

Retail Management Hero Installation Guide

Contact Information

Retail Management Hero 454 West Napa Street, Unit B Sonoma, CA 95476 documentation@rhmpos.com

For more information or support, contact your RMH Partner.



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RMH apps

Арр	lcon	Description
Store Manager	MR	Store Manager is the back-office app that you use to manage your store's inventory, sup- pliers, purchase orders, reports, and other store tasks. It is also used to set up registers and configure POS functionality.
POS	P	POS is the store-front app installed at registers that you use to enter and process customer sales.
Store Administrator	AR	Store Administrator is a back end app that you use to connect, backup, and manage the Store Manager database.
MLM	M	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 Man- ager	RMH	Store Loyalty Manager is the app that you use to manage a single-store customer loyalty pro- grams.
Central Manager	MM	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.

Арр	lcon	Description
Central Admin- istrator	AR	Central Administrator is a back end app used to connect, backup, and manage the Central Manager database.
Central Server	SH	Central Server is a communication server that provides server-side communication to trans- fer data between the Central Manager data- base and Store Manager databases. You can use the Central Server app to configure and manage the Central Manager database con- nection, Central Server services, retry attempts for job processing, and logging.
Central Client	C R	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 man- age the Store Manager database connection, Central Client services, the Central Server connection, retry attempts for job processing, and logging. The Central Client app also con- tains 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.

Арр	lcon	Description
Central Loyalty Man- ager		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 stan- dalone	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 Man- ager stan-	4GB	>=8GB	Intel i3 or similar	Intel i5 or higher

Installed	Memory Minimum	Memory Recommended	Processor Minimum	Processor Recommended
dalone				
Central Man- ager with: Central Loyalty Manager	4GB	>=8GB	Intel i3 or similar	Intel i5 or higher
Microsoft SQL Server stan- dalone	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, Cen- tral 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 deploy- ments	RMH Central should only be deployed in envir- onments with internal connectivity across the stores. This can be accomplished either by a vir- tual 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.
- 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.

```
Command Prompt
Microsoft Windows [Version 10.0.22621.1702]
(c) Microsoft Corporation. All rights reserved.
C:\Users\
                       dotnet --info
 .NET SDK (reflecting any global.json):
 Version: 6.0.408
Commit: 0c3669d367
Runtime Environment:
Runtime Environment:
OS Name: Windows
OS Version: 10.0.22621
OS Platform: Windows
RID: win10-x64
Base Path: C:\Program Files\dotnet\sdk\6.0.408\
global.json file:
Not found
Host:
   Version:
                            6.0.16
  Architecture: x64
Commit: 1e620a42e7
 NET SDKs installed:
6.0.408 [C:\Program Files\dotnet\sdk]
 NET runtimes installed:
  MEI Funcimes installed:
Microsoft.AspNetCore.App 6.0.12 [C:\Program Files\dotnet\shared\Microsoft.AspNetCore.App]
Microsoft.AspNetCore.App 6.0.16 [C:\Program Files\dotnet\shared\Microsoft.AspNetCore.App]
Microsoft.NETCore.App 6.0.16 [C:\Program Files\dotnet\shared\Microsoft.NETCore.App]
Microsoft.WindowsDesktop.App 6.0.16 [C:\Program Files\dotnet\shared\Microsoft.WindowsDesktop.App]
Download .NET:
https://aka.ms/dotnet-download
 earn about .NET Runtimes and SDKs:
   https://aka.ms/dotnet/runtimes-sdk-info
C:\Users\
```

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 serverside 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 <u>Upgrade</u> <u>RMH</u> 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 5Download 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 busi-
ness 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.



- 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 <u>System requirements</u> and the <u>RMH and SQL Server</u> <u>FAQ</u> 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.

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+ + 0 E microsoft.com/o ca/of onventic/some downloads	fir .	D ± 0 !
Chi Booknade, kar 😆 Geogle 💡 Boogle Hise.		C Al Bohnaka
		1
Or, download a free specialized edition		
Developer Express		
5QL Server 2022 Developer is a full-featured free edition, iconvect for are as a development and test distabase in a non-production eminanment. and production for desktop, web, and small server applications.		
Downland now Downland now		
SQLBits 2023 - A hybrid conference in Wake and online, 13-18 March. Find out more 3		
		_

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

± Downloads	× +		- 0 ×
$\leftarrow \rightarrow - \tau - \sigma$	Downloads >	Search	Downloads Q
⊙ New - 👗 🗘	🗈 🚯 😂 🗑 🏦 Sot - 📰 Vew - 🖓 Brout al		🕞 Details
Aine	□ Name ✓ Today	Date modified	Type
	10 SQL2022-558-Expr.exe	2024-04-24 10:06-AM	Application
Cesitop	# RMH Fash 1510.zip	2024-04-24 10:02 AM	Compressed (ripped) Folder
🛓 Downloads	*		
Documents			
Pictures	·		
🚱 Music	·		
Videos			
> 📮 This PC			
> 🐌 Network	1		
2 items 1 item selected 200 MB			

- 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 Install**ation 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**.

🐮 SQL Server 2022 Setup			-		×
Install Rules					
Setup rules identify potential pr can continue.	oblems that	t might occur while running Setup. Failures must be corrected befor	e Setup		
License Terms Global Rules Microsoft Update Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Operation Hide de View deta	a completed. Passed: 4. Failed 0. Warning 1. Skipped 0. talls << iled reports Rule Machine Learning Server shared feature support Consistency validation for SQL Server registry keys Computer domain controller Windows Firewall Microsoft .NET Framework 4.7.2, or newer, is required	Status Passed Passed Warning Passed	Re	-nun
		< Back	Next >	Canc	e j

For example, there is a Windows Firewall warning because port 1433 is not open,

which will prevent remote access to Microsoft SQL Server.



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

🐮 SQL Server 2022 Setup		- 0	×
Azure Extension for SO	L Server		
Azure Extension for SQL Server	is required to enable Microsoft Defend	ler for Cloud, Purview, and Azure Active Directory.	
License Terms Global Rules Product Updates Install Setup Files Install Rules Azure Extension for SQL Serv	Azure Extension for SQL Server Use Azure Login	To install Azure extension for SQL Server, provide your Azure account or a service principal to authenticate the SQL Server instance to Azure. You also need to provide the Subscription ID, Resource Group, Region, and Tenant ID where this instance will b registered. For more information for each parameter, visit https://aka.ms/arc-sql-server.	e
Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules	Use Service Principal Azure Service Principal ID* Azure Service Principal Secret*		
Installation Progress Complete	Azure Subscription ID* Azure Resource Group* Azure Region* Azure Tenant ID* Proxy Server URL (optional)		
		< Back Next > Cancel	

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

🐮 SQL Server 2022 Setup				
Feature Selection Select the Express features to in	nstall.			
License Terms Global Rules Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Looking for Reporting Servic Features: Instance Features Sold Server Replication Sold Server Replication Machine Learning Ser Full-Text and Semanti PolyBase Query Servic Shared Features LocalDB Redistributable Features	Download it from Design of the second	m the web Feature description: The configuration and operation of eac instance feature of a SQL Server instance isolated from other SQL Server instance Server instances can operate side-by-si the same computer. Prerequisites for selected features: Already installed: — Windows PowerShell 3.0 or higher — Microsoft Visual C++ 2017 Redistrik Disk Space Requirements Drive C: 994 MB required, 306760 MB an	ch se is se. SQL de on vailable
	Select All Unselect All Instance root directory: Shared feature directory: Shared feature directory (x86):	C:\Program Files\Mic C:\Program Files\Mic C:\Program Files (x86	Al Microsoft SQL Server \ AlMicrosoft SQL Server\ (x86)\Microsoft SQL Server\	
			< Back Next >	Cancel

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

🐮 SQL Server 2022 Setup					_		×
Instance Configuration	n						
Specify the name and instance	e ID for the instance of SC	L Server. Instance ID b	becomes part of the ir	nstallation path.			
License Terms Global Rules	 Default instance Named instance: * 	SQLExpress					
Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules	Instance ID:	SQLEXPRESS					
	SQL Server directory:	C:\Program Files\Mic	rosoft SQL Server\MS	SQL16.SQLEXPRESS			
Instance Configuration Server Configuration	Installed instances:					1	
Database Engine Configuration Feature Configuration Rules	Instance Name	Instance ID	Features	Edition	Ven	sion	
Complete							
			< B	ack Next >		Cancel	

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**.

🐮 SQL Server 2022 Setup				_		×
Server Configuration						
Specify the service accounts and	d collation configuration.					
License Terms Global Rules Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Service Accounts Collation Microsoft recommends that you Service SQL Server Database Engine SQL Server Browser Grant Perform Volume Maintu This privilege enables instant to information disclosure by a <u>Click here for details</u>	use a separate account for each Account Name NT Service\MSSQLSSQL NT AUTHORITY\LOCAL enance Tasks privilege to SQL Se file initialization by avoiding zero allowing deleted content to be ac	SQL Server servi Password rver Database En ping of data pag cessed.	ce. Startu Autom Disable Igine Servi es. This mi	ip Type iatic ed ice ay lead	22
		< Back	k Next	•	Cance	

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.

📸 SQL Server 2022 Setup				- 0	×
Database Engine Confi Specify Database Engine authe parallelism, Memory limits, and	guration ntication security mode, Filestream settings.	administrators, data directories,	TempDB, Max degree of		
License Terms Global Rules Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Server Configuration Specify the authen Authentication Mo Windows auther Mixed Mode (SO Specify the password: Confirm password: Specify SQL Server LENOVO\	Data Directories TempDB M tication mode and administrators ade ntication mode QL Server authentication and Win ord for the SQL Server system adm 	temory User Instances FILESTRE s for the Database Engine. Indows authentication) ininistrator (sa) account.	unrestricted	
	Add Current User	Add Remove	J		_
			< Back Next >	Canc	el .i

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

1 SQL Server 2022 Setup		-		\times
Installation Progress				
License Terms				
Global Rules				
Product Updates	Running package: conn_info : Generating Native Images			
Install Setup Files				
Install Rules				
Azure Extension for SQL Server				
Feature Selection				
Feature Rules				
Instance Configuration				
Server Configuration				
Database Engine Configuration				
Feature Configuration Rules				
Installation Progress				
Complete				
		Next >	Cance	el

19. On the **Complete** screen, review the installation results.
| 🐮 SQL Server 2022 Setup | | - | | × |
|---|--|---|-------|---|
| Complete
Your SQL Server 2022 installation | on completed successfully with product updates. | | | |
| License Terms
Global Rules
Product Updates
Install Setup Files
Install Rules
Azure Extension for SQL Server
Feature Selection
Feature Rules
Instance Configuration
Server Configuration
Database Engine Configuration
Feature Configuration Rules
Installation Progress
Complete | Information about the Setup operation or possible next steps: Feature Status Database Engine Services Succeeded SQL Browser Succeeded SQL Writer Succeeded SQL Writer Succeeded Setup Support Files Succeeded Details: Install successful. Summary log file has been saved to the following location: C\Program Files\Microsoft SQL Server\160\Setup Bootstrap\Log\20240516-124610 Summary LENOVD 20240516-124610.txt Summary LENOVD 20240516-124610.txt | | | |
| | | | Close | |

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.
- 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.

				-
RELEASE 20	.1			
ing Micros	oft SQL Serv	er Manager	nent Stu	dio
Welcome. Click	"Install" to be	gin.		
Location:				
C:\Program Files (x86)\Micro	oft SQL Server Managemen	t Studio 20	Ch	nange
By clicking the "Install"	button, I acknowledg	e that I accept the P	rivacy Statemen	<u>it</u> and
the License Terms for S	QL Server Manageme	ent Studio		
SQL Server Management Stu usage and performance dat and privacy controls, and to documentation	idio transmits information a, to Microsoft to help imp turn off the collection of t	about your installation ex rove the product. To learn his information after insta	perience, as well a more about data Illation, see the	s other processing
	Install	Close		

- 8. Click Install.
- 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.

Connect to Server		×
	SQL Server	
Login Connection Properties	Always Encrypted Additional Connection Parameters	
Server type:	Database Engine ~	
Server name:	LENOVO\SQLEXPRESS ~	
Authentication:	SQL Server Authentication ~	
Login:	×	
Password:		
	Remember password	
Connection Security		
Encryption:	Optional V	
	Trust server certificate	
Host name in certificate:		
C	onnect Cancel Help Options <<	

- 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**.
- 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**.
- 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.

▲ Downloads	× +				– o ×
$\leftarrow \rightarrow ~ \uparrow ~ \sigma$	Downlo	ads >		Search	Downloads Q
⊙ New - 🐰 🗘	i e	E ↑↓ Sort ~ = View ~	Co Extract all		📑 Details
A Home	1	Name ~ Today		Date modified	Туре
		🛃 🐜 RMH Flash 3.51.2.zip		2024-05-16 11:56 AM	Compressed (zipped) Folder
E Desktop	*				
🛓 Downloads	*				
Documents	*				
Pictures	*				
🚱 Music	*				
Videos	*				
> 📮 This PC					
> 🋬 Network					
1 item 1 item selected 389 MB					

- 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 <u>Install .NET</u> 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.

RMH Store Manager Setup	_		×
End-User License Agreement			
Please read the following license agreement carefully			
IMPORTANT-READ CAREFULLY: This is a legal agreeme between you (an individual or a single entity) ("Yo Management Hero, a CA, USA Corporation ("RMH") Retail Management Hero™ software (RMHS). You an copy, access, or otherwise use RMHS any documentation that may be provided therewith collectively, the "Software") in connection with Yo RMHS. You and RMH are sometimes each referre "Party" and together as the "Parties." RMH licenses You only upon the express condition that You a	nt ("Ag pu[r]") pertair e abou accc (singu c inst d to h t the S ccept	reemen and Ret hing to t t to insta ompanyi ularly a allation erein as oftware all of t	1
Print Back Nex	t	Cano	el

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.

RMH Store Manager Setup	– 🗆 X
	Completed the RMH Store Manager Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

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

latabases under C:\Program Files (x86)\Retail Hero\RMH Store Man-

- 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.

<mark>₀°</mark> ∓	Config	juration	23
Home			۵
Save And Sa Close and	ve As Close		
SMTP			
Database	Register	Path	<u>O</u> ffline
Primary Databas	e Server		
Server Name:	LENC	VO\SQLEXPRESS	5
Database:	rmhsa	ample	
C Use Windows	Authentication		
Use SQL Server	er Authentication		
User name:	sa		
Password:	•••••	•	
Connection times	out:		15
Change Passw	ord	Test Databa	ase Connection

- 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.
- 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.

•		Connect to server	Σ3
Home			\$
L Connect	Close		
Server		LENOVO\SQLEXPRESS	~
Connec	ction inform	nation:	
C Use	e Windows	Authentication	
Use	e SQL Sen	ver Authentication	
Use	er name:	sa	
Pas	ssword:	•••••	
Databa	se:	rmhsample	~

- 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.

	Retail Management Hory Store Administrator	- 0 ×
File Database	-	
Configuration Connect Disconnect	E. for	
Dutabase		
Database		
E Grant		
C Indus		
Reindex.		
Set Next Transaction Number		
Delete Transactions		
Delete Audit Logs		
Change Collation		
Delete		
Force Install Tables		
Eutabase		
Query		
Tools		
:		
Delabase mitra	ngle V 3512 13101	2024-05-16

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.

Create Database		×
	Database Size Specify the database name and initial size in megabytes	
	Database name: TestStoreDB Initial Size (MB): 20	
	< Back Next >	Cancel

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

Create Database	×
	Database Growth Specify how the database should be grown when it exceeds its initial size. ✓ Automatically grow database size File Growth ○ In megabytes: 20 ⓒ By percentage:: 10 Maximum File Size ⓒ Unrestricted growth to (MB): 2000
	< Back Next > Cancel

- 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.

Create Database		×
St St	Completing the Create Database Wizard	
	You have successfully completed the Create Database Wizard	
	To close this wizard and create the database, click Finish	
	< Back Finish Cancel	

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

🗄 Backup / Resto	re			\times
Operation:	Restore	Database:	TestStoreDB	
Backup / Restore Operation: Server:	LENOVO\SQLEXPRESS	File:	C:\Program Files (x86)\Retail Hero\R	
	Database restore is	s in progress.	Please wait.	

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.

a MLM		_	
License Agreement			
Please take a moment to read the lin Agree", then "Next". Otherwise click	cense agreement now. If y "Cancel".	ou accept the terms	below, click "I
IMPORTANT-READ CAREF between you (an indiv Management Hero, a CA, Management Hero™ sof access, or otherwise use R be provided therewith connection with Your ins each referred to herein a licenses the Software to	ULLY: This is a legidual or a single of USA Corporation (" tware (RMHS). Your (RMHS) any accompanies of the singularly and coll tallation of RMHS. as a "Party" and togonal you only upon the singularly upon the single of the si	gal agreement entity) ("You[r] RMH") pertainin u are about to ying document lectively, the You and RMH gether as the "I e express cond	("Agreemen" ") and Ret by to the Ret to install, cop ation that m "Software") are sometim Parties." RN ition that Y
O I Do Not Agree	O I Agree		
	< Back	Next >	Cancel

 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.

M	Customer/Reseller/Distributor No		Request Code
M	Verification Code		
	0	Verify And Login	Cancel
	0	Multi License Module	
• •		Version: 4.0.0.8	

- 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**.

2 -			RMH License : Register Product			
File Home						
8, 🗙						
Save And Close Close						
Please enter/	chec	k the store det	ails. This can not be		Store Details	
Store Name:		BrdStore Springfield		Store Name:		
Address:		1234 Main Street		Address:		
				City, State:		
City, State:		Springfield				
City, State: Zip, Country:	1	Springfield 62629	USA	Zip, Country:		
City, State: Zip. Country: Phone, Fax:	ľ	Springfield 62629 636-555-0113	USA 636-555-0114	Zip, Country: Phone, Fax:		

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

M <u>3</u> =	Multi Licer	se Module-		_	
File Home					6
Refresh Change Store Details	Licensing Reset Di Store V	tabase Help Vizard			
Evoired License(s) Sum	many Active License(s)	Summary			,
Find:		Solution of the second s			-
Drag a column heade	er here to group by that c	olumn.			
Proc	duct Name	License Type	Expiry	EP Expiry	EP Cu
RMH Store Manager	Subscription	Subscription	30-Nov-2024		
RMH Store POS Sub	scription - Yearly	Subscription	30-Nov-2024		
Entries: 2					

- 11. Click Licensing.
- 12. Under **Status**, select the **Unregistered** line.

÷	Licensing-Perpetual		۰	23
File Home				\$
Activate Terminals Deactivate License	Close			
Products : RMH Store Manager (1)	em)			
Status	Number Of Term	inals Expiry Date	•	
Unregistered	0			

- 13. Click Activate.
- 14. From **Quantity to redeem**, select **1**.

RMH License : Register Pr	oduct	×				
Please select how many Terminals to redeem.						
Product:	Retail Management Hero - Store Manager					
Available to redeem:	94	_				
Quantity to redeem:	1 🛓					
Set Maximum:						
	Finish Cance					

- 15. Click Finish.
- 16. Click **Yes** to confirm.
- 17. Click **OK**.
- 18. Under Status, select the Active line.

▶ =			Licensi	ng-Subscription		۰	23
File	Home						۵
Activate	Terminals	Deactivate License	Close				
	ts : RMH Sto	re Manager (1	item)				
Status			Number Of	Terminals	Expiry Date		
Active			1		11/30/2024		

- 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 predefined 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.

2 -				Terminals			23
File	Hor	me					۵
P Save	X Close						
Save							
Terminals)		1/1				
Enabled	1	Vumbe	۶r	Name	License Type	Expiry	
				Register #1	None		

- 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**).

4 <u>0</u> ≠	Multi Licens	e Module-		-	
File Home					\$
5 🗒	友 式 📑	?			
Refresh Change Li Store Details	censing Reset Databa Store Wizard	e Help			
Expired License(s) Summar	y Active License(s) Summ	ary			×
Find:					
Drag a column header he	ere to group by that colum	n.			
Product	Name	License Type	Expiry	EP Expiry	EP Cur
RMH Store Manager Sub	scription	Subscription	30-Nov-2024		
RMH Store POS Subscri	ption - Yearly	Subscription	30-Nov-2024		
Entries: 2 Store-0 BirdStore Springf	ield 1234 Main Street Sp	ringfield IL USA			

- 25. Click Licensing.
- 26. Under **Status**, select the **Unregistered** line.

> =	Licensing-Perpetual	-	۰	23
File Home				\$
Activate Terminals	Close			
Products : RMH POS (1 item)				
Status	Number Of Terminals	Expiry Date		
Unregistered	0			

- 27. Click Activate.
- 28. From **Quantity to redeem**, select **1**.

RMH License : Register Pro	oduct >	<				
Please select how many Terminals to redeem.						
Product:	Retail Management Hero - POS					
Available to redeem:	4	1				
Quantity to redeem:	1					
Set Maximum:						
	Finish Cancel]				

- 29. Click Finish.
- 30. Click Yes to confirm.
- 31. Click **OK** to confirm.
- 32. Under Status, select the Active line.
| > = | | | | Licens | ing-Subscription | | ۰ | 23 |
|----------------|-------------|------------------|-----------|------------|------------------|-------------|------|----|
| File | Home | | | | | | | ۵ |
| ₽ | 1 | -8 | | X | | | | |
| Activate | Terminals | Deactiv
Licen | ate
se | Close | | | | |
| | ts : RMH PO | S (1 item) | | | | |
 | _ |
| Status | | | Numb | ber Of Ter | rminals | Expiry Date | | |
| Active | | | 1 | | | 11/30/2024 | | |
| | | | | | |
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| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

- 33. Click Terminals.
- 34. In the **Enabled** column, click the check box beside **Register #1**.

🚰 🜩		Terminals		23
File H	lome			۵
	3			
Save Clo	se			
Save				
Terminals	1/1			
Enabled	Number	Name	License Type	Expiry
	1	Register #1	None	
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 <u>Run</u> Force Install Tables as an executable for more information.

- In Store Administrator, connect to the licensed store database. Refer to <u>Connect</u> 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.

ST -	Ratal Management Hero Store Administrator	- 0 X
File Database		
Configuration	E	
Database a		
Create		
Select		
E Backup		
Reindex		
Set Next Transaction Number		
Califie Autil Loss		
Change Collation		
Delete		
Force Install Tables		
10000		
Eutabase		
Query		
Tools		
Delabase mit	sample V 351213101	2024-05-16

3. Click **Yes** to continue.

RMH Store Administrator		×
This will execute sql scripts to re-create RM clicking YES, ensure you have taken databa continue?	H custom tables. Before se backup. Do you wish to	
	Yes No	

- 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.

RMH Store Adm	inistrator	×
Tables created s	uccessfully.	
	OK	

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.



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

Microsoft POS for .NET 1.14 Setup		×
End-User License Agreement Please read the following license agreement carefully		
MICROSOFT SOFTWARE LICENSE TERMS		I
MICROSOFT POINT OF SERVICE FOR .NET VERSION 1.14		
These license terms are an agreement between Microsoft Corp (or based on where you live, one of its affiliates) and you. Plea read them. They apply to the software named above, which in the media on which you received it, if any. The terms also app any Microsoft	oration ase cludes ly to	
✓ I accept the terms in the License Agreement		
Print Back Next	Canc	el

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

0	Microsoft POS for .NET 1.14 Setup - X
	Customer Experience Improvement Program Help Improve Microsoft POS for .NET
	Join the Customer Experience Improvement Program to help us improve the quality, reliability, and performance of Microsoft software and services. If you accept, we will collect anonymous information about your hardware configuration and how you use our software and services.
	○ Yes, help improve Microsoft POS for .NET
	O No thanks
	Read the Privacy Statement
	Back Next Cancel

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

Microsoft POS for .NET 1.14 Setup	_		×
Destination Folder Customize the install location			
Install Microsoft POS for .NET 1.14 to:			
C:\Program Files (x86)\Microsoft Point Of Service\ Change			
Back	ext	Cance	el

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

Microsoft POS for .NET 1.14 Setup	_		×
Product Features Select the way you want features to be installed.			
Runtime Components			
Runtime assemblies and services required for POS.NET applicat	ions to	run.	
This feature requires 1599KB on your hard drive.			
Back Install		Canc	el

- 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 <u>Install .NET</u> and <u>Install POS for .NET</u> 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.



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

End-User License Ag	reement	at carefully			
Please read the followin	g license agreeme	nt carefully		_	
IMPORTANT-READ between you (an Management Hero Retail Managemen copy, access, or documentation th collectively, the "S RMHS. You and "Party" and togeth You only upon t	CAREFULLY: 1 individual or o, a CA, USA (it Hero™ softw or otherwise nat may be Software") in RMH are son her as the "Pa he express contained he License Agreem	This is a legal a a single entit Corporation (" vare (RMHS). use RMH provided the connection v netimes each arties." RMH ondition that	greement ("A cy) ("You[r]") RMH") pertai You are abou S any acc erewith (sing vith Your ins referred to licenses the S You accept	greemen and Ret ning to t ut to insta ompanyi cularly a tallation herein as Software all of tl	1

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

RMH POS Setup -		×
Destination Folder		
Click Next to install to the default folder or click Change to choose another.		
Install RMH POS to:		
C:\Program Files (x86)\Retail Hero\RMH POS\		_
Change		
Back Next) Ca	incel

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 <u>Upgrade</u> RMH or <u>Upgrade Classic Central to Flash Central for upgrade information</u>.

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.



- 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 <u>System requirements</u> and the <u>RMH and SQL Server</u> <u>FAQ</u> 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.

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Chi Backhade bar 😆 Georgie 💡 Boogle Hilan		C Al Todorata
Or, download a free specialized edition		
Developer Express		
5Q, Server 2022 Developer is a full-featured free edition, lowneed for are as a development and test database in a non-production minimument. 5Q, Server 2022 Depend in a free edition of SQ, Server, ideal for development and production for development.		
Downland now Downland how		
SQLB its 2023 - A hybrid conference in Wales and online, 13-18 March. Find out more 2		
		_
		*

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

± Downloads	× +		- 0 ×
$\leftarrow \rightarrow \ \uparrow \ \sigma$	Downloads	Search	Downloads Q
⊙ New - 👗 🕫	① 🚯 😂 😚 🎋 Sot - 🔲 Vev - 🔯 bractat		Ortais
🟫 Home	□ Name v Today	Date modified	Type
	1 50L2022-550-Exprese	2024-04-24 10:06 AM	Application
Cesktop	# Rhhi Flash 3.51.0.zip	2024-04-24 10:02 AM	Compressed (ulpped) Folder
🛓 Downloads	*		
Documents	,		
Fictures	,		
🚱 Music	·		
Videos			
> 📮 This PC			
> 🐌 Network	1		
2 items 1 item selected 200 Mi			

- 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 Install**ation 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**.

🐮 SQL Server 2022 Setup			-		×
Install Rules					
Setup rules identify potential pr can continue.	oblems that	t might occur while running Setup. Failures must be corrected befor	e Setup		
License Terms Global Rules Microsoft Update Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Operation Hide de View deta	a completed. Passed: 4. Failed 0. Warning 1. Skipped 0. talls << iled reports Rule Machine Learning Server shared feature support Consistency validation for SQL Server registry keys Computer domain controller Windows Firewall Microsoft .NET Framework 4.7.2, or newer, is required	Status Passed Passed Warning Passed	Re	-nun
		< Back	Next >	Canc	e j

For example, there is a Windows Firewall warning because port 1433 is not open,

which will prevent remote access to Microsoft SQL Server.



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

1 SQL Server 2022 Setup		_		×
Azure Extension for SC Azure Extension for SQL Server	L Server is required to enable Microsoft Defend	der for Cloud, Purview, and Azure Active Directory.		
License Terms Global Rules Product Updates Install Setup Files Install Rules Azure Extension for SQL Serv Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	 Azure Extension for SQL Server Use Azure Login Use Service Principal Azure Service Principal ID* Azure Service Principal Secret* Azure Subscription ID* Azure Resource Group* Azure Region* Azure Tenant ID* Proxy Server URL (optional) 	To install Azure extension for SQL Server, provide yo account or a service principal to authenticate the SQ instance to Azure. You also need to provide the Sub Resource Group, Region, and Tenant ID where this in registered. For more information for each parameter https://aka.ms/arc-sql-server.	ur Azure IL Server Icription ID, stance will b ; visit	e
		< Back Next >	Cance	

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

🐮 SQL Server 2022 Setup				
Feature Selection Select the Express features to in	nstall.			
License Terms Global Rules Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	 Looking for Reporting Service Features: Instance Features Database Engine Services SQL Server Replication Machine Learning Service Full-Text and Semanti PolyBase Query Service Shared Features LocalDB Redistributable Features 	vices and Language Ext vices and Language Ext c Extractions for Search e for External Data	m the web Feature description: The configuration and operation of eac instance feature of a SQL Server instance isolated from other SQL Server instance Server instances can operate side-by-sit the same computer. Prerequisites for selected features: Already installed: Windows PowerShell 3.0 or higher Microsoft Visual C++ 2017 Redistrik Disk Space Requirements Drive C: 994 MB required, 306760 MB an	ch se is se. SQL de on vailable
	Select All Unselect All Instance root directory: Shared feature directory: Shared feature directory (x86):	II C:\Program Files\Microsoft SQL Server\ C:\Program Files\Microsoft SQL Server\ C:\Program Files (x86)\Microsoft SQL Server\		
			< Back Next >	Cancel

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

🐮 SQL Server 2022 Setup					_		\times
Instance Configuration	n						
Specify the name and instance	e ID for the instance of SC	L Server. Instance ID b	becomes part of the ir	nstallation path.			
License Terms Global Rules	 Default instance Named instance: * 	SQLExpress					
Product Updates Install Setup Files Install Rules	Instance ID:	SQLEXPRESS					
Azure Extension for SQL Server Feature Selection Feature Rules	SQL Server directory:	C:\Program Files\Mic	rosoft SQL Server\MS	SQL16.SQLEXPRESS			
Instance Configuration Server Configuration	Installed instances:	1				1	
Database Engine Configuration Feature Configuration Rules	Instance Name	Instance ID	Features	Edition	Ven	sion	
Complete							
			< B	ack Next >		Cancel	

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**.

髋 SQL Server 2022 Setup				_		×
Server Configuration						
Specify the service accounts an	d collation configuration.					
License Terms Global Rules Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Service Accounts Collation Microsoft recommends that you Service SQL Server Database Engine SQL Server Browser Grant Perform Volume Mainto This privilege enables instant to information disclosure by a Click here for details	use a separate account for each Account Name NT Service\MSSQLSSQL NT AUTHORITY\LOCAL enance Tasks privilege to SQL Set file initialization by avoiding zero allowing deleted content to be acc	SQL Server servi	ce. Startuj Autom Disable ngine Servio es. This ma	p Type atic d ce y lead	
		< Bac	k Next	> [Cance	ł

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.

📸 SQL Server 2022 Setup				- 0	×
Database Engine Confi Specify Database Engine authe parallelism, Memory limits, and	guration ntication security mode, Filestream settings.	administrators, data directories,	TempDB, Max degree of		
License Terms Global Rules Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Server Configuration Specify the authen Authentication Mo Windows auther Mixed Mode (SO Specify the password: Confirm password: Specify SQL Server LENOVO\	Data Directories TempDB M tication mode and administrators ade	temory User Instances FILESTRE s for the Database Engine. Indows authentication) ininistrator (sa) account.	unrestricted	
	Add Current User	Add Remove	J		_
			< Back Next >	Canc	el .i

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

1 SQL Server 2022 Setup		-		\times
Installation Progress				
License Terms				
Global Rules				
Product Updates	Running package: conn_info : Generating Native Images			
Install Setup Files				
Install Rules				
Azure Extension for SQL Server				
Feature Selection				
Feature Rules				
Instance Configuration				
Server Configuration				
Database Engine Configuration				
Feature Configuration Rules				
Installation Progress				
Complete				
		Next >	Cance	el

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

📸 SQL Server 2022 Setup		_		×
Complete				
Your SQL Server 2022 installation	on completed successfully with product updates.			
License Terms	Information about the Setup operation or possible next steps:			
Product Updates Install Setup Files Install Rules Azure Extension for SQL Server Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules	Feature Status Ø Database Engine Services Succeeded Ø SQL Browser Succeeded Ø SQL Writer Succeeded Ø Setup Support Files Succeeded			
Installation Progress Complete	Install successful. Summary log file has been saved to the following location: <u>C\Program Files\Microsoft SQL Server\160\Setup Bootstrap\Log\20240516 124610</u> \ <u>Summary LENOVO 20240516 124610.txt</u>			
			Close	

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.
- 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.
| | | | | - |
|---|---|---|---|-----------------------|
| RELEASE 20 | .1 | | | |
| ing Micros | oft SQL Serv | er Manager | nent Stu | dio |
| Welcome. Click | "Install" to be | gin. | | |
| Location: | | | | |
| C:\Program Files (x86)\Micro | oft SQL Server Managemen | t Studio 20 | Ch | nange |
| | | | | |
| By clicking the "Install" | button, I acknowledg | e that I accept the P | rivacy Statemen | <u>it</u> and |
| the License Terms for S | QL Server Manageme | ent Studio | | |
| SQL Server Management Stu
usage and performance dat
and privacy controls, and to
documentation | idio transmits information
a, to Microsoft to help imp
turn off the collection of t | about your installation ex
rove the product. To learn
his information after insta | perience, as well a
more about data
Illation, see the | s other
processing |
| | Install | Close | | |

- 8. Click Install.
- 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.

Connect to Server		×
	SQL Server	
Login Connection Properties	Always Encrypted Additional Connection Parameters	
Server type:	Database Engine ~	
Server name:	LENOVO\SQLEXPRESS ~	
Authentication:	SQL Server Authentication ~	
Login:	×	
Password:		
	Remember password	
Connection Security		
Encryption:	Optional V	
	Trust server certificate	
Host name in certificate:		
C	onnect Cancel Help Options <<	

- 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**.
- 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**.
- 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.

🛓 Downloads >	< +					-	0 ×
← → ↑ C □) > Downlo	ads >			Search Dow	nloads	Q
⊕ New - 👗 🗘 🗊	()	🕄 🗇 🕄 Sort - 🔲 View -	Co Extract all			C	Details
A Home	1	Name ~ Today		Date modified	Тур	e	
		🛃 🔚 RMH Flash 3.51.2.zip		2024-05-16 11:	56 AM Cor	npressed (zipped) Fo	lder
Cesktop							
🛓 Downloads	*						
Documents	*						
Pictures	*						
🚱 Music	*						
Videos	*						
> 📮 This PC							
> 🐂 Network							
1 item 1 item selected 389 MB							

- 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 <u>Install .NET</u> for more information. You must also install the Flash Bridge app on any computer running Central Manager. Refer to <u>Install and configure the</u> <u>Flash Bridge</u> for more information.

Tip: You may find it helpful to refer to the <u>RMH Flash Applications Install</u>-<u>ation Checklist</u> 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**.



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

🛃 RMH Central Manager Setup	_		\times
End-User License Agreement			
Please read the following license agreement carefully			
IMPORTANT-READ CAREFULLY: This is a legal agreement between you (an individual or a single entity) ("You Management Hero, a CA, USA Corporation ("RMH") p Retail Management Hero™ software (RMHS). You are copy, access, or otherwise use RMHS any documentation that may be provided therewith collectively, the "Software") in connection with You RMHS. You and RMH are sometimes each referred "Party" and together as the "Parties." RMH licenses You only upon the express condition that You ac	t ("Agr [r]") a bertaini about accor (singul r insta to he the So cept a	eemen nd Ret ng to t to inst: mpanyi arly a llation rein as ftware II of t	I
Print Back Next		Cano	el

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

🛃 RMH Central Manager Setup	_		\times
Destination Folder Click Next to install to the default folder or click Change to choose another.			
Install RMH Central Manager to:			
C:\Program Files (x86)\Retail Hero\RMH Central Manager\ Change			
Back Next		Cance	

7. Click Install.

🌄 RMH Central Manager Setup	—		×
Ready to install RMH Central Manager			
Click Install to begin the installation. Click Back to review or change any settings. Click Cancel to exit the wizard.	of your	rinstallation	
Back		Can	nel
DOCK AISON	_	Can	

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

0	RMH Central Manager Setup		_		×
	Installing RMH Central Manager				
	Please wait while the Setup Wizard installs RMH Central Manage	ger.			
	Status: Registering product [1]				
	Back	N	ext	Ca	ncel

9. Click Finish.

🛃 RMH Central Manager Setu	p – 🗆 X
	Completed the RMH Central Manager Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

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 Man-Iger\DBFiles.

- 1. Open **Central Administrator**. The shortcut should be available on your desktop.
- 2. Click **Configuration**.



 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.

° ∓		Config	guration	23
File Hon	ne			۵
	3			
Save And Clo	se			
Close				
Database	Path		SMTP	Settings
Primary Databas	se Server -			
Server Name:		LENC	VO\SQLEXPRESS	
Database:		RMH	Central	
O Use Windows	Authenticat	ion		
Use SQL Sen	ver Authentic	ation		
User Name:		sa		
Password:		•••••	•	
Connect timeout:		15		
Security			Test Database	e Connection

- 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.
- 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 <u>Run Force Install Tables as an executable</u> for more information.

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



2. Click **Connect**.

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

•		Connect to Server	23
File	Home		\$
٦.	X		
Connect	Close		
Server:		LENOVO\SQLEXPRESS	~
Connectio	n informati	on:	_
🔿 Use W	indows Au	thentication	
O Use SC	QL Server	Authentication	
User name	B:	sa	
Password	:	••••••	
Time Out:		15	
Database:		RMHCentral	~

- 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.

A	Retail Management Here - Central Administrator	- 0 X
Configuration Connect Disconnect	E to	0
Database Crean Crean Select Select Select Compactation Compactation Damag Calleton Damag Callet		
Constants Constants Mayor Size Database		
Detabase Query		
Yook 2		
Sever LENOVO/SQLEXPRESS Def	bbeer R04Cestal V1351213001	2024-05-21

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.

RMH Central Administrator	×
Tables created successfully.	
ОК	

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: <u>https://forms.office.com/r/qb4408KQXN</u>.

- 1. Open **RMH Central Manager**. The shortcut should be available on your desktop.
- 2. Enter the license key and click **Activate**.

🛃 License		×
MANAGEMENT HERO		
• •		
	License Key	
	30006-30006-30006	
	Activate	
5		

3. Click OK.

RMH License	×
License activated su	ccessfully
C	ОК

Install and configure Central Server

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

RMH Central Server Setup	_		×
End-User License Agreement			
Please read the following license agreement carefully			
IMPORTANT-READ CAREFULLY: This is a legal agreeme between you (an individual or a single entity) ("Yo Management Hero, a CA, USA Corporation ("RMH") Retail Management Hero™ software (RMHS). You ar copy, access, or otherwise use RMHS any documentation that may be provided therewith collectively, the "Software") in connection with Yo RMHS. You and RMH are sometimes each referre "Party" and together as the "Parties." RMH license You only upon the express condition that You and I accept the terms in the License Agreement	ent ("Ag pu[r]") pertain e about acco (singu ur inst ed to h s the S accept	reemen and Ret ing to t t to insta ompanyi ularly a allation erein as oftware all of t	
Print Back Net	dt	Cano	el

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.

💀 RMH Central Server Setup		_		×
Destination Folder Click Next to install to the default folder	r or click Change to choose	another.		
Install RMH Central Server to:				
C:\Program Files (x86)\Retail Hero\RM	H Central Flash Server\			
	Back	Next	Can	cel

7. Click Install.



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

٥.	RMH Central Server Setup		_		×
	Installing RMH Central Server				
	Please wait while the Setup Wizard installs RMH	I Central Server.			
	Status: Copying new files File: [1], Direc	tory: [9], Size:	[6]		
		Back	Next	Can	cel

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.

🗈 RMH Central Server Wizard - Config Central Database — 🗆 🗙							
Central SQL Server Instance		LENOVO\SQLEXPRESS	;				
Database Name		RMHCentral					
User Id		sa					
Password	•••••						
		Test Connection					
		Test connection					
		Back	Next		Ca	ancel	

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

RMH Central Server Wizard - Config Co	RMH Central Server Wizard - Config Central Database				×
Central SQL Server Instance	LENOVO\SQLEXPRESS	ŝ			
Database Name	RMHCentral				
User Id	sa				
Password	•••••				
	Test Connection				
Success Database Connection - Success					
	Back	Next	C	ancel	

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

RMH Central Server Wizard - Config Central Hub serv	ice & security		-		\times
Use this page to configure the name of the server service its port. The port number must be unique for each service. The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any.			Make		
Name of the Server Services	Enter Server Service Po	rt			
RMH Central Hub	10000				
	Back	Next	Ca	ancel	

- 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 <u>Use the Backward Compatibility</u> <u>Extension with Flash</u> for more information.

🗈 RMH Central Server Wizard - Config Server Services - 🗆 🗙							
Use this page to configure the name of the server service its port. The port number must be unique for each service. The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any.							
 Server Services 							
Name of the Server Services	Enter Server Servic	e Port					
RMH Central Input Gateway	10001						
RMH Central Job Processor	10002						
RMH Central Output Gateway	10003						
RMH Central Custom	10004						
\odot							
	Enter Host name of	or static IP of the machine where	server se	rvices ar	e ru		
RMH Central Server IP	LENOVO						
	Back	Create Services and Finish	C	ancel			

- 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**.

Finalize.	×
Services install successful. The wizard	will be closed.
	ОК

Prepare the Central database and start server services

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

2. Click Settings.

RMH Central Server		- 0 X
Dashboard	Services Action	Start Services Stop Services Refresh (F5)
Settings Log Event Viewer Failed Jobs	Services RMH Central Hub RMH Central Input Gateway RMH Central Output Gateway RMH Central Job Processor RMH Central Lustom	
	V: 3.51.2.13101	Service: RMH Central Hub Database: RMHCentral

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

RMH Central Server			- • ×		
Dashboard	Database Connection	Server Services	Setting Mode		
✓ Settings		5	Server Database Connection		
Log Event Viewer Failed Jobs	Central SQL Server Instance Database Name User Id Password		LENOVO/SQLEXPRESS RMI+Central Sa		
	Test Connection Presare Database				
	Check this option to Make sure to recreate G environment.	recreate config file onfig file after adding/ rer	moving the Stores in existing Database, or on changing the Database commonly in test		
			Save Cancel		
		V: 3.51.2.13101	Service: RMH Central Hub Database: RMHCentral		

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

C RMH Central Server		- o ×			
		Server Database Connection			
		LENOVO\SQLDDPRESS RMHCentral sa sa			
	Test Connection Updating existing columns: default Check this option to recreate config file Make sure to recreate Config file after adding/ removing the Stores in existing Database, or on changing the Database commonly in test environment. For Control				
		Service: RMH Central Hub Database: RMHCentral			

5. Click **OK**.

Prepare Database	×
Preparing database Checking configuration Creating Views => Done Adding Central tables => Done Creating Functions => Done Adding ItemExt table => Done Adding SalesRepExt table => Done Updating Worksheet table => Done Updating existing columns default => Done Done ====================================	
ОК	

6. Click Dashboard.

RMH Central Server				- 0 X
Dashboard	Services Action	Start Services	Stop Services	Refresh (F5)
Dashboard Settings Log Event Viewer Failed Jobs	Services Action RMH Central Hub RMH Central Input Gateway RMH Central Output Gateway RMH Central Job Processor RMH Central Custom	Start Services	Stop Services	Refresh (FS)
	V: 3.51.2.13101		Service: RMH Central Hut	b Database: RMHCentral

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

RMH Central Server				- 0 ×
 Dashboard 	Services Action		Start Services Stop S	ervices Refresh (F5)
Settings Log Event Viewer Failed Jobs	Services RMH Central Hub RMH Central Input Gateway RMH Central Input Gateway RMH Central Job Processor RMH Central Job Processor RMH Central Custom Store Summary Store ID:	Stores Total No. Stores 6 Connected Stores 0 Disconnected Stores 6	Jobs Total pending Jobs 0 Outgoing Jobs 0 Incoming Jobs 0 Failed Jobs 0	Worksheet Past due Worksheets Post due Worksheets Processing Worksheets
	Store ID Client Version 1 2 3 4 5 6	Last Handshake	# Pending Jobs 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	# Failed Jobs 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
		V: 3.51.2.13101	Seni	ce: RMH Central Hub Database: RMHCentral

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 Cen-

tral 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 <u>Modify the Cen-</u> <u>tral Server settings</u> 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.

🛃 RMH Store Manager S	Getup			_		\times
End-User License Ag	reement					
Please read the following	ng license agre	ement carefully	1			
IMPORTANT-READ between you (an Management Here Retail Management copy, access, documentation t collectively, the " RMHS. You and "Party" and toget You only upon f	O CAREFULL' individual o, a CA, US or otherv hat may 'Software") RMH are ther as the the express the License Age	Y: This is a l or a single A Corporat oftware (RM vise use be provide in connec sometimes "Parties." s condition	legal agre e entity) tion ("RN /IHS). Yo RMHS ed there tion with each re RMH lice that Yo	ement ("Ag ("You[r]") IH") pertair u are abou any acco with (singu any acco with (singu any acco with (singu any acco the set any acco the set	reemen and Ret ing to t t to inst ompanyi ularly a allation erein as oftware all of t	
	Print	Ba	ack	Next	Can	cel
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.

RMH Store Manager Setup	_		×
Installing RMH Store Manager			
Please wait while the Setup Wizard installs RMH Store Manager.			
Status: Writing system registry values Key: [1], Name: [2], Value	: [3]		
Back Nex	t	Cance	1

9. Click Finish.

🔁 RMH Store Manager Setup	– 🗆 X
	Completed the RMH Store Manager Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

Install and configure Central Client

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

nstall the Flash Bridge app on any computer running Central Client. Refer to <u>Install</u> 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 <u>RMH Flash Applications Install</u>-<u>ation Checklist</u> 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.

RMH Central Client Setup	_		\times
End-User License Agreement			
Please read the following license agreement carefully			
IMPORTANT-READ CAREFULLY: This is a legal agreement between you (an individual or a single entity) ("You Management Hero, a CA, USA Corporation ("RMH") p Retail Management Hero™ software (RMHS). You are copy, access, or otherwise use RMHS any documentation that may be provided therewith collectively, the "Software") in connection with You RMHS. You and RMH are sometimes each referred "Party" and together as the "Parties." RMH licenses You only upon the express condition that You ac	at ("Agr a[r]") a bertaini about accol (singu r insta t to he the So ccept a	reemen and Ret ing to t to inst: mpanyi larly a llation erein as oftware ill of t	I
Print Back Next		Cano	el

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

MH Central Client Setup	_		\times
Destination Folder Click Next to install to the default folder or click Change to choose anothe	er.		
Install RMH Central Client to:			
C:\Program Files (x86)\Retail Hero\RMH Central Flash Client\ Change			
Back Next		Cance	

7. Click Install.

🛃 RMH Central Client Setup		_		×
Ready to install RMH Central C	lient			
Click Install to begin the installation. C settings. Click Cancel to exit the wizar	lick Back to review d.	or change any of you	r installation	
	Back	Install	Cano	el

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

0	RMH Central Client Setup	-		×
	Installing RMH Central Client			
	Please wait while the Setup Wizard installs RMH Central Client.			
	Status: Copying new files File: [1], Directory: [9], Size: [6]	5]		
	Back	Next	Can	cel

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.

🌄 RMH Central Client Setup	- 🗆 X
	Completed the RMH Central Client Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Note: The RMH Central Client Wizard will not open if a configuration file already exists on the computer. Instead, services will be configured automatically using the configuration file.
	✓ Launch RMH Central Client Wizard when setup exits.
	Back Finish Cancel

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.

💽 RMH Central Client Wizard - Config Store Database - 🛛				\times		
Store SQL Server Instance		LENOVO\SQLEXPRESS	;			
Database Name		RMHC-Store1				
User Id		sa				
Password		•••••				
		Test Connection				
		lest connection				
		Back	Next	G	ancel	

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

RMH Central Client Wizard - Co	onfig Store Database				-		×
Store SQL Server Instance		LENOVO\SQLEXPRESS	5				
Database Name		RMHC-Store1					
User Id		sa					
Password		•••••					
		Test Connection					
				,			
Success							
Database Connection - Su	uccess						
		Back	Next		C	ancel	

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

RMH Central Client Wizard - Config Store Hub service	& security		-		\times
Use this page to configure the name of the client The port has to be positive number and lower th sure to not use port reserved by system or used	service port. The port no an 65536. Make sure to o by other application if an	umber must be unique for open the configured port n y.	each service umbers in f	e. ìrewall.	Make
Name of the Client Services	Enter Client Service Por	t			
RMH Store 1 Hub	20000				
	Back	Next	Ca	ancel	

- 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

RMH Central Client Wizard - Config Client Services			-		×
Use this page to configure the name of the clie The port has to be positive number and lower sure to not use port reserved by system or use	ent service port. The po than 65536. Make sure d by other application i	rt number must be unique for to open the configured port n f any.	each sen iumbers i	vice. n firewal	l. Make
Client Services					
Name of the Client Services	Enter Client Service	Port			
RMH Store 1 Input Gateway	20001				
RMH Store 1 Job Processor	20002				
RMH Store 1 Output Gateway	20003				
RMH Store 1 Custom	20004				
Server Input address					
	(For e.g., https://ad	dress:port)			
RMH Central Input Gateway	HTTPS://LENOVO	10001			
\odot					
	Enter Host name o	r static IP of the machine when	re Client s	ervices a	are rui
RMH Central Client IP	LENOVO				
,г					
	Back	Create Services and Finish		Cancel	

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**.

Finalize.	\times
Services install successful. The wizard	will be closed.
	ОК

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: <u>https://-forms.office.com/r/qb4408KQXN</u>.

- 1. Open **RMH Central Client**. The shortcut should be available on your desktop.
- 2. Enter the license key and click **Activate**.

🔞 RMH Central Client		-	0	×
<.				
• •				
	License Key			
	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**.

🚭 RMH Central Client				- 0 X
Dashboard	Services Action	Start Services	Stop Services	Refresh (FS)
Settings Log Event Viewer Failed Jobs License	Services Action RMH Store 1 Hub RMH Store 1 Input Gateway RMH Store 1 Output Gateway RMH Store 1 Job Processor RMH Store 1 Custom	Start Services	Stop Services	Refresh (F3)
	V: 3.51.2.13101		Service: RMH Store 1 H	ub Database: RMHC-Store1

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.

Dashboard	Database Connection	Client Services	Server Connection	Consistency Checker	Setting Mode		
' Settings .og	Store SQL Server Instance		Client Database Cor	nnection			
ailed Jobs	Database Name User Id		RMHC-Store1 5a				
			Test Connection Prepare Database Synchronize Store database	, with Server			
	Check this option to r Make sure to recreate Co	ecreate config file onfig file after changing	the Database commonly in te	st environment.			

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

🚭 RMH Central Client				-	 ×
		Client Database Cor	nnection		
		LENOVO\SQLEUØRES RMHC-Store1 sa			
	Updating ex	isting columns defau	It		
			Cancel		

5. Click OK.

Prepare Database	X
Preparing database Checking configuration Creating Views => Done Adding Central tables => Done Creating Functions => Done Adding ItemExt table => Done Adding SalesRepExt table => Done Updating Worksheet table => Done Updating existing columns default => Done Done ======= Operation completed with no errors	
ОК]]

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

C:\Program Files	(x86)\Retail Hero\RMH Central Flash Clie	nt\RMH.Ce	ntral.Tool.InitialSync.Client.exe	-	\times
Synching table	Customer	: 4	updated.		
Synching table	Department		updated.		
Synching table			updated.		
Synching table			updated.		
Synching table		: 54	updated.		
Synching table	ItemClass		updated.		
Synching table	ItemClassComponent		updated.		
Synching table			updated.		
Synching table			updated.		
Synching table			updated.		
Synching table	MatrixAttributeDisplayOrder		updated.		
Synching table	POA_Item		updated.		
Synching table	PurchaseOrder	: 7	updated.		
Synching table	PurchaseOrderEntry	: 66	updated.		
Synching table	QuantityDiscount		updated.		
Synching table	ReasonCode		updated.		
Synching table			updated.		
Synching table			updated.		
Synching table	ShippingCarrier		updated.		
Synching table	ShippingService		updated.		
Synching table	ShippingWebPair	: 42	updated.		
Synching table			updated.		
Synching table	Supplier		updated.		
Synching table	SupplierList		updated.		
Synching table			updated.		
Synching table		: 11	updated.		
Done!					
Press any key to	quit.				

7. Click Dashboard.

🚭 RMH Central Client				- 0 X
Dashboard	Services Action	Start Services	Stop Services	Refresh (F5)
Settings Log Event Viewer Failed Jobs License	Services RMH Store 1 Hub RMH Store 1 Input Gateway RMH Store 1 Output Gateway RMH Store 1 Job Processor RMH Store 1 Custom			
	V: 3.51.2.13101		Service: RMH Store 1 Hub	Database: RMHC-Store1

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

C RMH Central Client				- 0	×
✓ Dashboard	Services Action	Start Services	Stop Services	Refresh (F5)	
✓ Dashboard Settings Log Event Viewer Failed Jobs License	Services Action RMH Store 1 Hub RMH Store 1 Input Gateway RMH Store 1 Output Gateway RMH Store 1 Job Processor RMH Store 1 Custom	Start Services	Stop Services	Refresh (F5)	
	V: 3.51.2.13101		Service: RMH Store 1 Hub	Database: RMHC-Sto	xe1

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 <u>RMH Flash Applications Install-</u> <u>ation Checklist</u> 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.



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

🔁 RMH Central Flash Brid	ge Setup		_		\times
End-User License Agr	eement				
Please read the following	license agreement	carefully			
IMPORTANT-READ between you (an Management Hero, Retail Management copy, access, o documentation th collectively, the "S RMHS. You and I "Party" and togeth You only upon th	CAREFULLY: Th individual or a , a CA, USA Co t Hero™ softwa r otherwise at may be p software") in c RMH are some er as the "Par ne express con the License Agreement	is is a legal agree single entity) (prporation ("RMH re (RMHS). You use RMHS a provided therew connection with etimes each refe ties." RMH licer ndition that You	ment ("Agr "You[r]") a d") pertaini are about any acco rith (singu Your insta erred to he nses the Sc u accept a	reemen and Ret ing to t to inst mpanyi larly a illation erein as oftware all of t	
	Print	Back	Next	Cano	el

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

🌉 RMH Central Flash Bridge Setup	_		×
Destination Folder Click Next to install to the default folder or click Change to choose	another.		
Install RMH Central Flash Bridge to:			
C:\Program Files (x86)\Retail Hero\RMH Central Flash Bridge\ Change			
Back	Next	Can	cel

7. Click Install.

💵 RMH Central Flash Bridge Setup -	-		×
Ready to install RMH Central Flash Bridge			
Click Install to begin the installation. Click Back to review or change any of y settings. Click Cancel to exit the wizard.	our ir	nstallation	
Back Install		Cano	el

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

0	RMH Central Flash Bridge Setup	_		×
	Installing RMH Central Flash Bridge			
	Please wait while the Setup Wizard installs RMH Central Flash Bridge			
	Status: Copying new files File: [1], Directory: [9], Size: [6]			
	Back	Next	Cano	cel

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.

🛃 RMH Central Flash Bridge	Setup — 🗆 🗙
	Completed the RMH Central Flash Bridge Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

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**.

ashboard	Database Connection	Client Services	Server Connection	Consistency Checker	Setting Mode	
Settings						
2	 Flash Bridge App Cor 	vfig				
<i>.</i> 9	Check this option to cha	ange this URL				
vent Viewer	RMH Store 1 Input Gatewa	iy.	https:// :200	01		
iled Jobs	Note: Make sure the url is	in well format (e.g. http	ss://ip_address:port) all the se	rvices must be running to test a	ddress.	
			Text address	Cana.		
cense			resc augress	Save		
	 Client Services 					
	 Client Services The port has to be positive port reserved by system or 	e number and lower that r used by other applicat	n 65536. Make sure to open t ion if any.	he configured port numbers in	firewall. Make sure to not	use
	Client Services The port has to be positive port reserved by system or Name of the Client Service	e number and lower tha r used by other applicat IS	n 65536. Make sure to open t ion if any. Enter Client Service Po	he configured port numbers in i	firewall. Make sure to not	use
	Client Services The port has to be positive port reserved by system of Name of the Client Service RMH Store 1 Hub	e number and lower tha r used by other applicat is	n 65536. Make sure to open t ion if any. Enter Client Service Po 20000	he configured port numbers in vrt	firewall. Make sure to not	use
	Client Services The port has to be positive port reserved by system o Name of the Client Service RMH Store 1 Hub RMH Store 1 Input Gatewa	e number and lower that r used by other applicat rs	n 65536. Make sure to open t ion if any. Enter Client Service Po 20000 20001	he configured port numbers in i	firewall. Make sure to not	use
	Client Services The port has to be positive port reserved by system o Name of the Client Service RMH Store 1 Hub RMH Store 1 Input Gatewa RMH Store 1 Job Processo	e number and lower tha r used by other applicat is ny r	n 65536. Make sure to open t ion if any. Enter Client Service Pc 20000 20001 20002	he configured port numbers in rt	firewall. Make sure to not	use
	Client Services The port has to be positive port reserved by system o Name of the Client Service RMH Store 1 Hub RMH Store 1 Input Gatewa RMH Store 1 Job Processo RMH Store 1 Output Gate	e number and lower that r used by other applicat is ny r way	n 65536. Make sure to open t ion if any. Enter Client Service Pc 20000 20001 20002 20003	he configured port numbers in rt	firewall, Make sure to not	use
	Client Services The port has to be positive port reserved by system o Name of the Client Service RMH Store 1 Hub RMH Store 1 Input Gatewa RMH Store 1 Job Processo RMH Store 1 Output Gatewa	e number and lower that r used by other applicat is ny r way	n 65536. Make sure to open t ion if any. 20000 20001 20002 20003	he configured port numbers in rt	firewall, Make sure to not	use
	Client Services The port has to be positive port reserved by system o Name of the Client Service RMH Store 1 Hub RMH Store 1 Input Gatewa RMH Store 1 Job Processo RMH Store 1 Output Gatewa	e number and lower that r used by other applicat is iy way	n 65536. Make sure to open t ion if any. Enter Client Service Pc 20000 20001 20002 20003 Save	he configured port numbers in srt	firewall, Make sure to not	use

- 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.

Dashboard	Database Connection Services Setting Mode
Settings	
oa	Flash Bridge App Config
- 9	Check this option to change this URL
vent Viewer	RMH Central Input Gateway https:// :10001
ailed Jobs	Note: Make sure the url is in well format (e.g. https://ip_address:port) all the services must be running to test address.
xtensions	Test address Save
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any.
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use not reserved by notane or used by other anolication if any
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any. Name of the Server Services Enter Server Service Port
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any. Name of the Server Services Enter Server Service Port RMH Central Hub 10000
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any. Name of the Server Services Enter Server Service Port RMH Central Hub 10000 RMH Central Input Gateway 10001
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any. Name of the Server Services Enter Server Service Port RMH Central Hub 10000 RMH Central Input Gateway 10001 RMH Central Job Processor 10002
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any. Name of the Server Services Enter Server Service Port RMH Central Input Gateway 10000 RMH Central Job Processor 10002 RMH Central Output Gateway 10003
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any. Name of the Server Services Enter Server Service Port RMH Central Hub 10000 RMH Central Job Processor 10001 RMH Central Output Gateway 10003 RMH Central Custom 10004
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any. Name of the Server Services Enter Server Service Port RMH Central Hub 10000 RMH Central Job Processor 10002 RMH Central Output Gateway 10003 RMH Central Custom 10004
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any. Name of the Server Services Enter Server Service Port RMH Central Hub 10000 RMH Central Input Gateway 10001 RMH Central Job Processor 10002 RMH Central Custom 10003 RMH Central Custom 10004

- 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.

Personalization > Taskbar	
RMH.Central.FlashBridge.Application	Off ●

 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.

📴 RMH Flash Bridge		- • ×
Package/Job Name	Destination	Date
TimeCard (ID: 1761)	Central	7/12/2023 4:09:43 PM
TimeCard (ID: 1760)	Central	7/11/2023 8:55:01 PM
TimeCard (ID: 1760)	Central	7/11/2023 6:23:38 PM
TimeCard (ID: 1759)	Central	7/10/2023 7:52:08 PM
TimeCard (ID: 1759)	Central	7/10/2023 6:42:31 PM
TimeCard (ID: 1758)	Central	7/10/2023 2:05:50 PM
TimeCard (ID: 1758)	Central	7/10/2023 1:44:47 PM
PurchaseAndTransferOrders (PO ID: 300)	Central	7/6/2023 8:53:55 PM
PurchaseAndTransferOrders (PO ID: 299)	Central	7/6/2023 8:53:51 PM
PurchaseAndTransferOrders (PO ID: 298)	Central	7/6/2023 8:53:46 PM
Time Card (ID: 1757)	Central	7/6/2023 8:53:40 PM
Transaction components (Number 227)	Central	7/6/2023 8:53:36 PM
Transaction components (Number 227)	Central	7/6/2023 8:53:36 PM
Transaction components (Number 227)	Central	7/6/2023 8:53:36 PM
Transaction components (Number 227)	Central	7/6/2023 8:53:36 PM
Transaction components (Number 227)	Central	7/6/2023 8:53:36 PM
Transaction (Number 227)	Central	7/6/2023 8:53:36 PM
Transaction components (Number 226)	Central	7/6/2023 8:53:22 PM
	V: 3.50.3.18801	Flash Bridge to Input Gateway Status

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 <u>Modify the Central Client settings</u> 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.

👔 = Retail Management Hero Store N	Aanager - Registered			-		×
File Home						۵
Setup						
Merchandising						
E People & Security						
Inventory/Purchasing						
0 Financial						
E Customer						
E Miscelaneous						
Marchandhina						
reconnection						
Customer						
Inventory/Purchasing						
Tools						
Journal						
Setup						
Reports						
	Alex Nayberg	兵 1	V: 3.51.2.13101	DB: (LENOVO/SQLEXPRESS)RMHC-Store	2024-05	-23

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

8 =				Configuration		×
Home						۵
8,	9	X				
Save And Close	Refresh	Close				
Sav	e					
	Store		Ordering rules	Inventory rules	Sales Tax	Store rules
Ro	unding rules		Unit of measure	Tender	GL Accounts	Multi-Store
Store ID	ible Central N	lode	1			
Cent	ral Server UR	L: HT	TPS://LENOVO:10001		Test	
		e.g	http://ip_address:port			
Note	: Ensure RM	H Central S	Server service must be running to te	st connection and save this settings!		

- 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 <u>Modify the Central Client settings</u> 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 <u>Modify the Central Server settings</u> 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.

=	Store Management	×
Home		۵
Save And Save Close And Edit Save	Save And New Close	
General Additional		
The Store ID must co	ntain only numbers and must be greater than zero. Once a store is created, its number may not be changed.	
Store ID:	4	
The store name shoul	d be unique as you will use it to indentify this particular store.	
Store Name:	Store 4	
The store code and re	igion may be used for categorizing or grouping related stores.	
Store Code:	04	
Store Region:	South	
Store is inactive:	0	
Existing Store Group:	\$G1 v	
Select a store group to	o map this new store.	
Existing Store:	Store 3	
Select a store from wh	ich to copy the Item Price, Cost, Restock/Reorder Quantity and Sales Tax	

- 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.
- 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.



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

Microsoft POS for .NET 1.14 Setup -		×
End-User License Agreement Please read the following license agreement carefully		
MICROSOFT SOFTWARE LICENSE TERMS		1
MICROSOFT POINT OF SERVICE FOR .NET VERSION 1.14		
These license terms are an agreement between Microsoft Corpor (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which include the media on which you received it, if any. The terms also apply any Microsoft	oration se ludes y to	
✓ I accept the terms in the License Agreement		
Print Back Next	Canc	el

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

0	Microsoft POS for .NET 1.14 Setup - X
	Customer Experience Improvement Program Help Improve Microsoft POS for .NET
	Join the Customer Experience Improvement Program to help us improve the quality, reliability, and performance of Microsoft software and services. If you accept, we will collect anonymous information about your hardware configuration and how you use our software and services.
	○ Yes, help improve Microsoft POS for .NET
	O No thanks
	Read the Privacy Statement
	Back Next Cancel

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

Microsoft POS for .NET 1.14 Setup	_		×
Destination Folder Customize the install location			
Install Microsoft POS for .NET 1.14 to:			
C:\Program Files (x86)\Microsoft Point Of Service\ Change			
Back Ne	ext	Cance	el

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

Microsoft POS for .NET 1.14 Setup	-		×
Product Features Select the way you want features to be installed.			
Runtime Components			
Runtime assemblies and services required for POS.NET applicat	ions to	run.	
This feature requires 1599KB on your hard drive.			
Back Install		Cance	el

- 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 <u>Install .NET</u> and <u>Install POS for .NET</u> 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.



 On the End-User License Agreement screen select I accept the terms in the License Agreement and click Next.
End-User License Ag	reement	at carefully			
Please read the followin	g license agreeme	nt carefully			
IMPORTANT-READ between you (an Management Hero Retail Managemen copy, access, or documentation th collectively, the "S RMHS. You and "Party" and togeth You only upon t	CAREFULLY: 1 individual or o, a CA, USA (it Hero™ softw or otherwise nat may be Software") in RMH are son her as the "Pa he express contained he License Agreem	This is a legal a a single entit Corporation (" vare (RMHS). use RMH provided the connection v netimes each arties." RMH ondition that	greement ("A cy) ("You[r]") RMH") pertai You are abou S any acc erewith (sing vith Your ins referred to licenses the S You accept	greemen and Ret ning to t ut to insta ompanyi cularly a tallation herein as Software all of tl	1

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

RMH POS Setup -		×
Destination Folder		
Click Next to install to the default folder or click Change to choose another.		
Install RMH POS to:		
C:\Program Files (x86)\Retail Hero\RMH POS\		_
Change		
Back Next) Ca	incel

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.



 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.



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

RMH Flash Backward Compatibility Setup	_		×
End-User License Agreement			
Please read the following license agreement carefully			
IMPORTANT-READ CAREFULLY: This is a legal agreement between you (an individual or a single entity) ("Yo Management Hero, a CA, USA Corporation ("RMH") Retail Management Hero™ software (RMHS). You are copy, access, or otherwise use RMHS any documentation that may be provided therewith collectively, the "Software") in connection with You RMHS. You and RMH are sometimes each referrer "Party" and together as the "Parties." RMH licenses You only upon the express condition that You are the terms in the License Agreement	nt ("Ag u[r]") a pertain acco (singu ur insta d to he the So ccept a	reemen and Ret ing to t to insta mpanyi larly a illation arein as oftware all of t	
Print Back Next	:	Cano	el

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

RMH Flash Backward Compatibility Setup		×
Destination Folder		
Click Next to install to the default folder or click Change to choose another.		
Install RMH Flash Backward Compatibility to:		
C:\Program Files (x86)\Retail Hero\RMH Central Flash Server\		
Change		
Back Next	Cano	el

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 <u>Identify the</u> <u>stores that are Flash and non-Flash</u> and <u>Turn off the worksheet processor service</u> 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.

RMH Central Server		- 0)	<
Dashboard	RMH Flash Backward Compatibility Extension 3.11.19.12408 BETA		
Settings	Use this button to configure the backward compatibile stores	Config	
Log			
Event Viewer			
Failed Jobs			
 Extensions 			
[V: 3.11.19.12408 BETA Service: RMH Cen	tral Hub Database: RMHCent	nal .

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

😫 RMH Flash Bac	kward Compatibility Extension		- • ×
10 × Second	Store	25	
Store ID	Store Name F	lash Client Version	Set Flash Stores
1	Store 1		✓
2	Store 2		✓
3	Store 3		✓
4	Store 4		v
5	Store 5		v
6	Store 6		v
8	Store 8		V
10	Store 10		V
11	Store 11		v
	· · · ·		
	Save	Cancel	
MH.Central.Com	munication.Central.Extension.BackwardCompatibility.Assis	tant	V: 3.50.6.2362

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**.

Services								-	×
File Action View	Help								
++ 🛅 🖬 🖉	2 🕞 🖬 📰 🕨 🗰 🖽 🕪								
G Services (Local)	Services (Local)	_							
	RMH Worksheet Processor	Name	Description	Status	Startup Type	Log On As			
		RMH Central Custom		Running	Manual	Local System			
		RMH Central Hub		Running	Automatic (De.,	Local System			
		RMH Central Input Gateway		Running	Manual	Local System			
		RMH Central Job Processor		Running	Manual	Local System			
		🖏 RMH Central Output Gateway		Running	Manual	Local System			
		RMH Central Server			Automatic (De.,	Local System			
		RMH Store 1 Custom		Running	Manual	Local System			- 14
		RMH Store 1 Hub		Running	Automatic (De.,	Local System			- 6
		RMH Store 1 Input Gateway		Running	Manual	Local System			
		RMH Store 1 Job Processor		Running	Manual	Local System			
		RMH Store 1 Output Gateway		Running	Manual	Local System			
		RMH Worksheet Processor			Disabled	Local System			
	Extended (Standard)								

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.

Dashboard	Services Action		Start Ser	vices Stop Services			
Settings Log Event Viewer	Services RMH Central Hub RMH Central Input Gateway	Total No. Stores Connected Stores	9	Jobs Total pending Jobs Outgoing Jobs	7	Past due Worksheets Post due Worksheets	0
Failed Jobs	RMH Central Output Gateway RMH Central Job Processor RMH Central Lustom	Disconnected Stores	9	Failed Jobs	0	Processing Worksheets	

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.

Jachhoard	Database Connection	Client Services	Server Connection	Consistency Checker	Setting Mode		
Settings					and the second s		
00			8	Consistency Checker			
~y	From Date:			7/9/2024			
vent Viewer	To Date:			7/16/2024			100
iled Jobs				□ Sales		Account Receivable	
cense				Drop/Payou	et.	Time Clock/Time Card	
				C Orders			
				Purchase Or	rders/Transfers		
				9p Run			
	Note: This Consistency Specific Clean direct Clean name or period, day or -pD B specific method, any of period, method or spD includer records to sym includer accountered includer accountered includer discountered	y Checker can be run in c -c: client name ast 24 hours) (last 7 days) di (from this Date from la c c vable or -itar	command line with the follow at month to today)	ng parameter.			
	Note: This Consistency Specific Clean direct Clean name or Period. day or spD (in special month: or spD include: records to syn include: records to sy	y Checker can be run in c -c: client name asti 24 hours) (but 7 days) 4 (from this Date from la c vable or -itar or -ido	ommand line with the follow at month to today)	ng parameters. Save Canc	24		

- 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.
- Run the RMH.Central.ConsistencyChecker.exe executable with administrator privileges.

You can set the synchronization period using the parameters:

- o period:day or -p:D
- o 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
- o include:droppayout or -i:DP
- ° include:orders or -i:0
- ° include:purchaseorder **or** -i:PO
- ° include:accountreceivable **or** -i:AR
- o 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:



Administrator: Command Prompt - RMH.Central.ConsistencyChecker.exe -pcM -icpo	-	D	×
Check missing [PURCHASEORDER]			
10 total missing found.			
Sunching missing PurchaseOrder			
- Sunc entity (272) completed, 1/ 10 total missing.			
- Sunc entity (271) completed, 2/ 10 total missing.			
- Sync entity (273) completed, 3/ 10 total missing			
- Sync entity (274) completed, 4/ 10 total missing.			
- Sync entity (275) completed. 5/ 10 total missing.			
- Sync entity (276) completed. G/ 10 total missing.			
- Sync entity (277) completed. 7/ 10 total missing.			
- Sync entity (278) completed. 8/ 10 total missing.			
- Sync entity (279) completed. 9/ 10 total missing.			
 Sync entity (280) completed. 10/ 10 total missing. 			
Sync 10 missing PurchaseOrder completed. U failed.			
Check Bissips (INNENTOPYTOANSFED 06)			
3 that a mean of the stand			
a count account radius			
Sunching missing InventoryTransferLog			
- Sunc entity (4806) completed 1/3 total missing			
- Sunc entity (4807) completed, 2/ 3 total missing.			
- Sync entity (4808) completed. 3/ 3 total missing.			
Sync 3 missing InventoryTransferLog completed. 0 failed.			
Start RMM Central Store Services.			

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 <u>Run manually from Command Prompt or</u> <u>PowerShell</u> 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:

🚱 RMH Central Client				- D X
Dashboard	Date	2023-05-19	* Type None * Refresh	
Settings	Type	Time	Message	File Name
✓ Log	Info	07:40:51	Wire Handshake	OutputGateway.log
	Info	07:30:50	Wire Handshake	OutputGateway.log
Event Viewer	Info	07:20:48	Wire Handshake	OutputGateway.log
Failed Jobs	Info	07:10:47	Wire Handshake	OutputGateway.log
License	Info	07:00:46	Wire Handshake	OutputGateway.log
creense	Info	06:50:44	Wire Handshake	OutputGateway.log
	Info	06:40:42	Wire Handshake	OutputGateway.log
	Event	06:30:41	From 0 to 1: Connected to Server successfully	OutputGateway.log
	Info	06:30:41	Wire Handshake	OutputGateway.log
	Event	06:30:34	From 1 to 1: RMH Store 1 Hub is Ready	Hub.log
	Info	06:30:34	State updated: Ready: Ready for use.	Hub.log
	Event	06:30:34	From 1 to 1: RMH Store 1 Output Gateway is Ready	OutputGateway.log
	Info	06:30:34	State updated: Ready: Handshake successfull, ready for use.	OutputGateway.log ~
			V: 3.11.15.7206 BETA	ice: RMH Store 1 Hub Database: RMHC-Store1

Central Server:

S RMH Central Server				– o ×
Dashboard	Date 20	23-05-19	* Type None * Refresh	
Settings	Type	Time	Message	File Name
< Log	Info	07:40:27	Wire Handshake	OutputGateway.log
- Log	Info	07:30:26	Wire Handshake	OutputGateway.log
Event Viewer	Info	07:20:24	Wire Handshake	OutputGateway.log
Failed Jobs	Info	07:10:23	Wire Handshake	OutputGateway.log
Extensions	Info	07:00:21	Wire Handshake	OutputGateway.log
Extensions	Info	06:50:19	Wire Handshake	OutputGateway.log
	Event	06:40:19	From 1 to 0: Connected to Store 1 successfully	OutputGateway.log
	Info	06:40:19	Wire Handshake	OutputGateway.log
	Event	06:30:35	From 0 to 0: RMH Central Hub is Ready	Hub.log
	Info	06:30:35	State updated: Ready: Ready for use.	Hub.log
	Event	06:30:35	From 0 to 0: RMH Central Custom is Ready	CustomService.log
	Info	06:30:35	State updated: Ready: Handshake successfull, ready for use.	CustomService.log
	Info	06:30:34	State updated: PendingForHandshake: Waiting for first time handshake	CustomService.log
			V: 3.11.15.7206 BETA	Service: RMH Central Hub Database: RMHCentral

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:

RMH Central Client				-	0	×
Dashboard	Origin	LastSync	Activity			
Settings	Central	5/19/2023 6:30:41 AM	Connected to Server successfully			
	Store	5/19/2023 6:30:34 AM	RMH Store 1 Hub is Ready			_
Log	Store	5/19/2023 6:30:34 AM	RMH Store 1 Output Gateway is Ready			
 Event Viewer 	Store	5/19/2023 6:30:19 AM	RMH Store 1 Output Gateway is Stopped			_
Failed Jobs	Central	5/18/2023 8:37:54 PM	Connected to Server successfully			_
	Store	5/18/2023 8:37:48 PM	RMH Store 1 Hub is Ready			
License	Store	5/18/2023 8:37:48 PM	RMH Store 1 Output Gateway is Ready			
	Store	5/18/2023 8:37:32 PM	RMH Store 1 Output Gateway is Stopped			_
	Central	5/18/2023 2:17:55 PM	Connected to Server successfully			_
	Store	5/18/2023 2:17:53 PM	RMH Store 1 Hub is Ready			_
	Store	5/18/2023 2:17:53 PM	RMH Store 1 Custom is Ready			_
	Store	5/18/2023 2:17:50 PM	RMH Store 1 Job Processor is Ready			_
	Store	5/18/2023 2:17:48 PM	RMH Store 1 Output Gateway is Ready			_
	Store	5/18/2023 2:17:46 PM	RMH Store 1 Input Gateway is Ready			_
			: 3.11.15.7206 BETA	nabase:	RMHC-5	itorr

Central Server:

RMH Central Server			- 0 X
Dashboard	Store ID	LastSync	Activity
Settings	1	5/19/2023 6:40:19 AM	Connected to Store 1 successfully
secongs	0	5/19/2023 6:30:35 AM	RMH Central Hub is Ready
Log	0	5/19/2023 6:30:35 AM	RMH Central Custom is Ready
✓ Event Viewer	0	5/19/2023 6:30:20 AM	RMH Central Custom is Stopped
Failed Jobs	1	5/19/2023 6:30:18 AM	Disconnected from Store 1
	1	5/18/2023 8:37:55 PM	Connected to Store 1 successfully
Extensions	0	5/18/2023 8:37:49 PM	RMH Central Hub is Ready
	0	5/18/2023 8:37:49 PM	RMH Central Output Gateway is Ready
	0	5/18/2023 8:37:33 PM	RMH Central Output Gateway is Stopped
	1	5/18/2023 2:27:53 PM	Connected to Store 1 successfully
	1	5/18/2023 2:17:52 PM	Disconnected from Store 1
	1	5/18/2023 1:59:41 PM	Connected to Store 1 successfully
	0	5/18/2023 1:59:39 PM	RMH Central Hub is Ready
	0	5/18/2023 1:59:39 PM	RMH Central Custom is Ready
	0	5/18/2023 1:59:37 PM	RMH Central Job Processor is Ready
	0	5/18/2023 1:59:35 PM	RMH Central Output Gateway is Ready
	0	5/18/2023 1:59:33 PM	RMH Central Input Gateway is Ready
		v	3.11.15.7206 BETA Service: RMH Central Hub Database: RMHCentral

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:

🥵 RMH Central Client	- 0 X
 Dashboard 	Services Action Start Services Stop Services
Settings	
Log	Services
Event Viewer	RMH Store 1 Hub
	RMH Store 1 Input Gateway
Failed Jobs	NMH Store 1 Output Gateway
License	BMH Store 1 Job Processor
	VNNH Store I Custom

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.

🥵 RMH Central Client					- 0 ×
 Dashboard 	Services Action			Start Services	Stop Services
Settings	🖉 Services	Jobs		Store Info	
LOG	RMH Store 1 Hub	Total pending Jobs	0	POS Transactions	0
Event Viewer	 RMH Store 1 Input Gateway 	Outgoing Jobs	0	Orders	0
Failed Jobs	RMH Store 1 Output Gateway	Incoming Jobs	0	Purchase Orders	0
License	 RMH Store 1 Job Processor 	Failed Jobs	0	Transfer IN	0
	 RMH Store 1 Custom 			Transfer OUT	0

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:

C RMH Central Server		- 0 ×
Dashboard	Services Action	Start Services Stop Services
Settings Log	Services	
Event Viewer	RMH Central Input Gateway	
Failed Jobs Extensions	RMH Central Output Gateway RMH Central Job Processor RMH Central Custom	

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.

SMH Central Server						- 0	×
 Dashboard 	Services Action				Start S	ervices Stop Service	8
Settings	Services	Stores		Jobs		Worksheet	
Event Viewer	 RMH Central Hub RMH Central Input Gateway 	Total No. Stores Connected Stores	5	Total pending Jobs Outgoing Jobs	100 100	Past due Worksheets Post due Worksheets	3
Failed Jobs Extensions	RMH Central Output Gateway RMH Central Job Processor	Disconnected Stores	4	Incoming Jobs Failed Jobs	0 0	Processing Worksheets	4
	 RMH Central Custom 						

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:

🥵 RMH Central Server							- 0	×
 Dashboard 	Services A	ction				Start S	iervices Stop Service	285
Settings Log	👋 Servic	es	Stores		Jobs		Worksheet	
Event Viewer	RMH Centre RMH Centre	ral Hub ral Input Gateway	Total No. Stores Connected Stores	5	Total pending Jobs Outgoing Jobs	100 100	Past due Worksheets Post due Worksheets	3
Failed Jobs	RMH Cents RMH Cents	ral Output Gateway	Disconnected Stores	4	Incoming Jobs	0	Processing Worksheets	4
Extensions	RMH Cent	ral Custom			railed Jobs	0		
	Store Summ Store ID: All	ary ~						
	Store ID	Client Version	Last Sync	# In	coming pending Jobs	# Outgoing per	nding Jobs # Failed Jobs	
	• 1	3.11.15.7206 BETA	5/18/2023 1:59 PM	0		0	0	
	e 2			0		0	0	
	• 3			0		0	0	
	• 4		3/14/2022 9:00 AM	0		26	0	
	6 S		3/14/2022 9:00 AM	0		74	0	

Modify settings

Modify the Central Client settings

Note: Refer to <u>Use the Consistency Checker</u> 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.

RMH Central Client					-	0 ×
Dashboard	Database Connection	Client Services	Server Connection	Consistency Checker	Setting Mode	
✓ Settings			Client Database Cor	nnection		
Log Event Viewer Failed Jobs License	Store SQL Server Instance Database Name User Id Password		LENOVO\SQLEXPRES RMH4C-Store1 Sa Test Connection	5		
	Check this option to Make sure to recreate G	recreate config file	Prepare Database Synchronize Store database the Database commonly in te	with Server		
		V: 3.51.2.13101	Save	Cancel .	ce: RMH Store 1 Hub Database:	RMHC-Store1

 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.

MH Central Client							- 0
ashboard	Database Connection	Client Services	Server Connection	Consistency	Checker	Setting Mode	
Settings							
1	 Flash Bridge App Conf 	fig					
	Check this option to char	nge this URL					
nt Viewer	RMH Store 1 Input Gateway	Ý	https://	:20001			
ed Jobs	Note: Make sure the url is i	in well format (e.g. htt	ps://ip_address:port) all t	e services must be rur	nning to test a	ddress.	
rense			Test address	Save			
	Client Services The port has to be positive port reserved by system or	number and lower the used by other applica	in 65536. Make sure to o tion if any.	en the configured po	rt numbers in f	irewall. Make sure to	not use
	Client Services The port has to be positive port reserved by system or Name of the Client Services	number and lower tha used by other applica	an 65536. Make sure to o tion if any. Enter Client Servi	ien the configured po	rt numbers in f	irewall. Make sure to	not use
	Client Services The port has to be positive port reserved by system or Name of the Client Services RMH Store 1 Hub	number and lower the used by other applicates	in 65536. Make sure to o tion if any. Enter Client Servi 20000	ien the configured po ce Port	rt numbers in f	irewall. Make sure to	not use
	Client Services The port has to be positive port reserved by system or Name of the Client Services RMH Store 1 Hub RMH Store 1 Input Gateway	number and lower the used by other applica s	In 65536. Make sure to o tion if any. Enter Client Servi 20000 20001	ien the configured po	rt numbers in f	irewall. Make sure to	not use
	Client Services The port has to be positive port reserved by system or Name of the Client Services RMH Store 1 Hub RMH Store 1 Input Gateway RMH Store 1 Job Processor	number and lower the used by other applicat s	en 65536. Make sure to o tion if any. Enter Client Servi 20000 20001 20002	en the configured po	rt numbers in f	irewall. Make sure to	not use
	Client Services The port has to be positive port reserved by system or Name of the Client Services RMH Store 1 Hub RMH Store 1 Input Gateway RMH Store 1 Job Processor RMH Store 1 Output Gateway	number and lower the used by other applicate y	en 65536. Make sure to o tion if any. Enter Client Servi 20000 20001 20002 20003	en the configured po ce Port	rt numbers in f	irewall. Make sure to	not use
	Client Services The port has to be positive port reserved by system or Name of the Client Services RMH Store 1 Hub RMH Store 1 Input Gateway RMH Store 1 Job Processor RMH Store 1 Output Gatew	number and lower th used by other applica v	en 65536. Make sure to o tion if any. Enter Client Servi 20000 20001 20002 20003	en the configured poo	rt numbers in f	irewall. Make sure to	not use
	Client Services The port has to be positive port reserved by system or Name of the Client Services RMH Store 1 Hub RMH Store 1 Input Gateway RMH Store 1 Job Processor RMH Store 1 Output Gatew	number and lower th used by other applicat v	en 65536. Make sure to o tion if any. Enter Client Servi 20000 20001 20002 20003 Save	een the configured po ce Port Cancel	rt numbers in f	irewall. Make sure to	not use

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:

🚱 RMH Central Client					-	×
Dashboard	Database Connection Client Services	Server Connection	Consistency Checker	Setting Mode		
✓ Settings						
Log	Server Input address					
Event Viewer	RMH Central Input Gateway	https:// :100	01			
Failed Jobs	Note: Make sure the url is in well format (e.g. https	://ip_address:port) all the serv	er services must be running to	test address.		
License						
E.S. C. I.S.C.		Test address				

- 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.

😪 RMH Central Client							-	$\Box_{i} = X_{i}$
Dashboard	Database Connection	Client Services	Server Conne	ction	Consistent	cy Checker	Setting Mode	
✓ Settings			la					
Log			LOG	9				
Event Viewer	Log Init Sync Result					✓ ON		
Failed Jobs	Delete the logs after:					7	 (days) 	
License		R	etry logic for	failed .	Jobs			
	Retry attempts before de	laring failure:				з	×	
	Retry interval between ea	ch attempt:				500	~ (ms)	
	Delete failed Jobs after fa	lure:				7	 (days) 	
			Save	Ca	incel			
		V: 3.50.15.720				Service: RMH S	tore 1 Hub Database:	RMHC-Store1

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.

C RMH Central Server			- 0 X
Dashboard	Database Connection	Server Services	Setting Mode
✓ Settings			Server Database Connection
Log	Control COL Convertentence		
Event Viewer	Database Name		- BMHCentral
Failed Jobs	User Id		50
Extensions	Password		***
			Test Connection
			lest Connection
			Prepare Database
	Check this option to r Make sure to recreate Co environment.	recreate config file onlig file after adding/ n	removing the Stores in existing Database, or on changing the Database commonly in test
			Save Cancel
		V: 3.11.15.7206 BETA	Service: RMH Central Hub Database: RMHCentral

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.

C RMH Central Server			-		×				
Dashboard	Database Connection Server Services	Setting Mode			_				
✓ Settings					, Î				
Log	 Flash Bridge App Config Check this option to change this URL 								
Event Viewer	RMH Central Input Gateway	https:// :10001							
Failed Jobs	Note: Make sure the url is in well format (e.g. ht	tps://ip_address:port) all the services must be running to test address.							
Extensions		Test address Save							
	 Server Services 								
	The port has to be positive number and lower than 65536. Make sure to open the configured port numbers in firewall. Make sure to not use port reserved by system or used by other application if any.								
	Name of the Server Services	Enter Service Port							
	RMH Central Hub	10000							
	RMH Central Input Gateway	10001							
	RMH Central Job Processor	10002							
	RMH Central Output Gateway	10003							
	RMH Central Custom	10004							
					×				
		Save Cancel							
	V: 3.11.15.7206 BETA	Service: RMH Central Hu	b Databa	se: RMH	Central				

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 <u>Use the Backward Compatibility Extension</u> 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.

GRMH Central Server				- 0 ×				
Dashboard	Database Connection Server Services	Setting Mode						
✓ Settings								
Log		Log						
Event Viewer	Delete the logs after:		7	~ (days)				
Failed Jobs	Retry logic for failed Jobs							
	Retry attempts before declaring failure:		3	v				
	Retry interval between each attempt:		500	~ (ms)				
	Delete failed Jobs after failure:		7	* (days)				
	Sav	e Cancel						
	V: 3.50.15.720	• 5	ervice: RMH Central I	Hub Database: RMHCentral				

6. Click Save.

Review failed jobs

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

Dashboard	Failed on Date:	Select a date		Refresh	Delete
iettings	Origin	Destination	Description	Failed Time	Actions
anices	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:26:18 PM	Details
civices	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:25:38 PM	Details
>g	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:14 PM	Details
vent Viewer	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:13 PM	Details
Failed Jobs	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:13 PM	Details
License	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:13 PM	Details
	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:13 PM	Details
	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:12 PM	Details
	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:12 PM	Details
	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:12 PM	Details
	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:12 PM	Details
	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:11 PM	Details
	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:11 PM	Details
	Central	Store 1	Worksheet 261 - Downoload Items	7/1/2022 3:12:11 PM	Details

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.

Failed Job D	etails					-		×
Package	Worksheet 261 - Dow	noload Items						
Failed Time	7/1/2022 3:12:14 PM							
Origin	Central							
Destination	Store 1							
Exception	Violation of PRIMARY The statement has be	KEY constraint 'PK en terminated.	POA_Item'. C	annot insert dupl	cate key in object	'dbo.P	OA_Iter	n'. T
Suggestion	Once the job is failed action! - If the issue - If the issue - If the failed failed entries for error	it cannot be sync. is with Job please is with database, p Job is for Transact date.	We suggest to open a suppo blease fix the a tion or Batch, t	refer the excepti t ticket by copyin flected entries if i ise the Sales Con	on of failed Job to g failed job details myl istency Checker to	take ti s to inv o sync t	e nece estigati	ssar el sing
Job Data i	is corrupt.							
		(com		Chara				

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.
- 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

- In the Retail Management Hero Setup Wizard, click Install Central Loyalty Manager.
- 2. Click Next.
- 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.
- 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.
- 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 user-names 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**.
- If passwords are still showing in the **password** column, or the passwords appear encrypted, click **New Query**.
- 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 <u>Migrate from Store Operations to Store Manager</u> 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.
- 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.
- 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.

- 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 require- ments.
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 com- puter.
	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.

(b) Chat All Apps Documents	Web	Settings Folders 🕨 347 🎖 R …
Best match		
Control panel		
Settings		Region
A [≇] Region settings	>	Control panel
گ [≇] Set region al format	>	🖸 Open
گ [≆] Change your country or region	>	
Search the web		
D Region - See more search results	>	
D Region - Area	>	
	>	
♀ regional district of nanaimo	>	
Documents		
Sales By Region (Tax-Inclusive).qrp	>	
Sales By Region.qrp	>	
Q Region	-	o c 🕫 🖶 🖬 Ø 🖪 🗐 🖷 🧉

2. Click Additional settings.

Region		
ormats Administrative		
Format: English (Car	nada)	
Match Windows dis	play language (recommended) \sim	
Language preference	<u>es</u>	
Date and time for	mats	
Short date:	yyyy-MM-dd ~	
Long date:	MMMM d, yyyy	
Short time:	hemm tt	
Long time:	hommiss tt 🗸 🗸	
First day of week	Sunday	
Examples	2022 11 11	
Short date:	2023-11-14	
Long date:	November 14, 2023	
Short time:	12:32 PM	
Long time:	12:32:02 PM	
	Additional settings	
	OK Cancel Apply	y

- 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**.

Customize Format	>
Example	
Positive: \$123,456,789.00	Negative: -\$123,456,789.00
Currency symbol:	\$ ~
Positive currency format:	\$1.1 ×
Negative currency format:	-\$1.1 ~
Decimal symbol:	. ~
No. of digits after decimal:	3 ~
Digit grouping symbol:	,
Digit grouping:	123,456,789 ~
Click Reset to restore the system d numbers, currency, time, and date.	efault settings for Reset
	OK Cancel Apply

- 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.

📙 🛛 📜 🗴 🛛 RMH Central Manager						- 0	×
File Home Share View	Move Copy to * to *	New item *	Properties	Select all Select none Invert selection			~ 0
← → ∨ ↑ 🖡 - ProgramData >	RetailHero > RMH Central Manager	r v 0	,P Search RMH	Central Manager			
RetailHero S. RMH Central Client RMH Central Client RMH Central Server RMH POS RMH POS RMH Store Manager RMH MLM/Central/WinService RMHMLMWinService RMMLMLILicensingManagerCent	tral	nfig	Date modified 2021-08-25 10:1	Type 16 AM CONFIG File	Size 1 KB		

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.

*RMHCentral.config - Notepad				-		×
<u>File Edit Format View H</u> elp						
xml version="1.0" encoding="utf-8"? <configuration></configuration>						^
<rmhcentralserver></rmhcentralserver>	scholas" uslus "p	Taylorda	ivay (pourot to ry	766-1	TOT	
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<pre><item kev="RMHCentralServerPort" pre="" value<=""></item></pre>	="9000" />	17				
<pre><item key="RMHCentralServerSocketsPort</pre></td><th>" value="9001"></item><th></th><th></th><td></td><td></td><td></td></pre>						
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- 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**.

<mark>≈ – □</mark> ×
SERVICE ACTION
Stop service
Start service
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.

DBFiles × +				- 0 ×
⊙ New - 🏑 🗘 🗋 🖄 🖄	$\begin{tabular}{cccc} \hline & & & & \\ \hline \\ \hline$			
← → × ↑ 🎦 C\Program Files (x86)\Retail Hero\	RMH Central Manager\DBFiles v C	Search DBFiles		Q.
🗸 늘 Retail Hero	Name	Date modified	Туре	Size
늘 RMH Central Client	RMHCentralBlank.bck	2023-05-29 9:12 PM	BCK File	11,390 KB
> 🛅 RMH Central Flash Bridge	RMHCentralSample.bck	2023-05-29 9:12 PM	BCK File	10,328 KB
> 🛅 RMH Central Flash Client	RMHCentralStore1.bck	2023-05-29 9:12 PM	BCK File	11,351 KB
> 🛅 RMH Central Flash Server	RMHCentralStore2.bck	2023-05-29 9:12 PM	BCK File	11,351 KB
> 📁 RMH Central Loyalty	RMHCentralStore3.bck	2023-05-29 9:12 PM	BCK File	11,351 KB
✓ ➤ RMH Central Manager				
> 🚞 ActiveReports	1			
늘 ar				
늘 DBFiles				
5 items				

- b. Force install tables.
- 3. Open Store Administrator. Do the following:
 - 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**.
 - 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, **RMHCen**tralStore2.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**.

RetailHero × +				- 0	×
⊙ New - 🔏 🗘 🗈 🖄 🖄	↑↓ Sort ~ 🔲 View ~ ····				
$\leftarrow \rightarrow \checkmark \uparrow$ his PC > Local Disk (C) > ProgramData	> RetailHero V C	Search RetailHero			P,
🗸 📜 RetailHero	Name	Date modified	Туре	Size	
> 💴 Licensing	Eicensing	2023-06-26 11:39 AM	File folder		- 1
> 🧮 Resources	Resources	2022-03-18 9:09 AM	File folder		- 1
> 🧮 RMH Central	E RMH Central	2023-06-06 10:15 AM	File folder		- 1
> 🧮 RMH Central Client	E RMH Central Client	2023-06-05 4:04 PM	File folder		
> 🛅 RMH Central Flash Client	RMH Central Flash Client	2023-05-19 10:31 AM	File folder		
RMH Central Flash Client 2	RMH Central Flash Client 2	2023-06-28 12-31 PM	File folder		
> 🧮 RMH Central Flash Server	E RMH Central Flash Server	2023-05-19 11:14 AM	File folder		
RMH Central Manager	RMH Central Manager	2022-12-16 9:31 AM	File folder		
> 🧮 RMH Central Server	RMH Central Server	2023-06-05 4:04 PM	File folder		
25 items 1 item selected					

- 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



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.
- ^o Database Name: Enter the name of the store database, e.g., RMHC-Store2.
- ^o **User ID:** Enter the user ID to use for the SQL Server.
- **Password:** Enter the password to use for the SQL Server.

RMH Central Client Wizard - Co	RMH Central Client Wizard - Config Store Database – 🗆 🗙						×
Store SQL Server Instance							
Database Name		RMHC-Store2					
User Id		sa					
Password		•••••					
		Test Connection					
	_						
		Back	Next		(Cancel	

- 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.

RMH Central Client Wizard - Config Store Hub service	& security		-		×
Use this page to configure the name of the client The port has to be positive number and lower tha sure to not use port reserved by system or used b	service port. The port nu n 65536. Make sure to o y other application if an	umber must be unique for open the configured port r y.	each service iumbers in fi	rewall. N	lake
Name of the Client Services	Enter Client Service Por	t			
RMH Store 2 Hub	30000				
	Back	Next	Ca	ncel	

- k. Click **Next**.
- I. 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.

RMH Central Client Wizard - Config Client	Services — 🗆 🗙
Use this page to configure the name of The port has to be positive number and sure to not use port reserved by system	the client service port. The port number must be unique for each service. I lower than 65536. Make sure to open the configured port numbers in firewall. Make or used by other application if any.
 Client Services 	
Name of the Client Services	Enter Client Service Port
RMH Store 2 Input Gateway	30001
RMH Store 2 Job Processor	30002
RMH Store 2 Output Gateway	30003
RMH Store 2 Custom	30004
Server Input address	
	(For e.g., https://address:port)
RMH Central Input Gateway	https://127.0.0.1:10001
\odot	
	Enter Host name or static IP of the machine where Client services are r
RMH Central Client IP	127.0.0.1
	Park Crosts Services and Einich Connel
	Dack Create Services and Finish Cancel

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:

Services						-		×
File Action View	Help							
🕈 🕈 🛅 🙆 🖻								
🔍 Services (Local)	Services (Local)							
	Select an item to view its description.	Name	Description	Status	Startup Type	Log On /	As	
		RMH Central Job Processor		Running	Manual	Local Sys	stem	
		RMH Central Output Gateway		Running	Manual	Local Sys	stem	
		RMH Store 1 Custom		Running	Manual	Local Sys	stem	
		RMH Store 1 Hub			Automatic (De	Local Sys	stem	
		RMH Store 1 Input Gateway			Manual	Local Sys	stem	
		RMH Store 1 Job Processor		Running	Manual	Local Sys	stem	
		RMH Store 1 Output Gateway		Running	Manual	Local Sys	stem	- 1
		RMH Store 2 Custom			Manual	Local Sys	stem	
		RMH Store 2 Hub			Automatic (De	Local Sys	stem	
		RMH Store 2 Input Gateway			Manual	Local Sys	stem	
		RMH Store 2 Job Processor			Manual	Local Sys	stem	
		RMH Store 2 Output Gateway			Manual	Local Sys	stem	
	Extended (Standard /							

- 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 Cli-
ent\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.

🕵 RMH Central C	RMH Central Client - Store2 Properties				
Security	Details	Previous Versions			
General	Shortcut	Compatibility			
	1H Central Client - Store2				
Target type:	Application				
Target location:	RMH Central Flash Client				
Target	n.Store.Assistant.exe" -c "F	RMH Central Flash Client 2"			
Start in:	"C:\Program Files (x86)\Re	etail Hero\RMH Central Flas			
Shortcut key:	None				
Run:	Normal window	~			
Comment	RMH Central Client				
Open File Lo	cation Change Icor	Advanced			
	ОК	Cancel Apply			

- 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 <u>Setting up stores</u> 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.

Export Store Database Wiza	ard	×
s' s'	Select Destination Store Select the store you want to create a new database for.	
	1 Store 1 2 Store 2 3 Store 3 4 Store 4 5 Store 5 6 Store 6	
	Next	Cancel

- 6. Click Next.
- 7. Click **Connect** and connect to the template database.

Export Store Database Wiza	rd	\times
	Select Template Database The database you select will be used as a template for the new store database. This template includes settings such as register configuration, receipt formats and store configuration.	
	Click Connect and then select the database you want to use as a template. Server: Database: RMHC-Store1 Connect	
Si Ki	Next Cancel	

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.

Export Store Database Wiza	rd	×
55	Create New Store Database Click Create to start the Create Database Wizard, which will help you create the new store database.	
	Server: Database: Create	
	Next Cancel	

- 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.

•∎ =		Connect to Server	23
File	Home		\$
Connect	Close		
Server:			~
Connectio	n informati	on:	
🔿 Use W	/indows Au	thentication	
O Use S	QL Server	Authentication	
User nam	e:	sa	
Password	:		
Time Out:		15	

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.

Create Database		\times
at a	Database Size Specify the database name and initial size in megabytes.	
	Database name: RMHC-Store6	
	Initial Size (MB): 20	
	< Back Next > Cance	a)

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

Create Database	×
Database Size Specify the database name and initial size in megabytes.	
Database name: RMHC-Store6 Initial Size (MB): 20	
< Back Next > Canc	el

- 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.

Create Database			×
	Database Growth Specify how the database should be	e grown when it exceeds its	initial size.
	Automatically grow database s	ize	
	File Growth		
	In megabytes:	20	
	By percentage::	10	
a se a se se s	Maximum File Size		
	 Unrestricted growth 		
	 Restricted growth to (MB): 	2000	
Sec. Sec.			
	< Back	c Next > C	Cancel

- 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.

Create Database		×
Si Si	Completing the Create Database Wizard	
	You have successfully completed the Create Database Wizard To close this wizard and create the database, click Finish	
	< Back Finish Canc	el

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.
Export Store Database Wiza	ard		×
5 5	Create New Store Database Click Create to start the Create Database Wizard, which will help you create the new store database.		
	Server: Database:	localhost/MSSQLSERVER01 RMHC-Store6	
	Creating table:	Create	
K K		Next Cancel	

17. Click Next.

Export Store Database Wiza	ard		×
5.5	Create New Store Database Click Create to start the Create Database Wizard, which will help you create the new store database.		
	Server: Database:	Iocalhost/MSSQLSERVER01 RMHC-Store6	
	Create You are ready to export data to your newly created database. To start exporting data, click Next		
		Next Cance	

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

Export Store Database Wizard	×
Exporting Tax finished. Exporting TaxTotals finished. Exporting TaxTotals finished. Exporting TenderEntry finished. Exporting TenderEntry finished. Exporting TenderEntry finished. Exporting TimeCard finished. Exporting TimeCard finished. Exporting TouchScreenKeyboard finished. Exporting TouchScreenKeyboardEntry finished. Exporting TransactionEntry finished. Exporting TransactionEntry finished. Exporting TransactionEntry finished. Exporting TransactionEntry finished. Exporting TransactionHold Entry Et finished. Exporting TransactionHold Finished. Exporting TransactionHold Finished. Exporting TransactionHold Entry Et finished. Exporting TransactionHold Entry Et finished. Exporting VisaNetAuthorization finished. Exporting VisaNetBatch finished. Exporting VoucherFinished. Exporting VoucherFormatNumber finished.	
100%	
	Next Cancel

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

Export Store Database Wiza	rd			×
	Backup New Store This is an optional ster server. You can also d	Database p. You can back up your new stor elete the new store database afte	re database for deployment on another rr creating the backup copy.	
	Click Backup to backup the new database.			_
	Database:	R	MHC-Store6	
	Delete store database after backup is successful			
			Backup	
a a				
				_
			Next Cancel	

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.

Export Store Database Wiza	rd	×
1 6 6	Completing the Export Store Database Wizard	
Nº M	You have successfully created a new store database and exported data from your Central database to the new one.	
	Summary:	
	You exported the following store from the Central database: 6 Store 6 Your new store was based on the template database located on: .RMHC-Store1 Your new store is now in a database located on: .RMHC-Store6	
	Finish Can	cel

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.

Confirm		×
Do you want to exp	ort another stor	e database?
	Yes	No

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

	L.
F	ł

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 instock quantity of the components and the price of the assembly item are automatically adjusted.

В

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.

С

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.

Ε

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.

L

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.

Κ

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 instock 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).

Μ

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.

Ν

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.

0

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 onhand 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.

Ρ

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.

Т

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.rmhpos.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 pointof-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.

Χ

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.

Ζ

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.