

Upgrading from version 1.0 – 3.0 to latest version

Versions 1.0 and 2.0 through 3.83 are no longer supported. Starting January 1, 2021 version 2 and 3 will not be supported. As a result, a two-step process is required to upgrade to our latest version.

STEP1:

Users already on version 2.63+ can directly upgrade to the current version.

All other versions below 2.63 will upgrade to version 2.74. This process converts the data from the Advantage database structure to the new Arsenal database structure.

STEP2:

Upgrade from 2.74 to the current version.

NOTE: Contact us if you are unable to convert older data.

Download links for the current version can be obtained by contacting us via support@inborne.com or calling 1-800-752-3565.

Please read through the entire instructions before you begin to avoid upgrade issues .

How to upgrade the server and migrate from early versions to version 4

- 1) 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, Order Entry, Online Order Manager/Order Manager, Caller ID 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, then choose Verify Data Now (optional). When completed, choose Repair Data Now. The process will take 10 + minutes to complete. Lastly, 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 if you so choose. 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.
- 2) 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 will need this to decide your upgrade path.
- 3) 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 now. 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
- 4) 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. Call 800-752-3565 or email support@inborne.com for the link.

How the Installation Process Works

What does the Point of Success program install? It installs the C:\Program Files (x86)\Point of Success installables folder, which contains the accessory programs, along with the C:\Program Files (x86)\ADBServer files, C:\Point of Success program file and C:\ADBServer Supporting files.

- A. 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 (from version 2.x to version 2.74 and version 2.74 to version 4.x), the Point of Success program will convert the existing data to match the new Point of Success version.
- B. 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.x.x or 10.x.10.x as the local network address.
- C. The App installer program will pop-up a selection of optional Feature programs -Time Clock, Inventory, Caller ID, Table Management, Dashboard Uploader, Order Monitor, Online Ordering, along with included Order Entry and Office Manager programs. Install every App that you are registered to install before you move on to the Registration process in Office Manager.
- D. 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.
- E. Next, the Credit Card and Gift Card options must be installed. Several programs including the credit card server, communication bridge and USB driver must be installed and activated. Due to the complexities involved, it is recommended that you call our support department at 800-752-3565 for assistance.

There are several 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, Advanced Network Sharing settings and Windows Firewall settings.

Windows Startup Folder

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 need to automatically start any time your computer restarts. Place the program icon copy in the Startup folder. When finished. Close the folder. The settings below can be changed through the Control Panel.

Network Adapter Settings

It is suggested that your computers, printers and peripherals connect to the network through wired, private connections. Right click on the network icon on the task bar and then Open Network & Internet settings. If the Network Status shows Public Network, click Change connection properties and select Private network. When finished click on the Network and Sharing Center near the bottom of the Network status screen. Continue below.

Network and Sharing Center

Click on Change advanced sharing settings. The Private (current profile) should be open. Choose the radio button for Turn on Network Discover and check the box to Turn on automatic setup of network connected devices. Also choose Turn on file and printer sharing. Under All Networks, choose Use 128-bit encryption and Turn off password protected sharing.

Disabling network adapter power management settings

Windows is set by default to power down your computer's network adapter after an idle period. Point of Success' database server may disconnect a computer's connection to the server if the network adapter is powered down. Access your network adapter power management settings here: Start > Control Panel > System > Device Manager. Find your network adapter in the hardware list, then right-click the device and choose Properties from the menu. Click the Power Management tab in the properties window and uncheck "Allow the computer to turn off this device to save power."

Disabling general power management settings

None of your computers should be set to power down a hard disk drive, suspend or hibernate. Access your general power management settings here: Start > Control Panel > Power Management. Change the power plan to Maximum Performance. Then click Change plan settings. Click Change advanced power settings. Change the sleep setting for HDD/SSD to Never or 0. Change Hibernate and Sleep settings to Disabled. Change the USB and PCI settings to Disabled.

Windows Defender Firewall settings

You will need to adjust a few settings for Point of Success and POSPay or other merchant processor to function properly.

- 1) Open Windows Defender Firewall and click Allow an app or feature through Windows Defender Firewall.
- 2) Click Change Settings
- 3) On the server PC only – Check the box for Arsenal Database Server and the Private box.
- 4) On all PCs – Check the boxes for the program and Private as they apply for CentralPoint Remote, CentralPoint Remote Data Creator, CentralPointHQ, Database Administrator, File and Print Sharing, Point of Success, Caller ID, Online Ordering, Inventory, Table Management, Timeclock and any other program that begins with Point of Success or POS and POSP.
- 5) Click OK when finished to save.