

PixelPoint<sup>®</sup>

# High Availability Installation

## Publication Details

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### **Patents**

The following patents apply to some areas of functionality within the PixelPoint software suite: Pat. 6,384,850; 6,871,325; 6,982,733; 8,146,077; 8,287,340

## Revision History

**02/28/2017 – Initial Release**

**03/13/2018 – Revision 1**

Added note in ToC regarding rolling back to v12 after installation.

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**\*\*Note\*\*:** Back up ALL data before updating to PixelPoint 17 with High Availability. As the Sybase database is updated as part of the install, users cannot roll back to v12 after the update is complete. The same is true for users that may wish to switch to PixelPoint 17 Classic after installing PixelPoint 17 with High Availability. Save a full v12 database backup before beginning the update process if you think you may not stick with v17 with HA.

## **Overview**

This document will guide users through the process of installing PixelPoint 17 with the High Availability feature. This feature enables POS stations to continue running in the event of a connection loss with the POS Server or database by storing data locally on each station. Data is then synched between stations and the server when a connection is re-established.

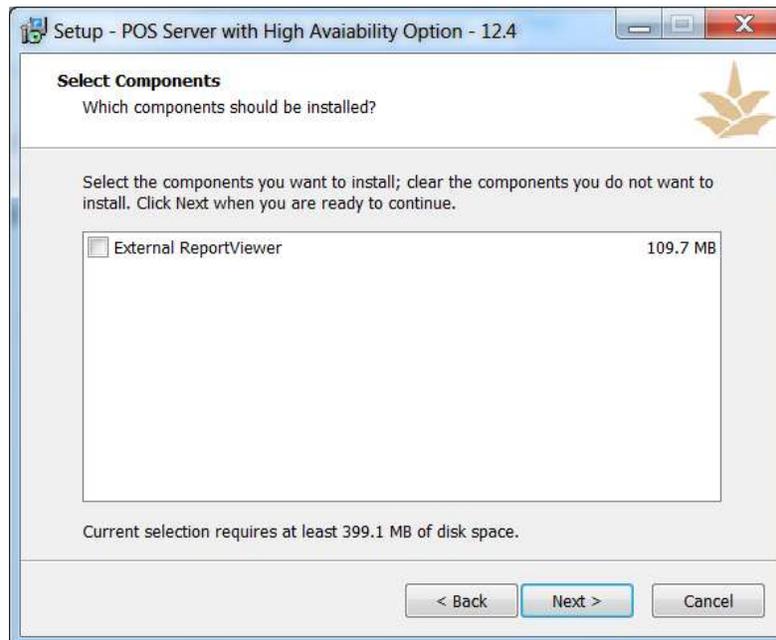
## **Requirements**

- High Availability Server Installer
- High Availability Station Installer

# Installation

## Server Installation

1. Copy the HA Server Installer to the server or machine that holds the Pixel DB.
2. Run the installer.
3. Follow the prompts through the installation process.
  - It is recommended to use the default file path, *C:\PixelServer* for the installation.
4. Check the box to install the External Report Viewer, if desired.



5. When the installation is finished, the Licence Manager and Sybase engine will need to be restarted from the Windows Startup folder.
6. Create a shortcut to SystemSet from the folder *C:\PixelServer* and place on the desktop.
  - Delete any old shortcuts from the desktop for BackOffice/SystemSet.

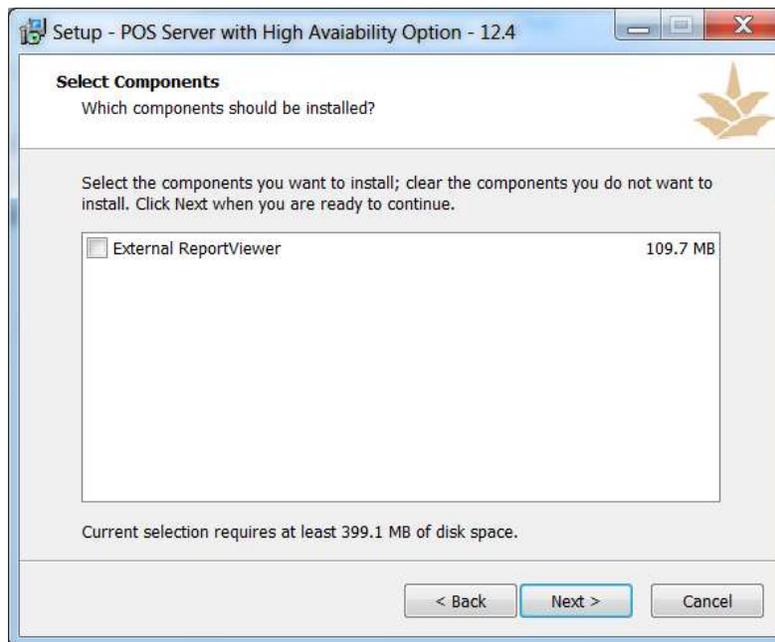
**Note:** The Server installation contains the Sybase engine, POS support files and creates needed directory structures. In order to run PixelPoint on the Server terminal, run the HA Station installer as is described in the following section.

## Station Installation

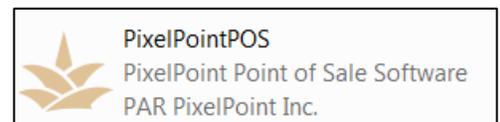
Before continuing on, note that the server-component should be installed before attempting any station-component installs.

To install the High Availability Station component:

1. Copy the HA Station Installer to each machine that runs an instance of the POS.
2. Run the installer.
3. Follow the prompts through the installation process.
  - It is recommended to use the default file path, *C:\PixelStation* for the installation.
4. Check the box to install the External Report Viewer, if desired. Installation of this component on each station will allow users to view reports from each station when in Server mode.

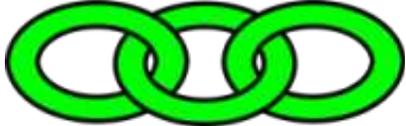


5. When the installation is finished, a prompt will appear asking for the Station # to be assigned to that machine. Enter the appropriate number for each terminal.
  - Note that a station that also acts as the server MUST be entered as Station #1.
6. Replace any existing POS shortcuts on the stations' desktop with the new PixelPointPOS.exe found in *C:\PixelStation*.
7. Start the POS.
  - The initial start up of the POS after this upgrade may take some time, as the Station must synchronize its data with the Server. The



exact time to complete this step will depend on the speed of your network and the size of the database being synched.

- Once the database is synched, the POS will open. A new set of icons is present in the bottom-left corner of both the POS login screen and floorplan view indicating the connection status of the Station with the Server. The five possible icons are as follows;

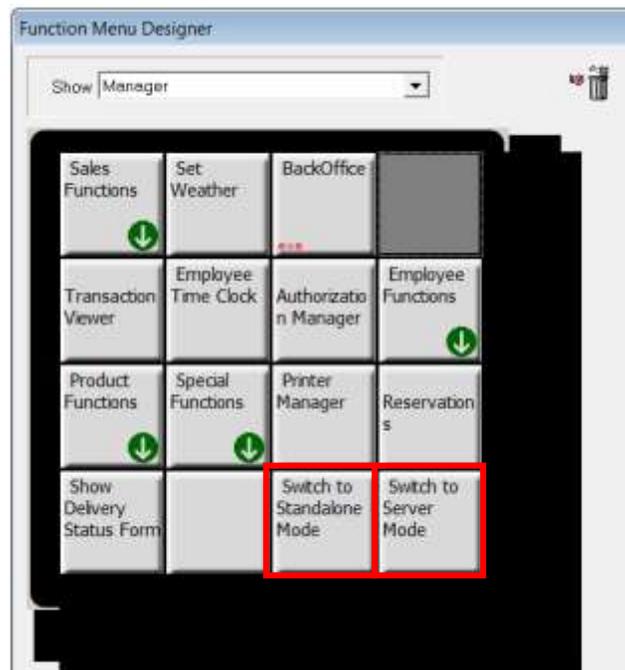
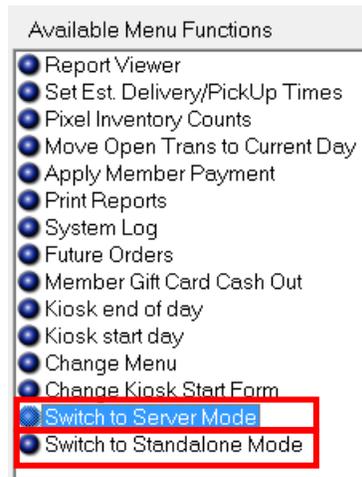
<p>Green: Station is connected to the master POS database on the POS Server (Server Mode).</p>	
<p>Red: Station is disconnected from the master database and the POS is operating from its local database (Standalone Mode).</p>	
<p>Grey/Up Arrow: Station is connected to the master database and is uploading data from its local database.</p>	
<p>Grey/Down: Station is connected to the master database and is downloading data to its local database.</p>	
<p>Grey/Gears: Station is connected to the master database and is configuring data for synchronization.</p>	

- Close the POS and move on to the next section of this document.

## Button Placement

Two new buttons are required on the Manager Functions menu in order to switch between Server and Standalone Mode. To add these buttons:

1. Open SystemSet.
2. Navigate to Administrator>POS Functions Setup.
3. In the Show drop-down menu, select Manager.
4. Drag and drop both the Switch to Server Mode and Switch to Standalone Mode functions from the Available Menu Functions field to two empty button slots on the Manager functions menu.



5. Close the form to save your changes.

## Changes to the POS

Once the installation is complete, some new file paths and functionality should be taken into consideration.

### Note

- The PixelPOS folder is no longer used as the directory structure has changed.
- During the station install, the PixelStation.ini file is populated with the station number and the POS executable now handles all the functionality that the PixelStationExec.exe previously handled including delaying the starting of other agents.

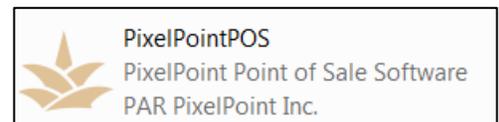
## Server and Standalone Mode

The POS now operates in one of two modes at all times:

- **Server Mode:** The normal state of the POS, with information being shared between the server and all stations. When the POS is running in Server Mode, all normal functionality is available.
- **Standalone Mode:** Users have the option to switch a terminal to Standalone Mode when there is no connection to the Server Database. This may be required due to a database failure or loss of network connection. Standalone Stations are able to continue running without an active database connection with all native functionality available, though some integrations and printing may be affected. Once a connection with the Server Database is re-established, all information and transactions performed on the station while in Standalone Mode are synchronized with the Server and any other Stations in the environment. This includes data like open tables and open orders.
  - Refer to the document High Availability Functionality for a detailed explanation of the features and functionality included with High Availability.

## POS Start Up Shortcut

Any existing shortcuts to launch the POS must be replaced with the new PixelPointPOS executable found in *C:\PixelStation\PixelPointPOS.exe*. The icon design has also changed.



## Templates and Themes

Templates (order forms) and theme files (colour themes) are imported into the Server Database from SystemSet. All stations rely on their respective configurations in regards to their templates and themes.

## Floor Layouts

Floor layouts are now stored in the database instead of being file-based. The previously used FLR file format is no longer used. Instead, floor layouts are imported into and stored in the database. Floor plans are assigned via drop-down in the same Floor File field as was previously used.

This station uses the following:

Menu	Default Menu	Alternate Order Form	Use Default
Using Order Form: Order 1024x768 Table Service - Aqua			
Finish Forms	Finish Form 1024x768 - Aqua	Customer Display	None Selected
Question Forms	Use Default	Keyboard Form	Use Default
Theme Form	Use Default	Floor Zoom % (1-1000)	100
Floor File	Standard		

## Payment Integrations

All out of scope (OOS) payment solutions and their related DLLs will continue to function as normal when the system is connected to the POS database (Server Mode). Any out of scope payment solutions that use a DLL will work in Standalone Mode, provided the solution requires the vendor-supplied software to be installed on each separate station and the station has an active connection to the Internet.

## Printing

When the POS is in Standalone mode, all print jobs will be re-rerouted to the local printer on that Station, if available.

For example, when an order is entered that would normally be printed to a remote kitchen printer, while in Standalone Mode, the order will be printed to that Stations local printer. The order would then need to be delivered by hand to the kitchen.

## Print Slips

A custom receipt layout can be defined in a text file (PixelReceiptLayout.txt) or stored in the database when these parameters are entered into SystemSet (SystemSet>General Setup>Receipt Setup>Layout). Receipt layouts stored in the database (SystemSet) will be synchronized to all local databases and used when a station is in Standalone Mode. Text-based custom receipts will not function in Standalone Mode. In this case, a default receipt will be used.