

SQL POS



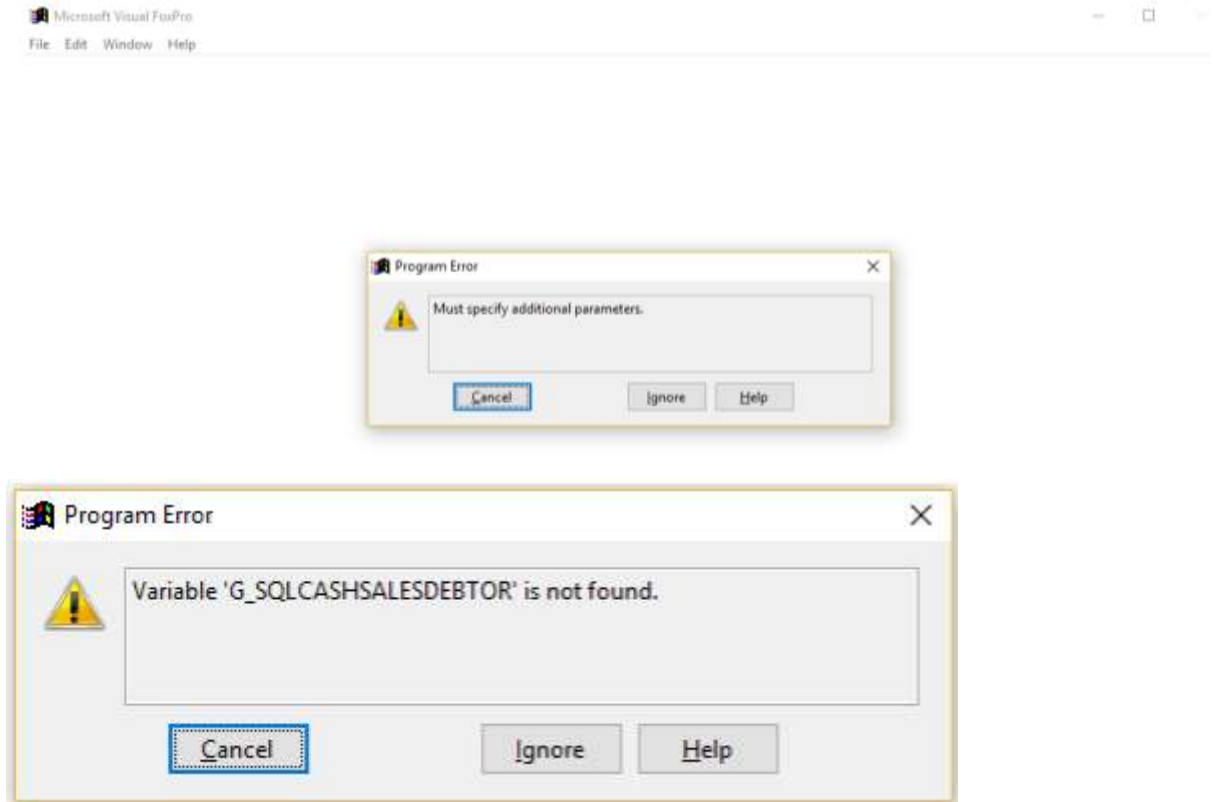
SQL POS

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1. SQL POS

1.1 Error When install SQL POS : Must specify additional Parameter



Solution:

If New Installation:

1. Delete all the Item from C:\itUnicode
2. Control Panel | Uninstall SQL-POS



If already have transactions:

1. Backup SQL POS first
3. Delete all the Item from C:\itUnicode
4. Control Panel | Uninstall SQL-POS



1.2 Use Offline Mode

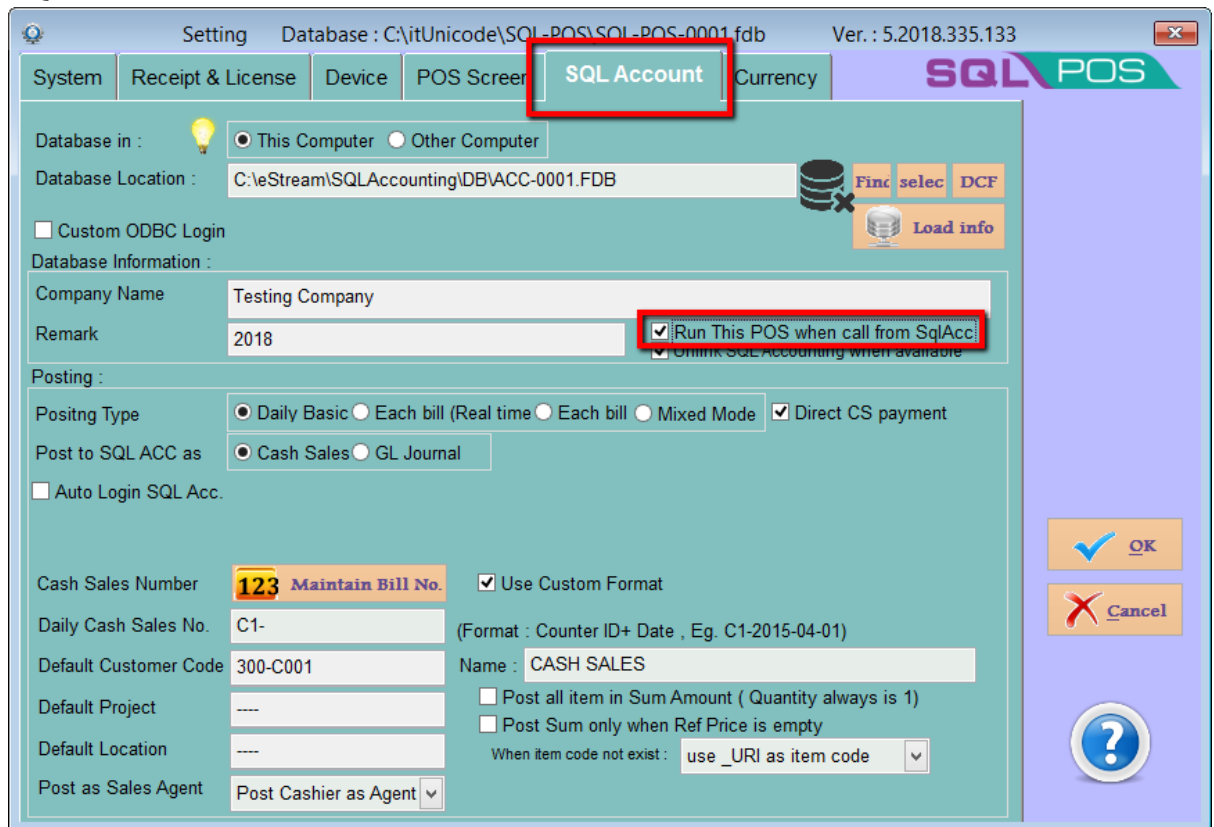
- Unable to capture live Master Transaction from SQL Acc Master Database

1.3 SQL POS is only Standalone PC

- The reason due to when Database corrupt, it won't corrupt all, so preferable Standalone

1.4 Even though I set to Each Bill(Real Time) still unable to get the UTD QTY in SQL POS?

- In Setting -> SQL Account -> Need to ticked Run This POS When call from SQLAcc



Setting Database: C:\itUnicode\SQL-POS\SQL-POS-0001.fdb Ver.: 5.2018.335.133

System Receipt & License Device POS Screen **SQL Account** Currency

Database in : This Computer Other Computer

Database Location : C:\eStream\SQLAccounting\DB\ACC-0001.FDB Func selec DCF Load info

Custom ODBC Login

Database Information :

Company Name : Testing Company

Remark : 2018 Run This POS when call from SqlAcc Omit SQL Accounting when available

Posting :

Positing Type : Daily Basic Each bill (Real time) Each bill Mixed Mode Direct CS payment

Post to SQL ACC as : Cash Sales GL Journal

Auto Login SQL Acc.

Cash Sales Number : 123 Maintain Bill No. Use Custom Format

Daily Cash Sales No. : C1- (Format : Counter ID+ Date , Eg. C1-2015-04-01)

Default Customer Code : 300-C001 Name : CASH SALES

Default Project : ---- Post all item in Sum Amount (Quantity always is 1)

Default Location : ---- Post Sum only when Ref Price is empty

Post as Sales Agent : Post Cashier as Agent When item code not exist : use _URI as item code

OK Cancel ?

1.5 Why keep prompt me Network failed ?

- I. Make sure have install Firebird
- II. SQL Account have to Set to **Firebird Server** if setting ticked **Run this POS when call from SQLAcc**

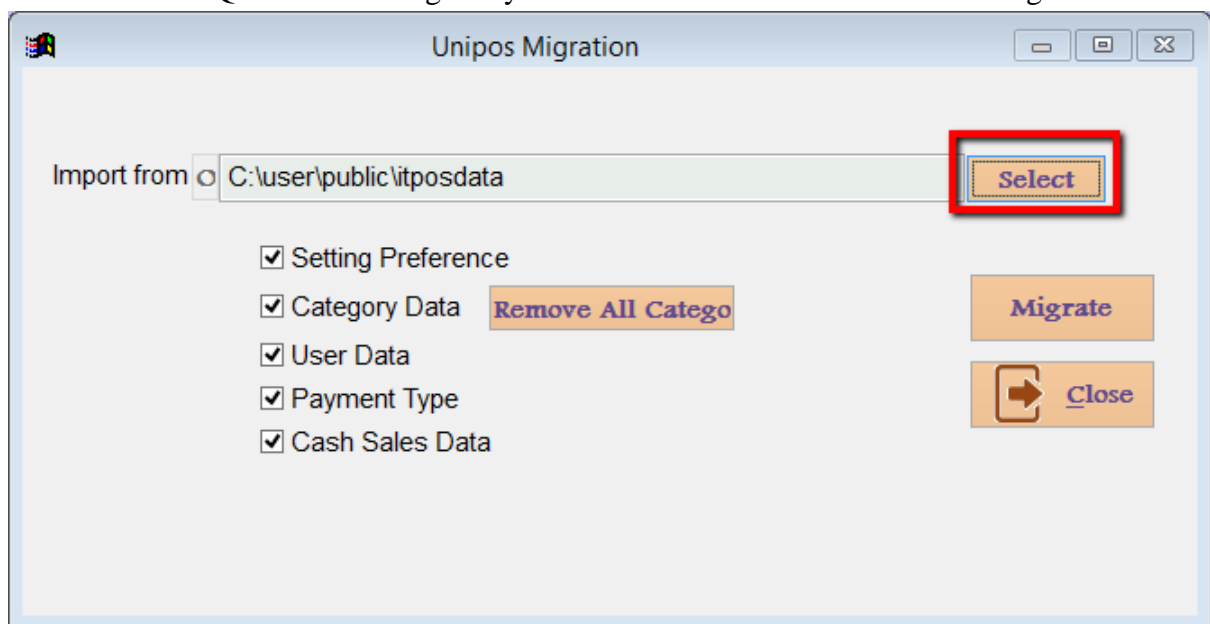
1.6 Added Stock Item Code with Chinese word, prompt me unable to find this Product Code ???

- SQL POS unable to support Unicode on Code, may key in the Chinese Word in Item Description
- Code Only Alphanumeric

1.7 Previously using IT Uni POS, how should I integrate in SQL ?

1.7.1 SQL POS 316 -> FoxPro

- i. In SQL Account -> Click on SQL POS(to generate New POS Database)
- ii. In SQLPOS-> Setting -> System Tab -> Tools -> Select UniPos Migration ->



Step 1 : Import From : **C:\user\public\itposdata** or **C:\user\public\unipos**

Step 2 : Ticked all the Setting

Step 3 : Click on Migrate

1.7.2 SQL POS 333 -> Firebird Database

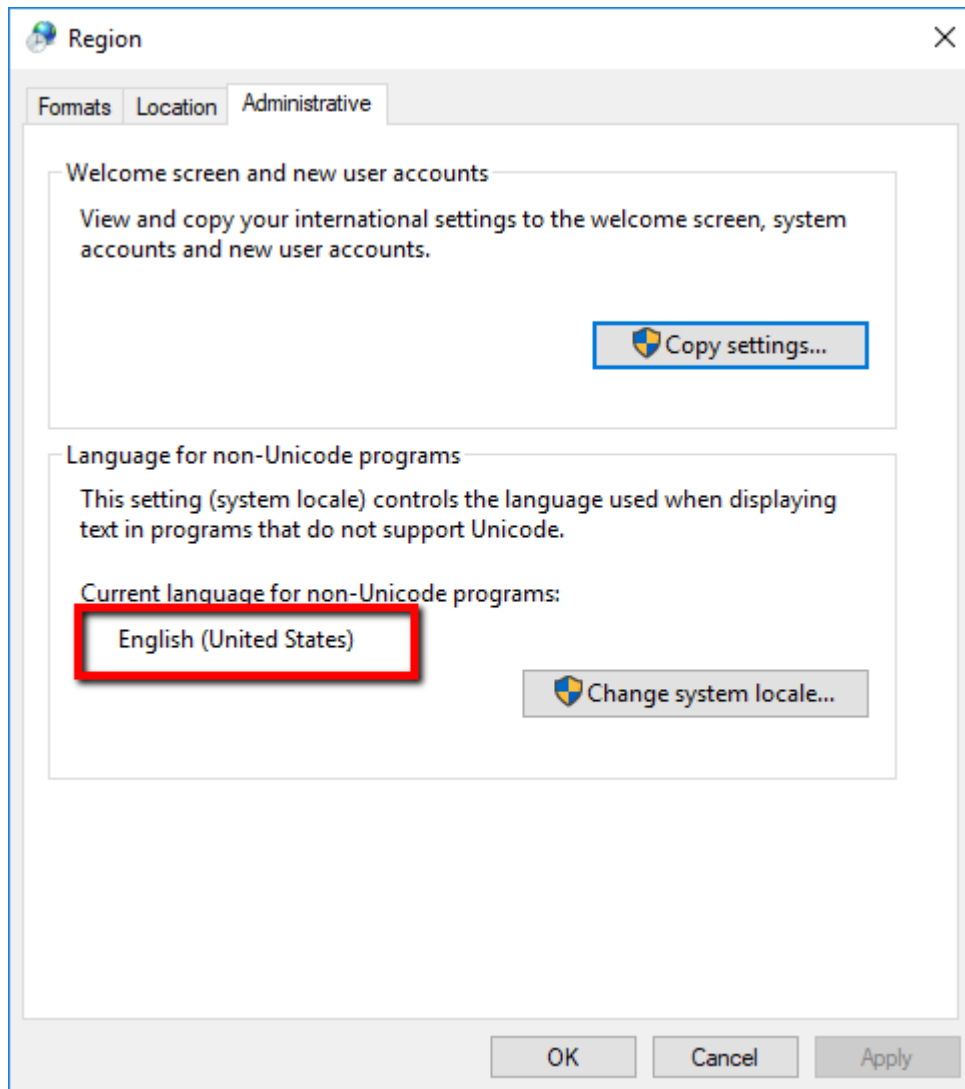
In SQL POS System -> Double click SQL POS -> Logon Screen -> Right Click Restore Database

1.8 Print Receipt Chinese word show in ???

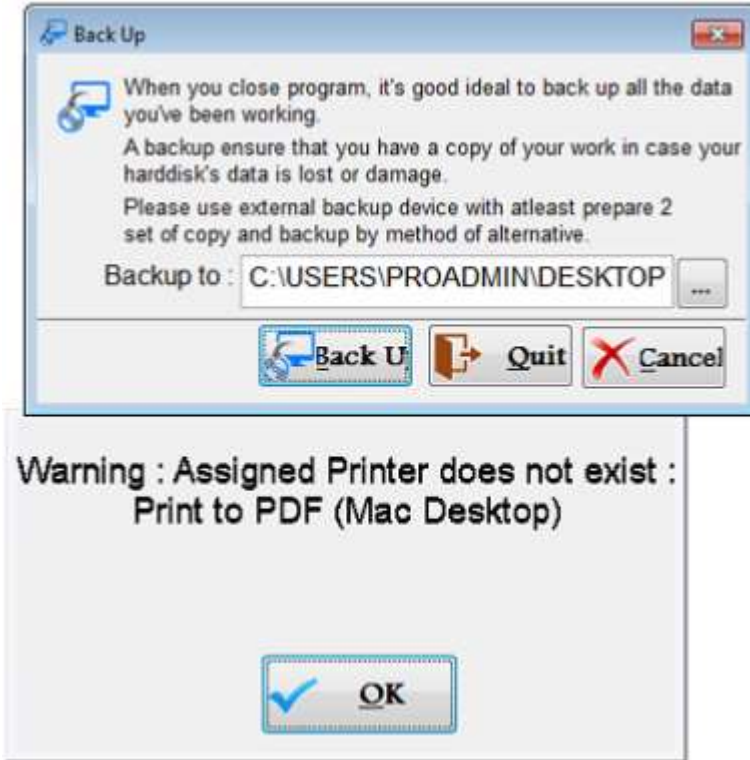
- Reason due to Non-Unicode program set to Chinese

Solution :

- Control Panel -> Regional -> Language for Non Unicode -> Set to English (United States)



1.9 Error Message : Warning : Assigned Printer does not exist : Print to PDF (Mac Desktop)



Solution:

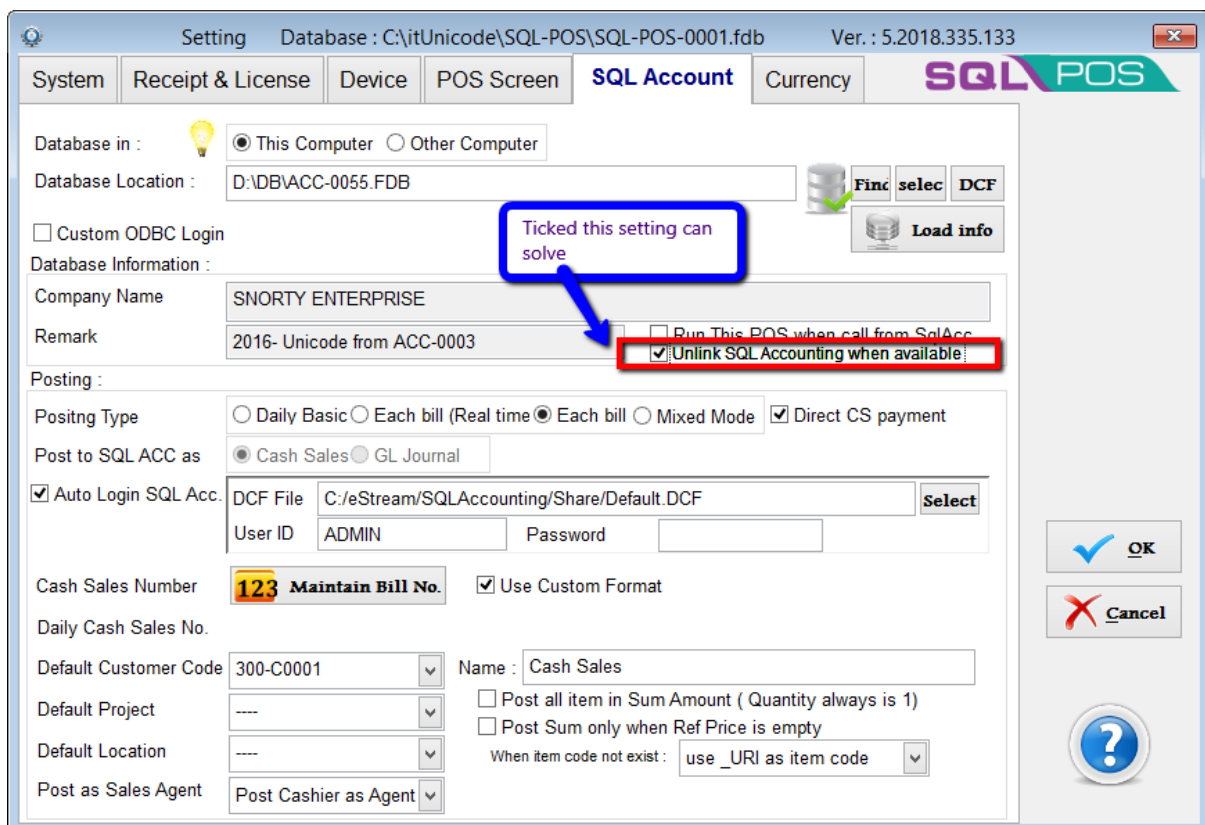
- i) **Testing Database** only - Delete whole ITUnicode database
- ii) **Real Database** – May request backup from user upload to us to check (suspect file corrupted)

1.10 Unable to capture correct price Tag Price

Assigned price tag for item A and Item B, how come only first Item A will capture price tag price, but second item B ref price ?

Solution :

Setting -> SQL Account -> Ticked Unlink SQL Accounting when available



Setting Database : C:\itUnicode\SQL-POS\SQL-POS-0001.fdb Ver. : 5.2018.335.133

System Receipt & License Device POS Screen **SQL Account** Currency

Database in : This Computer Other Computer

Database Location : D:\DB\ACC-0055.FDB

Custom ODBC Login

Database Information :

Company Name SNORTY ENTERPRISE

Remark 2016- Unicode from ACC-0003 Run This POS when call from SqlAcc

Unlink SQL Accounting when available!

Posting :

Positng Type Daily Basic Each bill (Real time) Each bill Mixed Mode Direct CS payment

Post to SQL ACC as Cash Sales GL Journal

Auto Login SQL Acc. DCF File C:/eStream/SQLAccounting/Share/Default.DCF

User ID ADMIN Password

Cash Sales Number **123** Use Custom Format

Daily Cash Sales No.

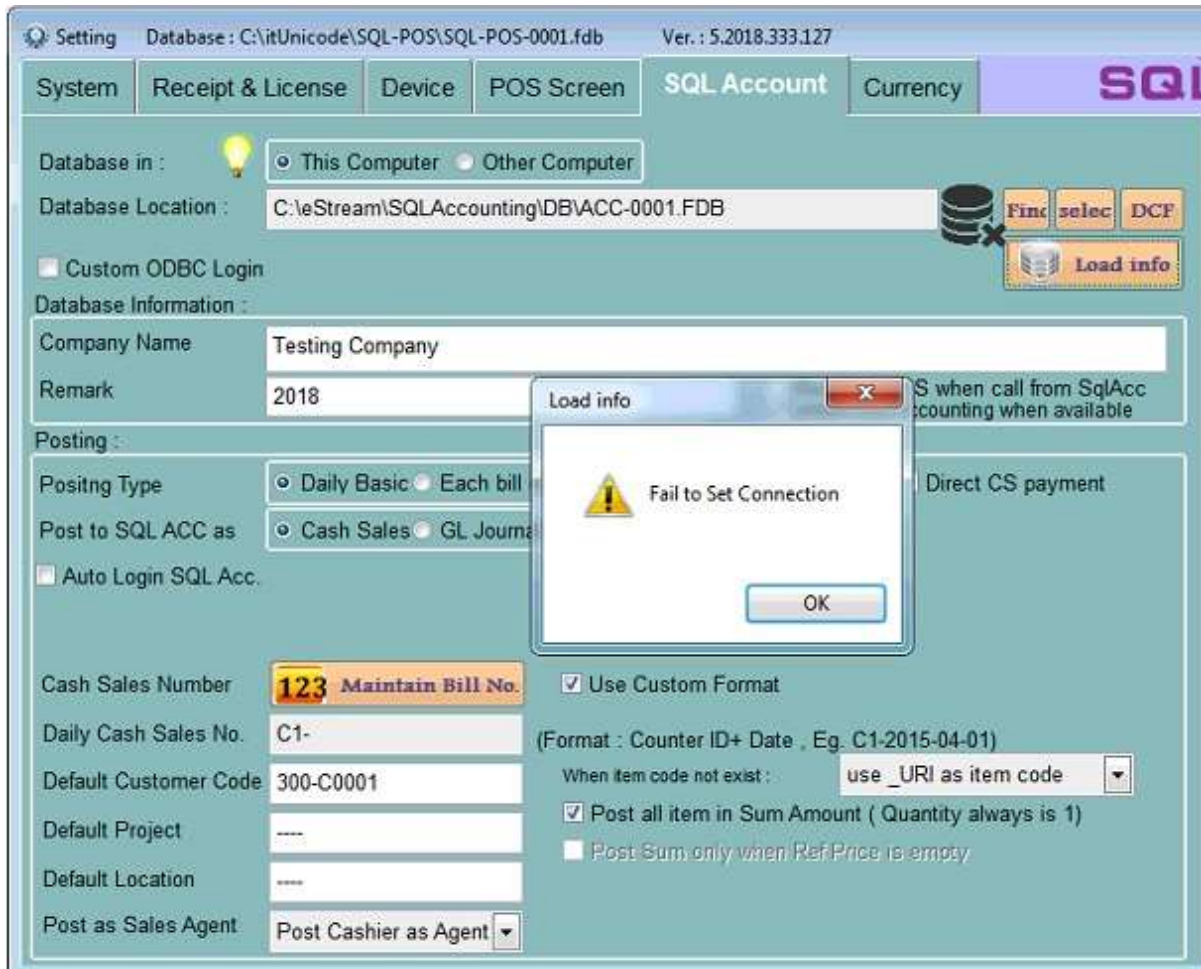
Default Customer Code 300-C0001 Name : Cash Sales

Default Project ---- Post all item in Sum Amount (Quantity always is 1)

Default Location ---- Post Sum only when Ref Price is empty

Post as Sales Agent Post Cashier as Agent When item code not exist : use _URI as item code

1.11 Error Message : Failed to Set

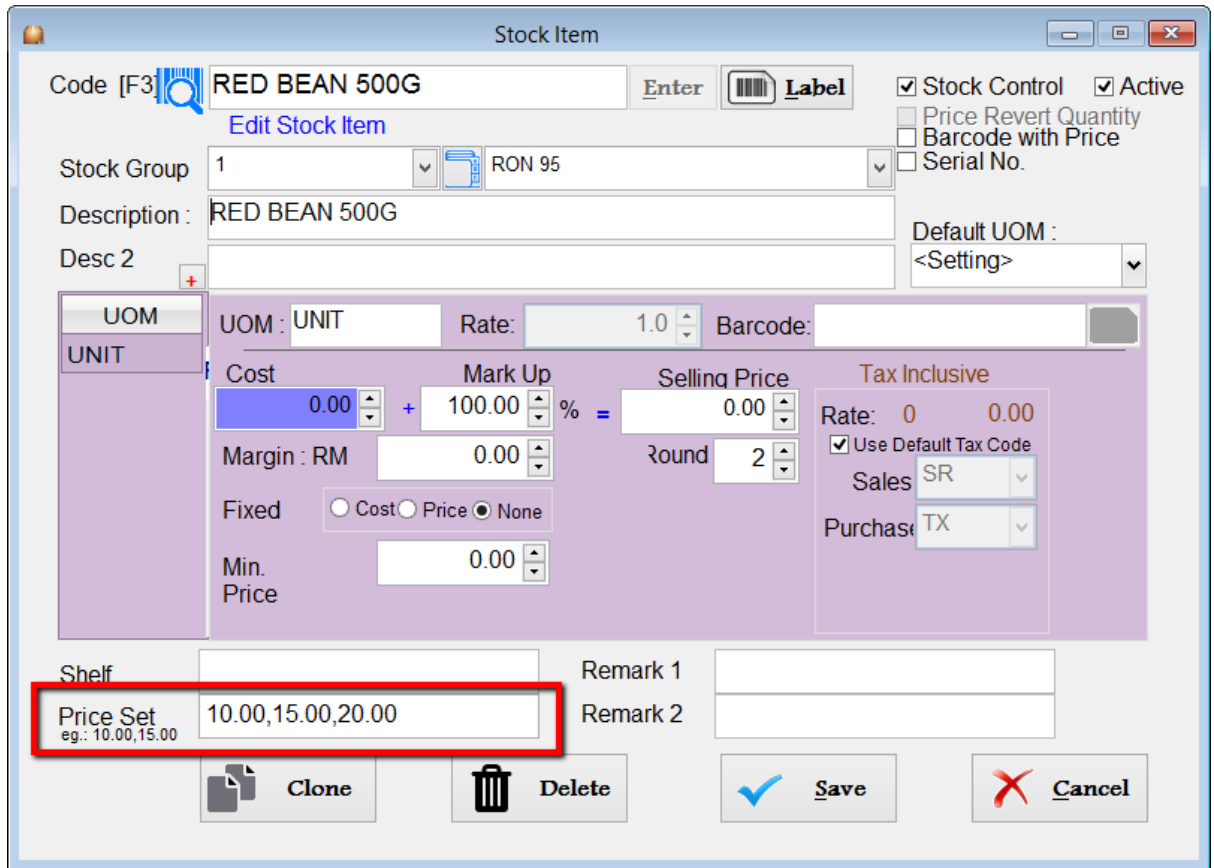


Solution :

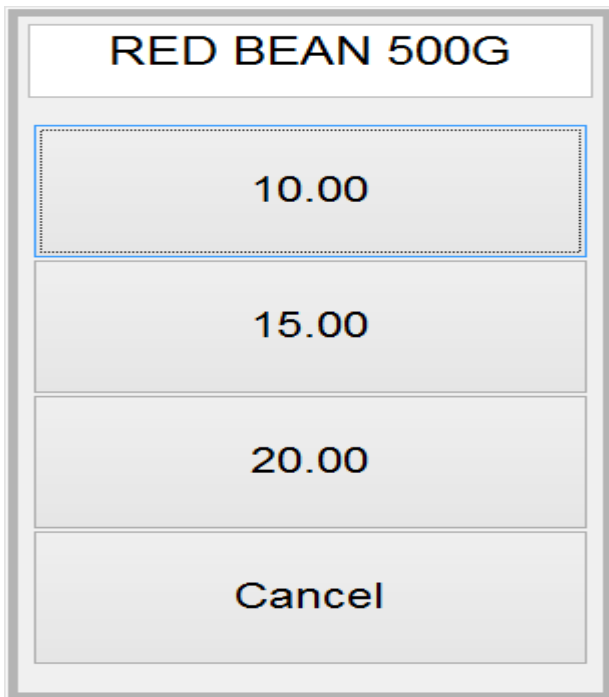
- Make sure install SQL With 759 & above

1.12 What is Price Set in Stock Item?

- Multiple price set in Maintain Stock Item, user allow to set multiple price with comma.
- Example :
 - Price 1 : RM 10.00
 - Price 2 : RM 15.00
 - Price 3 : RM 20.00



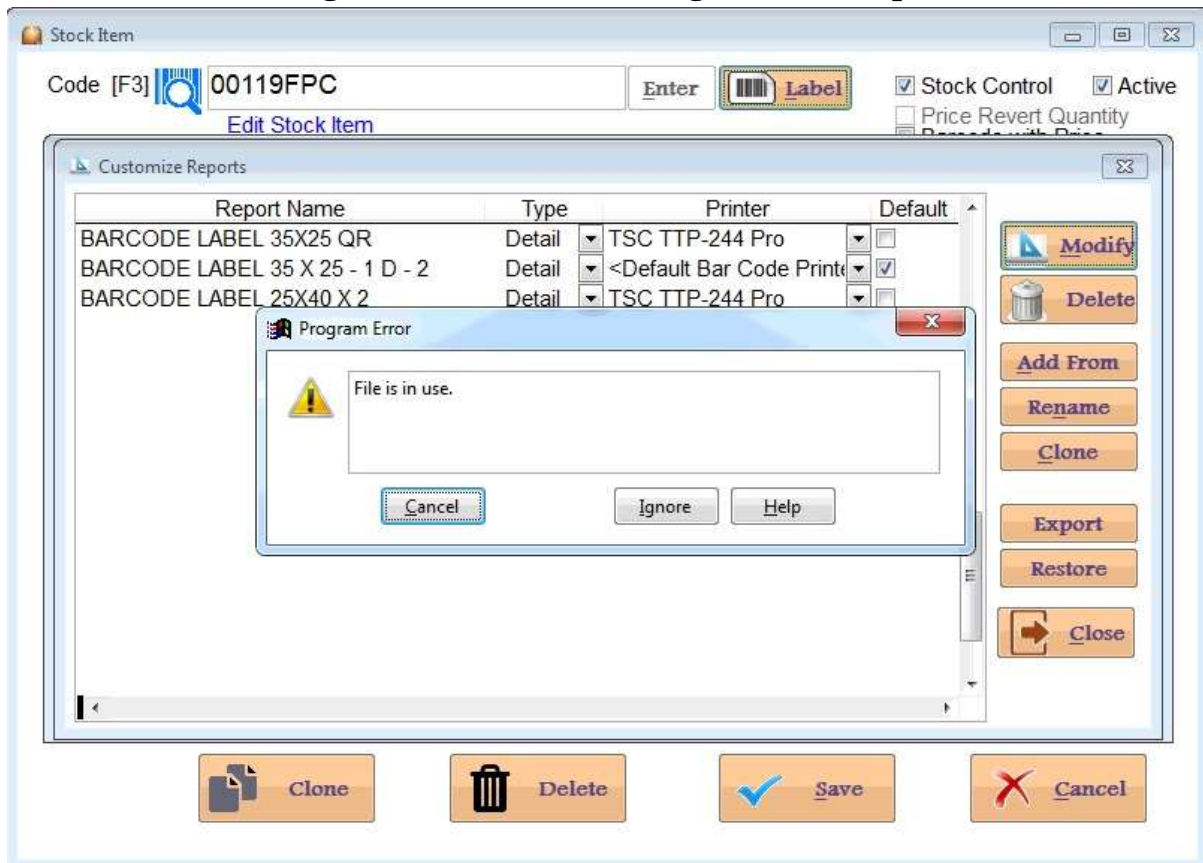
- When select itemcode RED BEAN 500G, auto prompt the price for user to select



1.13 What to do if I want to print Barcode Label with Chinese Company Name?

- Save as JPEG, then load the picture into Foxit Design ~

1.14 Error Message : File in use when design barcode report

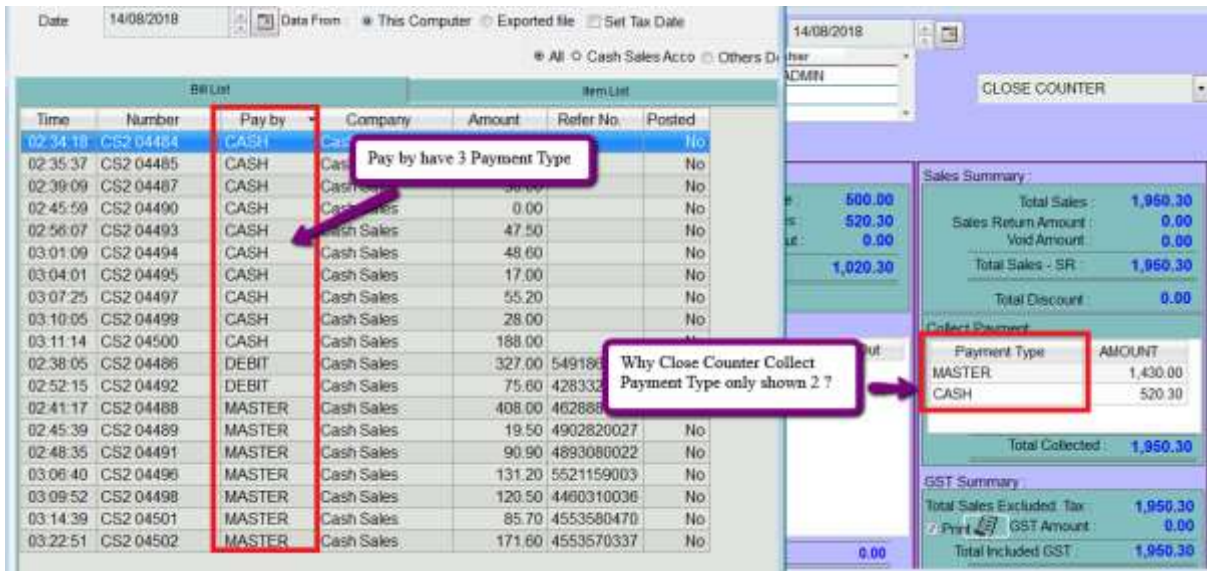


- Try Exit the program and logon
- Delete this report and design again
-

1.15 Backup Error : C:\itUnicode\SQL-POS\SQL-POS-0001.fdb could not be read

- Is due to IT Sync is running behind, may shut down IT Sync before Backup

1.16 Close Counter Collect Payment Type is not match with Payment Method select in Bills



The screenshot shows the SQL POS interface. On the left, a 'Bill List' table displays transactions. A red box highlights the 'Pay by' column, with an annotation stating 'Pay by have 3 Payment Type'. On the right, a 'Collect Payment' summary is shown. A red box highlights the 'Payment Type' section, with an annotation asking 'Why Close Counter Collect Payment Type only shown 2?'. The summary shows 'MASTER' for 1,430.00 and 'CASH' for 520.30, totaling 1,950.30. The bill list shows various payment methods including CASH, DEBIT, and MASTER.

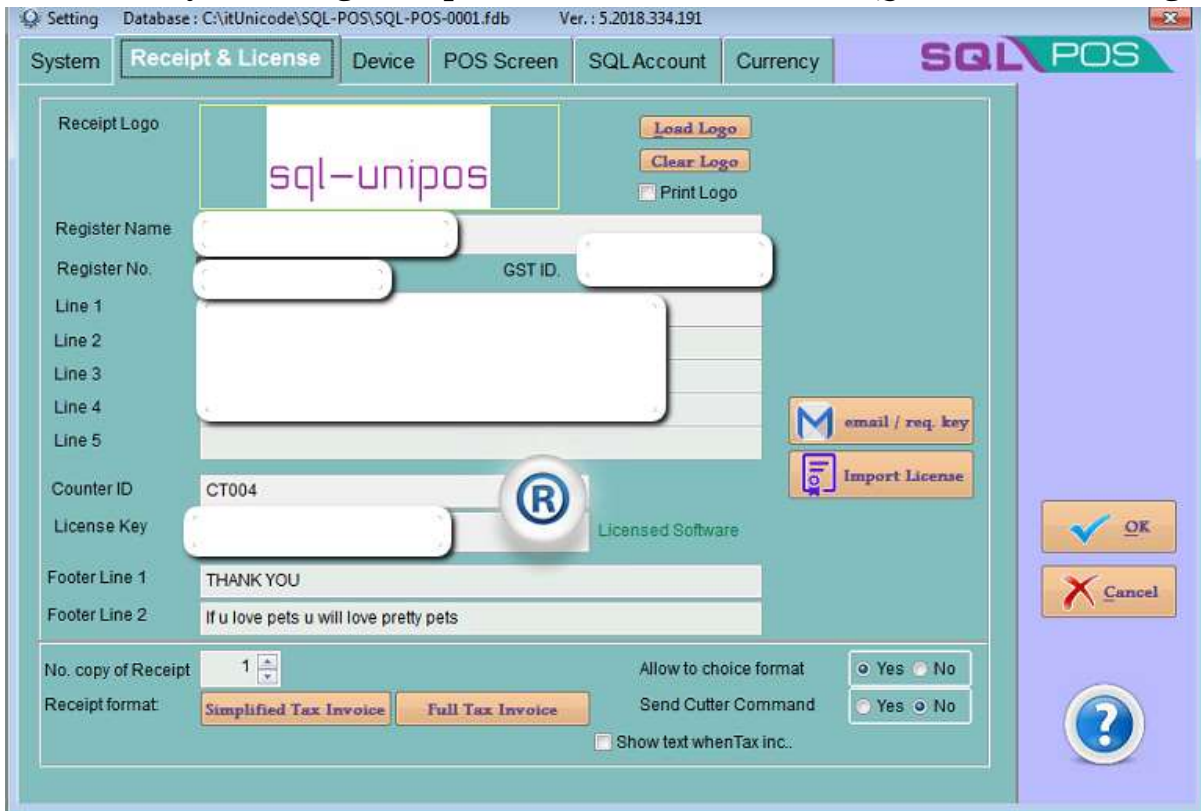
Time	Number	Pay by	Company	Amount	Refer No.	Posted
02:34:18	CS2 04484	CASH	Cash Sales	500.00		No
02:35:37	CS2 04485	CASH	Cash Sales	520.30		No
02:39:09	CS2 04487	CASH	Cash Sales	0.00		No
02:45:59	CS2 04490	CASH	Cash Sales	47.50		No
02:56:07	CS2 04493	CASH	Cash Sales	49.00		No
03:01:09	CS2 04494	CASH	Cash Sales	17.00		No
03:04:01	CS2 04495	CASH	Cash Sales	55.20		No
03:07:25	CS2 04497	CASH	Cash Sales	28.00		No
03:10:05	CS2 04499	CASH	Cash Sales	188.00		No
03:11:14	CS2 04500	CASH	Cash Sales	327.00	549186	No
02:38:05	CS2 04486	DEBIT	Cash Sales	75.60	428332	No
02:52:15	CS2 04492	DEBIT	Cash Sales	408.00	462888	No
02:41:17	CS2 04488	MASTER	Cash Sales	19.50	4902820027	No
02:45:39	CS2 04489	MASTER	Cash Sales	90.90	4893080022	No
02:48:35	CS2 04491	MASTER	Cash Sales	131.20	5521159003	No
03:06:40	CS2 04496	MASTER	Cash Sales	120.50	4460310036	No
03:09:52	CS2 04498	MASTER	Cash Sales	85.70	4553580470	No
03:14:39	CS2 04501	MASTER	Cash Sales	171.60	4553570337	No
03:22:51	CS2 04502	MASTER	Cash Sales			No

- Collect Payment Summary Payment Type is group by Account Code, may check whether the payment method is using same account code ~

Step to check Payment Method post to what Account

- Setting -> POS Screen -> Payment Method -> Double click on the Payment Name

1.17 Why in Setting Receipt & License *Retrieve From SQL* button is missing



- Once License Registered, the button will disable ~

1.18 Same receipt will auto cut to few pages

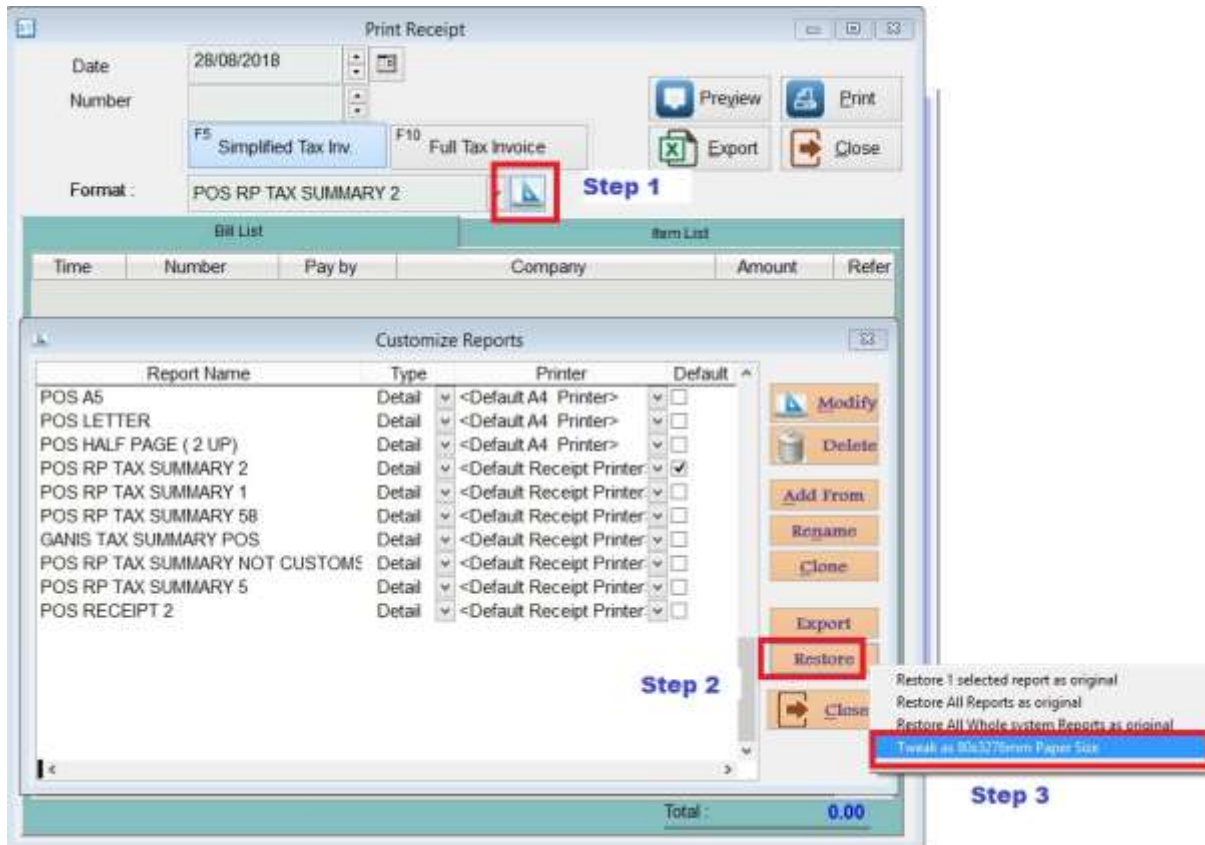


Solution :

Upgrade to latest version of 334, some of the printer after design, paper size changed incorrectly, need to Tweak it again

Step to Tweak :

In Print Receipt -> Follow below step



The screenshot shows the 'Print Receipt' window with the 'Customize Reports' dialog box open. The dialog box contains a table of reports and their settings.

Report Name	Type	Printer	Default
POS A5	Detail	<Default A4 Printer>	<input type="checkbox"/>
POS LETTER	Detail	<Default A4 Printer>	<input type="checkbox"/>
POS HALF PAGE (2 UP)	Detail	<Default A4 Printer>	<input type="checkbox"/>
POS RP TAX SUMMARY 2	Detail	<Default Receipt Printer>	<input checked="" type="checkbox"/>
POS RP TAX SUMMARY 1	Detail	<Default Receipt Printer>	<input type="checkbox"/>
POS RP TAX SUMMARY 58	Detail	<Default Receipt Printer>	<input type="checkbox"/>
GANIS TAX SUMMARY POS	Detail	<Default Receipt Printer>	<input type="checkbox"/>
POS RP TAX SUMMARY NOT CUSTOME	Detail	<Default Receipt Printer>	<input type="checkbox"/>
POS RP TAX SUMMARY 5	Detail	<Default Receipt Printer>	<input type="checkbox"/>
POS RECEIPT 2	Detail	<Default Receipt Printer>	<input type="checkbox"/>

Buttons on the right side of the dialog box include: Modify, Delete, Add From, Rename, Clone, Export, Restore, and Close. The 'Restore' button is highlighted in red.

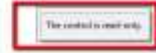
Step 1: A red box highlights the printer icon in the 'Format' section of the 'Print Receipt' window.

Step 2: A red box highlights the 'Restore' button in the 'Customize Reports' dialog box.

Step 3: A red box highlights the tooltip for the 'Restore' button, which contains the following text:

- Restore 1 selected report as original
- Restore All Reports as original
- Restore All Whole system Reports as original
- Tweak as 80x3276mm Paper Size


1.19 Unable to key In Daily Cash Sales No with message : The Control is Read Only



Answer : Control by license, need email to request new license key, mean Counter ID and CashSales number prefix based on license.

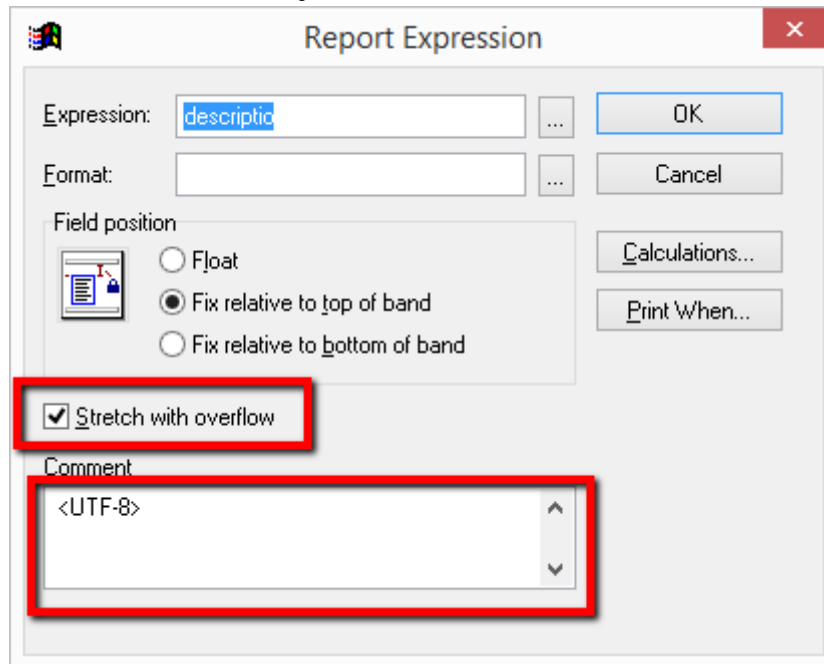
1.20 Receipt format unable to show Chinese word

1.20.1 Menu Screen -> Select **Print Receipt**

1.20.2 Click on **Modify** -> 

1.20.3 Select the **Report Name** -> Click on **Modify**

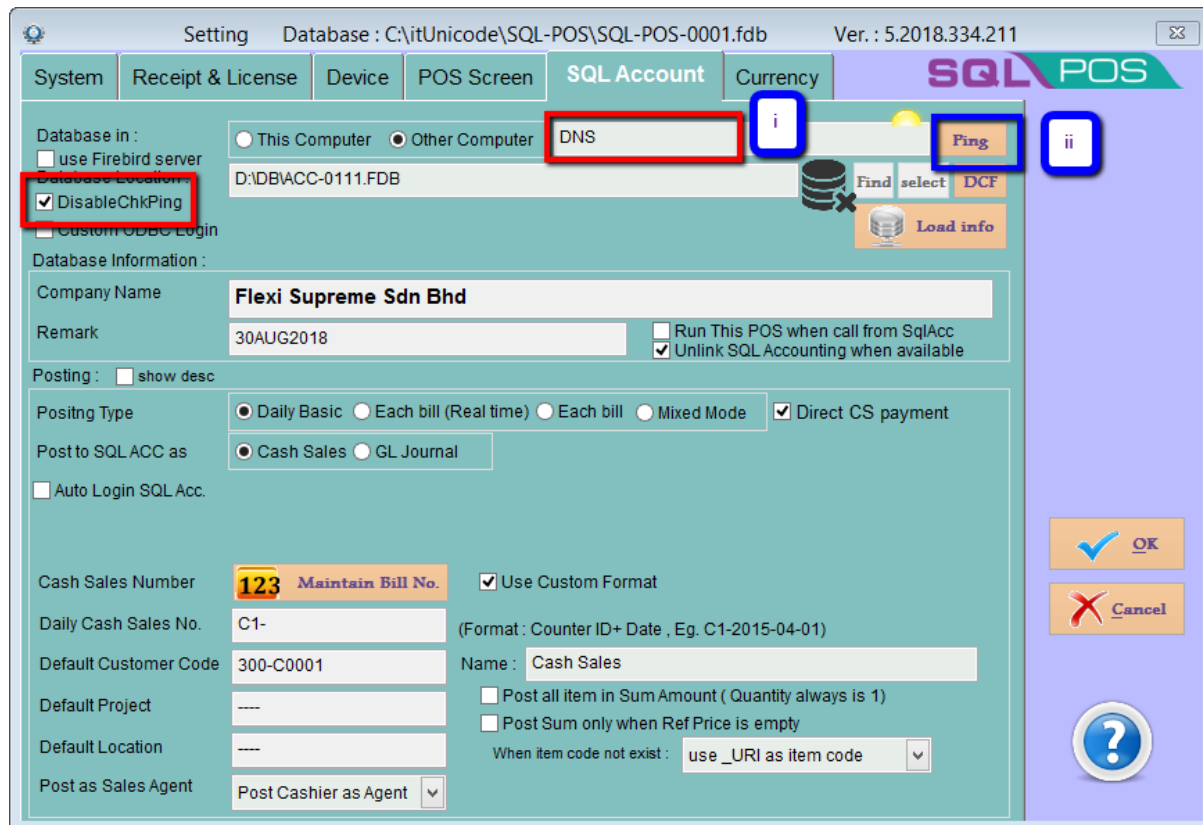
1.20.4 Double click on the object to show in Chinese



After Fill in <UTF-8> , remember save the report.

1.21 Proper Step to set Branch SQL POS (Error Failed to Set)

- 1.21.1 Configure and make sure SQL able to test successful
- 1.21.2 Add Port 3050
- 1.21.3 In SQL POS :



Setting Database : C:\itUnicode\SQL-POS\SQL-POS-0001.fdb Ver. : 5.2018.334.211

System Receipt & License Device POS Screen **SQL Account** Currency

Database in : This Computer Other Computer DNS

Database Location: D:\DBIACC-0111.FDB

DisableChkPing

Database Information :

Company Name: Flexi Supreme Sdn Bhd

Remark: 30AUG2018

Posting : show desc

Positng Type: Daily Basic Each bill (Real time) Each bill Mixed Mode Direct CS payment

Post to SQL ACC as: Cash Sales GL Journal

Auto Login SQL Acc.

Cash Sales Number: 123 Maintain Bill No. Use Custom Format

Daily Cash Sales No.: C1- (Format : Counter ID+ Date , Eg. C1-2015-04-01)

Default Customer Code: 300-C0001 Name: Cash Sales

Default Project: --- Post all item in Sum Amount (Quantity always is 1)

Default Location: --- Post Sum only when Ref Price is empty

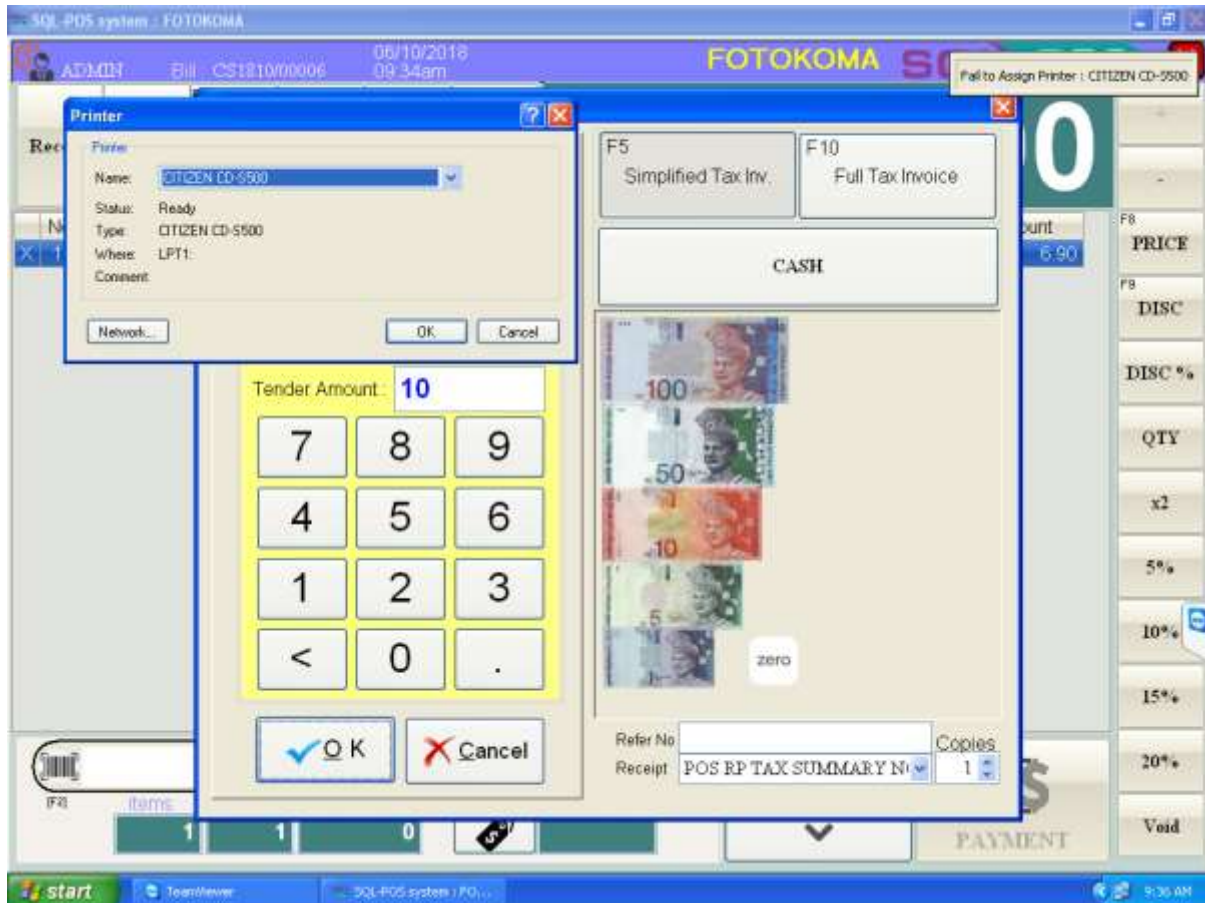
Post as Sales Agent: Post Cashier as Agent

When item code not exist : use _URI as item code

OK Cancel ?

- i) Put in DNS Number
- ii) Ping result lost 0 = 0%
- iii) Unticked **DisableChkPing**

1.22 Fail to assign Printer



Solution :

1. Check in **Setting** -> **Device** -> Receipt Printer -> assigned valid Receipt Printer **A4 Printer** Normally use EPSON LQ-310 or other laser printer -> Assigned valid Laser Printer
2. Check Report Format may assigned to valid printer
3. Window XP -> Upgrade to Window 7 & Above

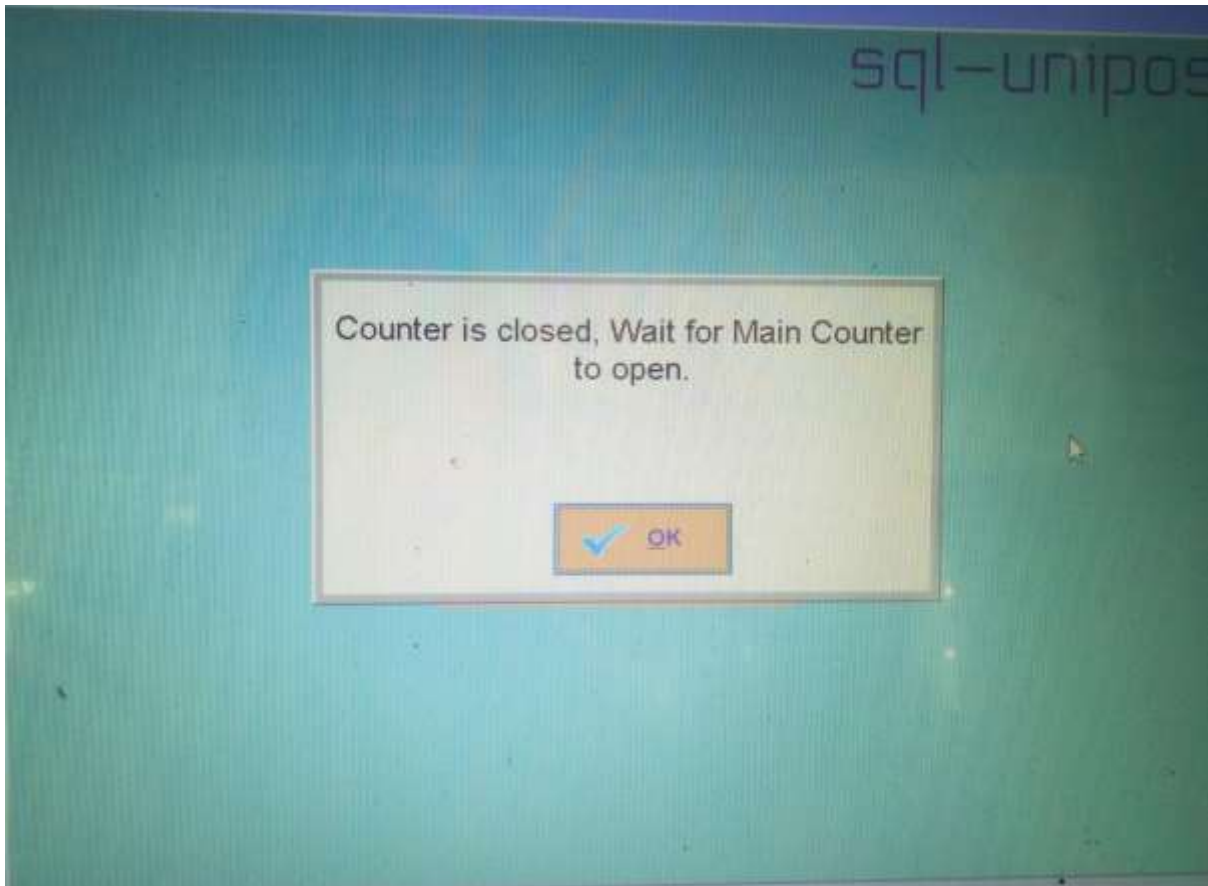
1.23 How to disable preview receipt when payment done

The screenshot shows the 'Setting' window for SQL POS. The 'Receipt & License' tab is selected and highlighted with a red box. The window title bar shows 'Setting Database : C:\itUnicode\SQL-POS\SQL-POS-0001.fdb Ver. : 5.2018.335.250'. The 'Receipt & License' tab contains various settings for receipts and licenses. The 'No. copy of Receipt' dropdown menu is highlighted with a red box and is set to 0. Other settings include 'Register Name' (SQL POS), 'Counter ID' (CT001), 'Footer Line 1' (THANK YOU), and 'Footer Line 2' (PLEASE COME AGAIN). There are also buttons for 'Load Logo', 'Clear Logo', 'Print Logo', 'Retrieve from SQL', 'email / req. key', 'Import License', and 'Activation'. The 'Allow to choice format' and 'Send Cutter Command' options are set to 'Yes'.

Solution : SQL POS Setting -> Receipt & License Tab -> No Copy of Receipt set to 0

2. SQL POS F&B

2.1 Error Message : Counter is closed, wait for Main Counter to open



- This error message mean when there have multiple POS link together, make sure Main Counter have to Open Counter first.