

So, you are going to make the migration from Windows 7 to Windows 10. Congratulations, you are doing the right thing, as Microsoft no longer supports or provides the necessary patches to keep Windows 7 safe from viruses and other attacks.

This document is provided as a courtesy to you, with the recommended instructions to upgrade your operating system and install Point of Success in the order necessary to avoid a lengthy and problematic installation.

There may be instructions that appear to take shortcuts, but please be advised that older versions of Windows, such as XP, or older versions of Point of Success, such as v1.0, and v2.0 through v2.4 require a completely different set of upgrade instructions. Please refer to XP upgrade to Windows 10 or Point of Success upgrade to v4.

To begin, you may have already decided to purchase a new Windows 10 PC. Kudos. The newest technology will be integrated into the hardware and software, providing a seamless experience. Windows 10 provides a remarkably similar user interface to Windows 7. Rest assured your system is easier to administer and use. Additionally, the built-in Windows Defender software and firewall provide peace of mind, when updated automatically.

*\*A note of caution for computers running Windows for ARM. This special edition software is designed to run software for the ARM processor, which is available through the Windows Store. Although the special edition is designed to run 32-bit programs, there are no available drivers for the hardware that would allow Point of Success to run perfectly. With that said, upgrading the Windows Special Edition to Windows 10 Pro may create an environment for Point of Success to run as intended.*

**Before any installation of Point of Success Premium, please open Windows settings and check the Update & Security program to check for/install all updates before you proceed.** You will receive a message that states, "Your computer is up-to-date" or "No other updates are available." *As of October 2020, Microsoft has removed the option to postpone certain updates. Please be aware that pausing updates for a prolonged period can open your computer to advanced security threats. PCI-Data Security Standards require operating system updates be installed within one month of publication.*

First, you may have noticed that your POS system is running slower than it was when first installed. That may be due to the size of your database, as you may be retaining data that you no longer need. You can check the status of important data tables like Orders, Order Items, Till and Till Items by opening Office Manager and clicking on the Orders tab. |

Second, we recommend that you check your data and system data files for integrity. Before you begin, make sure that all instances of Point of Success Office Manager and Order entry are exited. Also, open Windows Services (Run – Services.msc), choose Arsenal Database Server and Stop and then Start the Server. Next, Open the DBAdmin.exe file found in Windows (C:)\Program Files (x86)\ADBServer\DBAdmin. In the Applications tab, choose: Point of Success. In the Data Maintenance tab, choose POS Data. Next choose **Repair Data Now**. The process will take 10 + minutes to complete. Now, you will choose **Optimize Data Now**. This process removes unwanted free space between data records and allows the database to run optimally. You may perform the above 3 steps on your POS System Data, too. Finally, you will copy the following folders from your C: drive on the old computer to a minimum 16GB USB thumb drive - C:\ADBServer Supporting Files; C:\Point of Success\Data and System Data folders plus C:\Point of Success\Backup\POSData\files.

Next, open the Point of Success Office Manager Program, sign-in, then click on HELP, and choose ABOUT. Write down the version of Point of Success running on the server. You may now close Office Manager.

You may shut down the old PC that acted as SERVER for Point of Success. It is best to disconnect the network cable from the old PC at this time. This is to ensure that only one database server is running on the network. Accidentally restarting the old PC while connected to the network, could cause a conflict with the database running on the new PC.

The second half of the installation involves copying the data from your thumb drive to the C:\ drive of the new computer. Copy the ADBServer Supporting Files to the new computer C:\ Drive. Then create a new folder on the C:\Drive called Point of Success. That is where you will place the Data, System Data and Backup folders. Once completed, you may install your Point of Success program on the new computer. If you are upgrading from an older version of Point of Success which utilizes the Advantage Database Server v1.0 – v2.62, you will need to perform an intermediate upgrade to v2.74, before upgrading to the most current version. If you are using v2.63, you may upgrade to the newest version registered under your company name.

What does the Point of Success program install? Great question. It installs the c:\programs (x86)\Point of Success installable folder, which contains numerous accessory programs, along with the Arsenal Data Base server, Point of Success program file and ADBServer Supporting files. For more information on the accessory programs and Arsenal Database Server Admin program, please visit our Knowledge Base.

When installing your Point of Success program on your new computer, it will install the above files and verify, register and convert your data files and system data files.

Each time you upgrade, the Point of Success program will create new data files and convert the existing data to the version matching the installed Point of Success.

During the install process, the program will discover the IP address of the PC hosting the Arsenal Database Server. The IP address is 127.0.0.1 for the server running on the current PC. All other PCs where Order Entry is installed will have an IP address of 192.168.0.? or 10.0.10.? as the local network address.

The App installer program will pop-up with a selection of add on programs -Time Clock, Inventory, Caller ID, Table Management, Dashboard Uploader, Order Monitor, Online Ordering, Order Entry and Office Manager. Install every App that you are registered to install before you move on to the Registration process in Office Manager.

Once installed, you must register and unlock your Apps. If requested after entering your PIN, write down the Server ID found in the Office Manager/Tools/Software Registration window. If you already provided your Server ID number to Point of Success Registration, you were provided a Serial Number and Unlock Code for each Software App. Enter both and press the Process Now button and check the Check Online box too. If correct, the Unlock Code should turn from Red to Green. If not, call Point of Success at 800-752-3565 for assistance.

Next, you must set-up your Credit Cards and Gift Card options. For all processors you will choose Use Card Server to process credit cards in Order Workstations. Next, enter the name of the computer hosting the Credit Card server (usually the PC hosting the Point of Success server). The name can be found by right clicking on the Windows start button, then choosing System. Please note that the name of the computer should be changed to something memorable, without spaces now, to avoid any domain issues in the future. Remember to restart the computer for the name change to take effect before you move on. If the name was changed, be sure to enter it in the Credit Card Settings for the NETePay or POSPay Server Name. Note: It is better to use the Server Name than an IP address that may be not be static.

Choose the Card Processor. Unless you are open past 4 a.m., leave the Manually close my credit card batches unchecked. Enable Gift Card processing whether you are currently processing them.

In Options, check the box to Allow Tips and leave the remaining boxes unchecked. Print Credit Card receipts Always, then move on to Merchant Numbers. If processing with POSPay, enter the number 1 in the top box, then click on Copy the first merchant number to all service types. \*Note that you will need to enter the merchant account number to any new service types that are added in Tools/Set-up Service Types later. Also enter the GC merchant number into the Gift Card Merchant Number.

Once your Point of Success program is installed and running, you can install the correct Merchant Processing apps – POSPay, Worldpay, Heartland, etc. Please follow the directions included with the software package and hardware drivers.

There are two final steps that will assure the smooth functioning of your Point of Success software. The copying of program icons that need to run at start-up and adjusting the power and NIC power management and Advanced Network Sharing settings.

There are certain programs that will need to start-up automatically when your computer restarts: Caller ID, Online Ordering, Central Point Remoter, Point of Success Dashboard Uploader and your Merchant Processing credit card server. The process is simple – Open your Windows Start menu and choose RUN. Enter “Shell:startup” The Windows start-up folder will appear. Copy each program icon that you would like to automatically start each time your computer restarts. Place the program icon copy in the folder. When finished. Close the folder.

Lastly, you will want to make some adjustments to default Windows settings for Power Management and the network adapter. Right click the Windows Start button and choose Run. In the Open: field type Control, which will open the Control Panel. View by: Small Icons and choose Power Options. Choose “High Performance,” then click “Change plan settings.” Next, choose Change advanced power settings and change the following to

Hard disk: Turn off hard disk after: Setting (minutes): 0 or Never

(Optional) Wireless Adapter Settings: Power Saving Mode: Setting: Maximum Performance

Sleep: Sleep after: Setting: Never; Allow hybrid sleep: Off; Hibernate after: Never; Allow wake times: Disable.

Next, return to the Control Panel and choose Network and Sharing Center. Click Change Adapter Settings, then click the network adapter you are using (usually the Ethernet adapter) anything other than 0.0.0.0 as the address and choose Change settings of this connection. The Ethernet Properties popup will appear, click Configure. Click on the Power Management tab and uncheck all 3 boxes from the bottom up. Click OK to save. Do not leave the Control Panel > Network and Sharing Center if you would like to share installables and/or printers across your network workstations. Click Change Advanced Sharing Settings. Check the radio button to Turn on network discovery for your Private network. **Turn on file and printer sharing.**