PixelPoint HQ Installation Guide

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PixelPoint HQ Data Upload

Overview

This document will guide users through the necessary steps to upload database information from PixelPoint POS to PixelPoint HQ.

The installer, PixelPointHQConnector is similar to PixelRemote. It will connect a POS store to PixelPoint HQ by a token**.** The token can be retrieved from the store in HQ.
The PixelPointHQConnector will perform some independent SQL updates to pixelsqlbase database of its own. Those changes are typically done short while after the installation of HQ Connector at the POS site and **do require exclusive lock to those tables** for short while **so it is best to install PixelPointHQ while the site is not mid sales as POS might pause for few seconds.**
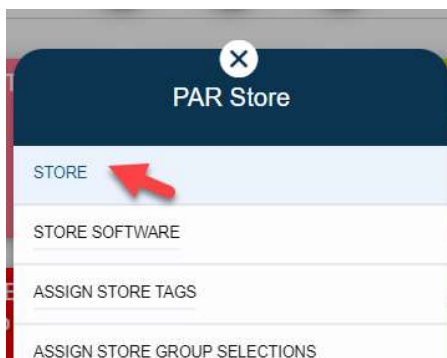
Requirements

- PixelPointHQConnector.exe
- PixelSQL DB(s)
  - PixelPoint database to be uploaded

If PixelPoint is already installed on the system from which you will be uploading data, copy the above listed files into a local folder (ie. C:\PixelPOS).

Data Upload Process

1. Install the HQ client by running **PixelPointHQConnector.exe** as Administrator. You need the latest installer from PixelPoint HQ site, store page. https://prod.pixelpointhq.com/

   - Login using your credentials.
   - Select "Organizations" box.
   - Select the Organization that your Store belongs to
   - Click on your store
   - Click on Store menu
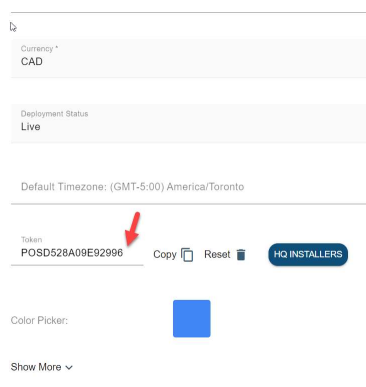   - Copy the token shown in the store details

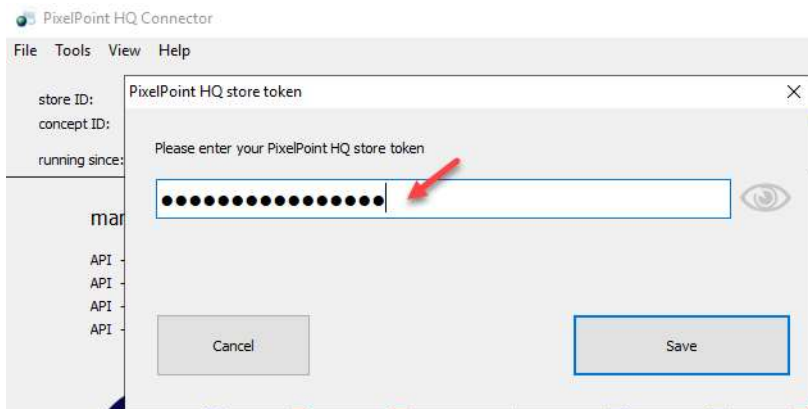2. Scroll down to the see the HQ Installers button.

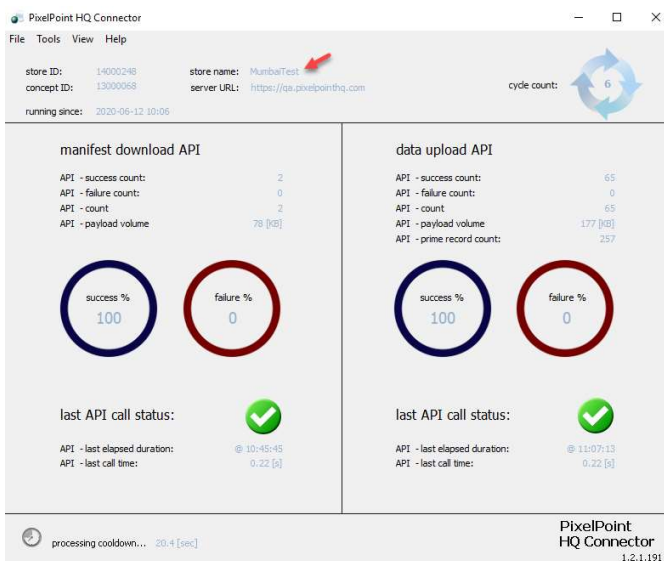3. Click on HQ Installers to download 'HQ Installer'.

4. Start the installation by clicking on the installer. The PixelPointHQConnector application will be installed in POS folder.

5. Run PixelPointHQConnector.exe and allow the tool to start. You need to enter your store identification token.

6. You can find the store token by login to PixelPoint HQ site. (As described in step 1)

   ➢ Login using your credentials.
   ➢ Select "Organizations" box.
   ➢ Select the Organization that your Store belongs to
   ➢ Click on your store
   ➢ Click on Store menu
   ➢ Copy the token shown in the store details

7. Click on **Tools – Set PixelPoint HQ Token** and enter the copied token into the space provided. This may take a few seconds to process.
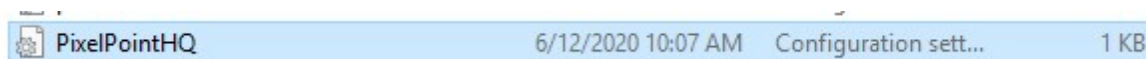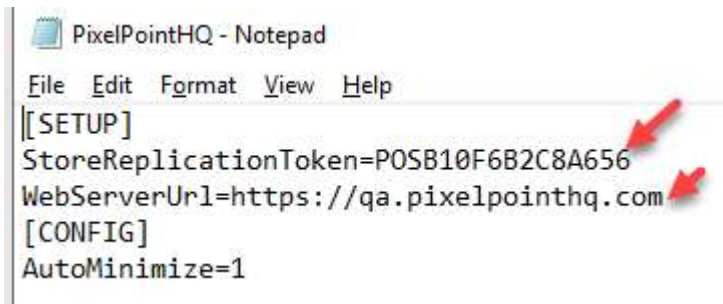

8. From **View – Status** the name of the store and URL server can be verified. This information sometimes takes few seconds to be displayed. This information derives from **PixelPointHQ.ini** file.

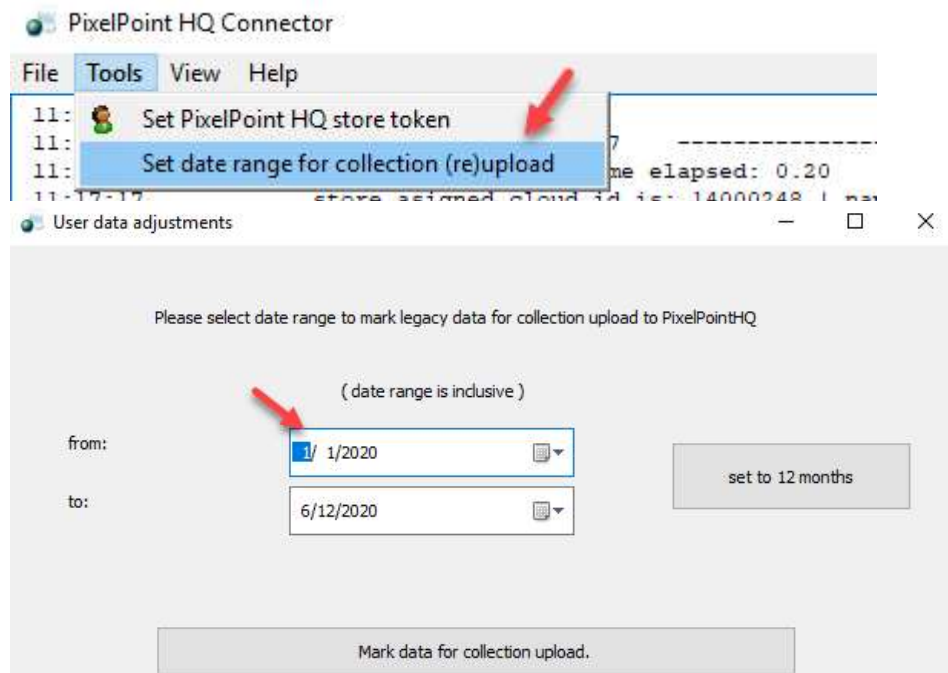The PixelPointHQ.ini file can be found in POS folder where the PixelPointHQConnector placed.

- The **StoreReplicationToken** is store token that is placed in the PixelPointHQConnector.
- The **WebServerURL** points to HQ Production server. (In example below the URL points to our QA server for testing purposes)
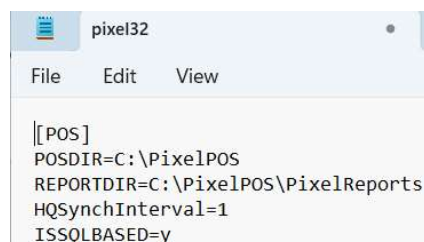
If you will need to mark data from Jan 1 of the current year. (i.e. 2024) you can do so from **Tools – Set date range for collection (re)upload** select Jan 1, 2024.

When select the date, click on <**Mark data for collection upload**>. This process may take few second to few minutes depends on the amount of data the tool needs to mark.
When previous step is completed, the data upload will begin. Upload times will vary depending on the size of the database being uploaded.

For instant data synchronization, when upload is finished, you can add <HQSynchInterval=1> to pixl32.ini file.

There are some files/folders that can be useful for troubleshooting. They can be found in
PixelPointHQConnector folder.

Local Disk (C:) > PixelPOS > PixelPointHQConnector >

Name	Date modified	Type
Local	6/12/2020 9:40 AM	File folder
Logs	6/12/2020 9:40 AM	File folder

Local Disk (C:) > PixelPOS > PixelPointHQConnector > Logs >

Name	Date modified	Type
Console	6/12/2020 9:40 AM	File folder
Error	6/12/2020 9:40 AM	File folder
Performance	6/12/2020 10:15 AM	File folder
Replication	6/12/2020 11:27 AM	File folder
ReplicationUp	6/12/2020 9:42 AM	File folder
State	6/12/2020 10:15 AM	File folder
TransferUp	6/12/2020 10:15 AM	File folder