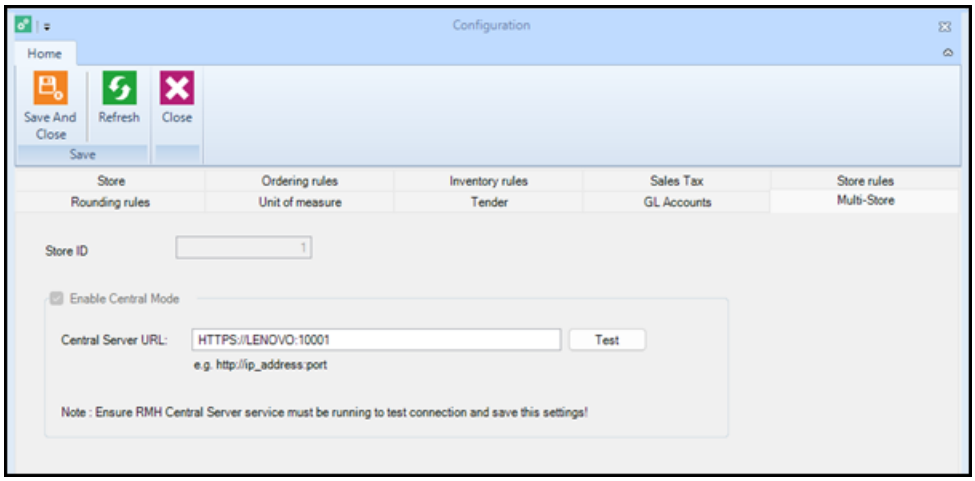
> **Warning!** If you change the store database you must recreate the config file in Central Client. Refer to Modify the Central Client settings for more information. If you change the Central database - or if you add, remove, or deactivate a store - you must recreate the config file in Central Server. Refer to Modify the Central Server settings for more information.

1. Open **Store Manager**. The shortcut should be available on your desktop.

2. Click **File** | **Configuration**.



3. Go to the **Multi-Store** tab.



4. Enter the **Store ID**.

5. Select **Enable Central Mode**.

6. Enter the **Central Server URL** including the port. This is the RMH Central Flash Server input gateway host name and port.

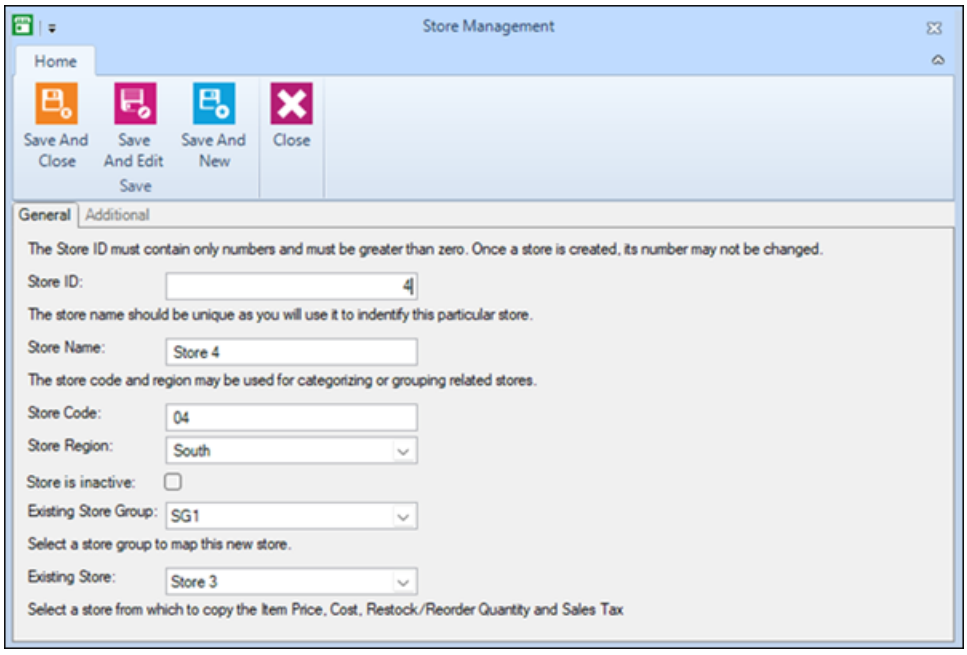
7. Click **Test** to verify and test the Central Server URL and port.

8. Click **Save And Close**.

Add the store to Central Manager

> **Warning!** If you change the store database you must recreate the config file in Central Client. Refer to Modify the Central Client settings for more information. If you change the Central database - or if you add, remove, or deactivate a store - you must recreate the config file in Central Server. Refer to Modify the Central Server settings for more information.

1. Open **Central Manager**. The shortcut should be available on your desktop.
2. Click **Setup**.
3. Expand **Store**.
4. Click **Stores**.
5. Click **New**.



6. Enter the **Store ID**.
7. In the **Store Name** field enter the store name.

8. If desired, enter a unique code for the store in the **Store Code** field.

9. If desired, enter a region for the store in the **Store Region** field, or select an existing region from the drop-down list.

10. If you want to add the store to an existing store group, select it from the **Existing Store Group** drop-down.

11. If you want to copy item price, cost, restock level, reorder point, and sales tax for items from another store, select the store from the **Existing Store** drop-down.

12. Click the **Additional** tab and enter the store's address, phone number, and fax number.

13. Click **Save And Close**.

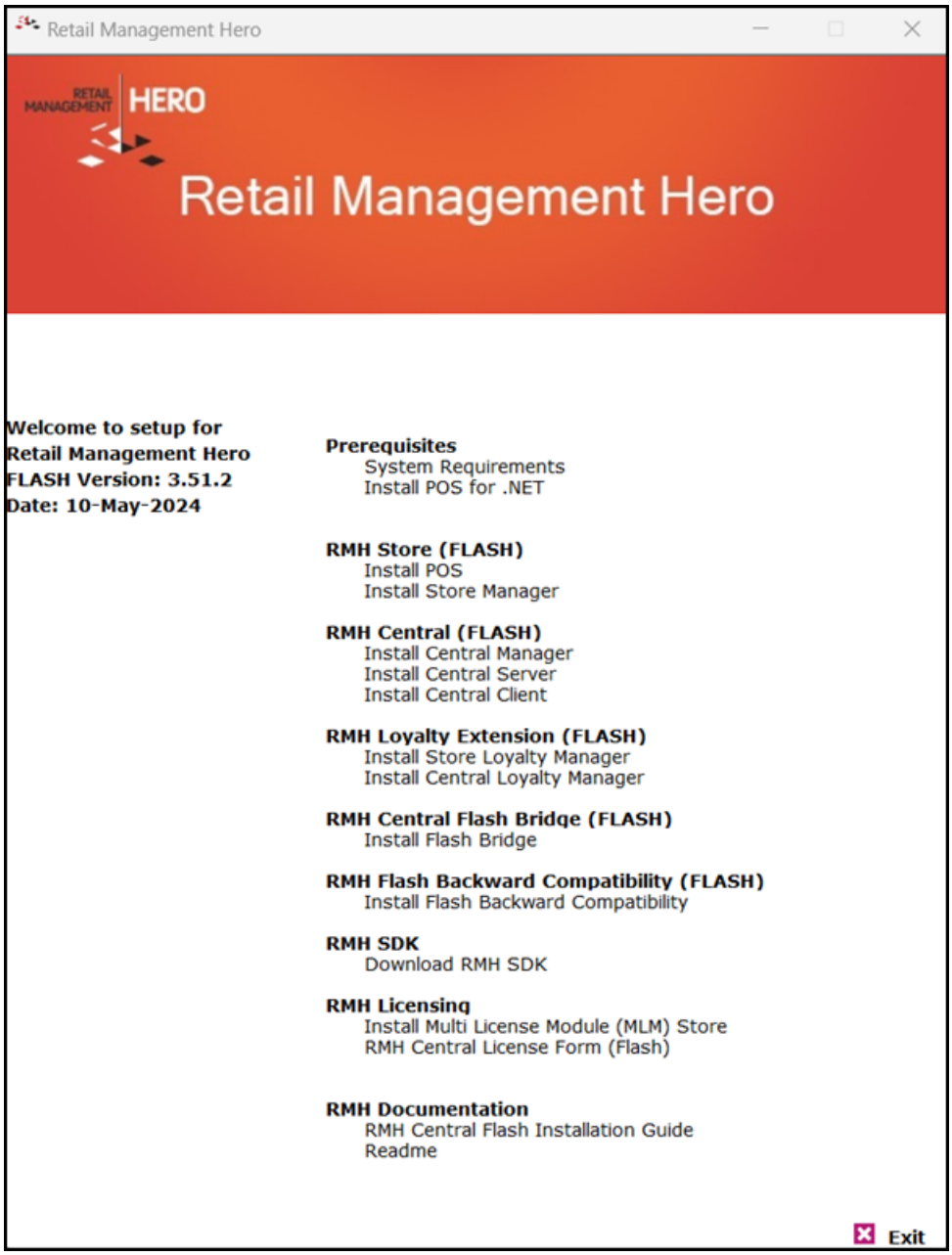
Install POS for .NET

You must install POS for .NET on all computers where POS is installed.

1. Go to the location where you extracted the release package files.

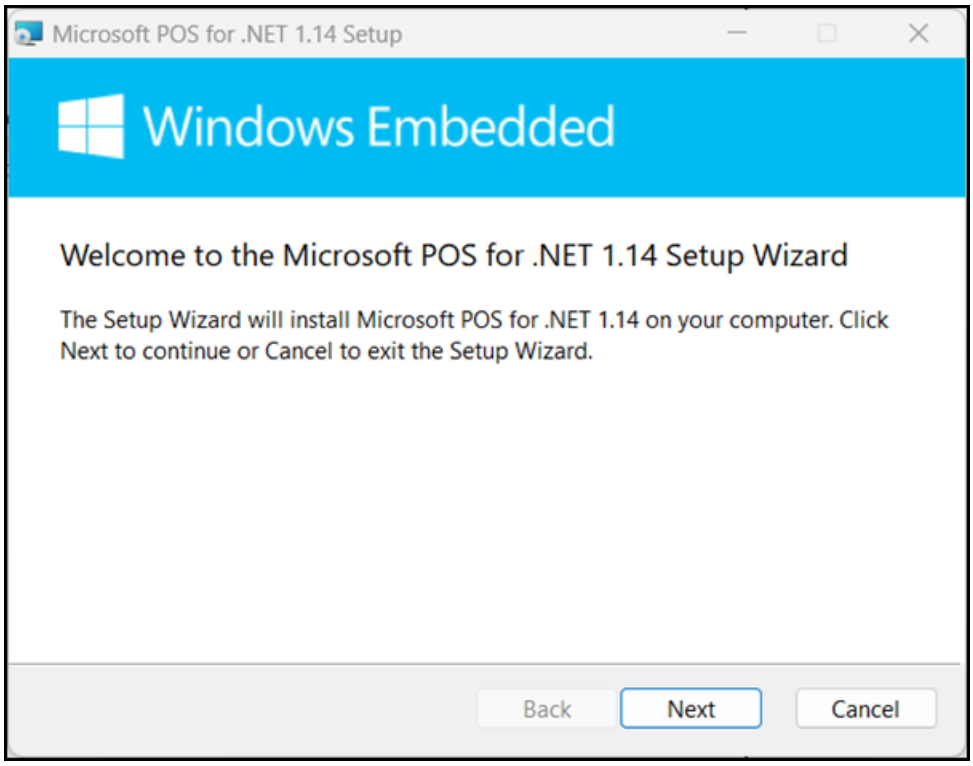
2. Double-click **Setup.exe** to open the setup wizard.

> **Note:** You must have administrative privileges on the computer to install RMH apps.

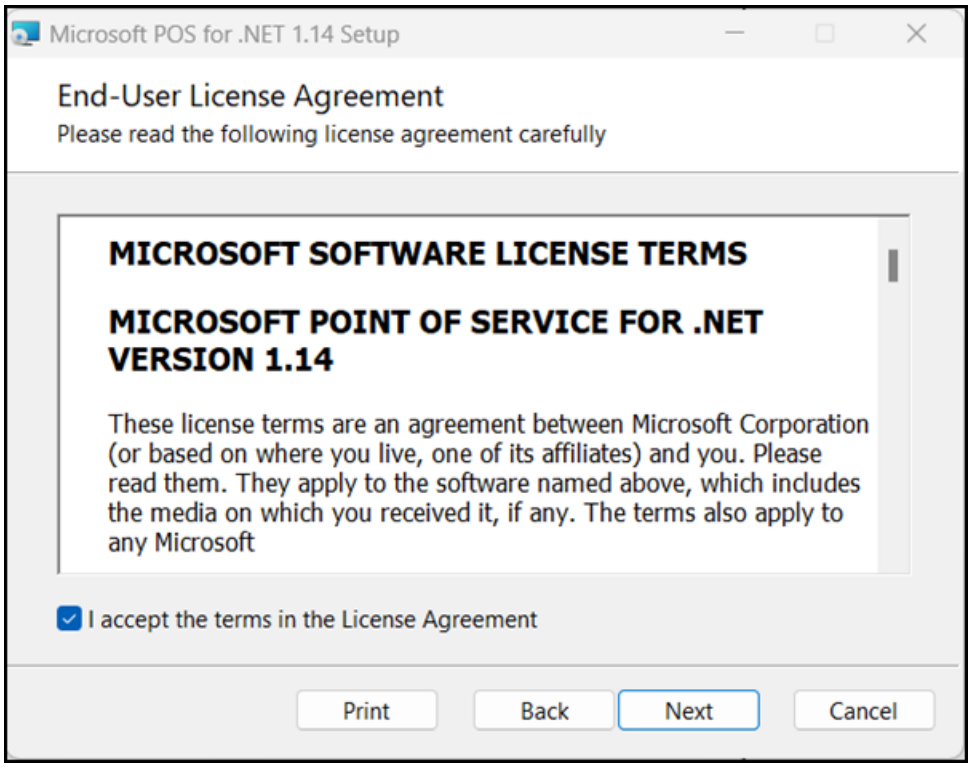


3. Under **Prerequisites**, click **Install POS for .NET**.

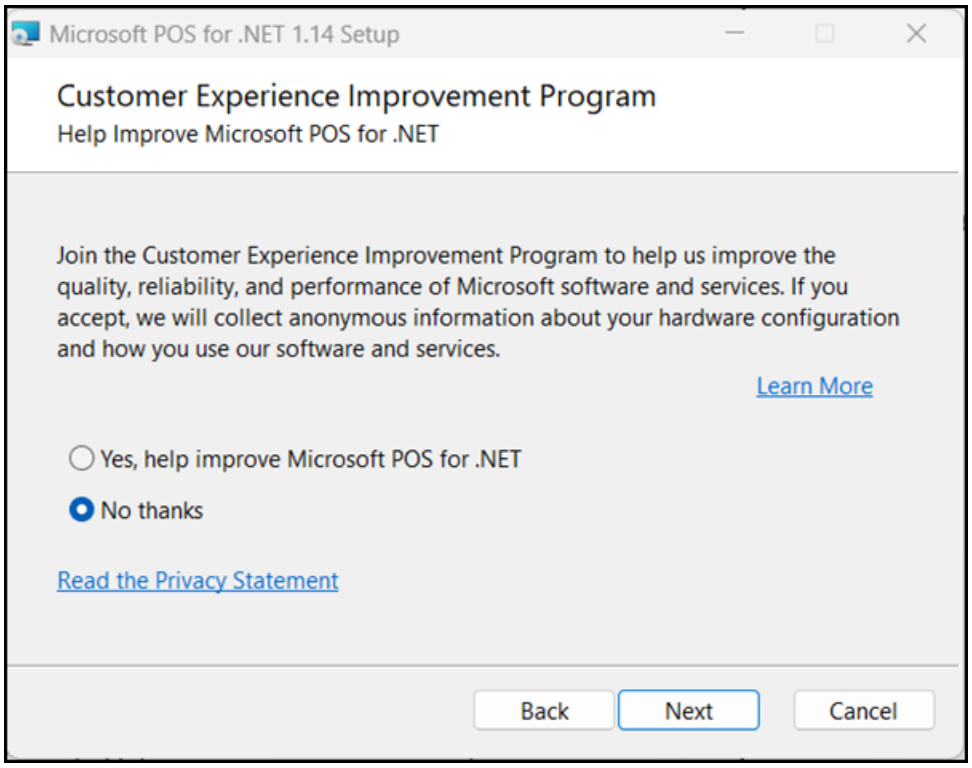
4. Click **Next**.



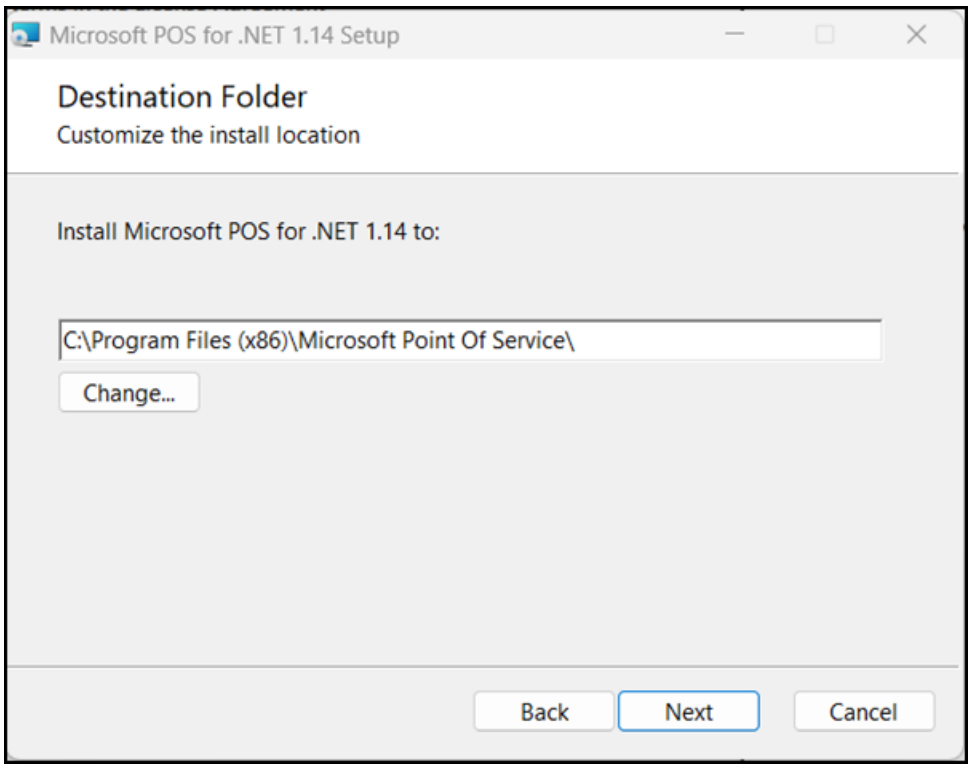
5. On the **End-User License Agreement** screen select **I accept the terms in the License Agreement** and click **Next**.



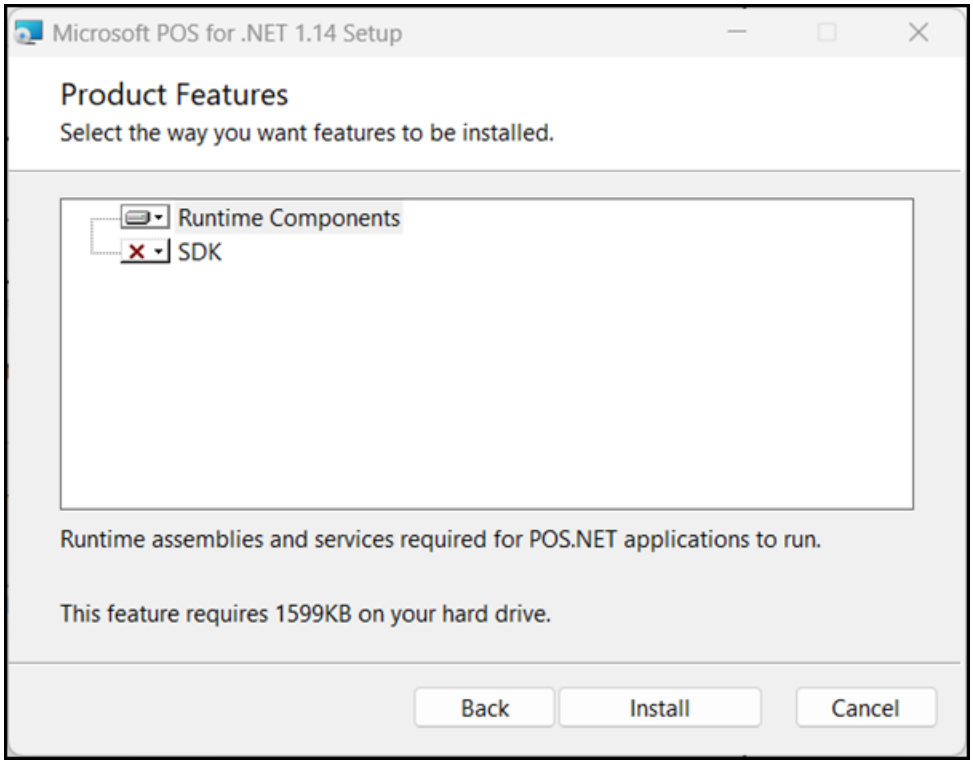
6. On the **Customer Experience Improvement Program** screen, select **No thanks** and click **Next**.



7. On the **Destination Folder** screen, select the installation folder and click **Next**.

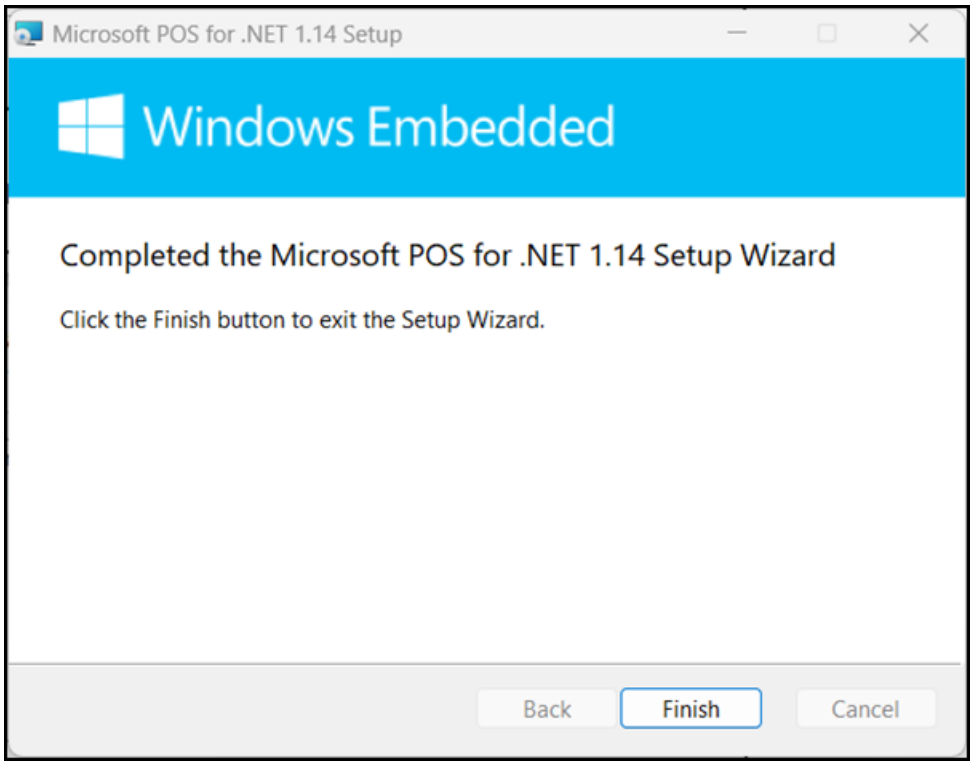


8. On the **Product Features** screen, accept the defaults and click **Install**.



9. Wait while installation is completed. This may take a few minutes.

10. Click **Finish**.



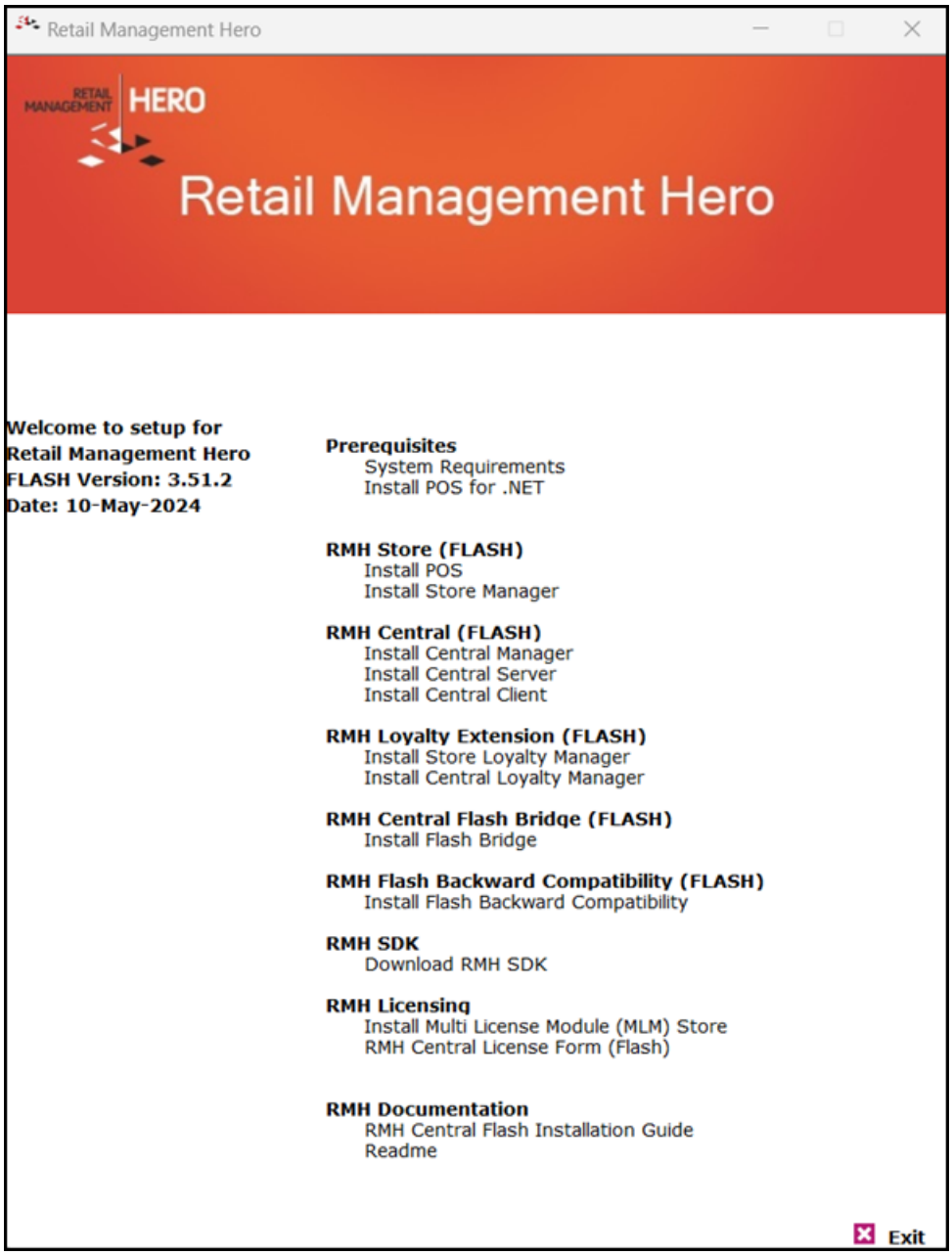
Install POS

> **Pre-requisites:** You must install .NET on any computer running an RMH app. You must also install POS for .NET on any computer running POS. Refer to Install .NET and Install POS for .NET for more information.

1. Go to the location where you extracted the release package files.

2. Double-click **Setup.exe** to open the setup wizard.

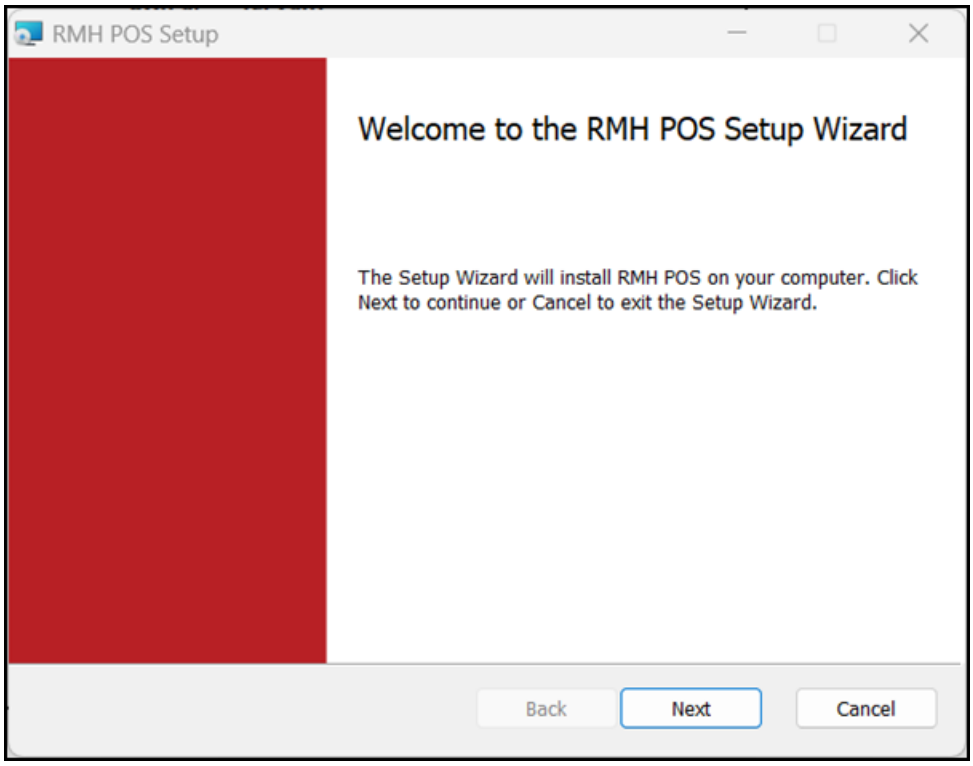
> **Note:** You must have administrative privileges on the computer to install RMH apps.



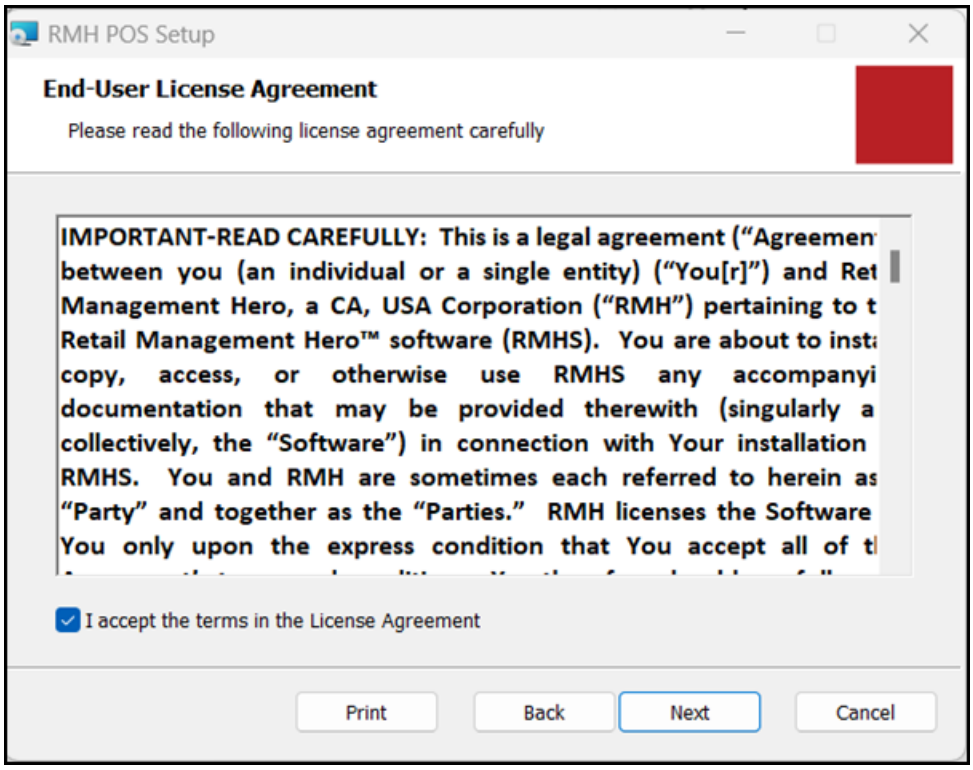
3. Under **RMH Store (FLASH)**, click **Install POS**.

> **Note:** Alternately, you can go to the **RMH POS** folder and double-click **RetailHero.POS.Setup.msi**.

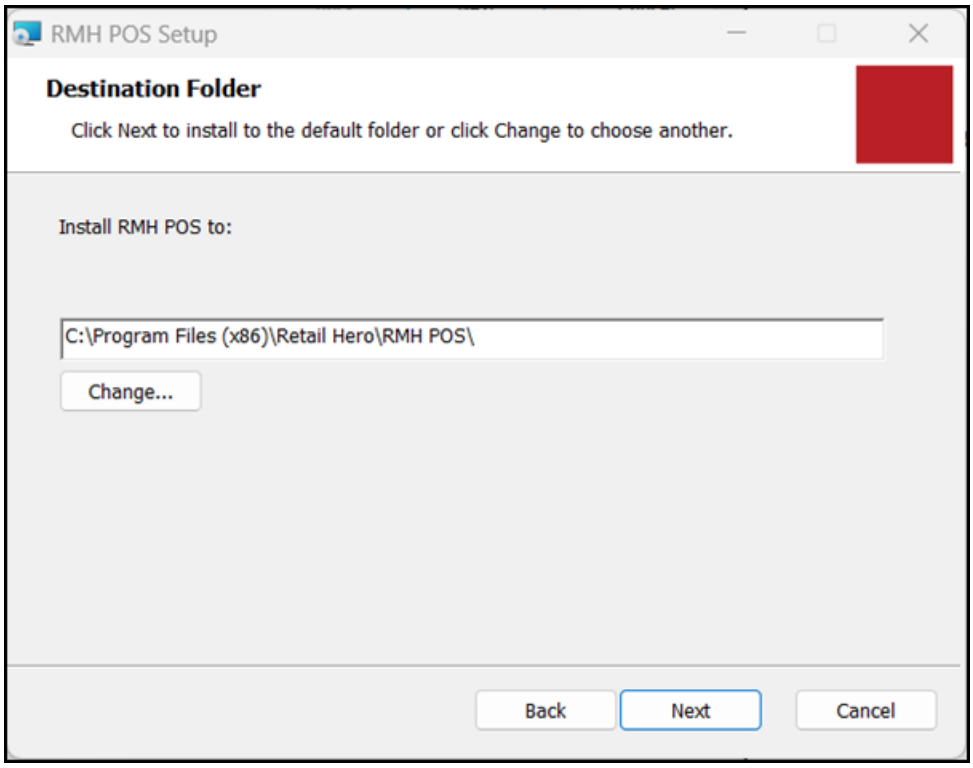
4. Click **Next**.



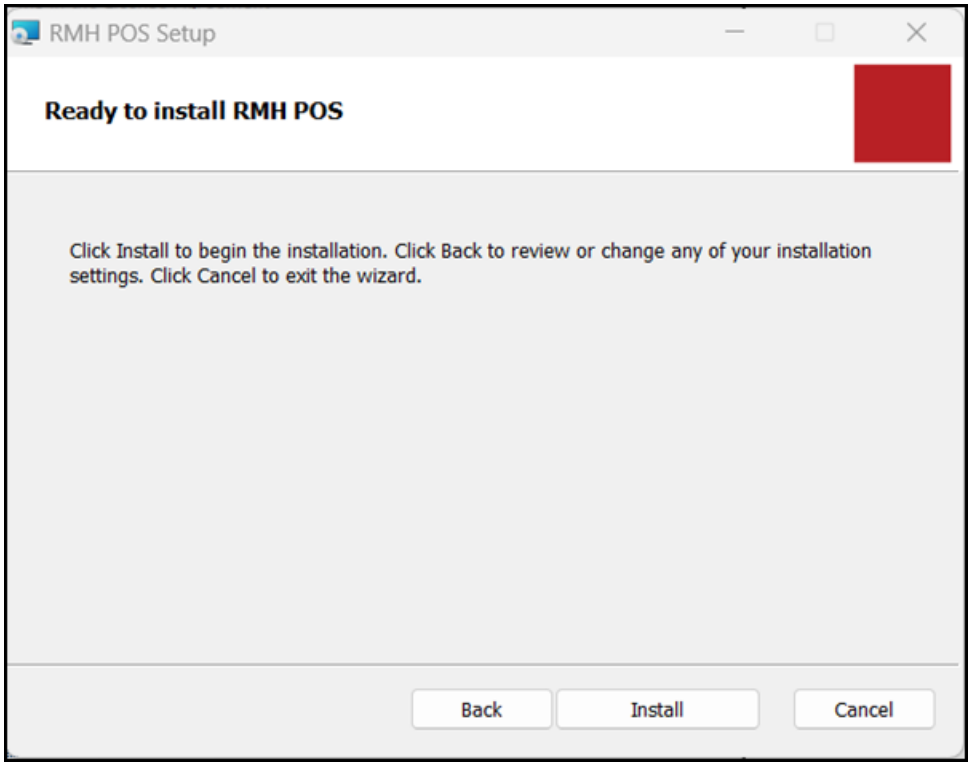
5. On the **End-User License Agreement** screen select **I accept the terms in the License Agreement** and click **Next**.



6. On the **Destination Folder** screen, select the installation folder for POS and click **Next**.

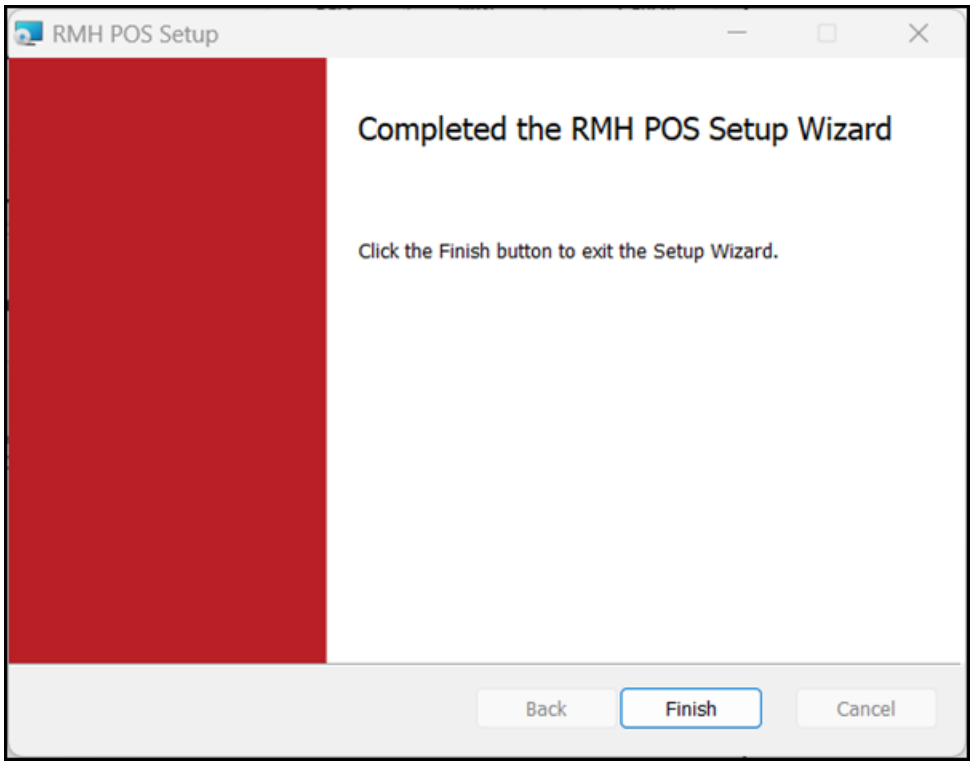


7. On the **Ready to Install RMH POS** screen, click **Install**.



8. Wait while installation is completed. This may take a few minutes.

9. Click **Finish**.



Use the Backward Compatibility Extension (Optional)

If you are using the Flash-based Central Manager, you can use the **Backward Compatibility Extension** to sync data between Central Manager and a mix of Flash and non-Flash stores. You must use the Backward Compatibility Extension if you are gradually upgrading non-Flash stores to Flash.

For non-Flash stores, you must install the Backward Compatibility Extension **on the same computer** where you installed both the Flash-based Central Server app and the non-Flash Central Server app.

After you install the Backward Compatibility Extension and the Central Server app, you must:

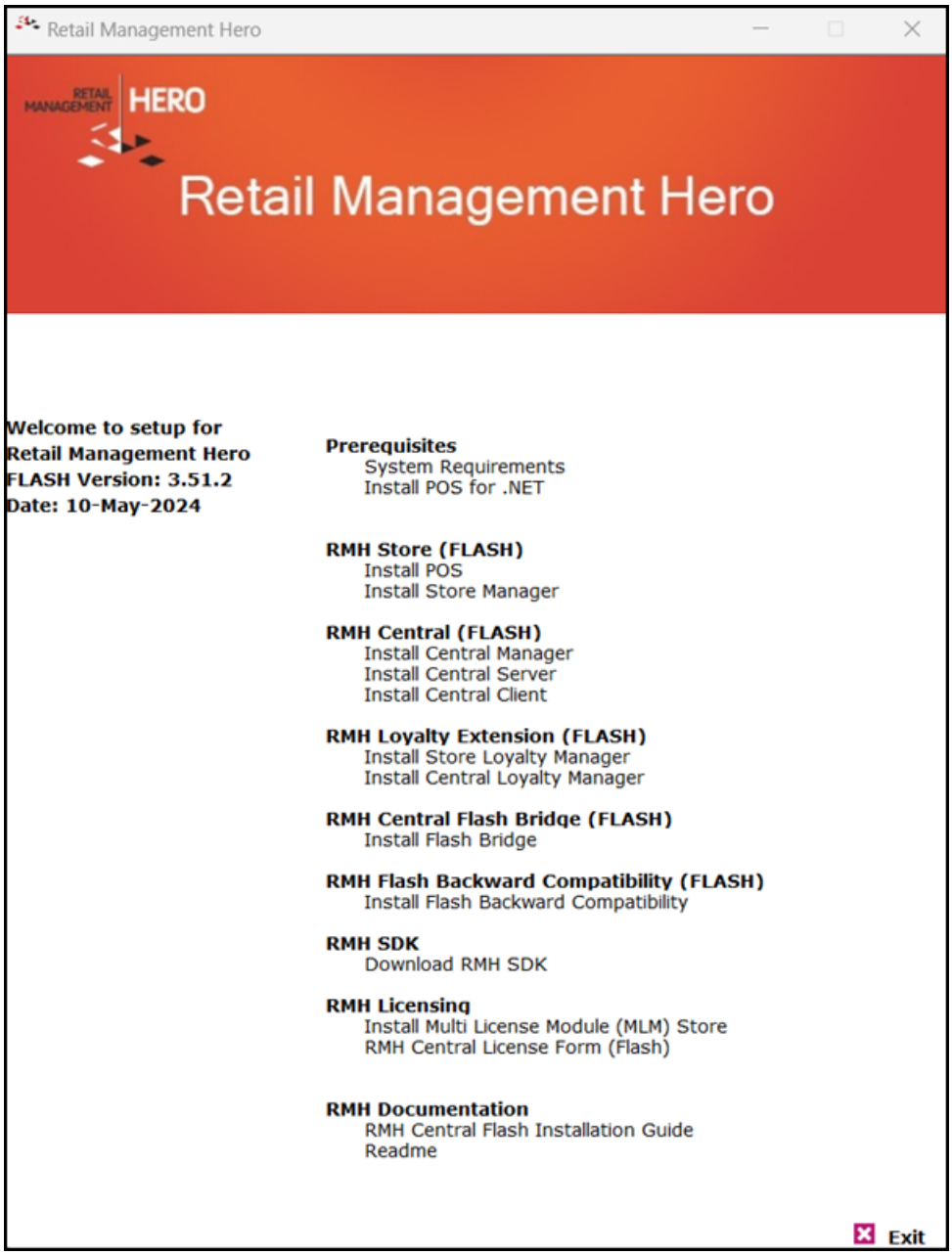
- Identify which stores are Flash and which stores are non-Flash.
- Turn off the worksheet processor service on the computer.

Install the Backward Compatibility Extension

For non-Flash stores, you must install the Backward Compatibility Extension **on the same computer** where your installed both the RMH Central Flash Server app and the non-Flash RMH Central Server app.

1. Go to the location where you extracted the release package files.
2. Double-click **Setup.exe** to open the setup wizard.

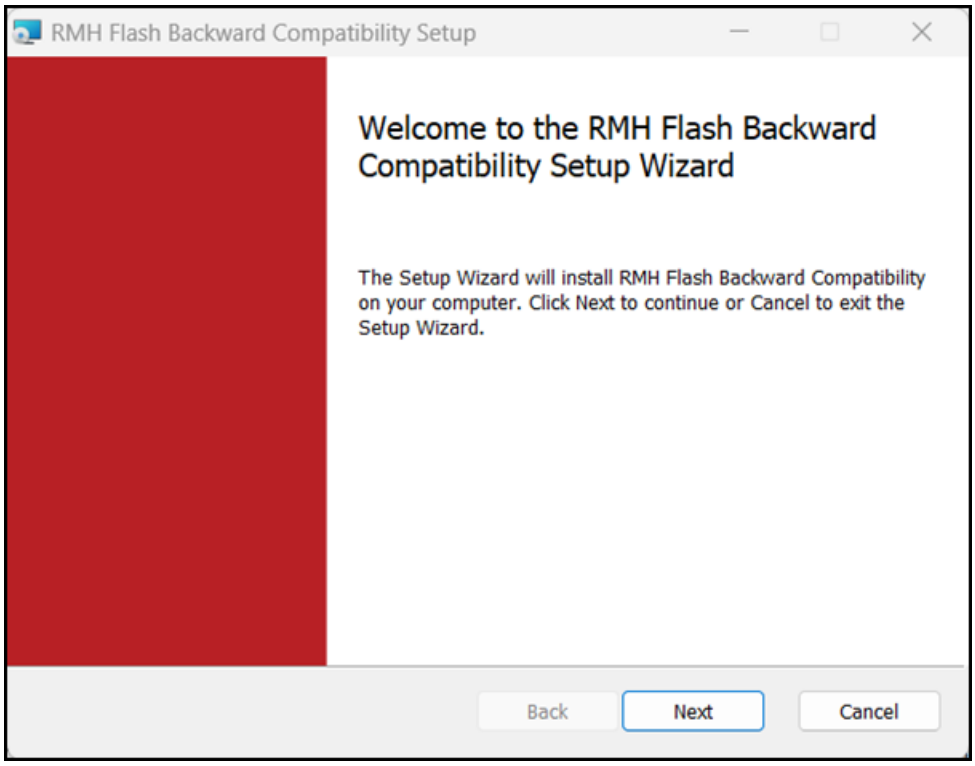
> **Note:** You must have administrative privileges on the computer to install RMH apps.



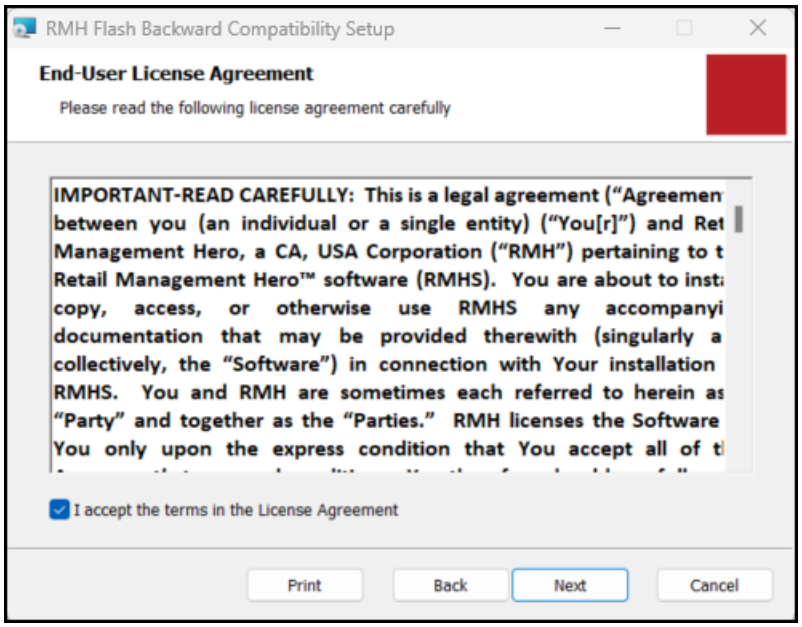
3. Under **RMH Flash Backward Compatibility (FLASH)**, click **Install Flash Backward Compatibility**.

> **Note:** Alternately, you can go to the **RMH Flash Backward Compatibility** folder and double-click **RMH.FlashBackwardCompatibility.Installer.msi**.

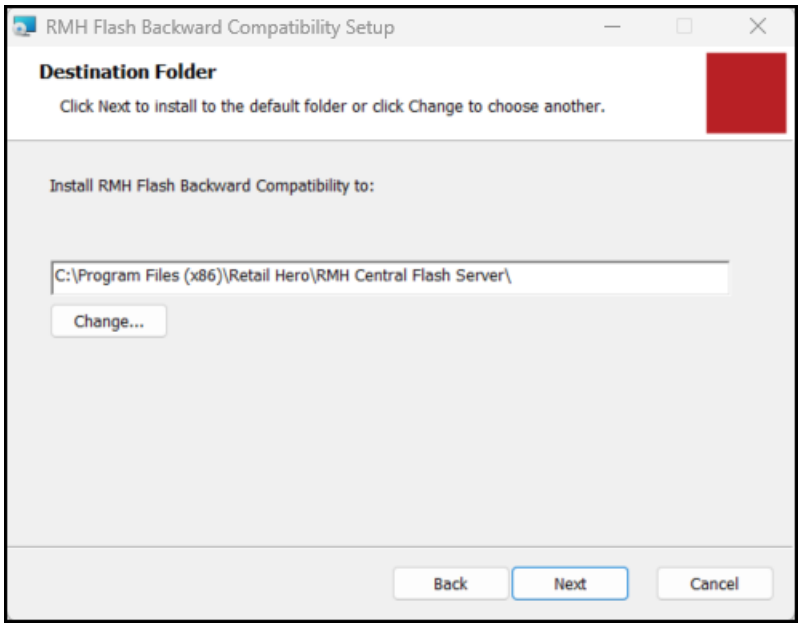
4. Click **Next**.



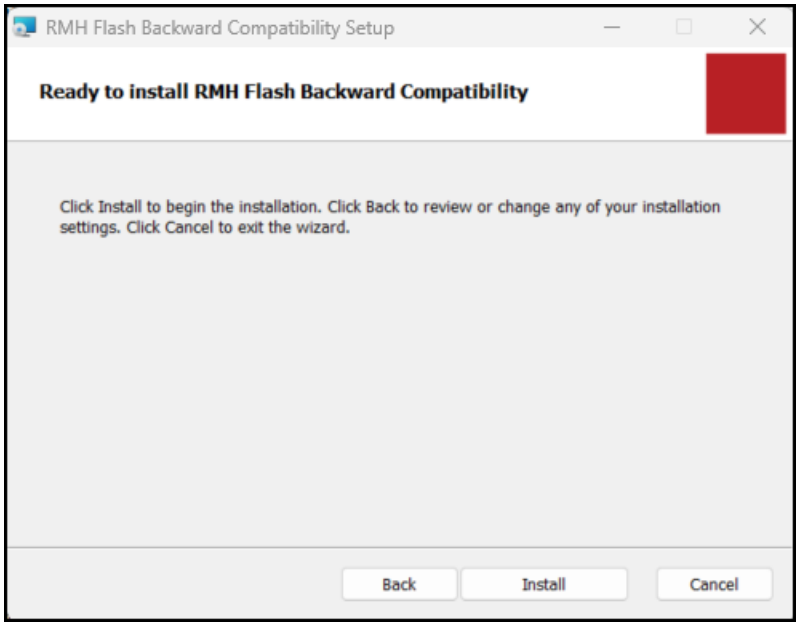
5. On the End-User License Agreement screen, select **I accept the terms in the License Agreement** and click **Next**.



6. On the **Destination Folder** screen, select the installation folder for the Backward Compatibility Extension and click **Next**.

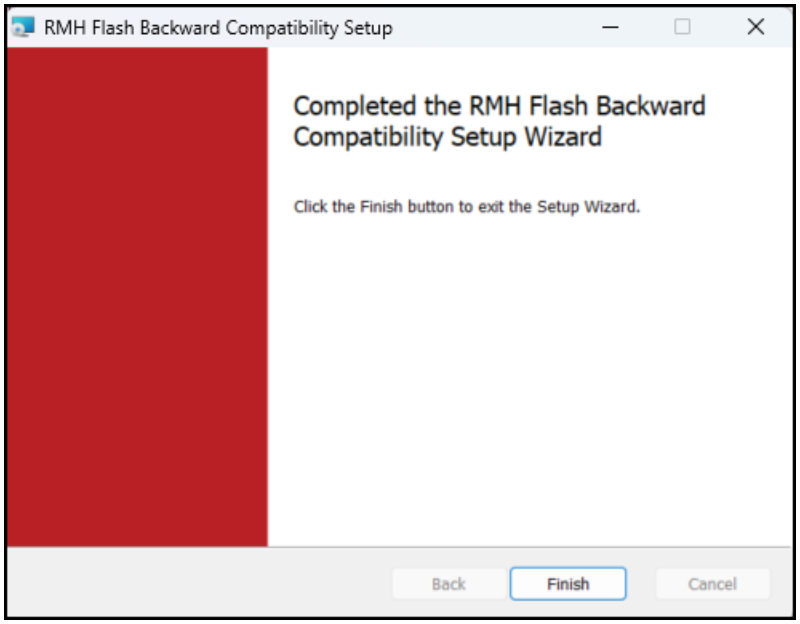


7. Click **Install**.



8. Wait while installation is completed. This may take a few minutes.

9. Click **Finish**.



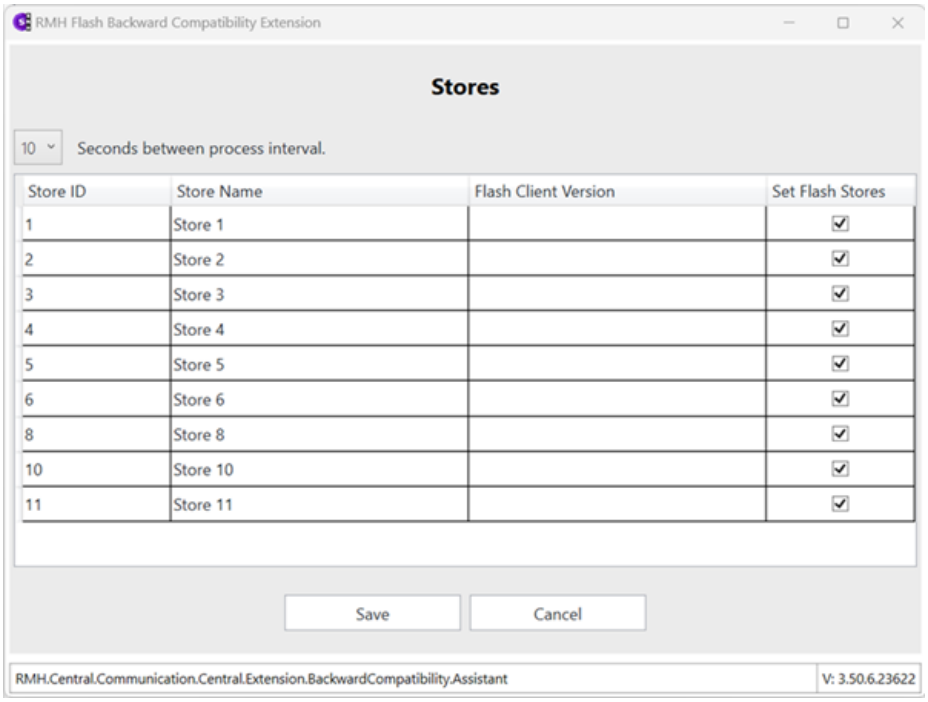
10. Complete the setup of the Backward Compatibility Extension. Refer to Identify the stores that are Flash and non-Flash and Turn off the worksheet processor service for more information.

Identify the stores that are Flash and non-Flash

1. Open **Central Server**. The shortcut should be available on your desktop.
2. Click **Dashboard**.
3. If the services are running, click **Stop Services**.
4. Click **Extensions**.

5. Click **Config**.

6. Clear the check marks beside all stores that are non-Flash.



7. From the **Seconds between process interval** drop-down, select how often the Backwards Compatibility Extension should check for jobs in the database.

The minimum interval is 10 seconds and the maximum is 60 seconds. Configure the job processing interval to optimize Central Server performance.

8. Click **Save**.

9. Click **Dashboard**.

10. Click **Start Services**.

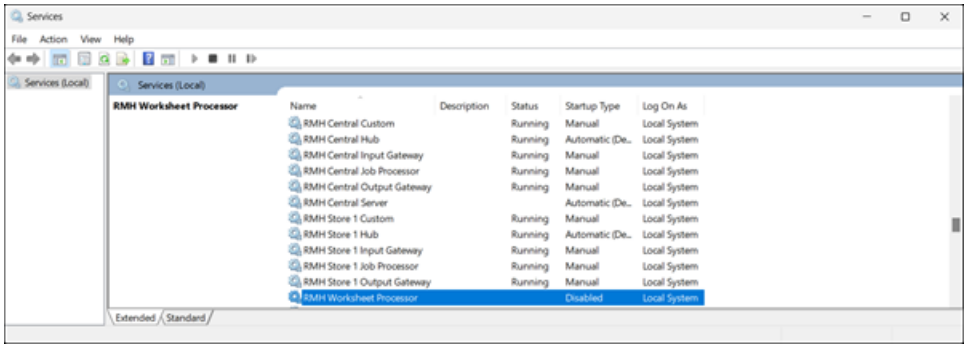
Turn off the worksheet processor service

To use the Backward Compatibility Extension, you must turn off the non-Flash RMH Worksheet Processor service on the computer where both the Flash-based Central Server app and non-Flash Central Server app are installed. When the Backward Compatibility Extension is installed, worksheets for Flash and non-Flash stores are processed by the RMH Central Custom service.

> **Note:** The performance of the Central Server app is slightly slower when the Backward Compatibility Extension is installed.

1. Open the **Services** app on the computer.

2. Select the **RMH Worksheet Processor** service and click **Stop**.



Use the Consistency Checker

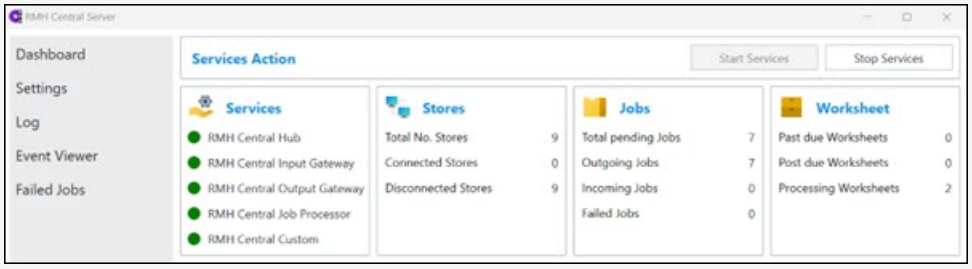
You can use the Consistency Checker to synchronize missing transactions, as well as purchase orders, transfers in/out, orders (e.g., work orders, layaways, back orders, and quotes), drops/payouts, and time clock/time card entries.

You have three options for running the Consistency Checker:

- Run it manually from Consistency Checker tab in the Central Client;
- Run it manually from Command Prompt or PowerShell;
- Schedule it to run automatically using Windows Task Scheduler.

Run manually in Central Client

Pre-requisites: The Central Server services must be running in order to use the Consistency Checker.



On the computer where **Central Client** is installed:

1. Open **Central Client**. The shortcut should be available on your desktop.
2. Click **Dashboard**.
3. Click **Stop Services**.
4. Click **Settings**.
5. On the **Consistency Checker** tab, select the date(s) for which you want to run the consistency check.

6. Select the types of transactions that you want to check:

   - Sales
   - Drop/Payout
   - Orders
   - Purchase Orders/Transfer
   - Accounts Receivable
   - Time Clock or Time Card

7. Click **Run**.

   After the consistency check is completed client services are automatically restarted. The log for each check is saved to **C:\ProgramData\RetailHero\Consistency Checker\Logs**.

Run manually from Command Prompt or PowerShell

On the computer where Central Client is installed:

1. Open **Central Client**.

2. Stop all client services.

3. Open **Command Prompt** or **PowerShell**.

4. Go to **C:\Program Files (x86)\Retail Hero\RMH Central Flash Client**.

5. Run the **RMH.Central.ConsistencyChecker.exe** executable with administrator privileges.

   You can set the synchronization period using the parameters:

   - `period:day` or `-p:D`
   - `period:week` or `-p:W`
   - `period:month` or `-p:M`

   > **Note:** Day is the previous 24 hours, week is the previous 7 days, and month is from the current day (e.g., 15th) to the same day in the previous month.

   You can identify which type of records to synchronize using the parameters:

   - `include:sales` or `-i:S`
   - `include:droppayout` or `-i:DP`
   - `include:orders` or `-i:O`
   - `include:purchaseorder` or `-i:PO`
   - `include:accountreceivable` or `-i:AR`
   - `include:timeclock`, `include:timecard`, or `-i:TC` to sync both time clock or time card

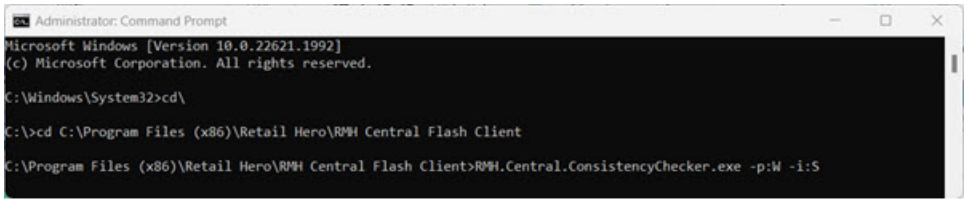
   > **Note:** If you do not specify which type of records to synchronize (e.g., sales, drops or payouts, orders, purchase orders/transfers, time clock or time card entries), the Consistency Checker will synchronize all types of records.

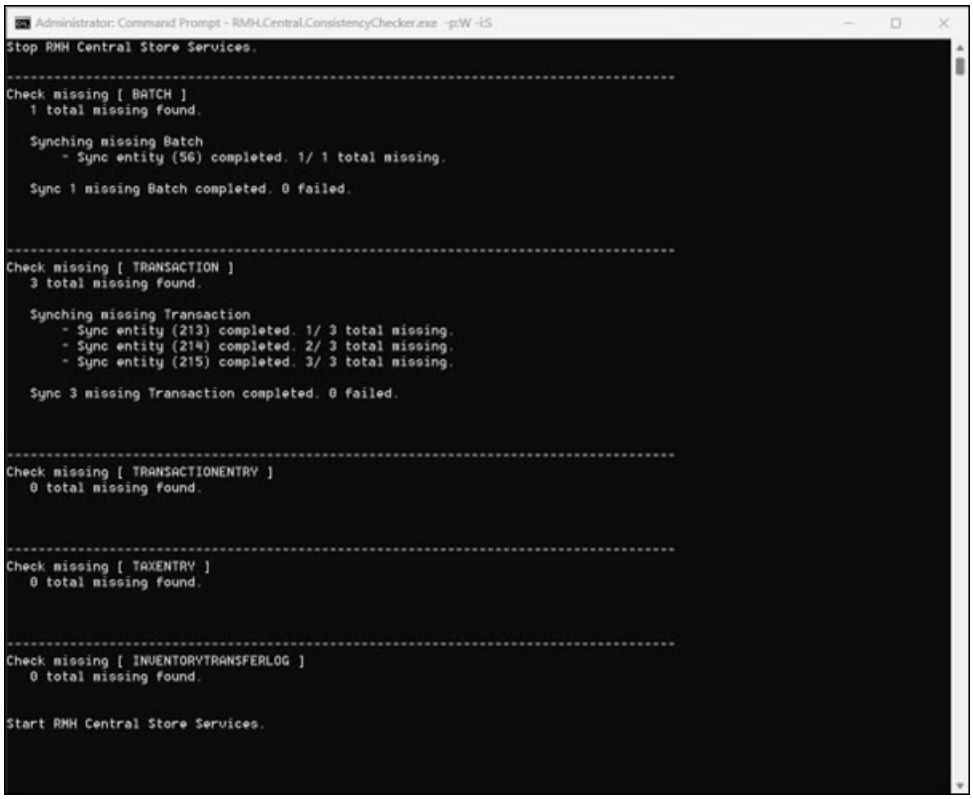
You can run the **RMH.Central.ConsistencyChecker.exe** executable silently (i.e., with no user prompts) using one of the following the parameters:

- `-n`
- `--nowait`

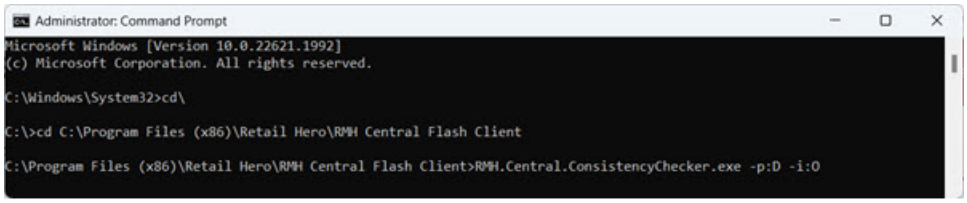
> **Note:** If you have set up Central Manager and multiple stores on a test machine, and are running multiple instances of Central Client, you can run the Consistency Checker for a specific instance by entering the folder name of the instance as a parameter, e.g., `-c "RMH Central Client 2"`. Refer to Set up Central Manager (Flash) and multiple stores on a test machine for more information.

Example of how to synchronize sales for the past 7 days:

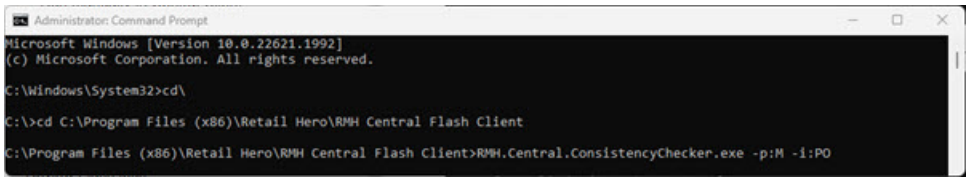


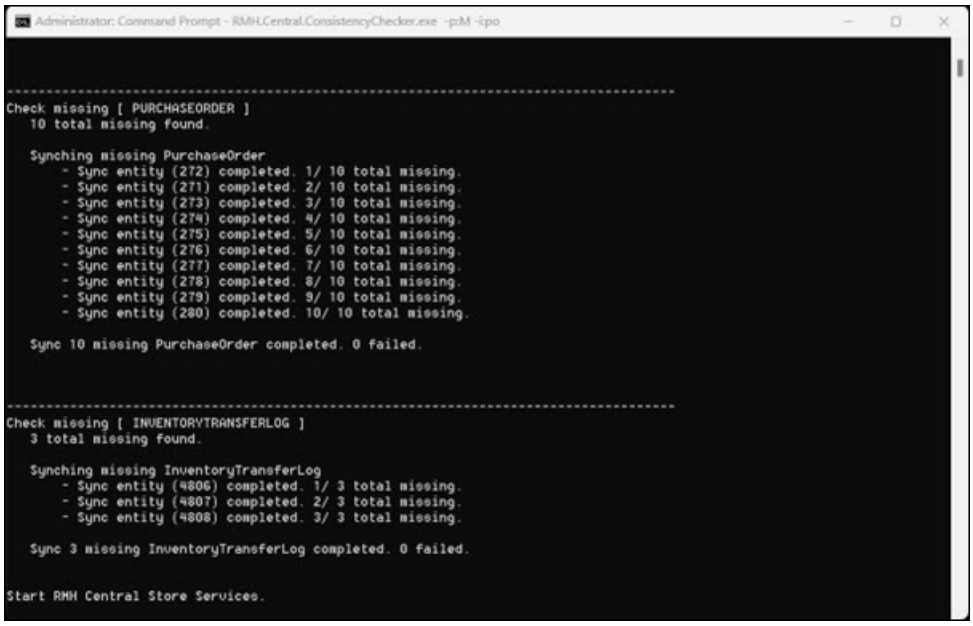


Example of how to synchronize orders for the past 24 hours:

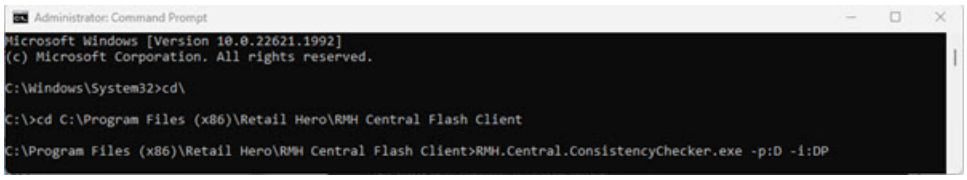


Example of how to synchronize purchase orders/transfers for the past month:

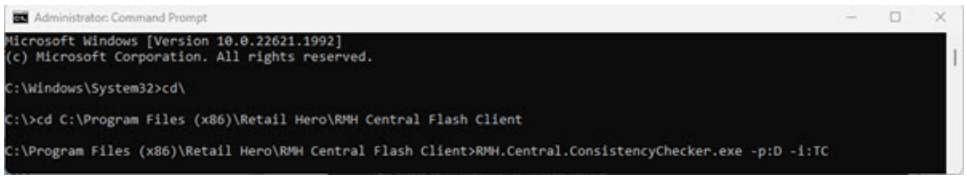




Example of how to synchronize drops or payouts for the past 24 hours:



Example of how to synchronize time clock or time card entries for the past 24 hours:



Schedule to run automatically using Windows Task Scheduler

You can schedule the Consistency Checker to run automatically on specific days or at specific times by creating a task in **Windows Task Scheduler** on the computer where Central Client is installed.

Configure the task to run the **RMH.Central.ConsistencyChecker.exe** executable with administrator privileges. The executable is located in **C:\Program Files (x86)\Retail Hero\RMH Central Flash Client**.

You can use the parameters described in Run manually from Command Prompt or PowerShell to set the synchronization period and to select which records to synchronize.

Stop or start services

1. Double-click the **Central Server** or **Central Client** icon on the desktop.
2. Click **Dashboard**.
3. Click one of the following:
   - Stop Services
   - Start Services

Review logs

1. Double-click the **Central Client** or **Central Server** icon on the desktop.
2. Click **Log**.
3. Select the date the log file was created.

> **Note:** Records are only kept for the number of days indicated by **No. of days to keep the logs** (available under **Settings** | **Setting Mode**). After that, records are cleared from the log. This may impact which dates you can select.

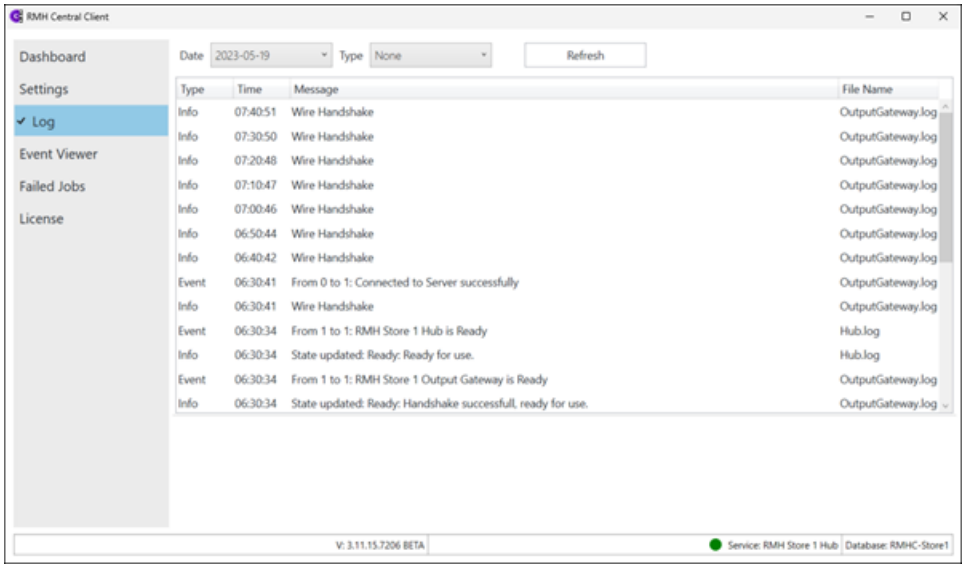
4. Select the type of log entries to display:

- Error
- Debug
- Info
- Warning
- Event
- None

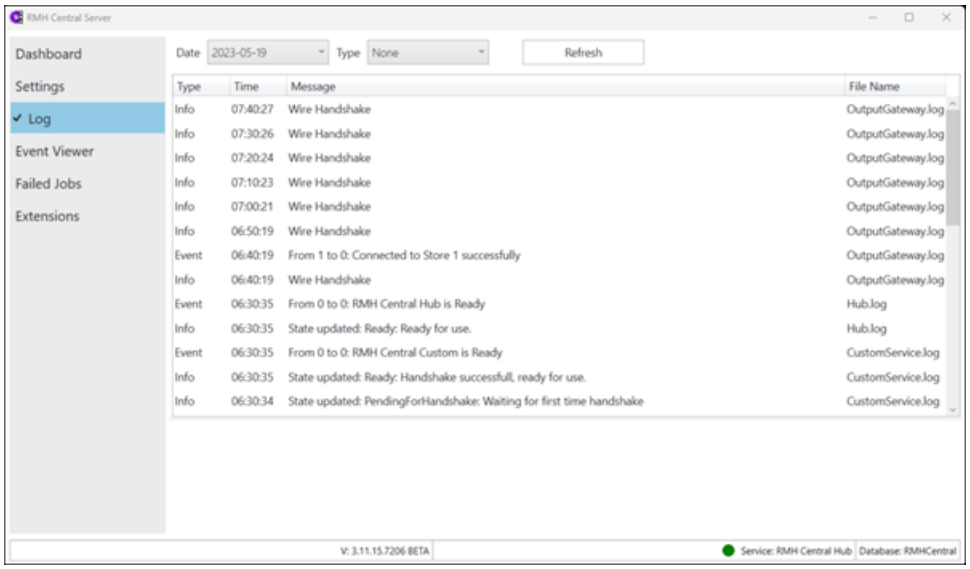
> **Note:** Select **Event** to view past events. For example, you might select Event if you ran Worksheet 251: Update Inventory – Item Prices two days ago and you want to check whether the worksheet successfully updated prices or if it failed.

5. Review the log entries.

Central Client:



Central Server:



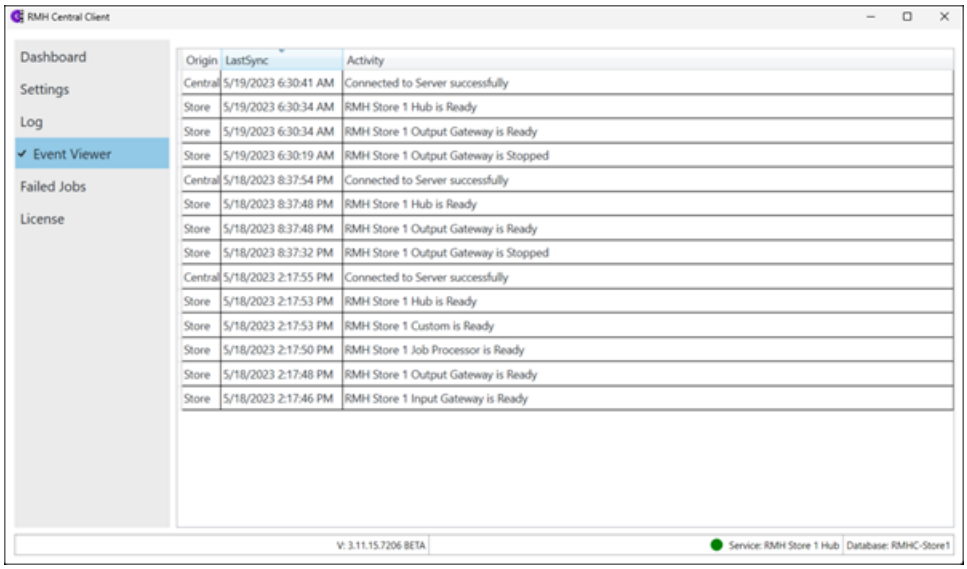
Review events

1. Double-click the **Central Client** or **Central Server** icon on the desktop.

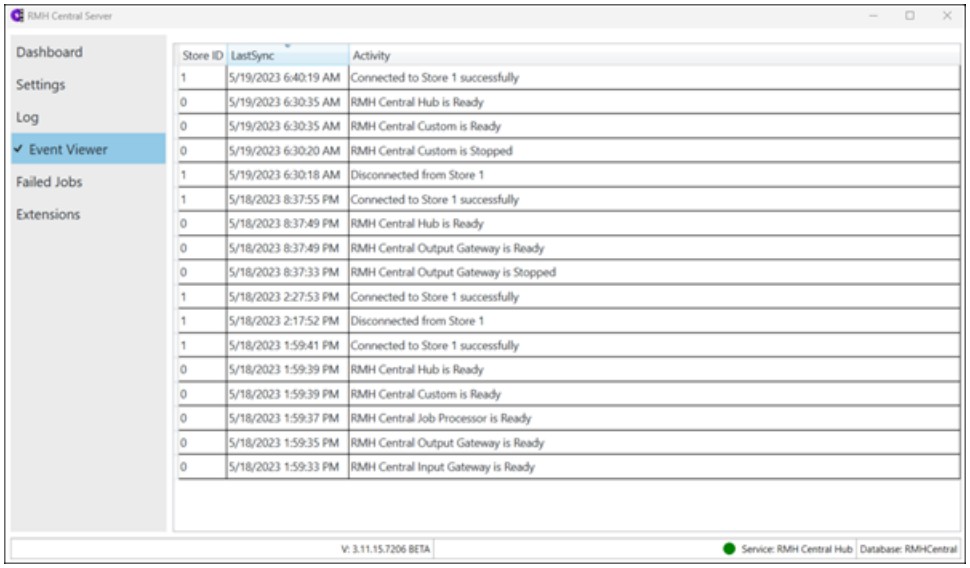
2. Click **Event Viewer**.

> **Note:** A maximum of 1000 events are stored in the event viewer. These events stay in memory until the Central Server or Central Client services are stopped or restarted. The events are reset to zero after the services are stopped or restarted.

Central Client:



Central Server:



Review dashboards

Review the Central Client dashboard

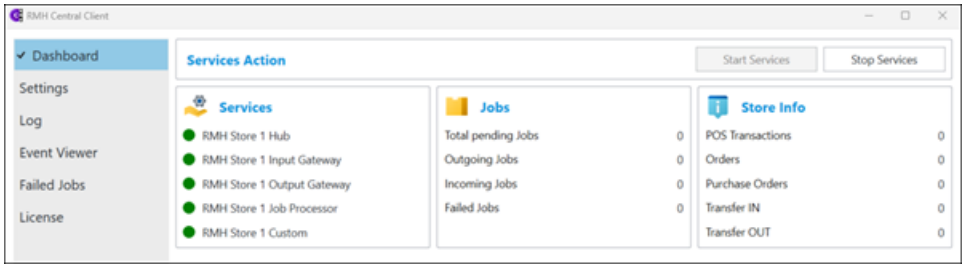
1. Double-click the **Central Client** icon on the desktop.

2. Click **Dashboard**.

When services are stopped, only the **Services** panel is visible:

If services are running, the **Jobs** and **Store Info** panels are visible:

- The **Jobs** panel shows the total pending jobs for the store, as well as outgoing jobs, incoming jobs, and failed jobs.
- The **Store Info** panel shows the number of transactions, orders, purchase orders, and transfers in/out that have been synchronized between the store and Central Manager that day.



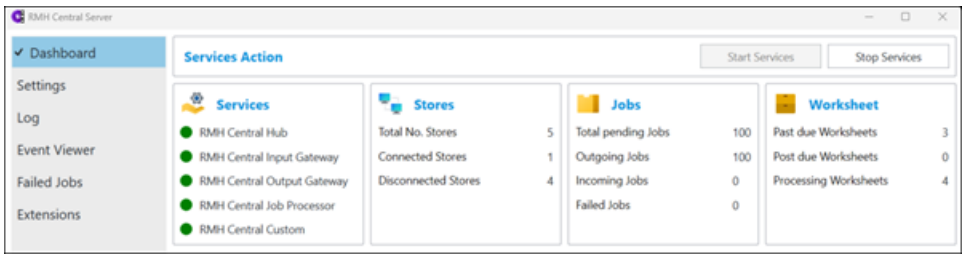
Review the Central Server dashboard

1. Double-click the **Central Server** icon on the desktop.
2. Click **Dashboard**.

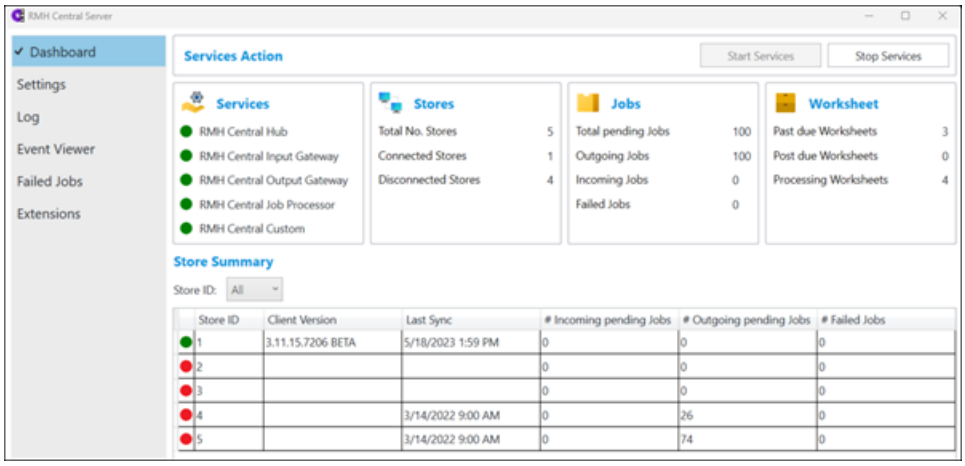
   When services are stopped, only the **Services** panel is visible:

When services are running, the **Stores**, **Jobs**, and **Worksheet** panels are visible:

- The **Stores** panel shows the total number of stores managed by Central Server, as well as the number of stores that are currently connected or disconnected.
- The **Jobs** panel shows the total pending jobs for all stores, as well as outgoing jobs, incoming jobs, and failed jobs.
- The **Worksheet** panel shows past due and post due worksheets, as well as worksheets that are currently being processed. Past due worksheets are worksheets with an effective or scheduled date prior to the current date. Post due worksheets are approved worksheets with an effective or scheduled date after the current date.



3. When services are running, select **All** or a specific **Store ID** to see store connection status, the last time data was synchronized between the store and Central Manager, and the number of incoming pending jobs, outgoing pending jobs, and failed jobs:



Modify settings

Modify the Central Client settings

> **Note:** Refer to Use the Consistency Checker for information about how to use the options on the Consistency Checker tab.

1. Double-click the **Central Client** icon on the desktop.

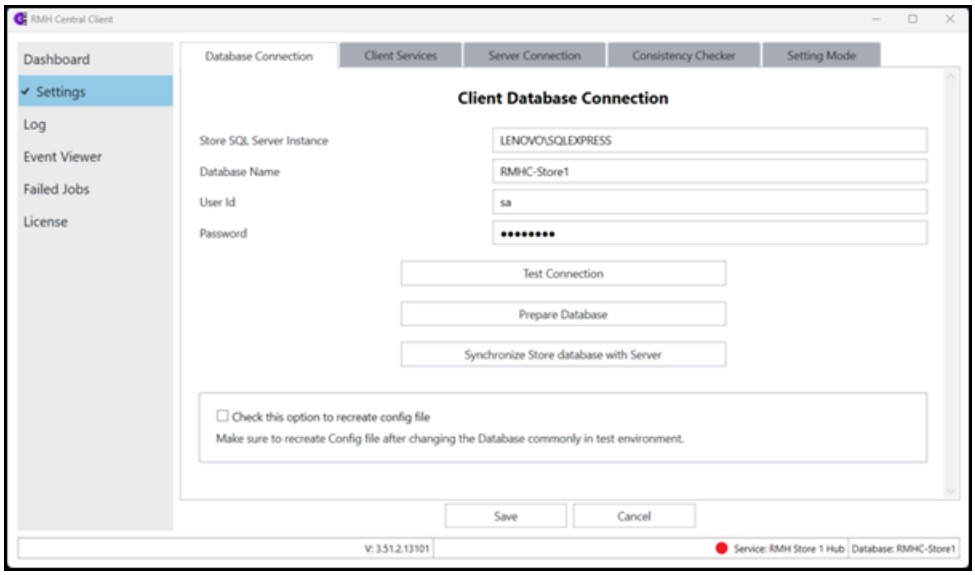
2. Click **Settings**.

3. On the **Database Connection** tab, modify the following as required:

   - Store SQL Server Instance
   - Database Name
   - User ID
   - Password

   If you change the database, select **Check this option to recreate config file**. Central Client reads the config file for store database information.

   > **Note:** The config file is usually found under **C:\ProgramData\RetailHero\RMH Central Flash Client**.



4. On the **Client Services** tab, modify the **RMH Store [number] Input Gateway** host name and port as required.

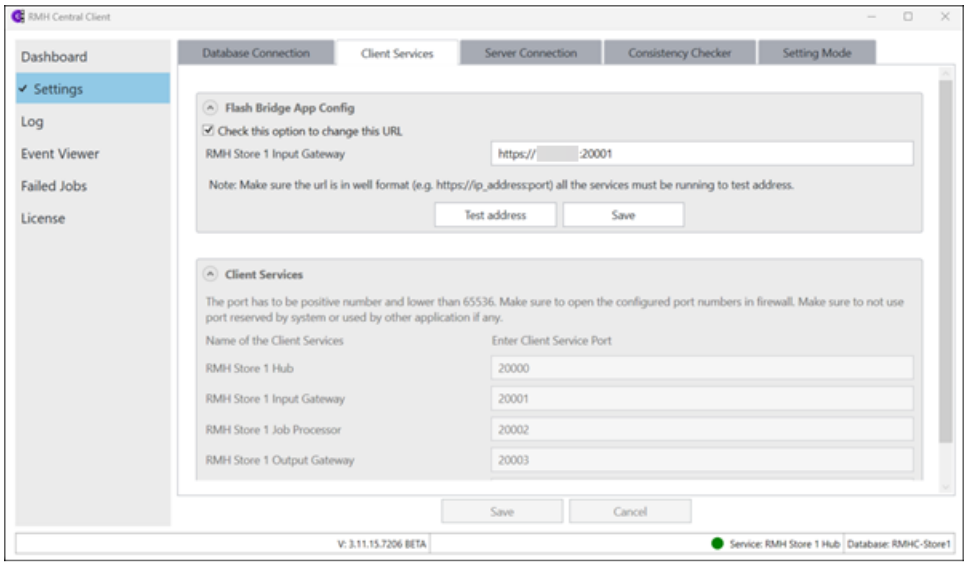
   The **RMH Store [number] Input Gateway URL** is automatically set after a successful connection to Central Server. To change it:

   a. Do one of the following:

   - Go to **C:\Program Files (x86)\Retail Hero\RMH Central Flash Client** and double-click **RMH.Central.Communication.Store.Wizard.exe** to open the **RMH Central Client Wizard**. Use the wizard to change the host name and port.
   - Select **Check this option to change this URL** and enter the host name and port for the computer where Central Client is installed.

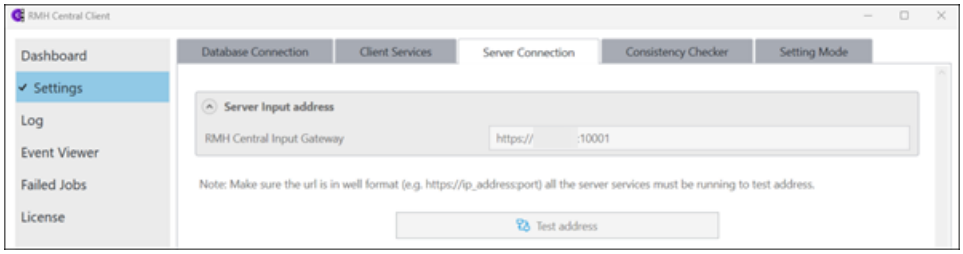
   b. Click **Test Address** to verify the address.

   c. Click **Save**. The host name and port are saved to the Store Manager database. The Flash Bridge app will use this host name and port to send data packages/jobs to the Central Client to synchronize to Central Server and Central Manager.



> **Note:** Enter a unique port number for each service.

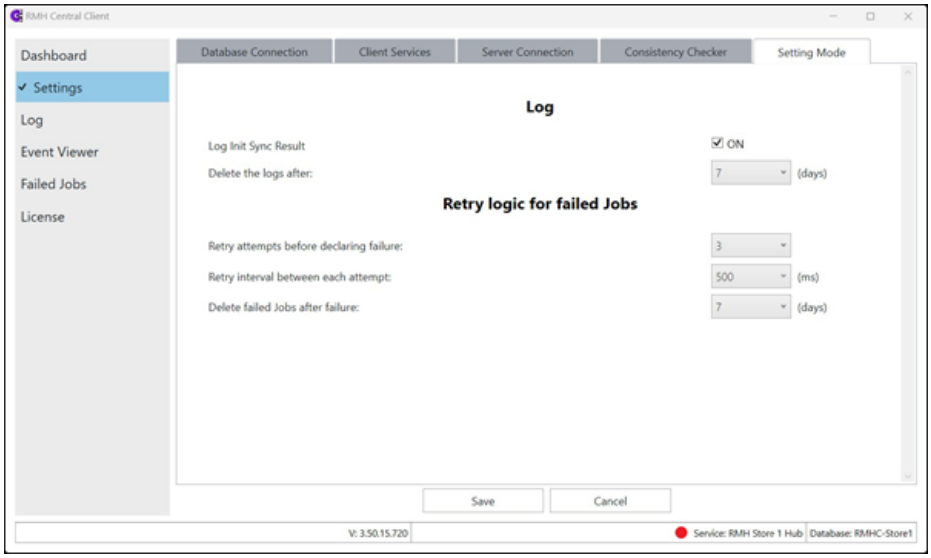
5. On the **Server Connection** tab, check the **RMH Central Input Gateway** host name and port:



6. On the **Setting Mode** tab, modify the following as required:

   - **Log init sync result:** Select to log the results of the initial synchronization between the store's database and the Central database.
   - **Delete the logs after:** Records are only kept in the log for the number of days indicated. After that, records are deleted from the log. The default number of days to keep records in the log is 7 days. The minimum number of days is 7 and the maximum is 90.

- **Retry attempts before declaring failure:** The maximum number of attempts that will be made to process a job before the system identifies a job as failed.
- **Retry interval between each attempt:** The time between retry attempts.
- **Delete failed jobs after failure:** Failed jobs are only kept for the number of days indicated. After that, failed jobs are deleted.



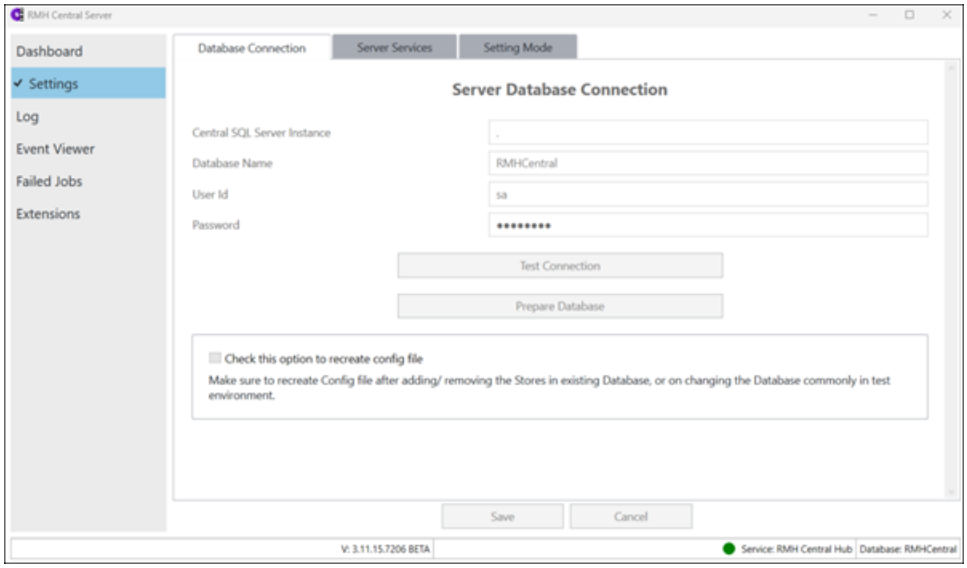
7. Click **Save**.

Modify the Central Server settings

1. Double-click the **Central Server** icon on the desktop.
2. Click **Settings**.
3. On the **Database Connection** tab, modify the following as required:
   - Central SQL Server Instance
   - Database Name
   - User ID
   - Password

If you change the database, or if you add, remove, or deactivate a store, select **Check this option to recreate config file**. Central Server reads the config file for active store information.

> **Note:** The config file is usually found under **C:\ProgramData\RetailHero\RMH Central Flash Server**.



4. On the **Server Services** tab, modify the **RMH Central Input Gateway** host name and port as required.

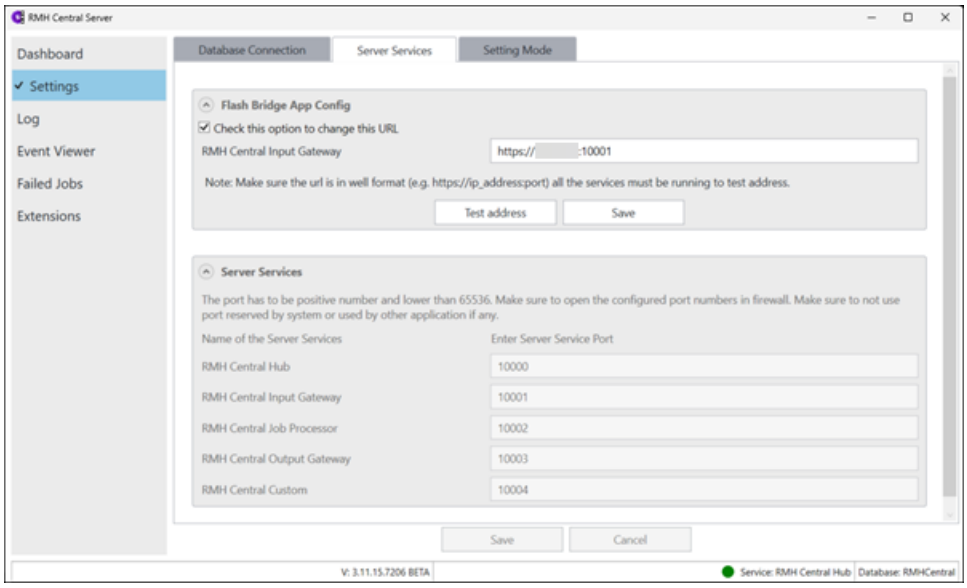
   The **RMH Central Input Gateway URL** is automatically set after you have successfully started the Central Server service. To change it:

   a. Do one of the following:

   - Go to **C:\Program Files (x86)\Retail Hero\RMH Central Flash Server** and double-click **RMH.Central.Communication.Central.Wizard.exe** to open the **RMH Central Server Wizard**. Use the wizard to change the host name and port.
   - Select **Check this option to change this URL** and enter the host name and port for the computer where RMH Central Flash Server is installed.

b. Click **Test Address** to verify the address.

c. Click **Save**. The host name and port are saved to the Central Manager database. The Flash Bridge app will use this host name and port to send data packages/jobs to the Central Server to synchronize to stores.



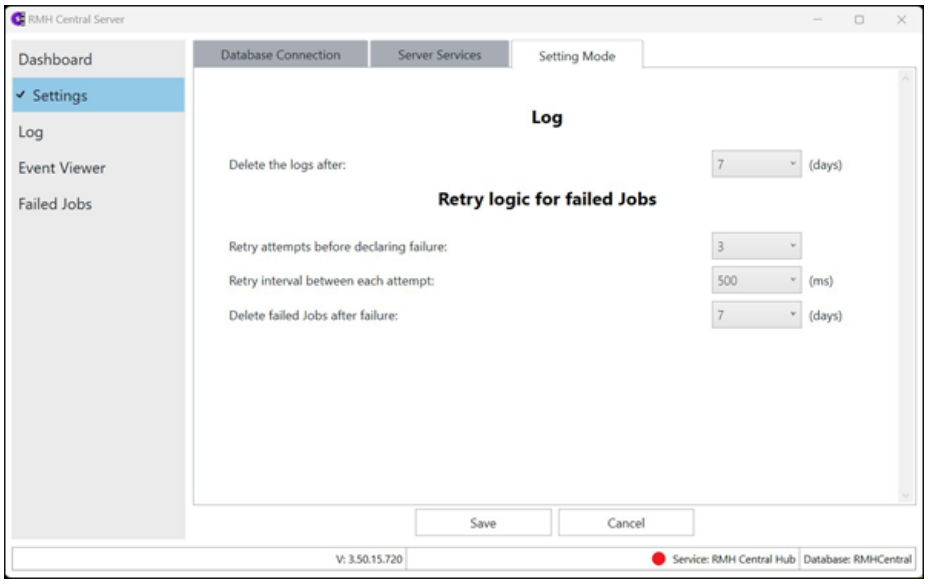
> **Note:** Enter a unique port number for each service. If you are using the Backward Compatibility Extension, ensure the port numbers used for the Flash-based Central Server app are different from the port numbers used for the non-Flash Central Server app. Refer to Use the Backward Compatibility Extension for more information.

5. On the **Setting Mode** tab, modify the following as required:

- **Delete the logs after:** Records are only kept in the log for the number of days indicated. After that, records are deleted from the log. The default number of days to keep records in the log is 7 days. The minimum number of days is 7 and the maximum is 90.

- **Retry attempts before declaring failure:** The maximum number of attempts that will be made to process a job before the system identifies a job as failed.
- **Retry interval between each attempt:** The time between retry attempts.
- **Delete failed jobs after failure:** Failed jobs are only kept for the number of days indicated. After that, failed jobs are deleted.

> **Note:** Failed jobs are more common on the Central Server side, so the best practice is to select a longer retry interval and to keep failed jobs for 15 days before deleting them.

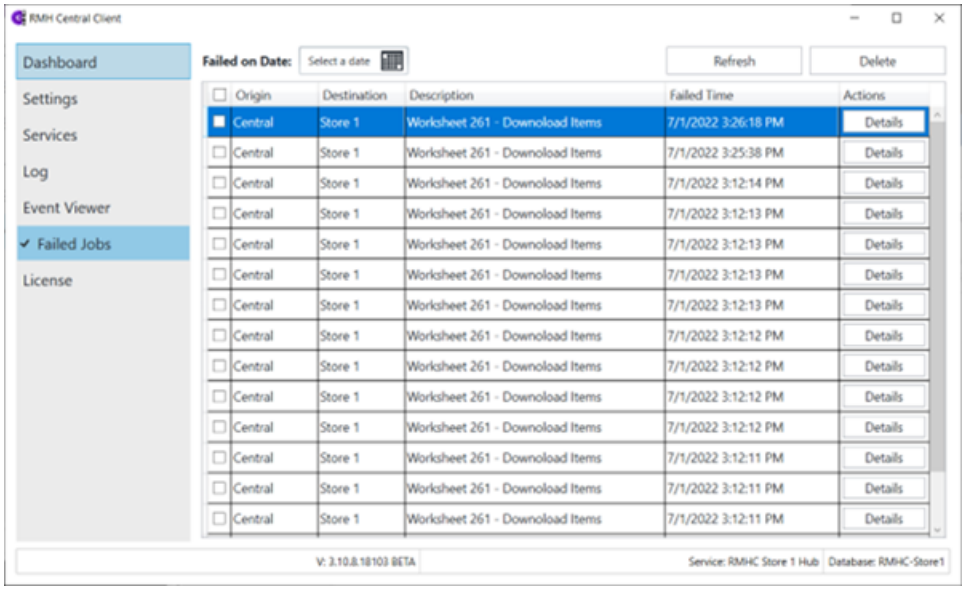


6. Click **Save**.

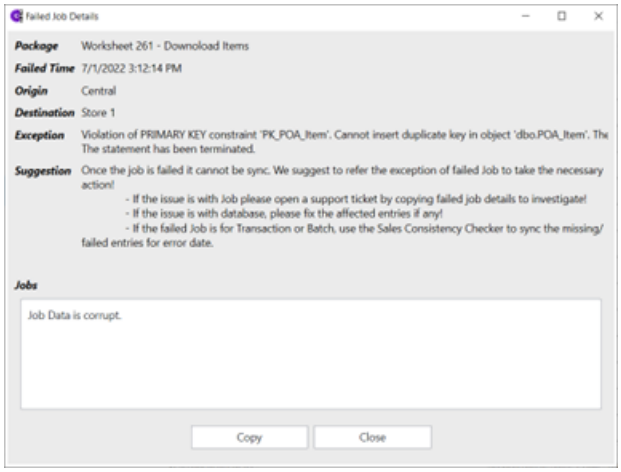
Review failed jobs

1. Double-click the **Central Client** or **Central** Server icon on the desktop.
2. Click **Failed Jobs**.The **Failed Jobs** tab provides the following information about failed jobs:

- Origin and destination of the failed job.
- Description of the failed job, e.g., Worksheet 261 – Download Items.
- The day and time the job failed.



3. Click **Details** to see the details of a specific failed job. Click **Copy** to copy the job details so you can paste it into another application, such as email.



4. To display failed jobs for a specific date, select the date from the **Failed on Date** field.

5. To refresh the list of failed jobs, click **Refresh**.

6. To delete failed jobs from the list, select the job(s) and click **Delete**.

Review the licenses

Review the Central Manager license

1. Double-click the **Central Manager** icon on the desktop.

2. Click **File** | **License**.

3. Confirm the license is active.

Review the Central Client license

1. Double-click the **Central Client** icon on the desktop.

2. Click **License**.

3. Confirm the license is active.

Loyalty installations

Install Loyalty Manager

There are two versions of Loyalty Manager available for installation:

- **Store Loyalty Manager:** This version supports Store Manager and POS. You must install it on the management computer where Store Manager is installed as well as on all registers where POS is installed.
- **Central Loyalty Manager:** This version supports Central Manager. After you install this version, all royalty point collection and redemption rules are controlled centrally by Central Loyalty Manager. Any settings in Store Loyalty Manager become read-only. It is recommended that you install Central Loyalty Manager on the same computer where Central Manager is installed. Typically, one

instance of Central Loyalty Manager is sufficient, but you can install multiple instances if more than one person manages Loyalty Manager in your organization.

Installing Loyalty Manager for Store Manager

1. In the **Retail Management Hero Setup Wizard**, click **Install Store Loyalty Manager**.

   > **Note:** You must have administrative privileges on the computer to install RMH apps.

2. Click **Next**.

3. On the **End User License Agreement** screen, select **I accept the terms in the License Agreement**.

4. Click **Next**.

5. Select the installation folder on the computer.

6. Click **Next**.

7. Click **Install**.

8. Click **Finish**.

9. Confirm that Store Loyalty Manager and the Loyalty Manager POS Extension were installed correctly. On 64-bit Windows computers the default installation paths are:

   - **C:\Program Files (x86)\Retail Hero\RMH Loyalty**
   - **C:\Program Files (x86)\Retail Hero\RMH POS\Extensions\RMH Loyalty**

     > **Note:** The location of the Loyalty Manager POS Extension is particularly important. It must be installed in the **\Extension** folder of the register where POS is installed.

Installing Loyalty Manager for Central Manager

1. In the **Retail Management Hero Setup Wizard**, click **Install Central Loyalty Manager**.
2. Click **Next**.
3. On the **End User License Agreement** screen, select **I accept the terms in the License Agreement**.
4. Click **Next**.
5. Select the installation folder on the computer.
6. Click **Next**.
7. Click **Install**.
8. Click **Finish**.
9. Confirm that Central Loyalty Manager was installed correctly. On 64-bit Windows computers the default installation paths are:
   - **C:\Program Files (x86)\Retail Hero\RMH Central Loyalty**

Migration procedures

Migrate from Store Operations to Store Manager

> **Pre-requisites:** Migration from Microsoft Dynamics' Retail Management System Store Operations (RMS SO) to Retail Management Hero Store Manager and POS is only possible if the store's version of RMS SO is 2.0.2000 (Cumulative Update 5) or newer.

Prepare for migration to Store Manager

- Settle all credit or debit card (ECD) transactions.
- Run Z reports for every register to close out the registers.
- Complete all received and partially received purchase orders.
- Back up the RMS SO database.
- Install Store Manager and POS.
- Activate the Store Manager license.

Create the store database

1. In **Store Administrator**, click **Create**. The Create Database wizard displays.
2. Click **Next**.
3. On the **Database Size** screen:
    a. In the **Database name** field, type a name for your store database.
    b. Do not change the **Initial Size (MB)** field. This just sets the initial size of the store database.
4. Click **Next**.
5. On the **Database Growth** screen, do not change any field values. By default, the store database size will automatically increase as required.
6. Click **Next**.
7. On the **Populate Database** screen, click the **Browse** icon and select the **RMS SO database backup**.
8. Click **Next**.

9. Click **Finish**.

Connect to the RMS SO database

1. Start **Store Administrator**. The shortcut should be available on your desktop.
2. In **Store Administrator**, click **Connect**.
3. The **Server** and **Connection information** fields should be pre-populated. You do not need to change any field values.
4. If required, type the **Password** for the SQL server.
5. In the **Database** field, select the store database.
6. Click **Connect**.

Configure the database connection

1. In **Store Administrator**, click **Configuration**.
2. In the **Database** field, type the name of the store database.
3. Click **Test Database Connection**. Click **OK** to confirm.

Force install tables and confirm that passwords were deleted

1. Back up the database before continuing.

> **Note:** The next step, Force Install Tables, will preserve usernames in the RMS SO database but will delete passwords.

2. In **Store Administrator**, click **Force Install Tables**. Click **Yes** to continue.
3. Click **OK** to confirm.

4. Click **Query**.
5. Click **New Query**.
6. On the **SQL** tab enter: `SELECT NUMBER, PASSWORD FROM CASHIER`
7. Click **Run**.
8. If passwords are still showing in the **password** column, or the passwords appear encrypted, click **New Query**.
9. On the **SQL** tab enter: `UPDATE CASHIER SET PASSWORD=''` where the `''` is two single apostrophes.
10. Click **Run**.

Import orders

For each store:

1. In **Store Manager**, click **Setup**.
2. Expand **Inventory/Purchasing**.
3. Click **Import Orders**.

Import accounts receivable

For each store:

1. In **Store Manager**, click **Setup**.
2. Expand **Customer**.
3. Expand **Accounts Receivable**. **Store Manager**

4. Define the following:

    a. Statement Types

    b. Reason Codes

    c. Payment Terms

    > **Note:** Store Manager handles Grace Period in a way you may not expect. If you enter 30, the statement will read NOT DUE for 30 days after the Closing Date. If you enter 0, the balance will be DUE on the Closing Date.

    d. Finance Charges

    e. Account Managers

    f. Account Groups

5. Click **Import Customers**.

6. Under **Import Accounts**, from the **Default Group** select the **Account Group**.

7. Click **Next**.

8. Select **Account Type** or **Advanced Filter**.

9. Click **Next**.

10. Click **Finish**.

11. Click **Commit**. Click **OK** to confirm.

12. Click **Import Customers**.

13. Click **Open**.

14. Under **Import Balances**, select the **Posting Date**.
15. Click **Next**.
16. Select **Account Type** or **Advanced Filter**.
17. Click **Next**.
18. Click **Finish**.
19. Click **Commit**. Click **OK** to confirm.
20. Restart **Store Manager** before running the Accounts Receivable Report.

Set up receipt formats

RMS SO receipt formats are not compatible with Store Manager and POS. Use the standard Store Manager receipt templates to create receipt formats and customize them to the store's requirements. Refer to the Setting up receipt formats and Setting up registers topics in the Store Manager Getting Started Guide for more information.

Migrate from Headquarters to Central Manager

> **Pre-requisites:** Migration from Microsoft Dynamics' Retail Management System Headquarters (RMS HQ) to Retail Management Hero Store Manager and POS is only possible if the store's version of RMS HQ is 2.0.2000 (Cumulative Update 5) or newer.

Prepare for migration to Central Manager

- Settle all credit or debit card (ECD) transactions.
- Run Z reports for every register to close out the registers.
- Complete all received purchase orders.
- Synchronize RMS HQ and all store databases using Worksheet 401.

- Stop all RMS HQ services (the server and all clients). The services are called HQ Server and HQ Client.
- Back up the RMS HQ database.
- Install Store Manager and POS.
- Install Central Manager, Central Server, and Central Clients.
- Activate the Store Manager and Central Manager licenses.

Connect to the RMS HQ database

1. Start **Central Administrator**. The shortcut should be available on your desktop.
2. Click **Configuration**.
3. In the **Database** field, type the name of the **RMS HQ database**.
4. Click **Test Database Connection**.
5. Click **OK**.
6. Click **Save And Close**.
7. Click **Connect**.
8. Enter the **User Name** and **Password** for the RMS HQ database and click **Connect**.
9. Click **Force Install Tables** to update the database schema to work with RMH.
10. Click **Yes**.

Configure Central Server

Refer to Install and configure Flash Central Server for more information.

Prepare the RMS HQ database and confirm that passwords were deleted

1. In **Central Server Assistant**, click **RMHC Database**.
2. Click **Prepare Database**.

> **Warning!** This modifies the database schema so it is compatible with Central Manager. After you click Prepare Database, the database will no longer be backwards compatible to RMS HQ. This function will preserve usernames in the RMS HQ database but will delete passwords.

3. In **Central Administrator**, click **Query**.
4. Click **New Query**.
5. On the **SQL** tab enter: SELECT * FROM HQUsers
6. Click **Run**.
7. If passwords are still showing in the **password** column, or the passwords appear encrypted, click **New Query**.
8. On the **SQL** tab enter: UPDATE HQUser SET Password='' where the '' is two single apostrophes.
9. Click **Run**.

Configure store groups in Central Manager

1. In **Central Manager**, click **Setup**.
2. Expand **Store**.
3. Click **Store Groups**.

4. Click **New**.
5. In the **Code** field, type a unique code for the store group, e.g., SG1.
6. In the **Description** field, type a description of the store group.
7. Select one of the following:
   - All Stores
   - Available Stores
8. Click **Save And Close**.

Assign records to store groups in Central Manager

1. In **Central Manager**, click **Wizards**.
2. Click **Store Group Wizard**.
3. Select the store group(s).
4. Click **Next**.
5. Select the entity (**Item, Item Tax, Tax, Supplier**) containing the records that you want to assign to the store group.

   > **Note:** Select **Include dependencies** if you want to assign the records for all entities at once, instead of running the wizard four times to assign the records one entity at a time.

6. Click **Next**.
7. The option you selected determines the next steps:

- **Item:** Select the departments, categories, or suppliers, or use the Item Filter to select specific records to assign to the store groups.
- **Item Tax, Tax, or Supplier:** Use the Item Filter to select specific records to assign to the store groups.

8. Click **Next**.

9. Click **Finish**.

> **Note:** Starting with release 3.11.14, the **Store Group Wizard** will continue to create records for items in the GlobalCatalog table of the Central Manager database, but it will no longer create any jobs to synchronize items to stores. You should use **Worksheet 261: Download Items** to synchronize items (and their properties) to stores instead of the Store Group Wizard.

Migrate stores to Store Manager and POS

Migrate each store from Retail Management System Store Operations (RMS SO) to Retail Management Hero Store Manager and POS. Refer to Migrate from Store Operations to Store Manager for more information.

Configure Store Manager to operate with Central Manager

For each store:

1. In **Store Manager**, click **File** | **Configuration**.

2. Go to the **Multi-Store** tab.

3. Verify the Store ID.

4. Click **Test** to verify and test the Central Server Assistant URL and port.

5. Click **Save And Close**.

Configure the Central Clients

Refer to Install and configure Flash Central Client for more information.

Upgrade procedures

Upgrade RMH

Plan for the upgrade

- Download the latest release of RMH.
- Review the release notes and readme. Determine if there are any known issues that could potentially impact on business operations. Ensure that all store computers and registers meet or exceed the minimum system requirements.
- If the business uses any third-party add-ins or extensions, contact the vendor to confirm they will work with the latest version of RMH. If necessary, work with the vendor to obtain a version of the add-in or extension that is compatible with the latest version of RMH.
- Ensure you have the installation package for the store's current version of RMH on hand in case you are unable to complete the upgrade and you need to roll back the changes.
- Schedule the upgrade for a day when the store is closed and you have sufficient time to perform the upgrade and roll back if necessary.
- Work with the business owners to develop test scripts that are pertinent to the store's operations.
- If possible, test the upgrade in a lab environment before performing the upgrade in the store.

Prepare for the upgrade

- Perform a Z report on every register.
- Back up any custom reports, receipt templates, purchase order templates, etc. that have been saved to store computers or registers.
- Exit all RMH applications and any third-party add-ins or extensions.
- Perform any required Windows updates and ensure that all store computers and registers are configured with the latest service packs and hot fixes.
- Restart all store computers and registers.
- Back up the store database.

Uninstall the old version

On each store computer and register:

1. Log in with Administrator privileges.
2. Open **Control Panel**.
3. Under **Programs**, click **Uninstall a program**.
4. Uninstall all RMH applications.
5. Uninstall any add-ins or extensions.
6. Go to C:\Program Files\Retail Hero\ and delete any files remaining in that folder.
7. Restart the computer.

Install the new version

On each store computer and register:

1. Log in with Administrator privileges.

2. Copy the installation package to a local folder, e.g., C:\RMH.

> **Note:** Accessing the application package from a UNC network path, e.g., \xyz\RMH , is not recommended.

3. Extract all of the files from the installation package.

4. Right-click **Setup.exe** and select **Run as Administrator**.

   - If you receive a user account control prompt, click **Yes**.
   - Click **Accept** or **OK** for any other warnings, as required.

5. Install the RMH applications in the following order:

   a. Store Manager

   b. POS

   c. Any add-ins or extensions

   d. Loyalty

6. If necessary, enable RMH desktop shortcuts to open the applications with Administrator privileges to ensure users who do not have Administrator privileges can start and access the applicable RMH applications:

   a. Right-click the RMH desktop shortcut and select **Properties**.

   b. Click **Advanced**.

   c. Select **Run as administrator**.

   d. Click **OK**.

   e. Click **Apply**.

f. Click **OK**.

7. Install any add-ins or extensions.

8. Restart the computer.

Pre-start checks

1. Start **Store Administrator**.

2. Click **Configuration**.

3. On the **Database** tab, confirm that Store Manager is connected to the correct store database.

4. On the **Register** tab, confirm that the register **Number** and **Language** are correct.

5. If you make any changes, click **Save And Close**.

6. Click **Connect**.

7. Confirm that the **Database** is the correct store database.

8. Enter the **Password** for SQL Server Authentication.

9. Click **Connect**.

10. Click **Database**.

11. Click **Reindex** to reindex the database. Click **Yes** to continue.

12. Click **Change Collation** and confirm that the **Server** and **Database** are correct.

13. If you make any changes, click **Change**. Otherwise, click **Cancel**.

Test the installation

1. Log in to Store Manager.
2. Perform a smoke test to ensure all key functions are accessible and functioning as expected.
3. Check that custom reports, receipt templates, purchase order templates, etc. are accessible and functioning as expected.
4. Log in to POS.
5. Enter a test transaction.
6. Refund or void the transaction.
7. Ask business owners to run additional tests as required to confirm that the system is fully functional. Run through any test scripts that the business owners have developed.
8. Confirm that the following are accessible and functioning as expected:
    - All custom POS buttons;
    - Credit card processing;
    - All add-ins and extensions; and
    - Stock Take, if the business uses it.
9. Review any known issues from the release notes and confirm they have no material impact on the store operations.

10. If this version of RMH contains enhancement requests or fixes to issues the business had reported, test these and confirm they address the needs of the business owners.

11. Provide training on new functionality, as required.

Upgrade Classic Central to Flash Central

Use this checklist as a guideline if you are upgrading Classic Central Manager to Flash Central Manager. Refer to the specific installation procedures for detailed installation steps.

☐	**Step 1**	**Review the system requirements and perform any required upgrades.** All computers must meet or exceed the minimum system requirements.
☐	**Step 2**	**Perform Windows updates on all computers.** Ensure all computers are updated with the latest service packs and hot fixes.
☐	**Step 3**	**Download the latest RMH release package and extract all files.** Review the release notes and readme for the release package. Determine if there are any known issues that could potentially impact the store's business operations.
☐	**Step 4**	**Back up the Central and store databases.**
☐	**Step 5**	**Back up all custom files (labels, receipt templates, pictures, reports, active reports).**
☐	**Step 6**	**Exit all RMH apps on the computer.**
☐	**Step 7**	**Uninstall all RMH apps on the computer.** This includes Central Manager, Central Server, Central Client, Store Manager, POS, and Loyalty.
☐	**Step 8**	**Confirm that RMH services have been removed from the computer.** These include the RMH Worksheet Processor, RMH Central Server, and RMH Central Client services.
☐	**Step 9**	**Delete the C:\Program Files (x86)\Retail Hero folder from the computer.**
☐	**Step 10**	**Delete the C:\ProgramData\RetailHero folder from the computer.** Note: The C:\ProgramData folder may be hidden. To show the folder, in File Explorer, click View | Show | Hidden items. If you previously

installed Flash Central Manager on the computer (such as for testing), you must delete any configuration files and logs under:

- C:\ProgramData\RetailHero\RMH Central Flash Server
- C:\ProgramData\RetailHero\RMH Central Flash Client
- C:\ProgramData\RetailHero\RMH Flash Bridge

☐ **Step 11** **Install the .NET Framework or .NET SDK on any computer that will run an RMH app.**

.NET must be installed on any computer that will run an RMH app. The system requirements identify which version of .NET is required for the apps.

☐ **Step 12** **Restart the computer.**

☐ **Step 13** **Install Flash Central Manager.**

☐ **Step 14** **Connect to the Central database and force install tables.**

☐ **Step 15** **Obtain a Flash Central license and activate it.**

☐ **Step 16** **Install and configure Flash Central Server.**

☐ **Step 17** **Install and configure the Flash Bridge on the Central Manager computer.**

☐ **Step 18** **Install Store Manager.**

Follow the detailed installation instructions for the Store Manager app.

☐ **Step 19** **Install and configure Flash Central Client.**

☐ **Step 20** **Install and configure the Flash Bridge on the Store Manager computer.**

☐ **Step 21** **Configure Store Manager to operate with Central Manager.**

☐ **Step 22** **Restore all custom files (labels, receipt templates, pictures, reports, active reports).**

☐ **Step 23** **(Optional) Install and configure the Flash Backward Compatibility Extension.**

If you have any non-Flash stores, install the Flash Backward Compatibility Extension on the same computer where both the Flash and non-Flash RMH Central Server apps are installed.

☐ **Step 24** **Install POS.**

☐ **Step 25** **Install and configure the Flash Bridge on the POS computer.**

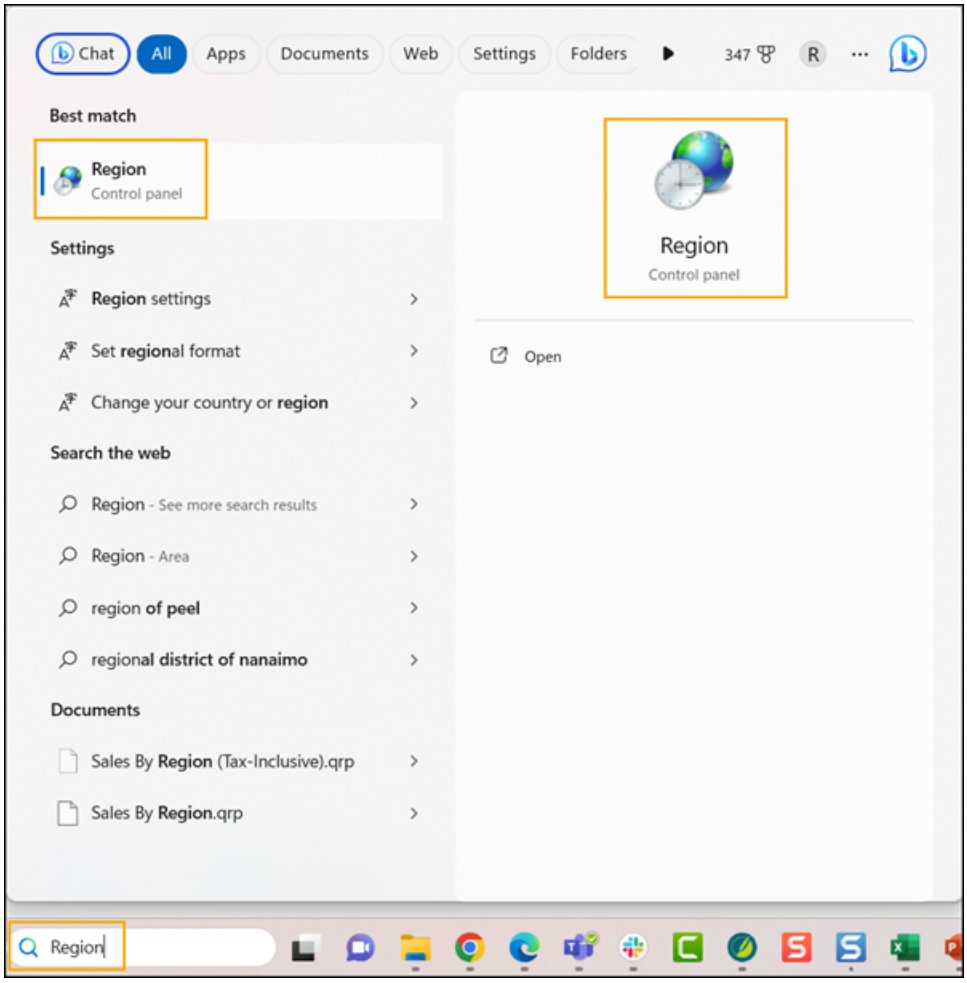
☐ **Step 26** **(Optional) Install Loyalty.**

Other procedures

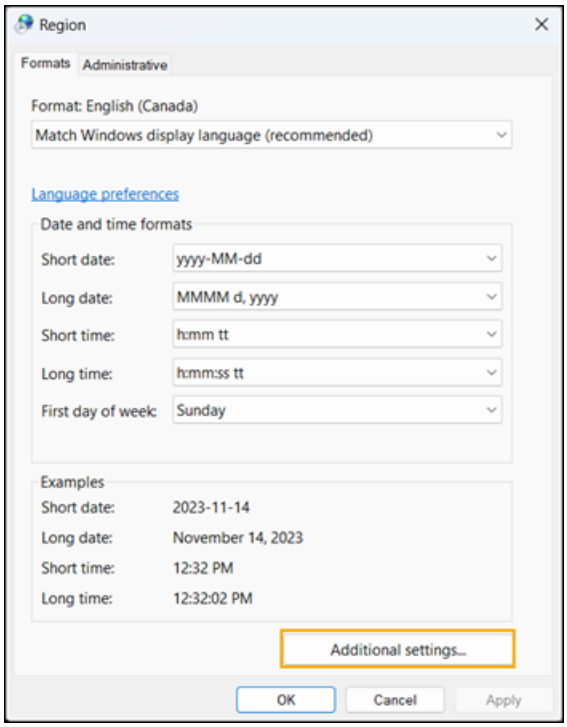
Configure currency settings

RMH apps use the computer's regional currency settings. For example, the currency symbol, positive/negative currency format, and the number of digits that appear after the decimal are all controlled by the computer's regional currency settings.

1. Open the **Region** control panel on the computer.



2. Click **Additional settings**.

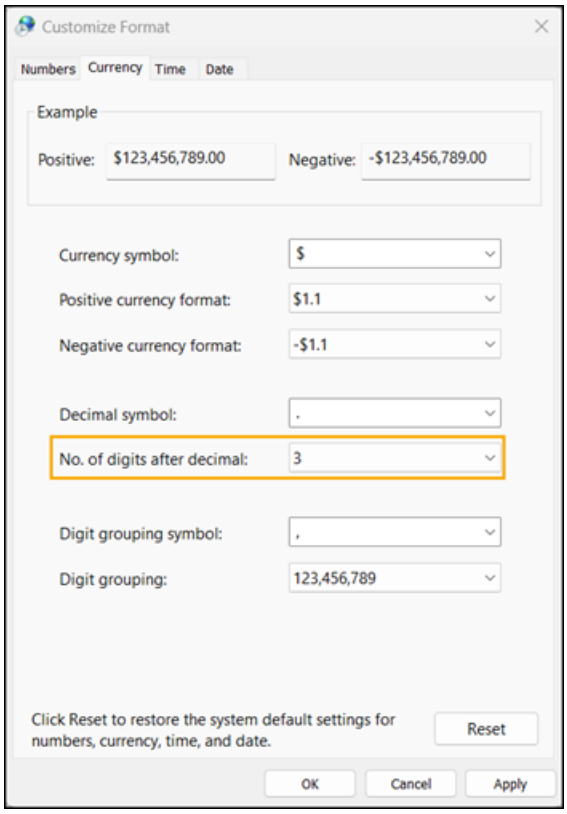


3. Click **Currency**.

4. Configure any of the following:

   - Currency symbol
   - Positive currency format
   - Negative currency format
   - Decimal symbol
   - No. of digits after decimal
   - Digit grouping symbol
   - Digit grouping

   For example, if the store's item pricing requires three digits after the decimal, you would select **3** from **No. of digits after decimal**.



5. Click **OK**.

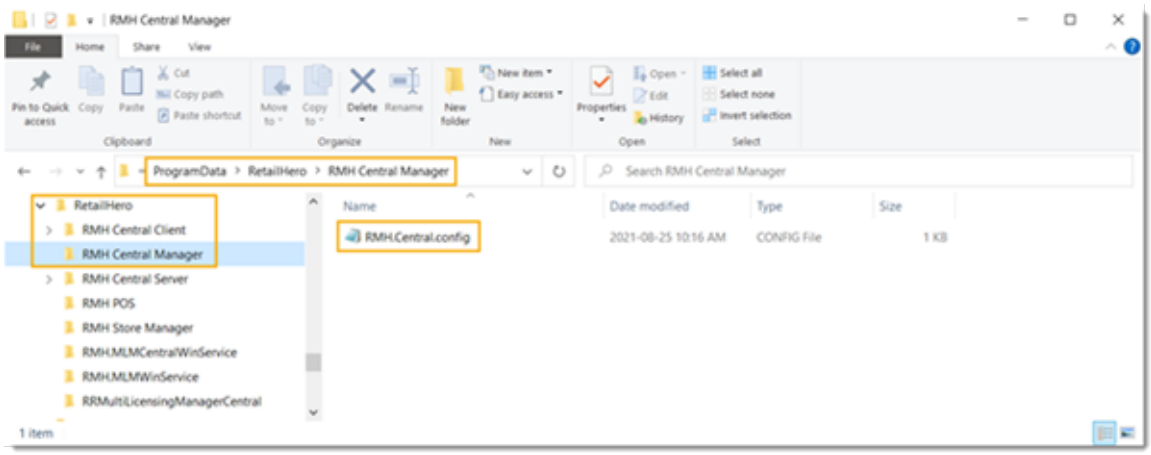
6. Click **OK**.

Improve display time performance for item lists in Central Manager

If you use Central Manager from a remote location to connect to the central database and your network latency is greater than 20ms, you can improve Central Manager performance by adding a line to the **RMH.Central.config** file:

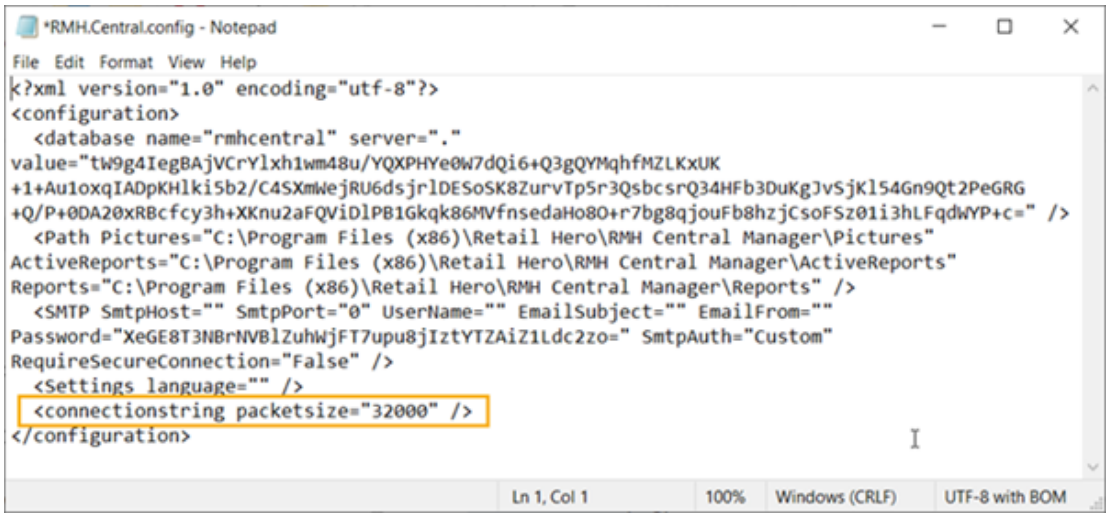
1. Go to **C:\ProgramData\RetailHero\RMH Central Manager**.

2. Open the **RMH.Central.config** file.



3. Add the following line of text anywhere before the closing `</configuration>` tag:

```
<connectionstring packetsize="32000" />
```



> **Note:** The default packetsize value is 8000.

4. Click **File** | **Save**.

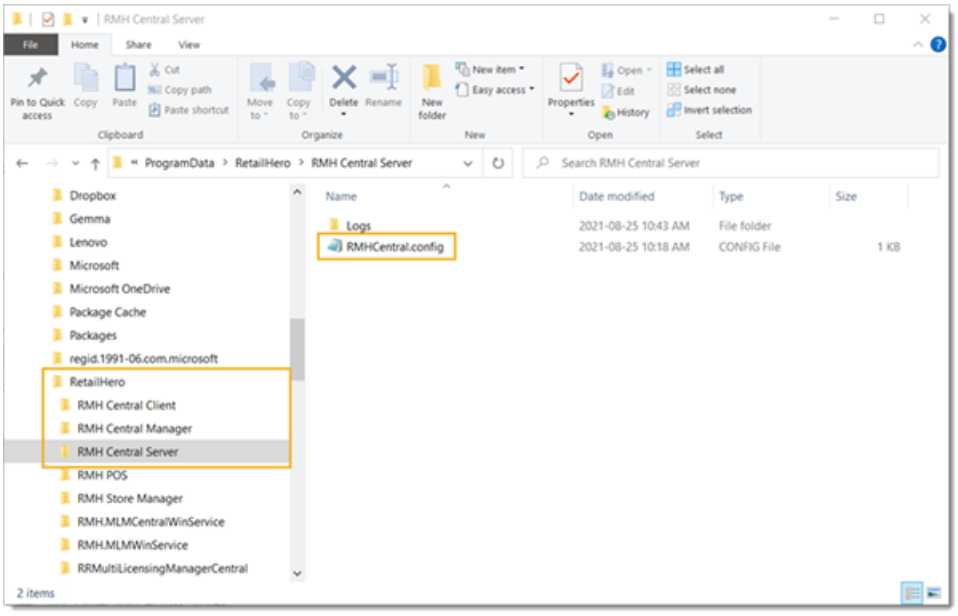
5. Restart Central Manager.

Improve the performance of Worksheet 501 in Central Manager

You can improve the performance of **Worksheet 501: Request Full Inventory** but making minor changes to the **RMHCentral.config** file:

1. Go to **C:\ProgramData\RetailHero\RMH Central Server**.

2. Open the **RMHCentral.config** file.

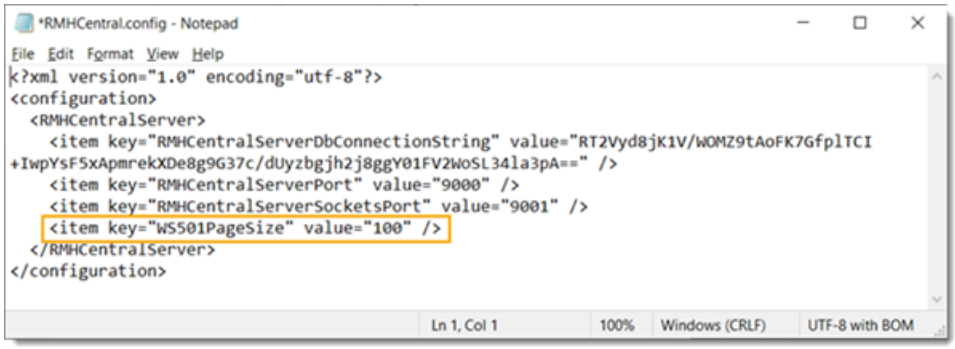


3. Add the following line of text to the bottom of the config file:

   ```
   <item key="WS501PageSize" value="100" />
   ```

   The system default is to send 500 items in a batch. You can use this line in the config file to override the default. Set the value lower, e.g., 100, 200, 300, 400, if you

have less bandwidth and need to send fewer items in a batch.



4. Click **File** | **Save**.

5. Restart the **Central Server Assistant**:

   - Double-click the **RMH Central Server Assistant** icon on the desktop.
   - Click the **Service Action** icon in the top right corner.
   - Click **Restart Service**.

6. Restart each **Central Client Assistant**:

   - Double-click the **RMH Central Client Assistant** icon on the desktop.
   - Click the **Service Action** icon in the top right corner.
   - Click **Restart Service**.

Set up Central Manager and multiple stores on a test machine

Pre-requisites: The test machine must be running Microsoft SQL Server 2019 Express or higher. Ensure the test machine meets all other system requirements

and has POS for .NET installed.

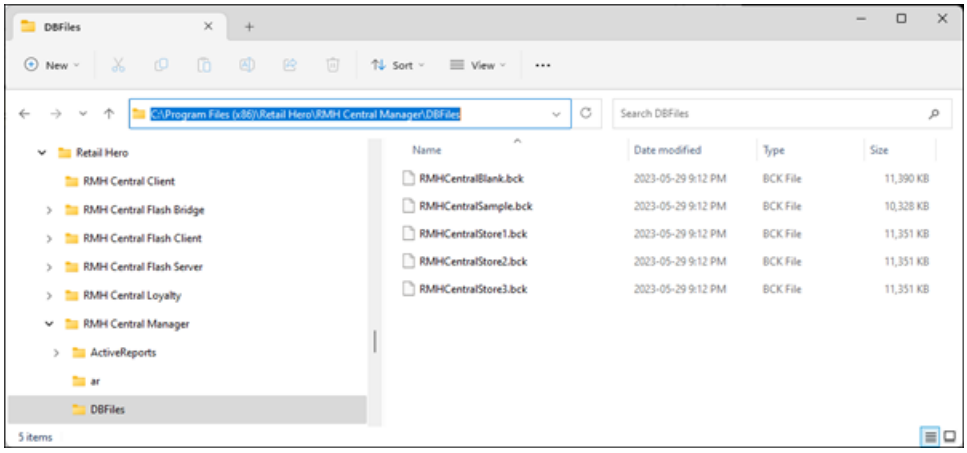
For testing purposes it can be helpful to install Central Manager and multiple Store Manager instances on a single test or demo machine.

1. Install all RMH apps and MLM on the test machine.

2. Open **Central Administrator**. Do the following:

    a. Restore and connect to the sample Central Manager database, **RMHCentralSample.bck**.

    > **Note:** The sample database is typically available under C:\Program Files (x86)\Retail Hero\RMH Central Manager\DBFiles.



    b. Force install tables.

3. Open **Store Administrator**. Do the following:

    a. Restore and connect to the sample Store Manager database, **RMHCentralStore1.bck**.

    > **Note:** The sample database is typically available under C:\Program Files (x86)\Retail Hero\RMH Central Manager\DBFiles.

b. Force install tables.

4. Create a new instance of **Store Manager** for Store2:

   a. Open **Store Administrator**.

   b. Connect to the store database.

   c. Click **Configuration** and click **Save As and Close**.

   d. Enter a new configuration file name, e.g., Store2.config, and click **OK**.

   e. Create a copy of the original Store Manager desktop shortcut and rename it RMH Store Manager - Store2 to easily differentiate this store instance from other store instances.

   f. Open the shortcut properties and change the **Target** to the following:

   ```
   "C:\Program Files (x86)\Retail Hero\RMH Store Manager\RMH Store Manager.exe" -c Store2.config
   ```

5. Repeat the previous step for Store3.

6. Create a new instance of **Store Administrator** for Store2:

   a. Create a copy of the original **Store Administrator** desktop shortcut and rename it RMH Store Administrator - Store2.

   b. Open the shortcut properties and change the **Target** to the following:

   ```
   "C:\Program Files (x86)\Retail Hero\RMH Store Manager\RMH Store Administrator.exe" -c Store2.config
   ```

7. Repeat the previous step for Store3.

8. Open **Store Administrator - Store2**. Do the following:

    a. Restore and connect to the sample Store Manager database, **RMHCentralStore2.bck**.

    > **Note:** The sample database is typically available under C:\Program Files (x86)\Retail Hero\RMH Central Manager\DBFiles.

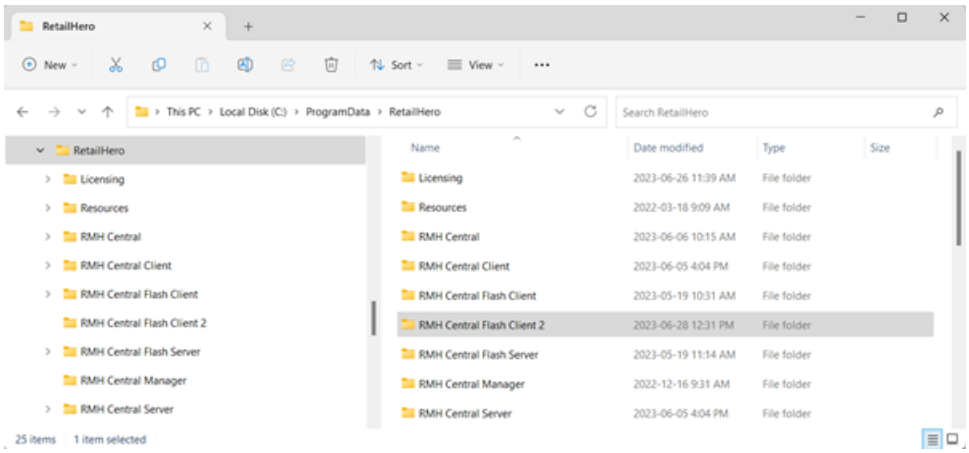
    b. Force install tables.

9. Repeat the previous step for Store3.

10. Create a new instance of the **Flash Central Client** for Store2:

    a. Open **C:\ProgramData\RetailHero**.

    b. Create a new folder called **RMH Central Flash Client 2**.

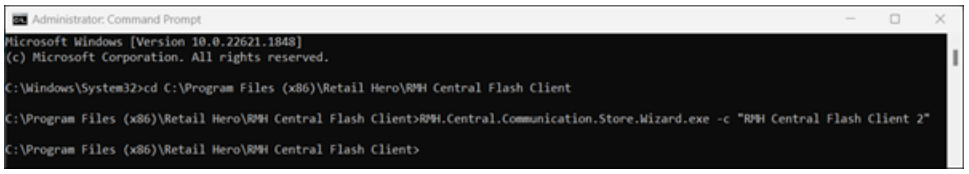


    c. Run the command prompt as administrator.

    d. Navigate to **C:\Program Files (x86)\Retail Hero\RMH Central Flash Client**.

    e. Enter the following command to open the **RMH Central Client Wizard**:

```
RMH.Central.Communication.Store.Wizard.exe -c
"RMH Central Flash Client 2"
```

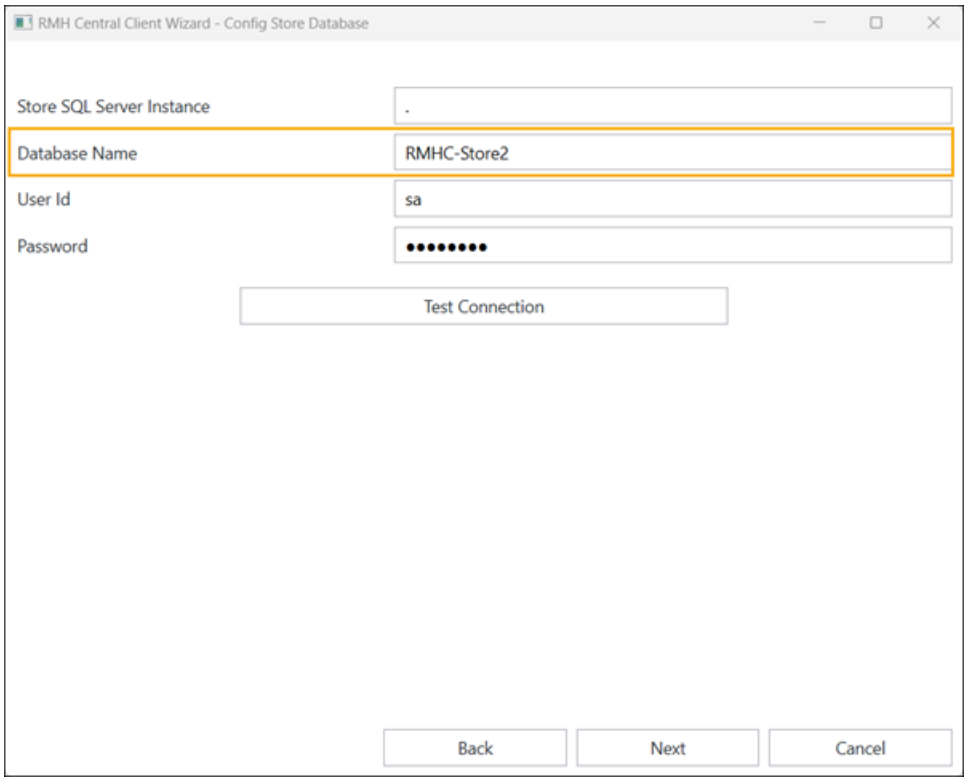


> **Note:** If a configuration file already exists on the computer, it is not necessary to open the RMH Central Client Wizard to configure services. Instead, the services can be automatically configured using the configuration file. To do this, enter the command `RMH.Central.Communication.Store.Wizard.exe -c "RMH Central Flash Client 2" -n`

f. Click **Next**.

g. Enter the following to configure the server and database for Store2:

- **Store SQL Server Instance:** Enter the name or IP address of the store SQL Server, including the instance name if you are using a named SQL Server instance.
- **Database Name:** Enter the name of the store database, e.g., RMHC-Store2.
- **User ID:** Enter the user ID to use for the SQL Server.
- **Password:** Enter the password to use for the SQL Server.

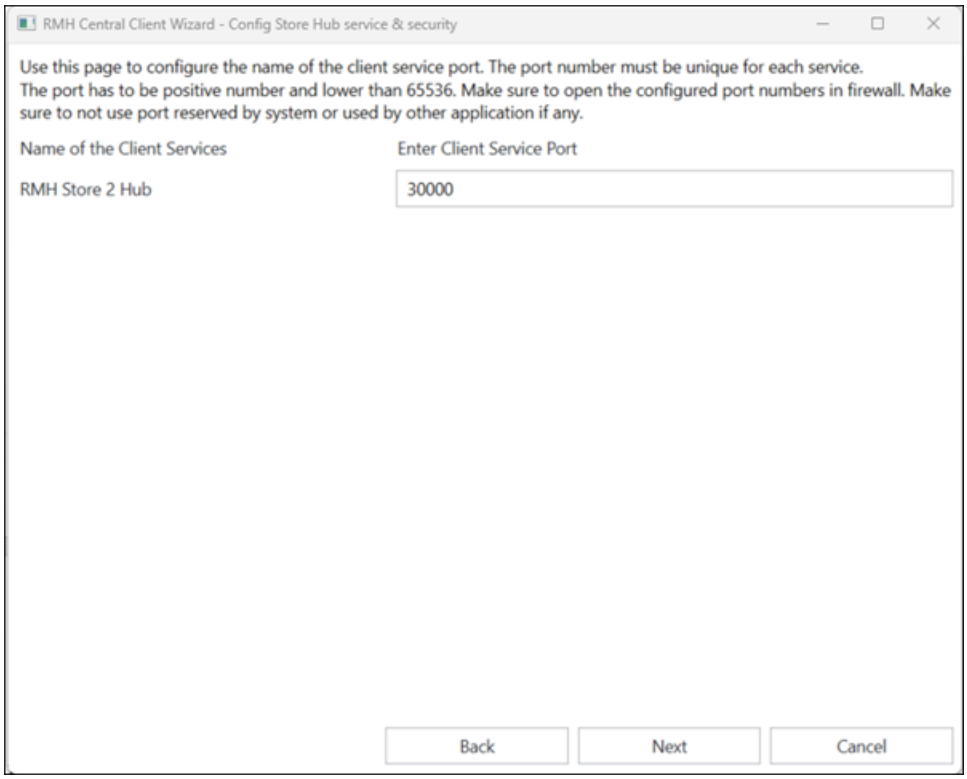


h. Click **Test Connection**.

i. Click **Next**.

j. Enter the port for the **RMH Store 2 Hub**, e.g., 30000,

> **Note:** You must use a different port from Store1.

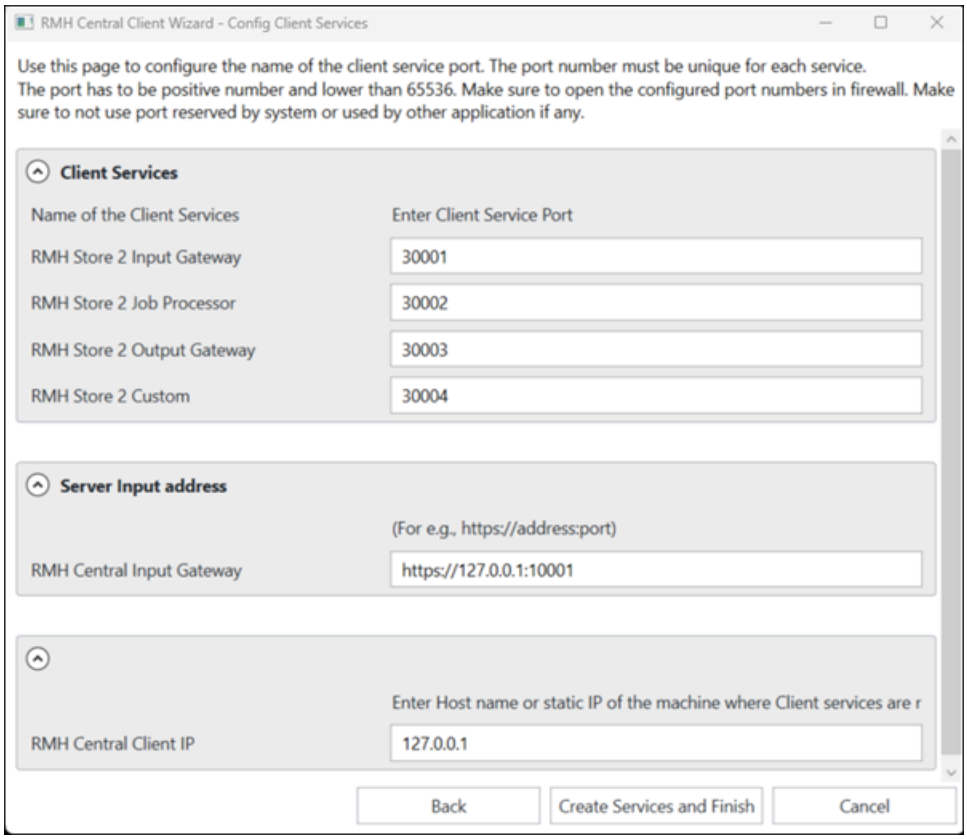


k. Click **Next**.

l. Enter the ports for the Central Client services for Store2:

- RMH Store 2 Input Gateway
- RMH Store 2 Job Processor
- RMH Store 2 Output Gateway
- RMH Store 2 Custom

> **Note:** You must use different ports from Store1.



m. In the **Server Input Address** section, enter the **RMH Central Input Gateway** address and port.

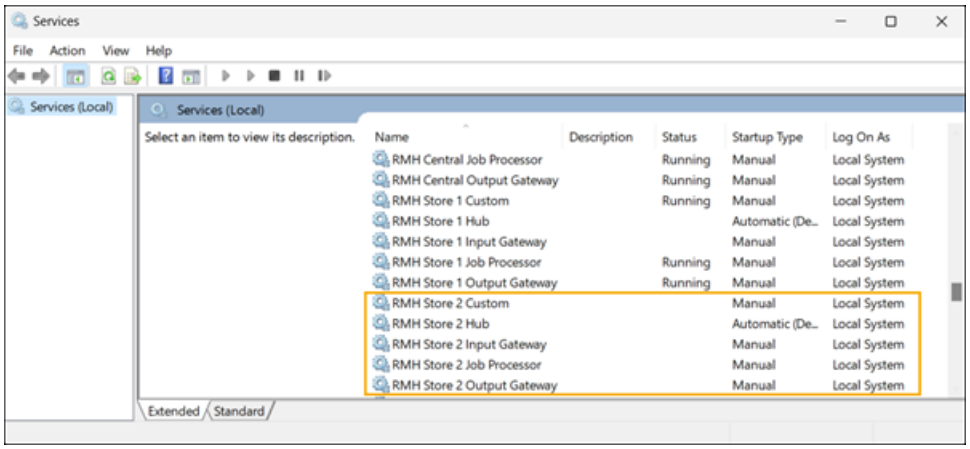
> **Note:** You must use the same port that you entered in the RMH Central Input Gateway field when you set up the Central Server services.

n. Enter the **RMH Central Client IP**. This is the static IP or hostname of the computer where the client services are running.

o. Click **Create Services and Finish**.

p. Click **OK**. The RMH Central Client Wizard will close.

q. Open **Services** and confirm that the Central Client services for Store2 were installed successfully:



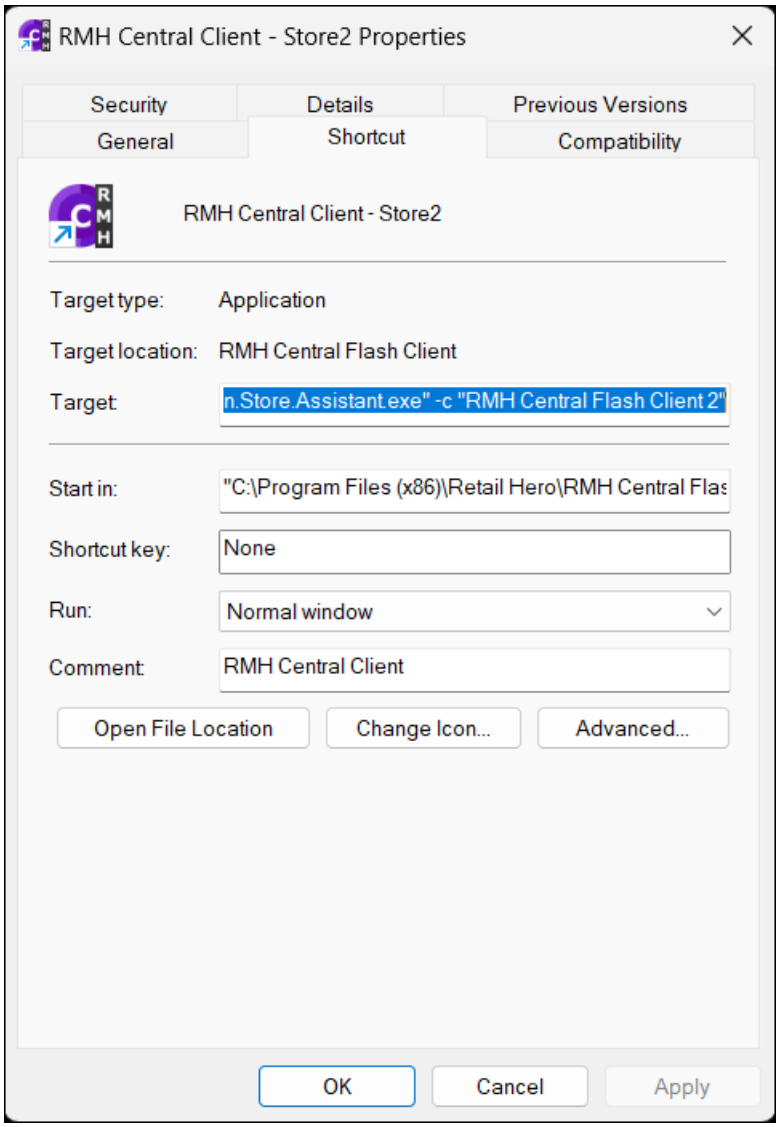
r. Create a copy of the **Central Client** desktop shortcut. Rename the new desktop shortcut **RMH Central Client - Store2**.

s. Right-click the new **Central Client** desktop shortcut and select **Properties**.

t. On the **Shortcut** tab, change the **Target** to the following:

```
"C:\Program Files (x86)\Retail Hero\RMH Central Flash Client\RMH.Central.Communication.Store.Assistant.exe" -c "RMH Central Flash Client 2"
```

> **Note:** You must use the same folder name that you created under C:\ProgramData\RetailHero.



u. Click **OK**.

11. Repeat the previous step for Store3.

12. Open **RMH Central Client - Store2**. Do the following:

    a. Enter an NFR license key.

    b. Click **Start Services**.

13. Repeat the previous step for Store3.

14. Create a new instance of **POS** for Store2:

    a. Open **C:\Program Files (x86)\Retail Hero\RMH POS**.

    b. Right-click **RetailHero.POS.App.exe** and select **Create shortcut**.

    c. Save the shortcut to the desktop and rename it RMH POS - Store2.

    d. Open the shortcut properties and change the **Target** to the following:

    ```
    "C:\Program Files (x86)\Retail Hero\RMH POS\RetailHero.POS.App.exe" -c Store2.config
    ```

15. Repeat the previous step for Store3.

16. Open each instance of Store Manager. Do the following:

    a. Click **File** | **Configuration**.

    b. Go to the **Multi-Store** tab.

    c. Make sure the **Store ID** is correct.

    d. Select **Enable Central Mode**. Click **OK** to continute.

    e. Enter the **Central Server URL**, e.g., http://localhost:21000.

    f. Click **OK**. Store Manager will shut down.

    g. Restart Store Manager. It is now operating in Central Mode.

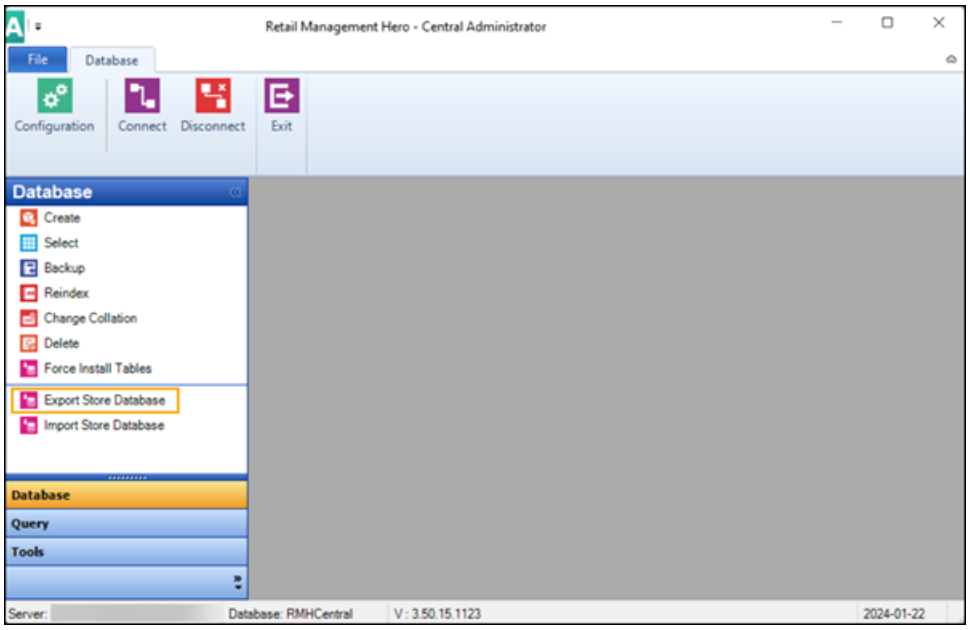
    h. Restart POS if it was running.

Exporting a store database from Central Administrator

You can export an existing store's database and use it as a template when creating a new centrally-managed store.

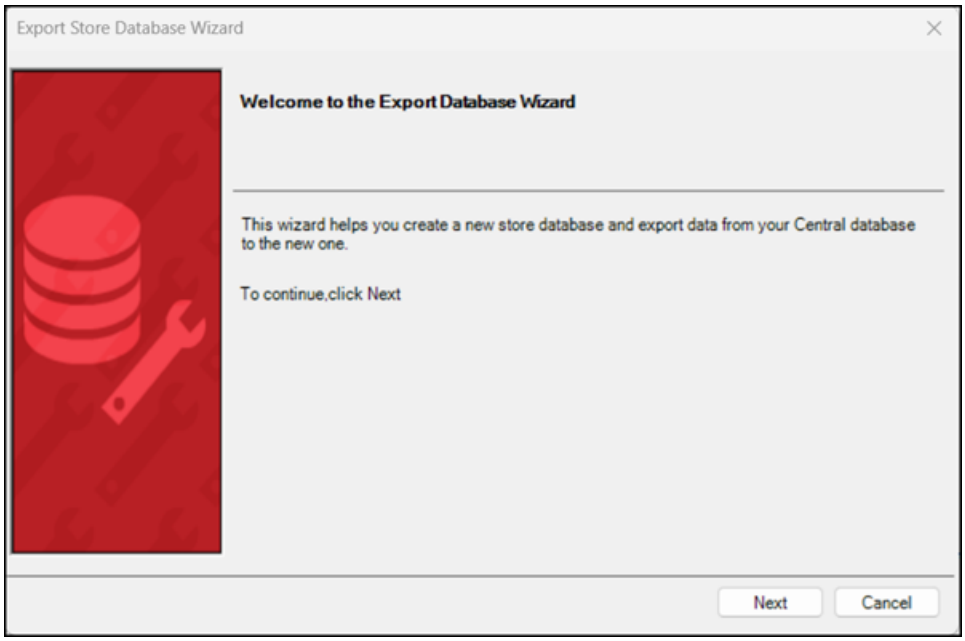
> **Pre-requisites:** Create a store in Central Manager before starting this procedure. Refer to Setting up stores for more information.

1. Open **Store Administrator**.
2. Connect to the Central database.
    a. Select the SQL Server where the Central database is hosted.
    b. Select the connection method for the SQL Server.
    c. From the **Database** drop-down, select the Central database.
    d. Click **Connect**.
3. Click **Export Store Database**.

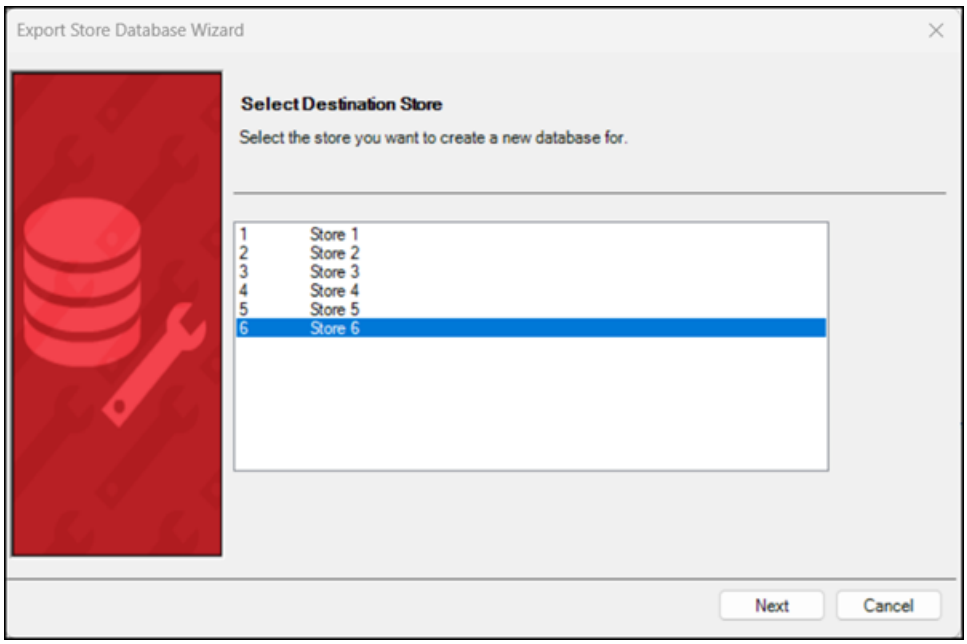


The **Export Store Database** wizard opens.

4. Click **Next**.

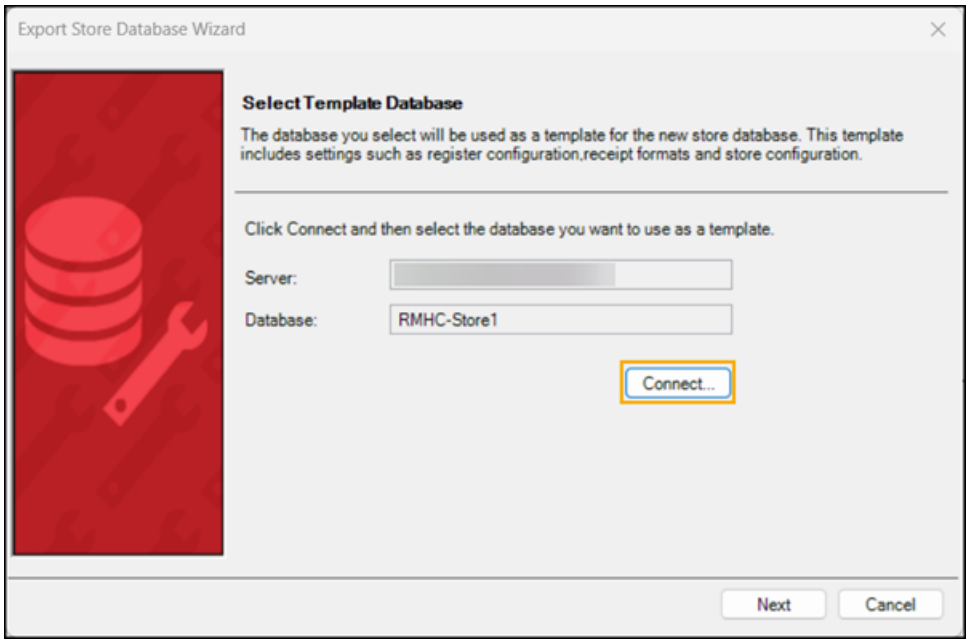


5. Select the destination store. This is the new store that you created in Central Manager for which you want to create a new database.



6. Click **Next**.

7. Click **Connect** and connect to the template database.



The template database is the database of an existing store that you wan to use as a template for the new store.

   a. Select the SQL Server where the template database is hosted.

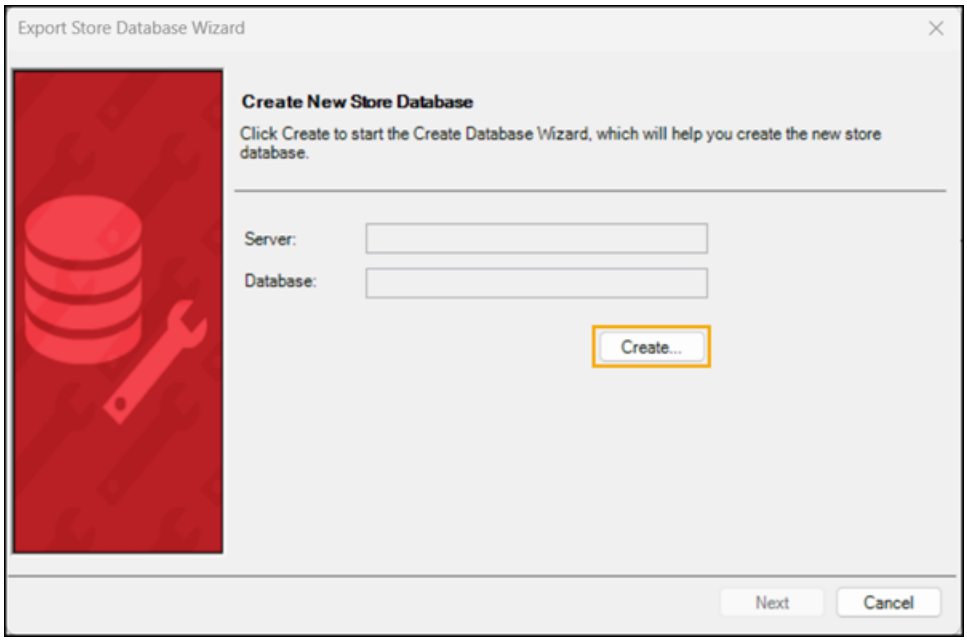
   b. Select the connection method for the SQL Server.

   c. From the **Database** drop-down, select the template database.

   d. Click **Connect**.

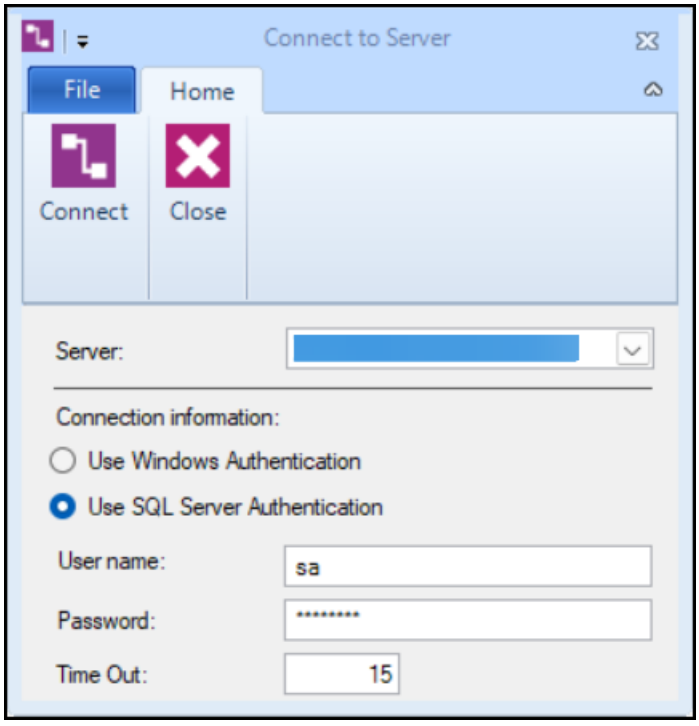
8. Click **Next**.

9. Click **Create**.



10. Connect to the SQL Server where you want to host the new store database.

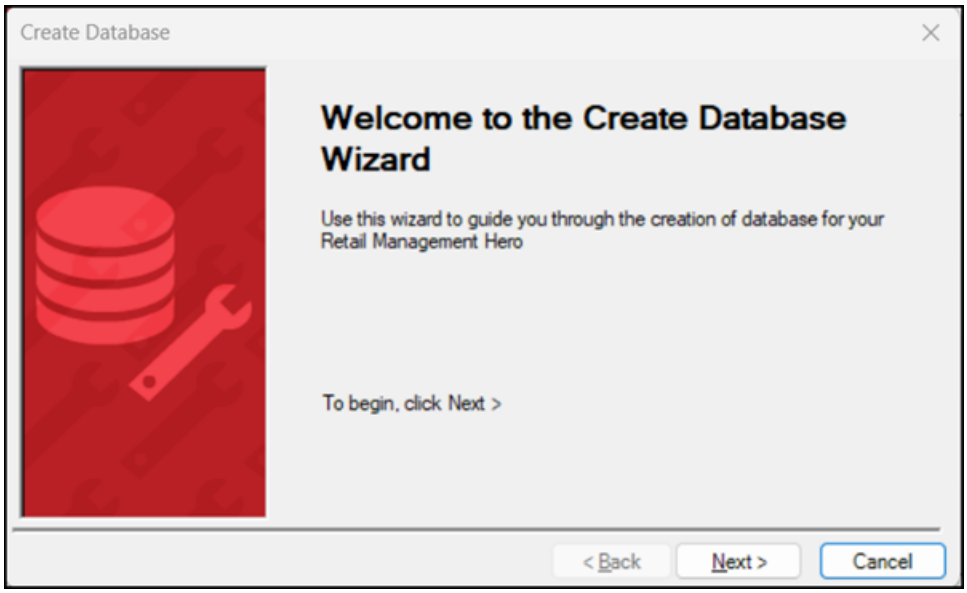
    a. Select the SQL Server where you want to host the new store database.



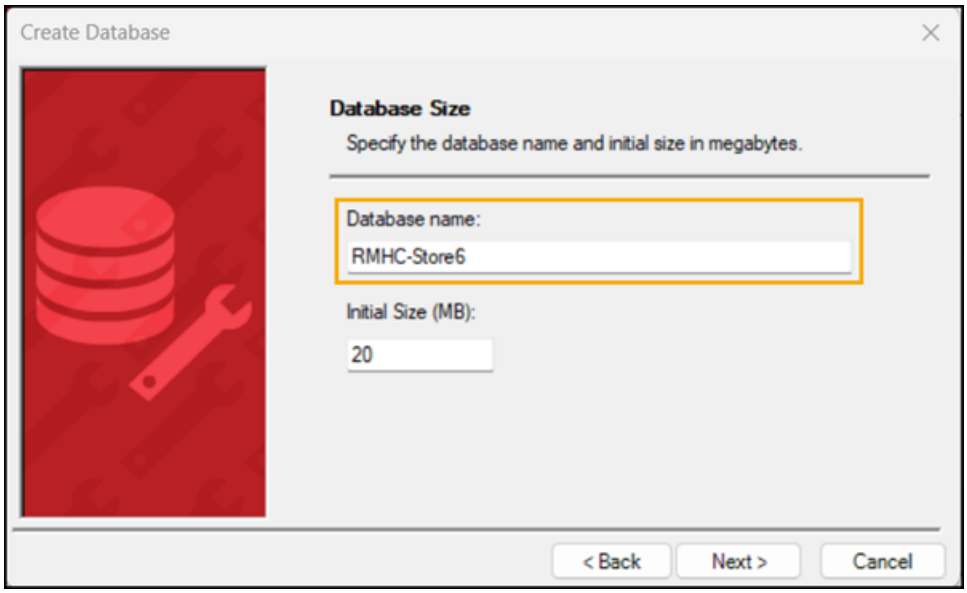
    b. Select the connection method for the SQL Server.

c. Click **Connect**. The **Create Database** wizard opens.

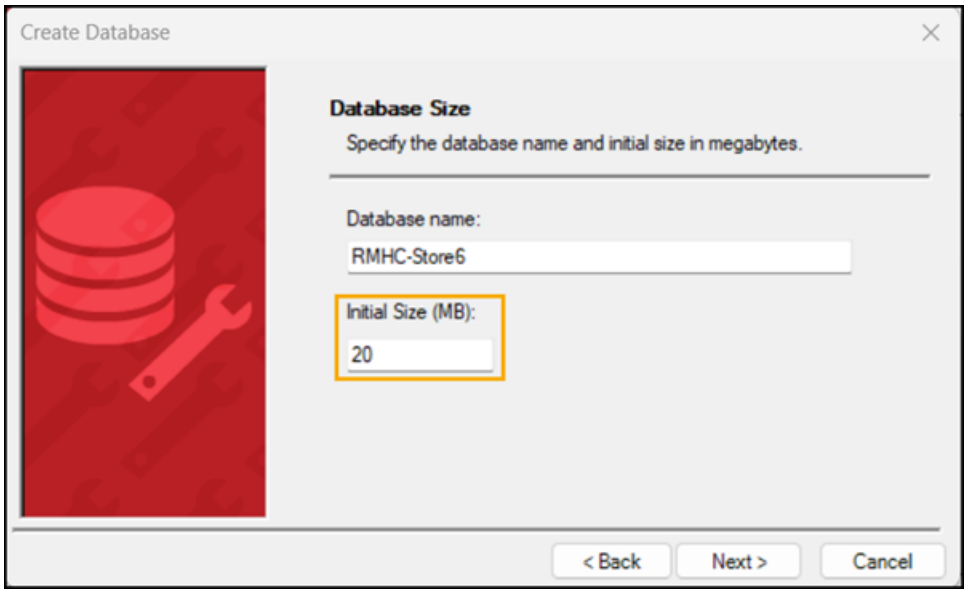
11. Click **Next**.



12. Enter the **Database name** for the new store database.

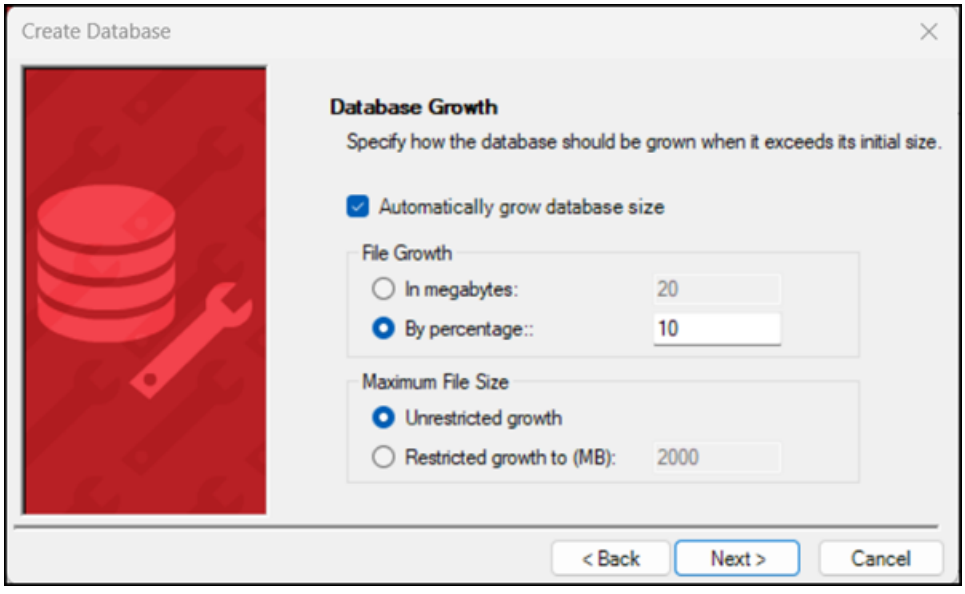


13. For **Initial Size**, enter the initial size of the database, e.g., 20MB.



14. (Optional) Select **Automatically grow database size** if you want the store database size to automatically increase in size as it grows.

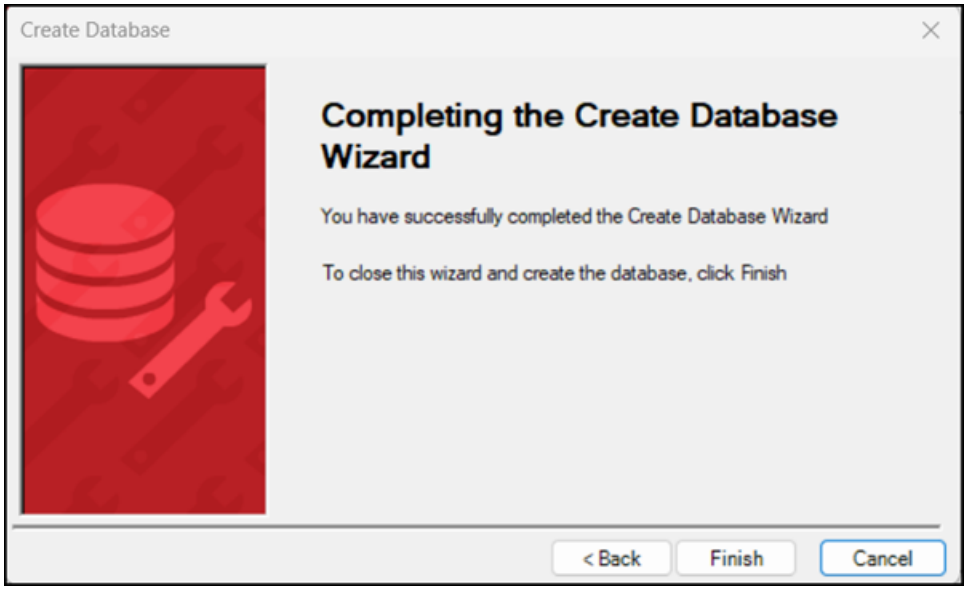
    a. Select how you want increase the database size: **in megabytes** or **by percentage**.



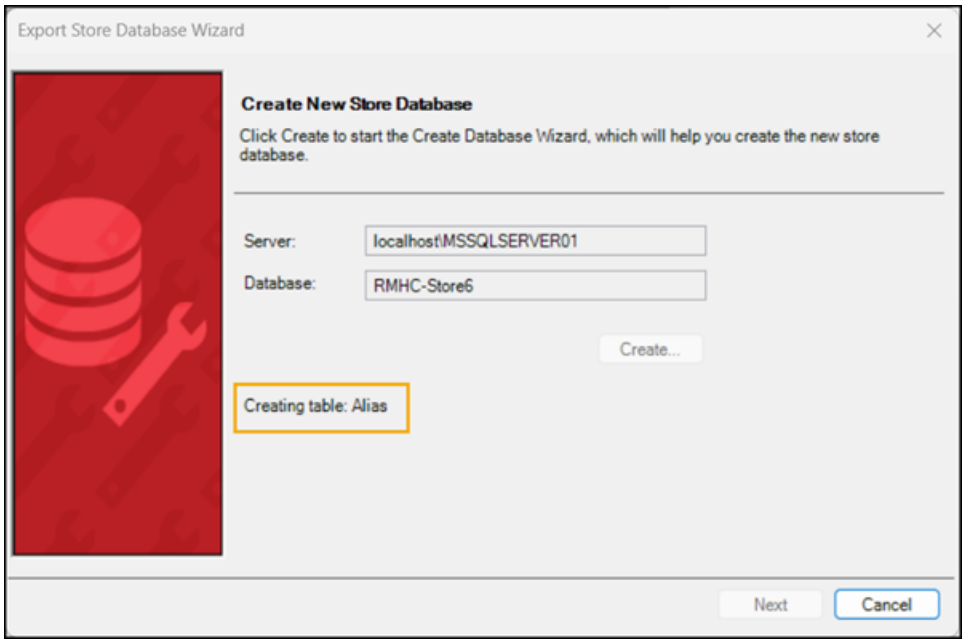
b. Select how large the database can get. You can choose **unrestricted growth** or **restricted growth**. If you select restricted growth, enter the maximum database size in MB.

15. Click **Next**.

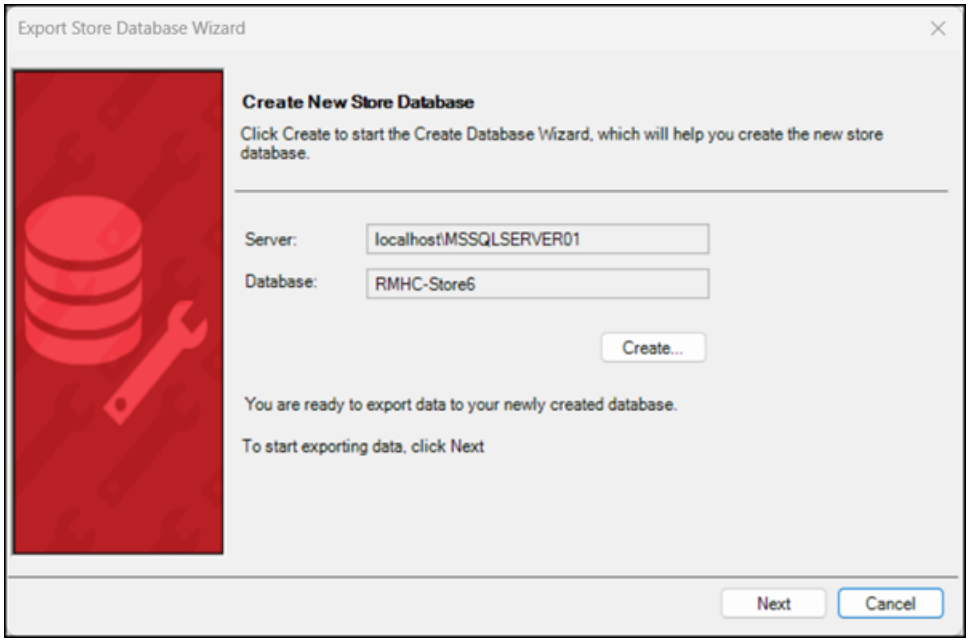
16. Click **Finish**.



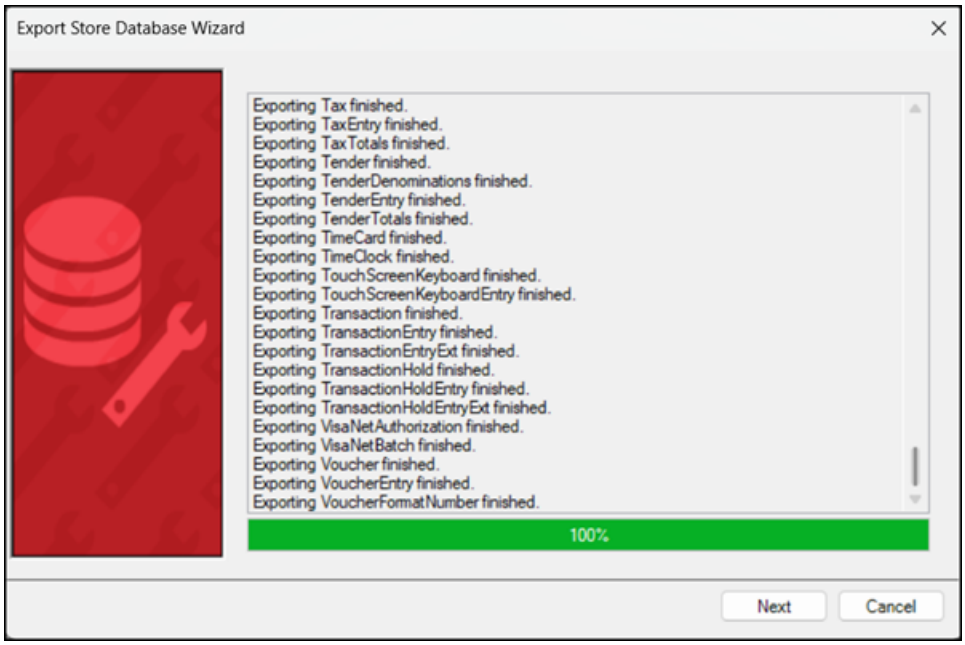
The **Create Database** wizard closes. The new store database is created on the SQL Server. You will see updates as the tables are created in the database. This new store database is empty.



17. Click **Next**.

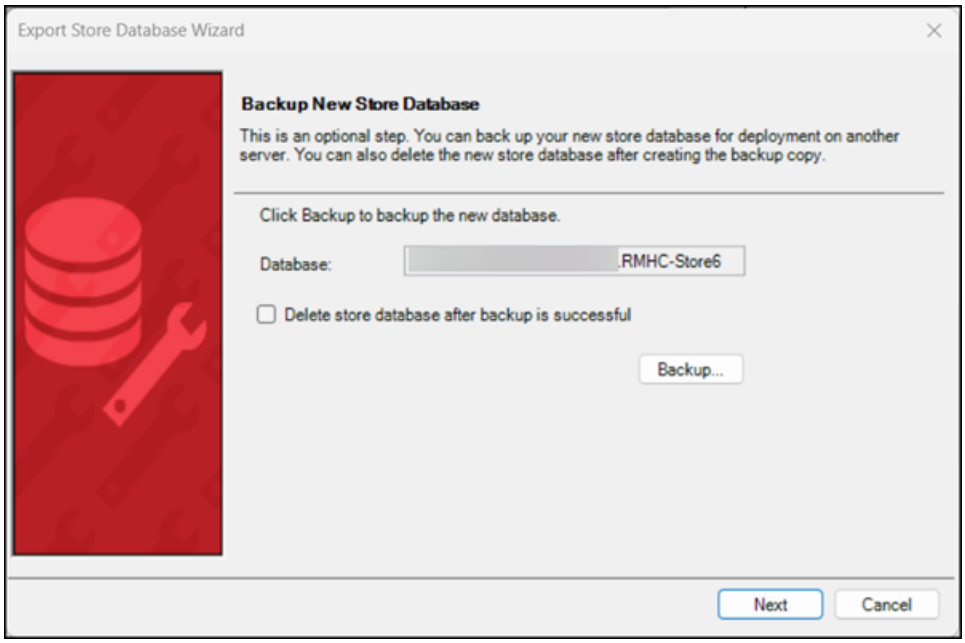


The data from the template store database is exported to the new store database.



18. Click **Next**.

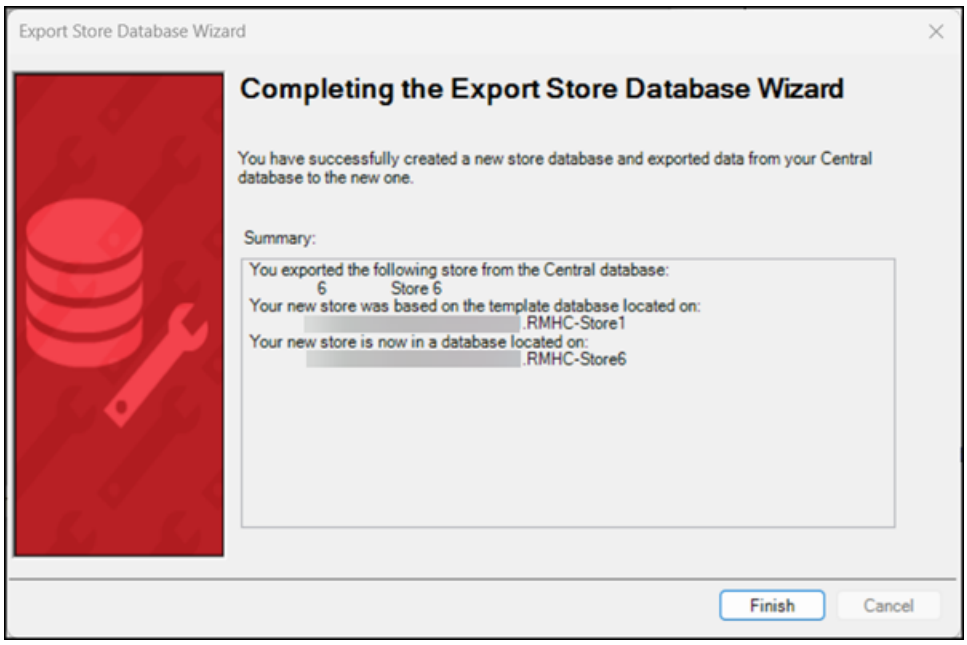
19. (Optional) Click **Backup** and create a backup of the new store database.



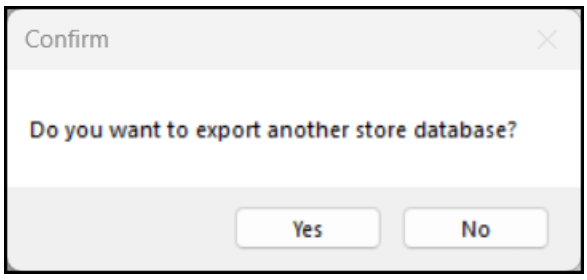
> **Note:** If you are moving an existing store database to a new SQL Server, you can select **Delete store database after backup is successful** to delete the original store database.

20. Click **Next**.

21. Click **Finish**.



22. (Optional) The message **Do you want to export another store database?** displays. Select **Yes** to repeat the procedure and export another store database or click **No** to exit.



Run Force Install Tables as an executable

You can run Force Install Tables as an executable. You can do this for either Store Manager or Central Manager.

To use the Force Install Tables executable, open Command Prompt or PowerShell and enter one of the following:

- "C:\Program Files(x86)\Retail Hero\RMH Store Manager\ForceInstallTables.exe" & exit /b
- "C:\Program Files(x86)\Retail Hero\RMH Central Manager\ForceInstallTables.exe" & exit /b

The executable displays either a success or failure message. Detailed results are saved to a log stored in the following folders:

- C:\ProgramData\RetailHero\RMH Store Manager\Force Install Tables\
- C:\ProgramData\RetailHero\RMH Central Manager\Force Install Tables\

Glossary

A

accelerators
A mechanism for multiplying collected loyalty points.

alias
Aliases are like nicknames. You can define one or more aliases for an item. Aliases are a useful way to search for an item in POS or Store Manager. Each alias must be unique and cannot be the same at the item lookup code.

AR
The accounts receivable (AR) is money that is owed to a company by a customer who received products and services that were provided on credit.

assembly item
An assembly item is composed of items that are bundled or assembled into a package and sold under a separate lookup code, e.g., a gaming package with a

controller, console, and game, or a cell phone contract that includes a specific cell phone. When a customer purchases an assembly item, the in-stock quantity of the individual assembly components is updated in the store database. More importantly, the cashier can change the quantity, price, or taxes of individual assembly components, e.g., the cashier can add or remove components and both the in-stock quantity of the components and the price of the assembly item are automatically adjusted.

B

back office
In a retail store, the back office usually refers to office space at the back of the store where managers and other team members perform tasks like counting cash, running reports, or reordering inventory out of sight of customers. This area may or may not be secured to prevent unauthorized entry. At Retail Management Hero, sometimes the Store Manager application is referred to as the Back Office Manager (BOM).

back order
An order for an item that is currently out-of-stock.

backup
A copy of a file, such as the store database, that is created in case the original file is damaged or deleted. Stores should backup their database every day.

bar code
A code that can be read by a scanning device. The bars that make up the barcode represent a series of numbers.

batch
Store Manager uses batches to export data to external accounting software applications. A unique batch number is assigned to each register when it is opened. This batch remains open until you run a Z report to close the register. You can then post the information in the closed batch to an external file that can be imported into your accounting software.

billing cycle
The period of time between billings for products or services, e.g., a month.

bin location
The location in the store where an item is stored.

blind closeout
A blind closeout is the process of closing a batch at a register without running a Z report. Typically, cashiers will perform a blind closeout at the register at the end of their shift and then take their cash drawer to the back office where they can bal-

ance their cash drawer and complete the closing process out of sight of customers.

block sale
You can block sales of items according to a schedule or starting or ending on a specific date.

buy X and get Y for Z
A type of discount where a customer buys a specified quantity of items ("X") at full price and then gets a specified number of items ("Y") for free or at a discounted price, e.g., BOGO or "buy one get one" free discounts.

C

cash drawer
A electronic cash drawer is a cash drawer that is connected to the register via a cable. Typically, electronic cash drawers open automatically at the end of a transaction.

child item
A child item is an item that can either be sold singly or in a specific quantity within a parent item, e.g., 24 single bottles of water (child) in a case (parent). When the on-hand quantity of the single item is depleted, the parent item can be opened up to add the single items to the quantity on-hand.

collection schedule
A set of rules which determines how the points are collected.

committed
A value that represents the quantity of an item that has been back ordered or work ordered. This value does not represent what is currently in-stock.

conversion rate
The ratio between two currencies, e.g., 1:2, which indicates how much of one currency is needed to exchange for the equivalent value of another currency. Store Manager uses the conversion rate to convert the local currency used by the store to a foreign currency.

custom commands
You can define custom commands that display on the right side of the POS screen. You might use custom commands to provide access to third party integrations or any custom POS functions that you have built using the POS Software Development Kit (SDK). At Retail Management Hero, these custom commands are sometimes referred to as shortcut keys that allow cashiers to access a function quickly. You can use custom commands with custom keys and task pads.

customer group
A group of customers to which collection or redemption apply. Consists of individual customer accounts.

D

database
A structured set of data that is stored and accessed by a computer software application. In relational databases, data is organized into tables that can be linked (related) based on a value that is common to each, e.g., a lookup ID or customer ID.

denomination
Denomination refers to the recognized face value of specific units of a currency, usually in the form of coins and bank notes. For example, in the U.S. the most recognized denominations for coins are pennies ($0.01), nickels ($0.05), dimes ($0.10), and quarters ($0.25). The most recognized denominations for bank notes are $1.00, $2.00, $5.00, $10.00, $20.00, $50.00, and $100.00.

device
In Retail Management Hero, a device refers to any electronic device such as a keyboard, monitor, cash drawer, scale, scanner, printer, etc.

drop
Excess cash that is removed from a cash drawer and put in the store's safe until the register is reconciled at the end of the cashier's shift.

E

EAN
The European Article Number (EAN) is an international numbering and barcode standard used to identify a specific item that is sold in a specific packaging configuration by a specific manufacturer.

exchange rate
The rate, e.g., 1.35, at which one country's currency can be exchanged for another currency. Store Manager uses the exchange rate to convert any amounts tendered in foreign currencies to the local currency.

F

field
A field in a computer software application is a drop-down, checkbox, or text box where you can select pre-defined values (drop-down or checkbox) or enter text (text box). Field data is stored in a database record.

function button
In the POS user interface, there are a number of function buttons at the bottom of the screen: Items, Customers, Taxes, Transaction, Orders, Discounts, and Operations. Use these button to access related functions.

G

gift card
There are two types of gift cards: (1) A voucher generated by the store in the form of a gift card, which may have a magnetic strip or barcode; and (2) A gift card from Visa, Amex, or another company that is processed through the payment system.

gift certificate
A type of voucher, usually printed on heavy card stock. The voucher number and prepaid dollar amount can be preprinted on the certificate or written on the certificate by the cashier. The gift certificate holder can use the certificate to purchase goods or services up to the total dollar amount specified on the certificate.

GL
The general ledger (GL) is a book that summarizes all of a company's financial transactions through offsetting debit and credit accounts.

GST
Goods and Services Tax (GST) is a value added tax. Countries that charge GST include Canada, the UK, France, Spain, Italy, Vietnam, Singapore, South Korea, and India.

I

incentive group
A group of items to which collection or redemption may apply. An incentive group may contain individual items, or entire departments and categories.

inventory
In a retail store, inventory refers to a list of items sold by the store and the quantity of each item that the store has on hand.

Inventory Wizard
In Store Manager, the Inventory Wizard is a tool you can use to make bulk changes to items in your store database, e.g., change the item price, cost, reorder information, or sales tax, or apply discounts.

item
In Retail Management Hero, items are specific goods or services sold by the store. Every item must have a unique item lookup code.

J

journal
The journal contains all transactions in the store's database.

K

kit item
Kit items contain other items that are in the store database but are only sold as one item, e.g., a first aid kit. Kit items are sold as standard items. Kit items and assembly items are not the same. When a customer purchases a kit item, the in-stock quantity of the individual kit components do not change in the store database. In addition, the cashier cannot change the quantity, price, or taxes of individual kit components.

L

Label Designer
In Store Manager, the Label Designer is a tool you can use to create templates for your own labels, e.g., add graphics and custom text.

Label Wizard
In Store Manager, the Label Wizard is a tool that you can use to select a template, enter filter criteria to select items, and then print the required number of labels for those items.

landed cost
Store Manager can automatically calculate the landed cost for each item received through purchase orders and inventory transfers. The landed cost of an item is the sum of the item's cost, tax, shipping, and other fees. You can specify the default cost distribution method that RMH Store Manager uses when items are received: Quantity, Value, or Manual.

lane
In a retail store, a lane refers to a checkout lane where a customer takes the items they wish to purchase so the cashier can add the items to a transaction in POS and collect payment. A lane may be configured as an actual lane, or it may simply be a counter or desk.

layaway
Layaway is a process where a customer pays for an item (or items) in increments. The customer only receives the item when it has been fully paid for. The customer typically pays a minimum deposit on the item to place it on layaway.

lookup code
A unique set of alphanumeric characters used to identify an item, e.g., barcode numbers if an item has a barcode.

lot matrix item
A lot matrix item is composed of items that are packaged in different quantities and have different prices based on the quantity purchases, e.g., a can of beer that may be sold individually, or in 6-pack, 12-pack, or 24-pack quantities. Lot matrix items typically have the same lookup code but have different prices that correspond to the lot size (e.g., package quantity).

loyalty batch
A complete set of the loyalty transactions - between the first instance of collecting the points, and redemption (full or partial).

loyalty points
A mechanism of collecting loyalty value. Depending on the collection, type may be awarded based on the purchased items price, quantity, or on the transaction subtotal.

loyalty program
A combination of the collection schedule and redemption schedule with some optional parameters (such as effective dates).

M

matrix item
A matrix item is composed of items that are essentially the same, e.g., t-shirts or pants, but vary in one or two ways like size or color. These items, or components, typically have the same lookup code, description, and price as the matrix item. However, you have the option of setting up unique lookup codes, descriptions, and prices for each component. You can define up to three dimensions, e.g., size or color, to differentiate between components in the matrix. Within each dimension you can define several attributes, e.g., XS, S, M, L, XL, XXL, XXXL.

merchant account
A merchant account is a special business account set up to process debit and credit card transactions. It is not a normal bank account. Its sole purpose is to process debit and credit card transactions and deposit those funds into the store's checking account, minus any transaction fees.

mix and match
A type of discount where the customer can buy a specified quantity of items (the same item or similar items) for a discounted price, e.g., you have candy bars A, B, and C that you normally sell for $.85/ea. but you set up a mix and match discount where the customer can buy three of those candy bars, in any combination, for $1.99.

N

net display
A net display is a monitor, usually connected to a register, where you can display product photos, multimedia advertisements, or websites.

New Item Wizard
The New Item Wizard is a tool that you can use to add items and their components to the store database. The New Item Wizard is particularly useful for adding matrix, lot matrix, and assembly items to the store database.

no sale
In POS, a no sale is a type of transaction that allows the cashier to open the cash drawer without completing a sale. In Store Manager, you can control whether cashiers are allowed to enter a no sale. If they are allowed to enter a no sale, you can require a reason code and printed receipt.

O

offline database
You can set up POS to use an offline database if the network connection to the main database is disrupted.

offline inventory
Offline inventory are items that are not for sale, such as items that are damaged, have been returned, or that you plan to transfer out of the store. Note: Do not confuse offline inventory with items that are blocked for sale.

on hold
An on hold transaction is on that has not been completed. It has been saved for retrieval and completion at a later time. When an on hold transaction is retrieved, it appears in the state it was in when it was saved.

open up
When the on-hand quantity of a single (child) item is depleted, you can use Store Manager to open up the parent item and add the quantity of child items to the on-hand quantity for the single item, e.g, you open up a case of 24 bottles of water so you can sell the 24 bottles of water individually as single items. This is also known as breaking. It is a useful way to extract single items from carton or case inventories.

OPOS
OLE for Point of Sale (OPOS) is a standard that ensures that hardware and software is compatible. You can connect OPOS compatible hardware or peripherals, e.g., printers, pole displays, cash drawers, scales, and scanners, to registers running POS.

P

parent item
A parent item contains a set quantity of a single item, e.g., a case (parent item) of 24 bottles of water (single or child items). When the on-hand quantity of the single item is depleted, the parent item can be opened up to add the single items to the quantity on-hand.

payment provider
A payment provider is responsible for collecting cash from authorized debit or credit card transactions and depositing it into the merchant account according to the settlement transactions submitted by the store.

peripheral
A peripheral is a device, e.g., printer, scale, scanner, that is plugged in to a computer.

PO
A purchase order (PO) is an order for specific items that is placed with a supplier.

R

reason code
A reason code is a pre-defined list of explanations for a specific action, e.g., price correction, cancelled sale, staff discount, etc.

redemption schedule
A set of rules which determines how the points are redeemed.

register
A register refers to the computer running POS in a lane. A number of devices may be connected to the register, such as a monitor, keyboard, mouse, electronic cash drawer, scanner, or scale.

reorder point
The reorder point is the mimimum number of items you can have on-hand before you should place a PO with the supplier to reorder the item.

restock level
The restock level is the quantity of an item that you want to have in stock. Store Manager uses the restock level to computer the quantity of the item to order when you generate a PO for the item.

return
A return is a transaction in which a customer returns an item they purchased. They may return the item for exchange with the same or a similar item, or for a full or

partial refund on the purchase price.

reward transaction
A sales transaction in which the collected loyalty value is being redeemed.

role
In Store Manager, you create roles for different employee functions in the store (e.g., manager, cashier, sales representative) and assign specific privileges or rights to the role. When you create a user account for a new employee you assign a role to the user account, and then customize their privileges or rights as required.

S

sales quote
A sales quote contains a list of items that the store or sales representative is willing to sell for the price specified in the quote. A sales quote is typically only valid for a limited period of time, e.g., two weeks.

serial number
A serial number is a unique identifier assigned to an item. It is typically a sequential or incremented number, e.g., 1, 2, 3, 4.

serialized item
A serialized item has a unique serial number assigned to it. Store Manager can track the purchase of serialized items by serial number.

settlement
Settlement is a process where the store sends authorized debit or credit card transactions to the acquiring bank to be processed. The acquiring bank then "purchases" the transactions and deposits cash in the store's bank account.

T

tag along item
A tag along item is sold along with another item. When the other item is rung up at the register, the tag along item is automatically added to the sale.

tare weight
The tare weight is the extra weight accompanying an item that is not included in the item's weight when the sale price of the weighted item is calculated, e.g., packaging.

tender type
The tender type is a monetary classification, e.g., cash, debit, credit.

transaction
A transaction is any action at the register (using POS) that involves the entry of items from the store database, e.g., sales, returns.

U

UPC
A universal product code (UPC) is a type of code printed on item packaging that identifies the item. The code has two parts: a scannable barcode and a 12-digit number located beneath the barcode.

URL
A universal resource locator (URL) is a website address, e.g., http://www.rmh-pos.com

user account
A user account is required to log in to Central Manager, Store Manager, Loyalty, or POS. Every employee should have their own unique user account.

V

VAT
Value added tax (VAT) is a type of tax that is levied on the price of a product or service. It is typically applied to items when they are rung up at the register (the point-of-sale). Stores that charge VAT must have a VAT account with the government so they can both submit VAT that they collected from customers and request credit for VAT they paid for products and services.

void
You may opt to void a transaction if, for example, the customer paid for the transaction using the wrong credit card or debit card. When a transaction is voided, it is as if it never happened. Inventory is not affected, and the sale method is cancelled (for example, their card will not be charged). You can only void a transaction if the batch is still open. You cannot void transactions in closed batches.

voucher
A voucher is an item that acts as a gift card or gift certificate.

W

weighted item
A weighted item is an item whose sale price at the register (the point-of-sale) is determined by its weight. The cashier must input the weight of the item manually or through an electronic scale. The item may have an associated tare weight.

work order
A work order is a type of transaction that is saved so it can be retrieved and completed at a later time. A deposit is typically collected from the customer for work orders.

X

X report
An X report is a report that displays current sales statistics for a register. Running an X report does not close the batch; it only displays sales information.

XML
Extensible markup language (XML) is a way of formatting data so it is easy to distribute across networks or between computer software applications.

Z

Z report
A Z report is similar to an X report because it displays current sales statistics for a register. However, running a Z report closes the batch. You should only run a Z report once a day. Most stores run a Z report at store closing.

ZZ report
A ZZ report is similar to a Z report. However, it is a report on all of the Z reports that were generated since the last ZZ report.